



Employ Milwaukee Administrative Memo		
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Sponsoring Executive	<input checked="" type="checkbox"/> President and CEO	<input type="checkbox"/> CFO
Dissemination	<input checked="" type="checkbox"/> Internal	<input type="checkbox"/> External

**TO:** Employ Milwaukee Staff and Workforce Partners

**FROM:** Julie Cayo, President and CEO 

**RE:** Windows to Work (W2W) Supportive Services and Incentives

**BACKGROUND:** Supportive services and incentives are vital elements of the Individual Employment Plan (IEP), identified through the assessment of each participant’s unique needs. These provisions are designed to remove barriers, foster sustained engagement, and support the successful attainment of employment goals.

**POLICY:** Windows 2 Work (W2W) provides targeted supportive services and incentives to participants to ensure individualized and effective support. Eligibility for incentives requires alignment with specific goals and measurable outcomes that contribute directly to obtaining or retaining employment. These goals must be explicitly outlined within the participant’s IEP and documented in accordance with all applicable regulations.

**A.** Supportive services allowable transportation assistance includes:

1. Mileage is reimbursed for round trips greater than 25 miles and is reimbursed at half the IRS standard mileage rate for business.
2. SR-22 car insurance- coverage up to \$300 per month for no longer than two months
3. Vehicle registration fees
4. Fees of Ignition Interlock Device at \$600 total
  - o Based on type of vehicle
  - o Includes installation cost, a removal fee, monthly maintenance (calibration) fees, and monthly lease fee
- Driver’s license fees including (all fees are a one-time service):
  - o Testing fees (written and road test)
  - o Driver’s license reinstatement fees
  - o AODA assessment fees
  - o Required corrective courses
    - Right of Way course
  - o Driver’s education services
    - Comprehensive driver's education
    - Adult Permit Instruction classes
    - Private Individual lesson
    - Road Test Preparation
    - Use of driver’s education training car for road test
- Gas cards at \$50 per month for no longer than two months (for participant or verified driver who is transporting participant)
  - o Proof of vehicle needed, and
  - o Proof of valid license needed, and
  - o Proof of job logs needed, or
  - o Proof of employment for limited assistance until first check received
- Access to public transit (e.g., bus passes)

**B.** Incentive payments shall be made uniformly and consistently ensuring all participants receive equal

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incentives for equal achievement and/or participation and are defined in the chart below.

**W2W Program Milestones Chart**

Incentive Type of Milestone	Award Amount	Max 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 Verification of Employment (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

**PROCEDURE:**

**A. Supportive Services Allowable Transportation Assistance**

- Staff and the participant will review and complete the Wisconsin Works household budget worksheet to document how the participant will sustain the specific service upon its end date per the program.
  - W2W staff must complete the Supportive Service/Incentive Form and obtain participant signature and incentive identifiable information for tracking as receipt of incentive.
  - 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.

**B. Incentives**

- See the documentation requirements in the W2W Program Milestones Chart above.
- Staff will complete the Supportive Service/Incentive Form and obtain participant signature and incentive identifiable information for tracking as receipt of incentive.
- Staff will enter the incentive into ETO system.
  - Supportive service touchpoint
  - Customer note touchpoint

**LIMITATIONS:** Employ Milwaukee (EMI) may suspend or withdraw supportive services authorization or incentive payments, in whole or in part, at any time and at its sole discretion.

- A.** Supportive services are generally limited to \$1,000 per participant, program year, funding source, and category. 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.

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- B.** Incentive payments are limited to one incentive per milestone per participant. Documentation for incentive payments must be received no later than four (4) weeks upon completion of milestone.

### REFERENCES:

- WI DOC Windows to Work (W2W) Contract Number C8275-02, Addendum Number 2.0
- EMI Current Policy 17-02 Adult and Dislocated Worker Supportive and Youth Supportive Services.
- EMI Current Policy 20-01 Youth Supportive Services.
- EMI Current Policy 24.02 Incentive Payments Non-WIOA Programs

**RECISSIONS:** 24-03 Windows to Work (W2W) Supportive Services and Incentives

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