🏃 WORKSOURCE PORTLAND METRO

Regional Program Standards

Focus:	☒ WorkSource Centers	☒ Youth Program Services
	☒ Other: Economic Opportunity Program	

Topic: Prosperity 10,000 Program

Date: July 1, 2023	❏ New	☒ Revised	Page 1 of 24

Overview

Prosperity 10,000 (P10K) is a program of Future Ready Oregon, a comprehensive grant package that supports the need for living-wage careers. The grants are strategic and targeted to focus on advancing opportunities for historically underserved communities, including adult learners, dislocated workers and youth.

Contents

Quality Jobs Initiative

The Department of Labor and Worksystems are prioritizing advancing quality jobs in the workforce system through guidance, performance measurement, strategic use of funding opportunities, and provision of technical assistance to support quality jobs workforce strategies.

A Quality Job helps workers achieve economic stability and mobility, while prioritizing diversity and worker voice. The Columbia-Willamette Workforce Collaborative convened a Quality Jobs Council, comprised of 19 cross-sectoral participants representing businesses, workers, labor, service providers and government agencies to develop a regional definition of Quality Job to include 1) self-sufficiency wages, 2) safe working conditions/worker engagement, 3) predictable hours, 4) comprehensive benefits, 5) accessible hiring and onboarding practices and 6) training and advancement opportunities. The full CWWC Quality Jobs Framework can be found at this link.

Worksystems will continually engage with employers to increase quality job opportunities for populations that have been historically underrepresented in careers with elements of high job quality and build partnerships that raise job quality in meaningful ways for all residents in our region. Additional guidance and training regarding career coaching with an emphasis on job quality will be provided by Worksystems.

Additional information and guidance can be found below in the Additional Performance and Data Guidance section.

Eligibility

Contractors must establish processes to determine applicant eligibility and enrollment requirements for P10K as outlined below.

- Aged 16 years or older.
- Priority is to be given to residents of the state of Oregon.

Eligibility Determination and Documentation

Enter all data into the Registration Tab in the I-Trac P10K enrollment record and determine P10K eligibility in the Registration Results.

Documentation for Eligibility requirements is applicant attestation obtained through their signature on the program Application. Obtain applicant signature utilizing the eSignature process in I-Trac. If an eSignature is unable to be obtained print the application from the I-Trac Customer Documents menu for signature.

> **Note:** Applicants under age 18 require a parent or guardian signature on the application.

Enrollment

The applicant must begin participation in P10K services within 45 days of registration to be enrolled.

Service Definitions

Career Coaching

Youth and Adult Service

Career Coaching is relationship-based guidance and coaching dedicated to increasing the self-sufficiency of participants through unsubsidized employment. It includes assessment of employment-related skills, identification of achievable career and training goals and development of an achievable career plan. Career coaches support participants in execution of the plan and attainment of their goals by building a relationship of support and accountability. Best practices show that participants who maintain periodic communication with a career coach are most likely to benefit from services. Elements of Career Coaching include:

- Assist in identifying career and education goals.

- With the participant, develop a plan that incorporates a customized set of WorkSource services and outside resources that will assist them in meeting their goals.

- Coach participants in the personal and interpersonal ("soft" or "life") skills required to obtain and retain employment.

- Assist participants in identifying and securing the resources and support necessary to succeed in their training and career plans.

- Facilitate collaboration between the different service providers working with the participant to synchronize career and education goals and align resources.

- Coach participants in job search activities, including resume review, interview coaching, and career advising.

- Provide regular check-ins to track participant progress and ensure participants retain employment, including assistance in career advancement planning, resource planning, and re-placement in employment.

- Provide and/or offer connections to employment, childcare and/or housing services which are culturally specific and/or culturally responsive, based on participants' needs.

- Assist participants to access rent assistance resources to support their employment and career plan.

Career Labs

Youth Service

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. Refer to the Knowledge Base for required learning objectives. Providers may enhance instruction in Career Labs with additional activities and may adapt parts of this curriculum to meet specialized needs of their participants. Recommended Career Lab topics include:

- Adaptability
- Communication
- Problem Solving

- Collaboration
- Self-Awareness
- Analysis/Solution Mindset
- Digital Fluency
- Entrepreneurial Skill Set
- Resilience
- Understanding Workplace Diversity

Career Mapping
Youth and Adult Service

This workshop is the first step of the career planning process. Participants identify their strengths, gifts, capacities and qualities that will enable them to be successful in the work environment and potential jobs. After the workshop, the career coach meets individually with participants to create a Career Plan that articulates these goals, identifies resources and outlines next steps. Refer to the Career Mapping Manual for additional information and detail. Career Mapping must be completed with a participant within the first 90 days of program participation.

Career and Resource Planning
Youth and Adult Service

The Career and Resource Plan is to be completed within the first 90 days of program participation and is developed with each participant using the Career Mapping Workshop. The plan documents career interests, strengths and challenges, short- and long-term education and employment goals and the steps and supports needed to meet these goals. Prior to plan development, appropriate assessments should be conducted to provide critical information about the participant's career goals, interests, aptitudes, basic academic skill level, occupational skills, work history, work and college readiness, attributes, personal strengths, developmental needs and support service needs. During services, the plan should be reviewed and updated at least every 120 days as the participant completes (or is unable to complete) activities as planned and should drive program participation.

Additionally, assisting the participant in creating a Prosperity Planner budget is an element of the Career Plan. This will help inform them of the type of salary they need to become self-sufficient, as well as provide the budget back-up for any support services necessary to assist them through their service and training activities.

The plan is a dynamic document that will change as the participant is provided opportunities to explore optional careers of interest, through meetings in which the participant receives advice and guidance and through a variety of work and community-based experiences exploring a range of occupational areas. The plan should be developed as a professional collaboration between the participant and career coach.

Financial Literacy Education
Youth Service

Activities that teach participants how to create budgets, initiate 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. It is recommended that each lesson take between 25 and 35 minutes to complete.

Service providers may consider using the Prosperity Planner (https://www2.prosperityplanner.org/) as an additional tool in support of financial literacy activities.

Job Search Assistance
Youth and Adult Service

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

Training, Post-Secondary Education and Employment Skills

There are three categories of Training, Post-Secondary Education and Employment Skills services offered through the system – Classroom and Cohort Training, Pre-Apprenticeship Programs and Workforce Preparation. All payments for Training, Post-Secondary and Employment Skills services are entered in I-Trac on the Payments Tab in the Training & Education Service Payments control.

Classroom and Cohort Training
Youth and Adult Service

All Classroom and Cohort Training services must be funded through WorkSource Portland Metro (WSPM). The training program must either be on the Portland Metro Eligible Training Provider List (ETPL), or the training must have been procured for following Worksystems' procurement policy. Please refer to WorkSource Portland Metro regional program standards for additional information.

The training may be offered through a school or training organization on a per-student basis or offered through a cohort agreement with Worksystems. Classroom and Cohort Trainings place the participant in the denominator for Workforce Innovation and Opportunity Act (WIOA) Measurable Skill Gains and Credential performance.

- **Occupational Skills Training:** The training must be 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:

  o   Be instructor-led in either an in-person or virtual format.
  o   Be outcome-oriented and focused on an occupational goal specified in the Training Plan.
  o   Be of sufficient duration to impart the skills needed to meet the occupational goal.
  o   Lead to the attainment of a DOL-recognized credential (refer to WSPM regional program standards for more detail).

- **Pre-Requisite Training:** Any class or training that is required by the training provider prior to enrolling into a training program on the ETPL. This excludes activities defined under Workforce Preparation. The training program must be on the ETPL and must indicate the pre-requisite course is required for entry into the training program.

- **Eligible Training Provider List:** The statewide roster of training programs and providers specifically certified by the State to meet the requirements of the WIOA. The Local Workforce Development Board establishes a WSPM ETPL that is a subset of the State's ETPL, and lists training programs directly linked to in-demand occupations in the local area that provide a career path leading toward self-sufficiency. Training on the WSPM ETPL note which are allowable to be funded with WIOA and other discretionary funds and which may only be funded with non-WIOA discretionary funds. All classroom training funded through WSPM must be on the WSPM ETPL. Refer to WSPM regional program standards for more information.

- **Individual Training Account (ITA):** A financial obligation by A WSPM Center to support classroom-based training or instruction in a program that is on the ETPL. ITAs may include the costs of tuition, related course fees (e.g., school, lab) and books required for the training program. Refer to WSPM regional program standards for more information and requirements for an ITA.

- **Training Completer:** A participant who completes a planned *program* of training with a "complete" or "pass" designation from the school. Training completion must be reflected in the I-Trac record with a service end date and status of Completed. The training end date is the last date the participant attended any service provided as part of that training program, including the dates of examinations if they were provided as part of the service. Credentials obtained by completing training must be entered in I-Trac and a copy uploaded to the I-Trac participant record.

Training services provided through the WSPM Centers are to be coordinated with Center staff. Please refer to the WSPM regional program standards for detailed information, policy and procedures related to classroom and cohort training services.

Pre-Apprenticeship Training Program
Youth and Adult Service

A program designed to prepare participants to enter and succeed in a Registered Apprenticeship Program. Pre-apprenticeship training 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 training program into their Registered Apprenticeship Program. Pre-apprenticeship training programs are not required to be on the ETPL and do not place the participant in the denominator for WIOA Measurable Skill Gains and Credential performance. Pre-apprenticeship training program services are not required to be paid for through WSPM.

Workforce Preparation

Adult Service

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. Workforce Preparation services are not required to be on the ETPL and do not place the participant in the denominator for WIOA Measurable Skill Gains and Credential performance. Workforce Preparation services are not required to be paid for through WSPM.

Work Based Training

- **Learning Opportunity (Youth Service)**: A Learning Opportunity is a structured and short-term learning engagement with documented learning objectives. The engagement is self-directed and not reportable as an in-program service. Participants can earn stipends for completion of learning objective milestones. The Learning Opportunity and stipend payment alone will not extend engagement.

  A Learning Opportunity cannot include activities typically done by an employee to the benefit of a business. An employer/employee relationship does not exist, and participants are not working at a worksite; the Learning Opportunity is not considered a Work Experience service. Participants are not paid by wages but are paid by stipends for participation in and completion of education or learning milestones achieved. Refer to the NextGen regional program standards for additional information.

- **On the Job Training (Youth and Adult Service)**: An On-the-Job Training (OJT) agreement is 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 the OJT regional program standards for additional information.

- **Work Experience (Youth and Adult Service)**: Work Experience (WEX) services provide 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. 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. Refer to the PDX Metro Works regional program standards for additional information.

WEX services are to be:

- o No more than 40 hours per week (no overtime).
- o A maximum of 300 hours for the total WEX training.
- o Paid at the current minimum wage for the Portland Metropolitan area. No WEX will pay a wage less than the area minimum wage.
- o Wages will be paid by an Employer of Record identified by Worksystems.
- o Participants are not paid for holiday, vacation or sick leave.

The following steps must be completed to begin a WEX service:

- o The participant's career coach must complete an online referral form to notify the PDX Metro Works staff of the participant's interest in the program.
- o The career coach submits a copy of the participant's resume and Career Plan.
- o The participant completes a screening with the WEX Specialist.
- o The WEX Specialist reviews the job description and completes the Work Experience Training Agreement with the participant.
- o The participant completes the hiring process with the approved Employer of Record, including completion of the Form I-9 and document verification. The hiring process must be completed before a participant can begin a WEX.

Stipend

Learning Opportunity Stipend

Youth Service

A stipend is a sum of money paid to participants to help cover basic costs while they engage in a Learning Opportunity. Stipends may be paid as an hourly amount attached to program engagement or as a total sum based on the length of the Learning Opportunity. 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 Learning Opportunity Training Agreement. The business process for Learning Opportunities is posted on the Knowledge Base and outlines the requirements to receive the stipend and comply with these regional program standards.

WSPM Cohort Training Stipend

Adult Service

A stipend is a sum of money paid to participants to help cover basic costs while they engage in a WSPM cohort training (see Training, Post-Secondary Education and Employment Skills section above). All participants in the single training cohort must receive identical stipends. Examples of WSPM cohort training include, but are not limited to, BankWork$, CareerWork$ Medical, CompTia and Driving Diversity. Stipends may be paid as an hourly amount attached to program engagement or as a total sum based on the length of the training program. There must be clear goals and expectations set forth as to what the participant must do to earn a stipend. Every stipend awarded must have a clear connection to a specific participant goal as documented in their Cohort Training Application.

Cohort training programs that include a stipend will have written, published business processes outlined that define the stipend payments available and the requirements for receiving the stipend; the business process will comply with these regional program standards requirements.

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:

- Any participant receiving a stipend must complete a W-9 form. Participants receiving more than $599 in stipend payments in one calendar year will be issued a 1099 or W-2 for tax reporting purposes.

- 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. For a Learning Opportunity, if none of these are possible, the participant can complete a reflection exercise (video or written report) after completion of the Learning Opportunity.

- 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 or direct deposit (see additional details in Support Services) may be used as the signed receipt. Where pay cards are used, 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. Further stipend payments to the pay card do not require additional signature as it's treated as a direct deposit.

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

- Paid stipends are to be entered into the I-Trac Stipend Payments control.

Support Services

Overview

Support services are financial assistance to offset expenses necessary for a participant to engage in P10K services. Support services are considered payments and do not extend program participation during in-program services; therefore, every in-program support service should be delivered with an appropriate staff service on the same day (e.g., Career 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. Each service provider must have processes in place 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 P10K services.

Prerequisites

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

- Enrollment in the P10K program.
- Completion of Prosperity Planner budget saved to I-Trac record that supports need.

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.

Documentation of Support Service payments is maintained in the financial records attached to the payment record.

Administrative

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.

Each service provider must 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. A support service payment does not extend participation.

Definitions

P10K service providers may provide 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).

> **Note:** Service provider contracts may have a variety of funding sources. It is important to check and ensure that the support service expense being covered is allowable to the selected funding source. It is noted below that WIOA funding cannot pay for late fees and interest charges. But there may be other restrictions on funding that are important to understand.

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 and Dependent Care

Childcare costs are for a child(ren) age 12 and under during the time the participant is engaged in program services — including travel to and from the service delivery site. 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 or over may only be paid if there is a documented disability stating the individual may not be left alone.

> *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.

Clothing/Personal Care

Clothing and/or related footwear or incidentals (including grooming and hygiene products) for interview, 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 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.

Housing Assistance

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

To be considered for housing assistance support, 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.

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.

> *Note*: WIOA funds may not be used to pay late fees associated with past-due rent or mortgage payment.
>
> CDBG funds may not be used to pay any mortgage expense.

> *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. Payment must be made directly to the education provider.

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, temporary

storage unit costs, 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 motel, store or merchant where the purchase was made.

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. Where community resources are available and the participant eligible, those resources must be used before support service payments are utilized.

> ***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 and support service should be limited to the minimum required to permit the person to participate in training, job search, accept employment, or maintain employment.

> *Note*: WIOA funds cannot be used for drug-use testing.

> ***Required Documentation***: Co-payments may be reimbursed to the participant and require a receipt from the health care/service provider showing the 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)

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).

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., 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 Purchase

When a participant chooses and it is determined that the purchase of a bicycle is as, or more, cost effective then 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. 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 (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 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, 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).

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 (in the case of cell phones).

> _Note_: 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.

Criminal Background Requirements

P10K providers must verify that each of the provider's employees and volunteers and subcontractor employees and volunteers (referred to in these regional program standards as Affected Employees and Volunteers), as a condition of working directly with P10K participants, has not been convicted of any of the following crimes:

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

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

"Substantial relation" means the crime for which the person has been convicted of involves conduct by the person that relates to the functions the person may perform for the Contractor or places the person in a position to gain access to a participant or a participant's personal information to place the employee/volunteer in a position to cause harm to the participant. An example – a person who has been convicted of fraud may not be permitted to work in a position that might allow them access to confidential personally identifiable information (PII) such as social security number and date of birth.

Affected Employees and Volunteers

Employees/Volunteers that directly provide P10K services or manage a P10K program including but not limited to:

- Direct service staff (may include but is not limited to Career Coaches, Pre-apprenticeship Training Program Instructors).

- Managers of P10K programs/employees.

- Contractor volunteers that provide P10K services to P10K program enrolled participants.

Allowable Background Reports

One of these required and allowable background report types are to be completed prior to the new employee or volunteer providing P10K services to P10K enrolled participants:

- Fingerprint-based national criminal records check from a local Oregon State Police office.

- Fingerprint-based background check provided within the last two years, by a Federal or State of Oregon agency, to demonstrate the employee or volunteer's fitness to provide services under the P10K contract.

- Third-party vendor accredited by the Professional Background Screeners Association. The third-party vendor must provide a national criminal records report that includes review of criminal history from each state the individual has lived, studied or worked in and the National Sex Offender Public Website.

Criminal Background Check Policy

Contractors must develop a criminal background check policy that includes:

- Securing an allowable criminal background check utilizing one of the Allowable Background Reports listed above.

- Review of the criminal background check to determine if the background includes any of the above-listed crimes.

- If the background includes one of the above listed crimes a review of the following to determine if the applicant/volunteer's background possess a risk to working safely with P10K participants:
  - The severity and nature of the crime.
  - The number of criminal offenses.
  - The time elapsed since commission of the crime.
  - The circumstances surrounding the crime.
  - The subject individual's participation in counseling, therapy, education or employment evidencing rehabilitation or a change in behavior; and
  - The police or arrest report confirming the subject individual's explanation of the crime.

If a decision to hire is made when the applicant/volunteer has a criminal background, a written justification to hire must be completed and maintained in the personnel file. The written justification must outline the reasons for allowing the applicant/volunteer to be hired into the role and perform P10K services. The reasons must address how the applicant/volunteer is presently suitable or able to work with P10K participants in a safe and trustworthy manner.

Criminal Background Check Procedures

1. Prior to hire, secure one of the Allowable Background Reports on the applicant/potential volunteer. An applicant/potential volunteer may not be placed in a position working with P10K enrolled participants until the full background check process has been completed.

2. Determine if any of the convictions listed in the Background Requirements are on the report.

3. If yes – the Contractor determines if they want to hire the applicant/volunteer into the Affected Employees/Volunteer position.

   o Where the decision to hire is No – nothing more is required.

   o Where the decision to hire is Yes – the Contractor must complete a written justification on the Worksystems *State New Background Justification Form* outlining the reasons for allowing the applicant/volunteer to be hired into the role and perform P10K services. The State New Background Justification Form can be found on the Knowledge Base.

   o The State New Background Justification Form and a copy of the background report must be placed in the employee/volunteer personnel file.

   o Contractor will support all Worksystems annual program monitoring activities on compliance with these criminal background check procedures.

Performance

Performance Element	Description	Performance and Reporting Cohort
Percentage of participants served whose gender is woman	**Denominator** All enrolled participants **Numerator** Enrolled participants whose gender is woman	Quarter of Participation Date
Percentage of participants successfully completing program	**Denominator** All enrolled participants **Numerator** All Participants with an Exit-Successful in I-Trac as defined below in Additional Performance Guidance	Quarter of Exit Date
Employment Rate	**Denominator** All enrolled participants not employed at Registration **Numerator** Participants that obtain employment by Full Program Exit date with an After Participation Employment Confirmation in I-Trac	Quarter of Employment Confirmation Date
Participants that obtain employment and earn $17/hour or more	**Denominator** All participants that obtain employment. **Numerator** Participants that obtain employment by Full Program Exit date with a wage rate of $17/hour or higher – all participants with an After Participation Employment Confirmation in I-Trac where Hourly Pay is $17 or more an hour	Quarter of Employment Confirmation Date

Additional Performance and Data Guidance

Performance data is tracked and reported through I-Trac. Contractors should establish a process to regularly review I-Trac reports for data quality. Ensure that participants' engagement in services and employment attainment is being entered within the required timeframes and with appropriate confirmations (where required).

Data Entry Requirements

All program information is reported to funders through the I-Trac management information system. To ensure accurate and timely Federal, State and Local reporting, all data is to be entered in the appropriate I-Trac control within five business days of the activity, payment, or receipt of employment information.

Employment Data Entry

Employment verification requires the collection of the following data in the Employment Information control on the Outcomes tab of I-Trac:

- Employment Start Date
- Employment Type
- Employer Name
- Industry (NAICS)
- Position (ONET)
- Hourly Pay
- Hours worked per week
- Benefits

Employment Information data entry in I-Trac is a two-step process. Enter the first line of Employment Information and then click the add button to enter the second line of information. Hourly Pay, Hours/Week and Benefits information is required to be entered.

For the verification to be reported and used in performance tracking, the employment must be confirmed and documented in the Employment Confirmation control in I-Trac.

Employment Placement

Contractor staff is responsible for collecting confirmation of employment details and entering the information into I-Trac on the Outcomes Tab. Communication from the participant of the confirmation details is acceptable; no additional documentation is required. Contractor staff are responsible for accurate accounting of earnings, hours and benefits information that inform this measure. When participants auto-exit and contractor staff learn they became employed, staff should attempt to contact the participant and obtain the employment details. Performance is captured between the Participation and Exit Date. I-Trac documentation is acquired by entering an *After Participation Employment Confirmation.*

Enrolled Participant

A customer who has completed the P10K Eligibility and Registration process and has received one P10K funded service. For the service to count and trigger participation it must be data-entered into I-Trac.

Exit-Successful

Participants who complete a Training, Post-Secondary Education and Employment Skills service, a Work Based Training service, Career Coaching services or obtain employment. Exit-Successful type is manually entered in I-Trac.

Quality Job Standards

A quality job helps workers achieve economic stability and mobility, while prioritizing diversity and worker voice. The Quality Job Standards below should be incorporated into to career planning discussions with participants:

- **Self-Sufficiency Wages**: A quality job provides sufficient income to afford a decent standard of living. For example, jobs that offer pay consistent with published self-sufficiency standards that consider family composition and cost of living.

- **Safe Working Conditions/Worker Engagement**: A quality job offers employees dignity and respect and welcomes engagement in workplace operations. For example, quality jobs uphold and enforce anti-harassment and anti-discrimination policies and provide reasonable accommodation to employees with disabilities.

- **Predictable Hours:** A quality job offers employees predictability on the number of hours they are offered per week to minimize hardship on employees and their families.

- **Comprehensive Benefits**: A quality job provides basic benefits that increase economic security, improve health and overall well-being. Quality jobs include healthcare, childcare, transportation, wellness programs and access to retirement savings programs, among other supports.

- **Accessible Hiring and Onboarding Practices**: A quality job offers transparent and accessible hiring and onboarding practices to ensure that employer and employee are set for success.

- **Training and Advancement Opportunities**: A quality job provides opportunities to build skills and access new roles and responsibilities in a workplace. For example, quality jobs offer internal pathways to support career progression and professional development opportunities.

- The Quality Jobs Framework and Quality Job Standards should be utilized keeping in mind each program participant's unique career goals, education goals, and circumstances while developing an individualized career plan. The Framework should be used by career coaches to inform and facilitate discussions when exploring career path options and evaluating employment opportunities.

Situations may arise in which an employment opportunity does not meet all or only meets some of the quality job standards. Worksystems recognizes that getting on a pathway to a quality job is, at times, a necessary first step toward the attainment of a quality job. Supporting program participants while they remain on their career journey toward a quality job is the primary goal of a Career Coach when it comes to advancing quality jobs, and coaching job seekers in how to recognize a quality job is the key to accomplishing that goal. In the Follow-up phase, career coaches may support participants in refining the middle and longer-term goals in their career plans.

I-Trac Data Entry and File Documentation

Performance Element	I-Trac Data Entry Fields	File Documentation
Percentage of participants served whose gender is woman	**Provider Tab** • Edit Customer	Customer Attestation
Percentage of participants successfully completing program	**Services Tab** • Services Control – Career Coaching service • Post-Secondary Education & Employment Skills Control or Work-Based Training Control • Service End Date • Status = "Completed" **Outcomes Tab** • Employment Information • Employment Confirmation Control • Confirmation type – After Participation Employment Confirmation	Staff Attestation
Employment Rate	**Outcomes Tab** • Employment Information • Employment Confirmation Control • Confirmation type – After Participation Employment Confirmation	Staff Attestation
Participants that obtain employment, percent that earn $17/hour or more	**Outcomes Tab** • Employment Information with a wage record of $17/hour or more • Employment Confirmation Control • Confirmation type – After Participation Employment Confirmation	Staff Attestation