

ratonga taiohi pānui

what you need to know



reminder to make sure art is up to date

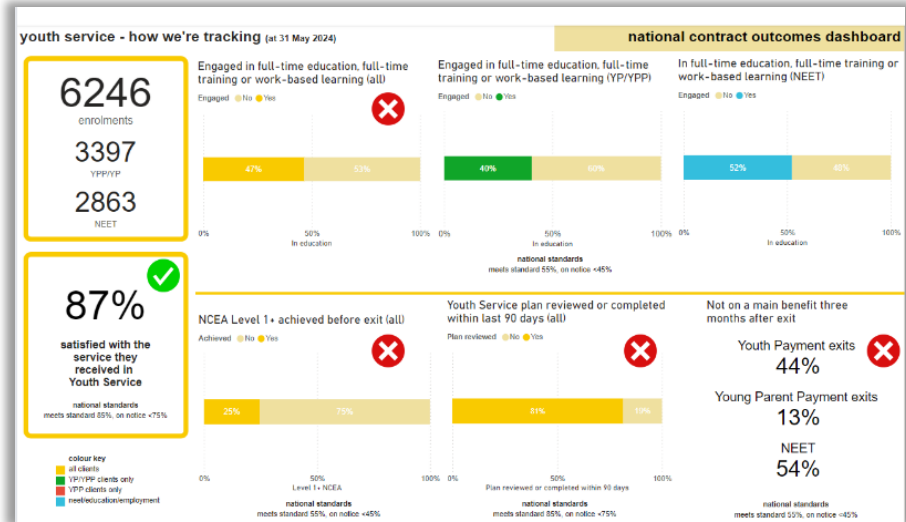
this quarter is coming to an end – make sure everything is up to date in ART

Remember:
If it's not in the
ACTIVITY
REPORTING TOOL
it didn't happen.

Last month we were only meeting 1/5 of the main service performance measures nationally. Next week we will be looking at the data to check how Youth Service is performing.

Now is the time to make sure you've:

- contacted** all of the young people you work with withing the **last 30 days**
- reviewed all **Youth Service plans** within the last **90 days**
- added NCEA results** of all taiohi who achieved a qualification in the last semester at course
- (for young parents) added their **child's PHO, Well Child and ECE** information
- supported, or have been working towards getting taiohi engaged in **education, training or work-based learning** (unless they have an exemption)
- checked that all taiohi who are meant to have a **Youth Activity Obligation exemption** do



In the next few Youth Service updates we will be going over each of the service performance measures and how they are calculated.

If you want to learn more now check [Performance standards Guide \(youthservice.govt.nz\)](https://youthservice.govt.nz)

letters to taiohi receiving benefits in custody

the letter taiohi held in custody get has been updated

For taiohi receiving a payment, the letter will clarify that while they are remanded in custody, MSD has discretion to continue all or part of their current benefits, after taking their financial circumstances and commitments into account.

This discretion is **not new**. When making this decision the factors YSSU consider are whether the taiohi has:

- been remanded pending a further court hearing or for sentencing
- continuing costs that cannot be avoided, such as rent and hire purchase for essential items
- a partner and or dependent children.

Every case should be looked at on its own merits.

For more information visit [Remanded in custody - Map \(workandincome.govt.nz\)](https://workandincome.govt.nz)



youth service
ratonga taiohi



MINISTRY OF SOCIAL
DEVELOPMENT
TE MANATŪ WHAKAHIATO ORA

deep dive: the contact performance measures

what the performance measures are and how you can make sure they are recorded in art

As a youth coach you need to meet regularly with the taiohi you work with.

At a minimum you must:

- **contact them every 30 days**
- **meet face to face every 90 days** to review their Youth Service Plan, help them meet their obligations and make sure they are on track to achieve the outcomes in their last Youth Service plan.

NOTE: Contact only counts if it's a two-way conversation between the youth coach and young person.

How to record it in ART

90 day contact

1. Go to the administration checklist on the young person's overview page,
2. Click on the Youth Service plan link
3. Add a note to the activity, making sure you link or upload the Youth Service plan

Contact	Contact type*	Phone call	Contact date*
			01/04/2020 9

30 day contact

1. Go to the activities tab and click on the activity you discussed with the young person
2. Add a note to the activity, selecting the contact box and adding the contact type.

Confirm completion of Youth Service Plan review

Date Youth Service Plan review completed
13/06/2017

LINK EXISTING YOUTH SERVICE PLAN | UPLOAD YOUTH SERVICE PLAN

CONFIRM | Cancel

improving msd's housing support products



from 1 July housing support products will be available to help more people

From next Monday, we're extending Housing Support Products (HSP) to cover more housing situations that the Residential Tenancies Act 1986 (RTA) doesn't apply to.

This will include some boarding and flatting arrangements, cabins, relocatable homes, and caravans. We will be referring to these situations as **non-RTA**.

When having housing conversations with young people, be sure to check out the range of different HSPs we can now provide to meet their housing needs.

When applying for HSPs you'll still use the Hardship HSP task in ART. The template has been updated to cover the additional information needed.

The Housing Support Products [eLearning module](#) and [webpage](#) will be updated **by Monday**.

Table of available Housing Support Products

New non-RTA needs/payments	Equivalent RTA needs/payments	Limits across both
Accommodation Moving Costs	Moving Costs	2 grants per 52 weeks Up to \$1,500
<ul style="list-style-type: none"> ○ CMS hardship category: HSP (non-RTA) Accommodation Moving Costs Grant 	<ul style="list-style-type: none"> ○ CMS hardship category: HSP Moving Costs Grant 	
Accommodation Costs in Advance	Rent in Advance	2 grants per 52 weeks Up to 2 weeks rent
<ul style="list-style-type: none"> ○ CMS hardship category: HSP (non-RTA) Accommodation Costs in Advance Grant 	<ul style="list-style-type: none"> ○ CMS hardship category: HSP Rent in Advance Grant 	
Accommodation Costs Arrears Grant	Rent Arrears	2 grants per 52 weeks Up to 4 weeks rent
<ul style="list-style-type: none"> ○ CMS hardship category: HSP (non-RTA) Accommodation Costs Arrears Grant 	<ul style="list-style-type: none"> ○ CMS hardship category: HSP Rent Arrears Grant 	
Accommodation Security Cover Grant	Bond Grant	2 grants per 52 weeks Up to 4 weeks rent
<ul style="list-style-type: none"> ○ CMS hardship category: HSP (non-RTA) Accommodation Security Cover Grant 	<ul style="list-style-type: none"> ○ CMS hardship category: HSP Bond Grant 	

upcoming drop-in sessions

drop-in to meet other youth coaches and learn about youth service



money management Tuesday 2 July, 10am

In this drop session we'll cover:

- the purpose of Money Management
- setting up redirections
- using the payment card
- the suppliers' list and adding new suppliers
- how to help taiohi come off Money Management.

Join via [Teams](#)

induction for new coaches Wednesday 3 July, 10am

In this drop-in session we're cover:

- the legislation and policy that determines how Youth Service operates
- the people and teams that help deliver Youth Service
- an overview of the Activity Reporting Tool (ART)
- where to find information to help you in your role.

Join via [Teams](#)

face and extra assistance Tuesday 9 July, 10am

FACE stands for Full and Correct Entitlement. We will cover what you should be looking for to make sure taiohi are receiving all the payments they are eligible for. **Extra (supplementary) assistance** are a group of payments that taiohi may be eligible for. We will go through the different payments and the criteria for receiving them.

Join via [Teams](#)

You can find the full drop-in session schedule on our provider site
[drop-in sessions | Youth Service providers](#)

realising the dreams and aspirations of youth

tau awhitia te taiohi, ka puta ki te wheiao

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