CareerSource SOUTH FLORIDA

PROCEDURES

PROCEDURES NUMBER 100-25

Title:	**Career Advancement Program (CAP) Incentive Procedures**		
Effective:	**October 29, 2026**	**Revised:**	**TBD**
Supersedes:	**N/A**	**Version:**	**01**

I. PURPOSE

The purpose of this procedure is to establish consistent operational requirements for administering Career Advancement Program (CAP) participant incentives. It establishes participant eligibility, milestone verification, approval, payment, documentation, system recording, monitoring, and reporting requirements. The procedure is intended to encourage engagement, recognize verified achievement, support employment and training progression, and promote sustained self-sufficiency while protecting program and public funds.

II. BACKGROUND

CAP incentives are intended to strengthen participant engagement and progression through employment and training activities. The incentive structure recognizes measurable steps toward participation, skill development, credential attainment, employment, retention, wage progression, and transition from Temporary Cash Assistance (TCA). CAP incentives are administered within applicable TANF, Welfare Transition, CSSF, SFWIB, and other governing requirements.

Co-enrollment with WIOA Title I services is encouraged when the participant is eligible and the combined services advance the participant's employment or training goals. Co-enrollment does not, by itself, authorize a CAP incentive to be charged to WIOA funds.

III. OVERVIEW

CAP incentives are issued only after participant eligibility, milestone completion, documentation, funding, amount, and approval are verified. The procedure covers eligibility, milestone verification, supervisory approval, payment issuance, system recording, WIOA co-enrollment coordination, monitoring, and reporting.

Approved By: Rick Beasley, Executive Director	

IV. ACRONYMS

Acronym	Meaning
CAP	Career Advancement Program
CSSF	CareerSource South Florida
DCF	Florida Department of Children and Families
IRP	Individual Responsibility Plan
JPR	Job Participation Rate
CLIFF	Career Ladder Identifier and Financial Forecaster
MSG	Measurable Skill Gain
NRP	Needs-Related Payment
OSST	One Stop Service Tracking System
SFWIB	South Florida Workforce Investment Board
TANF	Temporary Assistance for Needy Families
TCA	Temporary Cash Assistance
WFMS	Workforce Management System
WIOA	Workforce Innovation and Opportunity Act

V. PROCEDURES

A. Participant Eligibility

- The participant must be actively enrolled in CAP, opened in OSST in Mandatory or Transitional status, and in good standing.
- The participant must complete the applicable milestone and satisfy all milestone-specific conditions in this procedure and the approved Incentives Matrix.
- The JPR record must be updated in OSST when required to document completion of countable participation hours.
- Eligibility is subject to program compliance, required documentation, supervisory approval, funding availability, and the prohibition against duplicate payment.
- For employment-retention milestones and the Self-Sufficiency Wage Supplement, a participant who has left TCA may remain eligible while the CAP record remains open in Transitional status and the participant is receiving authorized transitional services.
- When a WIOA-funded service or payment is provided, the participant must separately meet applicable WIOA eligibility, enrollment, service, and funding requirements.

B. Milestone Verification

Staff shall verify the milestone before an incentive is approved. Enrollment or registration alone does not establish completion unless specifically stated in the milestone.

NOTE: Each incentive is limited to one payment per participant during CAP program participation, including any subsequent reopening, transfer, reentry, or reenrollment.

Milestone	Verification Standard
Program Activation / First Verified Activity	Orientation, required assessment(s), barrier screening, executed/updated IRP.
Job Search & Job Readiness	Approved activity completed with participation documented and verified in OSST. (one week of verified participation)
Employer Engagement	Verified employer-facing activity, such as an interview or hiring-event interaction.
Participation	Required IRP countable hours verified in OSST for the applicable 30-calendar-day measurement period.
Training Enrollment	Approved training with attendance verified through the first 14 calendar days.
MSG	Documented qualifying skill gain; no duplicate payment for the same gain.
Credential Attainment	Issuer documentation of recognized credential.
Training-Related Employment	Unsubsidized employment related to completed training/credential within 180 days.
Employment Retention	Continued verified unsubsidized employment at the applicable milestone.
Self-Sufficiency Wage Supplement	Continued employment and verified earnings meet the approved threshold.
Wage Progression	Verified wage/earnings increase meeting the approved percentage threshold.
Durable TCA Exit	TCA closure due to verified earnings and continued closure six months later.

C. Program Activation, Job Search, and Employer Engagement

- Program Activation and First Verified Activity: $75, once per participation episode.
- Job Search & Job Readiness: $50, once per participation episode.
- Employer Engagement: $50, once per participation episode, after a verified employer-facing activity.

D. Participation Milestones

- First Month: $75.
- Second Month: $50.
- Third Month: $75.
- Months 4–12: $25 per month, up to nine payments ($225).
- A participation month is a consecutive 30-calendar-day period beginning on the Program Activation date.
- Required hours are the countable hours established in the IRP and verified through OSST. Approved good-cause absences, reasonable accommodations, and approved alternate requirement plans are handled according to the IRP and Work Verification Plan.

E. Training, Skill Gain, Credential, and Training-Related Employment

Milestone	Amount	Frequency/Limit
Training Enrollment	$100	Once per approved training program
Measurable Skill Gain	$75 per MSG	Maximum 2 per participant per program year; no duplicate gain
Credential Attainment	$150; $200 targeted occupation	Maximum 2 per participant per program year
Training-Related Employment	$100; $150 targeted occupation	Once, within 180 days of training completion/credential

These are TANF-funded CAP incentives. The underlying training may be WIOA- or TANF-funded, but the incentive itself is not chargeable to WIOA Adult or Dislocated Worker funds. For WIOA-enrolled participants, the MSG used for the incentive must match the MSG entered in Employ Florida.

F. Employment Achievement and Retention

- Employment Achievement: $50 upon verified unsubsidized employment, once per program year. Part-time employment must result in case closure due to earned income when applicable.

Retention Milestone	Part-Time	Full-Time
30-Day	$50	$100
60-Day	$75	$150
90-Day	$125	$200
180-Day	$175	$250
365-Day	$225	$300

Employment may be verified through employer documentation, pay records/paystubs, The Work Number, wage data, or other approved verification.

G. Self-Sufficiency Wage Supplement

The Self-Sufficiency Wage Supplement is $200 total and is paid in three installments: $100 at 90-day retention, $50 at 180-day retention, and $50 at 365-day retention. Each installment requires continued employment and verified earnings at or above the self-sufficiency wage threshold established in the approved CAP Incentives Matrix.

H. Wage Progression

The Wage Progression incentive is $100, limited to one payment per participant during CAP participation, when verified hourly wage or average weekly earnings at the 180- or 365-day retention verification exceed the verified starting wage/earnings by the percentage established in the approved CAP Incentives Matrix and employment continues.

I. Re-Engagement After Pre Penalty Period

The Re-Engagement incentive is $50 total ($25 at return and $25 at completion), once per participant per program year unless an authorized written exception applies. The first installment requires completion of the penalty period, TCA case reopening, counseling/barrier reassessment, and IRP update. The second requires completion of required countable hours on every required scheduled day during a 30-calendar-day period. It is not payable during the penalty period and does not replace a sanction determination.

J. Durable TCA Exit

The Durable TCA Exit incentive is $100 one time when TCA closes because verified earnings exceed eligibility limits and the case remains closed six months after the closure date. Verification shall be obtained through DCF recipient data. It is not payable for closures caused by sanctions, time limits, or administrative reasons.

K. Enhancing Co-Enrollment

CSSF shall proactively co-enroll CAP participants in WIOA Title I Adult or Dislocated Worker services when the participant is WIOA-eligible and co-enrollment supports work participation, training, employment, or self-sufficiency.

- At intake and each IRP review, staff shall assess whether an eligible WIOA career or training service advances the participant's employment goal and may count as a TANF work activity, to the extent permitted by applicable requirements.
- Staff should coordinate WIOA and CAP services so participants can maximize available resources without duplicating payments or services.
- Staff should prioritize appropriate work experience, community service, subsidized employment, and on-the-job training placements for participants who need transitional employment before unsubsidized employment.

- Staff shall use the CLIFF Navigator to support planning for the transition from TCA as earnings increase and coordinate appropriate transitional case management.
- Co-enrollment does not expand CAP milestones eligible for WIOA funding.

L. WIOA Needs-Related Payments (NRPs)

An NRP is a WIOA supportive payment and is not a CAP incentive. An NRP may be provided only when the participant meets applicable WIOA eligibility and training requirements and the payment is authorized under applicable WIOA requirements and CSSF procedures.

- The participant must be unemployed.
- The participant must not qualify for, or have ceased qualifying for, unemployment compensation.
- The participant must be enrolled in a program of training services authorized under WIOA Section 134(c) (3).
- The participant must be eligible for and enrolled in WIOA Adult or Dislocated Worker services.
- The participant must be enrolled in a WIOA-funded training service; TANF-only training does not establish NRP eligibility.
- The participant must meet applicable unemployment/unemployment-compensation requirements and other WIOA eligibility conditions.
- A documented need determination must establish that the payment is necessary for training participation.
- Other available resources must be considered. Receipt of TCA or a CAP incentive does not automatically make the participant ineligible, but the need determination must address available resources.
- The NRP amount must follow the approved CSSF NRP procedure and applicable WIOA limits and may not be tied to CAP milestone achievement.
- NRPs and CAP incentives must have separate eligibility determinations, approvals, funding charges, payment records, and system entries.

M. Approval and Payment

- Staff verify eligibility, milestone completion, documentation, amount, funding source, and duplicate-payment status.
- Staff complete the applicable incentive request and supporting documentation.
- Supervisor reviews and authorizes the request.
- Authorized staff process the payment in WFMS using the correct funding stream, index/service code, vendor, amount, and notes.
- Participant acknowledgment is obtained when required.
- Staff record the payment and applicable benchmark/service code in OSST and complete the required case note.

N. Documentation and Tracking

- OSST case notes must identify the milestone, verification, amount, payment date, funding source, and approval.
- Supporting documentation must be maintained in the participant file.
- WFMS must reflect the correct funding source and service information.
- Benchmark/service codes must be entered as required.
- Duplicate payments are prohibited.
- Records must be retained according to applicable CSSF records-retention requirements.

O. Processing Incentives

WT provider shall refer to the WFMS Participant Services Module.

How to Process an Incentive Voucher in WFMS
Select Funding Stream
Select Index Code
Select Service Code
Select Service Notes
Select Vendor
Enter Requested Amount
Optional, add Comments
Submit

Processing Incentives

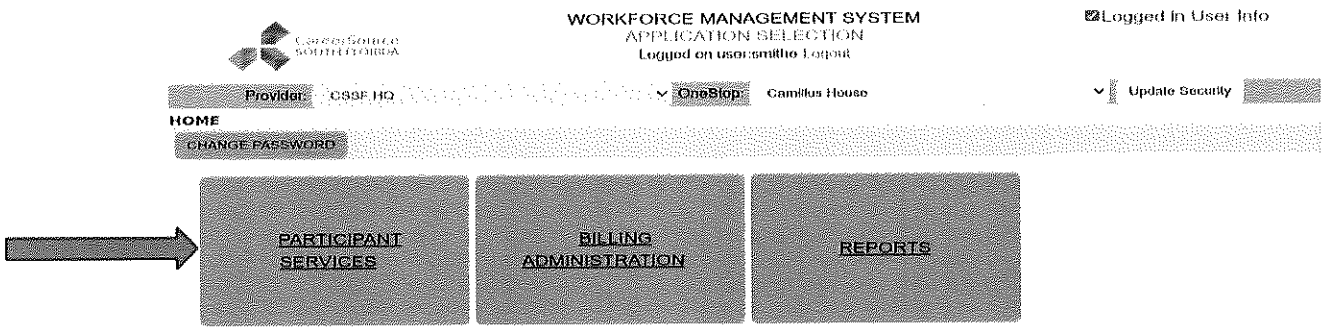
1. Conduct eligibility interview
2. Verify participant is enrolled in CAP and create account in WFMS
3. Review DCF FLORIDA System (AFEI, AWAA, IQCH screens) to determine TCA case closure reason and cash assistance history
4. Ensure incentive needs are documented in OSST case notes
5. Ensure incentive needs are recorded in IRP with goals and objectives
6. Determine type of financial assistance needed before providing incentive
7. Establish 24-month employment-related incentive eligibility timeframe after participant stopped receiving TCA
8. Complete Eligibility Form for TANF Funded Services to verify participant is below 200% FPL

When eligibility is established:

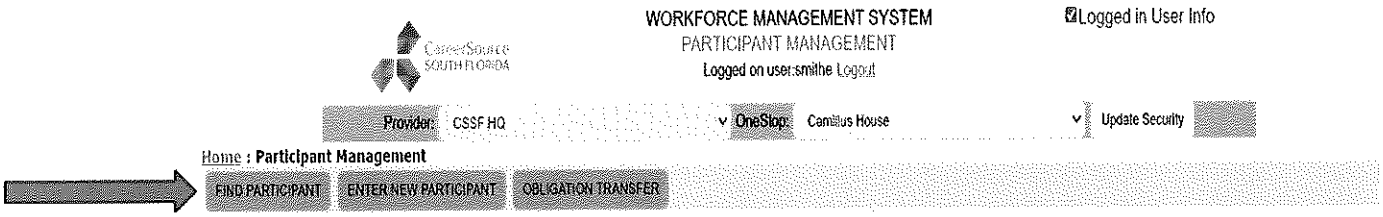
1. Obtain documented proof and retain copies in ATLAS case file

2. For participants in training or mandatory work activities, verify attendance
3. Add incentive to WFMS
4. Enter training and service codes in OSST
5. Update OSST Skill Development section and enter case notes
6. If participant is not eligible, complete Status of Request for Services form and provide to participant

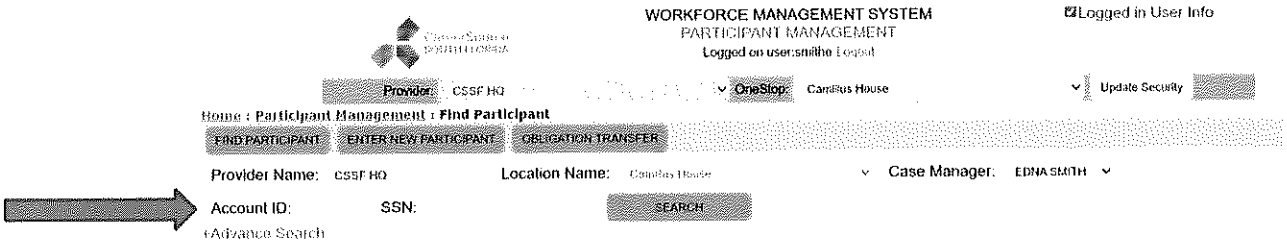
Select Participant Services



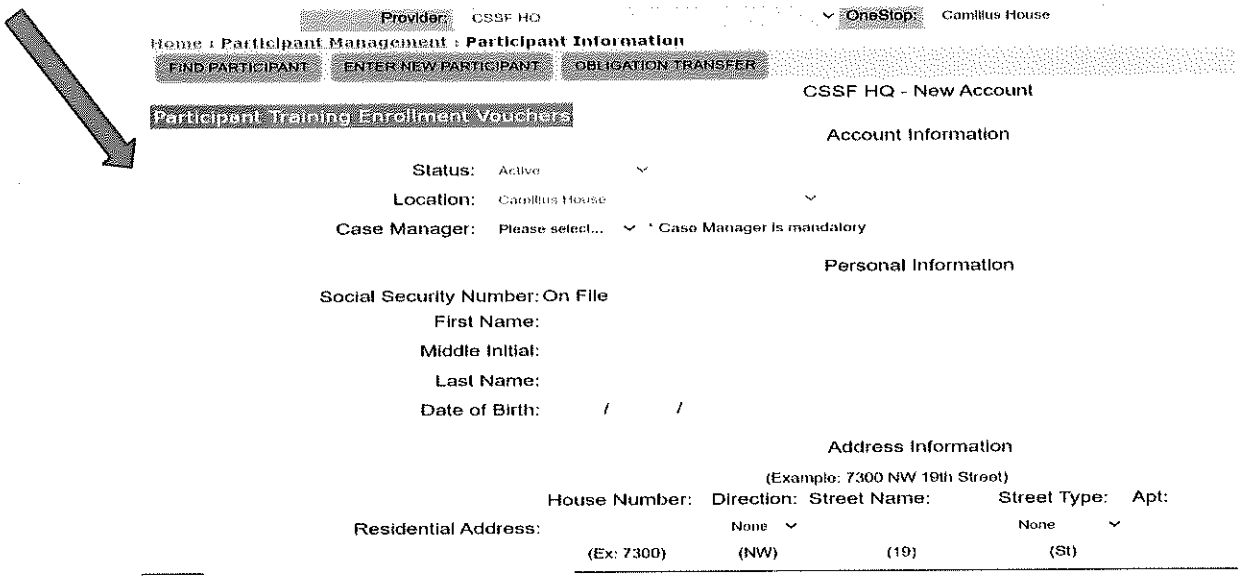
ThenSelecFind Participant orEnter New Participant.



Enter the participant's Account ID number or social security number and then click SEARCH. The history of the participant's issued support services will be displayed next, if any.



To create an account in the WFMS, click on Enter New Participant and then complete all the required field(s) and SAVE.



- Add Incentive codes must be entered in OSST.
- Update the OSST Skill Development section in OSST and enter case notes to document the provision of services.
- Update OSST Skill Development section and enter case notes.

If the participant is not eligible for Incentives, complete a Status of Request for Services form and provide it to the participant.

Note: Please refer to the WFMS Participant Services Module for instructions on how to issue services in WFMS.

P. OSST Benchmark Codes

Benchmark	Service
854	Participation
854	Engagement/Re-Engagement
854	Training
854	Employment

VI. LIMITATIONS/PROHIBITIONS

- Sanctioned TANF participants within the penalty period are not eligible for incentives, except where this procedure expressly permits payment after the penalty period and requires case reopening.

- Deferred participants who are not participating under an approved alternate requirement plan are not eligible for applicable participation incentives.
  - Duplicate payments for the same milestone or documented MSG are prohibited.

  - **No CAP incentive may be charged, in whole or in part, to WIOA Adult or Dislocated Worker funds, under any circumstance.** This is not a matter of local discretion; it rests on CareerSource Florida Policy 109, which allows WIOA incentive payments only for youth participants. WIOA co-enrollment, an active WIOA career or training service, or any other form of WIOA participation does not create an exception.

  - Staff may not alter WIOA enrollment, service, exit, or performance records to support an incentive payment.

  - CAP incentives may not be substituted for WIOA supportive services, NRPs, CAP Support Services, or another separately authorized benefit.

  - Payment is subject to available funding and required approval/documentation.

VII. RESPONSIBILITIES

Responsible Party	Responsibilities
Service Provider / Case Management Staff	Assess eligibility; verify milestones; document participation; obtain required documentation; enter accurate OSST/WFMS data; submit requests.
Supervisors	Review eligibility, documentation, amount, funding source, and compliance before authorization.
Program Management	Maintain current procedure, matrix, forms, coding guidance, monitoring, reporting, and compliance reviews.
CSSF Management	Ensure implementation is consistent with approved policy, funding requirements, and applicable oversight direction.

VIII. FREQUENTLY ASKED QUESTIONS (FAQ)

Question: What is the purpose of CAP incentives?

To encourage engagement, recognize verified achievements, support training and employment progression, and promote sustained self-sufficiency.

Question: Who may receive a CAP incentive?

An actively enrolled CAP participant who meets the applicable eligibility and milestone requirements.

Question: Does WIOA co-enrollment make a CAP incentive WIOA-funded?

No. Co-enrollment is a service delivery strategy. CAP incentives remain funded according to the approved funding-source table unless a specific policy authorizes otherwise.

Question: Can a participant receive more than one incentive?

Yes, when separate milestones are achieved and all requirements are met. Duplicate payment for the same milestone is prohibited.

Question: Can an incentive be paid while a participant is sanctioned?

No, during the penalty period. The Re-Engagement incentive may be available after the penalty period and required case reopening and re-engagement steps.

Question: Can a participant receive a CAP incentive and a WIOA NRP?

Potentially, if the participant independently meets the requirements for both. The payments must remain separately determined, funded, documented, and recorded.

Question: What is required for Training Enrollment?

Enrollment in an approved training program plus verified attendance through the first 14 calendar days.

Question: How many MSG incentives may be paid?

Up to two verified MSG incentives per participant per program year, with no duplicate payment for the same gain.

Question: How many credential incentives may be paid?

Up to two per participant per program year, subject to the credential requirements.

Question: How is employment verified?

Through approved documentation such as employer verification, pay records/paystubs, The Work Number, wage data, or another approved source.

Question: Can the same employment support retention and the Self-Sufficiency Wage Supplement?

Yes. The wage supplement is an additional outcome incentive and does not replace the applicable retention incentive.

Question: Where are incentives documented?

In OSST, WFMS, and the participant file, with the required supporting documentation and approvals.

IX. EXCEPTIONS

Exceptions to this policy, or any part thereof, must be approved in writing by the SFWIB Executive Director.

X. DEFINITIONS

Term	Definition
CAP Incentive	A financial payment to an eligible CAP participant for a verified milestone under this procedure.
Milestone	A defined and measurable participant achievement that must be completed and verified before payment.
Program Activation	Completion of required intake/assessment/barrier/IRP requirements, start of a countable activity, one week of verified participation, and required OSST entries.
Countable Activity	An activity that may be credited toward the participant's applicable TANF work-participation requirement under governing requirements.
Targeted Occupation	An occupation designated in the approved CAP Incentives Matrix for an enhanced incentive amount.
Self-Sufficiency Wage	The wage threshold established in the approved CAP Incentives Matrix for the Self-Sufficiency Wage Supplement.
Needs-Related Payment	A WIOA payment governed by WIOA requirements and CSSF NRP procedures; it is not a CAP incentive.
Wage Progression	A verified increase in a participant's wage supported by acceptable documentation.
Employment Episode	The participant's period of employment beginning with verified employment and continuing through any subsequent changes in employer, job title, worksite, wages, scheduled hours, employment status, or temporary separation. For purposes of the CAP Wage Progression incentive, these changes do not establish a new employment episode or create eligibility for an additional payment. A participant may receive the Wage Progression incentive only once during the participant's CAP program participation, regardless of the number

	of jobs, employers, employment interruptions, program closures, or subsequent program reenrollments.

XI. ATTACHMENTS

Attachment A – CAP Participant Incentives Matrix

Milestone	Amount	Frequency / Key Condition
Program Activation / First Verified Activity	$75	Once per participation program year
Job Search & Job Readiness	$50	Once per participation program year
Employer Engagement	$50	Once per participation program year
Training Enrollment	$100	Once per approved training program.
Measurable Skill Gain	$75 per MSG	Max. 2/program year.
Credential Attainment	$200 targeted occupation	Max. 2/program year.
Employment Achievement	$50	Once per program year.
Training-Related Employment	$150 targeted occupation	Once within 180 days of training/credential.
First Month Participation	$75	Verified JPR countable hours.
Second Month Participation	$50	Verified JPR countable hours.
Third Month Participation	$75	Verified JPR countable hours.
Months 4–12 Participation	$25/month	Up to 9 payments=$225.
Re-Engagement After Penalty	$50 total	$25 return + $25 completion.
30-Day Employment Retention	$50 PT / $100 FT	Verified continued employment.
60-Day Employment Retention	$75 PT / $150 FT	Verified continued employment.
90-Day Employment Retention	$125 PT / $200 FT	Verified continued employment.
Self-Sufficiency Wage Supplement	$200 total	$100/$50/$50 at 90/180/365 days.
180-Day Employment Retention	$175 PT / $250 FT	Verified continued employment.
365-Day Employment Retention	$225 PT / $300 FT	Verified continued employment.

Wage Progression	$100	One-time; approved wage-growth threshold.
Durable TCA Exit	$100	TCA closed due to earnings and remains closed for six months.

Attachment B – Status *of* Request for Incentive Form

Attachment B – Status of Request for Incentive Form

NOTE: Used when an incentive request is determined ineligible or cannot be authorized. The form should identify the request, determination, reason, and applicable next steps.