

## Regional Program Standards

**Focus:**  WorkSource Centers  Youth Program Services  
 Other: CAREER Contracted Service Providers

**Topic: CAREER National Dislocated Worker Grant**

**Date: September 1, 2022**

New  Revised

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## Overview

The National Dislocated Worker CAREER grant (CAREER) is a two-year grant awarded by the US Department of Labor. The grant builds on emerging public investments toward universal preschool, fills gaps in public funding for childcare, and provides supports that are necessary to implement an effective workforce-childcare program that can support families in poverty and open pathways into family-sustaining careers.

Priority is given to historically marginalized communities in need of childcare support to attend training. A historically marginalized community is defined for this grant as women and people of color, due to the denial of full participation in the workforce and other economic activities in the local labor shed.

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## Eligibility Determination and Documentation

To receive CAREER services, participants must meet the following eligibility criteria:

- 17 years of age and older.
- In compliance with Selective Service Registration requirements.
- Have a qualifying Dislocated Worker condition, with a qualifying dislocation date. (See below for more detail on this eligibility requirement.)
- Resident of Multnomah or Washington Counties.
- Be enrolled in or approved for enrollment in a Pre-Apprenticeship program or training service as defined below in *Service Definitions*, and in need of child care to attend the program or service.

### WIOA Dislocated Worker Eligibility

To meet Dislocated Worker eligibility, one of the following conditions must have occurred within the past five years. A dislocation date is required for everything except Displaced Homemaker.

#### Business Closed or has had a Substantial Lay-off

The applicant must meet one of the following requirements:

- A. Has been terminated or laid off from employment, or has received a notice of termination or layoff, because of the permanent closure of, or any substantial layoff (defined as 10 or more affected workers) at the company (includes a plant, facility, military installation or business enterprise).
- B. Is employed at a company where the employer has made a general announcement that the company or location will close within 180 days. A general announcement may include media coverage, filing of a WARN with the State, corporate written notice of intent to close within 180 days (written notice includes email communication, employer website and/or social media postings).

#### Displaced Homemaker

The applicant must meet one of the following requirements:

- A. The applicant has been providing unpaid services to their family in the home and has been dependent on the income of another family member but is no longer supported by that income.
- B. The applicant has been providing unpaid services to their family in the home and is the dependent spouse of a member of the Armed Forces on active duty and whose family income is significantly reduced because of a deployment, a call or order to active duty, a permanent change of station or the serviced connected death or disability of the service member.
- C. The applicant has been providing unpaid services to their family members in the home and is unemployed or underemployed and is having trouble obtaining or upgrading employment.

#### Military Spouse

The applicant must meet one of the following requirements:

- A. The applicant is the spouse of a member of the Armed Forces on active duty and has experienced a loss of employment as a direct result of relocation to accommodate a permanent change in duty station of the Armed Forces member.

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- B. The applicant is the spouse of a member of the Armed Forces on active duty and is unemployed or underemployed and having trouble in obtaining or upgrading employment.

**Self-Employed and Business Closed**

Was self-employed (including employment as a farmer, rancher, fisherman, or an independent contractor or consultant not technically an employee of a firm or agency) but is unemployed as a result of general economic conditions in the community in which the individual resides or because of natural disasters.

**Additional Guidance on Self-Employment:** A person is self-employed when they meet one of the following conditions:

- Files taxes as self-employed for their business on their personal taxes.
- Is considered an independent contractor by the business.
- Meets all the following criteria:
  - Is not required by the business to complete an IRS W-4 form
  - Is not required to pay federal income tax or FICA payments from their paycheck(s)
  - Liability or workers' compensation insurance for the individual is not paid by the business
  - Either creates or provides the products or services they sell, or sets the price for the products or services they sell
  - Is responsible for the business expenses and losses
  - Receives profits from the business
  - Economic condition is defined as the present situation in the overall economy of the area where the individual resides. When a local economy contracts or is weakened it may impact self-employed individuals. Examples include recession, impacts of pandemic, impacts of major employers that support a high percent of employment and local purchasing power, such as:
    - Failure of one or more businesses to which the self-employed individual supplied a substantial portion of products or services.
    - Failure of one or more businesses from which the self-employed individual obtained substantial proportion of products or services.
    - Substantial layoffs from, or a permanent closure of, one or more plants or facilities that support a significant portion of the local economy.
    - Unemployment rate for the county exceeds the State overall unemployment rate.
    - Depressed prices or markets for articles produced by the self-employed individual.

**Separating Service Member**

The applicant is a member of the Armed Forces who is separating from service to enter or re-enter the civilian labor force (being discharged), and the discharge is for any reason other than dishonorable.

**Terminated or Laid-off Worker**

The applicant must meet the requirements in A, B *and* C:

- A. Has been terminated or laid off, or has received a notice of termination or layoff, from employment, including a separation notice from active military service (refer to Separating Service Member below for additional detail).
- B. Is either eligible for or has exhausted their unemployment insurance compensation *or* have been employed for a period of at least three months to show attachment to the workforce, but they are not

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eligible for unemployment insurance compensation due to insufficient earnings or having worked for an employer that is not covered under the State unemployment compensation law.

- C. Is unlikely to return to their previous industry or occupation. This can be due to any of the following circumstances:
1. Because of negative economic conditions or sudden economic impact on industries or occupations (such as the pandemic).
  2. Because there is a decline in the previous occupations in the local market.
  3. Because of circumstances that cause significant barriers to employment, such as criminal background, lack of high school diploma or GED, disability, homelessness, cultural or language barriers, older worker (55+) or deficient in basic skills.
  4. Because their previous industry or occupation has been eliminated or the applicant has been unable to secure a position at a compensation level comparable to their previous occupation.
  5. Because they exhausted their unemployment benefits and have been unable to find a job in their previous industry or occupation.
  6. Because they were seasonally employed and unlikely to return because of mechanization or significant variance to normal seasonal employment patterns, resulting in uncertain return-to-work duties.

**Eligibility Documentation****Birth Date**

One of the allowable documents which reflects a birth date that supports the participant's age is required:

Baptismal certificate	Passport
Birth certificate	Public assistance record
DD-214 Military Separation Record	School record or identification card
Government issued ID	Driver's License
Hospital record of birth	Tribal record

**Selective Service**

Documentation of compliance with the Selective Service registration requirement must be collected from all participants who are required to register – defined as:

- Sex-assigned male at birth
- **AND** a US Citizen **OR** immigrant residing in the US between the ages of 18 and 25
- **AND** are age 18 or older
- **AND** were born on or after January 1, 1960

Where the participant is required to have registered and has done so, documentation must be one of the following:

- Selective Service Online Verification Printout (web address <https://www.sss.gov/RegVer/wfverification.aspx>)
- Selective Service Registration Card

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- Stamped post office receipt of registration

If documentation under one of the categories outlined below cannot be collected, the participant is not eligible to receive CAREER services because they cannot be documented in compliance with Selective Service requirements. Participants who would like additional information regarding Selective Service registration may be referred to this website: <https://www.sss.gov/Registration-Info>.

### Selective Service Exempt

Participants exempt from Selective Service registration:

- Sex-assigned female at birth
- **OR** born before 1960
- **OR** currently under the age of 18 (will be required to register within 30 days of 18<sup>th</sup> birthday)
- **OR** are a seasonal agricultural worker on a H-2A visa
- **OR** are a lawful non-immigrant on a current non-immigrant visa
- **OR** were incarcerated/hospitalized/institutionalized continuously between my 18<sup>th</sup> and 26<sup>th</sup> birthdays
- **OR** were not living in the United States between my 18<sup>th</sup> and 26<sup>th</sup> birthdays
- **OR** was on active US Military, Coast Guard duty or a student in an Officer Procurement Program continuously between 18<sup>th</sup> and 26<sup>th</sup> birthdays

### Not Required/Exempt Documentation Requirements

Sex assigned female at birth; participant currently under age 18; participant born before 1960 – Customer attestation through the WOMIS registration data is adequate documentation for these three exemption reasons.

Non-Immigrant/Immigrant Status – Regardless of current U.S. Citizenship status, some immigrants may be exempt from registration:

- Participants sex-assigned male at birth and holding a valid seasonal agricultural worker H-2A visa must provide a copy of the visa.
- Participants sex-assigned male at birth who are between the ages of 18 and 26 may be exempt if they are on a current non-immigrant visa. Acceptable forms of supporting documentation are shown on Addendum A to these regional program standards (and can be found at this website [Non-Immigrant/Immigrant Allowable Documents](#)).
- Participants sex-assigned male at birth who came into this country for the first time after their 26<sup>th</sup> birthday are not required to register for Selective Service. Acceptable forms of supporting documentation that establish first date of entry into the United States are shown on Addendum A to these regional program standards (and can be found at this website [Non-Immigrant/Immigrant Allowable Documents](#)). The appropriate supporting document must show an entry date after the participant's 26<sup>th</sup> birthday.

Incarceration/Hospitalization/Institutionalization – Participants who were required to register but can provide documentation that they were incarcerated, hospitalized and/or institutionalized from their 18<sup>th</sup> birthday to their 26<sup>th</sup> birthday are exempt from registration. **However, please note:** If at any time between their 18<sup>th</sup> and 26<sup>th</sup> birthday the participant was not incarcerated, hospitalized or institutionalized then they were required to

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register, and the exemption does not apply. If the participant did not register, then follow the requirements for documenting under “Required to Register and Did Not.”

Military Service – If the participant was in the US Military, Coast Guard or Officer Training between their 18<sup>th</sup> and 26<sup>th</sup> birthday they are not required to register and their DD-214 Military Separation Record is the documentation. **However, please note:** If at any time between their 18<sup>th</sup> and 26<sup>th</sup> birthday the participant was not in the US Military, Coast Guard or Officer Training, then they were required to register, and the exemption does not apply. If the participant did not register, then follow the requirements for documenting under “Required to Register and Did Not.”

### Required to Register and Did Not

Participants who are required to be registered, who are over age 26, and cannot document that they are registered through one of the means listed above must complete the Selective Service System’s [Request for Status Information Letter](#) and attach copies of the documentation required for their reason for non-registration.

Request Completed and Not Yet Submitted – A copy of the letter and supporting documents is to be provided to WorkSource, and a WIOA program manager must review it to determine that the participant has established by a preponderance of the evidence that the failure to register was not knowing and willful. If this determination is made the Request for Status Information Letter and documents are to be filed with all other eligibility documentation with the WIOA program manager approval signature, and the choice “Request for Status Information Letter & Support Documentation” selection in I-Trac is to be used.

The participant should be instructed to submit the Letter and documents as directed on the form for a formal determination by the Selective Service System. **Note:** It is not required that staff follow-up to assure the submission occurs nor is it required that the Selective Service System response be returned and filed. The WIOA program manager is authorized to make the determination at the time of WIOA documentation.

Request Submitted/Selective Service Response Received – If the participant already completed the Status Information Letter Request process with the Selective Service and has their Status Information Letter determination returned from Selective Service which says that they are found to be exempt from the requirement, a copy of the Response Letter is to be maintained as documentation and “Selective Service Status Information Letter (returned from Selective Service)” selection in I-Trac is to be used.

### Training or Pre-Apprenticeship Enrollment

One of the following documents is to be maintained in the participant file:

- Copy of the approved Individual Training Account (ITA) from WorkSource Portland Metro.
- Copy of a completed Work Experience Training Agreement.
- Copy of a completed On the Job Training (OJT) Agreement.
- Documented confirmation via email from the Pre-Apprenticeship or training program provider that the participant is enrolled in the program.

### WIOA Dislocated Worker

- Separating Service Member: Requires a copy of the Military Separation Record (DD-214).
- All other Dislocated Worker types are customer attestation; the signed application serves as the attestation documentation.

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### Deficient in Basic Skills

While not an eligibility element, applicants seeking services through CAREER must be assessed to determine their basic skill level at the point of program eligibility determination and enrollment, and that assessment documented. Basic Skills Deficient is defined as:

Unable to compute or solve problems, or read, write or speak English at a level necessary to function on the job, in the individual's family, or in society.

This may be determined by staff during the enrollment process while working with the applicant when at least one of the following elements are observed (and therefore assessed):

- Is enrolled in a Title II Adult Education and Family Literacy Act program, this also includes enrollment in English as a Second Language (ESL) class.
- Determined to be Limited English Skills proficient through staff-engagement and observation.
- Staff make observations of deficient functioning in completing forms, assisting in the development of a service strategy, or behaviors in group discussion settings.
- Information (in writing or through discussion with the participant) that an educational institution the participant engages or engaged with determined them to have a GPA at D or below within the previous six months.
- Qualifies for Special Education services or has an Individual Education Program (IEP) plan.

This assessment by staff is to be noted in the appropriate section of the CAREER Documentation Checklist, which is used as the documentation. The information may be used to inform service planning; if no basic skills deficiency is noted services can be provided.

### Underemployed

While not an eligibility element, staff are to determine with an applicant if they are underemployed. The information is required for grant reporting and may be used to inform service planning. Underemployed is defined as any one of the following:

- The applicant is employed less than full-time and are seeking full-time employment.
- The applicant is employed in a position that is inadequate with respect to their skills and training.
- The applicant is employed but show current job's earnings are not sufficient compared to their previous job's earnings from their previous employment.
- The applicant is employed and meets the definition of a low-income as defined through the information captured in the I-Trac Six-Month Family Income control on the Registration tab.



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## Addendum A – Selective Service

### LIST OF ACCEPTABLE DOCUMENTS

DO NOT send original documents.

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**IMMIGRANTS/NONIMMIGRANTS** may present a combination of

[One selection from List A AND one from List B] OR [One Selection from List A AND one from List C AND one from List D].

Documents that Establish IDENTITY		Documents that Establish FIRST DATE OF ENTRY into the United States. Documents must cover entire duration in the United States			
		First Date of Entry to U.S. after reaching 26 years of age		First Date of Entry to U.S. was before turning 26 YEARS OLD Provide proof from first entry and any others.	
LIST A	AND	LIST B	OR	LIST C	AND LIST D
1. Foreign Passport containing photograph, Visa, and U.S. Customs and Border Protection (CBP) Entry stamp.		1. Students on an F or M category U.S. Visa can submit a USCIS I-20 Form.		1. Foreign Passport with U.S. Customs and Border Protection (CBP) Entry stamp.	1. Students on an F or M category U.S. Visa can submit a USCIS Form I-20.
2. USCIS issued Resident Card (Green Card)		2. Nonimmigrants on a U.S. Visas can submit a USCIS I-94 Form with Entry stamp or Electronic I-94 showing First Date of Entry.		2. USCIS Form I-94 with Entry stamp or Electronic I-94 showing First Date of Entry.	2. Certified copy of school records/transcript issued by a school accredited by a U.S. state, jurisdiction or territory. A report card is not accepted.
3. Driver's license or ID card issued by a State or outlying possession of the United States provided it contains a photograph or information such as name, date of birth, gender, height, eye color, and address		3. Official letter from U.S. Citizenship and Immigration Services (USCIS) indicating that the individual's First Date of Entry and lawfully in the U.S. under a valid, nonimmigrant visa status.		3. Boarding passes the individual used to enter the U.S. It must show the Date of Entry/Arrival. (Can only be used if submitting Foreign Passport off of List A)	3. USCIS Form I-797 (A/B/C/D) Notice of Action displaying individual's name. (Depending on the purpose and nature of the form, the I-797 may not be accepted. The I-797 for an I-765 petition is not accepted.)
4. ID Card issued by federal, state, or local government agencies or entities, provided it contains a photograph or information such as name, date of birth, gender, height, eye color, and address		4. Official school letter from school registrar's office indicating that the individual's Enrollment Date and status as an International Student.		4. Official letter from U.S. Citizenship and Immigration Services (USCIS) indicating that the individual's First Date of Entry and lawfully in the U.S. under a valid, nonimmigrant visa status.	4. Official company letter from company's human resource office indicating the individual's employment start date and employment status.
5. Driver's license issued by Canadian government authority		5. Boarding passes the individual used to enter the U.S. It must show the Date of Entry/Arrival. (Can only be used if submitting Foreign Passport off of List A)			5. Those traveling on Department of State issued BCV and in the U.S. more than 30 days, must provide all entry and exit dates.
6. USCIS issued I-766 Employment Authorization Card		6. USCIS Form I-797 (A/B/C/D) Notice of Action displaying individual's name. (Depending on the purpose and nature of the form, the I-797 may not be accepted. The I-797 for an I-765 petition is not accepted.)			
7. Department of State issued Border Crossing Card (BCC).		7. Documentation indicating residence was in another country; outside the United States. Accepted evidence with name and foreign address includes, but not limited to: a) Dated pay slip or vouchers from an employer; b) Certified copy of school records/transcript issued by a school outside the U.S.; c) Photocopies of entry or exit stamps in passport to indicate entry into another country after departing U.S.; d) Dated bank records showing transactions in your home country to indicate you were not in the U.S.			
8. Department of State issued Border Crossing Visa (BCV).					

### LIST OF ACCEPTABLE DOCUMENTS

NONIMMIGRANT VISAS CATAGORIES	
<b>A/G</b> – Diplomatic and International Organization Personnel	<b>I</b> – Media Representatives
<b>B</b> – Visitors for Business or Tourism	<b>L</b> – Intracompany Transferees
<b>O</b> – Individuals of Extraordinary Ability or Achievements	<b>J</b> – Exchange Visitor
<b>Q</b> – Cultural Visitor	<b>P</b> – Athletes and Entertainers
<b>E-1/E-2</b> – Treaty Traders and Treaty Investors	<b>R</b> – Religious Workers
<b>H-1B/E-3</b> – Special Occupation Workers	<b>TN</b> – NAFTA Professional
<b>H-2</b> – Temporary Agricultural and Non-Agricultural Workers	<b>K/V</b> – Nonimmigrants Intending to Adjust Status
<b>H-3</b> – Trainees	<b>F/M</b> – Student; Academic, Vocational

\*If you entered the United States with the last five (5) years, you can access your CBP arrival/departure record information (Form I-94) online at

<https://i94.cbp.dhs.gov/i94/#/history-search>.

## Service Definitions

### 1:1 Individual Training Plan Development

A session with staff where a plan for skill attainment required to secure employment is developed or modified. The plan is a document that identifies:

- Employment goals and objectives and the combination of services that can assist the participant in reaching them.
- Planned training opportunities, education and/or skill development, including identification of the responsible parties.
- Support services and other planned activities or resources needed to accomplish the employment goals, including identification of the responsible parties.

Individual Training Plans are to be reviewed with the participant and updated on a regular basis to reflect changes in goals, barriers or service needs.

### 1:1 Job Coaching

Staff guidance about general job search and acquisition techniques that prepare a participant to be successful in securing and retaining employment. Job Coaching includes service planning; assistance with resume development, professional resume review, and interview preparation; resource assistance; and labor exchange services such as the provision of information on in-demand industry sectors and occupations and provision of information on non-traditional employment. These are services that are provided directly to a participant. This does not include following up with a training provider to find out if a participant completed training or leaving a voice message or an email with no response.

### Pre-Apprenticeship Programs

A program 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.

## Training Services

There are two categories of training service offered through the CAREER program – classroom and cohort training and work-based training

### Classroom and Cohort Training

- **Occupational Skills Training**  
An organized program of study that provides specific vocational skills that lead to proficiency in performing actual tasks and technical functions required by certain occupational fields at entry, intermediate or advanced levels. Occupational Skills Training must be selected from the Eligible Training Provider List (ETPL) and lead to the attainment of a DOL defined Credential.
- **Pre-Requisite Training**  
Any class or training that is required by the training provider prior to enrolling into an Occupational Skills Training program as defined above. This excludes activities defined under Workforce Preparation. The

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training program as listed on the ETPL must indicate the pre-requisite course is required for entry into the training program.

### Work based Training

- **On the Job Training (OJT)**

An agreement between the WorkSource program and an individual employer who agrees to act as a training provider. The OJT is a hire-first program; the trainee is hired as an employee of the company, a training plan is developed to outline the skills the trainee is lacking to be proficient in the position, and the employer agrees to provide the necessary training on the job to bring the trainee up to entry-level standards for the position. The employer is compensated for the extraordinary costs and decreased productivity associated with training the participant.

Refer to OJT Regional Program Standards and the OJT development manual for additional detail and requirements.

- **Work Experience**

Work Experience (WEX) services provides participants with career exposure, opportunities to practice workplace skills and work ethic and, in some instances, provide a reconnection to the workforce. Participating employers provide a structured work environment while wages are paid by an approved Employer of Record. A WEX worksite may be in the private for-profit, non-profit or public sector.

The WEX is a planned, structured, short-term learning/training experience that takes place in an employer's workplace and involves work that is defined by a written, signed training agreement with the employer. The agreement outlines the expectations and responsibilities of all parties and specifies learning objectives and criteria for demonstrating learning and skills gained. In a WEX an employer-employee relationship exists, and a wage is paid. The Internal Revenue Service Fair Labor Standards Act applies, and completion of an I-9 form is required.

### Workforce Preparation Activities

Activities, programs, or services designed to help an individual acquire any combination of the skills necessary for the successful transition into and completion of postsecondary education or training, or successfully entering employment. Activities may include but are not limited to computer literacy, forklift operator, flagger, OLCC certificate, first-aid required for an employment position, food handlers' certificate and other occupational skills education leading to non-DOL defined credentialed certifications that are required for entry level, health or safety employment requirements.

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### Support Services

#### Overview

Support services are financial assistance to offset expenses necessary for a participant to engage in CAREER activities or to seek or retain employment. Participants cannot receive a support service post-exit. 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., 1:1 Job Coaching).

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 for appropriate referrals to such services as Supplemental Nutrition Assistance Program resources, community-based social services, and housing agencies. Staff is 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 CAREER program services.

#### Prerequisites to Receive Support Services

Participants who seek support services must complete the following prerequisite activities:

- Determined eligible for and enrolled in the CAREER grant.
- Prosperity Planner budget

In addition, the support must be necessary to enable the participant to engage in education, training, job search activities or employment.

### 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 – direct deposit into an account in the participant's name and the endorsement on a cancelled check are 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 service provider 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.

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Documentation of Support Service payments is maintained in the financial records attached to the payment record. A copy of the participant's Prosperity Planner budget documenting the participant's financial need must be saved in I-Trac.

Each service provider must also establish and follow a process for reconciling pre-purchased support services (i.e., bus passes, pre-paid gas cards, retail store vouchers, gift cards, etc.). 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.

**Support Service Definitions**

Service providers may offer the following types of support service. 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).

**Books and Fees**

Costs associated with required books, school supplies and fees for participants enrolled and officially registered in post-secondary education or training, including testing fees, or books and fees required for occupational skill training.

**Required Documentation:** The original store receipt, school record or test receipt (for fees) that reflects an itemization of the purchased items.

**Child Care**

Childcare costs are for a child(ren) age 12 and under during the time the participant is engaged in training services as defined above and 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.

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

**Required Documentation:** A care log (completed by the participant and signed by the care provider verifying dates, times, and cost) is to be used to track the costs being reimbursed. The log must be retained in the financial documentation for the payment.

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### **Clothing/Personal Care**

Clothing and/or related footwear or incidentals for interview (including grooming and hygiene products), work or training. This may include such items as a uniform/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 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.

### **Credit Repair**

Credit counseling and other services necessary to assist participants with critical skills related to household budgeting, managing money, accessing a free personal credit report, and resolving personal credit problems that will contribute to the participants' work readiness. Credit repair services are to assist the participant to be ready to enter training, job search and/or maintain employment. Whenever possible, community resources should be utilized.

This assistance does not include the payment or modification of a debt.

**Required Documentation:** The original receipt that reflects an itemization of the services provided and associated cost.

### **Employment Documentation**

Payment of fees required to secure or replace documentation required to complete an I-9 with an employer to secure employment.

**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.

### **Housing Assistance**

To support and contribute to the participant's readiness to enter training, education, or employment, assistance with housing costs may be provided.

#### **Moving Costs**

Payments for services or items necessary to move into stable housing may be considered and approved. Examples include but may not be limited to: Application and move-in fees, security deposits, motel vouchers for temporary housing, fees for access to Community Warehouse, household items, U-Haul or similar truck or van rental to move furniture. Whenever possible, community resources such as Goodwill and Community Warehouse should be utilized.

**Required Documentation:** Direct payment from an invoice to landlord/rental company or itemized receipt from the store or merchant where the purchase was made.

#### **Housing Payment**

Grant funds may be used to assist with housing payments (current and arrears) that will contribute to the participants' readiness to enter training, education, or employment. WIOA funds may not be used to pay late fees associated with past-due rent or mortgage expense.

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To be considered for a support service payment, staff must determine that the situation would impede the participant's ability to conduct an efficient job search, maintain employment or participate in training without the housing payment assistance, and that the participant has a plan for future payments.

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

**Required Documentation:** Clear verification (copy of rental agreement, mortgage statement, voucher or detailed receipt) of charges due and participant residency is required. For mortgage assistance the participant must be one of the named borrowers/homeowners on the mortgage statement. For rent assistance, the address on the lease must match the participant I-Trac record if the participant is not named on the lease agreement. Payment must be made to the leaseholder/owner or mortgage holder.

**Housing Stability Education**

Grant funds may be used to pay the costs associated with community housing stability education services that will contribute to the participants' work readiness through stabilized housing.

**Required Documentation:** An invoice from the community service provider is required with documentation of the participants' attendance.

**Laptop Computer**

Purchase of a basic laptop computer when needed to participate in program services, engage in training or secure and/or maintain employment (when not provided by the employer or training provider).

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

**Legal Services**

When necessary to assist a participant in expunging a criminal record or to maintain legal to work documentation to secure employment or participate in a training. Documentation that community resources (Legal Aid, etc.) were reviewed and considered before approving support service payment is required.

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

**Medical/Dental/Optical**

This Includes medical/dental/optical testing/treatment, prescriptions, mental health testing, counseling. Funds may only be used for co-payments and expenses of the participant and cannot be used for costs of family members. Due to the high cost and limited resources, efforts should be made to first utilize Oregon Health Plan, County health care resources, and/or sliding scale fee structures with providers. Note: WIOA funds cannot be used for drug-use testing.

This service should be limited to the minimum required to permit the person to participate in training, job search, accept employment, or maintain employment. All reasonable alternatives should be researched by the

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participant, including lower cost providers, such as Oregon Health Plan, County Health Department, Care Oregon, etc.

**Required Documentation:** Co-payments may be reimbursed to the participant and require a receipt from the health care/service provider showing date and amount of payment. All other payments must be made directly to the health care/service provider based on an original detailed invoice (no statements)

**Parking**

When necessary, to enable the participant to engage in 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).

**Professional Test/License/Organization Fees**

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

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

**Relocation**

When a participant accepts a job offer at a location out of Multnomah or Washington County and more than 50 miles away, grant funds may be used to share in the cost of moving to that location (e.g., U-Haul costs, etc.).

**Required Documentation:** A written, bona fide job offer must be documented to qualify for relocation support. Original receipt(s) of all approved relocation expenses must be maintained with the payment record.

**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., desk computers, industrial equipment, stationary, machinery, safety equipment, etc., may not be paid 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.



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**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 Purchase**

When a participant chooses and it is determined that the purchase of a bicycle is as, or more, cost effective than other types of transportation assistance, support service funds may be used to purchase a bicycle, including an appropriate bike helmet if the participant does not own one. When appropriate staff may require the participant engage in a bicycle safety class, and this cost may also be covered through support service payment.

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

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).

Once purchased no other forms of Transportation assistance may be provided via NextGen 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.

**Public Transportation, Car Share, Fuel**

Includes all modes of transportation (e.g., public transportation passes or tickets, 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 signature on the log for bus passes, bus ticket packages (not individual tickets), and gas card distribution to participants that includes the participant's signature acknowledging receipt can be used as documentation. 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. A signed receipt for each instance of transportation support payment in the file can replace a log as long as the tie to services is noted. Receipts are required for gas cards and must show allowable and approved purchase (i.e. gasoline and not items from the mini mart).

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**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 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 (in the case of cell phones). WIOA funds may not be used to pay interest charges or late fees associated with past due utility expense.

**Required Documentation:** Clear verification (copy of detailed utility invoice that matches participants address in I-Trac) of charges due. Payment must be made to the vendor.

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## Performance

CAREER grant performance applies to all participants unless they exit under a Global Exclusion reason (see below for more detail). All data is tracked, managed, and reported through I-Trac.

Measure	Calculation Methodology	Performance Cohort (Measurement Period)	Reporting Cohort (Reporting Period)
Employment Rate Q2	<b>Denominator:</b> All participants enrolled. <b>Numerator:</b> Those employed during the second quarter following the exit quarter.	Q2 after Exit	Q4 after Exit
Employment Rate Q4	<b>Denominator:</b> All participants enrolled. <b>Numerator:</b> Those employed during the fourth quarter following the exit quarter.	Q4 after Exit	Q6 after Exit
Median Earning	Total Quarterly earnings for all participants employed during the second quarter following the exit quarter.	Q2 after Exit	Q4 after Exit
Credential Attainment	<b>Denominator:</b> All participants enrolled in an Education or Training Service any time during participation (does not include OJT, Customized Training, or Pre-Apprenticeship). <b>Numerator:</b> Those that attain a DOL recognized credential between participation date and 1 year after exit date.	1 Year after Exit	1 Year after Exit
Measurable Skill Gain	<b>Denominator:</b> All participants enrolled in a Secondary or Post-Secondary Education or Training Service that leads to a recognized post-secondary credential or employment (does not include Pre-Apprenticeship). <b>Numerator:</b> Those that achieve a measurable skill gain.	By June 30 for every program year participant engages in a Training or Education Service	Program Year Q4

## Credential Definition

In all circumstances a copy of the credential is required to be on file to document the performance.

Credential Type	Additional Definition
High School Diploma	To report in this category the participant must also be employed or in a Post-Secondary Education/Training Program that leads to a recognized post-secondary credential in the year following exit.
GED or High School Equivalency Diploma	To report in this category the participant must also be employed or in a Post-Secondary Education/Training Program that leads to a recognized post-secondary credential in the year following exit.
Associates Degree	
Bachelor's Degree	
Post-Graduate Degree	

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<b>Credential Type</b>	<b>Additional Definition</b>
<b>Non-DOL Approved Credential</b>	Certificates awarded for Workforce Preparation such as Forklift, Flagger, OSHA, CPR/First Aide. Certificates awarded for completion of a Pre-Apprenticeship service
<b>Other Recognized Diploma, Degree, or Certificate</b>	To report in this category the credential must be awarded from an accredited post-secondary institution. (e.g., a Human Resource Management certificate from Portland State University).
<b>Occupational Certification Awarded by a certification body</b>	A Credential awarded by a certification body based on an individual demonstrating through an examination process that they have acquired the designated knowledge, skills, and abilities to perform a specific job. The examination can be either written, oral, or performance based. (e.g., Microsoft, Apprenticeship, Security Certifications, BankWork\$, CareerWork\$ Medical, Guest Services Gold).
<b>Occupational Skills License Awarded by a government agency</b>	A Credential awarded by a government agency that grants legal authority to do a specific job. Licenses are based on some combination of degree or certificate attainment, certifications, assessments, or work experience; are time-limited; and must be renewed periodically. (e.g., a license from the Oregon State Board of Nursing to be a practicing RN, LPN, CNA; commercial driver's license). Certificates such as OLCC server permit, food handlers or first aid certificates are not within the scope of this definition.
<b>Occupational Skills Certificate Awarded by an education institution</b>	A Credential awarded by an educational institution based on completion of all requirements for a program of study, including coursework and test or other performance evaluations (e.g. Career Pathways Certificate). Certificates are typically awarded for life (like a degree). Certificates of attendance (e.g., 1 day) or participation in a workforce development activity (e.g. forklift) are not in the definitional scope for these certificates.

**Measurable Skill Gain Definitions**

<b>Gain Element</b>	<b>Description</b>	<b>File Documentation</b>
<b>High School Diploma/Equivalent/GED</b>	Attainment of a High School Diploma, Equivalent, or GED.	Copy of the Credential
<b>Educational Function Level (EFL) Achievement (Secondary Education)</b>	One or more EFL gain on an accepted pre/post assessment.	Copy of the DOL approved assessment delivered during the program year which depicts the EFL gain from the previous assessment.
<b>Secondary Education Achievement</b>	Secondary Achievement (specific to participants attending high school) measured by a transcript that shows the participant is meeting the State's academic standard for the school's academic period: <ul style="list-style-type: none"> <li>• Quarter – 1.5+ credits</li> <li>• Trimester – 2.0+ credits</li> <li>• Semester – 3.0+ credits</li> </ul>	Copy of the Transcript which shows credits awarded during the measurement period.

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Gain Element	Description	File Documentation
<b>Post-Secondary Education Achievement</b>	Post-Secondary Achievement measured by a transcript that shows credit hours awarded for the period based on FT or PT student status: <ul style="list-style-type: none"> <li>• If FT, 12 credit hours awarded in one semester or term.</li> <li>• If PT, 12 credit hours awarded in two semesters or terms during a 12-month period.</li> </ul>	Copy of the Transcript which shows credits awarded during the measurement period.
<b>Training Milestone</b>	Satisfactory or better progress report toward established milestones from the employer or training provider who is providing training. Examples: Completion of On-the-Job Training plan; completion of one year of a Registered Apprenticeship program; completion of a term in a Career Pathways or Occupational Skills Training program.	Copy of employer or training progress report.
<b>Skills Progression</b>	Completion of an occupational exam or by meeting occupational benchmarks in a trade for which the participant is receiving training. Example: DOL recognized Credential.	Copy of Credential

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**I-Trac Data Entry and File Documentation**

Performance Element	I-Trac Data Entry Fields	File Documentation
<b>Employment Rate Q2 and Q4</b>	<b>Outcomes Tab</b> <ul style="list-style-type: none"> <li>• Employment Information Control</li> <li>• Employment Confirmation Control</li> </ul>	I-Trac Employment Information and Confirmation or Education & Training Placement and Confirmation records. <ul style="list-style-type: none"> <li>○ Employment Leave and Earnings Statements</li> <li>○ Employment Verification Letter on Letterhead</li> <li>○ Follow-up Survey (Signed)</li> <li>○ Income Tax Records</li> <li>○ Pay Stub</li> <li>○ Payroll Slip</li> <li>○ Quarterly Tax Payment Forms</li> <li>○ Sales Commission Worksheet</li> <li>○ State Department of Revenue or Taxation Record</li> <li>○ W-2 Form</li> <li>○ UI Crossmatch</li> <li>▪ <b>RULE:</b> Not Selectable and automated where confirmation is confirmed by UI.</li> </ul>
<b>Median Earning</b>	<b>Outcomes Tab</b> <ul style="list-style-type: none"> <li>• Employment Information Control</li> <li>• Employment Confirmation Control</li> </ul>	Same as what is chosen for Employment Rate Q2 and Q4
<b>Credential Attainment</b>	<b>Services Tab</b> <ul style="list-style-type: none"> <li>• Training, Post-Secondary Education &amp; Employment Skills Control</li> </ul> <b>Outcomes Tab</b> <ul style="list-style-type: none"> <li>• Credentials Control</li> </ul>	Copy of Credential
<b>Measurable Skill Gains</b>	<b>Services Tab</b> <ul style="list-style-type: none"> <li>• Training, Post-Secondary Education &amp; Employment Skills Control</li> </ul> <b>Assessment Tab</b> <ul style="list-style-type: none"> <li>• Measurable Skills Gains Control</li> </ul>	See above <i>Measurable Skill Gain Definitions</i>

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**Additional Performance Definitions****Global Exclusions for Performance**

Participants who find themselves in certain types of circumstances beyond their control and that preclude them from continuing participation may be manually exited from the program. If this type of exit is recorded the participant will not be included in any of the performance measures. To exit a participant for any of these global exclusion reasons requires file documentation supporting the exit reason recorded.

- **Reserve Forces/Called to Active Duty:** For more than 90 days. A case note is required that includes the name and title of the military representative that verified the call, or a copy of the military orders must be in the file.
- **Deceased:** A copy of the death certificate or a copy the obituary or newspaper article must be in the file.
- **Health/Medical:** Exits program because of a medical treatment and that treatment is expected to last longer than 90 days. A case note that includes the name and contact information of the family member or agency staff person providing the exclusion information (do not put specific medical diagnoses or specific medical information into either the file or the I-Trac record).
- **Institutionalized:** 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 while receiving services. A copy of public information verifying the incarceration, or a case note that includes the name and contact information for the family member or agency staff person providing the exclusion information.

**Training Completer**

A participant who completes a planned program of training or all terms of a planned program paid for with CAREER grant funds with a “complete” or “pass” designation from the school (for pass/no pass programs) or a passing grade (defined as D or better). Training completion must be reflected in the I-Trac record and supported by verification information from the participant or school. Credentials obtained by completing training must be entered in I-Tac and a copy filed in the participant file.