



CITY AND COUNTY OF SAN FRANCISCO  
GAVIN NEWSOM, MAYOR

OFFICE OF ECONOMIC  
AND  
WORKFORCE DEVELOPMENT

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**DIRECTIVE NO:** 37-08  
**TO:** WIA Service Providers  
**EFFECTIVE:** December 11, 2008  
**SUBJECT:** WIA Youth Incentives

**REFERENCES:**

- Workforce Investment Act (WIA) Section 129 (a) (5)
- WIA Regulations - 20 CFR 652 Part 666

**PURPOSE:**

The purpose of this policy is to provide direction for providing performance and program incentives for Workforce Investment Act (WIA) Title I Youth in recognition and achievement of WIA performance outcomes and program participation.

**BACKGROUND:**

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 both Core and Common performance outcomes established under WIA regulations at 20 CFR 652 Part 666.
2. WIA Youth Performance Incentive Criteria (Attachment A)

The attached Youth Core and Common Performance Incentive Criteria has been established to ensure performance incentives are linked to specific WIA performance outcomes or attainment of goals in a youth's Individual Service Strategy, which lead to the attainment of WIA performance outcomes. Performance incentives may be awarded in addition to internship stipends and program incentives. Performance incentives cannot exceed a cumulative amount of \$300 and may be awarded in addition to program incentives and internship stipends. Incentives may be presented in increments of \$75 in the form of coupons (i.e. gift certificates) and may not be redeemable for cash.

3. Youth may receive up to four (4) performance incentives for the achievement of multiple outcomes during enrollment and 12 months of follow-up. For example, a youth may be eligible for two (2) incentives if they receive a diploma and attain a primary skill goal. However, youth may not receive more than one performance incentive for the same outcome.

4. WIA Youth Performance Incentive Tracking/Receipt Form (Attachment B) - The following steps should be taken to provide a youth a performance incentive:

a) Service Providers will fully complete and maintain, in the participant file, the original WIA Youth Performance Incentive Tracking/Receipt Form. Acceptable documentation, as identified on Attachment A, must be also maintained in the participant file.

b) Service Providers and participant must sign the WIA Youth Performance Incentive Tracking/Receipt Form to verify disbursement and receipt of each performance incentive(s).

### Program Incentives

1. The criteria for program incentives must be linked to program outcomes. The WIA Program Manager must approve the proposed Service Provider's program incentive criteria. Service Providers must submit a proposal to the WIA Program Manager 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 can 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 may be awarded in addition to internship stipends and performance incentives. Incentives may be presented in the form of coupons (i.e. gift certificates) and may not be redeemable for cash.

3. WIA Youth Program Incentive Tracking/Receipt Form (Attachment D). This form is to be used to track the distribution of program incentives upon the approval of the proposed criteria. Acceptable documentation is identified on the criteria proposal form (Attachment C) for the corresponding outcome.

The following items are applicable to Performance and Program Incentives:

1. Service Providers shall provide incentives to youth within 10 working days of attainment of outcome when possible.
2. Service Providers are responsible for tracking distribution of incentives to ensure maximum allowance is not exceeded per participant.
3. Service Providers must maintain all supporting documentation in participant's file for all incentives distributed.
4. Incentives shall be funded from the Service Provider's budget as stated in their contract. Incentive funds are subject to availability of funds.
5. The Office of Economic and Workforce Development (OEWD) may modify this policy as deemed necessary.
6. Failure to comply with these policies and procedures may result in contract sanctions.

**ACTION:**

OEWD and its service providers shall follow this policy. This policy will remain in effect from the date of issue until such time that a revision is required.

**INQUIRIES:**

Inquiries should be addressed to OEWD staff.

Rhonda Simmons  
Director of Workforce Development  
Office of Economic and Workforce Development

Attachments

- A: WIA YOUTH PERFORMANCE INCENTIVE CRITERIA
- B: WIA YOUTH PERFORMANCE INCENTIVE TRACKING/RECEIPT FORM
- C: CRITERIA PROPOSAL FORM
- D: WIA YOUTH PROGRAM INCENTIVE TRACKING/RECEIPT FORM

**City and County of San Francisco  
Workforce Investment Act  
Youth Programs**

**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 coupons (i.e. gift certificates) and may not be redeemable for cash. Youth must attain a Performance Measure (Core or Common) 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. Acceptable supporting documentation (Doc.) must be maintained in the youth's file and recorded on the Performance Incentive Tracking/Receipt form. Performance Incentives may be awarded to youth, in addition to Program Incentives and Internship Stipends. Youth must meet the specific criteria below in order to earn a Performance Incentive.

**I. Educational Achievement Services**

Activity Code 71

- a) Achieved Literacy and Numeracy gains, measured by a recognized post-assessment, for Reading or Math**  
Doc: Copy of scored Post-test with required gain  
(Must be basic skills deficient. Must increase score by at least 1 functioning level)
- b) Received a Diploma or Equivalent**  
Doc: Copy of Credential or Certificate
- c) Received a recognized Credential or Certificate from an approved awarding Institution**  
Doc: Copy of Credential or Certificate
- d) Placement in Post- Secondary Education, Advanced Training, Occupational Skills Training, or an Apprenticeship**  
Doc: Copy of Enrollment (Was not participating in the activity at the time of enrollment)
- e) Returned to school**  
Doc: Copy of Registration and/or Report Card

**II. Employment Services**

Activity Code 72

- a) Completed an Unpaid Internship, (Occupational Skills training)**  
Doc: Copy of Occupational Skills Pre and Post-tests, Timesheets, or Performance Evaluations (Must complete at least 60 Internship hours)
- b) Successful completion of Work-Readiness**  
Doc: Copy of Work-Readiness Skills Pre and Post-tests
- c) Entered Military Service**  
Doc: Copy of Enlisting documents
- d) Entered Unsubsidized Employment**  
Doc: Copy of Pay Stub
- e) Employment Retention in 3rd Qtr. after Exit**  
Doc: Copy of Pay Stub

**WIA YOUTH PERFORMANCE INCENTIVE TRACKING/RECEIPT FORM**

Participant Name: \_\_\_\_\_ Case Number: \_\_\_\_\_

Service Provider: \_\_\_\_\_

**Instructions:** Please specify the program outcome achieved to receive each program incentive. All program incentives must be recorded on this form and maintained in the participant’s case file. (Use additional forms as necessary.)

Date of Performance Attainment Attained	Performance Outcome	Documentation	Performance Incentive Description	Incentive Amount	Sign upon disbursement/ receipt	Date
<u>EXAMPLE</u> 6/15/05	I. b	Copy of HS Diploma	Gift Certificate- Footlocker	\$75	Case Manager Participant	
				\$75		
				\$75		
				\$75		
				\$75		



**WIA YOUTH PROGRAM INCENTIVE TRACKING/RECEIPT FORM**

Participant Name: \_\_\_\_\_ Case Number: \_\_\_\_\_

Service Provider: \_\_\_\_\_

Instructions: Please specify the performance outcome achieved to receive each performance incentive. All performance incentives must be recorded on this form and maintained in the participant's case file.

Date Program Outcome Attained	Program Outcome	Documentation	Program Incentive Description	Incentive Amount	*Total Incentives to date	Sign upon disbursement/receipt	Date
<b>EXAMPLE</b> 6/15/05	Completed Leadership Development Component	Copy of Certificate	Movie Tickets - AMC	\$15	\$15	Case Manager Participant	

*Original: Participant Case File*

*Copy: Fiscal Unit (with invoice for reimbursement)*