

GLOW Workforce Development Board (WDB) Policy
Under the Workforce Innovation And Opportunity Act (WIOA)

Name of Policy: **GLOW Supportive Services Policy for Adults and Dislocated Workers**

Approval Date: ~~5/21/19, 11/19/19, 1/19/2021 8/11/23~~ **5/21/24, 3/17/26**

Effective Date: ~~7/1/19, 11/19/19, 1/19/2021 8/11/23~~ **5/21/24, 3/17/26**

Supportive Services (20 CFR, Part680, Subpart G)

Registered WIOA participants may receive supportive services paid for with WIOA funds if the participant needs the services to begin employment or to participate in a Title I training activity, and when these services are not available through other organizations and as a last resort after all other available funding sources are exhausted. TEGL 19-16 and 20 CFR 680.900-970 defines a participant as someone “receiving services (except follow up services) under a program authorized by WIOA Title I.” Since follow up is excluded in this definition, Adults and Dislocated Workers may not continue to receive supportive services once they are no longer participating in a WIOA activity. Staff has the option of re-enrolling the participant into WIOA services. Supportive Services may only be provided when they are necessary (absolutely essential, indispensable) to enable individuals to participate in Title I activities.

Supportive Services may include, but are not limited to:

- Transportation assistance for Classroom Training, On-the-Job Training (OJT), or Customized Training (CT) (in the form of a gas card or mileage reimbursement; Taxi service, Uber, and Lyft are allowable; however, GLOW will not reimburse any gratuity paid)
- 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 (ED) based upon demonstrated need (Other examples could include 5-hour Driver’s Education course, car repairs, and insurance payments outside of fines.)
- **Special Technology/Electronic Device Reimbursement:** The use of supportive services payments may be used to reimburse money spent on the purchase of laptops, Chromebooks, or similar devices, in accordance with New York State Department of Labor (NYSDOL) Program Guidance Letter #21-02.

Needs-Related Payments for Training Participants: Needs-related payments are not being offered at this time.

Procedure for all Supportive Services

When funds are available, participants who have been assessed and deemed in need of supportive services will be provided a maximum of \$1,000 per participant, per WIOA program year (PY), defined as July 1-June 30.

- **Transportation:** Mileage reimbursement or gas cards can be provided once the participant has provided mileage records that include the date, complete addresses of starting and ending locations, total miles driven, function attended, and affirmation by class instructor or work supervisor. Only the

participant will be the individual presenting the information and reimbursed for the transportation cost. If someone drives the participant, it is the responsibility of the participant to reimburse the third party.

- Testing and licensing fees, if not included in the cost of tuition, are allowable.
- Work-related clothing, prior to starting work-based training, classroom training, or unsubsidized employment: The participant must provide evidence that these items are necessary for participation in training or required to begin employment. An email or letter from the employer and/or training provider stating that the items are required to begin employment but are not provided is acceptable proof.
- **Special Technology/Electronic Device Reimbursement:** The use of supportive services payments may be used to reimburse money spent on the purchase of laptops, Chromebooks, or similar devices with the following conditions. The following process must be used for these types of purchases:

Purchasing Technology for Employment

- 1) The employer must require the device at the time of employment but will not provide 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 stating that the employee is a permanent employee, the device is a required item for employment, and that the employer will not supply 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 the device is needed to perform the job. The WIOA counselor will make monthly checks and document in One-Stop Operating System (OSOS) comments how often the participant 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 daily use. If the returned device is in working condition, then it will be repurposed for another participant. If the device is not in working condition, the GLOW WDB will request disposal of the device.
- 5) **In order to validate the accuracy of the GLOW master inventory list, contractors must provide item and description, serial number, date of purchase, cost of purchase, and condition of item. If an item is purchased for a participant, the OSOS ID of the participant must be included. WDB staff will provide a GLOW inventory label for all new items purchased. WDB staff will also provide on a quarterly basis the most up-to-date inventory to the contractor for review. Contractors will respond within 10 days that the list is correct or if changes need to be made.**
- 6) 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 that must be tracked by the GLOW WDB; therefore, monthly inventory checks are no longer required and the device is transferred from the GLOW WDB to the ownership of the participant.

Purchasing Technology for Training

- 1) The device must be required to complete an educational program of three months or more and not a part of the tuition that is paid to participate in the training.
 - 2) The school must submit documentation that the device is required for training and not provided by the school.
 - 3) Any student not completing the class/training must 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 in OSOS comments how often the participant is using the device. If it is not being used as a regular daily tool in the course of the participant'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 participant. If the device is not in working condition, the GLOW WDB will request disposition of the device.
 - 5) In order to validate the accuracy of the GLOW master inventory list, contractors must provide item and description, serial number, date of purchase, cost of purchase, and condition of item. If an item is purchased for a participant, the OSOS ID of the participant must be included. WDB staff will provide a GLOW inventory label for all new items purchased. WDB staff will also provide on a quarterly basis the most up-to-date inventory to the contractor for review. Contractors will respond within 10 days that the list is correct or if changes need to be made.
- 6) Upon successful completion of the training, the GLOW WDB will no longer require regular counselor checks to see if the device is still being used by the participant on a regular basis and the ownership of the device will be transferred from the GLOW WDB to the participant.

Purchasing the Technology

- The cost of the device cannot exceed \$1,000 and will only be reimbursed up to \$1,000, which is the maximum limit for all supportive services per PY. The cost of the reimbursement will be calculated into the amount of supportive services that the participant receives per PY up to \$1,000.
- 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.
- This is a one-time purchase per enrollment. *Service providers may ask for other types of supportive services via email to the GLOW WDB ED for approval. (Other examples could include 5-hour Drivers Education course, car repairs, and insurance payments outside of fines.)*
- The device must be new; no used or refurbished technology is allowed.
- GLOW will not cover any cost associated with extended warranties. Care and service is the responsibility of the participant.
- The device needs to be appropriate for the training. Chromebook is the first choice if it is able to be utilized for training. If training requires software not available on a Chromebook (such as Microsoft products), other devices can be considered which would meet the basic requirements to complete the training. The computer should be viewed as a "book" necessary to complete the training and not as equipment that is expected to be utilized for years to come.

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** at the discretion of the GLOW WDB ED:
- Participant will be banned from receiving technology support for 2 years;
 - Participant will be banned from receiving any future technology support; and/or
 - Any subsequent training or support requests may be not approved.

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

Service providers will complete the GLOW TRAINING FOR ADULT AND DW FUNDS APPROVAL FORM and submit it to the GLOW WDB ED for final approval. The ED will also determine if the supportive service can be provided through other resources. The ED will track supportive services payments and report monthly to service providers how much funding in supportive services is currently available. The ED will also track to ensure that the supportive services limit of \$1,000 per PY is not exceeded. The GLOW grant recipient will then reimburse the participant, make a direct payment to the vendor, or reimburse the service provider. The Adult/DW approval form can be found under the policies section of the GLOW WDB website:

www.glowworks.org

GLOW TRAINING FOR ADULT AND DW FUNDS APPROVAL FORM

Must be submitted prior to Training to GLOW WDB Director (tracy.vanvleck@geneseeny.gov)

INDIVIDUAL TRAINING ACCOUNT (ITA)

Service provider name: _____ Date: _____
Participant'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 Eligibility Training Provider List? _____ Yes _____ No
Amount and type of funding: _____ Subsequent years? _____
Summary of situation: _____

ON-THE-JOB TRAINING OR CUSTOMIZED TRAINING

Service provider name: _____ Date: _____
Participant's last name, first initial: _____, _____ OSOS ID#: _____
OJT/CT employer worksite: _____ Training start date: _____ End date: _____
Estimated amount and type of funding for OJT/CT: _____
Summary of situation: _____

SUPPORTIVE SERVICES

Service provider name: _____ Date: _____
Participant's last name, first initial: _____, _____ OSOS ID#: _____
Type(s) of supportive services: _____
Estimated amount and type of funding for supportive services: _____
Is staff aware of any other free resources available to help the participant with these needs? _____ Yes or _____ No
Summary of situation: _____

Service provider signature _____ Date: _____

Approval by WDB Executive Director

Name: Tracy VanVleck _____ Date: _____
Signature: _____ 4/18/19/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)

The use of supportive services payments may be used to reimburse money spent on the purchase of laptops, Chromebooks, or similar devices with the following conditions. The following process must be used for these types of purchases:

Purchasing Technology for Employment

- 1) The employer must be requiring the device at the time of employment but is 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 required for employment, and 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 in OSOS comments how often the participant 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. If the returned device is in working condition, then it will be repurposed for another participant. If the device is not in working condition, the GLOW WDB will request disposition of the device.
- 5) One year after 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 that must be tracked by the GLOW WDB; therefore, monthly inventory checks are no longer required and ownership of the item is transferred to the participant to whom the item was last issued.

Purchasing Technology for Training

- 1) The device must be required to complete an educational program of three months or more and not a part of the tuition that is paid to participate in the training.
- 2) The school must submit documentation that the device is required for training and not provided by the school.
- 3) Any participant dropping out of the class/training prior to completion must either return the device or reimburse what was expended by the GLOW WDB for the device.

- 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 in OSOS comments how often the participant is using the device. If it is not being used as a regular daily tool in the course of the participant'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 participant. If the device is not in working condition, the GLOW WDB will request disposition of the device.
- 6) 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 participant on a regular basis.

Purchasing the Technology

- 1) The cost of the device cannot exceed \$1,000 and will only be reimbursed up to \$1,000, 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 participant receives per program year up to \$1,000.
- 2) The GLOW WDB will not be responsible for providing technology support/service to any device. This will be the responsibility of the participant.
- 3) This is a onetime purchase per WIOA enrollment.
- 4) The computer must be new; no used or refurbished equipment is allowed.
- 5) GLOW will not cover any cost associated with extended warranties. Care and service is the responsibility of the participant.
- 6) The device needs to be appropriate for the training. Chromebook is the first choice if it is able to be utilized for training. If training requires software not available on a Chromebook (such as Microsoft products), other devices can be considered which would meet the basic requirements to complete the training. The computer should be viewed as a "book" necessary to complete the training and not as equipment that is expected to be utilized for years to come.

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 ED:

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

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

Participant signature

Date

Counselor signature

Date

C: GLOW WDB Executive Director