



Policies and Procedures

SECTION: Operations	POLICY # OPS 11	PAGE 1 of 3
TITLE: Participant Incentives	EFFECTIVE DATE: 5.20.25	
SUPERCEDES: OPS 11		Dated: 12.16.24

DISTRIBUTION: CareerSource North Central Florida (CSNCFL) Staff and Service Providers

Purpose: This policy provides guidance to the CareerSource North Central Florida's (NCFL) Staff, Partners and Service Providers involved in the provision of incentive payments issued to eligible program participants in their achievement of program goals and outcomes (e.g. credentials, employment).

Background: CareerSource NCFL may use programmatic funds for the provision of gift cards or other payments to participants for providing information on their training and employment status during and/or after they leave the program, for the purposes of increasing reported employment and other outcomes.

Policy: Incentive awards will be provided to eligible participants enrolled in an eligible CareerSource NCFL program, and who achieve authorized program milestones and goals as outlined in the attached "Incentives: Categories and Payment Chart." For the purposes of this policy, the term "incentive" shall mean an inducement or reward intended to motivate achievement. They are intended to encourage and motivate individuals to reach specific goals and obtain positive outcomes.

1. Incentives are a one-time payment to a participant for successful achievement of one or more of the specified outcomes as shown in the "Incentives: Categories and Payment Chart" (which may be amended from time to time, by the Board's CEO, based on availability of funds and program initiatives).
2. 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.

3. Service providers are allowed to provide incentive awards/payments in the form of vouchers, gift cards, and/or gift certificates. Incentives given in the form of cash are not permissible.
4. All incentive award payments are subject to the availability of funds and are not an entitlement. CareerSource NCFL may suspend or withdraw authorization for incentive award payments at any time and at the sole discretion of CareerSource NCFL.
5. A participant may qualify for more than one type of incentive award based on achievement of multiple goals or milestones. The total maximum dollar value of incentive awards to a single participant, however, may not exceed \$500.00.
6. An incentive payment may only be paid to an eligible individual once per program participation for each category unless the Incentives: Categories and Payment Chart indicates otherwise. In other words, if a participant earns an incentive payment and exits the program, but later begins a new program (enrollment) then it “resets” and they are eligible to receive incentive payments under their new program participation/enrollment.
7. Documentation verifying the incentive payment category was achieved must be submitted and retained in the participant’s case file (e.g. copy of certificate or credential, proof of employment via pay stub, Verification of Employment (VOE) form, etc.). A case note should also be entered in Employ Florida describing the incentive payment, defining the incentive payment category applied, the amount distributed, and any other relevant details or information. The incentive will also be entered in the current financial system to track and issue the payment to the participant accordingly.

Please note that WIOA regulations do not specifically provide for incentives for adult and dislocated worker participants (only WT participants and WIOA youth participants per 20 CFR 681.640). WIOA adult and dislocated workers participants are, therefore, not eligible to receive incentives.

Inquiries: All questions regarding this policy memorandum may be directed to the CareerSource NCFL CEO at pmarty@careersourcencfl.com.

References:

- Workforce Innovation and Opportunity Act (WIOA); 20 CFR 681.640
- TEGL 21-16: Operating Guidance for the WIOA
- Florida Statute 414.085 (1)(d)

Attachments: Incentives: Categories and Payment Chart
OFFICIAL SIGNATURE

Phyllis Marty
Chief Executive Officer

Incentives: Categories and Payment Chart

Payment Categories	Payment Dollar Amounts	WIOA Youth Program*	Welfare Transition Program (WTP)*	Federal / State Grants*(may be amended based on grant guidelines)
Attainment of Measurable Skill Gains (WIOA) – up to 4 skill gains max**	\$25.00 per gain	x		
Met minimum monthly assigned hours in work activities (i.e. CS/WE, voc ed, job search, etc.) – max 4 months	\$25.00 per month		x	
Attainment of a Credential or Occupational Skills Certificate - 1 per program participation	\$100.00	x	x	x
Successful Completion of Entrepreneurship Training - 1 per program participation	\$100.00	x	x	x
Entrance into Post-Secondary Education, Military, Apprenticeship Program - 1 per program participation	\$100.00	x		
Attainment of Employment - 1 per program participation	\$200.00	x	x	x
Retention of Employment (2 nd and 4 th QTR)	\$50.00 per QTR	x		

* An “x” in the CSNCFL program (e.g. WIOA Youth, WTP, etc.) columns indicates that incentive category is an allowable expense for that program. Federal/state grants may have their own conditions that will apply.

** See Measurable Skill Gains policy for acceptable gains and documentation requirements supporting each gain (incentive payment only applies to WIOA Youth program participants and does not include Adults and Dislocated Workers for purposes of this policy). The MSG incentive payment should not be duplicated with another payment category (e.g. An individual earning a GED cannot be paid \$25.00 for the skill gain AND be paid \$100 for attainment of credential incentive – only one payment may be applied).