


**Date:** July 28, 2008

**To:** Youth Opportunity Center  
WIA Youth Subcontractors

**From:** Bryan S. Rogers   
Executive Director

**Subject:** **POLICY MEMORANDUM: WDB-20**  
**WIA YOUTH INCENTIVES**

### **EFFECTIVE DATE**

This policy is effective upon date of issue. It supersedes previous policy dated August 28, 2007

### **PURPOSE**

The purpose of this policy is to provide direction for providing performance and program incentives for WIA Title I Youth in recognition and achievement of WIA performance outcomes, and program participation as they pertain to the Youth Academy Program model for Program Year 2008-2010.

### **BACKGROUND**

The Workforce Investment Act (WIA) allows the use of funds to provide incentives for recognition and achievement to eligible youth.

The incentives are provided under two categories: 1) Performance Incentives and 2) Program Incentives

### **POLICIES AND PROCEDURES**

#### **Performance Incentives**

1. The criteria for performance incentive awards incorporate performance outcomes established under WIA (20 CFR 652 Part 666) and the Pacific Gateway Workforce Investment Network (Network).
2. WIA Youth Performance Incentive Criteria (Attachment A)
3. The attached Youth Performance Incentive Criteria has been established to ensure performance incentives are linked to specific performance outcomes or attainment of goals. Performance incentives cannot exceed a cumulative total of **\$300** and may be awarded in addition to program incentives. Incentives may be



presented in increments of **\$75 and** in the form of gift cards/certificates, and may not be redeemable for cash. Youth have up to seven (7) opportunities to receive performance incentives for the achievement of multiple outcomes during enrollment and 12 months of follow-up. Youth may not receive more than one performance incentive for the same outcome. Youth may receive performance incentive(s) for attaining one basic skills goal in each area of deficiency (i.e., reading and math), and for Industry Recognized Certificate and High School Diploma/GED.

4. WIA Youth Incentive Tracking/Receipt Form (Attachment B)

The following steps should be taken to provide a youth a performance incentive:

- a) Subcontractors will fully complete and maintain, in the participant file, the original WIA Youth Incentive Tracking/Receipt Form and a copy of acceptable documentation, as identified on Attachment A, verifying that youth has attained the performance incentive.
- b) Subcontractor and participant must sign the WIA Youth Incentive Tracking/Receipt Form. Subcontractor must also maintain in the participant file, a signed copy of the gift cards/certificates signed by the participant as further verification of disbursement and receipt of each performance incentive.

### **Program Incentives**

1. The criteria for program incentives must be linked to program outcomes as delineated in the subcontractor's Statement of Work. The YOC Coordinator must approve the proposed WIA subcontractor's program incentive criteria. Subcontractors must submit a proposal to YOC Coordinator for approval to establish an outcome or goal for which a participant may receive an incentive.
2. WIA Youth Program Incentives Criteria Proposal Form (Attachment C)  
A proposal is made for each separate outcome using Attachment C. Outcomes must be specific to the provider of the program services. These incentives are used to help the participant maintain active participation in the program by recognizing the achievements of program outcomes as defined by each program providing services and activities. Program outcomes should complement the overall WIA program objectives. Program incentives cannot exceed a cumulative total of **\$250** and may be awarded in addition to performance incentives. Incentives must be presented in the form of gift cards/certificates and may not be redeemable for cash.
3. WIA Youth Incentive Tracking/Receipt Form (Attachment B)  
This form is to be used to track the distribution of all incentives. Program incentives are allowable upon the approval of the proposed criteria. Acceptable documentation verifying that the youth has attained a program incentive must be maintained in the file. Acceptable documentation is identified on the Performance

Incentive Criteria (Attachment A) and Program Criteria Proposal form (Attachment C), respectively, for the corresponding outcome.

4. Subcontractor and participant must sign the WIA Youth Incentive Tracking/Receipt Form. Subcontractor must also maintain in the participant file a copy of the gift cards/certificates received signed by the participant as further verification of disbursement and receipt of each program incentive.

**The following items are applicable to Performance and Program Incentives:**

1. Subcontractor shall provide incentives to youth within 10 working days of attainment of outcome when possible.
2. Subcontractors are responsible for tracking distribution of incentives to ensure that the maximum allowances of \$300 for Performance and \$250 for Program are not exceeded per participant.
3. Subcontractors must maintain all supporting documentation in participant's file for all incentives distributed.
4. Incentives shall be funded from WIA youth subcontractor's budget as stated in their contract.
5. Supporting documentation, noted on Attachment B, verifying the attainment and receipt of performance and program incentives must be provided when requesting reimbursement as per approved budget.
6. The Pacific Gateway Workforce Investment Network may modify this policy as deemed necessary.

**REFERENCES**

WIA Section 129 (a) (5)

**CONTACT**

Should you have any questions regarding this Policy Memorandum, please contact Rick Gonzalez at (562) 570-4716.

Thank you.

BSR:aw:mh

**PACIFIC GATEWAY WORKFORCE INVESTMENT NETWORK  
WIA YOUTH PERFORMANCE INCENTIVE CRITERIA**

**Instructions:** Youth are eligible to receive up to \$300 in Performance Incentives. Incentives may be presented in increments of \$75 in the form of gift cards/certificates, and may not be redeemable for cash. Youth must attain a Performance Measure in order to receive a Performance Incentive. Incentives may be awarded at any point during the program, from the date of Enrollment through the 12-month Follow-up period. Youth may not receive more than one Performance Incentive for the same outcome unless otherwise indicated\*. Acceptable supporting documentation must be maintained in the youth's file and recorded on the Incentive Tracking/Receipt form. Performance Incentives may be awarded to youth in addition to Program Incentive. Youth must meet the specific criteria below in order to earn a Performance Incentive.

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**A.) Skill Attainment: Basic Skills – (Reading / Math)**

**Objective:** Youth should attain at least one basic skills attainment, which represents an increase in an educational functioning level, within one year of the date set or prior to exit (whichever comes first)

**Program Elements:** Basic skills remediation must be provided in each area of deficiency

**Required Documentation:** Evidence of functioning level increase and must be recorded on the Youth Test Scores form

**Excludes:** Youth that are not deficient on their basic skills pre-test

*\*Youth may receive performance incentive(s) for basic skills attainment in **each** area of deficiency (i.e., reading and math).*

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**B.) Skill Attainment: Work Readiness Completion**

**Objective:** Youth should successfully complete work-readiness skills training and receive a Subcontractor issued program certificate for “Successful Completion of Work-Readiness Skill Training” prior to exit.

**Program Elements:** Work Readiness Training

**Required Documentation:** Work-readiness attendance records, completed resume, subcontractor issued certificate for “Successful Completion of Work-Readiness Skill Training”

**Excludes:** N/A – All youth included

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### **C.) Skill Attainment: Occupational Skills Completion\***

**Objective:** Youth should successfully complete occupational skills training and receive a subcontractor issued program certificate for “Successful Completion of Occupational Skills Training” prior to exit.

**Program Elements:** Occupational Skills Training

**Required Documentation:** Occupational skills evaluations, attendance records, Subcontractor issued certificate of completion

**Excludes:** N/A – All youth included

*\*Youth must still attain an occupational industry-recognized certificate to meet performance measures.*

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### **D.) Certificate Attainment**

#### 1. Industry-Recognized Certificate\*

**Objective:** Youth obtains an occupational industry-recognized certificate prior to exit

**Program Elements:** Occupational skills, academic assistance, alternative education

**Required Documentation:** Occupational Industry-recognized certificate

**Excludes:** N/A – All youth included

#### 2. High School Diploma or GED\*

**Objective:** Youth obtains a High School Diploma or GED

**Program Elements:** Academic assistance

**Required Documentation:** High School Diploma or GED

**Excludes:** Youth who have a High School Diploma or GED at eligibility or enrollment

*\*Youth may receive performance incentive(s) for Industry Recognized Certificate and High School Diploma or GED.*

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### **E.) Exit – Placed in Employment, Post-Secondary Education or Training**

**Objective:** At exit, youth in employment (full-time or part-time), enrolled in post-secondary education, advanced training, and/or the military

**Program Elements:** Work readiness or occupational skills training, academic and training assistance, work experience, internship, job search assistance

**Required Documentation:** Employment information (i.e., check stub, letter of employment, etc.), school records, training records, military records (when applicable), and MIS Exit form

**Excludes:** Youth who are already employed and remained with the same employer at exit, or in post-secondary education or training at enrollment or neutral outcomes\*

\**Neutral Outcomes* - youth that exit the program in one of the following outcomes will be excluded from this measure: Institutionalized, Health / Medical or Family Care, Reserve Forces Called to Active Duty, Relocated to a Mandated Program, Deceased.

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**WIA YOUTH INCENTIVE TRACKING/RECEIPT FORM**

Participant Name: \_\_\_\_\_

Case Number: \_\_\_\_\_

Subcontractor: \_\_\_\_\_

**Instructions:** Please specify the outcome achieved to receive each incentive. All incentives must be recorded on this form and maintained in the participant's case file. Documentation must be submitted according to Performance Incentive Criteria (Attachment A) and/or Program Incentive Criteria (Attachment C) (Use additional forms as necessary.)

Date Outcome Attained	Outcome / Criteria	Documentation	Incentive Description	Program Incentive Amount	Performance Incentive Amount	Sign upon disbursement/receipt	Date
EXAMPLE 8/15/2008	Completed Leadership Development Component	Copy of Certificate	Movie Tickets	\$15	N/A		
EXAMPLE 11/20/2008	Basic Skills Attainment – Increased an educational functioning level	Copies of pre- and post-assessments	Gift Card	N/A	\$75	Participant	
						Case Manager	
						Participant	
						Case Manager	
						Participant	
						Case Manager	
						Case Manager	

Original: Participant Case File

Copy: Fiscal Unit (with invoice for reimbursement)

**WIA YOUTH PROGRAM INCENTIVES  
CRITERIA PROPOSAL FORM**

**Instructions:** Please use this form to submit a proposal for criteria to be used for your program incentives. Submit only one proposal per form. **Please email or fax this form to Rick Gonzalez, Youth Opportunity Center Coordinator, at (562) 570-4745 Fax or rick\_gonzalez@longbeach.gov.**

**Subcontractor:** \_\_\_\_\_

**Date:** \_\_\_\_\_

<b>Proposed Criteria:</b>
<b>Explain how the criteria is tied to the program objective:</b>
<b>Documentation used to verify attainment:</b>

**Submitted by:** \_\_\_\_\_

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WIA YOC Staff

Approved:

Not Approved:

Remarks: \_\_\_\_\_

\_\_\_\_\_  
YOC Coordinator

\_\_\_\_\_  
Date