

**GLOW WORKFORCE DEVELOPMENT BOARD POLICY  
UNDER THE WORKFORCE INNOVATION OPPORTUNITY ACT (WIOA)**

**NAME OF POLICY:** GLOW Supportive Services Policy Youth

**APPROVAL DATE:** ~~5/21/19, 11/19/19, 1/19/218/11/23~~

**EFFECTIVE DATE:** ~~7/1/19, 11/19/19, 1/19/218/11/23~~

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**Supportive Services**

20 CFR § 681.570 describes supportive services for youth as defined in WIOA Sec. 3(59), are services that enable an individual to participate in WIOA activities. These services include, but are not limited to, the following: (a) linkages to community services; (b) assistance with transportation; (c) assistance with child care and dependent care; (d) assistance with housing; (e) needs-related payments; (f) assistance with educational testing; (g) reasonable accommodations for youth with disabilities; (h) legal aid services; (i) referrals to health care; (j) assistance with uniforms or other appropriate work attire and work-related tools, including such items as eyeglasses and protective eye gear; (k) assistance with books, fees, school supplies, and other necessary items for students enrolled in postsecondary education classes; and (l) payments and fees for employment and training-related applications, tests, and certifications. **TEGL 21-16**

Actively engaged WIOA youth, or youth enrolled in Follow-up, may receive Supportive Services if funding is available. The goal is to minimize barriers for youth to enable them to fully participate in workforce development and/or employment activities and opportunities to help them progress along their career pathway. Each youth is eligible for a maximum of \$750 supportive services per program year.

**Supportive Services may include, but are not limited to:**

- Transportation assistance, for Classroom Training, OJT, or Customized Training. (either in the form of a gas cards or mileage reimbursement)
- Testing Fees/Licensing Fees/Finger Printing
- Clothing and other work related items required by Classroom Training/ OJT/ CT/ or Pre-Hire requirement.
- Other services as deemed appropriate by the GLOW WDB Executive Director appropriate based upon demonstrated need. (Other examples could include 5 hour Drivers Education course, car repairs, and insurance payments outside of fines.)

**Procedure**

Customers that have been assessed for and deemed in need of supportive services and funds are available will be provided a maximum of \$750 per customer per program year defined as July 1 to June 30.

- Transportation: Mileage reimbursement or gas cards can be provided once the customer has provided mileage records that include the date, to and from complete address, total miles driven, and function attended, and affirmed by class instructor or work supervisor.

- Testing and Licensing Fees if not included in the cost of tuition reimbursement or direct payment is allowable.
- Work related clothing, prior to starting work based training, classroom training, or unsubsidized employment the customer must provide evidence that these items are necessary for participation in training or required to begin employment. An email or letter from the employer stating that the items are required to begin employment.
- **Special Technology Reimbursement:** The use of supportive services payments may be used to reimburse money spent on the purchase of Laptops, Chromebook, or other similar devices with the following conditions. The following process must be used for these types of purchases:

**Purchasing Technology for Employment**

- 1) If an employer requires the device at the time of employment and they are not providing it to the employee
- 2) The employment must be permanent. Temporary or seasonal employment is not permitted under this policy.
- 3) The employer must submit a letter on company letterhead that the employee is a permanent employee, the device is a required item for employment, and that the employer will not be supplying it.
- 4) The device must be placed into service immediately and used on a regular basis to perform job duties.

No early purchase and reimbursement until employment is secured and needed to perform the job. The WIOA counselor will make monthly checks and document into OSOS comments to see how often the customer is using the device. If it is not being used as a regular daily tool in the course of the employee's workday, then the device or the amount the GLOW WDB reimbursed must be returned **within 30 days of the end of regular use**. If the returned device is in working condition then it will be repurposed for another customer. If the device is not in working condition, the GLOW WDB will request disposition of the device.

- 5) After one year of the reimbursement date of the purchase of the device, which is also considered the date placed in service, the useful life of the item is considered exhausted and the item is no longer property with which must be tracked by the GLOW WDB; therefore, monthly inventory checks are no longer required **and the device is transferred to the ownership of the customer from the GLOW WDB.**

**Purchasing Technology for Training**

- 1) If it is required to complete an educational program of three months or more and not a part of the tuition that is paid to participate in.
- 2) The school must submit documentation that the device is a required item for training and not provided by the school.
- 3) Any student **not completing the** class/training prior to the **training end date** must return either return the device or reimburse what was expended by the GLOW WDB for the device **within 30 days of separation from the training program**
- 4) The device must be placed into service immediately and must be used on a regular basis during training.

No early purchase and reimbursement until training begins. The WIOA counselor will make monthly checks and document into OSOS comments to see how often the customer is using the device. If it is not being used as a regular daily tool in the course of the customer's training, then the device or the amount the GLOW WDB reimbursed must be returned. If the returned device is

in working condition then it will be repurposed for another customer. If the device is not in working condition, the GLOW WDB will request disposition of the device.

5) Upon successful completion of the training, the GLOW WDB will no longer require regular counselor

checks to see if it is still being used by the student on a regular basis and the device is transferred to the ownership of the customer from the GLOW WDB.

### **Failure to Return or Reimburse the Device within 30 Days of Not Using or Completing Training/Employment**

- Failure to return or pay the amount that the GLOW WDB reimbursed for the device after 30 days may result in one or more of the **following based on reasonable or inappropriate response** at the discretion of the GLOW WDB Executive Director:
  - Customer will be banned from receiving technology support for 2 years
  - Customer will be banned from receiving future technology support
  - Any subsequent training or support requests may be not approved
- The cost of the device cannot exceed \$1,000 and will only be reimbursed up to \$750, which is the maximum limit for all supportive services per program year. The cost of the reimbursement will be calculated into the amount of supportive services that the customer receives per program year up to \$750.
- The GLOW WDB will not be responsible for providing technology support/service to any device. This will be the
  - responsibility of the student or employee.
- The customer must sign the attached Special Technology Reimbursement Agreement prior to any purchase.
- This is a onetime purchase per enrollment.
- Service providers may ask for other types of supportive services in the form of an email to the GLOW WDB Executive Director for approval. The email with the specific approval from the Executive Director will be retained in the participant file.

The Supportive Services need(s) should be documented in the youth's ISS, with a Comment, Achievement Objective, and Service in OSOS, including updates as necessary. A copy of the receipt, invoice, etc. is required to be retained in the youths paper file along with documentation of why the supportive service was needed (bill, employment offer/start date, youth's written statement, etc.)

Service providers will complete the GLOW WDB Training for Youth Supportive services WIOA Funds Approval Form and submit it to the Executive Director of the GLOW WDB for final approval. The Executive Director will also determine if the supportive service can be provided through other resources. The GLOW Executive Director will track supportive services payments and report monthly to service providers how much funding in supportive services is currently available. The GLOW Executive Director will also track to ensure that the supportive services limit of \$750 per program year is not exceeded. The GLOW grant recipient will then reimburse the customer, make a direct payment to the vendor or reimburse the service provider. The youth approval form can be found under the policies section of the GLOW WDB website. [www.glowworks.org](http://www.glowworks.org)

## **GLOW TRAINING FOR YOUTH FUNDS APPROVAL FORM**

**Must be submitted prior to Training to GLOW WDB Director [jlazarony@co.genesee.ny.us](mailto:jlazarony@co.genesee.ny.us)**

### **INDIVIDUAL TRAINING ACCOUNT**

Service Provider Name: \_\_\_\_\_ Date: \_\_\_\_\_  
Customer's Last Name, First Initial: \_\_\_\_\_, \_\_\_\_\_ OSOS ID#: \_\_\_\_\_  
Type of ITA: \_\_\_\_\_ Training Start Date: \_\_\_\_\_ End Date: \_\_\_\_\_  
Name of Training Provider: \_\_\_\_\_ Are they listed on the NYS ETPL? \_\_\_\_\_ Yes \_\_\_\_\_ No  
Amount of Funding: \_\_\_\_\_ Subsequent Years? \_\_\_\_\_  
Summary of Situation: \_\_\_\_\_

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### **ON-THE-JOB TRAINING OR CUSTOMIZED TRAINING**

Service Provider Name: \_\_\_\_\_ Date: \_\_\_\_\_  
Customer's(s) Last Name, First Initial: \_\_\_\_\_, \_\_\_\_\_ OSOS ID#: \_\_\_\_\_  
OJT/CT Employer Worksite: \_\_\_\_\_ Training Start Date: \_\_\_\_\_ End Date: \_\_\_\_\_  
Estimated Amount of Funding for OJT/CT: \_\_\_\_\_  
Summary of Situation: \_\_\_\_\_

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### **WORK EXPERIENCE**

Service Provider Name: \_\_\_\_\_ Date: \_\_\_\_\_  
Customer's Last Name, First Initial: \_\_\_\_\_, \_\_\_\_\_ OSOS ID#: \_\_\_\_\_  
WEX Site/Location: \_\_\_\_\_ WEX Start Date: \_\_\_\_\_ WEX End Date: \_\_\_\_\_  
Estimated # of Hours: \_\_\_\_\_ Estimated Amount of Funding: \_\_\_\_\_  
Summary of Situation: \_\_\_\_\_

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### **SUPPORTIVE SERVICES**

Service Provider Name: \_\_\_\_\_ Date: \_\_\_\_\_  
Customer's Last Name, First Initial: \_\_\_\_\_, \_\_\_\_\_ OSOS ID#: \_\_\_\_\_  
Type of Supportive Services: \_\_\_\_\_ Estimated Amount and Type of Funding for Supportive Services: \_\_\_\_\_  
Is staff aware of any other free resources available to help the customer with these needs? \_\_\_\_\_ Yes or \_\_\_\_\_ No

Summary of Situation: \_\_\_\_\_

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**INCENTIVE PAYMENTS**

Service Provider Name: \_\_\_\_\_

Date: \_\_\_\_\_

Customer's Last Name, First Initial: \_\_\_\_\_,

OSOS ID#: \_\_\_\_\_

Type of Incentive Earned: \_\_\_\_\_

Amount of Incentive Payment: \_\_\_\_\_

Summary of Situation: \_\_\_\_\_

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**SIGNATURE**

Service Provider Signature \_\_\_\_\_

Date: \_\_\_\_\_

Assigned Employment Counselor: \_\_\_\_\_

Date: \_\_\_\_\_

**Approval by WDB Executive Director**

Name: Jay Lazarony \_\_\_\_\_

Date: \_\_\_\_\_

Signature: \_\_\_\_\_

C: Kristine Langless, GR

### **Special Technology Reimbursement Agreement**

Please read the terms of the Special Technology Reimbursement Agreement and sign.

I, \_\_\_\_\_, agree to the following:  
(print name)

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2. The employment must be permanent. Temporary or seasonal employment is not permitted under this policy.
3. The employer must submit a letter on company letterhead that the employee is a permanent employee, the device is a required item for employment, and that the employer will not be supplying it.
4. The device must be placed into service immediately and used on a regular basis to perform job duties. No early purchase and reimbursement until employment is secured and needed to perform the job. The WIOA counselor will make monthly checks and document into OSOS comments to see how often the customer is using the device. If it is not being used as a regular daily tool in the course of the employee's workday, then the device or the amount the GLOW WDB reimbursed **must be returned within 30 days of the end of regular use.**
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1. If it is required to complete an educational program of three months or more and not a part of the tuition that is paid to participate in.
2. The school must submit documentation that the device is a required item for training and not provided by the school.
3. Any student **not completing the** class/training must return either the device or reimburse what was expended by the GLOW WDB for the device **within 30 days of separation from the training program.**

4. The device must be placed into service immediately and must be used on a regular basis during training.
5. No early purchase and reimbursement until training begins. The WIOA counselor will make monthly checks and document into OSOS comments to see how often the customer is using the device. If it is not being used as a regular daily tool in the course of the customer’s training, then the device or the amount the GLOW WDB reimbursed must be returned. Upon successful completion of the training, the GLOW WDB will no longer require regular counselor checks to see if it is still being used by the student on a regular basis **and the device is transferred to the ownership of the customer from the GLOW WDB.**

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  - Customer will be banned from receiving technology support for 2 years
  - Customer will be banned from receiving future technology support
  - Any subsequent training or support requests may be not approved

The cost of the device cannot exceed \$1,000. The cost of the reimbursement will be calculated into the amount of supportive services that the customer receives per program year up to \$750.

**The GLOW WDB will not be responsible for providing technology support/service to any device. This will be the responsibility of the student or employee.**

The customer must sign this Special Technology Reimbursement Agreement prior to any purchase.

This is a onetime purchase per enrollment.

\_\_\_\_\_

Customer Signature

\_\_\_\_\_

Date

\_\_\_\_\_

Counselor Signature

\_\_\_\_\_

Date

**C: GLOW WDB Executive Director**