

## Regional Program Standards

**Focus:**  WorkSource Centers  Youth Program Services  
 Other: EOP and Career Boost Contractors

**Topic: Career Boost Program**

**Date: October 2, 2022**

New

Revised

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## Overview

Career Boost is a suite of services that provide Supplemental Nutrition Assistance Program (SNAP) customers with Employment and Training (E&T) Services that are expanded and enhanced opportunities to gain skills, training or work experience that will improve their job-readiness and increase their ability to obtain living-wage employment that leads to a gainful career path. Career Boost services follow the rules of the Oregon Department of Human Services (ODHS) STEP program and are supported through Federal US Department of Agriculture funding.

Career Boost starts with services from a qualifying grant and expands or enhances elements of service specifically for SNAP recipients. ODHS and the US Department of Agriculture funding will then support 50 percent of the costs associated with the expanded and enhanced services, allowing the local area to serve more participants, or provide additional services to SNAP recipients through the available grant programs.

To meet the Expanded and/or Enhanced threshold, the service design must either:

- Quantitatively increase the number of SNAP participants being served; or
- Increase the number and types of services SNAP participants receive as a part of the program service design.

Worksystems will determine if a program of services is eligible to be a Career Boost program based on the funding source(s) and service design. Participants must be eligible for and enrolled in the qualifying grant program as well as meet eligibility requirements for the SNAP services and be enrolled in the Career Boost program. The qualifying grant program’s regional program standards will prevail for allowable activities and supports. These regional program standards apply to the Career Boost program when attached to a qualifying grant program.

Expanded or enhanced services must be approved by Worksystems. Once the service or service design has been approved, a contract and statement of work will be executed to define the approved program of services.

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### Outreach and Intake

A Program Orientation is a required component of Career Boost and must be entered as a service in the Oregon Employment Department's (OED) iMatchSkills record for each Career Boost provider enrollment. The Orientation is an overview of the organization, programs, requirements and services offered as part of the provider's Career Boost program. Potential participants must understand the provider's Career Boost services and the requirements for engagement, as well as knowingly, voluntarily and affirmatively agree to be engaged in those services. This agreement is represented and documented with the signed I-Trac Individual Service Plan and the signed Career Boost Application.

### Eligibility and Documentation

To receive Career Boost services, participants must meet eligibility criteria prior to enrollment and the delivery of the first Career Boost service:

Eligibility Element	Documentation Requirement
Enrolled in a Qualifying Grant Program	Qualifying Grant enrollment complete in I-Trac
Eligible SNAP recipient	Verified in iMatchSkills
Not a TANF recipient	Verified in iMatchskills
Legal to Work in the US	Customer Attestation/Signed Application in I-Trac Career Boost record
Completed ODHS STEP Orientation	iMatchSkills service entered
Completed STEP Employment & Training Assessment	iMatchSkills service entered/document in participant file
Completed STEP Individual Service Plan	iMatchSkills service entered/document in participant file

Participants cannot start Career Boost activities until the Career Boost enrollment process has been completed. To complete enrollment, the following steps must be completed *in this order*; failure to follow these steps may result in disallowed costs:

1. Complete qualifying grant program enrollment.
2. Verify SNAP eligibility through iMatchSkills.
3. Complete Career Boost Program Orientation.
4. Complete Career Boost I-Trac record.
5. Complete the Assessment Tab in I-Trac Career Boost record.
6. Complete the Goals Tab in I-Trac Career Boost record. Obtain the participant signature on the Individual Service Plan and the Career Boost Application (I-Trac documents menu/top right corner).

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- a. Utilize the I-Trac eSignature tool for the Application. If an eSignature is unable to be obtained, print the Application from the I-Trac Customer Documents menu for signature and upload to I-Trac (as “Application (Signed Program Application”).
  - b. The Individual Service Plan must be printed, signed and uploaded to I-Trac (as “Individual Plan”).
7. Enter the corresponding ODHS STEP Orientation, STEP Employment and Training Assessment and STEP Plan services in iMatchSkills.

Refer to the Career Boost I-Trac data entry guide for additional detail and instruction.

### SNAP Eligibility – Initial Verification

SNAP eligibility is verified through the iMatchSkills system. Provider staff log into the system and enter the participant’s Job Seeker ID number.

If a participant is eligible for the Career Boost program, the word “SNAP” will appear in the status line of their iMatchSkills record. If the word “TANF” appears on the status line, the customer is not eligible.

**Note:** If a participant is not receiving SNAP benefits but might qualify, they should be referred to ODHS. Link to information: [ODHS Food Assistance](#).

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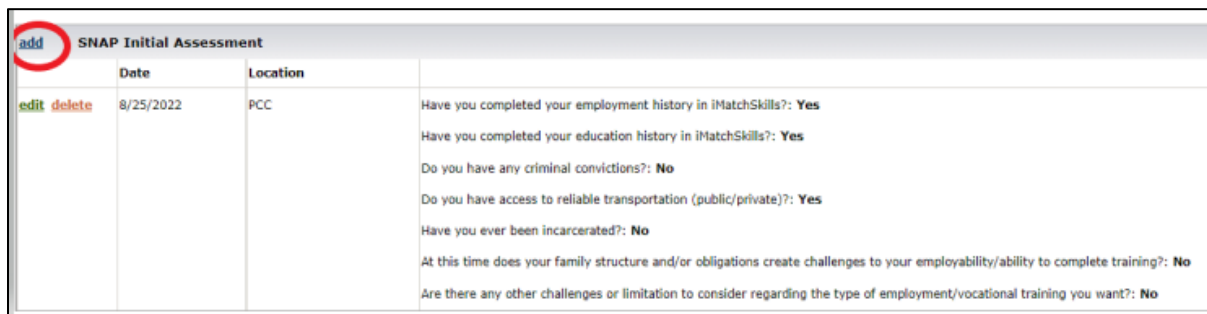
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### Career Boost Enrollments

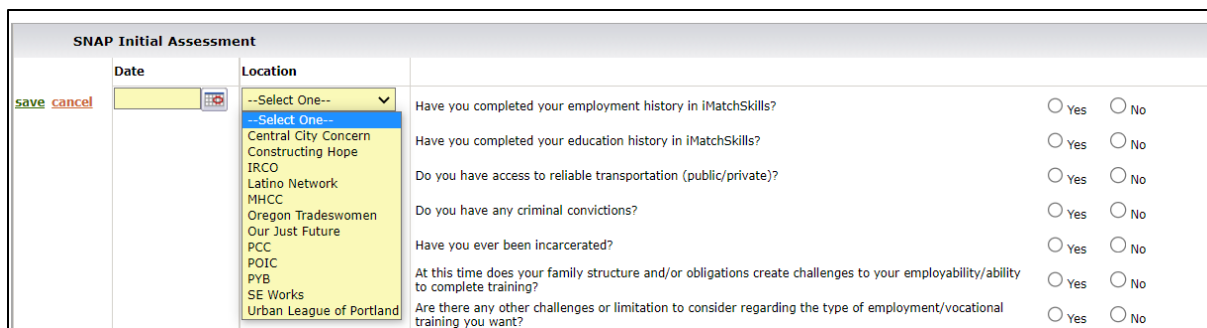
Only one active Career Boost record is allowed in an I-Trac participant record. If a provider is enrolling a participant in a qualifying grant program and the participant record has an active Career Boost enrollment, the new provider must do the following to add the new provider service engagement:

- Add to the existing Career Boost record a new Assessment on the Assessment Tab with your provider location.
- Add to the existing Career Boost record at least one new Short-Term Goal with your provider location.
- Edit/Update the Long-Term Goal if appropriate.

Each provider must print the Individual Service Plan for each new provider enrollment and secure participant and staff signature and upload to I-Trac.



add		SNAP Initial Assessment	
	Date	Location	
edit delete	8/25/2022	PCC	Have you completed your employment history in iMatchSkills?: <b>Yes</b> Have you completed your education history in iMatchSkills?: <b>Yes</b> Do you have any criminal convictions?: <b>No</b> Do you have access to reliable transportation (public/private)?: <b>Yes</b> Have you ever been incarcerated?: <b>No</b> At this time does your family structure and/or obligations create challenges to your employability/ability to complete training?: <b>No</b> Are there any other challenges or limitation to consider regarding the type of employment/vocational training you want?: <b>No</b>



		SNAP Initial Assessment	
	Date	Location	
save cancel		--Select One--	Have you completed your employment history in iMatchSkills? <input type="radio"/> Yes <input type="radio"/> No Have you completed your education history in iMatchSkills? <input type="radio"/> Yes <input type="radio"/> No Do you have access to reliable transportation (public/private)? <input type="radio"/> Yes <input type="radio"/> No Do you have any criminal convictions? <input type="radio"/> Yes <input type="radio"/> No Have you ever been incarcerated? <input type="radio"/> Yes <input type="radio"/> No At this time does your family structure and/or obligations create challenges to your employability/ability to complete training? <input type="radio"/> Yes <input type="radio"/> No Are there any other challenges or limitation to consider regarding the type of employment/vocational training you want? <input type="radio"/> Yes <input type="radio"/> No
		--Select One-- Central City Concern Constructing Hope IRCO Latino Network MHCC Oregon Tradeswomen Our Just Future PCC POIC PYB SE Works Urban League of Portland	

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edit Long Term Goals	
Secondary Education Goal	
Education Goal	N/A - Have Diploma/GED/Equivalency
Target End Date	
Career Goal	
Target Position (ONET)	Interpreters and Translators
Target Income	\$24.00
Target End Date	11/8/2022
Post-Secondary Training Goal	
Target Start Date	9/9/2022
Target End Date	11/8/2022
Course of Study	Linguistics.

add Short Term Goals					
	Start Date	End Date	Target End Date	Status	Goal Name
edit delete	8/25/2022		11/8/2022	Started	Vocational Training
	Goal Type				Location
	Increase job related skills				PCC

### Monthly Eligibility Verification

Each month that a Career Boost participant engages in Career Boost services, staff must verify the participant as SNAP-eligible in iMatchSkills. In addition, the Career Boost service the participant is engaged in must be recorded in iMatchSkills *on the day the service is provided*.

If a participant is engaged in Career Boost Career Coaching with a coach that is 100% dedicated to a SNAP caseload and the participant becomes ineligible to receive SNAP benefits, the participant must be transitioned off the Career Boost caseload and re-engaged with coaching from a non-Career Boost staff or other partner agency.

If a participant is engaged in Occupational Skills or Pre-Apprenticeship training and become ineligible to receive SNAP benefits, they may continue in their training if the training costs were paid prior to the loss of SNAP benefits.

### Serving Participants under the age of 18

Providing Career Boost services to individuals who are 16 and 17 years old is allowable if they are receiving SNAP under one of the follow scenarios:

- An individual is 16 or 17 years old and is the head of household on a SNAP case. They may access services after the Career Boost provider verifies the SNAP case and head of household status through ODHS.
- An individual is 16 or 17 years old and is not the head of household on a SNAP case. Parent or guardian permission must be obtained by ODHS to provide Career Boost services.

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The Career Boost provider must email the district specific SNAP E&T Navigator email box ([ODHS-SSP-D2.SNAPNavigators@dhsosha.state.or.us](mailto:ODHS-SSP-D2.SNAPNavigators@dhsosha.state.or.us)) to confirm SNAP eligibility and head of household status – “Head of Household Status Verification” is required in the email subject line. The email is to include the name of the participant, their Job Seeker ID and a notation that this is a request for SNAP eligibility and head of household status verification.

- If the participant is the head of household the SNAP E&T Navigator must select the head of household box in iMatchSkills for the participant. Upon completion of this data entry the Career Boost provider can begin providing services and entering them into the iMatchSkills record.
- If the participant is not the head of household, the SNAP E&T Navigator will obtain parental or guardian permission. When permission is obtained, the SNAP E&T Navigator will select the release of information box in iMatchSkills for the participant, inform the Career Boost provider and the provider can begin providing services and entering them into iMatchSkills.

Additionally, to serve participants under the age of 18, the Career Boost provider must document the answers to the following questions prior to offering services. Answers to these questions must be documented either on the Assessment form (if the Provider uses a form in addition to the I-Trac Assessment Tab), or in an I-Trac case note:

- Are the services being offered to the individual available through their local school district?
  - If **yes**, Career Boost services may not be provided.
- Do the services being offered conflict with school participation?
  - If **yes**, Career Boost services may not be provided.
- Do the services being offered include a dropout prevention program?
  - If **yes**, Career Boost services may not be provided.
- Do the services being offered lead directly to employment?
  - If **no**, Career Boost services may not be provided.

Where an answer to one of these questions does not allow for Career Boost services to be provided, staff are to continue serving the participant through the qualifying grant program.

### Customer Referrals and Provider Determinations

Career Boost staff are encouraged to refer customers to other STEP providers and services where appropriate. In situations when the SNAP customer does not meet the provider’s qualifying grant eligibility or the provider does not have the capacity to enroll the customer, Career Boost staff must refer the customer to another Worksystems Career Boost provider to receive SNAP E&T services. The referring staff must follow up to ensure the new provider staff have made contact with the SNAP customer.

A Provider Determination must be made when a Career Boost provider has made the decision not to provide Career Boost services to a SNAP E&T participant due to inappropriate behavior by the participants and/or the participant’s failure to meet the requirements of the program. When a provider determination is made due to this reason the provider must notify ODHS by sending the below email template to the SNAP E&T Navigator within ten days of this decision. Refer to the Knowledge Base for the SNAP E&T Navigator contact list

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Date:	
SNAP E&T Provider Organization Name:	
Provider Staff Contact Information:	Staff Name: Staff Email: Staff Telephone:
Participant Jobseeker ID Number:	
Participant Date of Birth:	
Reason for Provider Determination:	

**Note:** Do not include the participant's name; identification will be validated with the jobseeker ID and date of birth.

The SNAP E&T Navigator will send a notice to the SNAP E&T participant within ten days of receiving the Provider Determination email offering an opportunity for the SNAP E&T participant to reconnect with another ODHS provider for SNAP E&T services.



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### Program Service Definitions and Requirements

#### ODHS Service Components

There are several broad service categories that Career Boost services report to ODHS under; definitions for each are outlined below. These service categories are aligned with grant program services so that when a service is entered into the I-Trac qualifying grant record it can be copied to the Career Boost record. All services are to be entered into the iMatchSkills record *and* into the I-Trac qualifying grant record and copied to the I-Trac Career Boost record. The service provider SNAP statement of work will confirm which ODHS service components are available as a Career Boost service.

**Note:** The iMatchSkills service data entry must occur on the day the service is provided.

#### Assessment

- iMatchSkills: STEP Employment and Training Assessment
- I-Trac: Completion of the Registration and Assessment Tab

A one-on-one meeting with a potential Career Boost participant to identify strengths and challenges they may face in obtaining and maintaining employment. An assessment is required for each participant prior to any Career Boost services being delivered. This assessment will evaluate general information collected by the provider about the potential participant's:

- Demographics
- Educational attainment
- Basic skills
- Literacy
- Work experience
- Work authorization status (legal to work)
- Public benefits
- Medical and disability considerations
- Justice involvement
- Family composition
- Housing circumstances
- Childcare needs
- Transportation needs
- Cultural and religious considerations

#### Career Boost Core STEP Services

While the ODHS STEP program includes a wide variety of allowable services, Worksystems has designed its Career Boost Program to include three core STEP services, which are listed below:

#### Career/Technical Education or Other Vocational Training

- iMatchSkills: Career/Technical Education or Other Vocational Training
- I-Trac (Services Tab, Training, Post-Secondary Education & Employment Skills Control):
  - Select appropriate Career Boost Occupational Skills Training

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Organized training at the post-secondary level which provides Career Boost participants with the academic and technical knowledge and skills necessary to prepare for further education and for careers in current or emerging employment sectors. Programs are primarily designed for those who are beyond the age of compulsory high school attendance. Programs should be employer-driven and must lead to an industry-recognized certificate or credential. Career/Technical Education or Other Vocational Training does not include 4-year degree programs at the post-secondary level.

### Case Plan

- iMatchSkills: Created Step Plan
- I-Trac: Completion of the Goals Tab

A written plan, developed together with the participant and provider staff, listing approved ODHS components that will be case managed and administered or purchased by the provider. The components are identified during the assessment and are intended to reduce the effect of barriers to the participant's employment, job retention, and wage enhancement.

The case plan minimally must include short- and long-term goals, dates for activity completion, provider contact information, participant signature, and at least one approved Career Boost service that will be administered, purchased, or attendance recorded (per ODHS standards) by the provider.

A case plan is required for each participant, prior to any Career Boost service being delivered.

### Case Management

Case management includes guiding, motivating and supporting participants by continually assessing their needs and barriers, identifying resources and support services, and advising on career and training opportunities. Case management also includes tracking of case plan progress and adjusting as needed. Case management will be completed as appropriate to the participant's engagement, but no less than once per month.

Case management is to be provided monthly along with the provider's approved Career Boost core STEP service(s). Case Management is not a separate service in iMatchSkills or I-Trac service and must be included as part of any Career Boost service that is provided. Providers enter only the specific Career Boost service they are providing in iMatchSkills and I-Trac.

### Job Search Training

- iMatchSkills: Job Search Training
- I-Trac (Services Tab, Services Control):
  - Select appropriate Career Boost coaching service(s).

A component that strives to enhance the job search skills of participants by providing instruction in basic employment skills, job seeking techniques and increasing motivation and self-confidence. The service(s) may consist of job skills assessments, developing career plans, job placement services or other direct training or support activities. The job search training component may combine job search activities with other training and support activities.

**Note:** Job Clubs are not allowed.

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### Orientation

- iMatchSkills: STEP Orientation
- I-Trac: Completion of the Registration Tab

An overview of the organization, programs, requirements and services offered as part of the Career Boost program.

### Pre-Apprenticeship Program

- iMatchSkills: Pre-Apprenticeship/Apprenticeship
- I-Trac (Services Tab, Training & Education Control):
  - Pre-Apprenticeship Program

Pre-apprenticeship programs are designed to prepare participants to enter and succeed in a Registered Apprenticeship Program. Pre-apprenticeship programs are Oregon BOLI registered and should have at least one, if not more, documented partnership(s) with a Registered Apprenticeship Program that will assist in placing participants who complete the pre-apprenticeship program into their Registered Apprenticeship Program.

Wages or stipends paid to a participant for program participation in a Pre-Apprenticeship program are not an allowable SNAP E&T expense but can be paid for from the qualifying grant fund.

### ODHS Service Component Tracking

As outlined above, providers must verify participant SNAP eligibility through iMatchSkills prior to providing the first Career Boost service to a participant each month services are provided. The first service of each month is recorded in iMatchSkills on the day it was provided. A Career Boost service cannot be claimed until the service is provided. A Career Boost service must be provided and entered into iMatchSkills at least once every 30 days for all services, in each month that the service is provided.

The provider must also update the participants' I-Trac qualifying grant record and copy to the Career Boost record with the service that was recorded in iMatchSkills. Subsequent service activity of the same kind during the month should only be recorded in I-Trac in the qualifying grant record and copied to the Career Boost record; entry into iMatchSkills is not required for multiple services of the same type during the same month.

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### Service Data Entry in iMatchSkills

In iMatchSkills choose *Add Services*. The list pictured here will appear. Enter the Service Date and choose the service component you provided. Providers may only claim services allowed in their SNAP statement of work. The first service components entered for a new Career Boost participant are the STEP Orientation, STEP Employment and Training Assessment and Created STEP Plan.

Once the STEP Orientation, Assessment and Plan have been entered, providers may begin delivering and entering their core STEP service(s). If another STEP provider has already entered the same STEP service in iMatchSkills earlier in the same month that your program provided the STEP service, your service is not to be entered in iMatchSkills. In this situation, there should be a red date in the STEP services tab in iMatchSkills next to the service component selected by another STEP provider. When this is noted, do not enter an additional service of the same type in iMatchSkills and contact the STEP staff to coordinate and avoid a conflict of services in future months. The service is also not entered in the I-Trac Career Boost record.

- STEP Orientation
- STEP Employment and Training Assessment
- Created STEP Plan
- Basic Education/Foundational Skills Instruction
- Career/Technical Education or Other Vocational Training
- English Language Acquisition
- Integrated Education and Training/Bridge Programs
- Internship
- Job Search Training
- On-the-Job Training
- Pre-Apprenticeship/Apprenticeship
- Self-Employment Training
- Short-Term Training
- Supervised Job Search
- Work Based Learning-Other
- Work Readiness Training
- STEP Support Services
- Internship with Subsidized Employment
- Pre-Apprenticeship/Apprenticeship with Subsidized Employment
- Work Based Learning-Other with Subsidized Employment

This rule against duplicate STEP services in the same month typically impacts career coaching providers delivering Job Search Training services in Worksystems' Career Boost Program. If a Coach is referring a Career Boost participant to a partner program, they must contact the partner staff to coordinate services and communicate about who is delivering and entering Job Search Training services in a given month. See *Allowable Service Reimbursement* below for additional guidance.

**STEP Services**

- STEP Orientation ✓
- STEP Employment and Training Assessment ✓
- Created STEP Plan ✓
- Basic Education/Foundational Skills Instruction
- Career/Technical Education or Other Vocational Training
- English Language Acquisition
- Integrated Education and Training/Bridge Programs
- Internship
- Job Search Training (Aug 11, 2022) ←
- On-the-Job Training
- Pre-Apprenticeship/Apprenticeship
- Self-Employment Training
- Short-Term Training
- Supervised Job Search
- Work Based Learning-Other
- Work Readiness Training

Boost participant to a partner program, they must contact the partner staff to coordinate services and communicate about who is delivering and entering Job Search Training services in a given month. See *Allowable Service Reimbursement* below for additional guidance.

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### Allowable Service Reimbursement

ODHS policy states that Career Boost/STEP participants are not allowed to receive the same ODHS STEP service component in the same month provided by more than one ODHS STEP provider.

As services are delivered each month, Career Boost providers must review the participant's iMatchSkills STEP record to determine if the planned STEP service component has already been entered for the month by any other ODHS STEP or Career Boost provider. If the service has been delivered and entered by another provider, the Career Boost provider may deliver the service but may not enter the service in iMatchSkills or invoice for SNAP reimbursement of associated costs.

For example, two ODHS STEP or Career Boost providers may not bill SNAP E&T for Job Search Training service provided by each during the same month. The ODHS STEP or Career Boost provider who first selects the service box in iMatchSkills will be the lead provider and will invoice for their SNAP reimbursement that month. The second provider may, however, still provide Job Search Training and use other non-SNAP funding resources. When this occurs the service is not counted as an ODHS SNAP Career Boost component, which means any time spent, staff salary, or services rendered are not billable to the Career Boost program. The second Career Boost provider should not check the Job Search Training service box in iMatchSkills or copy the service to the Career Boost record in I-Trac.

The only exception for this is with STEP *career/Technical Education or other Vocational Training and Pre-Apprenticeship Program* components. These services may be entered by multiple STEP providers into iMatchSkills in the same month. This is only allowed if the STEP providers are providing distinct services for the participant. This might occur when one STEP provider pays for part of a training cost and a different STEP provider pays for the remainder of the cost, or in a scenario where one STEP provider is the Funder of a training while a different STEP provider is the Provider who is delivering the training.

For Career/Technical Education or Other Vocational Training and Pre-Apprenticeship programs, Career Boost providers must choose if they are the Funder, Provider or Both.

- Choose Funder when the Career Boost provider is paying tuition costs for the participant to take a training component which is delivered by a separate service provider. The Career Boost provider is not directly delivering the training but is only paying for the tuition cost of the training to be delivered by another service provider.
- Choose Provider when the Career Boost provider is directly providing the training and is receiving payment for the tuition costs of the training from another service provider.
- Choose Provider and Funder when the Career Boost provider is delivering the training and paying for the training component with allowable funds contracted to them for this purpose.

In the month that the participant completes the training, the Career Boost provider must go back into the first training service entered in iMatchSkills and check the Training Complete box, as well as enter the training service for that final month.

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### Services Data Entry in I-Trac

Refer to the Career Boost I-Trac data entry guide for additional information and instruction for data tracking.

### Marijuana Industry and SNAP E&T

The sale, use and manufacturing of marijuana, including products containing marijuana, continues to be Federally prohibited. The Oregon SNAP E&T program is funded with federal reimbursements. *Federal funding cannot be used to support activities that are deemed illegal under federal law.*

#### Marijuana Restrictions

- Job Search Training services related to applying at businesses that grow, produce, or sell marijuana or marijuana products are not SNAP E&T reimbursable.
- Self-employment support to start a business related to the growth, production, or sale of marijuana or marijuana products is not SNAP E&T reimbursable.
- Career Technical Education/Other Vocational Training and Pre-Apprenticeship services related to growing, producing, or selling marijuana or marijuana products are not SNAP E&T reimbursable.

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### Support Services

#### Overview

Support services are financial assistance to enable participants to engage in education, training, job search activities or employment. Support services are only available through the qualifying grant programs and for those programs where support services are included in the provider's SNAP statement of work.

Confirm with Worksystems which Career Boost support services you are allowed to provide prior to issuing Career Boost support services. Participants cannot be enrolled in Career Boost simply to receive support services. Support services are only entered into the qualifying grant record and are not copied to the Career Boost record.

#### Prerequisites

Career Boost participants who seek support services must complete the following prerequisite activities:

- Qualifying grant enrollment
- Career Boost enrollment

### Administrative Requirements

#### Documentation

All support services are to be tracked in iMatchSkills and in the participant's I-Trac qualifying grant record. Support services are not copied to the Career Boost record. Follow the administrative and documentation requirements of the qualifying grant program support service policy. A list of support services payments by participant name and type must accompany each invoice that includes support services provided to Career Boost participants.

Career Boost support services must be provided along with a qualifying monthly SNAP E&T service. The support service details must be included in iMatchSkills, and the SNAP E&T service must be the first service of that type (i.e., Job Search Training) in iMatchSkills for the month the support service was provided in order to bill the support service costs to Career Boost.

#### I-Trac Support Service Data Entry

Support Services are entered in the I-Trac qualifying grant record on the Payments Tab in the Support Services Control.

#### iMatchSkills Support Service Data Entry

Choose *STEP Support Service* and select the service from the drop-down menu. See Support Service Definitions below to determine which type of support service to choose from the drop-down menu.

**NOTE:** The drop-down menu shows the comprehensive ODHS support service list – however the Support Services defined below are the only allowable support services in the Career Boost program.



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### Support Service Definitions

The following Support Services are available under Career Boost; if the support is not defined below it is not allowable for ODHS reimbursement.

#### Childcare

- iMatchSkills: Childcare
- I-Trac: Childcare

Childcare costs are for a child(ren) age 12 and under during the time the participant is engaged in Career/Technical Education or Other Vocational Training, or a Pre-Apprenticeship program as defined above and including a subsequent job search. Due to the high cost and limited resources this support should only be considered on a case-by-case basis. A spouse, sibling, or other family member residing within the same household may not be paid with Support Service funds to provide childcare for the participant's children. Costs for care of an individual age 13 and over may only be paid if there is a documented disability stating the individual may not be left alone.

Childcare must be provided utilizing an approved Child Care provider from the ODHS approved providers list. Childcare support services can be provided for a maximum of 12 months. Participants who become disengaged with the program will be given a notice that childcare payments will cease after 60 days, unless the participant re-engages with the program.

**Note:** This support service payment is only allowable through the Worksystems OTCC program provider contractor.

### Cost Methodology

Career Boost providers must have a documented cost methodology on file describing how the organization tracks and reports expenses to be submitted for reimbursement. Compliance with this methodology will be referenced as part of both fiscal and program monitoring. The methodology should be clear about how the provider distinguishes between eligible for SNAP match expenses and not eligible for SNAP match expenses. For split caseloads, providers must have a clear methodology for how to track salary costs for SNAP eligible and non-SNAP eligible participants on the caseload each month.

The provider is to use a common methodology for tracking costs of the same type (direct service, administrative and participant expense) regardless of program. For example, the cost methodology for Career Boost Career Coaching through a provider's Next Gen and Economic Opportunity Program would be the same.

### Data Sharing Agreements

Provider staff offering Career Boost services under Worksystems contract will use iMatchSkills to assure a participant is eligible for Career Boost services.

To access iMatchSkills providers must have data sharing agreements in place with OED. Organizations without an agreement must work through Worksystems and provide their contract liaison with the legal name of their



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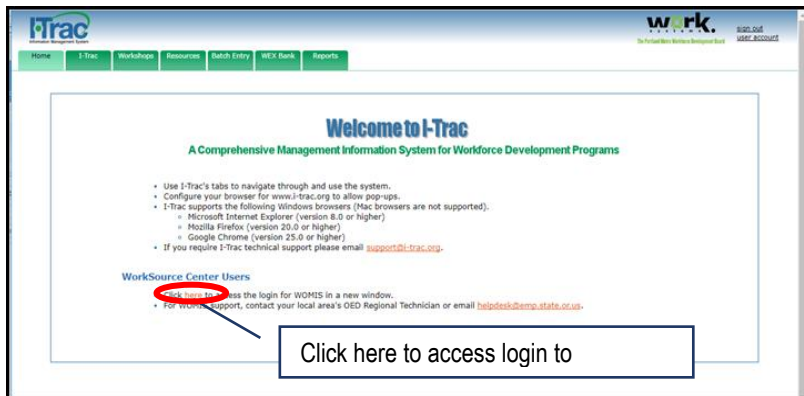
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organization and the name, title and contact information of the person within their organization who has contract signing authority.

Providers can access iMatchSkills through the I-Trac home page, by clicking on the “here” link under WorkSource Center Users.



In addition to the requirement of a Data Sharing Agreement to access iMatchSkills, staff must complete the STEP Providing Training Curriculum. Trainings are accessed through Workday Learning. Instructions on how to access Workday Learning is located on the Knowledge Base.

## Annual ODHS Staff Trainings

All staff and volunteers who provide SNAP E&T services, whose position is funded in *any* part by SNAP E&T funding (i.e., Managers of SNAP E&T programs and direct service staff) or who has iMatchSkills or I-Trac permissions to STEP/Career Boost must complete annual trainings as required by ODHS and retain training records including staff/volunteer names and dates of training completion for a period of six years. Access trainings through Workday Learning.

Upon training completion each year, the service provider must send transcript verification of required trainings to the Worksystems contract manager and retain a copy in the employee/volunteer personnel file.

New volunteers, direct service staff and management staff working with SNAP E&T programs must complete required trainings prior to providing SNAP E&T services.

## Criminal Background Requirements

Career Boost providers must verify that each of the provider’s employees, volunteers, and subcontractors (referred to in these regional program standards as Affected Employees and Volunteers), as a condition of working with ODHS participants enrolled in the SNAP E&T program – including having access to the participants, their personal information or management of funds under the SNAP ODHS contract – has not been convicted of any of the following crimes:

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- Child or elder abuse
- Offenses against persons
- Sexual offenses
- Child neglect
- Any other offense bearing a substantial relation to the employee/volunteer's qualifications, functions or duties

Offenses against persons means crimes that have as an element the use, attempted use or threatened use of physical force or other abuse of a person and includes, but is not limited to, homicide; assault; kidnapping; false imprisonment; reckless endangerment; robbery; rape; sexual assault, molestation, exploitation, contact, or prostitution; and other sexual offenses

“Substantial relation” means the crime for which the person has been convicted of involves conduct by the person that relates to the functions the person may perform for the Contractor or places the person in a position to gain access to a participant or a participant's personal information to place the employee/volunteer in a position to cause harm to the participant. An example – a person who is convicted of fraud may not be permitted to work in a position that directs, controls or disburses moneys under the SNAP E&T contract or has access to participant finances or financial information.

### Affected Employees and Volunteers

Employees/Volunteers that provide SNAP E&T services, manage a SNAP E&T program and/or have access to iMatchSkills and I-Trac, including but not limited to:

- Direct service staff (may include but is not limited to Career Coaches, PATP Instructors)
- Managers of SNAP E&T programs/employees
- Fiscal staff
- I-Trac and iMatchSkills access staff
- Contractor volunteers that provide SNAP E&T services to SNAP E&T program enrolled participants

### Allowable Background Reports

One of these required and allowable background report types are to be completed prior to the new employee or volunteer providing SNAP E&T services to SNAP E&T enrolled participants:

- Fingerprint-based national criminal records check from a local Oregon State Police (OSP) office.
- Fingerprint-based background check provided within the last two years, by a Federal or State of Oregon agency, to demonstrate the employee or volunteer's fitness to provide services under the SNAP E&T contract.
- Third-party vendor accredited by the Professional Background Screeners Association (PBSA). The third-party vendor must provide a national criminal records report that includes review of criminal history from each state the individual has lived, studied or worked in and the National Sex Offender Public Website (NSOPW).

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### Criminal Background Check Procedures

#### New Hires

1. Prior to hire, secure one of the Allowable Background Reports on the applicant/potential volunteer.
2. Determine if any of the convictions listed in the Background Requirements is on the report.
3. If yes –Contractor determines if they want to hire the applicant/volunteer into the Affected Employees position.

- Where No to hire – nothing more is required.
- Where Yes to hire – Contractor must complete a written justification on the New Background Justification Form outlining the reasons for allowing the applicant/volunteer to be hired into the role and perform SNAP E&T services. The reasons must address how the applicant/volunteer is presently suitable or able to work with SNAP E&T participants in a safe and trustworthy manner. The New Background Justification Form can be found on the Knowledge Base.
- The New Background Justification Form and a copy of the background report must be sent to the designated Worksystems HR contact using the I-Trac secure File Exchange. Worksystems will follow the timing requirements of ODHS and forward the information to the ODHS contact for review and approval. Worksystems will communicate the ODHS decision back to Contractor.

**Note:** Through contract language, the ODHS reserves the right to the final denial or approval of the applicant/volunteer being placed into the Affected Employees position.

- Approved hires must have the background check, the justification, the email showing submission to Worksystems and the response from Worksystems documenting the ODHS decision in the employee/volunteer personnel file, to be available for review during program monitoring.
- Denied hires by ODHS may not be placed in positions that provide SNAP E&T services to SNAP E&T enrolled program participants.

#### Existing Employees – New Background Required

If an employee working within the SNAP E&T program receives a promotion or a significant change in work duties (and are still working within or have responsibilities for the SNAP E&T program), or if there is a reasonable basis to believe a new background check may be needed, the process outlined above for New Hires must be followed.

Examples of when a new background check must be conducted include, but are not limited to:

1. Any indication of possible criminal or abusive behavior by an employee, volunteer or subcontractor.
2. A lapse in working or volunteering in a position under the direction and control of Contractor, but the individual is still considered in the position, e.g., an extended period of leave by the individual due to sabbatical or military deployment.
3. Discovery of incorrect processes or insufficient documentation for a previously conducted background check.
4. Federal or state regulations require a new background check.
5. The Contractor determines the need for a background check.

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6. There is a break in employment, volunteering, or subcontracting greater than 30 days. For example, an individual is laid off or quits due to the school year starting but returns to working or volunteering for the employer the following semester or summer.

### Existing Employees – New Arrests/Conviction/Investigation

All employees and volunteers working within the SNAP E&T program must report through an internally established Contractor HR process any/all new arrests, convictions or child/adult protective service case investigations within five business days of the event. The Contractor’s internal HR process must include the requirement to report the event(s) to Worksystems within two business days. A New Incident Report must be completed and submitted to the designated Worksystems HR contact using the I-Trac secure File Exchange. This form can be found on the Knowledge Base. A new background check may be required by ODHS to reevaluate the ongoing fitness of the employee/volunteer to continue providing SNAP E&T program services.

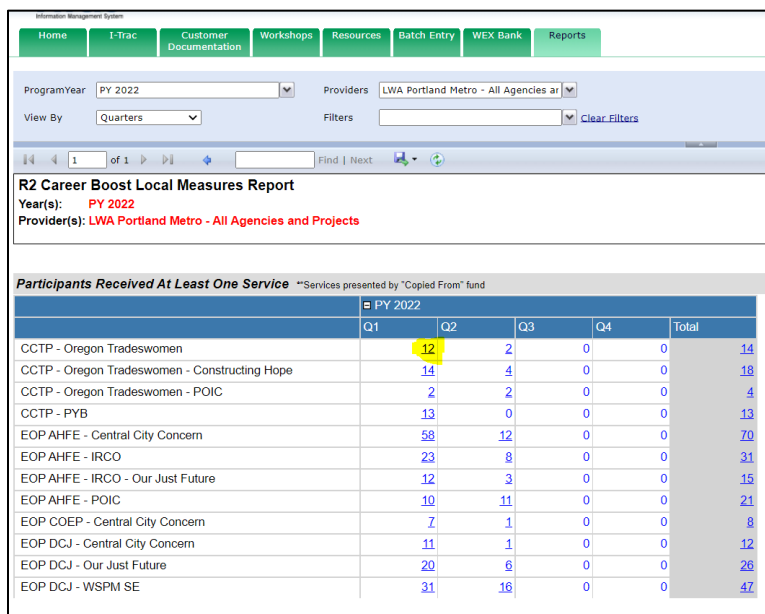
A copy of the New Incident Report, the email showing submission to Worksystems within the required timeframe and the response from Worksystems documenting the ODHS decision must be maintained in the employees/volunteer personnel file, to be available for review during program monitoring.

All forms required for the Criminal Background Check procedures above can be found on the Knowledge Base.

## Additional Performance Guidance

Contractors must establish a process to regularly review participant iMatchSkills records and I-Trac reports for data quality. Ensure that participants’ engagement is being entered in both iMatchSkills and I-Trac each month that the participant is receiving Career Boost services.

Utilize the I-Trac Career Boost Local Measures Report to verify I-Trac service data entry. Click on the number in each quarter to see the participants who had service data entry in that quarter.



PY 2022					
	Q1	Q2	Q3	Q4	Total
CCTP - Oregon Tradeswomen		12	2	0	14
CCTP - Oregon Tradeswomen - Constructing Hope		14	4	0	18
CCTP - Oregon Tradeswomen - POIC		2	2	0	4
CCTP - PYB		13	0	0	13
EOP AHFE - Central City Concern		58	12	0	70
EOP AHFE - IRCO		23	8	0	31
EOP AHFE - IRCO - Our Just Future		12	3	0	15
EOP AHFE - POIC		10	11	0	21
EOP COEP - Central City Concern		7	1	0	8
EOP DCJ - Central City Concern		11	1	0	12
EOP DCJ - Our Just Future		20	6	0	26
EOP DCJ - WSPM SE		31	16	0	47

## Regional Program Standards

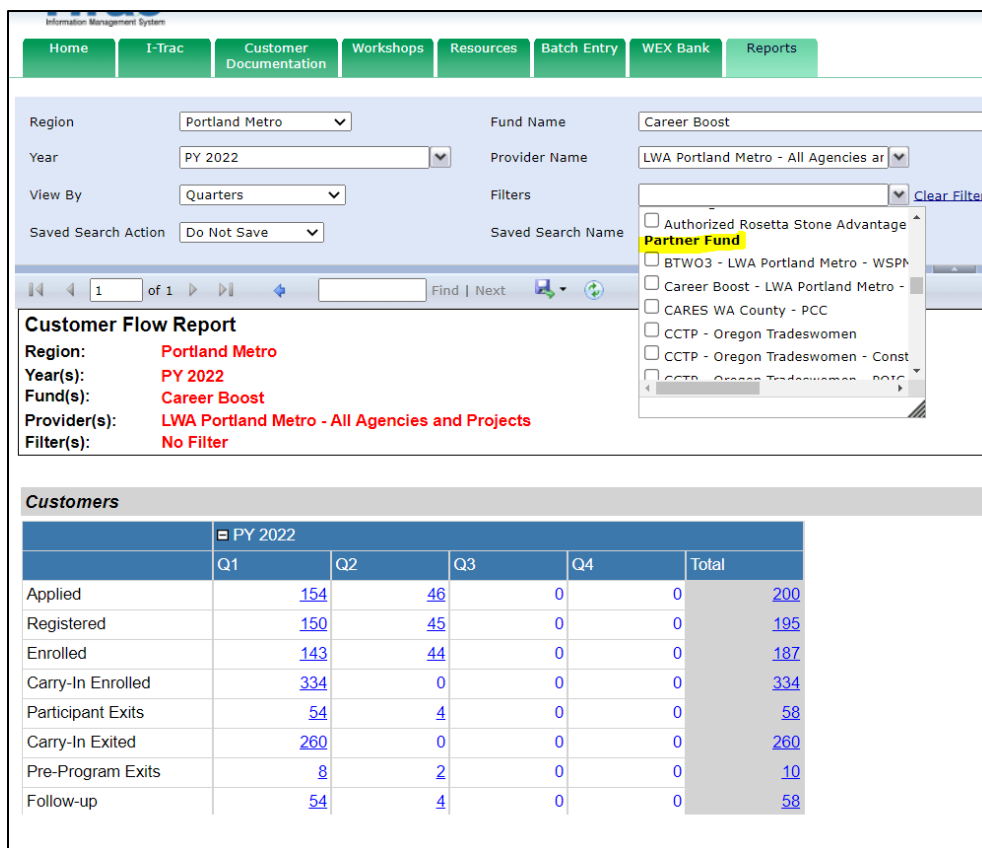
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### Enrolled Participant

A customer who has completed the Career Boost Eligibility and Registration process and has received one Career Boost funded service. For the service to count and trigger participation it must be data-entered into I-Trac.

Utilize the I-Trac Career Boost Customer Flow report to verify the number of participants enrolled in the Career Boost program; apply the Partner Fund filter. This is the number reported in the provider's quarterly reports for the Annual Enrollment Goal in the Worksystems contracted Statement of Work.



**Customer Flow Report**

Region: **Portland Metro**  
 Year(s): **PY 2022**  
 Fund(s): **Career Boost**  
 Provider(s): **LWA Portland Metro - All Agencies and Projects**  
 Filter(s): **No Filter**

	PY 2022				
	Q1	Q2	Q3	Q4	Total
Applied	154	46	0	0	200
Registered	150	45	0	0	195
Enrolled	143	44	0	0	187
Carry-In Enrolled	334	0	0	0	334
Participant Exits	54	4	0	0	58
Carry-In Exited	260	0	0	0	260
Pre-Program Exits	8	2	0	0	10
Follow-up	54	4	0	0	58

### Auto Exit

When a participant has gone more than 90 days without a Career Boost service in I-Trac they will be automatically exited. Exits do not need to be manually entered in I-Trac. The Exit date is the date of the last Career Boost service entered in I-Trac.

### Full Program Exit

A Full Program Exit date will auto populate in I-Trac 183 days from the date of the Auto Exit date.