

GREATER MEMPHIS LOCAL WORKFORCE DEVELOPMENT BOARD (GMLWDB)
GREATER MEMPHIS LOCAL WORKFORCE DEVELOPMENT AREA

EFFECTIVE DATE:	March 1, 2021
DURATION:	Indefinite
POLICY:	Incentive Policy (WIOA Title I) Revised
PURPOSE:	To provide guidance regarding the provision of incentive payments to participants enrolled in the WIOA program.
REFERENCE(S):	Title I of the Workforce Innovation and Opportunity Act (WIOA) of 2014 , Section 3; See also 20 CFR 681.640; GMLWDB Supportive Services Policy; TEGL 10-16

Pursuant to provisions of the WIOA, 20 CFR § 681.640, service providers are allowed to provide 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 are permitted for recognition and achievement directly tied to training and work experience. Incentive payments **are not allowed** with WIOA funds for recruitment, submitting eligibility documentation and/or participation in the program, etc.

This policy provides guidance and procedures governing the award of incentives and ensures that such incentive payments are:

- Tied to the goals of the Participant’s Individual Service Strategy (ISS), Individual Employment Plan (IEP) and Objective Summary Assessment (OAS),
- Must meet an approved category and amount for which the incentive may be paid,
- The activity must be posted in the State’s management information system (VOS),
- Case notes must accompany all activities and incentive payments.

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 provides the approved categories and amounts for which incentives may be paid. The Payment Schedule may be revised from time to time by GMLWDB’s WIOA Director of Programs, Policy, and Performance.

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. 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.

Example – The participant completed the HiSet program and has secured full-time non-training employment. The participant should receive an incentive for attainment of HiSet and an incentive for the attainment of non-training related employment.

When incentives are provided to a participant, the case notes must document:

- The reason for the incentive payment
- The amount of the incentive
- The date the incentive was disbursed

A copy of the incentive card must include the signature from the participant and case manager showing that the participant received the incentive. In addition, a copy of the certificate, diploma, and other applicable documentation must be maintained in the participant's file and uploaded in VOS.

SEPARATION OF RESPONSIBILITIES

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

- A. Custodian – The Manager(s) shall hold, secure, and maintain custody and control of the incentives,
- B. Authorization – The Manager shall designate a staff person to review the request and authorize the transaction after checking the State's MIS for required documents,
- C. Record – The staff must record the activity code and upload all required documents in the State's MIS,
- D. Please note that a different person shall perform each of the above responsibilities.

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. Incentive requests submitted prior to the "Effective Date" of this policy shall not be affected by its terms and conditions.

Note: Incentives should not be distributed after the "Exit" process.

*** Certification must be a nationally or industry recognized exam or test.**

DEFINITIONS

Measurable Skills Gains:

Indicator is the percentage of participants who, during a program year, are in education or training programs that lead to a recognized postsecondary credential or employment and who are achieving measurable skill gains, defined as documented academic, technical, occupational, or other forms of progress, towards such a credential or employment. Participant must complete the program through a recognized school and/or partnership and provide documentation to receive an incentive payment.

Attainment of HiSET:

HiSET stands for High School Equivalency Test. It is an alternative to a United States HS diploma and the GED and TASC test. Participant must complete the program through a recognized school and/or partnership and provide documentation to receive an incentive payment.

Attainment of High School Diploma:

A high school diploma is a North American academic school leaving qualification awarded upon high school graduation. Participant must be in a Title I activity during the completion of a diploma. Diploma must be from a school, in order to receive an incentive payment.

Attainment of Post-Secondary Credential/Diploma:

It includes postsecondary degrees, such as associate or bachelor's degrees, awarded by a college or university, as well as no degree credentials. Participant must provide a copy of an Associates/Bachelors/Secondary Diploma, which excludes the Certificate of Completion.

Attainment of Certification or Licensure:

A licensure is a state's grant of legal authority to practice a profession within a designated scope of practice. Certification is an official document attesting to a status or level of achievement. Participant must provide a copy of the national recognized licensure and/or exam certification.

INQUIRIES:

Please contact Amber Covington, Executive Director, acovington@memphischamber.com, with any questions or concerns regarding this policy.



Jay Robinson
GMLWDA Board Chair

5/21/2021

Adopted Date

GMLWDB is a proud partner of the American Job Center network, is an Equal Opportunity Employer. The Career Center System is an Employer/Equal Opportunity Program. Auxiliary aids and services are available upon request to individuals with disabilities. TTY: 1-800-848-0299
