

## Rivers East Workforce Development Board

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RIVERS EAST LA ISSUANCE 2021-25 CHANGE 4


SUBJECT: WIOA YOUTH INCENTIVE STRATEGY

PURPOSE: Update Incentive options and to clarify internal controls.

ACTION: Youth service providers will need to review and update their internal processes to match policy updates.

EFFECTIVE DATE: May 8, 2019

REVISION DATE: June 13, 2023

  
Jennie Bowen  
Workforce Development Director

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## WIOA Youth Incentive Strategy

An incentive is a payment to an eligible WIOA youth participant for the successful participation and achievement of outcomes as defined in the individual's Individual Employment Plan/Service Strategy (IEP/ISS). WIOA **actively** enrolled in-school and out-of-school youth may be eligible for incentive payments once the individual has obtained pre-determined milestones and verification of the attainment has been documented.

In order to encourage participation and reward participants for satisfactory progress and successful completion of program goals, incentives will be awarded from WIOA funds per the following criteria.

1. Incentives and achievements must be recorded on the participant's IEP/ISS, the Objective Assessment and in case notes prior to the incentive being paid.
2. Incentives are not an entitlement. However, all enrolled youth will be made aware of the incentive system and the incentives that may be earned.
3. A Customer Supportive Service activity (CSS or CSY) must be recorded in NCWorks Online for each incentive payment with a detailed case note documenting the type, amount and description of the activity.
4. All documentation required to verify attainment must be scanned into NCWorks Online. This includes and is not limited to copies of credentials attained, copy of National Career Readiness Certificate (NCRC), report cards, transcripts, TABE post-test, class attendance, check stubs, etc.
5. An Incentive Tracking Log must be maintained listing all incentives awarded. The Log will be forwarded to the Local Area upon request and/or at the end of each program year.
6. Incentives may be paid in the form of a check/direct deposit, VISA debit card, or other approved electronic methods.
7. Any WIOA program provider that awards incentives via VISA debit cards or other approved electronic methods must have an approved tracking tool before awarding incentives. The tracking tool must include participant signatures for receipt of incentive cards. The tracking tool will be forwarded to the Local Area upon request and/or at the end of each program year.
8. NO incentives are to be paid in cash and/or gift cards.
9. VISA debit cards can only be purchased as needed and not in bulk.
10. Service providers should ensure that proper internal controls are followed by using the attached forms to ensure that the Youth Program Manager is reviewing and signing off on each incentive. In addition, the Youth Program Manager will sign, certifying they have verified the appropriate supporting documentation has been scanned into NCWorks Online before authorizing the incentive payment. When the expenditure is presented to the Local Area for reimbursement, the Local Area will review the documentation in NCWorks Online as part of the invoice review, before authorizing the reimbursement.

The service provider must have a policy and/or documented process in place to safeguard all means of payment.

Incentive amounts are as follows:

1. \$100 for attainment of a secondary and/or post-secondary state approved credential
2. \$100 for attainment of a Platinum, Gold, Silver or Bronze NCRC. This is a one-time incentive.
  - a. To assist with the employability of the youth in our region, incentives will be awarded to out-of-school youth that obtain a NCRC or in school youth (high school) that obtain a NCRC after the completion of a secondary credential/education component.

3. \$100 per measurable skill gain in accordance with federal performance measures (excludes secondary and/or post-secondary state approved credential and NCRC referenced above). Limited to one per program year. *MSG must match training activity code entered into NCWorks.*
4. \$100 for attainment of unsubsidized employment.
  - a. This incentive refers to participants who are actively enrolled in the NEXTGEN Youth Program. Employment must be maintained for a minimum of three weeks and verification documentation of three-week employment must be scanned into NCWorks Online (check stub or official employer documentation). This is a one-time incentive. If an incentive had been issued for previous employment, another incentive cannot be issued.
5. \$20 incentive for the successful participation and completion of each Work Readiness Training activity. **Work Readiness Training must be tied to and in preparation for work experience and documented as such in case notes. Work readiness activities include:**
  - a. Essential Skills in WorkKeys: *this is different from the NCRC mentioned above offered through ACT*; participants can receive up to two (2) incentives for completing required modules assigned by their Career Advisor.
  - b. HRD class participation: participants can receive one (1) incentive for completing a college sponsored HRD class.
  - c. Career Fair: participants can receive one (1) incentive for attending a Board or NCWorks Career Center sponsored career fair/hiring event. Participant must visit and interact with at least three (3) employers and provide their Career Advisor with a written summary of the employers and how the jobs tie to their chosen career path.
  - d. Guidance and Direction for Job Seekers (GADJ): participants can earn up to two (2) incentives for completing in-person GADJ lessons with their Career Advisor.
  - e. NCCareers.org: participants can earn up to two (2) incentives for completing at least two activities with their Career Advisor. Participants must create an NCCareers account and tie to their NCWorks Online account to document and save their progress.
  - f. Financial Literacy: participants can earn one (1) incentive for completing a financial literacy course offered by the service provider as part of the required 14 program elements.
  - g. Participants may also receive one (1) incentive for attending other work readiness classes that prepare them for their upcoming work experience (such as interview workshops, resume writing workshops, work ethic, time management, etc.).
  - h. *Hours in GED and/or high school classes and/or remediation classes are not allowable*

*If an incentive has been issued for a specific work readiness training activity, another incentive cannot be issued for the same activity. For example, if the participant received an incentive for interviewing under "Essential Skills", they cannot receive the same incentive for completing interviewing under another work readiness training activity.*

In addition, work readiness training can also include the mandatory orientation session prior to the participant starting their paid work experience. The participants will be paid the same wage for orientation as they will receive on their work experience. Time must be recorded on a separate timesheet and scanned into NCWorks, and case noted as such. The signature page from the Orientation Manual must be attached to the Incentive Payment Form.

Any incentive not listed will need prior approval from the Local Area before being paid. All questions concerning the incentive policy should be forwarded to the Local Area.



# RIVERS EAST YOUTH INCENTIVE PAYMENT FORM

TO: FINANCE DEPARTMENT

FUND CODE: \_\_\_\_\_

Process payment to WIOA youth participant: \_\_\_\_\_

Participant Name

SID#

County: \_\_\_\_\_ Amount: \$ \_\_\_\_\_ for satisfactory attainment in the following area(s).

**\*\* Attach a copy of all documents (credential, NCRC certificate, TABE post-test, check stubs, attendance forms, etc.) and all back-up documentation.**

- ☐ \$100.00 for the satisfactory completion of a Credential. ☒ Credential Attained.

Credential Name	√
High School Diploma	
GED/Equivalency	
Bachelor Degree	

Credential Name	√
Post-Secondary Curriculum Degree/Diploma	
Post-Secondary License	
Post-Secondary Curriculum Certificate	

- ☐ \$100.00 for the satisfactory completion of a National Career Readiness Certificate (NCRC). **ONE TIME INCENTIVE**

√ Level Attained: ☐ Platinum ☐ Gold ☐ Silver ☐ Bronze

- ☐ \$100.00 for the satisfactory completion of a Measurable Skill Gain. **LIMIT OF ONE PER PROGRAM YEAR**

Type of Skill Gain: \_\_\_\_\_

- ☐ \$100.00 for attainment of Unsubsidized Employment (three consecutive weeks). **ONE TIME INCENTIVE**

Name of Employer: \_\_\_\_\_

- ☐ \$20 for attainment of Work Readiness Activity.

Name of Work Readiness Activity	Amount Earned

Career Advisor: I certify that the incentive(s) listed above were earned by the participant and proper documentation has been scanned into NCWorks to support the incentive payment and all have been documented on their IEP/ISS, their OA and in case notes. In addition, the MSG and/or credential have been recorded on the appropriate tab on the WIOA application.

\_\_\_\_\_  
WIOA Career Advisor

\_\_\_\_\_  
Date

*Youth Program Manager; by signing below, you are indicating you have reviewed the NCWorks file for compliance and all supporting documentation has been scanned as well as the MSG and/or credential has been recorded on the appropriate tab of the WIOA application.*

\_\_\_\_\_  
WIOA Program Manager\*

\_\_\_\_\_  
Date

### Incentive Plan Contract

An incentive is a payment to an eligible WIOA youth participant for the successful participation and achievement of outcomes. As a participant of the WIOA NEXTGEN Youth program, you may be able to earn incentives while participating in the program. The purpose of this contract is to relay information of incentives that can be earned while enrolled. Please note that an incentive is not an entitlement. Incentives may be limited based on availability of funds.

### Incentive Categories

An incentive may be awarded for completion of goals to earn or obtain:

- High School Diploma or High School Equivalency Diploma
- A college *curriculum* certificate, diploma, or degree
- A credential or license
- National Career Readiness Certification (NCRC): Platinum, Gold, Silver or Bronze
- Unsubsidized employment
- Work readiness training; *cannot receive two different incentives for the same activity*

A copy of the *curriculum* diploma/degree/certificate/license/paystub/attendance forms, etc., must be provided as evidence that the incentive milestone has been earned. It is your responsibility to notify your Career Advisor of credentials/goals earned above and to provide the proper document(s) to receive the incentive. Documentation must be provided in a timely manner.

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

Initials: \_\_\_\_\_

### Eligibility Criteria

- Must be enrolled as a WIOA NEXTGEN Youth participant.
- Must be actively participating with the program and in contact with your Career Advisor.
- Must be in compliance with program requirements.

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

Initials: \_\_\_\_\_

Agreement: I understand and acknowledge that by participating with the WIOA NEXTGEN Youth program, I may earn incentives as outlined in the contract above.

\_\_\_\_\_  
Participant Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Career Advisor Signature

\_\_\_\_\_  
Date