Regional Program Standards

Focus:	❑ WorkSource Centers ☒ Other: Early Learning Works	❑ Youth Program Services
Topic:		
Date: March 1, 2025	❑ New ☒ Revised	

Overview

Early Learning Works creates pathways for entry into the Early Childhood Education (ECE) profession, building up the workforce needed by employers and opening the door for jobseekers into the ECE field. Early Learning Works promotes career exploration, Training, Work Based Training and hiring for individuals seeking full-time careers in ECE. The program has a special focus on supporting preschools in Multomah County and connecting jobseekers to quality jobs in the Multomah County Preschool for All programs.

Priority populations include:

- Black, Indigenous, and People of Color
- People who speak languages other than English
- High school students and recent graduates (graduated in last 2 years)
- Current college students in other programs who are interested in studying early childhood education
- Immigrants and refugees
- Parents and family members of early learners in preschool programs
- ECE teachers and childcare staff who have recently left the profession
- ECE teachers and childcare staff who have experience and education/training outside of the United States
- Other culturally specific communities and groups that experience barriers to higher education and employment opportunities

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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 based on data-driven and evidence-based workforce strategies.

A Quality Job helps workers achieve economic stability and mobility while prioritizing diverse representation, equitable work environments 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 and build partnerships that increase opportunities for populations that have been historically excluded and underrepresented in careers with elements of high job quality.

Using labor-market data and this definition of a Quality Job, Worksystems has identified targeted sectors with low barrier entry that offer high-growth and high job-quality characteristics with structured career pathways. These sectors include: (1) advanced manufacturing; (2) healthcare and social assistance; (3) construction; (4) clean energy; and (5) early childhood education. Career coaching services are designed to support Worksystems' targeted sectors and assist participants in attaining or accessing pathways to employment with self-sufficiency wages and comprehensive benefits by providing awareness and education of our targeted sectors. Guidance and training regarding Career Coaching with an emphasis on job quality will be provided by Worksystems.

Eligibility

- Participants must be aged 14 or over.
- On-the-Job Training and Paid Work Experience services – Participants must meet Work Authorization requirements as defined below in the *Services Definitions* section of these Regional Program Standards.
- Participants must be one of the following: A Multnomah County resident; Currently working in the early childhood education/childcare field in Multnomah County; Be in the process of applying for an early childhood education/childcare position in Multnomah County; or Have the intention of applying for an early childhood education/childcare position in Multnomah County upon completion of Early Learning Works services.

Eligibility Documentation

- Customer Attestation is the allowable documentation source for age, the signed Early Learning Works Application is the documentation of this attestation.
- On-the-Job Training and Paid Work Experience services documentation of Work Authorization requires the completion of the Form I-9 and legal to work document verification as outlined below in the *Services Definitions* section of these Regional Program Standards.

Enrollment

Required Disclosures

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

Social Security Number (SSN) Disclosure

A participant's SSN is required for their inclusion in some performance cohorts. The collection of an Applicant's social security number is not required for program eligibility purposes and providers may not deny services if an Applicant is eligible for Early Learning Works services and chooses not to disclose their number. Applicants must be provided the disclosure (Standard SSN 2024-04-01) that describes how their SSN will be used and the program's commitment to confidentiality. Where the Applicant agrees to the use of their SSN for reporting purposes, the indication is noted through I-Trac on the Early Learning Works Application and the consent is the Applicants' signature on the Application.

EEO/Grievance Disclosure

The Equal Opportunity Statement and Grievance Procedure (January 2024) is to be given to the Applicant during the eligibility determination interview meeting. Reasonable efforts should be made to assure that the information and complaint procedures are understood by potential Applicants.

Enrolled Participant

Once all elements of eligibility determination, documentation and I-Trac registration have been completed, obtain the Applicant's signature on the Application utilizing the I-Trac eSignature process. If an eSignature cannot be obtained, print the Application from the I-Trac Customer Documents menu for signature and upload the signed Application to I- Trac.

> ***Note:*** Applicants under the age of 18, Contractor staff must conduct due diligence to obtain parent/guardian signature for enrollment. Where a parent/guardian is absent, an Applicant under the age of 18 may be enrolled without parent/guardian signature. Once confirmed that a parent/guardian is absent, Contractor staff sign the Application in place of a parent/guardian with title of Career Coach printed after their signature.

The Applicant must begin participation in program services within 45 days of the Registration date. Participation begins with the first grant funded service entered in I-Trac.

Ineligible Customers
Applicants who do not meet the program eligibility requirements for enrollment are to be referred to other programs in the local area that may be available to provide similar services. WorkSource Center services should be reviewed and discussed, and the Applicant referred to MyWorkSource for additional service options. Formal referrals are not required.

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

Service Definitions

Career Coaching

Career Coaching is relationship-based guidance and coaching dedicated to increasing the self-sufficiency of participants through unsubsidized employment. Best practices show that participants who maintain periodic communication with a Career Coach are most likely to benefit from services.

The primary purpose of Career Coaching is working with participants to set achievable personal, education, training and/or employment goals and then to guide, coach, support and coordinate services and participation as they progress along a skill development pathway leading to achievement of those goals and economic and personal independence, self-sufficiency and employment in jobs with career potential. Career Coaching staff functions include but are not limited to:

- 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 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 participant’s needs.
- Management of the tracking, documentation and reporting requirements of program participation and performance.

Career Exploration

Industry-specific career exposure to training and employment opportunities in the Early Childhood Education (ECE) industry sector. Exposure is designed to help participants develop knowledge of the variety of careers and occupations in the ECE sector, including skill requirements, working conditions, and job opportunities. Useful tools are Careers NW, a Worksystems-sponsored website, and Oregon Employment Department's qualityinfo.org.

Career Mapping Workshop

For Career Coaching Contracted Service Providers this workshop is the first step of the Career Mapping process. Participants identify their strengths, gifts and capacities, the qualities that enable them to be successful in the work environment and potential jobs. 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

For Career Coaching Contracted Service Providers an element of Career Coaching is conducting Career Planning Sessions to create a Career and Resource Plan. 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 process. 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. The analysis and application of this assessment information is critical to guiding and coaching the participant and assisting them to develop a realistic Plan to reach their career goals.

The Plan is a dynamic document that will change as the participant is provided opportunities to explore careers of interest within the ECE field, 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 and updated at least every 180 days as the participant completes (or is unable to complete) activities as planned and should drive program participation.

Job Search Assistance

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.

Work Readiness Training

Instruction designed to increase a participant's workplace skills that includes positive work behavior and employability soft skills training.

Training, Education and Employment Skills

There are three categories of Training, Education and Employment Skills services offered through Early Learning Works – Occupational Skills Training, Pre-Requisite Training, and Workforce Preparation services. All payments for these Training services are entered in I-Trac on the Payments Tab in the Training & Education Service Payments control.

Service Providers **must refer** a participant to WorkSource Portland Metro (WSPM) to fund **any type** of Training service. WSPM Training services are entered into the participant's I-Trac record in the grant funding the Training by WorkSource staff and copied into the Early Learning Works record.

Occupational Skills Training

Occupational Skills Training is an organized program of study that provides specific vocational skills that lead to proficiency in performing actual tasks and technical functions required by certain occupational fields at entry, intermediate or advanced levels. Occupational Skills Training must:

- Be on the Oregon, Washington, Idaho, or Utah State ETPL if utilizing WIOA funds (defined below).
- Be instructor-led in either an in-person or virtual format.
- Be outcome-oriented and focused on an occupational goal specified in the participant's Training Plan. The occupational goals must be on the Portland Metro area Target Occupation List (see below for definition of this list).
- Be of sufficient duration to impart the skills needed to meet the occupational goal.
- Lead to the attainment of a recognized, US Department of Labor-defined Credential.
- Trainings that lead to a Child Development Associate (CDA) fall in the definition of Occupational Skills Training.

Training may be offered through a school or Training organization on a per-student basis or offered through a cohort agreement with Worksystems. A Training cohort is defined as one group of participants enrolled in and attending the same Training sessions together; additionally, the cohort Training must have been procured for following Worksystems' procurement policy.

Prerequisite Training

Any class or Training that is required by the Training provider prior to enrolling into a Training program represented on the Oregon, Washington, Idaho or Utah State ETPL. This excludes activities defined under Workforce Preparation. The Training program must be on a State ETPL and must indicate the prerequisite course is required for entry into the Training program.

Workforce Preparation

Activities, programs or services designed to help an individual acquire any combination of the skills necessary for successful transition into and completion of Post-Secondary education or Training, or successfully entering employment. Activities must be specific to early childhood education and/or childcare. Activities may include but are not limited to computer literacy, first-aid required for an employment position, professional development classes for achieving an Oregon Registry Online (ORO) Step or Child Development Associate (CDA) Certificate hours, and other occupational skills education leading to non-Department of Labor (DOL) defined credentialed certifications that are required for entry level, health or safety employment requirements. Workforce Preparation services are not required to be on a State ETPL.

Payment for Workforce Preparation does not require an Individual Training Account (ITA) Application utilize the Support Services payment type of Books and Fees.

Requirements to Start Training Service

Participants who want to receive Training, Education and Employment Skills services through WSPM must complete the following requirements:

- WorkSource Registration and Enrollment.
- Consultation with WorkSource training/skills team staff.
- The verification of a participant's work authorization is required prior to the approval of an ITA. Participants must present documentation to staff that is equivalent to the Federal Form I-9 requirements. Work authorization document(s) may not be expired. If the document(s) used to verify work authorization expires during the Training the participant may continue to engage in the Training. Refer to *Addendum C – Work Authorization* below in these Regional Program Standards.

  Documentation is completed in the *Work Authorization* Control in the WorkSource record. Document in the *Notes* of the *Work Authorization* record what document was viewed by WSPM staff from the list of documents in *Addendum C*. ***A copy of the document is not required.*** If a work authorization document expires a new *Work Authorization* document without an expiration date must be viewed and entered in I-Trac prior to approval of any additional ITAs.
- Completion of a Prosperity Planner Budget in I-Trac.
- Individual Training Account (ITA) or Cohort Training Application (as appropriate, not required for Workforce Preparation services).

Training Start Definition

The start date in a Training program is considered the first day that a participant attends the Training.

Training Completer Definition

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. Credentials obtained by completing Training must be entered in I-Trac and a copy uploaded to the I-Trac participant record.

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 Oregon, Washington, Idaho or Utah State ETPL. ITAs may include the costs of tuition, related course fees (e.g., school, lab) and books required for the Training program.

Individual Training Accounts (ITA) provide the scholarship for participants to complete Training programs. ITAs will be provided to eligible participants on the basis of an individualized assessment of the participant's job readiness to obtain or retain employment that leads to economic self-sufficiency; their need for Training; financial need; and potential for successful completion, as documented on the participant's WSPM Scholarship Application. If it is determined that the participant is best served with an ITA, these additional requirements must be considered and met:

- The Training program must be on the Oregon, Washington, Idaho or Utah State ETPL if utilizing WIOA funds.
- The Training must prepare participants for occupations on the Portland Metro Target Occupation List (defined below).
- The participant meets the qualifications and training prerequisites established for the Training program by the Training provider.

Funding for Training is limited to participants who are unable to obtain grant assistance from other sources or require assistance beyond what is available from other sources. WSPM Centers must consider the availability of all sources of funds to pay for Training costs such as TANF funds, State Training funds and Federal Pell Grants. In coordinating the use of the different funds, WSPM Centers may consider the full cost of participating in Training services (using the Prosperity Planner budget), including living expenses, childcare, transportation, etc. The Training funding package may consider the available resources to cover these costs and apply them accordingly to support the participants' engagement in Training.

Although there is no capped dollar limit on the Training cost, an average cost per participant of less than $3,500 is recommended.

In addition to the invoice from the Training provider, the following documentation must be maintained in the financial files attached to the ITA payment:

- A copy of the State ETPL page (dated) depicting the selected Training.
- A copy of the participant's Training Review form.

State Eligible Training Provider List

The statewide roster of Training programs and providers specifically certified by the State to meet the requirements of the WIOA. All Training funded with an ITA utilizing any portion of WIOA funds must be on the Oregon, Washington, Idaho or Utah State ETPL. If WIOA funds are not utilized the Training must be on the Portland Metro Target Occupation List.

Portland Metro Target Occupation List

To ensure that Portland Metro Training investments have maximum impact for both job seekers and the local area's employers, Worksystems establishes a list of target occupations that forecast growth and opportunity and that are aligned with Worksystems' target sectors of clean energy, construction, early childhood education, healthcare and manufacturing. The Portland Metro area Target Occupation List focuses on investments and Training services on these identified occupations. As a result, Training services will be directly linked to in-demand occupations that provide a career path leading toward self-sufficiency. Target occupations will be identified as outlined below.

Identifying Target Occupations

Occupations must meet the following criteria to qualify as targeted occupations for investment.

- $21/hour Median Wage or above.
- Two or fewer years of post-secondary education.
- Anticipated growth over the next 10 years.
- 200+ jobs in the region.

From time to time there may be occupations that meet the criteria but are not included on the Portland Metro Target Occupations List based on relevant factors such as gathered industry intelligence. Target occupations will be reviewed and adjusted as necessary, based on changes in projected supply and demand and feedback from regional employers, Oregon Employment Department staff and partner organization staff. Exceptions may be granted by Worksystems to fund an ITA for Trainings on the State ETPL that are not related to occupations on the Portland Metro Target Occupation List on a case-by-case basis. Worksystems will take into account the individual participant's work experience, career goals, and employment opportunities related to the Training when determining whether to make an exception. Exception requests must be submitted to the Worksystems Contract Manager via email for approval.

Procurement
To purchase Training not on a State ETPL with Early Learning Works grant funds the WSPM provider must follow their agency procurement policy.

> ***Required Documentation:*** The detailed invoice from the Training provider which is equal to or greater than the tuition payment amount

Work Based Training

There are two categories of Work Based Training in the Early Learning Works program – On-the-Job Training and Paid Work Opportunity through PDX Metro Works.

Learning Opportunity

(WIOA Element 6: Leadership Development)
Learning opportunities are a structured and short-term educational engagement with documented learning objectives. Participants can earn stipends for participant in and completion of Learning Opportunities. At scheduled intervals the Career Coach assesses participant progress.

A Learning Opportunity cannot include activities typically done by an employee to the benefit of a business. An employer-employee relationship does not exist with Learning Opportunities. Participants are not working at a worksite and the Learning Opportunity is not considered a Work Experience service. Participants are not paid wages but are paid a stipend for participation in and completion of education or learning activities. Recommended Learning Opportunities include LinkedIn Learning courses, Metrix Learning courses and early career and job skill exposure activities. Other Learning Opportunities may be permissible at the discretion of the Community Referral Partner following the *Learning Opportunity Guidance* located on the Worksystems *Knowledge Base*.

A *Learning Opportunity Training Agreement* is used to establish the expectations and responsibilities of all parties when a participant is placed in a Learning Opportunity. The participant and the Career Coach collaboratively determine the goals and expected professional development of the participant and complete the learning agreement. The agreement must include the type of Learning Opportunity, weekly check in schedule, learning objectives and the maximum amount of stipend that can be earned. The agreement must be signed by the participant, Career Coach, and the Program Supervisor **prior to** the start date of the Learning Opportunity service.

Completion of the Learning Opportunity is documented through verified attendance in a training or documentation of completion of the service such as a certificate or Credential. If neither are possible, the participant can complete a reflection exercise (video or written report) after completion of the activity. All changes to a *Learning Opportunity Training Agreement* must be documented with a case note in I-Trac.

Learning Opportunity Administrative Requirements

- *Learning Opportunity Agreements* are not to exceed $1,000. Exceptions can be made over $1,000 with approval of Worksystems.
- Participants must complete a W-9 unless they request and qualify for an exception by Worksystems.
  - ***Note**:* Participants who have not been granted an exception and receive more than $599 in stipend payments in one calendar year will be issued a 1099 for tax reporting purposes.

Refer to the Stipend payments section of these Regional Program Standards and the *Knowledge Base* at https://help.worksystems.org/ for additional guidance.

On-the-Job Training

On-the-Job Training (OJT) assists businesses in training skilled, productive workers. OJT's may be used to help train newly hired employees and employees hired to regular permanent employment through a staffing service relationship who need additional training to meet the employer's minimum standards.

The OJT is an agreement between the WorkSource program and an 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 minimum requirements, 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.

Priority in OJT development and placement in the Early Learning Works program is given to Preschool for All sites. Early Learning Works OJTs are funded through WSPM Gresham. Participants interested in an Early Learning Works OJT must be referred to WSPM Gresham.

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

Enrollment Steps

The following steps are required to be competed for a participant to begin an Early Learning Works OJT service:

1. The participant must submit an application for enrollment in the Department of Early Learning and Care's Central Background Registry: https://www.oregon.gov/delc/providers/pages/cbr.aspx

   Participants under the age of 18 years of age must enroll in the Central Background Registry within 90 days of turning 18.

2. The participant must complete the following no cost trainings online at: https://occd.educadium.com/
   - Recognizing and Reporting Child Abuse and Neglect
   - Introduction to Child Care Health and Safety

- Foundations for Learning
- Safe Sleep for Oregon's Infants

Some trainings may be available in-person through the Child Care Resource and Referral of Multnomah County: https://ccrr-mc.org/training-registration/

3. The participant must have a Food Handler Certification. If not already obtained, this can be completed through a paper self-study packet requested from the Child Care Resource and Referral or online at: https://oregonccrr.org/food-handler-certification/
4. The participant must be registered for Pediatric CPR certification class or have current Pediatric CPR certification. Full online certification is not accepted. Certification must include an in-person, hands-on training component. Refer to the Early Learning Works Knowledge Base - Required Training for ECE Entry Level Jobs for suggestions on where to access Pediatric CPR certification. For participants enrolled in the Early Learning Works program, CPR classes taken through the Child Care Resource and Referral may be paid for with the promo code ELW_CPR.
5. The On-the-Job Training Service Provider completes the Early Learning Works I-Trac record and enrollment.

NextGen Enrollment Process

The NextGen participant must complete all required trainings prior to the referral being made. The referring NextGen Service Provider must confirm that all trainings have been completed prior to referring the NextGen participant. The On-the-Job Training Service Provider staff must confirm in I-Trac the participant's enrollment in NextGen.

Non-NextGen Enrollment Process

Referred participants must have a completed iMatchSkills profile. All required trainings must be completed within one week from the referral date. Confirmation of the completion of the trainings is conducted by the On-the-Job Training Service Provider.

PDX Metro Works – Paid Work Opportunity

A Paid Work Opportunity (PWO) service is intended to match a participating worksite with a work-ready participant who is interested in and ready for placement in an entry-level employment position within a target industry.

A PWO is a planned, structured short-term experience that takes place in a business worksite and involves duties that are defined by a written, signed Training Agreement with the worksite. The Agreement outlines the expectations and responsibilities of all parties and specifies the placement position, responsibilities, duties and maximum hours allowed. A worksite may be in the private for-profit, non-profit, or public sector.

PWO placements are an employer-employee relationship with the participant and a wage is paid. The Internal Revenue Service Fair Labor Standards Act applies. All participants must complete all Employer of Record-required documents and processes, including but not limited to: W4 (both Federal and State) and Form I-9 and Verification.

Services provided through PDX Metro Works are to be coordinated with the PDX Metro Works program staff. Please refer to the PDX Metro Works Regional Program Standards for additional detailed information, policy and procedures related to PDX Metro Works services.

Administrative Rules
A PWO service is to be:

- No more than 40 hours per week (no overtime); weekly work schedules may vary but should not be less than 20 hours a week.
- A maximum of 300 hours for a PWO service is allowed unless an extension of hours is approved in writing by Worksystems.
- A maximum of 16 weeks for the total PWO service is allowed unless an extension is approved in writing by Worksystems.
- Paid $17.00/hour. If the participants is using non-English language skills that match non-English language skills listed as required or desired in the job placement position description, the wages are paid at $19.00.
- Wages will be paid by an Employer of Record identified by Worksystems.
- Holiday, vacation and sick leave policies are outlined in the Employer of Record Policies and Procedures manual.

Enrollment Steps
The following steps are required to be competed for a participant to begin an Early Learning Works PWO service:

1. The participant or participant's Career Coach completes an online referral form to notify the PDX Metro Works staff of the participant's interest in the program. The referral process must clearly indicate the participant is being referred for a Paid Work Opportunity (PWO) placement.
2. The Worksite Development Program Operator staff contacts the participant or referring Career Coach to discuss possible placement options and assess if the participant is a good match for the program.
3. A resume may be required for matching to a PWO.
4. The participant completes a screening with the Worksite Liaison. If the Worksite Liaison assesses that the participant should be considered for a different placement service than what is requested in the referral form, the recommendation is to be communicated to the participant's Career Coach, or the participant should be referred for additional services through a WorkSource partner.
5. The participant must submit an application for enrollment in the Department of Early Learning and Care's Central Background Registry: https://www.oregon.gov/delc/providers/pages/cbr.aspx

   Participants under the age of 18 years old must enroll in the Central Background Registry within 90 days of turning 18.
6. The participant must complete required Early Learning Works training and certifications. Complete the following no cost trainings online at: https://occd.educadium.com/
    - Recognizing and Reporting Child Abuse and Neglect
    - Introduction to Child Care Health and Safety
    - Foundations for Learning

- Safe Sleep for Oregon's Infants

Some trainings may be available in-person through the Child Care Resource and Referral of Multnomah County: https://ccrr-mc.org/training-registration/

7. The participant must have a Food Handler Certification. If not already obtained, this can be completed through a paper self-study packet requested from the Child Care Resource and Referral or online at: https://oregonccrr.org/food-handler-certification/
8. The participant must be registered for Pediatric CPR certification class or have current Pediatric CPR certification. Full online certification is not accepted. Certification must include an in-person, hands-on training component. Refer to the Early Learning Works Knowledge Base - Required Training for ECE Entry Level Jobs for suggestions on where to access Pediatric CPR certification. For participants enrolled in the Early Learning Works program, CPR classes taken through the Child Care Resource and Referral may be paid for with the promo code ELW_CPR.
9. The participant must sign the *Participant Acknowledgement to Begin Work* form. ***This document must be signed and dated before the participant starts a PWO.***
10. 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 hiring process must be completed with the Employer of Record before a participant can begin a PWO.***
11. PDX Metro Works staff complete the Early Learning Works and PDX Metro Works I-Trac record and enrollment. For NextGen participants the PDX Metro Works staff must confirm a NextGen enrollment record in I-Trac.

NextGen Enrollment Process
NextGen participants must complete all required trainings prior to the referral to a PWO service being made. The referring NextGen Service Provider must confirm that all trainings have been completed prior to referring the NextGen participant.

Non-NextGen Enrollment Process
Non NextGen participants must complete all required trainings, with the exception of Pediatric CPR, before placement at a PWO site.

PDX Youth@Work – Work Experience

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

A Work Experience must include academic and workplace skills as identified in the *Work Experience Training Agreement* and must include training on the information necessary to understand and work in specific industries and/or occupations. The worksite may be in the private for-profit, non-profit or public sector.
Work Experiences are an employer-employee relationship with the participant and a wage is paid. The Internal Revenue Service Fair Labor Standards Act apply. All participants must complete all Employer of Record-required

documents and processes, including but not limited to: W4 (both Federal and State) and Form I-9 and Verification.

Work Experience Administrative Rules

- Participants may be at the worksite no more than 40 hours per week (no overtime); weekly work schedule may vary but a 25-to-30-hour work week is recommended.
- Participants must receive continuous supervision and comprehensive training in their assigned job duties, safety protocols, and relevant regulations.
- A maximum of 160 hours for the total Work Experience training is allowed unless an extension of hours is approved in writing by Worksystems' contract liaison.
- A maximum of 12 weeks for the total Work Experience training is allowed unless an extension is approved in writing by Worksystems' contract liaison.
- A maximum of two Work Experience services per participant is allowed unless an exception is approved in writing by Worksystems' Contract Liaison.
- Participants are paid at or above the current minimum wage for the Portland Metropolitan area. The rate is established by Worksystems. No Work Experience will pay a wage less than the current minimum wage.
- Wages are paid by an Employer of Record contracted by Worksystems and are paid through direct deposit, check, or pay card. Check endorsement or direct deposit may be used as the signed receipt.
- Holiday, vacation, and sick leave policies are outlined in the *Employer of Record Policies and Procedures* manual.
- The Work Experience may not displace, replace or cause a reduction of hours for any regular employee of the worksite.
- A worksite may not accept any participant who is an immediate family member of any worksite supervisor or back up supervisor.
- All required equipment, tools and materials necessary for a Work Experience must be provided by the worksite.
- The following job duties are disallowed or prohibited:
    - Involvement in political lobbying or required religious activities.
    - Unprotected contact with hazardous materials.
    - Job duties that require proximity to dangerous chemicals.
    - Transport of the participant or others to perform job duties using a personal vehicle.
    - Transport of others to perform job duties using a company vehicle.
    - Work on ladders over 6 feet tall.
    - Lift more than 50 lbs. without assistance.
    - Work on roofs.

- Work underground.
- Operate power tools/saws.
- Work with children or provide homecare in unsupervised situations.

Support Services

Overview

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

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

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

Prerequisites

Participants who seek Support Services must be enrolled in in the Early Learning Works program and documentation of Support Service need is required.

Documentation of Support Service Need

The support must be necessary to enable the participant to engage in Training, job search activities or employment. Staff must complete documentation that supports need. Documentation of need may be competed through the following methods:

- Completion of a Prosperity Planner budget

  OR
- Customer Attestation through one of the following characteristics documented through a case note in I-Trac attached to the first Support Service payment:
  - Homelessness
  - Just released from incarceration within the past 90 days
  - Receiving public assistance including TANF, SNAP, Medicaid/SCHIP/OHP, HUD Housing Choice Voucher (Section 8), Home Energy Assistance (LIHEAP, OEAP, or WAP), Free & Reduced-Price Lunch (School Nutrition Program), WIC Program
  - Qualifies for a Tri-Met Low-Income Fare Hop Fast pass

- The total family income for the six months prior to the Support Service payment is not more than 70 percent of the Lower Living Standard Income Level (LLSIL). Refer to *Addendum B* above in these Regional Program Standards for additional information on income calculation.
- Unemployed

The Support Service must be necessary to enable the participant to engage in education, training, job search activities or employment.

Administrative Requirements

Documentation

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

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

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

Fiscal Procedures

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

Each Contractor must establish and follow a process for reconciling pre-purchased Support Services (e.g., bus passes, pre-paid gas cards, retail store vouchers). This reconciliation must occur at least quarterly (monthly preferred), with the documentation maintained on-site and made available during Worksystems or funder monitoring, as requested.

Support Service payments/reimbursement must be made from funds during the program year in which they were incurred.

Support Service Definitions

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

Note: Funds may not be used to pay for interest charges, late fees or payment or modification of a debt.

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 Workforce Preparation and 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.

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

Employment Documentation

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

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

Housing Assistance

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

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.

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***: Participant drug testing is not allowed except where required to participate in a Training, Apprenticeship program or to facilitate the hiring process for the participant.

> ***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)

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). An electric bike or scooter is allowed if the price is comparable to the price of a bike.

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

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

Parking

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

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

Public Transportation, Car Share, Fuel

Includes all modes of transportation (e.g., public transportation passes or tickets, 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 or phone number (in the case of cell phones).

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

Stipends

A Stipend is a sum of money paid to a participant to help cover basic costs while they engage in Early Learning Works services. There must be clear goals and expectations set forth as to what the participant must do to earn a Stipend, as documented in the *Pre-Placement Stipend Documentation* form.

Early Learning Works Stipends include lump sum Stipend payments for completion of required trainings to start an On-the-Job Training or Paid Work Opportunity service: $40 per completion of each training or certification.

Administrative Rules

- 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 for tax reporting purposes.
- Each Stipend payment must include a record of the participant's engagement such as confirmation from the Training provider or Work Experienced employer of attendance, a certificate of Training completion, or credential.
- Stipend payments are to be paid by check payable to the participant, direct deposit into an account in the participant's name, or via pay card through a payment system where a specific pay card is assigned to a participant. Gift cards, gift certificates or retail vouchers cannot be used as Stipend payment.
- Participants are required to sign an acknowledgment of receipt of the Stipend. Check endorsement 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 and Adobe Sign. Further Stipend payments to the pay card do not require additional signature.
- Stipend payment must be entered in I-Trac in the Stipend Control on the Payments tab.

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

Incentive

To award an Incentive, an addendum to *the Work Experience Training Agreement* or Stipend form must be completed, outlining the project name that allows for the Incentive, the requirements for the Incentive to be paid and the approved amount.

> ***Note:*** Incentives may not be paid with WIOA Adult or Dislocated Worker funding. The availability of an Incentive in a PDX Metro Works project must be approved by the funder in writing and maintained in the Worksystems grant fiscal file.

Incentives are paid through the Employer of Record; verification of the required hours is to be done through that system. Any participant receiving an Incentive must complete the required tax reporting documents including but not limited to W-4 or W-9 as applicable. Participants receiving more than $599 in payments in one calendar year will be issued a 1099 or W-2 for tax reporting purposes.

Performance

Performance Measure	Calculation Methodology	Performance Cohort	I-Trac Data Entry
Participant progressed toward their Career Plan goals	***Numerator:*** Number of participants with a *Program Status Control- Participant progressed Toward Their Goals= Yes* ***Denominator:*** Total Exited participants (Exit Date)	Quarter of Exit Date	Outcome Tab – Post Program Status Control: *Yes* or *No*
Percent of participants who self-identify within one of the priority populations	***Numerator:*** Number of participants who: Ethnicity= Hispanic or Latino/a/x; Latinx/a/o of Indigenous Descent Race= American Indian or Alaskan Native; Asian; Black or African American; Native Hawaiian or Other Pacific Islander Other Demographics= African immigrant; Immigrant/Refugee; Middle Eastern; Slavic Education Status= Graduated high school in the last two years Employment Characteristics= Have early childhood education/training outside of the United States; Speak a first language other than English;		

	Parent/guardian of a child aged 3-5 years old in a Pre-School program; Current College student in other programs who are interested in studying ECE; ECE teachers and childcare staff who have recently left the profession; Other culturally specific community/group that experiences barriers to higher education and employment opportunities Other Registration Data= Worked in early childhood education in the past ***Denominator:*** Total participants Enrolled (Participant Date)		

Additional Performance and Data Guidance

Case Notes

All data entered in the I-Trac system is defined as a case note. Narrative case notes entered 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.

Credential Definition

Credentials are awarded by education institutions, Training providers, licensing boards or industry associations in recognition of an individual's performance of measurable technical and/or occupational skills necessary to gain employment or advance within an occupation.

Technical or occupational skills are based on standards developed or endorsed by employers or industry associations; degree or diploma requirements are established or endorsed by the Oregon Department of Education. Training programs depicted on the State and Local ETPL note whether a credential is available upon successful completion of the Training or subsequent certification testing.

Credentials recognize technology or industry/occupational skills for the specific industry/occupation rather than general skills related to safety and hygiene, even if such general skills certificates are broadly required to qualify for entry-level employment or advancement in employment. Therefore, certificates such as Forklift, OLCC, First Aid/CPR, BLS and OSHA 10/30 are not included in this definition. Certificates awarded in recognition of the attainment of only generic pre-employment or work readiness skills are also not included in this definition. The following credentials are tracked for reporting to funding agencies.

In all circumstances a copy of the Credential is required to be uploaded to I-Trac to document the performance.

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

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)

Employment 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 Benefit information is required to be entered.

add	Employment Information				
	Start Date	End Date	Employment Type	Employer	Industry (NAICS)
edit	10/11/2022		Unsubsidized Employment	Worksystems Inc.	Administrative and Support and Waste Management and Remediation Services

	add	Date	Position (ONET)	Hourly Pay	Hours/Week	Benefits
		10/11/2022	Administrative Services Managers	$15.00	20.00	No Benefits

Contractor staff are responsible for accurate accounting of earnings, hours and benefits information that informs performance measures. When participants auto-exit and Contractor staff learn they became employed, staff should attempt to contact the participant and obtain the employment details.

Enrolled Participant
An Applicant who has completed all Early Learning Works Eligibility and Registration process and has received one Early Learning Works-funded service. For the service to count and trigger participant it must be entered into I-Trac.

Exits

Auto Exit
A participant who has gone more than 90 days without service. The Exit date is the date of the last service entered in I-Trac.

Full Program Exit
At the completion of one year of Follow-Up services a participant is automatically fully exited from the program, which means they are no longer eligible to receive services funded by the program without completing eligibility and re-enrolling in a new enrollment episode.

Global Exclusions Exit Reasons
Participants who find themselves in certain types of circumstances beyond their control and that preclude them from continuing participant may be manually exited from the program. If this type of Exit is recorded the participant will not be included in any of the performance measures.

Deceased: A case note that documents how staff received notification is required

Foster Care–The participant is in the foster care program [as defined by 45 CFR 1355.20(a)] and has moved from the area as part of the foster care program. A case note that documents how staff received notification is required.

Health/Medical: Used when the participant is going for any form of medical treatment that is expected to last more than 90 days. A case note that states how information was received is required. Absolutely no medical details should be included in the participant file or I-Trac case note – just the notification information.

Institutionalized: When a participant becomes incarcerated in a correctional institution or is a resident of an institution or facility providing 24-hour support such as a hospital or treatment center during services. A case note that states how the information was received by staff is required. Absolutely no medical details or institution name should be included in the participant file or I-Trac case note – just the notification information.

Reserve Forces-Called to Active Duty: The call to active duty must be for more than 90 days, and a case note is to be entered which documents the information provided by the participant.

Procedures for Quarterly Reporting

This guidance is provided to help assure performance data is reported accurately and timely and will meet Worksystems, State and Federal monitoring requirements. Establish process to review I-Trac reports regularly. At a minimum conduct quarterly reviews to ensure that participants' engagement in services and attainment of performance is being appropriately documented in I-Trac. Data is to be entered into I-Trac within 5 business days of receiving the information.

Service Engagement
Review I-Trac Standard Report – *Services by Start Date* and *Services by End Date*. Check for service start dates and completed statuses.

Participant Credential
Review I-Trac Standard Report – *Outcomes – Credential* to ensure that participants' Credential attainment information is documented in I-Trac.

Participant Employment Outcomes
Review I-Trac Standard Report – *Outcomes – Employment Information* to ensure all employment placement information is documented in I-Trac.

File Documentation
Ensure that participant I-Trac Customer Documentation contains the required upload of documentation as outlined within these Regional Program Standards to avoid monitoring findings and the removal of performance gains.

Performance Management
Review the Early Learning Works *Local Measures* report to ensure that denominator and numerator cohorts and data are accurate and up to date.

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.