

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

Name of Policy: GLOW Supportive Services Policy for Youth

Approval Date: ~~5/21/19, 11/19/19, 1/19/218/11/23~~ 5/21/24, 3/17/26

Effective Date: ~~7/1/19, 11/19/19, 1/19/218/11/23~~ 5/21/24, 3/18/26

Supportive Services

20 CFR § 681.570 describes supportive services for youth as defined in WIOA Sec. 3(59): 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 (**see Training and Employment Guidance Letter (TEGL) No. 21-16 for additional guidance**).

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.

Supportive Services may include, but are not limited to:

- Transportation assistance, for classroom training, on-the-job training (OJT), or customized training (CT), either in the form of gas cards, taxi service, Uber and Lyft (gratuity not included) or mileage reimbursement;
- Testing fees/licensing fees/fingerprinting;
- Clothing and other work-related items required by classroom training/OJT/CT or pre-hire requirement; and
- Other services deemed appropriate by the GLOW Workforce Development Board (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.)

Procedure for all Supportive Services

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

- Transportation: Mileage reimbursement or gas cards can be provided once the customer 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, OJTs, CTs and work experiences. The youth must provide evidence that these items are necessary for participation in training or required to begin employment or training, such as an email or letter from the employer or training provider stating that the items are required but are not provided is acceptable.
- Special Technology 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 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 the device is needed to perform the job. The WIOA counselor will make monthly checks and document in the One-Stop Operating System (OSOS) comments how often the customer is using the device. If it is not being used as a regular daily tool during 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~~ disposal 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 that 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 youth from the GLOW WDB.

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 a required item 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) In order to validate the accuracy of the GLOW master inventory list, contractors will need to provide item and description, serial number, date of purchase, cost of purchase and date, and condition of

item. If an item is purchased for a customer, the OSOS ID of the youth is required. 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.

5) 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 youth is using the device. If it is not being used as a regular daily tool in the course of the youth'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~~ disposal 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 student on a regular basis and the device is transferred to the ownership of the youth from the GLOW WDB.

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 program year. The cost of the reimbursement will be calculated into the amount of supportive services that the youth receives per program year 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. The email with the specific approval from the ED must be retained in the participant file.*
- The computer must be new; no used or refurbished equipment is allowed.
- GLOW will not cover any cost associated with extended warranties. Care and service are the responsibility of the youth.
- 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 Executive Director:
 - Customer will be banned from receiving technology support for two (2) years;
 - Customer will be banned from receiving future technology support; and/or
 - Any subsequent training or support requests may not be approved.

The supportive services need(s) should be documented in the youth's Individual Service Strategy (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 youth's 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 GLOW WDB ED for final approval. The service providers will also determine if the supportive service can be provided through other resources. The GLOW ED will track supportive services payments and report monthly to service providers how much funding in supportive services is currently available. The GLOW ED will also track to ensure that the supportive services limit of \$1,000 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 (tracy.vanvleck@geneseeny.gov)

INDIVIDUAL TRAINING ACCOUNT (ITA)

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 Eligible Training Provider List (ETPL)? _____ Yes _____ No
Amount of funding: _____ Subsequent years? _____
Summary of situation: _____

ON-THE-JOB TRAINING (OJT) OR CUSTOMIZED TRAINING (CT)

Service provider name: _____ Date: _____
Customer'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 (WE)

Service provider name: _____ Date: _____
Customer's last name, first initial: _____, _____ OSOS ID#: _____
WE site/location: _____ WE start date: _____ WE 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: _____

Assigned employment counselor: _____ Date: _____

Approval by WDB Executive Director

Name: Tracy VanVleck _____ 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)

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 youth 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 customer. 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 responsibility to the youth to whom it 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 student 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 youth 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 disposal 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 student 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 youth 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 youth.
- 3) This is a onetime purchase per 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 youth.
- 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 Executive Director:

- Customer will be banned from receiving technology support for two (2) years;
- Customer will be banned from receiving future technology support; and/or
- Any subsequent training or support requests may be not approved.

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

Youth signature

Date

Counselor signature
C: GLOW WDB Executive Director

Date