

# CWP Policy and Procedure Manual

<b>Program:</b> WIOA Youth	<b>Section:</b> 5-60
<b>Subject:</b> Supportive Services	<b>Effective Date:</b> 6/28/16

## A. Purpose

To set forth policy regarding the use of **participant supports** in youth programs administered by Capital Workforce Partners (CWP).

## B. Policy

All participant supports must be pre-approved by CWP and accounted for in contract budget line-items. Each contractor develops their participant support package, but justifications and approvals are required. Participant supports are to be listed separately for each category.

## C. Participant Supports:

### 1. Stipends

A stipend is a fixed and regular small payment such as an allowance. Stipends cannot be provided for attendance unless inherent in programming developed by CWP.

### 2. Incentives:

Incentives are usually in the form of non-cash rewards and are used to recognize achievement benchmarks. It is the policy of the CWP that incentives are to be used by program operators to encourage positive behavioral changes and achievement, and not to reward attendance or participation in a program. Incentives should be used to reward achievement of expected outcomes as defined in the participant's Individual Service Strategy (ISS). Incentives should be related to the achievement of goals or gains on specific competencies; i.e. computer literacy, problem solving, decision making, interpersonal communications, etc. Completion of other elements within the related performance outcomes may also have incentives attached to them; i.e. CASAS gains or achievement of goals or objectives within the ISS.

Incentives should be paid as close as possible to the achievement of a particular benchmark. In no case should more than thirty days lapse between the achievement and payment of an incentive. Incentives may be in the form of cash or non-cash awards. Cash incentives should be in the form of a debit card. Non-cash incentives may be in the form of gift cards or educational items.

#### *Purchase of Pre-Paid Debit and Gift Cards for Incentives:*

Incentives achieved may be in the form of a pre-paid debit or gift card. The original purchase of the debit/gift cards must be substantiated with proper documentation. Proper documentation is an invoice and /or receipt of the items purchased. In addition, proof of payment should also accompany the invoice or receipt. This is typically a copy of a check and/or a check stub. Once purchased, the debit /gift cards should be logged and properly safeguarded (in a locked drawer or cabinet).

The distribution of the debit/gift cards should be properly recorded on the attached **CWP Incentive Tracking Form** noting the person receiving the incentive, reason, amount, identifying number, etc. At all times, the amount of debit/gift cards on hand plus the properly recorded distributed card should reconcile to the originally purchased number of debit/gift cards. This is similar to the recording of a petty cash account on an

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<b>Program:</b> WIOA Youth	<b>Section:</b> 5-60 page 2
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imprest basis. **All use of pre-paid debit and gift cards is subject to monitoring by Capital Workforce Partners.**

**3. Basic Needs:**

Basic needs include such things as bus tokens for transportation, clothing, etc. *Basic need items are not to be considered as incentives.*

**4. Program Celebrations:**

Program celebrations include special events like kick-off and end of the year celebrations. *Program celebrations will not be considered as incentives.* Contractors must show due diligence in acquiring sponsors for celebrations, including donations of food, space, etc.

