

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

NAME OF POLICY: GLOW Supportive Services Policy Adult and Dislocated Worker

APPROVAL DATE: 5/21/19

EFFECTIVE DATE: 7/1/19

Supportive Services (20 CFR, Part 663, Subpart H)

Registered WIOA customers may receive supportive services paid for with WIOA funds if the customer needs the services as a requirement to begin unsubsidized employment or to participate in the Title I training activity. 20 CFR Part 660.300 defines a customer (“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 customer 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, OJT, or Customized Training. (either 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 appropriate based upon demonstrated need. (Other examples could include 5 hour Drivers Education course, car repairs, and insurance payments outside of fines.)

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

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 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, 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. (Other examples could include 5 hour Drivers Education course, car repairs, and insurance payments outside of fines.)

The Supportive Services need(s) should be documented in the customer's 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 customers paper file along with documentation of why the supportive service was needed (bill, employment offer/start date, customer's written statement, etc.)

Service providers will complete the GLOW WDB Training for Adult/DLW 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 Adult/DLW approval form can be found under the policies section of the GLOW WDB website. www.glowworks.org

GLOW TRAINING FOR ADULT AND DLW 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 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: _____

Customer's(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: _____

Customer'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 customer with these needs? _____ Yes or _____ No

Summary of Situation: _____

Service Provider Signature _____

Date: _____

Approval by WDB Executive Director

Name: Jay Lazarony

Date: _____

Signature: _____

4/18/19/C: Kristine Langless, GR