

Regional Program Standards

Focus: WorkSource Centers Youth Program Services
 Other: Washington County Housing Careers Program Contractors

Topic: Housing Careers Program

Date: July 1, 2023

New Revised

Page 1 of 16

Overview

The Housing Careers program provides short-term workforce preparation training, subsidized work experience and career coaching to participants with lived experience of homelessness and have an interest in employment in the supportive housing services field. The initial program focuses on Washington County. Priority populations to be served include participants that identify as LGBTQ+, Black, Indigenous, Latinx/o/a, Asian, Pacific Islander and immigrants and/or refugees.

Service provider functions within the Housing Careers program include:

- **Supported Employment Services Program Operator:** Responsible for receiving and processing applicant referrals, screening and selection of applicants and providing support to participants to ensure program readiness and completion.
- **Career Coach:** Employed by the Supported Employment Services Program Operator and responsible for supporting participants through the enrollment and hiring process, developing the Career Plan, advocating with the Worksite Liaison on the appropriate worksite placement decision, providing needed support services to the participant and assisting the Worksite Liaison with participant performance on the worksite as the primary interface with the participant. The Career Coach assists and supports the participant in obtaining unsubsidized employment at the completion of the Work Experience.
- **Worksite Development Program Operator:** Responsible for the recruitment of worksites, completion of worksite documentation, management of the Worksite Agreement/Terms and Conditions as defined in the PDX Metro Works regional program standards and providing ongoing monitoring and support to worksites and worksite supervisors.
- **Worksite Liaison:** Employed by the Worksite Development Program Operator and responsible for placing the participant at a worksite, interfacing with the participant on their worksite performance, interfacing with the worksite supervisor, supporting the relationship between the worksite and participant and verification of hours worked for the Employer of Record.
- **Training Services Provider:** Responsible for the delivery of the short-term workforce preparation training including curriculum development, logistics management, administration of workforce preparation training courses and collaboration with the Career Coach on the development of the career plan related to the workforce preparation services.

Regional Program Standards

Topic: Housing Careers Program

Date: July 1, 2023

Page 2 of 16

Contents

Overview	1
Quality Jobs Initiative	3
Eligibility	3
Eligibility Determination and Documentation	3
Enrollment	4
Required Disclosures	4
Social Security Number (SSN) Disclosure.....	4
EEO/Grievance Disclosure	4
Service Definitions	4
Career Coaching.....	4
Workforce Preparation and Work Experience	5
Support Services	6
Prerequisites.....	6
Administrative Requirements.....	6
Documentation.....	6
Administrative	6
Support Service Definitions	7
Clothing/Personal Care.....	7
Employment Documentation	7
Household Goods/Groceries	7
Laptop Computer	7
Transportation.....	7
Utilities	9
Performance	10
Additional Performance and Data Guidance	12
Case Notes.....	12
Data Entry Requirements	12
Enrolled Participant.....	12
Exit	12
Quality Job Standards.....	12
Documentation Requirements	14
Participant File Documentation.....	14
Worksite Development File Documentation	14

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 for the Housing Careers program as outlined below. Participants must be:

- Age 18 or over.
- Washington County resident or identify as a resident of Washington County regardless of where they may sleep at night if homeless.
- Experiencing homelessness, at imminent risk of experiencing homelessness or have past experience of homelessness.
- Have an interest in working in supportive housing services in Washington County.

Eligibility Determination and Documentation

Documentation for Eligibility requirements is applicant attestation obtained through their signature on the *Supportive Services Workforce Development Participant Referral Form*.

Enrollment

The following steps must be completed to enroll an applicant in the Housing Careers program:

- The applicant must complete and sign the *Supportive Services Workforce Development Participant Referral Form*.
- The applicant must complete the screening, referral process steps and enrollment paperwork with the Supported Employment Services Program Operator.
- The Supported Employment Services Program Operator completes the PDX Metro Works I-Trac registration and enrollment. The PDX Metro Works I-Trac Other Funding Source Control on the Registration Tab is used to document that the WashCo Workforce Development Pilot is being utilized to fund the work experience services. Applicants must begin PDX Metro Works services within 45 days of registration to be enrolled.
- The participant completes the hiring process with the approved Employer of Record, including completion of the Form I-9 and legal to work document verification. The participant begins services in Active status with the Employer of Record and moves to On Assignment when they begin their Work Experience. The hiring process must be completed before a participant can begin services.

Required Disclosures

Provide and discuss the social security number (SSN) and grievance and equal opportunity rights disclosures to ensure the applicant understands their rights. The participant will agree to their SSN use selection and acknowledge receipt of these disclosures when they sign the *Supportive Services Workforce Development Participant Referral Form*. No copies of the disclosure forms need be maintained in the customer file.

Social Security Number (SSN) Disclosure

A participant's SSN is required for their inclusion in some performance cohorts. Participants must be provided the disclosure (Standard SSN 2018-03-01) that describes how their SSN will be used and the program's commitment to confidentiality.

EEO/Grievance Disclosure

The Equal Opportunity Statement and Grievance Procedure (use most current) is to be given to the participant during the eligibility determination interview meeting. Reasonable efforts should be made to assure that the information and complaint procedures are understood by potential participants.

Service Definitions

Career Coaching

Typically delivered as an individualized service, Career Coaching is relationship-based guidance and coaching dedicated to increasing the self-sufficiency of participants through unsubsidized employment. It includes assessment of employment-related skills, identification of achievable career and training goals, and development of an achievable career plan.

Regional Program Standards

Topic: Housing Careers Program

Date: July 1, 2023

Page 5 of 16

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 supports necessary to succeed in their training and career plans.
- Facilitate collaboration between the different service providers working with the participant to synchronize career and education goals and align resources.
- Coach participants in job search activities, including resume review, interview coaching, and career advising.
- Provide regular check-ins to track participant progress and ensure participants retain employment, including assistance in career advancement planning, resource planning, and re-placement in employment.
- Provide and/or offer connections to employment, childcare and/or housing services which are culturally specific and/or culturally responsive, based on participants’ needs.
- Assist participants to access rent assistance or other housing resources to support their employment and career plan.

Workforce Preparation and Work Experience

This service is a two-phased planned and structured engagement. This service establishes an employer-employee relationship with the participant and a wage is paid. The Internal Revenue Service (IRS) Fair Labor Standards Act (FLSA) applies. Completion of the Employer of Record required processes and documents is required, including but not limited to: W4 (both Federal and State) and Form I-9 & Verification.

Phase I is a short-term structured workforce preparation training offered by the Training Services Provider in a classroom environment and defined by a training plan. Participants are Employees of the Employer of Record in Active status during this training and receive wages for time spent in the classroom.

Phase II moves the Employee to On Assignment status with the Employer of Record and is a paid work experience training 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.

The work experience placement is with a supported housing service agency identified by the Worksite Development Program Operator. Refer to PDX Metro Works regional program standards for additional detail and requirements.

Support Services

Support services are financial assistance to offset expenses necessary for a participant to engage in Housing Careers program 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 Washington County Housing Careers program services.

Prerequisites

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

- Enrollment in the Housing Careers program services.
- Completion of budget saved in the participant file which reflects need for the support.

Administrative Requirements

Documentation

All support services are to be tracked in the participant's PDX Metro Works I-Trac record on the Payments Tab in the support services control. Support services may not be paid directly to a program participant. All payments for support services must be issued with a gift card or to vendors directly.

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 are 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.

Regional Program Standards

Topic: Housing Careers Program

Date: July 1, 2023

Page 7 of 16

Support Service Definitions

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.

Employment Documentation

Payment of fees required to secure or replace documentation required to complete an I-9 with an employer to secure employment. Once this type of support service is provided no other forms of employment documentation support service may be provided.

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.

Household Goods/Groceries

Household goods and groceries 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. Household goods may include toilet paper, paper towels, cleaning supplies. Groceries are limited to food items only and may not include the purchase of alcohol or cigarettes.

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

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.

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:

Regional Program Standards

Topic: Housing Careers Program

Date: July 1, 2023

Page 8 of 16

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 to engage in a bicycle safety class, 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:

Regional Program Standards

Topic: Housing Careers Program

Date: July 1, 2023

Page 9 of 16

- 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.

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 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. Support services for utility assistance is time limited to the duration of the time the participant is engaged in the training and work experience services.

Regional Program Standards
Topic: Housing Careers Program
Date: July 1, 2023
Page 10 of 16

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). Housing Careers 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.

Performance

Enrollment goals are established for a minimum number of participants served by the Housing Careers program.

Performance Measure	Performance Measure Definition	Performance Measure Calculation
Participants enrolled 10 days prior to the start of the Workforce Preparation phase of the program.	Of all enrolled participants, the percent that complete program enrollment ten days or more before the start of the Phase I Workforce Preparation service.	<p>Denominator Total enrolled participants.</p> <p>Numerator Participants with a PDX Metro Works Participation date 10 days or more prior to the start of the Phase I Workforce Preparation service.</p>
Participants beginning Work Experience placement post Workforce Preparation service.	Of all enrolled participants, the percent that begin a Phase II Work Experience service following the Workforce Preparation phase.	<p>Denominator Total enrolled participants.</p> <p>Numerator Participants with a Phase II Work Experience service with a status of Started.</p>
Successfully completed Work Experience	Of all enrolled participants, the percent who complete a Phase II Work Experience service following the Workforce Preparation phase.	<p>Denominator Total enrolled participants.</p> <p>Numerator Participants with a Phase II Work Experience service that has an end date and a status of Completed-Hired or Completed-Not Hired.</p>

Regional Program Standards
Topic: Housing Careers Program
Date: July 1, 2023
Page 11 of 16

Performance Measure	Performance Measure Definition	Performance Measure Calculation
Securing Permanent Employment	Of all enrolled participants, the percent that report securing unsubsidized employment in any industry.	<p>Denominator Total enrolled participants.</p> <p>Numerator Participants with a Phase II Work Experience service with a status of Completed-Hired or reporting unsubsidized employment.</p>
Case Noted Services	Of all enrolled participants, the percent who have two or more documented case notes per month for every full month of enrollment.	<p>Denominator Total enrolled participants.</p> <p>Numerator Participants with two or more documented case notes from the Supported Employment Services Career Coach for every full month of enrollment.</p>
Businesses Served	A worksite where a participant was placed in a Phase II Work Experience service.	Number of unique worksites with work experience participants.
Worksite Check Ins	Percentage of worksites with at least one documented check-in per month during a Work Experience placement.	<p>Denominator All worksites with a Work Experience service with a Start date.</p> <p>Numerator Worksites with a documented monthly contact during a Work Experience placement.</p>
Case Conferencing Sessions	Percentage of Case Conferencing monthly sessions. Case Conferencing sessions are meetings between the Career Coach and Adult Worksite Development Contractors. These meetings must be held at least twice a month.	<p>Denominator Months in the review period.</p> <p>Numerator Months where Case Conferencing Sessions are held at least twice.</p>

Regional Program Standards

Topic: Housing Careers Program

Date: July 1, 2023

Page 12 of 16

Additional Performance and Data Guidance

Performance data is tracked and reported through I-Trac. Where required of a performance measure element, participant files are to contain the supporting documentation.

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

Additional guidance to consider when managing data for performance follows.

Case Notes

All data entered in the I-Trac system is defined as a case note. Narrative case notes entered into the system should not repeat information already entered into the participant's I-Trac record, but expand upon, provide context to or augment service or employment data, such as noting successes and challenges and progress toward Career Plan goals. Narrative case notes should not include any medical or treatment information, or personal information that is not relevant to their career plan activities.

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, credential attainment, or receipt of employment information.

Enrolled Participant

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

Exit

The Exit date is the date of the last program service entered in I-Trac. A participant should be exited when they complete the work experience services or when they obtain employment.

Auto-Exit

When a participant has gone more than 90 days without Housing Careers program services they will be automatically exited. The Exit date is the last date of the Housing Careers program service 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.

Regional Program Standards

Topic: Housing Careers Program

Date: July 1, 2023

Page 13 of 16

- **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.

Regional Program Standards

Topic: Housing Careers Program

Date: July 1, 2023

Page 14 of 16

Documentation Requirements

Participant File Documentation

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

Worksite Development File Documentation

Standard forms will be used and are provided as Word document forms by Worksystems.

Requirements

Requirement	Detail	Location
Signed Supportive Services Workforce Development Participant Referral Form	Used to document program eligibility requirements and assess applicant interest in the Housing Careers program.	Participant File
Readiness and Self Assessments	Used to collect information on applicant's knowledge of and readiness to pursue a career in supported housing services.	Participant File
Intake Form	Used to collect enrollment data from the applicant to enroll them in the PDX Metro Works I-Trac fund.	Participant File
Required Disclosures	At the time of enrollment, applicants must be provided with the customer rights and responsibilities, release of information, media release and SSN and grievance policy disclosures. A signed acknowledgement of receipt of these forms must be retained in the participant file.	Participant File
Employment Services Support Plans	Case notes are attached to each service entered on the Services Tab in I-Trac to record participant progress towards employment and skill development goals identified in the Career Plan.	I-Trac Services Tab Career Coaching case notes attached to the service.

Regional Program Standards
Topic: Housing Careers Program
Date: July 1, 2023
Page 15 of 16

Requirement	Detail	Location
Incident Report	<p>Document any reported incidents involving a participant during Phase I Workforce Preparation training or Phase II Work Experience. Reportable incidents include:</p> <ul style="list-style-type: none"> • A report has been submitted to the Employer of Record where a participant expresses concerns about the safety of their worksite environment, OSHA violations or Equal Employment, Americans with Disability Act and/or Title VII regulations specific to worksites (e.g., hostile work environments, harassment, etc.). • The worksite is required to document an incident that involves a participant which could include but is not limited to a safety, human resource or other incident report. <p>When Worksite Liaisons or Career Coaches become aware that an incident report has been filed, the Worksite Liaison must work with the worksite or Employer of Record to obtain a copy of the report. That report must be shared with the Career Coach using the file transfer function in I-Trac. Both organizations must maintain a copy of the incident report in their documentation.</p> <p>If a participant is counseled to file an incident report, but declines to follow-through, case notes in I-Trac must reflect that outcome.</p>	Participant File
Support Service Financial Need	<p>If support services are provided, financial need is documented through a budget.</p>	Participant File
Worksite Verification Checklist	<p>Used to ensure that all aspects of the program have been reviewed with the worksite, including compliance with BOLI and workplace safety assurances. Must be completed prior to a participant's placement in a work experience service.</p>	Worksite Development File

Regional Program Standards
Topic: Housing Careers Program
Date: July 1, 2023
Page 16 of 16

Requirement	Detail	Location
Worksite Agreement	<p>Signed by the worksite company/organization and the worksite development contractor representative. These agreements are non-financial and outline the requirements and program responsibilities of the various parties involved in the work experience (worksite, worksite development contractor, Employer of Record).</p> <p>A single <i>Worksite Agreement</i> may be signed by a company/organization with multiple worksite locations.</p> <p>Must be completed prior to a participant's placement in a work experience service.</p>	Worksite Development File
Position Description	<p>Should minimally include but is not limited to: Worksite name and address, worksite supervisor name and contact information, desired skills, type of work, any other requirements and schedule. Must be completed prior to a participant's placement in a work experience service.</p>	Worksite Development File
Work Experience Training Agreement	<p>Participant training agreement that outlines the details concerning the tasks the participant is expected to complete and learning goals for the work experience. It also details the work schedule and contact information.</p> <p>Must be completed prior to a participant's placement in a work experience service.</p>	Worksite Development File
Worksite Supervisor Intern Evaluation	<p>This is the tool for a worksite to provide an assessment to the participant regarding their demonstration of necessary workplace skills, including soft skills, needed for success in any work environment. The worksite liaison is responsible for collecting the <i>Worksite Supervisor Intern Evaluation</i> from the worksite. The career coach is responsible for reviewing the evaluation with the participant.</p> <p>The Worksite Supervisor Evaluation must be sent to the Career Coach within 10 business days of the completion of the work experience.</p>	Worksite Development File