

DATE: May 25, 2016
POLICY NUMBER: 2016:02
SUBJECT: INCENTIVE PAYMENTS
PURPOSE: To provide guidance regarding the provision of incentive payments to participants enrolled in the WIOA program.
REPLACES: VISA Gift Card Policy
(Policy No. 2012:03, 8/13/2012)
REVISION NUMBER: N/A

I. REFERENCE(S)

- [Title I of the Workforce Innovation and Opportunity Act \(WIOA\) of 2014](#), Section 3; see also Proposed Rule 20 CFR 681.570
- WIN's Supportive Services Policy, Number 2014:06

II. BACKGROUND

Pursuant to WIOA, supportive services is a local element of the workforce investment activities. Supportive services include needs-related payments.

III. POLICY/ACTION

Pursuant to provisions of the WIOA, service providers are allowed to provide needs-related payments as incentive awards/ payments ("Incentive payments"). Such payments may be in the form of vouchers, gift cards, and/ or gift certificates for the completion of a specific activity. Incentive payments shall result directly from the completion of activities that are tied to the goals specified in the Participant's Individual Service Strategy (ISS)/Individual Employment Plan (IEP). The activity must be posted in the State's management information system (i.e., VOS) and case note must accompany the youth activity and incentive payment.

All incentive payments must be provided in a uniform and equitable manner. That is, the incentive must be of the same value for all participants performing the same activity. The Attached Incentive Payment Schedule(s) provides the approved categories and amounts for which incentives may be paid. The Payment Schedule(s) may be revised from time to time by WIN's Executive Director.

Incentive payments are contingent upon available funding and are a one- time payment to a participant for successful achievement of one or more of the specified categories. A participant may qualify for more than one type of incentive payment based on achievement of multiple goals. The maximum dollar value of incentive payments to a single participant may not exceed the amount specified in the Incentive Payment Schedule per payment category. The amount specified is the total per lifetime per category.

For example, Sandy Dandy has just completed her GED, she has also secured employment with Hire Fire, Inc. Her incentive payments may include a \$200.00 gift certificate for completing her GED and a \$300.00

gift certificate for attaining employment. Two weeks later, Sandy leaves Hire Fire and starts working for Taco Jaco. She is not eligible for the \$300.00 for attainment of employment because she has already received that payment once.

When incentives are provided to a participant, the case notes must document why the incentive was provided, how much, the date of receipt, and a signature from both the participant and case manager showing that the participant received the incentive. In addition, a copy of the certificate, diploma, pre- and post-test results, and other applicable documentation must be maintained in the participant's file.

IV. DISTRIBUTION OF INCENTIVE PAYMENT¹

The Program Area Manager or his or her authorized designee shall distribute incentive payments to those eligible LWDA 13 Adult or Dislocated Worker participants pursuant to the following process:

1. The Case Manager shall ensure that the participant has not previously received an incentive payment for attainment/completion of the specific activity;
2. The Case Manager shall ensure that the completed activity has been entered into the participant's file in the State's MIS;
3. The Program Area Manager or his/her designee shall review the request for incentive payment, and accompanying documentation, to determine whether the participant qualifies for an incentive payment;
4. Upon approval, the Supervisor/Coordinator must issue a voucher in the MIS.
5. The Program Area Manager or his/her designee shall copy the incentive payment and the participant's photo identification;
6. The participant shall sign and date the Voucher Form and include the last four (4) digits of his or her social security number on the Voucher Form;
7. The Program Area Manager or his/her designee shall stamp "Approved" and initial the Voucher Form to verify distribution of the incentive payment to the participant;
8. The Program Area Manager or his/her designee distributes the incentive payment to the participant;
9. The Program Area Manager or his/her designee forwards a copy of the completed Voucher Form to the case manager and to the WIN Fiscal Officer.
10. Case Manager shall place a copy of the Voucher Form and the accompanying documentation in the participants' file.

The Program Area Manager or his/her designee shall maintain a copy of each signed Voucher Form and the accompanying documents in a centralized binder maintained at the Career Center.

V. SEPARATION OF RESPONSIBILITIES.

To the extent possible, separation of each task shall be accomplished for the following responsibilities:

- A. Custodian – The Program Area Manager shall hold and maintain custody and control of the incentives.
- B. Authorization – The Program Area Manager shall designate a staff person to authorize the transaction in the State's MIS.
- C. Record – The Program Area Manager shall designate a staff person to record the transaction in the centralized binder referenced above.

¹ Misappropriation of incentive payments is a violation of law and this Policy and will result in discipline, up to termination.

- D. Reconcile** – The Program Area Manager shall designate a staff person to reconcile the transactions.

Please note that a different person shall perform each of the above responsibilities.

VI. EFFECTIVE DATE.

This policy shall be effective upon the date indicated on the first page of this document, and remain in effect until further notice. Customers who have submitted training applications prior to the Effective Date of this policy shall not be affected by its terms and conditions.

This Policy may be revised and reissued after the WIOA final regulations are issued and further guidance is received.

VII. EXCEPTIONS.

The Executive Director or his/her designee may make exceptions to the requirements herein. Such exceptions will be made on a case-by-case basis and shall be documented.

VIII. INQUIRIES.

Please contact WIN Deputy Director of Programs regarding any questions or concerns related to this Policy.

Youth Incentive Payment Categories
Effective May 25, 2016

Incentive Payment Categories	Amount
Attainment of Goal set (e.g., Skills Gain, Work Readiness completion, Entrepreneurial Skills Training, Financial Literacy Education, Leadership Development)	\$100
Attainment of GED/HiSET	\$200
Attainment of High School Diploma	\$200
Attainment of National Career Readiness Certification (NCRC)	\$100
Attainment of Postsecondary Credential, Diploma	\$200
Attainment of Certification* or License (Vocational, Technical, Occupational, Apprenticeship, etc.)	\$200
Attainment of Driver's License	\$100
Attainment of Employment	\$300

***Certification must result from an industry-recognized exam or test.**

Adult/Dislocated Worker Incentive Payment Categories
Effective May 25, 2016

Incentive Payment Categories	Amount
Attainment of Goal set (e.g., Skills Gain, Work Readiness completion, Entrepreneurial Skills Training, Financial Literacy Education, Leadership Development)	\$100
Attainment of GED/HiSET	\$200
Attainment of High School Diploma	\$200
Attainment of National Career Readiness Certification (NCRC)	\$100
Attainment of Postsecondary Credential, Diploma	\$200
Attainment of Certification* or License (Vocational, Technical, Occupational, Apprenticeship, etc.)	\$200
Attainment of Driver's License	\$100
Attainment of Employment	\$300

***Certification must result from an industry-recognized exam or test.**