

	<b>Subject</b> <b>Youth Incentive Payment Policy</b> <b>ARIZONA@WORK - Yuma County</b>	
	<b>Original Issue Date</b> November 1, 2018	<b>Revision Date</b> <b>May 13, 2026</b>
	<b>Authorized by:</b> Yuma County Workforce Development Board	

**Purpose:** To provide guidance to the Yuma County Workforce Development Area (LWDA) on the payment of Incentives for Workforce Innovation and Opportunity Act (WIOA) Title1-B Youth Program participants.

**References:**

Workforce Innovation and Opportunity Act (WIOA) of 2014: (P.L. 113-128); Final Rules; 20 CFR 681.640, 2 CFR 200.75, 2 CFR 200.456, 2 CFR part 200; WIOA Incentive Policy- Chapter 3 – Fiscal Policies, Section 700; WIOA Youth Program Policy- Section 200 Chapter 2; and Training and Employment Guidance Letter (TEGL) 21-16; AZ Dept. of Economic Security (DES) AJC Service Dictionary.

**Policy:**

Incentives may be awarded to WIOA In-School Youth (ISY) and Out of School Youth (OSY) participants to motivate, encourage, or congratulate when certain goals and/or activities are completed. WIOA incentives may not be used for recruitment and eligibility determination. Service Providers are encouraged to provide incentive awards, but must not exceed the limited amounts listed in this policy.

Incentive awards will be subject to availability of funding and will be reviewed by the Local Workforce Development Board (LWDB) annually for approval. All incentive awards must be in compliance with 2 CFR Part 200 (e.g., federal funds must not be spent on entertainment. This includes gift cards, tickets to events, or other related entertainment).

**Incentive Award Criteria for Youth:**

- A.** Incentives may be paid to Youth for the following purpose of recognition and/or achievements when directly related to education, training, or work experience. Service Providers must ensure that incentive payments are tied to the goals of a specific program.
- B.** Incentives must not be paid to maintain employment during the 2<sup>nd</sup> and 4<sup>th</sup> quarters after exit.
- C.** Incentives must only be paid:
  - (a) For achievements during a work experience or training activities, including demonstration of soft skills (i.e. attendance, punctuality, interpersonal relationships, task completion, etc.), for acquiring job skills as outlined on the training plan; or

- (b) When a service is related to a training that was provided prior to exit from the program; or
- (c) When a recognized postsecondary credential is obtained during participation or within the one year after exit (during Follow-Up period); or
- (d) Upon successful completion of a work experience or upon receipt of a recognized postsecondary credential by the participant.

**Definition - Work Experience (WEX):**

Work Experience is defined in section 20 CFR §681.600 as a planned, structured learning experience that takes place in a workplace for a limited period of time in the private for-profit sector, the non-profit sector, or the public sector, and provide the youth with opportunities for career exploration and skill development. Labor standards apply in any work experience where an employee/employer relationship, as defined by the Fair Labor Standards Act or applicable State law exists. Consistent with 20 CFR §680.840, funds provided for work experience may not be used to directly or indirectly aid in the filling of a job opening that is vacant because the former occupant is on strike or is otherwise an issue in a labor dispute involving a work stoppage.

Work Experience must include academic and occupational education that includes contextual learning intended to help the participant learn information necessary to work in specific industries or occupations; this may occur inside or outside the worksite.

**There are four types of work experience:**

1. Summer employment opportunities and other employment opportunities available throughout the school year;
2. Pre-apprenticeship programs;
3. WEX/Internship/Job Shadowing; and
4. On-the-job training (OJT) opportunities as defined in WIOA 3(44) and in 20 CFR 680.700. For more information, refer to OJT section of this policy.

**Incentives may be provided for the following:**

***Work Experience/Internship (Element 3):***

Guidelines for receiving the incentive payment for a work experience are provided to the participant before the service is provided. A timesheet/progress incentive form is used to track the participant's time. Progress incentive form ensures each incentive objective is achieved. A contract is required to identify the worksite employer, the authorized representative, the supervisors, the position, the hours authorized, the time frame for the work experience, and skills to be attained. The contract must be signed and dated by staff, participant, and employer prior to or on the start date of the Work Experience/Internship.

1. The contract for Work Experience **may not exceed the total of 600 hours** rated at the State Minimum Wage amount.
2. The contract for Internship **may not exceed the total of 600 hours**. Exceptions to this rule must be submitted in writing to the designated Manager/Director with a complete justification/rationale and expected outcome.

3. More than one Work Experience may be provided on a case by case basis.

**Note:** Items #1-3 listed above also apply to the Virtual/Remote Work Experience/Internships. *(Further guidance provided on the Procedure for Virtual/Remote Work Experience/Internship Services.)*

***On-The-Job Training (OJT) (Element 3):***

An OJT is provided under a contract with an employer in the public, private non-profit, or private who is reimbursed 50% of the wage rate of the participant being trained while engaged in productive work in a job. The contract is limited to the period of time required for a participant to become proficient in the occupation for which the training is being provided. The required skills of the occupation, academic level of the participant, and prior work experience are taken into consideration in order to determine the appropriate length of the contract. A contract is required to identify the employer worksite, the authorized representative, the supervisors, the position, the hours authorized, the time frame for the OJT, and skills to be attained. The contract must be signed and dated by staff, participant, and employer prior to or on the start date of the OJT. Refer to Section XII. of the Local Training Policy for further information on OJT.

**OJT Limits:**

1. OJT contracts **may not exceed the total of 1040 hours.** **Note:** It is not a requirement to establish the OJT contract for 1040 hours.
2. An OJT is only to be given to the participant on a one time occurrence throughout program participation.
3. The LWDB has authorized to reimburse employers **up to 50 percent of the hourly wages on the OJT Contract with a cap of \$7,000 per participant contract.**
4. The **maximum total amount awarded to employers per fiscal year is \$30,000** as approved by the LWDB.
5. The LWDB staff has the option to approve additional funds based on the organization's extraordinary ability to impact job seekers. The following items will be taken into consideration in determining an organization's impact and request for additional funding:
  - The Characteristics of the participants, by taking into consideration whether they are "individuals with barriers to employment", as defined in WIOA sec. 3(24)
  - The size of the employer, with emphasis on small businesses
  - The quality of the employer-provided training and advancement opportunities
  - OJT contract is in an in-demand occupation, and other factors that DES, LWDB staff determine appropriate including:
    - a. The number of employees participating;
    - b. The wage and benefit level of the employee (both presently and completion); and

- c. The relation of the training to the occupational competitiveness of the participant.

**Note:** Staff must document the factors in the participant's program notes and Individual Service Strategy (ISS).

***Job Shadowing (Program Element 3):***

Job Shadowing is a work experience option where youth participants learn about a job by walking through the work day as a shadow to a competent worker. It is a temporary, unpaid exposure to the workplace in an occupational area of interest. The youth participant will witness firsthand the work environment, employability and occupational skills in practice, and potential career options. A job shadowing can be anywhere from a few hours, to a day, or a week. It provides the opportunity for the youth participant to learn more about a career.

This local area provides incentive payment to participants who complete the requirements of a job shadowing experience. **Participants are required to complete between 5 to 10 days of job shadowing and at a minimum of 4-8 hours daily not to exceed a total of 40 hours.** The Service Provider will consult with the Employer to determine the duration and daily hours of the job shadowing experience based on the nature of the occupation. Participant has the opportunity to complete **not more than one** job shadowing experience. If the participant needs additional job shadowing experience, this can be provided without the incentive payment.

Incentive payment is based on the following formula: (An hourly rate of \$15.15 multiplied by daily hours completed) The following is required for incentive payment processing;

- Sign-in sheet to indicate days/hrs. completed by the participant. *(view attachments section of policy)*
- A description of the job shadowing experience conducted by the participant and signed by the employer.
- A job shadowing experience journal sheet completed by the participant and signed by both the participant and employer. *(view attachments section of policy)*

**Note:** Participant is not required to complete job duties. This is a job shadowing experience exposure to a particular profession and closely observing an employee perform day to day tasks at the workplace.

***High School Diploma/High School Equivalency (HSE) Diploma  
(Program Element 1, 2 & Enrolled in Secondary Education Program Service):***

Incentive payment in the amount of **\$250** will be awarded when participant receives a high school diploma or HSE diploma during program participation or within one year of exit (during Follow-Up period). A copy of the certificate diploma or transcript (*unofficial*) must be attached to the request for payment.

**Note:** transcript must include graduation/date of completion as well as credits required/ credits earned.

***Associate's Degree/Bachelor's Degree (Enrolled in Postsecondary Education Service):***

Incentive payment in the amount of **\$250** will be awarded when participant receives an Associates' or Bachelor's degree during program participation or within one year of exit (during Follow-Up period). A copy of the degree must be attached to the request for payment.

***Occupational Skills Training/Recognized Postsecondary Credentials (Program-Element 4):***

Incentive payment in the amount of **\$250** will be awarded at the completion of a recognized postsecondary credential such as an educational/occupational certificate, occupational license/certification, associate's diploma/degree, or bachelor's diploma/degree during program participation or within one year of exit during (Follow-Up period). A copy of the credential must be attached to the request for payment.

**Note:** Refer to the Eligible Training Provider List (ETPL) for a complete list of approved WIOA Trainings.

***Basic Skills Literacy Increase (Program Element 1, 2, 14, & Secondary Education Program Service):***

Incentive payment in the amount of **\$100** will be awarded to participants who have demonstrated an increase in the all areas (Reading/Math/Language), and are no longer considered basic skills deficient (Above 8.9). A copy of the Pre Test and Post Test results will be required for payment process.

For example, if participant is basic skills deficient in reading and not deficient in math or language, but raises the reading above 8.9; the participant qualifies for the incentive.

***High School Semester Credit (Secondary Education Program Service):***

Youth participants are given incentive award in the amount of **\$70 per Semester** when participants have completed their semester courses with a passing grade of a "C" or better, and approved by the Yuma Union High School District grading scale. A copy of school report card or school transcript (*unofficial*) must be attached to the request for payment.

Youth participants are given incentive award in the amount of **\$60 per Grading Quarter** when participants have completed their quarterly courses with a passing grade of a "C" or better, and approved by the Alternative High School grading scale. A copy of school report card or school transcript (*unofficial*) must be attached to the request for payment.

**Note:** Youth participants who attend a Charter or Private School (*i.e. Catholic High School, Harvest Preparatory Academy, etc.*) within Yuma County are also eligible to receive incentive award for high school semester credit when semester or quarterly courses are completed with a passing grade of a "C" or better.

***Leadership Development Opportunities (Program Element 6)***

Leadership development opportunities are activities that encourage responsibility, confidence, employability, self-determination, and positive social behavior. A copy of a flyer or a letter related to the event, and a sign-in sheet confirming participant's attendance will be required for incentive payment. Incentive award in the amount of **\$50** will be awarded to participants that attend and complete any of the following activities below:

1. Exposure to postsecondary educational opportunities (i.e. tour of college campus, College-Expo Fair, etc.); or
2. Community/service learning projects and civic engagement activities such as working to make a difference in the civic life of the community (i.e. community volunteer work); or
3. Peer-centered activities, peer mentoring/tutoring (i.e. YMCA, Boys & Girls Club, etc.); or
4. Teamwork/leadership training, decision-making, defining priorities, and problem solving; or
5. Leadership activities such as serving on a Standing Youth Committee. Participant must attend at least 3 meetings, obtain letter of acceptance, and copy of agenda/minutes is required for attendance verification and incentive award. **Note:** This excludes ARIZONA@WORK-Youth Standing Committee.

**Note:** Pre-approval must be granted by the designated Manager/Director.

### **Leadership Development Opportunity Contracts**

Leadership development projects such as **but not limited** to community art murals, beautification projects, and educational/career camps **lasting more than one day**; will require a leadership development opportunity contract and timesheets for incentive payments. The contract must include:

Participant's name and ID number

Name of the agency/organization conducting the mural or beautification project

Project site address

Authorized staff

Duration of the project and hours authorized

Estimated contract cost

Project description, including details about the project type and the specific learning objectives participants will achieve through this experience.

The contract must be signed and dated prior to or on the start date of the project by the participant, ARIZONA@WORK staff, and staff from the agency/organization managing the project. **The contract may not exceed the total of 300 hours rated at the State Minimum Wage amount.** Exceptions to this rule must be submitted in writing to the program director with a complete justification/rationale and expected outcome. Participant timesheets will be used to record attendance and attainment of daily objectives, as well as document any reasons for incentive loss during the project.

### ***Adult Mentoring (Program Element 8)***

Adult mentoring is a formal relationship between a youth participant and an adult mentor who provides structured activities offering guidance, support, and encouragement to develop the competence and character of the participant. Adult Mentoring services must last at least for 12 months. This occurs during program participation, as a follow up service after exit from the program or both. Adult Mentoring services must be provided at least once a month, not less than 1 hour, for at least 12 months.

***Note: This local area requires for the 12 months of adult mentoring services to be completed consecutively, unless there is an extenuating circumstance that prevents the participant from completing the 12 months consecutively. These situations must be reviewed and evaluated by the Youth Services Management staff on a case by case basis to determine if incentive pay is granted to the participant.***

Incentive award in the amount of **\$100** will be awarded to participants who complete their 12 months of adult mentoring services (meeting at least once a month with the adult mentor not less than 1 hour). Copy of the Adult Mentoring Program Mentee Agreement form, the Adult Mentoring Log-In Sheet, and certificate of completion will be required to request incentive payment. *(For the Adult Mentoring Log-In Sheet refer to the attachments of this policy. For the Adult Mentoring Program Mentee Agreement refer to the attachments of Local Youth Services Adult Mentoring policy).*

**Youth Workshops:**

Workshops must be tied directly to a specific program element. Incentives in the amount of **\$25** will be awarded per workshop upon completion. A local Certificate of Completion must be attached to the request for payment.

***The workshops are not restricted to the list provided below. Service Providers are to notify the Workforce Liaison when any developments of new WIOA funded workshops are tied to incentives to be included on policy.***

Program Elements	Workshop(s) Description
<b><i>Financial Literacy Activities (Element 11)</i></b>	<ul style="list-style-type: none"> <li>▪ <b>Financial Literacy Workshop:</b> embraces financial principles such as money management and planning, budgeting, creating checking/savings account, educating on investments, understanding credit score reports, credit/borrowing, and income in relation to choice of career.</li> </ul>
<b><i>Work Experience Academic and Educational component (Element 3)</i></b>  <b><i>Leadership Development Opportunities (Element 6)(contract based only)</i></b>	<ul style="list-style-type: none"> <li>▪ <b>Customer Service Workshop:</b> provide introduction on what is customer service, key elements and qualities of customer service, first impressions, Do’s/Don’t of customer service, Work readiness, and respect in the workplace (i.e. harassment in the workplace, etc.).</li> </ul>
<b><i>Services That Provide Labor Market Information (Element 13)</i></b>	<ul style="list-style-type: none"> <li>▪ <b>Resume Workshop:</b> will assist participant’s identify work history &amp; volunteer work, skills, certificates, and education. Participants will create and or update their resume.</li> <li>▪ <b>Mock Interview Workshop:</b> prepares participants for an interview, practice questions, covers first impression, tips/strategies on how to ace an interview.</li> <li>▪ <b>Employability Workshop:</b> covers the occupational research packet, work attitude, dress for success, integrity at the workplace, and practice completing employment applications.</li> <li>▪ <b>Career Exploration through Virtual Reality Experience Workshop:</b> focuses on career exploration, self-assessments to discover interests/skills/abilities, and explore careers through virtual reality hands-on simulations.</li> <li>▪ Attendance of <b>Job Club/Workshops.</b> <i>(Incentive award is given as a one time basis.)</i></li> </ul>

<p><i>Postsecondary preparation and transition activities</i> (Element 14)</p>	<ul style="list-style-type: none"> <li>▪ <b>Geared For College Workshop:</b> gives participants the opportunity to explore and learn about the different community colleges, universities, and or technical schools in our local area or State. Participants are provided with information on college admission/requirements, placement testing, guidance on Financial Aid application, and providing resources for scholarships and grants.</li> </ul>
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## Documentation Requirements:

1. Supporting documentation must be attached to the request for payment and submitted to the Fiscal Department in a timely manner.
2. Supporting documentation must be uploaded into AJC system along with any additional back up documentation to comply with State programmatic audits. Refer to the AJC Uploaded Supporting Documentation list.
3. All incentives must be justified and documented in AJC Program Notes and on the ISS to include the contribution to the participant’s success as a result of the incentive payment, and how the incentive payment was calculated.
4. The Incentives/Bonuses Service and appropriate AJC Activity/code must also be entered in the S&T plan of AJC when incentives are provided.
5. When a participant is receiving a Work Experience /Internship Service or Leadership Development Opportunities (*with a contract*); the Incentive & Bonuses Service must be closed in AJC once payment is issued. A new Incentive & Bonuses Service must be open and then closed again when the payment is once again issued. The S&T Plan will capture each time this service is being provided. Staff must indicate in the “Note” Section of the service the pay period for the payment issued.
6. If the incentive payment was given during Follow- up, the “Follow-up Incentives and Bonuses” service must be entered in the S&T plan of AJC as well as case noted.
7. The LWDA must internally maintain appropriate and identifiable expenditure records of incentive payments for the purposes of monitoring/audits.

# Attachments

## **JOB SHADOWING EXPERIENCE JOURNAL SHEET**

Participant must complete this journal sheet once their 5-10 day job shadowing experience has been completed. This must be submitted to the Youth Specialist for incentive processing.

*A separate job shadowing experience journal sheet must be completed for each job shadowing worksite location.*

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**Participant's Name**

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**Participant ID #**

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**Worksite Name/ Worksite Address**

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**Employer Representative/ Name and Title**

**Please complete this journal to describe your visit to the job shadowing location. Add a separate sheet of paper for additional space if needed.**

1. Describe what you observed, include interesting things you learned, your overall thoughts and feelings during your job shadowing visit to the worksite.

2. Is this still a career you are considering or would consider pursuing? Why or Why not?
  
3. What education and/or training are necessary to enter this career? (Include anything about degree, time, or even schools offering this education and/or training.)  
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4. For this job, what type of personality/attitude, interests, and abilities/skills is required by the employer for the individual to have?
  - Attitude/Personality:
  
  - Interests:
  
  - Abilities/Skills:
  
5. What is the starting entry level salary for someone in this position?
  
6. What, if any, fringe benefits are offered to employees at this job site?
  
7. What did you like most about this career?
  
8. What did you like least about this career?



