




Employ Milwaukee Administrative Memo		
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Sponsoring Executive	<input checked="" type="checkbox"/> CEO	<input type="checkbox"/> VP Programs <input type="checkbox"/> Finance Director
Dissemination	<input checked="" type="checkbox"/> Internal	<input type="checkbox"/> External

TO: Employ Milwaukee Staff (Administrative, Fiscal, and Program)

FROM: Julie Cayo, Chief Planning Officer/Interim CEO 

RE: Windows to Work Supportive Services and Incentives

Reference: WI DOC Windows to Work (W2W) Contract Number C8275-02, Addendum Number 2.0

This memo only includes policy additions and exceptions for the Windows to Work (W2W) program which differs from current Employ Milwaukee (EMI) policies and does not replace any other documents that EMI has related to supportive services policies. Please see EMI website for most current policies, as policies cited in this memo may be updated: Agency Policies & Forms (employmilwaukee.org). This administrative memo will conclude once the W2W supportive services policy has been finalized.

A. SUPPORTIVE SERVICES

Background: EMI’s current Adult and Dislocated Worker Supportive Service policy is WIOA Policy 17-02, Change 2 (effective 8/26/21), and Youth Supportive Services is EMI Policy 20-01 (effective 7/1/20). The exceptions from the current Supportive Service policy for the W2W program are as follows:

EMI Policy: An individual must receive an assessment (Comprehensive Assessment tool in ASSET Manage Assessments) that evaluates barriers to success in the WIOA program and potential resources and support systems available to the participant for barrier alleviation. This assessment is used in the development of an Individual Employment Plan (IEP).

W2W PROGRAM POLICY:

An individual must receive an assessment (COMPAS recidivism risk assessment through WI DOC) that evaluates barriers to success, potential resources, and support systems available to the participant for barrier alleviation. This assessment is used in the development of an Individual Employment Plan (IEP). Employ Milwaukee reserves the right to reduce or remove the availability of supportive services based on funding levels. Staff will complete the Supportive Service/Incentive Form and obtain participant signature and incentive identifiable information for tracking as receipt of incentive.

ALLOWABLE SUPPORTIVE SERVICES CATEGORIES

- **Transportation Assistance**
 - EMI policy includes transportation assistance to include parking reimbursements, mileage reimbursements, or public transportation assistance for costs associated with employment, training or allowable WIOA activities. Mileage is reimbursed for round trips greater than 25 miles and is reimbursed at half the IRS standard mileage rate for business. The W2W program includes:
 - SR-22 car insurance- coverage up to \$300 per month for no longer than two months
 - Vehicle registration fees
 - Fees of Ignition Interlock Device at \$600 total
 - Based on type of vehicle

- Includes installation cost, a removal fee, monthly maintenance (calibration) fees, and monthly lease fee
- Driver license fees
- Gas cards at \$100 per month for no longer than two months
 - Proof of vehicle needed
 - Proof of valid license needed
 - Proof of job log verifications submitted to Community Corrections needed
- Access to public transit (e.g., bus passes)

PAYMENTS/REIMBURSEMENTS

- Expenses incurred without prior approval will not be reimbursed.
- Reimbursement is made only after receiving documentation that shows payment or purchase.
- Supportive service payments and/or reimbursements may be made through check and are not considered a part of payroll. Participants must retain all related documentation and receipts for monitoring and eligibility purposes.

LIMITATIONS

EMI policy states supportive services are generally limited to \$1,000 per participant, program year, funding source, and category. W2W supportive services are based on category and fund availability. Participants costs will not exceed that amount; however, certain circumstances may be considered on a case-by-case basis and with the approval of EMI's President & CEO.

B. INCENTIVE PAYMENTS

BACKGROUND

In EMI's current Adult policy, EMI Policy 24.02- Non-WIOA Programs. Incentives have been shown to increase a participant's completion rate and the provision of information on grant outcomes (such as credential attainment or employment status) after they complete their training program, for the purpose of accurately reporting performance outcomes.

EMI POLICY

Individual grants may specify in the executed contract the offering of reasonable incentives to participants for reporting achievement for grant milestones. Examples of allowable grant specified milestones include but are not limited to obtaining education credentials, training completion credentials, progression to next step of individual pathway, employment outcomes and job attainment Grant allowable Incentive payments for each grant shall be made in a uniform and consistent manner that ensures all participants receive equal incentives for equal achievement and/or participation. Incentive payments may be awarded as a physical gift card or check. Gift cards should not be purchased in advance.

W2W PROGRAM POLICY

The W2W program shall offer reasonable **incentives** to participants for attending the scheduled first planning meeting upon post-release, recognition for achieving performance outcomes, and completion of DOC Exit Survey. Incentive payments shall be made uniformly and consistently ensuring all participants receive equal incentives for equal achievement and/or participation. For the purposes of this policy, the term "incentive" shall mean a reward for attending the scheduled first planning meeting upon post-release, achievement of performance outcomes (employment, post-secondary, apprenticeship, or military placement and retention of the placement, and completion of DOC Exit Survey.

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Goals and/or outcomes eligible for an incentive must be linked to an achievement related to obtaining and retaining employment, as stated in the participant's IEP, and documented in accordance with applicable regulations. Participants cannot receive multiple incentive payments for the same activity. EMI may suspend or withdraw authorization for incentive payments at any time and at its sole discretion. Employ Milwaukee reserves the right to reduce or remove the availability of incentives based on funding levels. Achievements eligible for incentive awards include:

W2W Program Milestones Chart

Incentive Type of Milestones	Award Amount	Maximum Number	Example Documentation
First planning meeting with participant once released	\$50	1	Attendance at meeting
Placement into employment, post-secondary, apprenticeship, or military	\$75	1	Copy of VOE, pay stub, employer letter, post-secondary acceptance letter, apprenticeship acceptance letter, or military acceptance letter
Retention of placement for 30 days	\$25	1	Copy of VOE, pay stub, employer letter, post-secondary acceptance letter, apprenticeship acceptance letter, or military acceptance letter
Retention of placement for 60 days	\$25	1	Copy of VOE, pay stub, employer letter, post-secondary acceptance letter, apprenticeship acceptance letter, or military acceptance letter
Exit survey	\$25	1	Completion of DOC Exit Survey upon exit from program

Limits: Each participant may earn **only** one incentive per milestone. Documentation for incentive payments must be received no later than four (4) weeks upon completion of milestone.

Documentation:

Documentation for incentives shall follow the requirements listed below:

1. The participant's IEP must identify the goal that the participant will participate in that will correspond with the incentive award.
2. Review documentation substantiating the item or achievement meriting an incentive such as verification of employment form (VOE), pay stubs, employer letter, post-secondary acceptance, apprenticeship acceptance, or military letter.
3. Staff will complete the Supportive Service/Incentive Form and obtain participant signature and incentive identifiable information for tracking as receipt of incentive.
4. For transportation assistance, staff and the participant will review and complete the WI Works household budget worksheet to document how the participant will sustain the specific service upon its end date per the program.
5. Enter the incentive into ETO system
 - a. Supportive service touchpoint
 - b. Customer note touchpoint

Revisions: None.

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