



**COUNTY OF SAN LUIS OBISPO**  
**DEPARTMENT OF SOCIAL SERVICES**  
**WORKFORCE DEVELOPMENT BOARD**

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**POLICY NO:** 12-19  
**TO:** Service Providers  
**FROM:** Department of Social Services  
**EFFECTIVE:** January 01, 2020; REVISED: August 17, 2023  
**SUBJECT:** Youth Incentives

**REFERENCES:**

- Title 20 Code of Federal Regulations (CFR) Part 681.640
- 2 CFR Part 200 (Uniform Guidance)
- TEGL 21-16
- EDD Directive 17-07, WIOA Youth Program Requirements

**PURPOSE:**

The purpose of this policy is to provide guidance regarding the provision of incentive payments for enrolled youth under the Workforce Innovation and Opportunity Act (WIOA) Youth program. Incentives may be provided as recognition for achievement of milestones in the program related to work experience, education, or training.

**POLICY:**

The San Luis Obispo County Workforce Development Board will make incentives available to qualified WIOA Youth participants, as funding allows, to a maximum of \$650 per participant. Incentives must be linked to an achievement and must be tied to training and education, work readiness skills, and/or an occupational skills goal attainment. Achievements must be documented in the participant file and must include the basis for incentive payment.

Award of incentives shall be:

1. Tied to services and goals identified in the Individual Service Strategy (ISS);
2. Outlined in writing before the commencement of the program providing the payment;
3. Aligned with the program's organizational policies; and

4. In compliance with 2 CFR part 200 (Uniform Guidance).

### **PROCEDURES:**

Youth participants may be eligible to receive incentive payments for achievement of milestones in work experience, education, or training. Each goal and potential incentive amount must be documented in the youth's Individual Service Strategy (ISS). Case managers must secure adequate documentation to support payment of incentives when earned. All incentive payments must be within the limits as identified in this policy.

Service Providers must ensure they have established protocols for the payment, documentation, and awarding of incentive payments to eligible WIOA Youth.

The approved incentive categories are:

- Successful completion of Work Readiness training
- Attainment of High School Diploma, General Education Diploma (GED) or equivalent, or Post-Secondary Credential
- Measurable Skills Gain
- Placement in Employment or Post-Secondary Education

The incentive caps, relative definitions, and documentation examples for each category are:

1. Attainment of Work Readiness Training certificate - \$100

This incentive is available for WIOA youth participants who complete work readiness training, as evidenced by completion of a Personal Employment Portfolio, all assigned workshops and training modules, and have received a certificate of achievement/completion. Although specific timeframes are not defined, youth should be allowed sufficient time to gain the knowledge needed to demonstrate proficiency in work readiness skills.

Service Provider must submit their proposed curriculum for work readiness training to the Administrative Entity for approval prior to authorizing any payment for this category.

- a. Amount – not to exceed \$100
- b. Acceptable documentation, as needed to verify completion of each assignment, may include:
  - Personal Employment Portfolio, to include resume, cover letter, thank you letter, mock interview evaluation, sample job application, references, and a

- resignation letter
- Attendance and/or timesheets
- Verification of completion of assigned online modules
- Other documentation sufficient to provide proof of required assignments; and
- Certificate of Achievement/Completion

2. Attainment of High School Diploma, GED or equivalent or Post-Secondary Credential - \$200

WIOA Youth program participants enrolled in a secondary education program that obtain a diploma or recognized equivalent or obtain a Post-Secondary credential are eligible to receive this incentive. Youth may only receive one award, either for HSD/GED/Equivalent or Post-Secondary credential.

- a. Amount – not to exceed \$200
- b. Acceptable documentation may include:
  - Secondary School diploma or recognized equivalent
  - Associate or Bachelor’s degree
  - Occupational licensure (e.g., Certified Nursing Assistant license)
  - Occupational certificate, including Registered Apprenticeship and Career and Technical Education certificates
  - Occupational Certification (e.g., Automotive Service Excellence certification)
  - Other recognized certificates of industry/occupational skills completion sufficient to qualify for entry-level or advancement in employment

The Post-Secondary Credential incentive is intended to recognize the attainment of measurable technical or industry occupational skills, not work readiness or general safety/hygiene skills.

3. Measurable Skills Gain

This incentive is available for WIOA youth participating in education and/or training program that leads to a high school diploma/equivalent or Post-Secondary credential.

- a. Amount – not to exceed \$50, one (1) incentive for MSG attainment per program year.
- b. Acceptable documentation may include:
  - Attainment of diploma/certificate
  - Secondary or Post-Secondary transcript or report card for a sufficient number of credit hours that shows the participant is meeting the State academic standards.
  - Satisfactory or better progress report towards milestones such as

- completion of one year of an apprenticeship program
- Successful passage of an exam that is required for a particular occupation or progress in attaining technical/occupational skills as evidenced by benchmarks such as knowledge-based exams.

#### 4. Placement in Employment or Post-Secondary Education

This incentive is available for WIOA Youth participants who secure unsubsidized employment and are employed in Follow Up Quarter 1 or enter Post-Secondary Education and are successfully attending school in Follow Up Quarter 1. Employment incentive shall be attained upon receipt and verification of participant paycheck and/or employer verification. Post-Secondary education incentive shall be attained upon verification that the participant is attending school, not based on enrollment into classes.

- a. Amount – not to exceed \$300. Payable one-time per enrollment cycle.
- b. Acceptable documentation may include:
  - Paycheck/payroll records
  - Employer verification
  - School attendance records
  - Report cards

#### **A. Service Provider Responsibilities**

Service Providers shall accept unconditional fiduciary responsibility for issuing federal funds on behalf of the WDB as specified in this policy. Service providers shall establish and utilize appropriate checks and balances necessary to guarantee the integrity of the disbursement of incentive funding. Service Providers shall ensure systems are in place for the review, approval, and payment of incentives pursuant to current WIOA, State regulations, and local WDB directives, policies, and procedures.

1. All incentive payments and collection of back-up documentation (i.e., credentials, certificates, timesheets) will be the sole responsibility of the Service Provider. Service Provider must ensure:
  - a. Payment records will be maintained, completed and readily available for monitoring or audit reviews.
  - b. Participant records and financial records will meet the standards for financial management and participant data systems.
  - c. Records will be maintained in accordance with records retention requirements.

2. Service Provider shall ensure that a case note regarding the type of incentive received and the corresponding activity for the incentive are entered in CalJOBS within five (5) working days from the service date.
3. Service Provider shall ensure that the total incentive expenditures for each participant do not exceed category limits and is within the approved budget.
4. To the extent possible, Service Provider shall ensure similarly situated participants will receive similar incentives.
5. Should gift cards be offered as an option for payment of incentives, Service Provider must ensure the use and purchase of gift cards complies with restrictions identified in 2 CFR Part 200, Uniform Guidance.

## **B. Availability of Funding**

Service providers will take necessary steps to manage the incentives budget so as to provide services throughout the program year to customers who meet the criteria for planned incentives.

### **ACTION:**

All WIOA Youth Service Providers shall comply with this policy. This policy will remain in effect from the date of issue until such time that a revision is required.

### **INQUIRIES:**

Any questions regarding this policy may be directed to the DSS WIOA Program Manager at 805-781-1838.

Workforce Development Board (WDB) Approval Required? Yes X No

Initial approval date: 10/09/2019

WDB revision approval date: 08/17/2023