

**GOVERNMENT OF THE DISTRICT OF
COLUMBIA**



Department of Employment Services

SOP No.	Subject	Date
	Incentive Payment Standard Operation Procedure	Official Date of Publication

1. PURPOSE: To establish a uniform process and provide guidance on procedural operations required for administering Incentive Payments to Eligible Participants enrolled in workforce programs offered by the Department of Employment Services (DOES) Office of Youth Programs (OYP).

2. APPLICABILITY: This Standard Operating Procedure (SOP) shall apply to all managers and staff of DOES OYP.

3. DEFINITIONS:

1. **Eligible Participant** is an individual who has been certified as eligible to receive youth services based on the following eligibility criteria:

- 1) Proof of Age
- 2) Proof of Social Security Number
- 3) Proof of work verification
- 4) Active in a DOES OYP workforce program

2. **Incentive Payment** is a fixed amount of money issued to Eligible Participants, as determined by DOES OYP, for achieving the following milestones:

- 1) Enrollment into an education or training program
- 2) Completion of the education or training program
- 3) Securing unsubsidized full-time employment

4. SCOPE AND BACKGROUND:

1) In an effort to encourage the attainment of the milestones identified in Section 3.1., DOES OYP decided to offer Incentive Payments not to exceed \$1,500.00 per fiscal year to all Eligible Participants who attain the milestones and provide the required supporting documentation. The payment is a one-time incentive offered to qualified participants.

2) Incentive Payment amounts vary by provider. Providers set the amount of Incentive

Payments for each milestone, based upon the agreement with DOES OYP.

- 3) Incentive Payments are based upon the Eligible Participant's success in attaining the milestones indicated in Section 3. I and the required supporting documentation.
- 4) Eligible Participants must provide the required supporting documentation, which must be approved by DOES OYP. If eligible and approved by DOES OYP. Incentive Payments will be provided via the Eligible Participant's debit card.
- 5) Eligible Participants are limited to a one-time payment for each category. The total for all three Incentive Payments cannot exceed \$1500.00.

5. VERIFICATION PROCEDURES:

The procedures for verifying and approving Incentive Payments are as follows:

- 1) Participant requests and submits supporting documentation to case manager requesting Incentive Payment for attainment of milestones indicated in Section 3.1.
- 2) Case manager reviews the request for Incentive Payment and supporting documentation to verify eligibility for the Incentive Payment. Case manager matches eligibility for and payment of Incentive Payments to local or federal program enrollment requirements. If an Eligible Participant is enrolled in a local program, then Incentive Payment is paid from local funds. If an Eligible Participant is enrolled in a federal program, then Incentive Payment is paid from federal funds.
- 3) Case manager completes the Incentive Payment log that tracks the Eligible Participant's name, amount of payment, reason for payment whether the payment is from federal or local funds, and supporting documentation. Case manager signs the Incentive Payment log.
- 4) If the supporting documentation is sufficient, the case manager enters the Incentive Payment into the Time Management System (TMS), and the Incentive Payment request is signed and forwarded to the program manager for review.
- 5) Program manager reviews the signed request for Incentive Payment and supporting documentation for determination of eligibility for the Incentive Payment.
- 6) Program manager reviews signed Incentive Payment requests and supporting documentation to verify participant is active in a DOES OYP workforce program, that supporting documentation is accurate and that the participant has not previously received the requested Incentive Payment, based upon a report from the TMS/PF3 system provided by the Office of Information Technology (OIT).
- 7) If supporting documentation is insufficient, program manager returns the Incentive Payment request to the case manager and/or participant with written explanation of the deficiencies. The participant may resubmit the request after the deficiencies

have been addressed. If resubmission is required, refer back to Step 1.

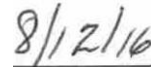
- 8) If program manager approves the Incentive Payment. The approval is entered in TMS for issuance of the Incentive Payment to the debit card on file for the Eligible Participant.
- 9) All Incentive Payments shall remain consistent with payroll policies and disbursements.

6. EFFECTIVE DATE AND IMPLEMENTATION: This standard operating procedure is effective immediately upon signature.

APPROVAL



Deborah A. Carroll, Director



Date

Remove & Destroy	None
Effective Date:	Date of Signature
Review Date:	Two-Year Anniversary of Signature
Distribution:	All DOES Employees
Point-of-Contact:	Thennie Freeman, Associate Director-Office of Youth Programs