Regional Program Standards

Focus:	☐ WorkSource Centers ☐ Other:	☒ Youth Program Services

Topic: PDX Youth@Work

Date: June 1, 2026	☐ New	☒ Revised	

Overview

Worksystems manages subsidized Work Based services for young people ages 16 to 24 through a suite of programs known as PDX Youth@Work, with a primary focus on WIOA Youth and Opportunity Youth—young people disconnected from school and employment. These programs provide opportunities for career exposure, job readiness and workplace skills practice, professional development and paid Work Experience services. PDX Youth@Work program services include:

- **Year-round Work Experiences** provide subsidized Work Experiences to young people from October through May. Participating Worksites provide a structured working and learning environment, and Career Coaching Contractors provide job coaching and workplace Support Services.
- **SummerWorks** is the summer subsidized work experience program. SummerWorks operates from June to September.

Contents

Eligibility and Enrollment Requirements

All Service Providers must establish processes that prepare potential participants to complete eligibility and enrollment.

Eligibility

All PDX Youth@Work participants must be enrolled in either the NextGen or OYEP programs or be between the ages of 16 and 24 when they begin receiving PDX Youth@Work services. Documentation of age is obtained through the signed *Participation and Information Sharing Agreement* form.

Enrollment

The following steps must be completed to enroll a participant in the PDX Youth@Work program:

- The Applicant applies for the program via the online *Program Interest* form. Completion of this step creates a PDX Youth@Work record in I-Trac with an Application Date. Career Coaches must manually complete fields for "Service Provider" and "Customer Of."
- The Applicant must attend an orientation. During the orientation, Applicants must complete the online *Work Experience Application*. Completion of this step updates the record in I-Trac with information from the *Work Experience Application* and automatically sets an Orientation Date.
- The Applicant must sign the *Participation and Information Sharing Agreement* form. ***<u>This document must be signed and dated within 90 days of the Application Date and before the first Work Based Training Service start date</u>*****.** After a signed *Participation and Information Sharing Agreement* form has been received, the Career Coach must complete the Registration Tab in the Applicant's I-Trac record.

> ***<u>Note:</u>*** Applicants under the age of 18, Contractor staff must conduct due diligence to obtain parent/guardian signature for enrollment. Where a parent/guardian is absent, an Applicant under the age of 18 may be enrolled without parent/guardian signature. Once confirmed that a parent/guardian is absent, the participant may sign the Application in place of a parent/guardian with a case note entered in I-Trac by the Career Coach to document this.

Required Disclosures

Provide and discuss the social security number (SSN) disclosure and the grievance and equal opportunity rights disclosure to ensure the Applicant understands their rights. The Applicant will acknowledge receipt of these disclosures when they sign the NextGen Application. No copies of the forms need be maintained in the customer file.

<u>Social Security Number (SSN) Disclosure</u>

A participant's SSN is required for their inclusion in some performance cohorts. The collection of an Applicant's social security number is not required for program eligibility purposes and providers may not deny services if an Applicant is eligible for NextGen services and chooses not to disclose their number. Applicants must be provided the SSN Disclosure (Standard SSN April 2025) that describes how their SSN will be used and the program's commitment to confidentiality.

Where the Applicant agrees to the use of their SSN for reporting purposes, the indication is noted through I-Trac on the *Work Experience Application* for services and the consent is the Applicants' signature on the *Participation and Information Sharing Agreement*.

Equal Opportunity (EO)/Grievance Disclosure
The EO Disclosure (April 2025) is to be given to the Applicant during the eligibility determination interview meeting. Reasonable efforts should be made to assure that the information and complaint procedures are understood by potential Applicants.

Enrolled participant
Once all elements of eligibility determination and documentation have been completed, the Applicant must begin participation in program services within 150 days of Registration to be enrolled. Participation begins with the first PDX Youth@Work program service entered into I-Trac.

Transferring participants

Participants may be transferred from one PDX Youth@Work service provider to another PDX Youth@Work service provider when it is in the best interest of the participant. When a transfer occurs, the current service provider must:

- Confirm from the participant that they agree to the transfer and document through a case note in I-Trac. The case note must include the reason for the transfer.
- Obtain approval from the current PDX Youth@Work Program Manager and transferring PDX Youth@Work Program Manager. This is documented in the transfer record in I-Trac on the Outcomes Tab.
- Upload to I-Trac all eligibility and performance documentation obtained prior to the transfer date.
- Enter a transfer record on the Outcomes Tab in the I-Trac record.

All eligibility documentation for the PDX Youth@Work enrollment remains the responsibility of the service provider that collected and validated the documents. If there are eligibility documentation questions that arise during monitoring that lead to questioned or disallowed costs, the service provider that managed the eligibility documentation process is responsible for the questioned/disallowed costs. All performance is the responsibility of the new service provider.

Ineligible Customers

Applicants who do not meet the PDX Youth@Work eligibility requirements for enrollment are to be referred to other programs in the local area that may be available to provide similar services. WorkSource Center services may be reviewed and discussed if the Applicant is eligible for these services, with a direct referral to the WorkSource Center most convenient for the Applicant and the link to MyWorkSource. Formal referrals to community organizations are not required.

All costs associated with participants found to be ineligible after receiving program-funded services will be disallowed.

Program Design and Service Delivery

There are seven service provision functions within the PDX Youth@Work program:

- Worksite Development Contractors are responsible for the recruitment and vetting of Worksites and completion of Worksite documentation.
- Worksystems is responsible for coordinating the matching of participants at Worksites, coordinating with the Career Coach, supporting the workplace relationship between the Worksite and Career Coach and assisting in mediating concerns that may arise throughout the duration of the Work Experience. Worksystems will also ensure Supervisors approve timesheets in a timely manner and monitor participant hours to prevent participants from exceeding their approved work experience hours.
- NextGen and Youth Coaching Contractors are responsible for providing informational sessions, orientation and support concerning Work Based Training services including process and timelines for engagement, participant enrollment, Career Labs, Work Based Training matching, payroll onboarding and ongoing program support. They coordinate enrollment of NextGen participants and non-NextGen participants and track usage of slot allocations across their Contract.
- Career Coaches are employed by NextGen and Youth Career Coaching Contractors and are the primary points of contact for participants. The Career Coach is responsible for supporting participants through the enrollment and onboarding process, communicating with Worksystems for appropriate Worksite placement decisions, working with the participant on their work performance, and providing necessary Support Services to the participant. Career Coaches support the workplace relationship between the Worksite and participant by assisting in mediating concerns that may arise throughout the duration of the Work Experience. Career Coaches are responsible for ensuring participants have received Supervisor feedback through the *Worksite Supervisor Intern Evaluation*. Additionally, they assist in developing a post-program "next step" plan with participants as they Exit the program- including referrals to other system services such as NextGen as applicable.
- Community Referral Partners are community-based organizations, school districts, and other youth serving organizations who partner with Worksystems to align resources and services so eligible community participants have access to the PDX Youth@Work program. All Community Referral Partners are paired with a Career Coaching Contractor who is responsible for supporting the enrollment, opportunity matching and Work Based Training support for participants.
- The Employer of Record is an organization contracted by Worksystems that is the designated employer for the Work Experience and is responsible for the management of payroll, including wages, tax withholding and reporting.

Service Definitions

Engagement in required services provided through PDX Youth@Work is tracked and managed through I-Trac. When entering service activities in I-Trac, use these definitions to ensure the appropriate service and any corresponding file documentation align with the activities in which the participant is engaged.

Career Coaching

Career Coaching provides advice and support in helping the participant make decisions about what education and career path to take. Career Coaching services may include providing information about potential opportunities for Work Experience, Secondary Education, Occupational Skills Training and Postsecondary Education.

- Coach participants in job search including resume review, interview coaching, and career advising.
- Assist participants in identifying and securing the resources and supports necessary to succeed in their PDX Youth@Work services.
- Coach participants in the personal and interpersonal ("soft" or "life") skills required to successfully participate in PDX Youth@Work services.
- Provide regular check-ins to track participant progress and ensure participants successfully participate in and complete PDX Youth@Work services.
- Management of the tracking, documentation and reporting requirements of program participation and performance.

Career Labs

Targeted courses of instruction in workplace skills needed for the participant to be work ready. Providers are encouraged to utilize Worksystems approved Career Lab curriculum. Other tools are permissible if they fulfill the required learning objectives, located on the Knowledge Base. Providers may enhance instruction in Career Labs with additional activities and may adapt parts of this curriculum to meet specialized needs of their participants.

Completion of the following Career Labs are required for all participants before or during engagement in PDX Youth@Work.

- Adaptability
- Analysis/Solution Mindset
- Collaboration
- Communication
- Self-Awareness

Financial Literacy

Activities that teach participants how to create budgets, initiate checking and savings accounts at financial institutions and make informed financial decisions. Financial literacy education assists participants in learning how to effectively manage spending, credit and debt, including student loans, consumer credit and credit cards. Activities also include educating participants on identity theft and ways to protect themselves.
Lesson topics must include Banking Basics, Income and Employment, Budgeting, Consumer Skills, Credit and Debt, Financing Higher Education and Insurance. Completion of a Financial Literacy service is required before or during a participant's engagement in the PDX Youth@Work program.

Orientation

All program Applicants must complete an orientation that includes an overview of the PDX Youth@Work program and completion of a *Work Experience Application*. Refer to the Knowledge Base at https://help.worksystems.org/ for additional guidance.

Work Experience

A Work Experience (WEX) is intended to prepare a participant for future, unsubsidized employment, by matching participants with Worksites committed to providing supportive supervision and mentorship in positions aligning with a participant's short- or long-term career goals.

A Work Experience is a planned, structured short-term learning and training experience that takes place at a Worksite and involves work that is defined by a written, signed *Work Experience Training Agreement* with the Worksite. The *Work Experience Training Agreement* outlines the expectations and responsibilities of all parties and specifies learning objectives and criteria for demonstrating learning and skills gained.

A Work Experience must include workplace skills as identified by the participant in the *Work Experience Training Agreement* and may include academic skills, if applicable. The Work Experience must also include training on the information necessary to understand and work in specific industries and/or occupations. The Worksite may be in the private for-profit, non-profit or public sector. Work Experiences are an employer-employee relationship with the participant and a wage is paid. The Internal Revenue Service Fair Labor Standards Act apply. All participants must complete all Employer of Record-required documents and processes, including but not limited to: W4 (both Federal and State) and Form I-9.

Administrative Rules

- Participants may be at the Worksite no more than 40 hours per week (no overtime); weekly work schedule may vary but a 25-to-30-hour work week is recommended.
- Participants in the Work Experience program must receive continuous supervision and comprehensive training in their assigned job duties, safety protocols, and relevant regulations.
- A maximum of 160 hours for the total Work Experience training is allowed unless an extension of hours is approved in advance in writing by Worksystems' Contract Manager.
- A maximum of 12 weeks for the total Work Experience training is allowed unless an extension is approved in advance in writing by Worksystems' Contract Manager.
- A maximum of 2 Work Experience services per participant at two separate Worksites is allowed unless an exception is approved in advance in writing by Worksystems' Contract Manager.
- Participants are paid at or above the current minimum wage for the Portland Metropolitan area. The rate is established by Worksystems. No Work Experience will pay a wage less than the current minimum wage.
- Wages are paid by an Employer of Record contracted by Worksystems and are paid through direct deposit, check, or pay card. Check endorsement or direct deposit may be used as the signed receipt.
- Holiday, vacation, and sick leave policies are outlined in the *Employer of Record Policies and Procedures* manual.

- The Work Experience may not displace, replace or cause a reduction of hours for any regular employee of the Worksite.
- A Worksite may not accept any participant who is an immediate family member of any Worksite supervisor or back up supervisor.
- All required equipment, tools and materials necessary for a Work Experience must be provided by the Worksite.
- All Worksites must be physically located in Multnomah or Washington County.
- The following job duties are disallowed or prohibited:
    - Involvement in political lobbying or required religious activities.
    - Unprotected contact with hazardous materials.
    - Job duties that require proximity to dangerous chemicals.
    - Transport of the participant or others to perform job duties using a personal vehicle.
    - Transport of others to perform job duties using a company vehicle.
    - Work on ladders over 6 feet tall.
    - Lift more than 50 lbs. without assistance.
    - Work on roofs.
    - Work underground.
    - Operate power tools/saws.
    - Work with children or provide homecare in unsupervised situations.
    - For any youth under age 18, any duty or schedule listed on the OSHA reference page for young workers.

In addition, the following job duties require pre-approval from Worksystems and the Employer of Record:

- Using a company vehicle to perform job duties
- Handle human waste or bodily fluids
- Positions that include childcare or patient care
- Operate a motor vehicle or machinery (see driving policy & *Worksite Agreement*).
- All positions that include remote or hybrid work experience environments

To obtain approval for positions that require any of the above job duties, position descriptions must list the required safety measures and a training plan to prepare the participant for their Work Experience.

The Work Experience service is entered in the PDX Youth@Work fund and must be copied to other relevant I-Trac funds being used to fund the Work Experience. For NextGen participants, all services must be copied to the NextGen fund.

Work Experience Development

When developing the Work Experience, the following steps must be completed before the participant can begin the Work Experience service. ***All forms must be signed and dated prior to the start of the Work Experience service.***

- The Worksite must complete and sign a *Worksite Agreement*.
- The Worksite Development Contactor must conduct an onsite visit to the Worksite to complete a *Worksite Verification Checklist*, ensure compliance with BOLI regulations, child labor laws when applicable, and appropriateness for participant placement.
- The Worksite must complete a *Position Description* which details, at a minimum, Worksite name and address, Worksite Supervisor name and contact information, desired prerequisite skills, type of work, any other requirements and schedule. The *Position Description* should not replicate an existing job description at the Worksite; it should be unique to the Work Experience position.
- If a single Worksite intends to offer multiple unique Work Experience opportunities, each must have its own *Position Description* clearly outlining the unique duties and position title.
- All positions must be open to all eligible PDX Youth@Work participants.
- The Worksite and position must be established with the Employer of Record.
- Worksystems trains and advises Worksite Supervisors on their role and ensures that they know and comply with adult and child labor laws.
- The Career Coach ensures that the ***Work Experience Training Agreement is reviewed, signed and dated by the participant, Worksite Supervisor and Career Coach prior to the start date of the Work Experience service.***
- Share completed *Work Experience Training Agreement* with participant, and Worksite Supervisor within 10 days of the Work Experience start date. Best practice is to share with all parties upon completion of document.

Work Experience Matching

Work Experience matching utilizes information from multiple sources including, but not limited to evaluation of skill development and learning objectives identified by the participant, transportation and schedule requirements, and participant input on existing Work Experience opportunities. This input will be used to prioritize and rank Work Experience matches. Career Coaches are responsible for assisting participants in reviewing and selecting potential Work Experience placements. The Career Coach will submit requested Work Experience matches to Worksystems for consideration and final placement.

Verification of Work Experience Hours

Throughout the duration of the Work Experience, the Career Coach is responsible for coordinating timesheet submission by the participant to ensure on-time payment of wages. Worksystems tracks hours worked on a weekly basis and will notify Career Coaches when 60 hours remain so the Career Coach can initiate the end of the Work Experience. Employer of Record obtains Supervisor verification of participant hours worked each pay period. If a participant fails to submit a timesheet, the Career Coach will coordinate with the Employer of Record to ensure the participant is compensated according to the requisite state and federal laws.

Participants failing to submit accurate, or on-time timesheets are in violation of their *Work Experience Training Agreement* and risk having their Work Experience terminated. Worksites failing to verify participant hours worked in a timely manner are in violation of their *Worksite Agreement* and risk having their program participation terminated.

Work Experience Monitoring

Throughout the duration of the Work Experience, the Career Coach will regularly monitor the participant's progress. This requires collecting information from the Worksite and/or the participant about the Work Experience. Worksystems will monitor Worksites for compliance with the *Work Experience Training Agreement*, program rules and expectations of providing a safe, secure, and positive work environment conducive to professional growth and development. Any time a participant expresses concerns about the safety of their Worksite environment, injury, OSHA violations or Equal Employment, Americans with Disability Act, and/or Title VII regulations specific to Worksites (e.g., hostile work environments, harassment, etc.), the Employer of Record and Worksystems must be notified within 24 hours.

If performance issues arise, the Career Coach will consult with the Worksite and provide feedback to the participant.

Ending Work Experiences

Career Coaches are responsible for monitoring participant hours and notifying the Worksite Supervisor when approximately 60 hours remain in the approved work experience. At that time, the Career Coach will also distribute the *Worksite Supervisor Intern Evaluation*.

Work Experiences must end at the approved number of hours. Allowing a participant to work beyond the approved limit of hours may result in the termination of the *Worksite Agreement*.

The *Worksite Supervisor Intern Evaluation* must be completed for participants who complete 50 percent or more of their planned hours. Career Coaches are responsible for collecting the completed evaluation and retaining it in the participant record.

The Career Coaches must notify the Employer of Record regarding any Work Experience completion:

- When a Work Experience end date is planned, a minimum of 24 hours' notice is required.
- When a Work Experience end date is unplanned, notice must be provided to the Employer of Record within 24 hours of the participant giving notice.

Career Coaches must enter a Case Note for all Work Experience Statuses of:

- Cancelled – If the WEX it is being "Cancelled" because the placement expired without a match a Case Note is not required.
- Completed - Not Hired and hours are less than 80% of planned hours
- Not Completed- Quit
- Not Completed – Fired
- Transferred

Terminating Worksite Agreements
A *Worksite Agreement* may be revoked at any point if the Worksite violates a material term of the Agreement such as displacement of an existing employee, nepotism, violation of regulations governing employment of a minor, significant safety violations, failure to adequately supervise the participant, failure to report Worksite accidents or failure to report participant work hours in a timely and accurate manner.

Any violation of employment law will result in immediate termination of the *Worksite Agreement*. Terminated Worksites may be subject to a one-year minimum sanction from participating in the PDX Youth@Work program.

Participant Termination/Removal from Worksites
Participants violating Worksite regulations or not adhering to their responsibilities as outlined in the *Work Experience Training Agreement* may be suspended or terminated.

While Worksite Supervisors may suspend or remove a participant from their Worksite for due cause, final termination of Work Experience participation is performed by the Career Coach.

Work Experience Transfers
A Work Experience transfer occurs when a participant must be moved from one Worksite or Work Experience to a different Worksite or Work Experience position during the course of their original assignment. This is a rare occurrence, but typically happens when:

- A Worksite is unable to continue hosting a Work Experience placement.
- The Worksite requests/recommends the participant be assigned to a different position within their Worksite.
- The participant expressed concerns regarding the Work Experience placement, which have been discussed with the Worksite and Career Coach without resolution.

The Career Coach must enter a Case Note explanation for any Work Experience Transfer.

Support Services

Overview
Support Services are financial assistance to offset expenses necessary for a participant to engage in program activities or to seek or retain employment. Prior to considering Support Service payments, efforts must be made to identify resources in the community or from other grant resources that may provide the same support and use those available resources first.

Processes must be in place at each Contractor for appropriate referrals to such services as SNAP, community-based social services and housing agencies. Staff are responsible for assisting participant exploration of resources from community sources and/or within the participant's personal support system. When other resources are not available, and based on individual assessment and availability of funds, Support Services may be provided through PDX Youth@Work program services.

Support Services are considered payments and do not extend program participation; therefore, every Support Service should be delivered with an appropriate staff service on the same day (e.g., Career Coaching, WEX).

Prerequisites

Participants who seek Support Services must be enrolled in the PDX Youth@Work or NextGen program with a Participation Date.

Administrative Requirements

Documentation

All Support Services are to be tracked in the participant's I-Trac record on the Payments Tab in the Support Services control. When a support service is paid directly to the participant a signature that acknowledges receipt of the support payment must be on file with the back-up payment documentation noted below in Support Service Definitions.

> ***Note:*** Direct deposit into an account in the participant's name and the endorsement on a cancelled check are both allowable documentation of this requirement. Direct deposit information must be received directly from the participant with approval to deposit support service payments to the account.

When a gift card (including a gas card) is provided as the support payment, receipts for the total amount of the gift card that reflect the purchase of allowable and approved items is required with the fiscal documentation file.

Fiscal Procedures

Each Contractor must establish a written process to ensure proper fiscal procedures are followed, including paying from original invoices or childcare logs, securing original receipts, and appropriate participant acknowledgment of direct payments made to reimburse participants. Documentation of Support Service payments is maintained in the financial records attached to the payment record.

Each Contractor must establish and follow a process for reconciling pre-purchased Support Services (e.g., bus passes, pre-paid gas cards, retail store vouchers). This reconciliation must occur at least quarterly (monthly preferred), with the documentation maintained on-site and made available during Worksystems or funder monitoring, as requested.
Support Service payments/reimbursement must be made from funds during the program year in which they were incurred.

> ***Note:*** Service Provider Contracts may have a variety of funding sources. It is important to check and ensure that the support expenses being provided are allowable to the selected funding sources. ***Funding cannot pay for late fees, interest charges or payment or modification of a debt.*** But there may be other restrictions on funding that are important to understand. Refer to the *Regional Program Standards* of the fund(s).

Support Service Definitions

PDX Youth@Work Service Providers may provide the following types of Support Services. If the support is not defined below it is not allowable for payment under this policy, either due to local area restrictions or because the support is not allowable by funding source(s).

Clothing/Personal Care

Clothing and/or related footwear or incidentals for interview (including grooming and hygiene products), or participation in a Work Experience. This may include such items as a uniform/safety attire, 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 Work Experience training provider. Utilize community resources for interview attire whenever possible.

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

Employment Documentation

Payment of fees required to secure or replace documentation required to complete an I-9 with an employer to secure employment after enrollment in PDX Youth@Work or NextGen.

> ***Required Documentation:*** Receipts that itemize the fees necessary to obtain the approved document with staff attestation (notation and signature on receipt copy is sufficient) that the identification documentation was secured.

Participant Interpretation Services

Interpreter for a specific participant to participate in program services or training. Interpretation services must be provided free of charge to a participant using qualified and competent interpreters. A participant's friend or relative cannot be paid as a service provider of these services. Participant Interpretation Services are only allowed if the following conditions are met:

- Tied to a specific participant, AND
- Necessary for that participant to participate in any program services defined in these *Regional Program Standards.*

Language line contracts, fees for translated materials, or services for general access are considered an Operating expense and not a participant Support Service.

> ***Required Documentation:*** Itemized invoice that clearly details the hours of services provided and the published rate for the service. Payment must be made to the service provider.

Professional Test/License/Organization Fees

When professional licenses/certifications/test/test preparation fees or membership/professional event registration are required or necessary to ensure a participant obtain employment or provides increased access to employment opportunities in the associated sector. Support may include the cost for professional licenses; certifications; test fees and/or test preparation materials, including GED; business, technical and professional organization fees; professional event registration fees, etc.

> ***Required Documentation***: Original receipt(s)

Tools

When participants are required to purchase their own tools for employment or Training, this cost may be covered by Support Service payments. Examples include mechanic, shop, electrician tools, etc.
Tools or equipment that is supplied by the employer, e.g., industrial equipment, stationery, machinery, safety equipment, etc., *may not* be paid for with Support Services.

Required Documentation: Original itemized receipts that reflect the allowable and agreed upon item(s). In addition, for tool purchases for Training, documentation from the Training provider of the required items is to be maintained in the file. For employment, a bona fide, written job offer that shows the requirement of employees providing their own tools or equipment (must be specific) must be provided prior to the approval of funds.

Transportation

Support Services are available to provide transportation assistance to participants to allow them to engage in services and activities that support Training and education, job search, and/or employment. Transportation types (and associated requirements) include:

Auto or Bicycle Repair

Funds may pay for repair and replacement of essential parts and safety equipment to an automobile or bicycle only if it can be verified there is no other reasonable way for the participant to transport himself/ herself to a Training or work site.

For Auto Repair, the vehicle must be titled and registered in the participant's name, be properly insured and there must be written verification by a reputable certified mechanic that the repairs are needed.

Required Documentation: Original invoices/receipts are required for car and bike repair payments. Quotes or work orders will not be accepted for payment receipts. Auto Repair payment must be made to the invoicing certified mechanic and a copy of the auto registration, documentation of a valid driver's license, and proof of insurance card must be included with the payment record and verified to be the same vehicle on which repairs were made.

Auto Insurance

Support Service payment may be provided for auto insurance coverage required by the State of Oregon or Washington and can only be justified in a situation where, without the insurance, the participant would not be able to travel to the Training site and/or place of employment. The vehicle must be titled and registered in the participant's name and the participant must have a valid driver's license in their state of residence.

Required Documentation: The original insurance billing with payment directly to the insurance company is required. In addition, documentation of a valid driver's license, a copy of the auto registration, and proof of insurance card is to be included with the payment record.

Auto Registration

Costs associated with DEQ test fees, title transfer and/or registration or renewal may be paid to allow participants to register their auto for the purposes of completing Training or securing and/or maintaining employment. Note that the Oregon Department of Motor Vehicles may require a valid driver's license and proof of auto insurance attached to the vehicle.

Required Documentation: The original registration/transfer/test receipt(s) and a photocopy of the new title and/or registration in participant's name must be collected and maintained in the Support Service financial file.

Bicycle/Scooter Purchase
When a Participant chooses and it is determined that the purchase of a bicycle or a scooter is as, or more, cost effective then other types of transportation assistance, Support Service funds may be used to purchase a bicycle/scooter, including an appropriate bike helmet if the Participant does not own one. If appropriate staff may require the Participant engage in a bicycle safety class or may purchase a child's helmet or seat if the bicycle transportation is being used to drop children at school or child care to allow Participant to work or attend training, and this cost may also be covered through Support Service payment.

Service Providers should develop a relationship with Community Cycling Center where consultation assistance on the decision and purchase, education and repair options are available for reasonable costs. (https://communitycyclingcenter.org/)

Staff due diligence is required to determine and document:

- Using a bicycle as a means of transportation to and from the participant's job, school or Training location is reasonable and, over time, more cost effective and convenient than other forms of transportation. Staff determine reasonableness by evaluating with the participant things like distance, times, work schedule, long-term viability.
- The participant does not currently own a bicycle or have other modes of transportation available.
- The purchase price is reasonable based on some form of price comparison documentation (price quotes, including refurbished when available) for the type of bicycle being purchased.
- The type of bicycle being purchased is appropriate for the intended use (e.g., distance, night riding). An electric bike or scooter is allowed if the price is comparable to the price of a bike.

Note: Once purchased no other forms of Transportation assistance may be provided via Support Services.

Required Documentation: The itemized receipt for the purchase and documentation of price comparisons to support the final selection decision are to be maintained in the financial file. Written attestation from the participant that they are choosing a bicycle for their transportation, they understand they will not be provided with other forms of transportation assistance once a bike is purchased, they do not currently own a bicycle, and justification that a bicycle is a reasonable mode of transportation for the purposes of getting to/from school, Training and/or employment is to be maintained in the participant file.

Parking
When necessary, to enable the participant to engage in career services or Training activities (e.g., college campus parking fees).

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

Public Transportation, Car Share, Fuel

Includes all modes of transportation (e.g., public transportation passes or tickets (including Hop Cards), gas for a personal vehicle, car share service, Uber/Lyft/taxi service, bicycle/scooter share service) to help participants engage in services and activities that support Training and education, job search and/or employment. Staff are required to determine that assistance provided is not duplicated, such as a bus pass for a month and gas purchase during the same month. Additionally, funds should not pay for the monthly cost of share vehicle services but can reimburse for the month(s) that the participant uses the service for allowable activities. This should be managed through verification of attendance logs and communication with the participant documented in file.

Required Documentation:

- A log must be kept that tracks activities supported with transportation assistance. A signed receipt for each instance of a transportation payment can replace a log as long as the tie to services is noted.
- A participant's signature acknowledging receipt of bus passes, bus ticket packages (not individual tickets), and gas card distribution is required. Signature acknowledging receipt can be obtained on the transportation log or through email confirmation from the participant.
- For other types of transportation, a detailed receipt showing date and time must support reimbursement payment and must align with activities noted in the log.
- Receipts for the total amount of a gas card are required and must show allowable and approved purchases (i.e. gasoline and not items from the mini mart).

Utilities

Utility assistance may be provided to assist a participant in stabilizing their living situation and to conduct an efficient job search, maintain employment or participate in Training. This includes past due utility payments, utility deposits, internet cell phones and cell phone bills (but does not include any sort of television/cable expenses). Prepaid cell phone service may be paid for with Support Services funding.

The original bill must be provided before payment can be approved, with verification that the utilities/phone are for the Participant's personal residence or in the participant's name or phone number (in the case of cell phones).

Required Documentation: Clear verification (copy of detailed utility invoice that matches participants address. Cell phone invoice that matches the participant's name or phone number in I-Trac) of charges due. Payment must be made to the vendor.

Stipend Payments

A Stipend is a payment made to participants to help cover basic costs while they engage in PDX Youth@Work Career Lab and Financial Literacy services. Every Stipend awarded must have a clear connection to a PDX Youth@Work I-Trac service. There must be clear goals and expectations set forth as to what the participant must do to earn a Stipend, as documented in their *Training Agreement*.

Administrative Rules

Service Providers must establish a written process for paying Stipends to ensure proper and consistent application of policy and that fiscal procedures are followed. At minimum, these procedures must address the following requirements:

- Service Providers must follow business processes and procedures established by Worksystems for Stipend-allowable activities and related Stipend amounts.

- Each Stipend payment must include a record of the participant's engagement such as confirmation from the Training provider of attendance, a certificate of Training completion or Credential.

- Stipend payments are to be paid by check payable to the participant, direct deposit into an account in the participant's name or via pay card through a payment system where a specific pay card is assigned to a participant. Gift cards, gift certificates or retail vouchers cannot be used as Stipend payment.

- Participants are required to sign an acknowledgment of receipt of the Stipend. Check endorsement, direct deposit or pay card signature may be used as the signed receipt.
    - Where pay cards are distributed through the Payor or Record, the signature is to be captured at the point the pay card is given to the participant by the Coaching Contractor, with the number/card ID noted. Electronic signatures are allowed utilizing tools such as DocuSign and Adobe Sign. Further Stipend payments to the pay card do not require additional signature as it's treated as a direct deposit.
    - Where pay cards are distributed through the Employer of Record, the Employer of Record shall follow their fiscal policy for card distribution.

- Participants receiving a Stipend must complete a W-9 form, unless they request and qualify for an exception by Worksystems. Participants who have not been granted an exception and receive more than $599 in Stipend payments in one calendar year will be issued a 1099 for tax reporting purposes.

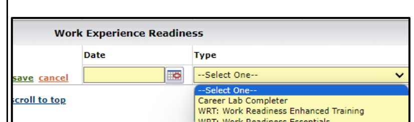
- Stipend payments must be paid from funds during the program year in which the program engagement occurred.

Performance

Worksite Development Performance

Performance Element	Description	I-Trac Data Entry
Minimum Number of Positions Developed	Based on the industry and regional goals established by funders, position development goals should align with the identified categories and corresponding target number of positions per category.	WEX Bank

Career Coaching Performance

Performance Element	Description	I-Trac Data Entry
Number of participants placed in a Work Experience	Number of participants with a Work Experience service with a status of Started, Completed-Hired, Completed-Not Hired, Not Completed-Fired, Not Completed-Quit.	Services Tab – Work Based Training Control
Work Experience Hours allotted by Funding Source	**Denominator** Number of hours allocated by funding source. **Numerator** Number of hours completed by funding source.	Services Tab – Work-Based Training Control
Work Experience Completion Rate	**Denominator** Number of Work Experience Services with an end date and service status of Completed-Hired, Completed-Not Hired, Not Completed-Quit, Not Completed-Fired **Numerator** Number of Work Experience Services with a Completed-Hired or Completed-Not Hired Status	Services Tab – Work-Based Training Control
Career Lab Completion (data point)	Number of participants with the Type of: Career Lab Completer; WRT: Work Readiness Enhanced Training; or WRT: Work Readiness Essentials in the Work Experience Readiness Control on the Assessment Tab. See *Work Experience Readiness* definition below in *Additional Definitions.*	Assessment Tab – Work Experience Readiness Control 

Additional Definitions

Case Note

All data entered in the I-Trac system is defined as a case note. Narrative case notes entered into the system should not repeat information already entered into the Participant's I-Trac record, but expand upon, provide context to or augment service or employment data, such as noting successes, challenges and progress on WEX assignments, or documenting why an assignment ended early. Narrative case notes should not include any medical or treatment information, or personal information that is not relevant to their career plan activities.

Evaluation

Worksite Supervisor satisfaction with participant performance is collected on the *Worksite Supervisor Intern Evaluation* in the form of a "Yes" or "No" checkbox**.**

The Evaluation field in the Work Based Training control in I-Trac is updated under the following conditions:

<u>Yes</u>. This status is utilized when the Supervisor is satisfied with the overall performance of the participant.

<u>No</u>. This status is utilized when the Supervisor is not satisfied with the overall performance of the participant.

<u>Unable to Contact</u>. This status is utilized when the Supervisor did not complete a *Worksite Supervisor Intern Evaluation*.

<u>Not Applicable to Service Type</u>. This status is utilized for Work Experiences that complete less than 50% of their planned hours.

Program Statuses

<u>Enrolled participant</u>

A customer who has completed the PDX Youth@Work Eligibility and Registration process and has received one PDX Youth@Work -funded service after Orientation. For the service to count and trigger participation it must be data-entered into I-Trac.

<u>Auto Exit</u>

A participant who has gone more than 30 days without a program service. The Exit date is the date of the last in-program service entered in I-Trac.

<u>Exit</u>

Enrolled participants are to be exited from PDX Youth@Work at the conclusion of services during each program year (June 1 through May 31). The Exit date is the end date of the last service in I-Trac.

Work Experiences *<u>that cross into a new program year (July 1)</u>* may continue without re-applying to PDX Youth@Work. However, the participant enrollment must be exited at the conclusion of the Work Experience. Subsequent Work Experiences will require a new application.

<u>Full Program Exit</u>

All services have ended and participants are no longer eligible to receive services funded by the PDX Youth@Work program without completing eligibility and re-enrolling in a new enrollment episode.

Global Exclusion Exit Reasons

Participants who find themselves in certain types of circumstances beyond their control and that preclude them from continuing participation in services may be manually exited from the program. When a Global Exclusion type of exit is recorded the participant will not be included in any of the performance measure denominators. Staff data entry of the exit reason in the Program Status Control on the Outcomes Tab in I-Trac.

- *Deceased:* A case note that documents how staff received notification is required.
- *Foster Care*–The participant is in the foster care program [as defined by 45 CFR 1355.20(a)] and has moved from the area as part of the foster care program. A case note that documents how staff received notification is required.
- *Health/Medical:* Used when the participant is going for any form of medical treatment that is expected to last more than 90 days. A case note that states how information was received is required. Absolutely no medical details should be included in the participant file or I-Trac case note – just the notification information.
- *Institutionalized:* When a participant becomes incarcerated in a correctional institution or is a resident of an institution or facility providing 24-hour support such as a hospital or treatment center during services. A case note that states how the information was received by staff is required. Absolutely no medical details or institution name should be included in the participant file or I-Trac case note – just the notification information.
- *Reserve Forces-Called to Active Duty:* The call to active duty must be for more than 90 days, and a case note is to be entered which documents the information provided by the participant.

Placement

A placement is a participant with a Work Experience service start date in I-Trac (excludes planned, transferred, and cancelled statuses).

Slot Allocation

Worksystems Career Coaching Contractors are assigned slots for Work Experience and engage applicants on a first come, first serve basis. Community Referral Partners are given first access to refer their youth to apply. A slot is one 160-hour Work Experience.

- Year-round placements must have a Work Experience I-Trac service Start Date between October 1 and June 30.
- SummerWorks placements must have a Work Experience I-Trac service Start Date between July 1 and September 30.

Work Experience Service Statuses

A service status is entered in the Work Experience service in I-Trac under the following conditions:

Planned. A participant has been matched with a Work Experience and the service has not yet started.

Started. A participant has started the Work Experience.

Transferred. This status is utilized when a participant has started a Work Experience, but during the service the participant transferred to another Work Experience.

Completed – Hired. This status is utilized when a participant has started and completed a Work Experience and was hired by the Worksite. This status is utilized for Work Experiences only when the participant has completed 80 percent of their planned Work Experience hours. A Work Experience may also be defined as *Completed-Hired* without reaching the 80 percent rate if the participant transitions to unsubsidized employment at their Worksite.

Completed – Not Hired. This status is utilized when a participant has started and completed a Work Experience and the participant was not hired by the Worksite. This status is utilized for Work Experiences only when the participant has completed 80 percent of their planned Work Experience hours. A Work Experience may also be defined as Completed without reaching the 80 percent rate if the participant:

- Transitions to unsubsidized employment.
- Transitions to a Secondary, Post-Secondary or Occupational Skills Training program.
- Has an identified medical necessity that precludes them from participating in the Work Experience.

Not Completed – Fired. This status is utilized when a participant has started a Work Experience, but during the service, the participant was terminated from their placement.

Not Completed – Quit. This status is utilized when a participant has started a Work Experience, but during the service the participant voluntarily ended their participation without completing 80 percent of their planned hours.

Cancelled. This status is utilized when a participant was matched with a Worksite but did not start the Work Experience due to either participant or Worksite choice.

Career Coaches must enter a Case Note for all Work Experience Statuses of:

- Cancelled – If the WEX it is being "Cancelled" because the placement expired without a match a Case Note is not required.
- Completed - Not Hired and hours are less than 80% of planned hours
- Not Completed- Quit
- Not Completed – Fired
- Transferred

Work Experience Readiness

The following data points are entered in the Work Experience Readiness control on the Assessment Tab:

- Career Lab Completer – Defined as a participant who completes four of the six following services: Career Lab-Adaptability; Career Lab-Analysis/Solution Mindset; Career Lab-Collaboration; Career Lab-Communication; Career-Lab-Self-Awareness; Financial Literacy.
- WRT: Work Readiness Essentials – This service includes all five required Career Labs provided by NextGen and OYEP Contractors. Topics must include Adaptability; Analysis/Solution Mindset, Collaboration, Communication and Self-Awareness.
- WRT: Work Readiness Enhanced Training – This service includes the five additional Career Labs provided by NextGen and OYEP Contractors. Topics must include Digital Literacy; Empathy; Entrepreneurial Mindset; Resilience; and Understanding Workplace Diversity/Culturally Responsiveness.

Work Experience Readiness control on the Assessments Tab auto-populates when a participant completes four out of six Career Labs or Financial Literacy services prior to or during enrollment in PDX Youth@Work.

In cases where participants are exempt from Career Labs because they completed approved Work Readiness Training or Career Labs services prior to enrollment in an eligible fund such as NextGen or OYEP, a Career Coach may manually enter the corresponding Work Experience Readiness Type in the Assessments Tab if the data point does not auto populate. A completed service in a NextGen or OYEP record on the Services Tab can be used to verify this manual entry.

All manual entries require a case note explaining the original completion date and program in which the Work Readiness Training or Career Lab services were completed.

Worksite Approval Rating
Refers to the measure that reflects the level of satisfaction expressed by each Worksite participating in the program.

Worksite Satisfaction Survey
A questionnaire designed to gather feedback from Worksites regarding their experiences with the program. This survey aims to assess the Worksite's perspective, gathering insights and opinions to evaluate the effectiveness, benefits, and areas for improvement within the program from the Worksite's point of view.

File Documentation Requirements

Participant file documentation may be paper located in a physical file (to be kept in a secure [locked] file location); may be kept in a secure electronic file (secure means limited access/access requiring system permissions and is not in a folder accessible by all staff and with no security built in); or maintained in I-Trac.

Worksite Development File Documentation

The following standard forms will be used.

Requirement	Detail	Location
Worksite Verification Checklist	Used to ensure that all aspects of the program have been reviewed with the Worksite, including compliance with BOLI and workplace safety assurances. Completion of this document requires a visual inspection of the Worksite. The *Worksite Verification Checklist* must be signed and submitted to the Employer of Record ***before the start date of a Work Experience service.***	Worksite Development File
Position Description	Should minimally include but is not limited to: Worksite name and address, Worksite Supervisor name and contact information, desired skills, type of work, any other requirements and schedule.	Worksite Development File

Requirement	Detail	Location
Worksite Agreement	Signed by the Worksite company/organization and Worksystems. These Agreements are non-financial and outline the responsibilities of the Worksite during the Work Experience. A single *Worksite Agreement* may be signed by organizations with multiple Worksite locations. The *Worksite Agreement* must be signed and submitted to the Employer of Record ***before the start date of a Work Experience service*.**	Worksite Development File

Youth Coaching Contractor File Documentation

Requirement	Detail	Location
Online Program Interest Form	The participant expresses interest for the program via the online program interest form. Completion of this step creates a PDX Youth@Work record in I-Trac with an Application date.	I-Trac
Participation and Information Sharing Agreement	All participants must review and sign this form ***before I-Trac Registration can be completed and before a participant can engage in any PDX Youth@Work services.*** The Agreement is uploaded to the participant's I-Trac record utilizing the I-Trac Customer Document Upload Tool.	I-Trac Customer Documents
Work Experience Application	The participant completes the online *Work Experience Application*. Completion of this step updates the participant record in I-Trac with information from the Application and automatically sets an Orientation date.	I-Trac
Work Experience Forms	**Form W4 – Federal and State** Submitted through the Employer of Record. No copies should be retained in the participant file. **Form I-9 and Verification** Submitted through the Employer of Record. No copies should be retained in the participant file.	Employer of Record File Employer of Record File

Requirement	Detail	Location
Work Experience Training Agreement	Participant Training Agreement that outlines the details concerning the tasks the participant is expected to complete and learning goals for the Work Experience. It also details the work schedule and contact information. The *Work Experience Training Agreemen*t must be signed ***on or before the start date for a Work Experience service*.** The Agreement is to be filed in the PDX Youth@Work, NextGen, and OYEP participant files as applicable.	Participant File
Worksite Supervisor Intern Evaluation	This is the tool for a Worksite to provide an assessment to the participant regarding their demonstration of necessary workplace skills needed for success in any work environment. The Worksite Liaison is responsible for collecting the *Worksite Supervisor Intern Evaluation* from the Worksite. The Career Coach is responsible for reviewing the evaluation with the participant. The Agreement is to be filed in the PDX Youth@Work, NextGen, and OYEP participant files as applicable.	Participant File
Pay Card Receipt Signature	Where a pay card is distributed by the Caeer Coaching Contractor, participants are required to sign an acknowledgement of receipt of the pay card. The signature is to be captured at the point the pay card is given to the participant, with the number/card ID noted. Electronic signatures are allowed utilizing tools such as DocuSign and Adobe Sign. Further payments to the pay card do not require additional signature as it is treated as a direct deposit. ——— Where the card is distributed by the Employer of Record the Employer of Record will follow their fiscal policy for card distribution.	Participant File ——— Employer of Record File