

## Regional Program Standards

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

### Topic: Career Boost Program

Date: October 1, 2024

☐ New

☒ Revised

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## Overview

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

Career Boost starts with services from a qualifying grant and expands or enhances elements of services specifically for SNAP recipients. ODHS and the US Department of Agriculture funding then supports 50 percent of the costs associated with the expanded and enhanced services, allowing the Career Boost Service Provider to serve more Participants, or provide additional services to SNAP recipients.

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

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

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

Each Career Boost Service Provider must describe to Worksystems how its services for SNAP recipients are expanded or enhanced services above standard services offered to non-SNAP recipients. Each Career Boost Service Provider's enhanced or expanded service design must be approved by Worksystems.

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### Career Boost Enrollment Process

Career Boost Service Providers are responsible for conducting outreach and screening to identify eligible SNAP recipients in order to reach or exceed their contracted service goals. Eligibility must be verified and documented during the enrollment process. Applicants must be informed about the services they are receiving as a Career Boost Participant, the requirements to engage in those services, voluntarily agree to participate in those services, and that participation will not impact their SNAP benefits.

The Career Boost enrollment process must be completed prior to an Applicant starting any Career Boost services. To complete enrollment, the following steps must be completed **in this order**. Additional information about each enrollment step is included below. You may also refer to the Career Boost *I-Trac Data Entry Guide* and *iMatchSkills Data Entry Guide* for additional details.

1. Complete qualifying grant program enrollment (i.e. EOP, NextGen, WorkEx). See the Regional Program Standards for the qualifying grant program for more information about eligibility and enrollment.
2. Verify SNAP eligibility through iMatchSkills by searching for the Applicant in iMatchSkills and looking for the "SNAP" banner or a SNAP Priority Tracking note indicating they are eligible.
3. Complete the Career Boost Program Orientation. A Program Orientation is a required component of Career Boost and must be entered as a service in iMatchSkills. The Orientation is an opportunity to create a welcoming environment for Applicants, provides a comprehensive overview of the Service Provider's Career Boost program and describes how they will benefit from the services offered.
4. Review the Applicant's record in iMatchSkills. Look for a STEP Navigator Assessment or case notes and current services to determine what other STEP Service Providers may be providing STEP services.
5. Create a Career Boost I-Trac record and complete the Registration Tab.
6. Perform a Career Boost STEP Assessment and complete the Assessment Tab in the I-Trac Career Boost record. A Yes Response must be entered to confirm Staff Attestation that all the required STEP Assessment topics have been covered with the Applicant.

SNAP Initial Assessment			
Date	Location	Question	Response
<input type="text"/>	--Select One--	The Career Boost Service Provider staff, as part of program intake and assessment, attests to having reviewed the Applicant's circumstances related to the following assessment topics: basic skills and literacy skills; household income and other public assistance being received; housing circumstances; family composition and childcare needs; access to reliable transportation; challenges to job search such as justice system involvement, cultural/religious considerations or medical/disability considerations.	<input checked="" type="radio"/> Yes <input type="radio"/> No

7. Complete the Goals Tab in the Career Boost I-Trac record. At least two entries are required - one Short-Term and one Long-Term Goal. All fields are required to be completed in each record.

Career Boost Goals						
Start Date	Target End Date	End Date	Status	Goal Duration	Goal Type	Location
<input type="text"/>	<input type="text"/>	<input type="text"/>	--Select One--	--Select One--	Employment	--Select One--
Target Position (ONET)			Planned Service	--Select One--		
<input type="text"/>			--Select One--			

8. Completion of the Registration, Assessment and Goals Tabs will auto populate an Initial Service Plan service on the Services Tab and set the Participation Date.

Application Date	Registration Date	Participation Date	Exit Date
11/7/2024	11/7/2024	11/7/2024	

Services			
Start Date	End Date	Service	Status
11/7/2024	11/7/2024	Initial Service Plan	Completed



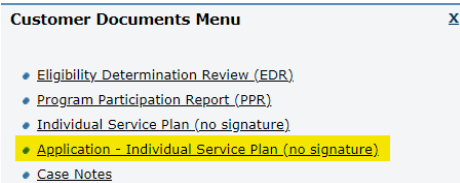
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- Obtain the Applicant's signature on the Career Boost Application-Individual Service Plan (I-Trac Customer Documents Menu/top right corner of the record). Utilize the I-Trac eSignature tool to obtain the signature for the Application-Individual Service Plan. If an eSignature is unable to be obtained, print the Application-Individual Service Plan from the I-Trac Customer Documents Menu for signature and upload it to I-Trac.



- Enter the corresponding STEP Orientation, STEP Employment and Training Assessment and STEP Case Plan services in iMatchSkills.
- Copy services from the qualifying grant record to the Career Boost record in I-Trac and begin entering monthly services in iMatchSkills and I-Trac.

## Eligibility and Documentation

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

Eligibility Element	Documentation Requirement
Enrolled in a Qualifying Grant Program	Qualifying Grant enrollment complete in I-Trac
Eligible SNAP recipient	Verified in iMatchSkills
Individuals who are 16 years of age or older	Verified in Grant enrollment I-Trac record
Not a TANF recipient	Verified in iMatchSkills
Legal to Work in the US	Customer Attestation/Signed Application-Individual Service Plan in I-Trac Career Boost record
Completed STEP Orientation	iMatchSkills service entered
Completed STEP Employment & Training Assessment	iMatchSkills service entered/ Signed Application-Individual Service Plan in I-Trac Career Boost record
Completed STEP Case Plan	iMatchSkills service entered/ Signed Application-Individual Service Plan in I-Trac Career Boost record

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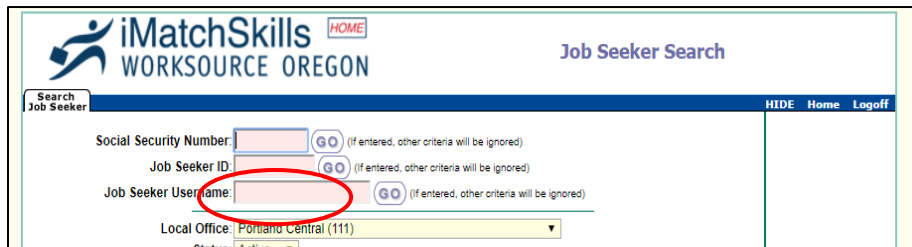
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### SNAP Eligibility

#### Initial iMatchSkills Eligibility Verification

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



In most cases, if an Applicant is eligible for the Career Boost program, a "SNAP" banner will appear in the status line of their iMatchSkills record. If the word "TANF" appears on the status line, the Applicant is likely not eligible.



#### Eligibility Verification without an iMatchSkills "SNAP" Banner

If an Applicant's iMatchSkills record is not showing the "SNAP" banner but the Applicant reports they are receiving SNAP, contact the local STEP Navigator to verify eligibility for STEP. If the STEP Navigator confirms the Applicant's eligibility for the STEP Program, the STEP Navigator or the Service Provider must contact the SNAP E&T policy team for assistance at [SNAP.EmploymentAndTraining@odhs.oregon.gov](mailto:SNAP.EmploymentAndTraining@odhs.oregon.gov).

The SNAP E&T policy team will take one of two actions at the request of the STEP Navigator or Service Provider:

- Request the Oregon Employment Department (OED) to add the SNAP indicator for the current month.
- Add a SNAP Priority Tracking note, to authorize STEP Services without the "SNAP" indicator for one month only. **Service Providers must request a SNAP Priority Tracking Note be added each month if they intend to offer STEP Services for the duration of the time the record is without the "SNAP" banner.**

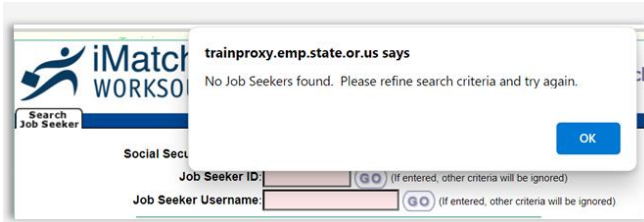
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### Eligibility Verification without an iMatchSkills Account

If an Applicant indicates they are receiving SNAP benefits but do not have an iMatchSkills account, this message will display in iMatchSkills:



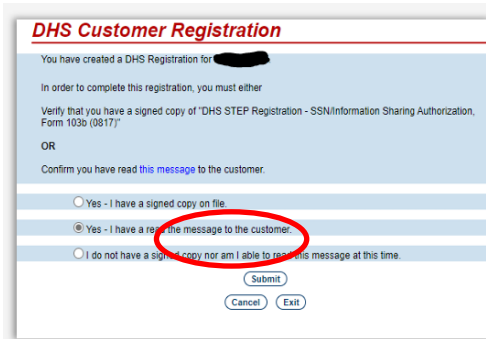
Return to the WOMIS home page and try again to locate the Applicant. Under applications, click "Customer Search" and enter their Social Security Number (SSN). If no results are found (meaning the Customer Search result bar is completely blank), the below options can be utilized to verify SNAP eligibility:

- An Applicant can be directed to complete a full iMatchSkills Profile.
- Service Provider staff can create an iMatchSkills account directly by creating an abbreviated DHS Registration. To do so, the Service Provider clicks the DHS Registration button to create an iMatchSkills profile for the Applicant.



Complete the required information which is marked with a \*.

Once the required information is entered you will see the last screen which verifies the Applicant has agreed to share their Social Security Number (SSN). The Applicant can either sign the 103b Authorization Form or the Service Provider may read the information on the linked ["this message"](#) to the Applicant to ensure that they are aware of why their SSN is being requested and how it will be used. Select the correct SSN staff attestation from the menu and press submit. If the Applicant has signed a 103b Authorization form, the Service Provider must retain this form for monitoring purposes.



**NOTE:** If an Applicant is not receiving SNAP benefits but might qualify, they should be referred to ODHS. Link to information: <https://govstatus.egov.com/or-dhs-food> ([ODHS Food Assistance](#)).



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### Monthly iMatchSkills Eligibility Verification

Each month that a Career Boost Participant engages in Career Boost services, staff must verify the Participant as SNAP-eligible in iMatchSkills. Career Boost staff are encouraged to complete monthly eligibility verification at the beginning of each month.

If a Participant is engaged in Career Boost Career Coaching services and the Participant becomes ineligible to receive SNAP benefits, the Participant must be transitioned off of the Career Boost caseload. In situations where a coach is 100% dedicated to a SNAP caseload, the Participant must be referred to a non-Career Boost staff or other partner agency.

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

### Serving Participants under the age of 18

Career Boost services can be offered to individuals who are 16 or 17 years old if the services do not supplant existing resources or supports available to them through other programs. Supplanting services refers to the practice of providing funding or resources for services that are already available through other established programs or institutions, such as local school districts. For instance, if a local school offers career counseling or job training programs, Career Boost services can only be provided if they complement rather than duplicate these offerings.

In order to provide Career Boost services to individuals who are 16- and 17-years old, the verification of head of household status must be completed through ODHS. The Career Boost Service Provider must email the district STEP Navigator ([ODHS-SSP-D2.SNAPNavigators@dhsosha.state.or.us](mailto:ODHS-SSP-D2.SNAPNavigators@dhsosha.state.or.us) for Multnomah County or [ODHS-SSP-D16.SNAPNavigators@dhsosha.state.or.us](mailto:ODHS-SSP-D16.SNAPNavigators@dhsosha.state.or.us) for Washington County) to confirm SNAP eligibility and head of household status – “Head of Household Status Verification” is required in the email subject line. The email includes Applicant name, their Job Seeker ID and a notation that this is a request for SNAP eligibility and head of household status verification.

The STEP Navigator will determine if the individual is head of household on their own SNAP case. Once the determination is made, they will either:

- Update the individual’s iMatchSkills profile to allow the Service Provider to offer Career Boost services.
- Obtain parent or guardian permission and update the individual’s iMatchSkills profile to allow the Service Provider to offer Career Boost services.

Once the Navigator has taken one of the actions above, they will contact the Service Provider to let them know they can begin offering Career Boost services.



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**Customer Referrals and Service Provider Determinations****Referrals**

Career Boost participants may be referred to Service Providers through an internal process (i.e. enrolled in a qualifying grant program or another program within the organization), from a WorkSource Center or other Career Boost Service Provider, or by their STEP Navigator. In order to provide the greatest access to services for each Applicant, Career Boost Service Provider staff are encouraged to refer Applicants to other STEP Service Providers and services where appropriate.

When the Applicant does not meet the Career Boost Service Provider's qualifying grant eligibility or the Service Provider does not have the capacity to enroll the Applicant, Career Boost Service Provider staff must refer the Applicant to another Worksystems Career Boost Service Provider to receive STEP services. The referring staff must follow up to ensure the new Service Provider staff have made contact with the Applicant.

**Provider Determination**

A Provider Determination occurs when a STEP Service Provider makes a decision to not offer services to an Applicant referred to their organization by a STEP Navigator.

A Provider Determination is made when one of the following occurs:

- The STEP Service Provider determines their STEP program is not a good/appropriate fit for an Applicant.
- The STEP Service Provider decides they will not offer STEP services to an Applicant and they:
  - Refer the individual to a non-STEP Service Provider.
  - Refer the individual to a different STEP Service Provider.
  - Refer the individual to non-STEP services within their organization.
- STEP services are not provided (including not starting services or discontinuing services) due to inappropriate behavior by the individual as determined by the STEP Service Provider.
- The STEP Service Provider received a referral from a STEP Navigator but made the decision to close their program to new Participants.

The Service Provider must notify the STEP Navigator within ten days of any of the above Provider Determination actions.

Service Provider Determination is **not** applicable when an Applicant is placed on a waitlist, simply stops responding or attending program activities, or loses SNAP benefits and is no longer eligible for STEP services.

Career Boost Service Providers must email Service Provider Determinations to a STEP Navigator or the district specific SNAP Training & Employment Navigator ([ODHS-SSP-D2.SNAPNavigators@dhsosha.state.or.us](mailto:ODHS-SSP-D2.SNAPNavigators@dhsosha.state.or.us) for Multnomah County or [ODHS-SSP-D16.SNAPNavigators@dhsosha.state.or.us](mailto:ODHS-SSP-D16.SNAPNavigators@dhsosha.state.or.us) for Washington County) using the email template below.





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### Service Provider Determination Email Template

Service Provider Determination	
Date:	
SNAP E&T Service Provider Organization:	
Service Provider Contact Information:	
Job Seeker ID:	
Date of Birth:	
Reason for Service Provider Determination:	<input type="checkbox"/> The requirements for E&T services were not met. <input type="checkbox"/> E&T Service Provider is unable to offer E&T services at this time.
Additional Details:	

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

The STEP Navigator will send a notice to the STEP Participant within ten days of receiving the Service Provider Determination email, offering an opportunity for them to reconnect with another ODHS Service Provider for STEP services.

## Program Service Definitions

### STEP Service Components

Career Boost services are reported under several broad STEP service categories; definitions for each are outlined below. These service categories are aligned with qualifying grant program services so that when a service is entered into the I-Trac qualifying grant record it can be copied to the Career Boost record. All services are to be entered into the iMatchSkills record **and** the I-Trac qualifying grant record **and** copied to the I-Trac Career Boost record. **iMatchSkills service data entry must occur on the same day the service is provided and must match I-Trac data entry.**

While the STEP program includes a wide variety of allowable services, Service Providers under Worksystems' Career Boost program are only authorized to provide specific STEP services included in Worksystems' Grant Agreement with ODHS. Allowable Career Boost services include *Career/Technical Education or Other Vocational Training, Job Search Training and Pre-Apprenticeship Program*.

**Support Services are not allowed to be delivered or billed within the Career Boost program.** While Service Providers are encouraged to connect all program Participants with needed Support Services, these services must be provided outside of the Career Boost program. Support Services are **not** eligible to be recorded under Worksystems SNAP profiles in iMatchSkills, nor may they be billed as SNAP expenses to Worksystems.



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Each Career Boost Service Provider has a SNAP Statement of Work in their Contract that confirms which allowable STEP service components they are authorized to provide. Service Providers must ensure they are **only** utilizing SNAP funds and entering data for their specific authorized services in their Statement of Work.

### Career Boost Initial STEP Services

Career Boost Applicants must complete an Orientation, Assessment and have a Case Plan (OAC). Individuals who have not completed all three elements of the OAC are not considered to be enrolled in the Career Boost program. All Career Boost Participants are required to receive regular monthly case management.

#### Orientation

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

An overview of the organization, program, requirements and services offered as part of the Career Boost program. The orientation is an opportunity to build a relationship with Participants and show them the value of their participation in services.

#### Assessment

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

The Assessment is intended to help Service Providers get to know a Participant and gather essential information to support them in achieving their employment goals. The Assessment plays a crucial role in building a strong relationship with the Career Boost Participant. This process should be conducted using trauma-informed and person-centered practices. The information gathered during the Assessment is used to create the Participant's Individual Service Plan.

In a one-on-one meeting(s) with an Applicant the Career Coach helps the Applicant identify strengths and challenges they may face in obtaining and maintaining employment. Career Boost Service Providers are to develop their own assessment tool/document to cover all the topics listed below. An Assessment is required for each Applicant prior to any Career Boost services being delivered. This Assessment must include the following general information about the Applicant:

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



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An Assessment record is entered into the Career Boost I-Trac record with a Response of Yes to document Staff Attestation that all topics have been covered with the Applicant.

SNAP Initial Assessment				
	Date	Location	Question	Response
<a href="#">save</a> <a href="#">cancel</a>	<input type="text"/>	--Select One--	The Career Boost Service Provider staff, as part of program intake and assessment, attests to having reviewed the Applicant's circumstances related to the following assessment topics: basic skills and literacy skills; household income and other public assistance being received; housing circumstances; family composition and childcare needs; access to reliable transportation; challenges to job search such as justice system involvement, cultural/religious considerations or medical/disability considerations.	<input checked="" type="radio"/> Yes <input type="radio"/> No

Since all Service Providers working with a household must complete an Assessment, Service Providers should review the Participant record and all existing Assessments. Information from previous Assessments can be used to help guide the conversation. However, all topics must be covered as circumstances can change over the course of different enrollments with different Service Providers. Assessments completed by STEP Navigators or non-Career Boost Service Providers can be found in iMatchSkills. Refer to the *Career Boost Data Entry Guide* for details on how to find these Assessments in iMatchSkills.

### Case Plan (Individual Service Plan)

- iMatchSkills: Created Step Plan
- I-Trac: Completion of the Career Boost Goals Tab, Individual Service Plan signed by Participant

The Case Plan, or Individual Service Plan, is a written plan developed together with the Participant and Service Provider staff, listing approved STEP services that will be case managed and administered or purchased by the Service Provider. The services are identified during the Assessment and are intended to reduce barriers to the Participant's employment, job retention, and wage enhancement. The components of the Case Plan should align with the strengths and needs identified in the Assessment.

The Case Plan minimally must include short- and long-term goals, timelines for activity completion, Service Provider contact information, Participant signature with date, and at least one approved Career Boost service. The Case Plan must also include a statement that participation in the Career Boost Service Provider's STEP program is voluntary and will not impact the Participant's SNAP benefits. A Case Plan is required for each Participant, prior to any Career Boost service being delivered.

### Career Boost Orientation, Assessment and Case Plan Data Entry

Each Service Provider is responsible for completing their own Orientation, Assessment and Case Plan with a new Applicant prior to providing Career Boost services. In I-Trac, only one active Career Boost record is allowed in a Participant's I-Trac record. If an Applicant is new to Career Boost, a Service Provider will add a new Career Boost enrollment in I-Trac and complete the Registration, Assessment and Goals Tabs before copying services from the qualifying grant (i.e. EOP, NextGen, WorkEx) into Career Boost in I-Trac.

If the Applicant already has an active Career Boost enrollment in I-Trac with a different Career Boost Service Provider, the new Service Provider must complete the following steps to add information about the new Service Provider's service engagement:

- Add to the existing Career Boost record a new Assessment on the Assessment Tab with your Service Provider program Location.

SNAP Initial Assessment		
	Date	Location
<a href="#">add</a>	<input type="text"/>	<input type="text"/>



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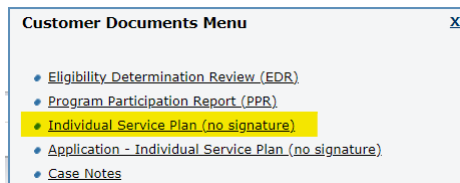
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- Update the Goals Tab: Enter a Short-Term Goal for the new Service Provider's services. Review the Long-Term Goal and if not applicable to the new Service Provider's services enter a new Long-Term Goal.

The screenshot shows the 'Career Boost Goals' form. It has several input fields and dropdown menus. A dropdown menu for 'Goal Type' is open, showing 'Long Term Goal' and 'Short Term Goal' options. The form also includes 'save' and 'cancel' buttons, and a 'scroll to top' link.

Each new Career Boost Service Provider must obtain the Applicant signature on the updated Individual Service Plan. Utilize the I-Trac eSignature tool. If an eSignature is unable to be obtained, print the Individual Service Plan from the I-Trac Customer Documents menu for signature and upload to I-Trac (as "Individual Plan"). Staff are not required to sign the Individual Service Plan.



### Career Boost Core STEP Services

Once the initial Career Boost STEP services have been provided, Career Boost Service Providers may begin providing monthly STEP services. While the ODHS STEP program includes a wide variety of allowable services, Worksystems has designed its Career Boost Program to include three core STEP services, which are listed below:

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

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

Organized Training at the post-secondary level which provides Career Boost Participants with the academic and technical knowledge and skills necessary to prepare for further education and for careers in current or emerging employment sectors. Programs are primarily designed for those who are beyond the age of compulsory high school attendance. Programs should be employer-driven and **must** lead to an industry-recognized certificate or credential. Career/Technical Education or Other Vocational Training **does not** include 4-year degree programs at the post-secondary level. Services charged to Career Boost may not supplant non-federal funds for existing educational services and activities and Career Boost may not be charged more than what the general public would pay for the same service.

#### Job Search Training

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

Job Search Training is a service component which strives to enhance the job search skills of Career Boost Participants. The component may consist of services that are delivered through one-on-one engagement or in a group setting and are designed to assist Career Boost Participants in developing career plans, determining skill levels, and Training needs, and securing basic employment skills.



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This component may include instruction in job seeking techniques and increasing motivation and self-confidence, job skills assessments, job placement services, or other direct Training or support activities. Other activities may include resume writing workshops and learning how to use online job search tools. The Job Search Training component may combine job search activities with other Training and support activities.

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

### Pre-Apprenticeship Program

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

Pre-Apprenticeship Programs offer a combination of hands on and related instruction in which Participants learn the practical and theoretical aspects of a skilled occupation. Pre-Apprenticeship Programs provide individuals with the basic and technical skills necessary to enter an Apprenticeship program and should be directly linked to an Apprenticeship program. Pre-Apprenticeship Programs are Oregon BOLI registered and should have at least one, if not more, documented partnership(s) with a Registered Apprenticeship Program that will assist in placing Participants who complete the Pre-Apprenticeship Program into their Registered Apprenticeship Program. They are designed to help Participants decide if the trade or occupation is an appropriate fit for them and to increase the likelihood they will be accepted into an Apprenticeship program.

Wages or stipends paid to a Participant for program participation in a Pre-Apprenticeship Program are not an allowable Career Boost expense but can be paid for from the qualifying grant fund.

### Case Management

Case management must be completed no less than once per month along with the Service Provider's approved Career Boost core STEP service(s). Case Management is not a separate service in iMatchSkills or I-Trac and must be included as part of any Career Boost service that is provided.

Case management includes guiding, motivating and supporting Participants by continually assessing their strengths, needs, progress and barriers, to identify resources and support services, advise on career and Training opportunities, and adjust plans as needed.

### STEP Service Component Tracking

This section provides high-level guidance regarding program data tracking. Please refer to the *Career Boost I-Trac Data Entry Guidance* and *Career Boost iMS Data Entry Guidance* documents for additional information.

A Career Boost service must be provided and entered into iMatchSkills at least once every 30 days for all services, in each month that the service is provided. **Career Boost services must be entered in iMatchSkills on the same day the service is provided. If a service is missed being entered on the same day back dating services in iMatchSkills is only allowed for a rolling 30 days.** This means if a service is provided August 15<sup>th</sup>, it may only be entered into iMatchSkills until September 15<sup>th</sup>. **After 30 days have passed, the service will not be able to be entered in iMatchSkills and related expenses may not be billed to Career Boost.**

Career Boost Service Providers must also ensure that I-Trac Career Boost records align with services recorded in iMatchSkills by entering services in the Participants' I-Trac qualifying grant record and copying the services to the Career Boost record. Subsequent service activity of the same kind during the month need only be recorded



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in I-Trac in the qualifying grant record and copied to the Career Boost record; entry into iMatchSkills is not required for multiple services of the same type during the same month.

### Career Boost / STEP Service Data Entry in iMatchSkills

In iMatchSkills, when staff choose “Add Services,” a **Service List** appears. Staff will then add the Service Date and choose the service component provided. Service Providers may only claim services allowed in their Career Boost SNAP Statement of Work.

Once the Service Provider has delivered and entered the first initial STEP required service components (STEP Orientation, STEP Employment and Training Assessment and Created STEP Plan), staff may begin delivering and entering their core STEP service(s).

### Duplicate Services

Every Service Provider is responsible for reviewing Participants’ iMatchSkills service log monthly prior to providing services. This ensures a Service Provider is aware if another Service Provider has already provided the same service in the same month, so they can avoid duplicating services in the same month. **Duplicate services are not billable to Career Boost SNAP. Only the Service Provider who enters the service into iMatchSkills first is eligible to bill the expenses associated with the service.**

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

**STEP Services**

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

If another Service Provider has already entered the same service in iMatchSkills in the same month, there should be a red date next to the service component selected by the other STEP Service Provider. **When this is noted, staff should not enter an additional service of the same type in iMatchSkills or I-Trac Career Boost and should contact the other Service Provider to coordinate and avoid future conflicts.**

The rule against duplicate STEP services in the same month typically impacts Career Coaching Service Providers delivering *Job Search Training* services. If a Coach is referring a Career Boost Participant to a partner program, they must contact the partner staff to coordinate services and communicate about who is delivering and

entering *Job Search Training* services in a given month. Details regarding the impact of duplicate services on billing are in the *Allowable Career Boost Expenses* section below in these Regional Program Standards.

**ODHS policy states that Career Boost/STEP Participants are not allowed to receive the same STEP service in the same month provided by more than one STEP Service Provider.** Before services are delivered each month, Career Boost Service Providers must review the Participant’s iMatchSkills STEP record to determine if the planned STEP service component has already been entered in the same month by any other STEP or Career Boost Service Provider. **If the planned service has already been delivered and entered by another Service Provider, the Career Boost Service Provider may still serve the Participant but may *not* enter the service in iMatchSkills *nor* invoice Worksystems for the associated costs under a SNAP column in the Billing Workbook.**





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For example, two STEP or Career Boost Service Providers may not bill for a *Job Search Training* service provided by each during the same month. The STEP or Career Boost Service Provider who first selects the service box in iMatchSkills will be the lead Service Provider and may invoice for their SNAP expenses that month. The second Service Provider may still serve the Participant and record services in I-Trac in the qualifying grant, but the services are not considered to be part of Career Boost for the month and the second Service Provider may not check the *Job Search Training* service box in iMatchSkills nor copy the service to the Career Boost record in I-Trac.

**When a monthly service has been duplicated, may not be entered in iMatchSkills and is not considered to be a Career Boost service, expenses related to that service may not be included in the monthly SNAP billing.** This means that any time spent, staff salary or other allowable expense related to the duplicate service are not billable to the Career Boost program and may only be included in a Non-SNAP column of the Billing Workbook.

**The only exception to the prohibition on duplicate services** is with STEP *Career/Technical Education or other Vocational Training* and *Pre-Apprenticeship Program* service components. These services may be provided and entered by multiple STEP Service Providers in iMatchSkills in the same month. This is only allowed if the STEP Service Providers are providing distinct services for the Participant. This might occur when one STEP Service Provider pays for part of a Training cost and a different STEP Service Provider pays for the remainder of the cost, or in a scenario where one STEP Service Provider is the Funder of a Training while a different STEP Service Provider is the Service Provider who is delivering the Training.

For *Career/Technical Education or Other Vocational Training* and *Pre-Apprenticeship* services, Career Boost Service Providers must choose if they are the *Funder*, *Service Provider* or both.

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

In the month that the Participant completes the Training or Pre-Apprenticeship Training Program, the Career Boost Service Provider must go to the first month that the Training service was entered in iMatchSkills, check the *Training Complete* box, and mark the Training service as complete in I-Trac. For the months during which the Training is taking place, STEP providers should enter *Job Search Training* services to reflect engagement with the Participant throughout the Training.



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**Non-Discrimination and Funding Statements**

All Career Boost Service Providers must include FNS **non-discrimination and funding statements** on **ALL** program materials and websites. Service Providers will ensure that the appropriate funding and nondiscrimination statement is included in **ALL** outreach material, program documents and public-facing websites that provide information regarding services. In addition to the funding statement websites must also include this link to the USDA statement: <https://www.fns.usda.gov/civil-rights/usda-nondiscrimination-statement-other-fns-programs>

- **Funding Statement – Full**

This project has been funded at least in part with Federal funds from the U.S. Department of Agriculture. The contents of this publication do not necessarily reflect the view or policies of the U.S. Department of Agriculture, nor does mention of trade names, commercial products, or organizations imply endorsement by the U.S. Government.

- **Funding Statement – Abbreviated for publications with minimal text or limited space**

Funding provided by U.S. Department of Agriculture.

- **Nondiscrimination Statement – Full**

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This institution is an equal opportunity provider.

**Cost Methodology**

Career Boost Service Providers must have a documented cost methodology on file describing how the organization tracks and reports expenses to be submitted for reimbursement to allocate SNAP vs. non-SNAP expenses. Compliance with this methodology will be referenced as part of both fiscal and program monitoring. The methodology should be clear about how the Service Provider distinguishes between eligible for SNAP match expenses and not eligible for SNAP match expenses. For split caseloads, Service Providers must have a clear methodology for how to track salary costs for SNAP eligible and non-SNAP eligible Participants on the caseload each month. Career Boost Service Providers typically use time sheets or SNAP percentage of total program caseload to allocate staff expenses.

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



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## Career Boost Billing

Career Boost Service Providers must ensure there is close monthly coordination between service delivery and fiscal staff, so they bill only allowable expenses to SNAP each month. Before submitting monthly SNAP billings, Career Boost Service Providers must ensure that there is accurate Career Boost data entered in iMatchSkills and I-Trac to justify the monthly SNAP billing.

As SNAP Participants move on and off of a Service Provider's caseload in a given month, service delivery staff must track this closely and ensure that fiscal staff are aware of any changes and bill proportional expenses to SNAP. In cases where the planned monthly Career Boost service has already been delivered and entered by another Service Provider (*Duplicate Services* described above), the Career Boost Service Provider may still serve the Participant, but the Participant may not be counted as a Career Boost Participant in that month and the Service Provider may not invoice Worksystems for the associated costs under a SNAP column in the billing workbook in this situation.

Example of SNAP column in billing workbook:

YTD Billing Workbook

Contractor Name:

Project Title:

Contract Number:

Reporting Year: July 1, 2023 - June 30, 2024

For the Period Ended: 11/30/2023 is to your monthly report

Project #	1000	1352
AL #	N/A	N/A
FUND #	500	500

FUND NAME

Prosper Adult General Fund NON SNAP

Prosper Adult General Fund SNAP

work

SYSTEMS

Budget Line Item	Total Budget	YTD Expended	Balance	%	Total Budget	YTD Expended	Balance	%
Personnel Expenses-Program Delivery	2,138.00	2,138.00	-	100%	8,258.00	4,978.63	3,279.37	60%
Personnel Expenses- Program Admin	6,204.00	4,002.72	2,201.28	65%	5,318.00	5,318.00	-	100%
Operating Costs	270.00	-	270.00	0%	2,700.00	1,106.94	1,593.06	41%

## Data Sharing Agreements

Service Provider staff offering Career Boost services must use iMatchSkills to verify SNAP eligibility and document STEP services. To access iMatchSkills Service Providers must have Data Sharing Agreements in place with the Oregon Employment Department (OED). Organizations without an Agreement must work through Worksystems and provide their Contract Manager with the legal name of their organization and the name, title and contact information of the person within their organization who has Contract signing authority.

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



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**Compliance Trainings**

All staff and volunteers who provide Career Boost / STEP services, whose position is funded in *any* part by STEP funding (i.e., Managers of Career Boost programs and direct service staff) or who have iMatchSkills or I-Trac permissions to STEP/Career Boost must complete all required compliance trainings. All compliance trainings are provided on the Workday Learning (WDL) platform. For more detailed information about how to access Workday Learning, please refer to the *New User Training Guide*.

**New Staff Training**

New staff providing Career Boost Services, managing a Career Boost program or who are responsible for STEP data entry are required to complete all compliance trainings prior to providing Career Boost services or having access to iMatchSkills or I-Trac for Career Boost. The trainings required will vary based on your iMatchSkills user account type (Contingent Worker-CW or Extended Enterprise Learner-EEL). The *New User Training Guide* contains detailed instructions for each user type. Please refer to the guide for more information.

If you provide both Career Boost and WIOA Adult/DW services (CW Account), you are also required to complete additional Oregon Employment Department (OED) trainings. Please work with the OED Manager responsible for your CW account and/or the Worksystems Contract Manager for your qualifying grant to ensure you complete the correct trainings.

**Annual Compliance Trainings**

All Career Boost staff must also complete annual compliance trainings. Upon training completion each year, the Service Provider must send transcript verification of training completion to the Worksystems Contract Manager and retain a copy in the employee/volunteer personnel file. Training records including staff/volunteer names and dates of training must be retained for a period of six years.

Training content is typically updated every year, staff must complete the most recent version of the following Annual Compliance Trainings. Worksystems sends out an annual email notification of when trainings are due with a list of all required trainings.

- ODHSOHA - HR - Mandatory Reporting of Child Abuse in Oregon
- ODHSOHA - HR - Mandatory Reporting of Adult Abuse in Oregon
- ODHS - OEPLT - SNAP Civil Rights
- Information Security and Privacy Awareness

**Required Posters**

All Career Boost Service Providers must display “**And Justice for All Posters**” visibly in workspaces. Posters can be downloaded at: <https://www.usda.gov/sites/default/files/documents/JFABlue508.pdf>



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### Marijuana Industry and SNAP E&T

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

#### Marijuana Restrictions

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