

Regional Program Standards**Focus:**☐ WorkSource Centers☐ Career Connect Network/Youth☒ Other: Health Careers Northwest Grantees**Topic: Health Careers Northwest****Date:** June 1, 2020☐ New☒ Revised**Page 1 of 10**

Overview

Health Careers Northwest (HCNW) is an Economic Opportunity Program (EOP) designed to help prepare TANF recipients and other low-income individuals to enter advanced training for health care career pathways, support them through to training completion, and place them in careers that offer family-sustaining employment. Participants will explore and choose from among seven career ladders vetted by employers as in-demand, facing shortages, and providing opportunities for advancement.

Unless otherwise noted or defined in this policy, all applicable EOP and WorkSource Portland Metro Regional Program Standards apply.

Contents

Overview	1
Eligibility.....	2
Target Occupations	2
Program Design and Service Delivery	2
Training Requirements	2
Occupational Skills Training.....	2
On-the-Job Training.....	3
Service Definitions	3
Basic Skills.....	3
Career Coaching	3
Career Coaching – Occupational	4
Career Coaching – Dual Coaches.....	4
Career Link.....	5
Career Mapping Workshop	5
Career and Resource Plan Development.....	5
Job Search Assistance	5
Job Search Navigating.....	5
Prerequisites.....	5
Support Services	6
Tutoring	6
Support Services	6
Overview.....	6
Administrative Requirements.....	6
Support Service Definitions	7
Child Care	7
Clothing	7



Regional Program Standards

Topic: Health Careers Northwest

Date: June 1, 2020

Page 2 of 10

Medical Care.....	7
Parking.....	8
Professional Test/Licenses/Organization Fees.....	8
Rent Assistance	8
Tools	8
Training-Related Costs.....	9
Transportation.....	9
Utilities	9
Performance	10
Basic Skills Remediation	10
Occupational Skills Training.....	10
Entered Employment.....	10
References.....	10

Eligibility

- WIOA eligible and enrolled and WIOA Documentation completed.
- 18 years of age or more.
- Recipient of TANF, SNAP or Medicaid public benefit on the date of HCNW enrollment, as verified with the Oregon Department of Human Services or through Care Oregon (Oregon Health Plan eligibility).
- Registered in the US Department of Health and Human Services (HHS) PAGES data system and selected to the Treatment group through the random assignment process of the grant's evaluation team.
- Sign the HCNW Application for Services (printed from the I-Trac registration).

Target Occupations

- Nursing (includes CNA 1 & 2, Licensed Practical Nursing, Registered Nursing)
- Medical Laboratory (Phlebotomist, Medical Lab Technician, Medical Lab Technologist)
- Medical Office (Clerks/Receptionist; Biller, Medical Records Tech/Codes, Medical Secretary)
- Assistive Technology (Durable Medical Equipment Repair Technician)
- Mental Health (Peer Support Specialist, Substance Abuse Counselor)
- Dental (Dental Assistant, Dental Hygienist)
- Allied Health (Medical Assistant, Medical Interpreter, Pharmacy Technician, Physical Therapy Assistant, Sterile Processing Tech, MRI Tech, Radiologic Tech, Surgical Tech, Respiratory Therapist)

Program Design and Service Delivery

Training Requirements

Occupational Skills Training

If it is determined that the best and appropriate method of training for the participant is through an Occupational Skills Individual Training Account (ITA), all WIOA program standards and processes apply.



Regional Program Standards

Topic: Health Careers Northwest

Date: June 1, 2020

Page 3 of 10

On-the-Job Training

If it is determined that the best and appropriate method of training for the participant is through an OJT Agreement, all WIOA program standards and maximums apply with these additional rules.

- Each individual OJT Agreement and Training Plan **must be submitted to Worksystems** for HHS approval **prior to signature and training start date**. Training that does not include this approval cannot be paid for with HCNW grant funds.

Service Definitions

Basic Skills

An education or training program which provides an individual with the basic literacy, mathematics, English language, science, and/or social studies required to achieve a high school equivalency diploma. This can include the General Equivalency Degree (GED), High School Equivalency Test (HiSET), Test Accessing Secondary Completion (TASC), a high school diploma, or other process needed to meet the minimum academic requirements to begin or advance in postsecondary education. Basic Skill services are tracked in three categories for the HCNW grant in I-Trac:

- **Basic Skills – Basic Literacy**: Instruction or instructional program designed to upgrade the reading, writing and math skills to levels that will allow the participant to enter postsecondary education/training and meet the basic skills requirements for employment. This service is provided to participants with skills at or below 8th grade level. Individualized electronic instruction through computer-based systems may be used.
- **Basic Skills – Developmental Education (DE) Courses**: Tuition-based class or series of classes offered by a college which are designed to raise a participant's math, reading, or writing skills to enable advancement to and success in college-level courses.
- **Basic Skills – GED/HS Diploma**: A class or instructional program that teaches secondary education material to participants. Such classes typically prepare students for testing to receive a high school equivalency credential such as GED.

Career Coaching

Typically delivered as an individualized service, Career Coaching is relationship-based guidance and coaching dedicated to increasing the self-sufficiency of participants through unsubsidized employment. It includes assessment of employment-related skills, identification of achievable career and training goals, and development of an achievable career plan (see Career and Resource Plan Development). Career Coaches support participants in execution of the plan and attainment of their goals by building a relationship of support and accountability. Best practices show that participants who maintain periodic communication with a Career Coach are most likely to benefit from services.

Elements of Career Coaching include:

- Assist in identifying career and education goals.



Regional Program Standards

Topic: Health Careers Northwest

Date: June 1, 2020

Page 4 of 10

- With the participant, develop a plan that incorporates a customized set of WorkSource services and outside resources that will assist them in meeting their goals.
- Coach participants in the personal and interpersonal (“soft” or “life”) skills required to obtain and retain employment.
- Assist participants in identifying and securing the resources and supports necessary to succeed in their training and career plans.
- Facilitate collaboration between the different service providers working with the participant to synchronize career and education goals and align resources.
- Coach participants in job search activities, including resume review, interview coaching, and career advising.
- Provide regular check-ins to track participant progress and ensure participants retain employment, including assistance in career advancement planning, resource planning, and re-placement in employment.
- Provide and/or offer connections to employment, childcare and/or housing services which are culturally specific and/or culturally responsive, based on participants’ needs.
- Assist participants to access rent assistance resources to support their employment and career plan.

An element of Career Coaching is conducting Career Planning Sessions – refer to Career and Resource Plan Development for more detail.

Career Coaching – Occupational

In addition to career coaching that uses the elements outlined above, certain discretionary grant projects provide career coaching with an occupational focus that includes orientation to industry specific occupations, referrals to tutoring and basic skills remediation needed to enter certain occupational training, and intensive support towards success in that training. Occupational career coaching may be provided by a Career Coach when the participant is part of a grant-specific occupational skills training program.

Career Coaching – Dual Coaches

EOP participants may simultaneously receive Career and Occupational coaching through different staff when they express interest and are assessed as ready to participate through multiple programs designed to support their industry-specific training completion. Prior to dual coaching, participants must meet the eligibility requirements and be fully enrolled in all the grant-funded programs.

To ensure participants meet their employment and training goals both Career Coaches must:

- Define, review, and inform participant of their individual roles.
- Coordinate, review, and regularly update participant’s Career Plan. The Career Plan must be shared with all the participant’s coaches after each revision using the secure communication method (I-Trac file exchange functionality).
- Coordinate participant’s access to all services and resources available through all programs.



Regional Program Standards

Topic: Health Careers Northwest

Date: June 1, 2020

Page 5 of 10

- Establish and maintain regular communication regarding participant progress. Communication must be case noted in I-Trac within five days.

Career coaching is provided during both Intensive and Retention and Advancement services.

Career Link

A workshop that introduces participants to the HCNW Target Occupations in the healthcare industry. The goal of the 40- to 60-hour course is to ensure participants understand the career prospects in the industry and so are better prepared to succeed in their training and job search.

Career Mapping Workshop

This workshop is the first step of the career mapping process. Participants identify their strengths, gifts, capacities, and qualities that will enable them to be successful in the work environment and potential jobs.

After the workshop, the Career Coach meets individually with participants to create a Career Plan that articulates these goals, identifies resources and outlines next steps. Refer to the Career Mapping Manual for additional information and detail.

Career and Resource Plan Development

Career and resource plan (referred to as the Career Plan) development happens during Career Coaching sessions after the Career Mapping workshop and allows the participant to use the information generated during the Career Mapping workshop to identify short- and long-term goals, the resources necessary to be successful, and create detailed action steps to reach the goals. Career Plans are reviewed and updated at every transition point – when next steps are completed, when milestones are met, and when goals or strategies are changed. When a Career Coach meets with a participant for a career planning session, they track the service in I-Trac as Career Coaching.

The initial plan information and all updates are also to be entered in I-Trac in the Goals tab to document the plan elements. Once the information (either initial or update) is entered, the Customer Document – Individual Service Plan is printed and signed by both the customer and staff and maintained in the customer file.

Job Search Assistance

Coaching to or teaching strategies which can be used to increase job search effectiveness. Assistance may include a variety of strategies for conducting on-line job searches, networking, and the role of resumes, cover letters, and interviews in a successful job search. Service can be provided one-on-one or in a group setting.

Job Search Navigating

Staff assistance to connect HCNW participants with potential jobs based on Regional Business Services team outreach, as well as through other local sources.

Prerequisites

Approved courses that are prerequisite for an occupational skills training that is included on the HCNW Eligible Training Provider List.



Regional Program Standards

Topic: Health Careers Northwest

Date: June 1, 2020

Page 6 of 10

Support Services

Financial support that assists participants in overcoming barriers to the achievement of their education, training and/or employment goals. To the greatest extent possible programs should address support service needs through the leverage of resources and partnerships with other community programs, resources, and service providers. Refer to the section Support Services in these regional program standards for additional detail.

Tutoring

Supplemental academic instruction or study skills training to support entry, retention, and progress in Basic Skills education or Training.

Support Services

Overview

Support services may be provided to participants to cover expenses necessary to participate in HCNW activities and enter Target Occupations. It is anticipated that programs will manage support service payments in combination with resources within the organization and in the community. Support service payments/reimbursement must be made during the program year in which the expense is incurred.

A Prosperity Planner budget must be completed and saved to the I-Trac file to show financial need for support service payments.

Administrative Requirements

Each HCNW contractor must establish a Support Service approval process to ensure proper and consistent application of these Regional Standards and ensure that fiscal procedures are followed. These procedures must include:

- Gift Cards – Support Services administered with gift cards (which includes any card that can allow for purchases outside the approved support service, including but not limited to gas cards, cards for stores that carry a variety of products, or general gift cards usable at multiple vendors) carry these additional rules:
 - Gift card purchases must be allowable under the Federal Cost Principles applicable to the Health Careers NW grant, found at 45 CFR 75.
 - Alcohol, firearm, tobacco, and entertainment purchases are not allowable with gift cards.
 - Staff are required to have the participant review and sign the Gift Card Purchases disclosure and acknowledgement form when using any sort of gift card as defined above and maintain the form in the participant file.
 - Staff are required to secure and review receipts for purchases made with gift cards to assure that the charges are allowable to the grant and do not include any of the specifically restricted items.
- Utilization of a Support Service request process to initiate payment that includes required organizational signatures for review and payment authorization.
- Required payment data entry in I-Trac payments tab with a case note attaching the payment to a service that is being provided to the participant.



Regional Program Standards

Topic: Health Careers Northwest

Date: June 1, 2020

Page 7 of 10

- Process for securing and filing original itemized receipts that reflect the approved support service purchase.
- Signed acknowledgment by participant of direct payments made to reimburse participant, including receipt of cash-like support services – bus passes, gas cards.
- All programs must reconcile pre-purchased support services (i.e., bus passes, pre-paid gas cards, retail store vouchers, etc.) to assure that all pre-purchased supports are accounted for – either with the item or with receipt of its use. This reconciliation must occur at least quarterly (monthly preferred), with the documentation maintained on-site and made available during monitoring reviews.

Support Service Definitions

Child Care

Childcare costs for a child(ren) under age 11 during the time the participant is engaging in allowable HCNW activities — including travel to and from the training or service delivery site. Due to the high cost and limited resources this support should only be considered on a case-by-case basis and other available resources considered.

Childcare must meet applicable standards of state and local law and be provided by a professional licensed to provide the service in the State of Oregon. A spouse, sibling, or other family member may not be paid with support service funds to provide childcare for the participant's children unless they are a licensed childcare business providing the service on the open market. Costs for care of a child over age 11 may only be paid if the child has a documented disability and may not be left alone. Payments must be made directly to the provider.

Documentation: A childcare log (completed by the participant and signed by the childcare provider) is to be used to track the costs being reimbursed. A copy of childcare/business license must be in the file. The log must be included in the financial documentation for the payment.

Clothing

Clothing and/or related footwear or incidentals for interview (including grooming and hygiene products), work or training. This may include such items as a uniform, or a type of work shoe or protective eye wear required for the job by an employer (and not provided by the employer) or required of trainees by the training provider. Utilize community resources such as Dress for Success for women or Best Foot Forward for men for interview attire whenever possible.

Required Documentation: The original store or merchant receipt that reflects an itemization of the purchased items.

Medical Care

This Includes medical testing or treatment, physicals, or immunizations required to enter the Target Occupations. **Medical Care is limited to \$450 per participant for the life of the grant.** HCNW funds may only be used for expenses of the participant and cannot be used for costs of family members. Due to the high cost and limited resources, efforts should be made to first utilize Oregon Health Plan, County health care resources, and/or sliding scale fee structures with providers. **Note:** HCNW funds cannot be used for drug-use testing. Medical payments are limited to a must be approved by the Worksystems contract liaison to assure justification and allowability to the funds being charged.



Regional Program Standards

Topic: Health Careers Northwest

Date: June 1, 2020

Page 8 of 10

Documentation: Payment should be made directly to the health care/service provider based on an original detailed invoice (no statements).

Parking

When necessary, to enable the participant to engage in services, i.e. college campus parking fees. Whenever possible, payment should be made directly to the parking service.

Documentation: Original receipts that reflect a location and time in line with approved service provision (i.e. a class schedule).

Professional Test/Licenses/Organization Fees

When membership, professional event registration and/or licenses/certifications/test preparation fees are required or necessary to ensure a participant is prepared for employment or provides increased access to employment opportunities in the associated sector. Support may include the cost for professional licenses (including a state-issued driver's license when required for the job); certifications; test preparation materials; business, technical and professional organization fees; professional event registration fees, etc.

Documentation: Original receipt(s).

Rent Assistance

Grant funds may be used to assist with rent payments that will contribute to the participants' work readiness. Funds may not be used to pay interest charges or late fees associated with past-due rent expense.

Rent Assistance is limited to three months per participant per year, not to exceed \$6,000. Circumstances that require more than this limit must be approved in writing by Worksystems' Community Programs Manager.

To be considered for a rent assistance support service payment, staff must determine that, if not met, the situation will cause the participant to be at significant risk of ending program participation or employment due to hardship or practical necessity. Staff must further determine that the participant has a plan for future payments.

Where community rent assistance resources are available and the participant eligible, those resources must be used before support service payments can be utilized. Documentation that the participant is not eligible for community resources must be included with the support service payment record.

Mortgage or other payments that contribute to the purchase of real property that the participant owns are not allowed (e.g. house, car, boat, etc.).

Required Documentation: Clear verification (copy of rental agreement) of charges due and residency is required. Payment must be made to the leaseholder. This is categorized by HHS in PAGES as an Emergency Service.

Tools

When employees are required to purchase their own tools for employment in the Target Occupations, this cost may be covered by support service payments. Tools or equipment that would normally be supplied by the



Regional Program Standards

Topic: Health Careers Northwest

Date: June 1, 2020

Page 9 of 10

employer – industrial equipment, machinery, safety equipment, etc. – may not be paid with support service funds.

Documentation: Original itemized receipts that reflect the allowable and agreed upon tools.

Training-Related Costs

Assistance with costs for training-related needs (other than tuition). This support includes financial assistance to help meet these costs or direct provision of these items by the HCNW program. Training-related costs include: Books, exam/exam preparation, computers/technology, work or training supplies or uniforms, required health exams, background checks or finger printing.

Documentation: Original itemized receipts that reflect the allowable and agreed upon training-related costs or copy of itemized invoice when paid directly to vendor.

Transportation

Participants may receive only one type of transportation assistance – bus pass/tickets or gas card – at any given time for travel to HCNW program services (i.e. a participant may not receive a bus pass and gas card at the same time).

Participants must require transportation assistance to participate in training or other HCNW program activities, including job search activities. Gas card use and dollar value must be determined by the lack of availability or timeliness of public transportation and be issued in line with the number of miles driven each week/month to participate in HCNW activities.

Passes or gas cards are used to support the participants engagement in occupational skills training or for their initial employment time, and tickets are used to assist participants in returning to the contractor site or WorkSource Center to access workshops and appointments with staff.

Documentation: A log must be kept of bus passes, bus ticket packages (not individual ticket), and gas card distribution to participants. A signed receipt in the file can replace a copy of a log showing signature accepting receipt. For gas cards, a log must be kept in the participant file of days/miles driven for HCNW activities supported by the gas card to verify use. In addition, the additional rules applicable to gift cards outlined in the Administrative Requirements apply to gas card purchases.

Utilities

Utility assistance may be provided to assist a participant in stabilizing their living situation to conduct an efficient job search, maintain employment or participate in HCNW activities, including training. Utility assistance is limited to \$285 per utility type in a month per participant; multiple utility payments (up to the maximum for each) are allowed. No more than three months' assistance may be provided each year; exceptions must be approved by Worksystems' Community Programs Manager. The original bill must be provided before payment can be approved, with verification that the utilities are for the participant's personal residence. Support service funds may not be used to pay interest charges or late fees associated with past due utility expense.

Required Documentation: Clear verification (copy of detailed utility invoice) of charges due and residency is required. Payment must be made to the vendor.



Regional Program Standards

Topic: Health Careers Northwest

Date: June 1, 2020

Page 10 of 10

Performance

The HCNW grant performance is based on either customer counts or instances of service as outlined here. There is no option for Global Exclusion exits that remove participants from performance. Additionally, EOP Performance applies (refer to EOP Regional Program Standards).

Basic Skills Remediation

The number of participants that begin some form of Basic Skills remediation service and the number of participants that complete the instruction.

Occupational Skills Training

The number of instances of occupational skills training in the Target Occupations in the healthcare industry that participants start and the number of instances that are completed. The training must be on the HCNW Eligible Training Provider List; prerequisites do not count as occupational skills training.

Entered Employment

Number of participants that obtain employment in one of the Target Occupations in the healthcare industry (as defined in the PAGES Occupational Codes document, the most recent version of which can be found in the Resources Tab in PAGES) during the grant period. For participants that come into the program employed, enter employment performance counts for a job change or promotion as a result of participation in HCNW.

References

Section 2005(a) of the Social Security Act (42 U.S.C. 1397d(a))
Economic Opportunity Program Regional Program Standards
WIOA Center Services Regional Program Standards
OJT Development Manual
WSPM OJT Regional Program Standards and Procedures