

Regional Program Standards

Focus: ☐ WorkSource Centers ☐ Economic Opportunity Program ☐ Youth Program Services
☒ Other: Washington County Career Start Program

Topic: Washington County Career Start Program

Date: August 1, 2026

☐ New

☒ Revised

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Overview

The Washington County Career Start Program offers workforce training, subsidized Work Experience and Career Coaching opportunities to Washington County's Supportive Housing Services Program Participants who have a lived experience of houselessness and are interested in exploring career pathways and employment opportunities.

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Eligibility

Contractors must establish processes to determine Applicant eligibility and enrollment for the Washington County Career Start Program as outlined below.

Eligibility Determination

Participants must be:

- Age 18 or over.
- Washington County resident or identify as a resident of Washington County regardless of where they may sleep at night if experiencing houselessness.
- Experiencing houselessness, at imminent risk of experiencing houselessness or have past experience of houselessness.
- Are referred by a Washington County Supportive Housing Case Manager or other approved referral source as identified by Worksystems.

Eligibility Documentation

Age

Documentation of age is customer attestation. Customer attestation is their signature on the program Application for services.

Residency

Washington County residency is documented as staff attestation in the Residence Control in I-Trac on the Registration Tab.

Residence	
Status	Documentation
save cancel Within Washington County Boundar ▼	Staff Attestation ▼
edit Ethnicity	
--Select One--	
Outside Washington County Boundary	
Within Washington County Boundary	
Race	

Houselessness

Documentation of houselessness is customer attestation. Customer attestation is their signature on the program Application for services.

Referral Source

Enter the Case Manager name and referring Organization in the *Registration Notes* Control on the Registration Tab in the Participant I-Trac record.

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Enrollment

Participant Interpretation Services

If participant interpretation services are needed to assist in the enrollment of an Applicant these can be provided prior to enrollment and then entered into I-Trac on the Support Services Tab with the same date as the Participation Date. If the Applicant does not complete the enrollment process this expense can be invoiced to Worksystems as an Operating Expense.

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 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 WSPM services and chooses not to disclose their number. Applicants must be provided the SSN Disclosure (Standard SSN April 2025) 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 WSPM Application for services and the consent is the Applicants' signature on the Application.

Equal Opportunity (EO)/Grievance Disclosure

The Equal Opportunity Statement and Grievance Disclosure (April 2025) 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

Obtain Applicant signature utilizing the eSignature process in I-Trac. If an eSignature is unable to be obtained print the Application from the I-Trac Customer Documents menu for signature and upload to I-Trac. Once all elements of eligibility determination and registration have been completed, the Applicant must begin participation in program services within 45 days of the registration date. Participation begins with the first In-Program phase service entered into I-Trac.

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Program Design and Service Delivery

Service delivery and the subsequent performance will happen during two distinct program phases: In-Program Services and Follow-Up Services. Refer to the section Service Definitions in these *Regional Program Standards* for additional detail.

In-Program Services

During In-Program services Participants receive Career Coaching designed to support them in overcoming barriers to employment and achieve their employment and career goals. Services occur from the point of program eligibility and enrollment until a Participant obtains employment that meets their career plan goals and they are assessed as ready to transition to Follow-Up services. In-Program services will also cease when 90 days have elapsed without a service being provided and documented in I-Trac, and the Participant will be automatically moved to Follow-Up. The Exit Date is always the date of the last In-Program service.

Follow-Up Services

Follow-Up services are designed to assist Participants in stabilizing their employment, identify employment advancement opportunities and/or secure new employment that is in line with their career plan. Follow-Up begins at the point of transition from In-Program Services (Exit) and the services will continue for a period of one year. Employment information and confirmations are tracked during Follow-Up.

Service Definitions

Career Coaching

Typically delivered as an individualized service, Career Coaching is relationship-based guidance and coaching dedicated to increasing the self-sufficiency of Participants through unsubsidized employment. It includes assessment of employment-related skills, identification of achievable career and training goals, and development of an achievable career plan (see Career and Resource Plan Development). Career Coaches support Participants in execution of the plan and attainment of their goals by building a relationship of support and accountability. Best practices show that Participants who maintain periodic communication with a Career Coach are most likely to benefit from services.

Elements of Career Coaching include:

- Assist in identifying career and education goals.
- With the Participant, develop a plan that incorporates a customized set of WorkSource services and outside resources that will assist them in meeting their goals.
- Coach Participants in the personal and interpersonal (“soft” or “life”) skills required to obtain and retain employment.
- Assist Participants in identifying and securing the resources and support necessary to succeed in their training and career plans.
- Facilitate collaboration between the different service providers working with the Participant to synchronize career and education goals and align resources.

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- Coach Participants in job search activities, including resume review, interview coaching, and career advising.
- Provide regular check-ins to track Participant progress and ensure Participants retain employment, including assistance in career advancement planning, resource planning, and re-placement in employment.
- Provide and/or offer connections to employment, childcare and/or housing services which are culturally specific and/or culturally responsive, based on Participants' needs.

Another 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 optional careers of interest, through meetings in which the Participant receives advice and guidance and through a variety of work and community-based experiences exploring a range of occupational areas. The plan should be developed as a professional collaboration between the Participant and Career Coach.

During In-Program Services, the Plan should be reviewed and updated at least every 180 days as the Participant completes (or is unable to complete) activities as planned and should drive program participation.

Career Coaching is provided during both In Program and Follow-Up services.

Career Coaching – Dual Coaches

Dual enrollment with the industry-specific programs that include Portland Clean Energy Fund (PCEF) and Community Construction Training Programs (CTTP) is allowed. Participants may simultaneously receive Career Coaching and Industry Specific Coaching services when they express interest and are assessed as ready to participate through multiple programs designed to support their industry-specific training completion. Prior to dual coaching, Participants must meet the eligibility requirements and be fully enrolled in all the grant-funded programs from which they are receiving services.

To ensure Participants meet their employment and training goals both Career Coaches must:

- Define, review, and inform Participant of their individual roles.
- Coordinate, review, and regularly update Participant's Career Plan. The Career Plan must be shared with all the Participant's coaches after each revision using the secure communication method (I-Trac file exchange functionality).
- Coordinate Participant's access to all services and resources available through all programs.

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- Establish and maintain regular communication regarding Participant progress. Communication must be case noted in I-Trac within five business days.

Career Mapping

The Career Mapping workshop is the first step of the career mapping process. Participants identify their strengths, gifts, capacities, and qualities that will enable them to be successful in the work environment and potential jobs. After the workshop, the Career Coach meets individually with Participants to create a Career and Resource Plan that articulates these goals, identifies resources and outlines next steps. Refer to the Career Mapping Manual for additional information and detail.

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.

Training, Education and Employment Skills Services

Training services may be needed when a Participant requires new or upgraded skills to secure, retain or advance in employment in a demand occupation or growth industry that provides a career path leading to economic self-sufficiency. Worksystems invests training resources to prepare people for in-demand occupations in the following target industries: Clean Energy, Construction, Early Childhood Education, Healthcare and Manufacturing.

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 Washington County Career Start record.

Washington County Career Start Program funds cannot be used to pay for any type of Training service, however Trainings funded through other sources outside of the WorkSource system such as a Pell grant are entered into a participant's Washington County Career Start Program record directly by Washington County Career Start Program staff.

There are four categories of Training, Education and Employment Skills services offered through WSPM – Occupational Skills Training, Pre-Apprenticeship Training Programs, Pre-Requisite Training and Workforce Preparation services. Services provided through the WSPM Centers are to be coordinated with Center staff. Please refer to the WorkSource Portland Metro Regional Program Standards for detailed information, policy and procedures related to Training services.

Occupational Skills Training

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

- Be on the Oregon, Washington, Idaho or Utah State ETPL if utilizing WIOA funds.
- Be instructor-led in either an in-person or virtual format.

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- 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 in these Regional Program Standards for more details on this Target Occupation 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.

Pre-Apprenticeship Training Program

A program designed to prepare Participants to enter and succeed in a Registered Apprenticeship Program. Pre-Apprenticeship Training Programs are Oregon BOLI registered and should have at least one, if not more, documented partnership(s) with a Registered Apprenticeship Program that will assist in placing Participants who complete the Pre-Apprenticeship Training Program into their Registered Apprenticeship Program.

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 the successful transition into and completion of Post-Secondary education or Training, or successfully entering employment. Activities may include but are not limited to computer literacy, forklift operator, flagger, OLCC certificate, first aid required for an employment position, food handlers' certificate and other occupational skills education leading to non-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.

Requirements to Start Training Service

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

- Consultation with WorkSource training/skills team staff.
- 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 (for pass/no pass programs) or a passing grade (defined as D or better). Training completion must be reflected in the I-Trac record.

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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.

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 WIOA funds must be on [the Oregon, Washington, Idaho or Utah State ETPL](#) and be related to an occupation 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.

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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 by WSPM staff to the Worksystems Contract Manager via email for approval.

Work Based Training

On the Job Training (OJT)

Providers **must refer** a participant to WorkSource Portland Metro (WSPM) or other designated Service Providers to fund an OJT service. OJT services are entered into the participant's I-Trac record in the grant funding the service by WorkSource staff and copied into the Washington County Career Start I-Trac record.

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

OJT placements are considered unsubsidized employment. Individuals will be hired directly by an employer and must comply with all required employment documents and processes, including but not limited to: W4 (both Federal and State) and Form I-9 and Verification. Please refer to the *OJT Services Regional Program Standards* for additional detailed information, policy and procedures related to OJT.

PDX Metro Works

There are two Work Based Training services offered through PDX Metro Works: Work Experience (WEX) services and Paid Work Opportunities (PWO). Providers **must refer** a participant to PDX Metro Works to fund a service. Services are entered into the participant's I-Trac record in the grant funding the service by PX Metro Works staff and copied into the Washington County Career Start I-Trac record.

A WEX service provides participants with career exposure, opportunities to practice workplace skills and work ethic and, in some instances, provide a re-connection to the workforce. WEX services are intended to prepare a participant for future, unsubsidized employment, by matching participants with worksites committed to providing supportive supervision and mentorship in positions aligning with a participant's short- or long-term career goals. Participants with very limited work experience, making career changes, or with limited to no work experience in the target occupation are prioritized for services.

A 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.

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Both a WEX and a PWO are planned, structured short-term experiences 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.

WEX and 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.

The following steps are to be completed to begin a WEX or PWO service:

- 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 if the participant is being referred for a Work Experience (WEX) or a Paid Work Opportunity (PWO) placement.
- The Worksite Development Program Operator staff contacts the participant or referring Career Coach to discuss possible placement options (WEX or PWO) and assess if the participant is a good match for the program.
- For Work Experience placements only, the Career Coach submits a copy of the participant's career plan. This document is not required for a Paid Work Opportunity placement. A resume may also be required for matching to a WEX or PWO.
- The participant completes a screening with the Worksite Liaison. If the 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.
- The participant must sign the *Participant Acknowledgement to Begin Work* form. **This document must be signed and dated before the participant starts a WEX or PWO.**
- 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 before a participant can begin a WEX or PWO.**

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Preferred Employer Network (PEN) Development

Employer Outreach and Tracking

The Preferred Employer Network (PEN) is intended to be a group of Washington County employers that are invested in hiring Career Start participants.

Provider will be responsible for employer outreach and developing a PEN tracking log. The log must include:

- Employer Name
- At least one contact at employer that direct referrals are sent to
- Date added to PEN
- Participants referred to employer
- Number of participants hired by employer

Support Services

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 Service Provider 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 WSPM program services.

Support services are considered payments and do not extend program participation; therefore, every support service should be delivered with an appropriate staff service on the same day (e.g., Career Coaching). Support Support Services are available during both In-Program and Follow-Up services.

Prerequisites

Participants who seek Support Services must be enrolled in the Washington County Career Start Program.

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 is completed through the I-Trac Washington County Career Start record that documents the participant meets the Career Start eligibility element of a person experiencing houselessness, at imminent risk of experiencing houselessness or have past experience of houselessness as defined above in the *Eligibility* section of these *Regional Program Standards*.

Participant Interpretation Services, as defined below in the Support Service Definitions, do not require documentation of Support Service Need.

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Administrative Requirements

Documentation

All Support Services are to be tracked in the participant's I-Trac record on the Payments Tab in the fund being used to make the payment. 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 into the account.

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

Fiscal Procedures

Each Service Provider must establish a written process to ensure proper fiscal procedures are followed, including paying from original invoices or childcare logs, securing original receipts and appropriate participant acknowledgment of direct payments made to reimburse participants.

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

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

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

Support Service Definitions

Books and Fees

Costs associated with required books, school supplies, test preparation materials, testing fees and fees required for participants enrolled and officially registered in Post-Secondary Education, Training, Workforce Preparation or ABE, ESL or GED classes.

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

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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.

Employment Documentation

Payment of fees required to secure or replace documentation required to complete an I-9 with an employer to secure employment after enrollment in Career Start.

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.

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). This can include payment for computer software and software licenses.

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

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 obtains 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.

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Transportation

Support Services are available to provide transportation assistance to participants to allow them to engage in services and activities that support Training and education, job search, and/or employment. Transportation types (and associated requirements) include:

Auto or Bicycle Repair

Funds may pay for repair and replacement of essential parts and safety equipment to an automobile or bicycle only if it can be verified there is no other reasonable way for the participant to transport himself/herself to a Training or work site. For Auto Repair, the vehicle must be titled and registered in the participant's name, be properly insured and there must be written verification by a reputable certified mechanic that the repairs are needed.

Required Documentation: Original invoices/receipts are required for car and bike repair payments. Quotes or work orders will not be accepted for payment receipts. Auto Repair payment must be made to the invoicing certified mechanic and a copy of the auto registration, documentation of a valid driver's license, and proof of insurance card must be included with the payment record and verified to be the same vehicle on which repairs were made.

Auto Insurance

Support Service payment may be provided for auto insurance coverage required by the State of Oregon or Washington and can only be justified in a situation where, without the insurance, the participant would not be able to travel to the Training site and/or place of employment. The vehicle must be titled and registered in the participant's name and the participant must have a valid driver's license in their state of residence.

Required Documentation: The original insurance billing with payment directly to the insurance company is required. In addition, documentation of a valid driver's license, a copy of the auto registration, and proof of insurance card is to be included with the payment record.

Auto Registration

Costs associated with DEQ test fees, title transfer and/or registration or renewal may be paid to allow participants to register their auto for the purposes of completing Training or securing and/or maintaining employment. Note that the Oregon Department of Motor Vehicles may require a valid driver's license and proof of auto insurance attached to the vehicle.

Required Documentation: The original registration/transfer/test receipt(s) and a photocopy of the new title and/or registration in participant's name must be collected and maintained in the Support Service financial file.

Bicycle/Scooter Purchase

When a participant chooses and it is determined that the purchase of a bicycle or a scooter is as, or more, cost effective than other types of transportation assistance, Support Service funds may be used to purchase a bicycle/scooter, 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 the 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 for reasonable costs. (<https://communitycyclingcenter.org/>)

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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 (including Hop Cards), 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 signed receipt for each instance of a transportation payment can replace a log as long as the tie to services is noted.
- A participant's signature acknowledging receipt of bus passes, bus ticket packages (not individual tickets), and gas card distribution is required. Signature acknowledging receipt can be obtained on the transportation log or through email confirmation from the participant.

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- 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.
- Receipts for the total amount of a gas card are required and must show allowable and approved purchases (i.e. gasoline and not items from the mini mart).

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. Payment is limited to no more than 90 days. 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.

Drivers Education Training

Funds may pay the cost for a driver's education course through an ODOT-approved provider (<https://www.whydrivewithed.com/find-a-provider/>) to learn to drive and be able to secure an Oregon Driver's License in order to complete training, job search, and/or maintain employment.

Required Documentation: Verification that the provider is ODOT-approved, and original invoice for the published fee/rate. Payment must be made to the training provider.

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. Funds can not be used for the following: family members; ongoing premiums; and recurring treatment costs.

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.

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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).

Participant Interpretation Services

Interpreter for a specific participant to participate in program services or training or needed for job retention. Interpretation services must be provided free of charge to a participant using qualified and competent interpreters. A participant's friend or relative cannot be paid as a service provider of these services. Participant Interpretation Services are only allowed if the following conditions are met:

- Tied to a specific participant, AND
- Necessary for that participant to participate in any program services defined in these *Regional Program Standards*.

Language line contracts, fees for translated materials, or services for general access are considered an Operating expense and not a participant Support Service.

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

Utilities

Utility assistance is limited to the following:

- One-time internet setup costs or short-term – up to 90 days – internet service when access is necessary for job searching, completing online applications, or participating in remote Training. Ongoing monthly service fees are not eligible without Worksystems and funder approval. An exception request must be emailed to the Worksystems Contract Manager for processing with the funder.
- Cell phone service, activation fees, or prepaid data vouchers are eligible when required to support employment search or participation in Training. Payment is limited to one-time or short-term expenses up to 90 days.

Required Documentation: Clear verification (copy of detailed internet 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.

Performance

Measure	Calculation Methodology	Performance Cohort	Reporting Cohort	I-Trac Data Entry
Attained Unsubsidized Employment by Full Program Exit	Denominator: All exited Participants that were not employed at Registration Numerator: Number of Participants employed by the end of Q4 following the Exit date	Between Exit date and end of Q4 after Exit date	Q4 after Exit	Outcomes Tab – Employment Confirmations Control – Enter “By the end of Q4 After Exit Employment Confirmation”

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Measure	Calculation Methodology	Performance Cohort	Reporting Cohort	I-Trac Data Entry
Time-to-Employment	Denominator: Number of Participants this program year with an unsubsidized employment Numerator: Number of participants with an unsubsidized employment 120 days or less than participation date.	Between participation date and end of Q4 after Exit Date	Q4 after Exit	Outcomes Report – Drill through employment information. Count days between first employment date and participation date.
180 Day Employment Retention	Denominator: Number exited participants with an unsubsidized employment. Numerator: Number employed in Q2 after Exit to Follow-up.	Between exit to follow-up and end of Q4 after exit	Q4 after Exit	Local Performance – Career Start Participants must have a Q2 after exit employment confirmation to appear in the numerator.
365 Day Employment Retention	Denominator: Number exited participants with an unsubsidized employment. Numerator: Number employed in Q4 after Exit to Follow-up.	Between exit to follow-up and end of Q4 after exit	Q4 after Exit	Local Performance – Career Start Participants must have a Q4 after exit employment confirmation to appear in the numerator.

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Measure	Calculation Methodology	Performance Cohort	Reporting Cohort	I-Trac Data Entry
Advancement in Employment	Denominator: All Participants that were employed at enrollment or who are in the Unsubsidized or Career Track Employment numerator Numerator: Number of Participants that have at least one advancement in employment between Participation date and end of Q4 following the Exit date Advancement Definition: An increase in wage, hours worked, or availability of benefits. The base from which advancement is calculated is the employment elements at enrollment or with the job secured during program engagement. Benefits are considered an advancement if the benefits are offered and accepted or offered and not accepted, it is the availability of benefits in the position that counts.	Between Participation date and end of Q4 after Exit date	Q4 after Exit	Outcomes Tab – Employment Confirmations Control – Enter “By the end of Q4 After Exit Advanced in Employment Confirmation”
Employers accepted into the PEN	Number of employers added to the Preferred Employer Network.	N/A	N/A	N/A

Data Points

Number of Occupational Skills Training starts
Number of Occupational Skills Training completions
Average wage for those placed in employment at Exit to Follow-Up
Average wage for those placed in employment at Full Program Exit
Attained Career Track Employment by Full Program Exit
New Program Enrollments
Number of Full Program Exits

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Additional Performance and Data Guidance

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

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

Additional guidance to consider when managing data for performance follows.

Data Entry Requirements

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

Case Notes

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

Enrollment Capacity

The number of Participants in the In-Program phase and the number of Participants in the Follow-Up phase who have received at least one In-Program or Follow-Up service within a quarter.

Enrolled Participant

A Customer who has completed the Washington County Career Start Program Eligibility and Registration process and has received one program funded service. For the service to count and begin participation it must be data-entered into I-Trac.

Exits

Auto-Exit

When a Participant has gone more than 90 days without an In-Program service they will be automatically Exited. The Exit date is the date of the last In- Program service entered in I-Trac. After an Auto-Exit, only Follow-Up services can be provided.

Exit to Follow-Up

A Participant is transitioned from the In-Program Phase into the Follow-Up Phase when program participation goals listed in the Career and Resource Plan are achieved. Exit is manually entered in I-Trac, and employment information and confirmation are completed. After Exit only Follow-Up services can be provided.

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Full Program Exit

At the end of one year of Follow-Up services, a Participant is automatically fully exited from the program. This means they are no longer eligible to receive services funded by the Washington County Career Start Program without completing eligibility and re-enrolling in a new enrollment episode.

Global Exclusions for Performance

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

- **Deceased:** 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.

Employment Advancement

Participants that report a gain in wage, hours worked per week or employer-offered benefits between Participation Date and Full Program Exit Date are counted in the advancement in employment performance measure. It is the contractor's responsibility to accurately account for the details that inform this measure. I-Trac documentation is acquired by entering a By End of Q4 After Exit Advancement in Employment.

Note: Benefits are considered an advancement if the benefits are offered and accepted or offered and not accepted, it is the availability of benefits in the position that count towards advancement.

Employment Placement

Contractor staff is responsible for collecting confirmation of employment details and entering the information into I-Trac on the Outcomes tab. Communication from the Participant of the confirmation details is acceptable; no additional documentation is required. Contractor staff are responsible for accurate accounting of earnings, hours and benefits information that inform this measure. When Participants auto-exit and Contractor staff learn they became employed, staff should attempt to contact the Participant and obtain the employment details.

- **Placed in Unsubsidized Employment**
Placed in Unsubsidized Employment is defined as a Participant obtaining employment that is not identified as part of their articulated career track goal on their Career and Resource Plan. Performance is captured between the Exit to Follow-Up Date and end of Q4 following the Exit Date. I-Trac documentation is acquired by entering an At Exit Employment Confirmation.

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- **Placed in Career Track Employment**

Career Track Employment is defined as a job or position within an occupation that is part of an articulated career track goal identified on their Career and Resource Plan that provides ongoing opportunities to advance skills and increase earnings over time, such that a Participant can earn a living wage that meets their self-sufficiency standard goal. I-Trac documentation is acquired by entering an At Exit Career Plan Employment Confirmation.

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)

For the verification to be reported and used in performance tracking, the employment must be confirmed and documented in the Employment Confirmation control in I-Trac. State UI wage match confirmations will automatically show in the Confirmation control when received from the State and may be used to verify employment without the detailed data described above.

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	

Quality Job Standards

Worksystems is committed to advancing access to quality jobs for all participants served by the public workforce system to access careers with living wages, benefits and other job quality characteristics. In partnership with regional workforce boards in SW Washington and Clackamas County, Worksystems launched an initiative to develop and implement a community-based definition of a Quality Job that includes: 1) living wages; 2) worker engagement; 3) predictable hours; 4) comprehensive benefits; 5) accessible hiring and onboarding practices; and 6) training and advancement opportunities.

Using labor market data, Worksystems identified high-growth sectors and targeted occupations that align with our Quality Job definition in (1) advanced manufacturing; (2) clean energy; (3) construction; (4) early childhood education; and (5) healthcare and social assistance. These targeted occupations offer competitive starting wages, employer-sponsored benefits, and opportunities for advancement.

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Career Coaching services are designed to assist participants in accessing quality job pathways to employment by educating them about Worksystems targeted sectors and targeted occupations. Ongoing guidance and training regarding Career Coaching with an emphasis on job quality and targeted occupations will be provided by Worksystems.

Contracted services focused on quality jobs include, (but aren't limited to):

- Help job seekers understand what makes a quality job—beyond just wages— and how to job search using the quality jobs framework.
- Help participants evaluate employment opportunities in Worksystems' targeted sectors and develop individualized plans that align with their unique career and education goals and circumstances.
- Help participants recognize when a job only meets some - or none - of the quality job characteristics, while explaining when a role is a useful first step toward a quality job.
- Identify and/or develop training and work experience opportunities that help participants develop essential skills as indicated by industry partners, including adaptability, communication, collaboration, analysis/solution mindset and self-awareness.

The Quality Jobs Framework is a tool to support personalized career planning. Career Coaches should use it to guide conversations about job quality and career goals. Not all job opportunities will meet every standard, but they may represent critical steps toward a quality career. Coaches play a key role in helping participants recognize quality jobs, set long-term goals, and continue progressing on their employment journey.

Quality Jobs Framework

Worksystems, in partnership with workforce boards in SW Washington and Clackamas County, launched an initiative to define what makes a *Quality Job* based on community input. The resulting framework highlights the following key standards:

- **Living Wages**
Jobs that pay enough to meet basic needs, considering location and family size. Wages alone do not indicate Quality Jobs; other standards must be considered alongside.
- **Worker Engagement**
Jobs that include worker voice through internal channels or union representation.
- **Predictable Hours**
Jobs offering clear, reliable scheduling—whether part-time, full-time, flexible, seasonal, or with overtime options.
- **Comprehensive Benefits**
Jobs with employer-supported benefits like healthcare, paid leave, and retirement plans, ideally with employer cost-sharing.
- **Accessible Hiring and Onboarding**
Jobs that value diverse experiences, including military service, caregiving, apprenticeships, and on-the-job training.
- **Training and Advancement**
Jobs with clear career pathways and/or access to structured learning such as apprenticeships.

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Other Quality Job Indicators

- Labor Representation - Unionized jobs typically offer higher wages, better benefits, and stronger worker voice.
- [B Corp Certification](#) - Third-party verified companies meet high standards for worker well-being, transparency, and accountability.
- [Benefit Corporation](#) - Legally commit to purpose, accountability, and transparency—often a step toward B Corp certification.
- [Employee Stock Option Program \(ESOPS\)](#) - Employee-owned participants have larger retirement account balances than comparable workers nationwide and have better job security.
- [Partners in Diversity](#) - Employers aligned with this network show a commitment to equitable hiring.
- [Apprenticeships](#) – Employers who participate in Registered Apprenticeships Provide structured, paid training and career progression for job seekers.

Documentation Requirements

Requirement	Detail	Location
Program Application	A completed and signed program Application is required. Obtain an eSignature through I-Trac or print the Application from the Customer Documents link and upload to I-Trac.	I-Trac Customer Documents
Eligibility Elements	Case Manager name and referring Organization entered in the <i>Registration Notes</i> Control on the Registration Tab in the Participant I-Trac record. The signed Application serves as documentation of all customer attestation eligibility elements.	I-Trac Registration Tab Customer Documents
Career and Resource Plan	Original plan and updates. Needs to be completed withing the first 90 days of enrolment.	I-Trac Services Tab-Career Coaching service Participant File Plan/updates
Required Disclosures	At the time of registration, the Participant should be provided with the Social Security Number use disclosure and the EEO Grievance Disclosure.	Participant File Signed Application in I-Trac Customer Documentation Upload.

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I-Trac Customer Documentation Upload Tool Procedures

Utilize the I-Trac eSignature process or the *Customer Documentation Upload Tool* to upload the Program Application to I-Trac. Once any document is uploaded utilizing the *Customer Documentation Upload Tool*, it must be reviewed. The review is an important step to confirm that the document image is accurate, legible and clear. Once a document has been reviewed the document image and full document number are hidden to protect a participant's PII.

review	delete	Public Assistance Benefits Letter
review	delete	Social Security Card
review	delete	Driver's License

Once the document has been reviewed it must be attached to the I-Trac enrollment record associated with the documentation. Refer to the *Customer Documentation Upload* manual in I-Trac for additional procedure details.