



Local Policies – Participant Services

Support Services

Effective Date

4/22/2021, Revisions 3/8/2023, 10/11/2023, 7/10/2024, 3/2/2026, 3/30/2026

Background

Support services may be provided when determined to be reasonable and necessary to address participant barriers and enable their participation in WIOA Title I or partner program career and training services. Support service payments are intended to provide temporary financial support to participants and may only be made for activities which support their Individual Employment Plan or Individual Service Strategy.

Policy

The following policy will be followed by the NEIWDB on how the local area provides supportive services. These procedures are applied to all participants in any program or activity for which support service payments are provided.

Non-Duplication of Resources and Services:

Support services provided by WIOA Title I must not duplicate a service a participant can receive from another entity or program.

Assessing the Need for Support Services:

A supportive service may be provided when necessary to address participant barriers and enable their participation in WIOA Title I or partner program career and training services.

For Youth, Support Services are one of the Fourteen (14) Title I Youth program elements that must be made available to participants.

As part of the OBA process and development of the IEP/ISS, it is important to assess a participant's need for a Support Service. In assessing the appropriateness for a Support Service, career planners must utilize and refer participants to partner agencies and community resources first. Documentation of referrals must be within the IowaWORKS system as a referral service and documented in case notes.

Participant barriers are identified through the Objective Assessment (OBA) process and must be outlined in the Individual Employment Plan (IEP) or Individual Service Strategy (ISS). Support Service payments are made to or on behalf of eligible participants for temporary assistance required to support the IEP/ISS.



Local Policies – Participant Services

A Support Service must be justifiable and essential to enable a participant to take part in services and activities related to the IEP/ISS. A support service provided by Title I must not duplicate a service a participant could receive from another program.

Support Services are not intended to meet every need of the participant. Rather, they provide temporary assistance. For this reason, career planners must discuss and develop a plan in coordination with the participant regarding how they will cover the supported cost once WIOA Title I funds are no longer appropriate. The plan should include how financial literacy will be implemented. This plan must be documented in case notes in IowaWORKS, and a financial literacy service should be recorded as applicable.

Procedure for Support Service Referrals Including Financial Literacy Referrals:

The Comprehensive and Affiliate Job Centers must keep an up-to-date listing of available community resources (paper and/or electronic) and make them available to participants prior to any WIOA payment for supportive services.

Provide information in clear and understandable formats and languages about available supportive services or assistance. Make appropriate referrals to services such as:

- Child Care
- Child Support
- Medical or child health assistance through Medicaid and the Children’s Health Insurance Program
- Benefits under SNAP
- Assistance through the earned income tax credit
- Assistance until Iowa’s TANF program
- Other support services and transportation provided through these programs.

Types of Support Services to be Provided:

The following are allowable support services for the Northeast Iowa LWDA:

- Clothing (CHG)
- Dependent Care (DPC)
- Educational Testing (EDT)
- Financial Assistance (FAS)
- Health Care (HLC)
- Miscellaneous Services (MSS)
- Transportation (TRN)
- Educational Assistance (EST)
- Services for Individuals with Disabilities (SID)
- Supported Employment & Training (SET)
- Stipends (STI) – YOUTH ONLY



Local Policies – Participant Services

- Youth Incentive Payments (YIP) – YOUTH ONLY

Approved Payment Methods:

The following are approved payment methods:

- Check
- Direct Deposit
- Direct to Vendor Check

Limits/Caps on the Amount of Supportive Services:

Payment rates, maximum amount of payments (including program year or enrollment) are listed within each supportive service.

Maximum length of time for support services to be available to participants will be based on participant need or funding availability or policy maximums.

Exceptions to Established Limits:

Updated 1/14/2026

If Title I seeks an exception from a local NEIWDB policy, they must submit a waiver request form (**Appendix A**) to the NEIWDB Compliance Specialist. The Compliance Specialist will review prior to submitting it to the NEIWDB Executive Director. These requests will be evaluated individually, and the waiver form should provide a thorough justification for the exception.

Procedures for Tracking Support Services:

The Title I Service Provider will provide a process for which tracking of all payments (support services and other types of payments). The NEIWDB will monitor to ensure that procedures are being followed by local staff. Support Service policy will be a part of the local Title I monitoring by the board.

For purchases of gas cards or other similar methods of assistance paid in advance of the cost being incurred, the Title I Service Provider will use the above Service Provider process for tracking and accounting for its use in conjunction with the WIOA activity for which the supportive service is allowing the participant to participate in.

Financial Literacy (FIN):

Financial literacy services should be incorporated into all career planning activities for participants and will be provided to participants who receive DPC (Dependent Care), FAS (Financial Assistance) and TRN (Transportation) services.



Local Policies – Participant Services

A financial literacy service may include such things as a One Stop Center workshop, partner classes, or 1x1 counseling with a community agency.

Support Services Training:

NEIWDB will provide Title I leadership staff training on the Support Service policy and procedures. NEIWDB will monitor that effective training has taken place and procedures are being followed by local staff. Support Service policy will be a part of the local Title I monitoring by the board.

Unallowable Support Service Costs

Unallowable WIOA costs include, but are not limited to the following:

- Fines, penalties and bad debt expenses
- Payment for goods/services incurred or received prior to participant enrollment in WIOA
- Legal fees
- Interest on borrowing
- Titled or deeded items or when recovery of the expense is anticipated. Examples include: Rent or housing deposits, mortgage payments, homeowners insurance, property taxes, car payment, purchase of vehicle.
- Business start-up costs
- Internet or phone service (prepaid, plan, minutes, etc.) or memberships of any kind
- Membership fees

Receipts or invoices must be detailed sufficiently to ascertain that charges do not include unallowable items.

Support Service Documentation

When approving Support Services, the following documentation must be entered within the IowaWORKS case note.

- Subject Line: Support Service (ie – TRN, DPC)
- The WIOA or partner activity the Support Service supports
- How the Support Service addresses barriers and assists the participant in achieving their IEP/ISS goals.
- How the obligation was determined. (i.e. TRN 50 miles/day = \$15.00 Daily Rate X 4 days/week X number of weeks. Should be broken out by fiscal year)
- The rate or amount of Support Service to be provided
- The length of time the Support Services will be provided.
- The referrals and outcomes of referrals made to partner and community resources.
- Documentation that the participant is unable to obtain the service through other programs or that the urgency of the needed service is such that referrals to other resources would delay the provision of the Support Service and create a hardship for the participant.



Local Policies – Participant Services

Financial literacy service planned and the plan for the participant to cover this cost after the temporary Support Service funding should be documented for Transportation, Child Care and Financial Assistance.

The approving case manager or designated reviewer is responsible for ensuring all documentation is uploaded, correct, and legible before authorizing obligation and payment vouchers. All payments require adequate supporting documentation to justify the payment.

When Paying Support Services:

When paying Support Services, hard copy documentation to confirm the allowability and accuracy of the payment, along with proof of payment, must be uploaded into IowaWORKS and attached to the appropriate case note. The following documentation must be entered within IowaWORKS case notes:

- Support Service type
- Support Service payment amount
- Date the Support Service was paid
- Time period the Support Service covered
- Payment Type: check, check number, etc.

Support Services Specific to Youth Participants:

Support services which assist a parent, spouse, or legal guardian's participation in a youth participant's education or training, are allowable under the Title I Youth program. Such payments might include reimbursement for transportation costs or childcare for a parent to attend a conference regarding a youth participant's progress toward achievement of the objectives of the ISS.

Follow-Up and Support Services:

Title I Adult and Dislocated Worker participants cannot receive support services during the provision of follow-up services. Adults or Dislocated Workers identified as needing ongoing supportive services must still be participating in career services (other than follow-up), training activities, or both to continue to receive supportive services.

Title I Youth participants may receive support services during the provision of follow-up services based upon their needs and only to enable the participant to participate in WIOA activities.

The following are the allowable types of Support Services that are available through the Northeast Iowa LWDA:

CLOTHING (CHG)

Updated 10/27/2022, 10/11/2023, 7/10/2024



Local Policies – Participant Services

Payments for items such as uniforms, clothes and shoes that are necessary for participation in WIOA Title I activities, including interviewing, employment or experiential learning services are allowable. Maximum expenditure for these items is \$500.00 per participant enrollment.

Protective gear items are allowable. Maximum expenditure for this is \$1,000 per enrollment.

DEPENDENT CARE (DPC)

Updated 10/27/2022, 8/7/2023, 9/13/2023. 7/10/2024

The cost of dependent care from licensed daycare providers or from private sources agreed upon by the participant and WIOA Title I Service provider career planner is allowable. Dependent care payment may not be made to individuals living in the same household. Dependent care includes child or adult care. Higher rates may be allowed in special cases, including, but not limited to, the care of an infant, sick child, or person with a disability. If an unemployed parent of the child(ren) resides in the home, no childcare support will be provided. Dependent Care Support should only be used when the participant is not eligible for, or is pending approval of, Child Care Assistance through DHS/PROMISE JOBS. If DHS Child Care program eligible, Title I participant must choose an approved provider.

DPC may be used to assist participants with additional study time while enrolled in postsecondary education, at a ratio not to exceed one classroom hour to additional two study hours.

A maximum of \$4.80/hour per dependent or the rate of the provider, whichever is less, may be reimbursed; \$48.00/day maximum per dependent. A maximum of \$240.00 per week for one dependent and \$480.00 maximum per week for two or more dependents. Dependent care is based on a five-day week. The maximum expenditure is \$5,000.00 per participant per program year.

Dependent care payments are paid directly to the participant. This is a reimbursement of costs, and the participant is responsible for paying their provider.

Dependent care provider will complete the *Dependent Care Provider form* to document rates and costs. This form must be completed and signed by the provider and the participant.

EDUCATIONAL ASSISTANCE (EST)

Updated 3/8/2023, 7/17/2023, 6/25/2025

Assistance with books, fees, school supplies, and other necessary items for students enrolled in postsecondary education classes is allowable. Maximum expenditure is \$2,000.00 per participant per program year. EST services plus OST costs may not exceed \$8,000 per participant per program year.

EDUCATIONAL TESTING (EDT)

Updated 10/27/2022

Assistance with educational testing required for participation in WIOA Title I activities is allowable. Some examples of educational testing include, but are not limited to, high school equivalency testing, state



Local Policies – Participant Services

boards, national exams, and vocational testing. If required for employment, the costs for licenses and application fees are allowable. Maximum expenditure is \$1,000.00 per participant per program year.

FINANCIAL ASSISTANCE (FAS)

Updated 10/27/2022, 4/3/2023, 7/10/2024

The purpose of a Financial Assistance Payment is to make a payment to a service provider or vendor on behalf of a participant. This payment is used to cover an emergency financial need of a participant that, if unmet, would prevent the participant from participating in WIOA Title I activities or maintaining employment. FAS may not be used to pay any type of fines or penalties imposed because of failure to comply with any Federal, State, or local law or statute. Allowable FAS services include housing assistance, eyeglasses repair, auto repair, technology needs for coursework or job search and others as approved by **Title I Director**.

If utilizing FAS for Housing Assistance, the participant must indicate a need and sign an applicant statement requesting the assistance. Deposits are not allowable. Payment of late fees or interest charges are not allowable. Required documentation for payment includes a copy of a signed lease with the participant's signature; monthly amount due; and a notice of late payment from the landlord. If the lease is not in the participant's name, an applicant statement must be made explaining the relationship between the participant and person named in the lease. Mortgage payments are not allowable in Northeast Iowa.

If utilizing FAS for Eyeglass Repair, the participant must provide a quote from eyecare center.

If utilizing FAS for Auto Repair, vehicle repair costs may be provided but must be directly linked to an allowable activity. Required documentation includes:

- a. copy of title or registration showing the client or their spouse, parent/guardian legally owns the vehicle.
- b. proof of car insurance.
- c. Valid driver's license.
- d. No cosmetic repairs will be paid using WIOA funds.
- e. Vehicle insurance premiums for up to 6 months are also an allowable expense and is a onetime only payment.
- f. Two quotes for repairs are required unless the vehicle has to be towed.
- g. The participant cannot receive mileage reimbursement and vehicle repairs during the same week.
- h. If vehicle repairs are paid, no transportation will be paid.

Adult, Dislocated Work and Youth maximum expenditure is \$1,000.00 per participant per program year.

HEALTH CARE (HLC)

Health care assistance could be made available to participants when lack of assistance will affect their ability to obtain or maintain employment, or if it is a requirement of an educational program. This



Local Policies – Participant Services

supportive service should be used only when there are no other resources available to the participant. Maximum expenditure is \$500.00 per participant per program year.

MISCELLANEOUS SERVICES (MSS)

Updated 10/27/2022. 7/10/2024

Miscellaneous Services (MSS) is intended to provide assistance to participants with support services needs that are not covered through existing support service categories, or in conjunction with existing support service categories, in order to support their career plan.

The cost of required equipment (such as tools) is an allowed MSS expense if required for their WIOA “Title I” sponsored program.

Prior to utilizing MSS for equipment, it must be ensured that if the equipment includes items such as protective gear, for example, that clothing is the appropriate support service. Various fees related employment are allowed (such as background check).

The limit is not to exceed \$1,500.00 per participant. The WIOA service provider’s authorizer must approve all MSS expenses.

NEEDS RELATED PAYMENTS (NRP)

Not allowed in Northeast Iowa LWDA.

SERVICES FOR INDIVIDUALS WITH DISABILITIES (SID)

The costs of special services, supplies, equipment, and tools necessary to enable a participant with a disability to participate in an education or employment related activity is allowable. It is not an allowable use of WIOA Title I funds to make capital improvements to a training or work site for general compliance with the Americans with Disabilities Act requirements. Maximum expenditure is \$1,000.00 per participant per program year.

SUPPORTED EMPLOYMENT AND TRAINING (SET)

Supported employment and training payments are allowable to provide individuals requiring individualized assistance with one-to-one instruction and with the support necessary to enable them to complete occupational skill training and to obtain and retain competitive employment.

SET may only be used in training situations which are designed to prepare the participant for continuing non-supported competitive employment. Employment positions supported at sheltered workshops or similar situations may not utilize SET.

SET may be conducted in conjunction with experimental learning activities such as INT, OJT, SHW, PRE and WEP. Examples of SET use include hiring a mentor, job counselor, or job coach to assist the trainee in adjustment to an OJT situation or hiring a mentor or tutor for one-on-one instruction for a student or hiring a job coach for an individual who has been placed in competitive employment. The length of a



Local Policies – Participant Services

Supported Employment and Training contract may not exceed six months. Maximum expenditure is \$1,000 per participant per program year.

TRANSPORTATION (TRN)

Updated 10/27/2022, 9/11/2023, 5/1/2024, 7/1/2024, 1/14/2026, 3/30/2026

Transportation (TRN) may be provided to assist the participant in participation in career and training services as outlined in the Individual Employment Plan (IEP) or Individual Service Strategy (ISS).

Assistance can consist of per mile reimbursement, parking costs, fuel purchase orders, bus and/or taxi passes and bicycle purchases (bicycle purchases only are capped at \$250.00 per participant per enrollment).

Parking cost, if required to attend scheduled training and approved by the **Title I Director**, may be reimbursed at a rate of fifty (50) cents per hour. Maximum expenditure, excluding purchase of bicycle, is \$3,750.00 per participant per program year.

In addition, youth participants may receive support with driver education costs up to \$600 maximum per enrollment through TRN support service.

The timesheets and the corresponding written request for payment will be submitted no later than the last day of the following month. Written requests for payments submitted later than the last day of the following month may not be paid.

All participants must hold a valid (non-expired) Iowa driver's license to receive mileage reimbursement for the length of the activity, and a copy should be in the file. If a youth is paying a licensed driver for a ride to an activity, the participant does not need a valid Iowa's driver's license but must be case noted as to who would be driving the participant to and from class.

The form of transportation assistance must depend on the participant's location and access to public transportation.

For example, bus passes are not appropriate for a participant who resides in a rural area with limited or no public transportation, and gas or mileage reimbursement may not be an appropriate choice where public transportation is available and bus passes can be utilized.

Transportation assistance may be paid in advance based on justification for the transportation cost. Justification must include items such as Google Maps/MapQuest, training schedule, etc. and local approved mileage rates. Advancement of more than 14 calendar days is not allowed with the exception of a monthly bus passes and gas assistance activities. Advancement of more than 14 calendar days must be approved by the NEIWDB Executive Director.

Documentation of transportation must follow policy 8.1.5.1 Support Service, to include the receipt of time and attendance forms for accurate tracking and planning.



Local Policies – Participant Services

Effective 5/1/2024 – Title I will no longer pay Transportation for wage paid activities. This includes Registered Apprenticeship (RA), On-The-Job Training, Work Experience and Internship.

Financial Literacy (FIN) services must be provided to all Title I participants who receive Transportation services. Providing FIN in relation to TRN can be determined by the career planner. For example, if a participant is participating in an Occupational Skills Training (OST) and TRN is a related support services to support the participant in completing training, it may be most appropriate to provide FIN towards the planned end of the OST service in order to assist them in exploring how they will pay for transportation expenses once they are no longer in the OST and no longer receiving TRN.

Allowable Transportation Assistance May Include:

Gas Assistance:

Mileage Determination (Distance) – The amount allowable is determined from the participant’s home to their destination and back (round trip), which is confirmed by Google Maps and/or MapQuest, training schedule, etc. and local approved mileage rates. These documents must be uploaded in the IowaWORKS case management system in case notes. Gas cards may be used when mileage reimbursement would create a significant hardship and must be approved by the Title I Director. Simultaneous use of gas cards and mileage reimbursement is prohibited. All claims for mileage reimbursement and gas card usage must adhere to the guidelines outlined in this policy and be supported by appropriate documentation.

To qualify for transportation, participants must drive a minimum of 20 miles round-trip to qualify for transportation. The daily rate for transportation will now be based on round-trip mileage.

\$10.00/day	21 – 40 Miles Round-Trip
\$15.00/day	41 – 60 Miles Round-Trip
\$20.00/day	61+ Miles Round-Trip

To determine the allowable transportation cost, use the transportation cost formula:

Distance (Round Trip) = Daily Rate x Number of Days attended = allowable transportation reimbursement.

EXAMPLE: 50 miles Round Trip = \$15 daily rate X 10 days = \$150.00

Reimbursement to the participant: amount is based on the transportation cost formula.

Bus Pass:

To a service provider- The Public Transit Authorization Form that has been set up by the Northeast Iowa Workforce Development Board should be used unless other processes are in place with other specific bus companies. Provide Public Transit Authorization Form to the provider for each participant. A class schedule and/or timesheets must be provided to ensure the travel per activity is accurate.



Local Policies – Participant Services

For example, a bus pass was provided for 5 days of classroom training; however, the time and attendance form reflects the participant attended 3 days. If the participant misses more than 50% of the weekly scheduled time, a reduction in future bus pass authorizations may be reduced.

Public transportation must be used whenever feasible unless this would create a hardship based on activity hours and/or childcare commitments.

The type of bus pass, whether it is weekly or monthly, for example, must be based on the frequency of travel per the activity schedule.

- **Per ride-** If the bus pass is paid per ride, determine the frequency of travel based on schedule and/or timesheets whether that is for work, training, school, meetings, etc. and record that in the IowaWORKS case management system as a case note. Upload the Public Transit Authorization Form, and invoice that is provided.
- **Monthly/Bimonthly-** If the bus pass is a monthly pass, justify how the participant will utilize the bus pass in case notes in IowaWORKS. Upload the Public Transit Authorization Form, and invoice that is provided.

Ride-Hailing Services:

Ride-hailing services (e.g., Uber or Lyft) may be utilized when feasible only when all other transportation options are unavailable or would cause a hardship to the participant.

Allowable costs must be calculated based on the actual ride-hailing fare for the round trip from the participant's residence to the approved destination. Locally approved mileage rates (round-trip miles) do not apply to ride-hailing services.

Justification must include supporting documentation such as Google Maps or MapQuest distance calculations, the participant's training or work schedule, and verification of the ride-hailing rate.

Documentation must also demonstrate that no other reasonable transportation options are available for both the trip to and the return trip from the destination. For example, if public transportation is unavailable for travel to the destination but is available for the return trip, only the one-way ride-hailing trip will be allowable, and a bus pass or other appropriate transportation option may be used for the return trip.

Allowable Transportation Cost Calculation:

Ride-Hailing Fare × Number of Allowable Trips

Examples:

- Round-trip ride-hailing fare (\$16.00) × 2 trips = \$32.00
- One-way ride-hailing fare (\$8.00) × 1 trip (bus available for return) = \$8.00



Local Policies – Participant Services

Payment methods and documentation:

To a service provider: Amount is based on the transportation cost formula (see above). The invoice or receipt is uploaded into IowaWORKS. Payment to the provider cannot exceed the allowed transportation cost. If the invoice is less than the allowed transportation cost, the amount on the invoice should be paid. If the invoice is more than the allowed transportation cost, the amount of the allowed transportation cost should be paid.

YOUTH INCENTIVE PAYMENTS (YIP) AND STIPEND (STI)

Updated 5/17/2023, 7/10/2024

Introduction

As WIOA youth programs are driven by performance outcomes, incentives encouraging successful completion are beneficial to youth, program providers and local areas. The Northeast Iowa Workforce Development Board (NEIWDB) Youth Incentive and Stipends Policy will ensure that allowable and necessary incentives and/or stipends will be given to WIOA youth participants (ages 14 – 24) to help encourage achievement of goals outlined as part of their Individual Service Strategy (ISS).

Policy:

1. The criteria for incentive awards are tied to the youth performance outcomes as established by WIOA. Incentives may be awarded to participants based upon their progress and/or achievement of milestones in the program tied to work experience, education, or training outlined in their Individual Service Strategies (ISS).
2. A participant may receive more than one incentive for the achievement of multiple outcomes. Incentives will be awarded to participants through follow-up services. Due to availability of funds, incentive amounts may vary throughout a program year.
3. Incentive and Stipends must be:
 - a. Outlined in writing before the commencement of the program that may provide incentive payments.
 - b. Align with the local program's organizational policies.
 - c. Are in accordance with the requirements contained in the Uniform Administrative Requirements 2 CFR 200 in regard to cost principles and audit requirements for federal awards.
 - d. **Maximum Youth Incentive Payments and Stipends will not exceed \$1,000.00 per participant/program year.**
 - e. Multiple Incentive Payments and Stipends cannot be taken within a combined Work Readiness activity/curriculum. For example, completion of a Work Readiness curriculum will allow for one Incentive Payment.

Definitions:

1. Incentive

- a. An incentive is a payment to an enrolled youth participant for successful participation and achievement of expected outcomes as identified in the participant’s Individual Service Strategy (ISS).
 - b. The incentive must be linked to attendance or achievement and must be related to training, education, work readiness and or an occupational skills attainment activity that specifically addresses at least one of the fourteen (14) required youth program elements.
 - c. Such achievements must be documented in the IowaWORKS case management system and the participant’s ISS.
2. Stipend
- a. The stipend payment must be a lump sum based on attendance, for a specific time frame, and may not be based on an hourly rate to encourage participation. The attendance sheet must be signed by the participant and the instructor before the payment can be made. A copy of the attendance sheet must be maintained in the participant’s file.
 - b. The stipend is used as a subsidy and is for activities such as classroom instruction.
 - c. Stipends must be paid based on actual hours of attendance.
 - d. Attendance in the activity must be documented as the basis of stipend payments.
 - e. Payment must be based on actual time of participation in the activity as documented on the attendance sheet.

ALLOWABLE INCENTIVES AND STIPENDS

Incentives

Incentive	Amount
High School Diploma	\$150.00
High School Equivalency	\$150.00
High School Grades [A/B/C] <i>(\$150.00 Cap per Semester)</i> <i>Incentives for High School Grades will be awarded based on academic performance in core subjects, including but not limited to Math, Language Arts, Social Studies and Science.</i>	\$40/\$30/\$20
Achievement of Basic Skills/Benchmark Goal	\$50.00
Completion of Workplace Readiness Curriculum	\$50.00
10 Future Economic Opportunity Credits <i>(Max \$200/participant)</i>	\$50.00
Monthly Perfect Attendance for Employment	\$75.00
Credential Attainment	\$75.00
Work-Experience Activity (successful completion)	\$100.00
Employed for both 2 nd and 4 th Quarter after Exit	\$250.00

Stipends

Stipend	Amount
9 Hours of High School Equivalency Classes	\$50 per wk.
High School Full Week of Attendance	\$50 per wk.
Class Directly Related to the 14 Youth Services	\$30 per class

DESCRIPTION AND DOCUMENTATION REQUIREMENTS

1. In order to process the incentive, the required documentation will be placed in the participant's file, documented in the appropriate IowaWORKS screen, and case noted in IowaWORKS demonstrating the criteria to receive the incentive has been met.
2. A completed request form (with supporting documentation) will be submitted for approval to the **Title I Director**.
3. High School Diploma Incentive Award (\$150.00)
 - a. Participants, enrolled in education at the date of participation or at any point during the program, are authorized to receive an incentive award for earning a high school diploma.
 - b. The amount of the incentive is \$150.00
 - c. In order to receive the incentive, documentation, in the form of a copy of the diploma or transcripts, will be submitted.
4. High School Equivalency Incentive Award (\$150.00)
 - a. Participants who earn their high school equivalency after the date of participation, or at any point during the program, are authorized to receive an incentive award for successful completion of the program.
 - b. Participants will receive an incentive of \$150.00 for successful completion.
 - c. In order to receive the incentive, documentation in the form of a copy of the High School Equivalency transcript or comprehensive score report indicating scores will be submitted.
5. High School Grades Incentive Award (\$20-\$40)
 - a. Participants enrolled in high school at the date of participation or at any point during the program, are authorized to receive an incentive award for earning a grade of "C" or better, in each subject, at the end of each formal grading period.
 - b. High School Grade Incentives will not be paid for "C" or better grades at the end of any formal grading period in which the participant earned "F" or "Failing" grades for any High School class/course.
 - i Participants will be eligible to receive: \$40 for A's, \$30 for B's, and \$20 for C's.
 - ii In order to receive the incentive, documentation in the form of a formal grade card will be submitted.
 - iii Participants enrolled in both high school and college courses simultaneously will be eligible for incentives pertaining to high school grades only.
 - c. Participants, enrolled in adult high school at the date of participation or at any point during the program, are authorized to receive an incentive award for earning a passing grade in each subject, upon completion of course.
 - i Participants will be eligible to receive: \$40 for A's, \$30 for B's, and \$20 for C's.
 - ii In order to receive the incentive, documentation in the form of a formal grade card will be submitted.
 - d. This award shall be given no more than once per course.
6. Achievement of Basic Skills/Benchmark Goal Incentive Award (\$50.00)

- a. In the youth program, goals are determined as part of the ISS.
 - b. Benchmark goals are set to enable participants to receive incentives for accomplishing those benchmarks.
 - c. Goals must be attainable within one year of the date established; if one is accomplished another goal can be set.
 - d. Example goals include but are not limited to:
 - i obtaining unsubsidized employment,
 - ii completing semesters of post-secondary education,
 - iii completion of entrepreneurship courses, attaining a certificate that is not a credential (OSHA 30, etc.),
 - iv basic skills improvement goals,
 - v and any activity that links to the 14 elements and is appropriate for the individual participant.
7. Completion of Workplace Readiness Curriculum (\$50.00)
- a. Participants who successfully complete a Workplace Readiness Curriculum are authorized to receive an incentive award.
 - b. Needs to be a Workplace Readiness and the curriculum needs to be uploaded to IowaWORKS.
8. Ten Future Economic Opportunity (FEO) Credits Incentive Award (\$50.00 each)
- a. A full list of the FEOs can be found in Attachment A. A student must complete 10 credits listed to receive the \$50.00 incentive. *Maximum per program year is \$200.*
 - b. FEO credits cannot be counted/accepted if they were completed prior to enrollment.
9. Monthly Perfect Attendance for Employment (\$75.00)
- a. Participants who are in either subsidized or unsubsidized employment who have a perfect attendance record in any given month will receive a \$75.00 incentive.
 - b. Perfect attendance must be backed up by a timesheet signed by the employer.
 - c. Maximum per program year - \$150.00.
10. Achievement of a Credential Incentive Award (\$75 .00)
- a. Participants enrolled in education at the date of participation or at any point during the program, are authorized to receive an incentive award for attainment of a credential as defined by WIOA.
 - b. The amount of the incentive is \$75.00.
 - c. In order to receive the incentive, documentation in the form of a copy of the degree, certificate, or transcript will be submitted.
11. Completion of a Work Experience Activity (\$100.00)
- a. Participants who successfully complete a Work Experience Activity associated with an ISS identified goal during WIOA youth participation are authorized to receive an incentive award. This must be a contracted (WEP, LIN, SHW) service. A visit to an employer to see jobs available within an industry does not constitute a work experience activity.
 - b. The amount of the incentive is \$100.00.

- c. In order to receive the incentive, documentation in the form of a participant evaluation form will be completed showing satisfactory progress or better on all training objectives and placed in the file. Documentation includes timesheets and progress reports.
 - d. Incentive is limited to one per participant.
11. Employed for Both 2nd and 4th Quarter After Exit Incentive Award (250.00)
- a. As a performance measure, any participant who is successfully employed in both the 2nd and 4th quarter after exit will receive an incentive in the amount of \$250.

STIPENDS

1. Stipend payments may not be paid for more than 70 weeks total.
- a. Minimum of 9 Hours of High School Equivalency Classes Stipend (\$50 .00)
 - i. A stipend of \$50.00 per week will be awarded to students who attend a documented minimum of 9 hours of High School Equivalency classes in a week.
 - b. High School Full Week of Attendance Stipend (\$50.00)
 - i. A stipend of \$50 per week will be awarded to enrolled high school students with a documented full week of attendance as defined by school district policy.
 - c. Class Directly Related to the 14 Youth Services Stipend (\$30.00)
 - i. A stipend of \$30.00 per class for attending and successfully completing any class directly related to the 14 youth services will be paid to participants.
 - ii. Classes include but are not limited to leadership development, entrepreneurial skills and financial literacy, up to a maximum of \$300.00 per program year.



Local Policies – Participant Services

ATTACHMENT A:

FUTURE ECONOMIC OPPORTUNITY (FEO) CREDITS

Please refer to policy for full requirements.

ACTIVITIES	CREDIT VALUE
Academic Skills	
Increase at least one grade level in math (Can earn credit only once a month) Non-Basic Skills Deficient only	5
Increase at least one grade level in reading (Can earn credit only once a month) Non-Basic Skills Deficient only	5
Increase typing skills by 10 wpm	2
Complete computer literacy class (Basic Computers, Word and Excel)	5
Occupational	
OSHA 10-hour certification	5
First Aid/ CPR training/certification	5
Career and work readiness	
Create a workable resume	2
Obtain 2 letters of recommendation (non-family)	1
Complete a scholarship application/letter (1 credit for each, up to 5)	1
Complete the FAFSA application (Work through worksheet first with case manager)	1
Attend a college tour	5
Create a workable cover letter	1
Complete LinkedIn Learning course for Entrepreneurship	1
Create LinkedIn profile	2



Local Policies – Participant Services

Participate in job shadowing (min 2 hours)	3
Complete 3 hours of LinkedIn Learning courses	3
Participate in mock interview with another case manager	1
Participate in employer mock interview (Above average Rating)	3
National Career Readiness Certification - at least a Silver	5
Attending a job fair/hiring event and get info for three employers/positions	2
Complete three job applications (verified)	2
Complete a master application and review with case manager	1
Attend a center workshop that does not qualify for a youth stipend	1
Leadership	
Attend City council meetings	1
Participate in community presentations	1
Attend a smoking cessation class (each time)	1
Serve on community committees (each time attend)	1
Personal Growth	
Open a savings account	2
Make monthly deposit into savings account (1 credit per month with minimum \$25 deposit - up to 6 months)	1
Do a budget for housing	2
Complete income tax return	2
Participate in parenting classes (each time)	1
Register to vote	1



Local Policies – Participant Services

Attend class on how to plan a trip (location, transportation, food, and activities)	2
Set up an appropriate email account	1
Create an appropriate voice mail message	1
Obtain a library card	1
Utilize library services monthly (each time)	1
Read a book and write a one-page report (each time)	1
Create appropriate social media page/make current page job appropriate	1
Participate in home visit/family support/human service visit (each time) up to 6	1
Wellness/Leisure	
Attend counseling/treatment classes (each time)	1
Complete a continuing education class/demonstrate skill	5
Attend workout class/session	1
Getting/establishing medical and dental providers	1



Local Policies – Participant Services

APPENDIX

APPENDIX A: WAIVER REQUEST

Request for Waiver

Please submit this form to the NEIWDB Compliance Specialist. These requests will be evaluated individually by the Compliance Specialist and if criteria are met, the form will be submitted to the NEIWDB Executive Director for final review and determination. The waiver form should provide thorough justification for the exception. Attach additional pages if needed.

Date Submitted:	Participant Name:	State ID:	Program: (A/DW/Y)
Type of Waiver Requested:			
Completed WIOA Eligibility Application:	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
Current Title I Enrollment:	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
Case Notes Updated including Waiver Request:	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
Services Provided:			

Provide a summary of the request (including justification of request and need of participant)

Service Provider Authorized Signature:	

NEIWDB Compliance Specialist Review:	
Review Completed:	<input type="checkbox"/> Yes <input type="checkbox"/> No
Additional Notes:	
Forwarded to Executive Director:	<input type="checkbox"/> Yes <input type="checkbox"/> No
Signature:	Date:
NEIWDB Response: Approved: <input type="checkbox"/> Yes <input type="checkbox"/> No	
Additional Notes:	
NEIWDB Executive Director Signature:	Date: