

**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, 11/19/19, 1/19/2021 8/11/23~~ 5/21/24

EFFECTIVE DATE: ~~7/1/19, 11/19/19, 1/19/2021 8/11/23~~ 5/21/24

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.)
- **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

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

Procedure for all Supportive Services

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 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.
- **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 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 completion 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. 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) 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 NY# of Customer. 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 responded within 10 days that the list is correct or if changes need to me made.

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 customer from the GLOW WDB.

Purchasing the Technology

- 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.
- 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. (Other examples could include 5-hour Drivers Education course, car repairs, and insurance payments outside of fines.)*
- The computer must be new, no used or refurbished equipment
- GLOW will not cover any cost associated with extended warranties. Care and service is the responsibility of the customer
- The device needs to be appropriate for the training. Chromebook is the first choice if they are able to be utilized for training. If training requires software not available on a Chromebook (such as Microsoft products), other systems 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 2 years
 - Customer will be banned from receiving future technology support
 - Any subsequent training or support requests may be not approved

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 \$750 per program year is not exceeded. The GLOW grant recipient with 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

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, 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. 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 all responsibility for the item is transferred to the responsibility to the participant to whom it the item was last issued.

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 dropping out of the class/training prior to the completion must return either 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 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.
- 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 \$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.
- 2) 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.
- 3) This is a onetime purchase per enrollment.
- 4) The computer must be new, no used or refurbished equipment
- 5) GLOW will not cover any cost associated with extended warranties. Care and service is the responsibility of the customer
- 6) The device needs to be appropriate for the training. Chromebook is the first choice if they are able to be utilized for training. If training requires software not available on a Chromebook (such as Microsoft products), other systems 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 2 years
- Customer will be banned from receiving future technology support
- Any subsequent training or support requests may be not approved

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

Customer Signature

Date

Counselor Signature

Date

