

**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**

EFFECTIVE DATE: **7/1/2019**

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 \$500 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 \$500 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.
- 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 \$500 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

GLOW TRAINING FOR **YOUTH FUNDS** APPROVAL FORM

Must be submitted prior to Training to GLOW WDB Director 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: _____

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: _____

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: _____

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: _____

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: _____

SIGNATURE

Service Provider Signature _____

Date: _____

Approval by WDB Executive DirectorName: Jay Lazarony

Date: _____

Signature: _____

C: Kristine Langless, GR