

*Community Colleges and Workforce Development*

**Workforce Investment Act Title I-B  
Monitoring Review Guide  
Program Year 2014  
(July 1, 2014 – June 30, 2015)**

Please list changes in key staff.

Administrative Systems:
Fiscal Systems: None
Program Systems: Katie Stubblefield – October 2013 to present

Please list any requests for training/technical assistance:

Administrative Systems:
Youth Programs:
Fiscal Systems:
Program Systems:
Integration Systems:
Quality:

## ADMINISTRATIVE SYSTEMS SECTION

**A-1 Please provide a copy of the LWIB's process for appointing members to the board.**

PY 2013 is still applicable (Pam Ferrara, Jenni Worley). Job Growers Incorporated (JGI) appoints members to the Board pursuant to ARTICLE III section 3.3 of the By-Laws attached as Exhibit A-1.

**A-2 Please provide copies of nomination letters that demonstrate that representatives from business, labor and education are nominated by the appropriate organizations, entities or agencies. (20 CFR 661.315 (e) and WIA Section 117 (b) (2) (A) (ii))**

Nomination letter attached as Exhibit A-2.

**A-3 Please provide documentation which demonstrates appointment of the board chair from business representatives. (20 CFR 661.320)**

June 6, 2014 JGI Board meeting minutes appointing Matt Lazzeri of Oregon Lithoprint as Board Chair attached as Exhibit A-3.

**A-4 Please provide a copy of the board's approved by-laws.**

JGI By-laws approved August 23, 2013 attached as Exhibit A-1 & A-4

**A-5 How does the local board conduct oversight of the One-Stop system, youth activities, and employment and training activities? (20 CFR 661.305) Please provide copies of reports, and any corrective action plans.**

Oversight of the One-Stop system has been assigned by the Job Growers Incorporated Board of Directors to the WorkSource Oregon (WSO) Subcommittee. The WSO Subcommittee finalizes the information collected in the review of the One-Stop Center certification, performs the review and reports to the Board of Directors. Job Growers staff monitors the adult, dislocated worker and youth programs funded by WIA Title 1 B and uses the information to improve how services and finances are managed. This information is shared with state, A133 Auditors and various board subcommittees and used as part of the continuous improvement efforts. One-Stop certification of all four WorkSource Centers was completed in 2013, attached as Exhibit A-5.

For youth activities, the Youth Council has board member participation, the chair of the Youth Council sits on the Executive Committee, and updates and recommendations are provided to the Board via these groups.

**A-6 Please provide board meeting minutes that demonstrate deliberation and adoption of the budget. (20 CFR 661.305(a) (4)) (see F-29 which requests a copy of the approved budget) (Addition)**

June 6, 2014 JGI Board minutes demonstrate deliberation and adoption of the budget, attached as Exhibit A-3 & A-6.

**A-7 Please provide samples of public notices and board minutes which demonstrate compliance with public meeting laws and the following meeting requirements (20 CFR 661.307):**

- Meetings are held at locations which do not discriminate on the basis of race, color,

- **creed, sex, sexual orientation, national origin, age or disability (ORS 192.630(3))**
- **Meetings are held within the geographic boundaries of the local area (ORS 192.630(4))**
- **Public notice includes planned agenda items (ORS 192.640 (1))**
- **Emergency meetings are held as a result of an actual emergency as noted in the board minutes (ORS 192.640(3))**
- **Votes at all board and executive committee meetings are public and recorded (ORS 192.650(c))**

Public meeting notices and agendas are posted on JGI and Statesman Journal websites. All board meetings are held in Polk, Marion or Yamhill counties at facilities that comply with ADA, EO and non-discrimination and are open to the public. All agendas posted include a statement informing the public that accommodations are available for those with disabilities. Votes at all Board and Executive Committee meetings are public, recorded in the meeting minutes and reflect a call for public comment. June 6, 2014 JGI Board meeting public notice and meeting minutes attached as Exhibit A-7.

**A-8 Retired, because the policy on providing services has been rescinded.**

**A-9 Who is the One-Stop operator? Please provide a copy of the agreement between the local board and the One-Stop operator which specifies the operator's role. (20 CFR 662.400 (c))**

PY 2013 is still applicable (Pam Ferrara and Jenni Worley). JGI is the One-Stop operator. See documentation attached as Exhibit A-9.

**A-10 Please attach an organizational chart or other relevant documents demonstrating compliance with 20 CFR 661.310 which restricts local board and staff of the local board from being providers of core, intensive and training services, and from being a one-stop operator.**

On July 1, 2014 JGI contracted out most core, intensive and training services with the exception of on-the-job training (OJT), which is still in-house. All services including OJTs will be contracted out July 1, 2015. See documentation attached as Exhibit A-10 which permits JGI the provision of services in the WSO Centers.

**A-11 Please provide the board meeting minutes documenting the selection of the One-Stop operator. (20 CFR 662.410)**

PY 2013 response is still applicable (Pam Ferrara and Jenni Worley). See Board Minutes from April 4, 2008 attached as Exhibit A-11.

**A-12 Please provide a copy of the LWIB's current One-Stop certification documentation. (Oregon Workforce Investment Board WorkSource Oregon Definitions and Center Certification Policy 11-01, March 11, 2011) In addition, identify the last date the one stop was certified.**

JGI has certified the Salem WSO Center, McMinnville WSO, Woodburn WSO and Polk WSO in 2013. The tool that is being used is attached as Exhibit A-12.

**A-13 Please provide a copy of the written standards of conduct for board members regarding conflict of interest and restriction from voting. (20 CFR 667.200(a)(4))**

See Policy B02 Conflict of Interest attached as Exhibit A-13.

**A-14 What criteria have been established by the board to determine the availability of funds and**

**the process by which any priority will be applied? In addition, please indicate whether the Board has determined priority of services is in effect and describe your process for informing staff of this change in service priority. (20 CFR 663.600)**

PY 2013 response is still applicable (Pam Ferrara and Doug Anderson) and see Exhibit A-14 for the email notifying staff and the written process by which JGI applies priority of service.

**A-15 Please provide a copy of the board's policy on supportive services which needs to address that recipients' of supportive services:**

- **Are participating in core, intensive, or training services;**
- **Are unable to obtain individual resources through other means;**
- **Demonstrated a need for assistance to enable them to obtain their employment goal;**
- **Participant record documents justification of needed assistance, lack of availability of other resources, and timeframe that the supportive services are meant to cover.**

Review team may test aspects of the local policy/procedures. (20 CFR 663.800 & CCWD Policy 589-30.12, WIA Title 1B Policy Statewide Supportive Services)

See Support Services Policy P-30 for Adult and Dislocated Workers and Policy P-12 for Youth attached as Exhibit A-15.

**A-16 What criteria has the local board set to determine whether employment leads to self-sufficiency? (20 CFR 663.230)**

JGI has adopted the OWIB policy that employment itself is not a guarantee of self-sufficiency. Due to the ever-increasing skill requirements of employment at all levels, all Oregonians can benefit from increased skills. Therefore, no Oregonian seeking assistance through WorkSource Oregon shall be considered to be self-sufficient. See Self-Sufficiency Policy P-26 attached as Exhibit A-16.

**A-17 Please provide a copy of the local board's needs-related payment policy and the established payment level. (20 CFR 663.840)**

PY 2013 response is still applicable (Pam Ferrara and Jenni Worley). See Supportive Services and Needs-Related Payment Policy P-30 attached as Exhibit A-17.

**A-18 If the local workforce investment area is composed of more than one unit of local government, please provide a copy of the agreement amongst local elected officials which specifies the liability of the individual jurisdictions. (20 CFR 667.705(c))**

The Mid-Willamette Jobs Council charter amendment specifying the liability of the individual jurisdictions dated December 19, 2013 is attached as Exhibit A-18.

**A-19 Please provide meeting dates and a youth council membership list for the current program year and how your membership complies with 20 CFR 661.335. In addition, include for PY14 meetings, each meeting's public notice and each meeting's agenda. (Revised)**

The Youth Council PY 2014-2015 meeting schedule is as follows: 7/10/14, 8/7/14, 11/6/14, 2/5/15, and 5/7/15. July and August 2014 meeting agendas and public notices are attached as Exhibit A-19.

Youth Council Membership as of this writing: Alvin Elbert (ARE Manufacturing); Ashley Utter (Youth Representative); Carolyn Beauchamp (Parent Representative); Greg Creal (International Brotherhood of Electrical Workers); Sonya Ryland (Salem Housing Authority); Sue Meier (Truitt



Bros. Inc.); Taylor Hermes (Job Corps); Tricia Ratcliff (Youth HOME and Resource Center).

**A-20 Please provide documentation which confirms that the local board has awarded grants and contracts for youth services on a competitive basis based on the recommendations of the youth council. Please describe your measurable contract goals and means of evaluating service provider's performance. (WIA Section 123; TEGL 33-12; 13-09) (Revised)**

For documentation of awarding contracts based on the Youth Council recommendations see Exhibit A-20.

Measureable contract goals include: numbers of youth served, percentages of in and out-of-school youth, number of basic skills deficient youth with an increase in skills, numbers of high school dropouts enrolled in education, numbers of youth placed in employment or education, numbers of youth obtaining a certificate or credential, numbers of youth completing financial literacy training, and numbers of youth with a work experience.

Provider performance is monitored on a monthly basis utilizing an interim performance report to monitor progress, and through review of state performance reports issued by CCWD.

Performance is also evaluated during annual program monitoring visits.

**A-21 How does the youth council, guide youth policy, develop the youth portion of the youth plan, and oversee youth providers in the local area? (20 CFR 661.340 (d), TEGL 33-12)**

The Youth Council meets at least quarterly. At these meetings, the Council discusses youth-related policies, the local plan and provider performance. Recommendations regarding these topics are developed at these meetings and sent forward to the Board of Directors for approval as necessary.

**A-22 Describe how program staff ensures that any non-exempt public record is accessible to the public, taking into account the following:**

- **Anyone wishing to access non-exempt public records is given the opportunity to do so. [ORS 192.430]**
- **Any fees charged reflect the actual cost for making records available. [ORS 192.440(2)]**
- **A procedure is in place to assure that only bonafide exempt records are withheld from inspection. [ORS 192.420 & 501-505]**

PY 2013 response is still applicable (Pam Ferrara and Jenni Worley). See Public Records Request Policy R04 attached as Exhibit A-22.

**A-23 How does program staff ensure that WIA participant records are confidential as provided in State law and administrative rules? [ORS 660.300 – 660.339; OAR 589-020-0300 to 589-020-0330]**

Job Growers ensures that all participants' confidentially is protected by having strict processes in place related to customer information. All WIA staff are required to participate in the Department of Administrative Services security training administered through iLearn before gaining access to state systems such as WOMIS. Staff are also required to participate in an I-Trac training before gaining access to this WIA IB data system. In both trainings, the expectations surrounding participant confidentially is explained repeatedly. This is reinforced by various trainings held throughout the year. Job Growers has also made a release of information sheet signed by the customer a requirement for any customer enrolled in intensive levels services, so that when appropriate participant information can be shared with other agencies for the purpose of coordinating services.

Files are to be locked in the centers when not in use. When transporting participant records from

one site to another, records are to be locked in a briefcase.

**A-24 Which program year records have been destroyed? In addition, please describe how management assures that all records that can be destroyed have in fact been destroyed. (CCWD policy 589-40.4)**

Records from Program Year 2007 and earlier have been destroyed. Job Growers management is able to confirm that records have been destroyed due to verification issued by our secure record storage vendor, Iron Mountain, which issues certificates of destruction to confirm the destruction of records, after a request has been made by Job Growers.

**A-25 Please provide a copy of the record retention and public access procedures and describe how your organization complies with CCWD's Document Collection and Storage policy 589-30.11. (CCWD policy 589-40.4)**

See JGI Policy R03 Record Confidentiality and Retention attached as Exhibit A-25a.

JGI complies with CCWD's Document Collection and Storage policy by training all WIA 1B staff on the expectations on customer documentation as individual progresses through core, intensive and training services. JGI management participates in an annual internal monitoring process to ensure that stated expectations are being adequately met. Any potential areas of concern are reported to the WIA Program and Compliance Manager for corrective action to be put in place.

For youth files, see Policy P13 Youth Services File Management attached as Exhibit A-25b.

**A-26 Describe how programs ensure:**

- **Staff and contractors are clearly aware of the requirements to report fraud, abuse or other criminal activity, and that the Department of Labor's hotline number for reporting such actions is available.**
- **That all suspected incidents of fraud, abuse or other criminal activity are immediately reported by phone to the state office, followed in one workday with a written Incident Report form DLI-156. (20 CFR 667.630)**

See JGI Policy R01 Incident Report attached as Exhibit A-26.

**A-27 Please provide a copy of the procedure for grievances and complaints. (20 CFR 667.600 (a))**

See JGI Policy R02 Grievance and Complaint Procedures attached as Exhibit A-27 & A-29.

**A-28 Have any written grievances been initiated against service providers or contractors? If so, please provide a summary by citing the nature of the complaint and its resolution or status.**

No.

**A-29 Please provide a copy of the grievance procedure information made available to registrants. (20 CFR 667.600 (b) (1))**

See JGI Policy R02 Grievance and Complaint Procedures attached as Exhibit A-27 & A-29.

**A-30 Retired this element given that CCWD is establishing a new ETPL electronic streamlined system.**

**A-31 Does the local board require any additional information from local training providers to maintain subsequent eligibility? (20 CFR 663.510 (e) (3))**

No.

**A-32 What is the grievance procedure for training providers whose application is not approved? (OAR 151-020-0110 item 9e)**

In the event that an applicant had a grievance, JGI would follow the State’s grievance procedure.

**A-33 Retired this element due to lack of funding.**

**A-34 Retired this element due to lack of funding**

**A-35 Retired this element due to lack of funding**

**A-36 Retired this element due to lack of funding**

**A-37 If the local board is currently providing core, intensive, or training services – or transitioned away from direct service provisions in PY2013 – please provide a copy of your Transition Plan. (CCWD WIA Title IB Policy 589-20.6) (New)**

JGI transition plan attached as Exhibit A-37.

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**FISCAL SYSTEMS SECTION**

**F-1 Please provide a copy of the monitoring process used to satisfy requirements for monitoring each project, program, subaward, function or activity supported. (20 CFR 667.410) and (CCWD Policy 589-40.6) (Revised)**

**Please highlight sections which test that:**

- **expenditures have been charged to the proper cost categories within cost limitations;**
- **there is compliance with the provisions of the applicable contract, local policies, the WIA, final regulations, and other applicable federal and state laws.**

PY 2013 response is still applicable (Gary Mueller). Job Growers uses the monitoring guide attached as Exhibit F-1.

**F-2 Please provide copies of monitoring reports which demonstrate a standardized review methodology including documentation of findings, needs for corrective action and due dates for completion of corrective actions.**

- **While on-site, the review team will test aspects of the audit resolution control log. Please ensure that the control log, or the instrument used to track monitoring findings, is made available to the review team.**

PY 2013 response is still applicable (Gary Mueller). We have the contractor provide a General Ledger (GL) for the period being monitored. The monthly reimbursement requests are reconciled against the GL for accuracy of requests and appropriateness of cost categories. Random samples of transactions are selected from the GL and support documentation is requested. Transactions are reviewed for payment, accuracy of calculation, allowability, allocation appropriateness, completeness of documentation, correctness of coding, and appropriate authorization. Participant payments are tested against participant files for proper documentation

of the expense.

**F-3 Please provide a copy of the most recent audit report and management letter.**

PY 2013 response is still applicable (Gary Mueller). Audit Report attached as Exhibit F-3.

**F-4 Please describe or attach the resolution or plan for resolution to any internal control deficiencies, questioned costs or issues in your last management letter and audit report.**

No internal control deficiencies, questioned costs or issues to resolve.

**F-5 Retired because the attestational engagement requirement went away.**

**F-6 Please attach your detailed cost allocation plan and highlight any changes made within the past year.**

**Review staff will test the cost allocation methodology while on-site by studying labor distribution records, personal services expenditures, and expense payments (such as rent, utility, telephone, equipment, facility maintenance, and contract payments).**

PY 2013 response is still applicable (Gary Mueller). Cost Allocation Plan attached as Exhibit F-6.

**F-7 Please describe debt collection activities pursued this year.**

PY 2013 response is still applicable (Gary Mueller). Job Growers had no debt collection activities this year.

**F-8 Please attach a copy of your debt collection procedure or process.**

PY 2013 response is still applicable (Gary Mueller). See Debt Collection Policy F02 attached as Exhibit F-8.

**F-9 Do the programs generate any program income?**

No.

**F-10 How is program income tracked and reported to ensure that the income is added to the funds committed and is used prior to drawing additional federal funds? (20 CFR 667.200(a)(5))**

PY 2013 response is still applicable (Gary Mueller). If earned, program income would be included as a credit against the appropriate funding stream on the weekly calculation of the WIA fund request.

**F-11 Please describe your cash forecasting system that assures that federal (WIA) cash on hand does not exceed the organization's immediate cash needs. During the on-site visit, review team members will review source documents and general ledger expenditures reports to substantiate cash draw downs.**

PY 2013 response is still applicable (Gary Mueller). As invoices and expense reports are received and debit card purchases are transacted, Payment Vouchers are prepared which include the GL coding to be used to indicate the appropriate funding stream. The weekly draw request is based on that week's vouchers. Checks for WSO activities are prepared and distributed immediately. Other checks are issued once funding is available.

Payroll expenses are projected on a monthly basis and are funded using WIA funds. Once payroll has been completed, funding stream distributions are calculated. Adjustments in draw requests are made to match actual payroll expenses to the appropriate funding source.

**F-12 Please provide a copy of your organization's certificate of insurance\* or evidence of self-insurance for the following:**

- Professional liability resulting from errors, omissions or negligent acts of its officers, employees or agents.
- Motor vehicle insurance \*
- Property insurance \*
- Workers' Compensation Insurance
- Bonding coverage for every officer, director, agent, or employee authorized to receive or deposit WIA funds or to issue financial documents, checks or other instruments of payment of program costs.

\* These policies must list CCWD as an additional insured.

See Certificate of Liability Insurance attached as Exhibit F-12.

**F-13 Please describe how your organization ensures contractors/subcontractors have evidence of certificate of insurance or self-insurance for the following:**

- Professional liability resulting from errors, omissions or negligent acts of its officers, employees or agents.
- Motor vehicle insurance
- Property insurance
- Workers' Compensation Insurance
- Bonding coverage for every officer, director, agent, or employee authorized to receive or deposit WIA funds or to issue financial documents, checks or other instruments of payment of program costs.

PY 2013 response is still applicable (Gary Mueller). Contractors/Subcontractors assure they are properly insured in the areas listed above through the contracting process. Proof of insurance is made available for review.

**F-14 Describe how injuries of registered individuals not covered by Workers' Compensation Insurance will be handled if individuals suffer injuries while involved in WIA allowable activities. (Note: WIA does not require insurance coverage for this type of risk.)**

PY 2013 response is still applicable (Gary Mueller). All contractors are required to maintain liability insurance coverage as per their contracts and Job Growers has liability insurance as mentioned above.

**F-15 What non-federal funds would be used if disallowed costs had to be repaid to the federal government?**

PY 2013 response is still applicable (Gary Mueller). Job Growers has a "risk fund" of \$250,000 that has been designated by the Chief Elected Official to be used only to repay disallowed costs.

**F-16 Please provide a copy of the procurement policy. (CCWD Policy 589-10.11)**

See Procurement of Goods and Services Policy F05 attached as Exhibit F-16.

**F-17 Please provide a copy of the most recent Request for Proposal and contract boilerplate language, a list of current contracts (including external auditor's contract) with expiration**

**dates and identify the non-discrimination provision. (Revised)**

The most recent RFP's are the Adult/DW Services RFP and Audit Services RFP. They are attached as Exhibit F-17a & F-17b. A Program Services Contract boilerplate is attached as Exhibit F-17c. Non-Discrimination provision is Paragraph 16 of the boiler plate.

List of Contracts:

<u>Contractor</u>	<u>Expiration</u>
HALO Program	6/30/2015
CCI/Interface Network	6/30/2015
Chehalem YFS	6/30/2015
Boys & Girls Club	6/30/2015
ResCare	6/30/2015
Grove, Mueller & Swank	6/30/2015

**F-18 Please complete/submit the attached WIA funded non expendable inventory/equipment list (in an Excel spreadsheet format) for items whose purchase price was \$5,000 or more. (Revised)**

PY 2013 response is still applicable (Gary Mueller). List is attached as Exhibit F-18.



**F-19 Please provide a copy of your inventory policy used by management for all equipment purchased using WIA funds. (CCWD Policy 589-10.12)**

PY 2013 response is still applicable (Gary Mueller). See Equipment and Supplies Policy 100-06 attached as Exhibit F-19.

**F-20 When was the last inventory conducted?**

June 2014.

**F-21 Please complete the separation of duties worksheet (follows).**

**F- 22 Identify by location WIA office space / # of WIA staff in space in use at the end of last year’s program year vs. office space / staff occupancy currently in use. (Revised)**

Job Growers Incorporated  
 626 High St. NE, Suite 305  
 Salem, OR 97301  
 Staff on 7/1/13 – 11  
 Staff on 7/1/14 – 11

We currently have four WorkSource locations. Those are as follows:

WSO Salem 605 Cottage Street NE Salem, OR 97301 Staff on 7/1/13 – 9 Staff on 7/1/14 – 2	WSO Woodburn 120 E. Lincoln Street, Suite 115 Woodburn, OR 97071 Staff on 7/1/13 – 2 Staff on 7/1/14 – 0
WSO Polk 580 Main Street SE, Suite B Dallas, OR 97338 Staff on 7/1/13 – 2 Staff on 7/1/14 – 0	WSO Yamhill 370 NE Norton Lane McMinnville, OR 97128 Staff on 7/1/13 – 4 Staff on 7/1/14 – 0

Youth Opportunity System-contracted staff  
 Staff on 7/1/13 – 13  
 Staff on 7/1/14 - 13

**F-23 Identify generic types of mechanisms used to provide employees and participants with remuneration and accompanying policies, procedures and/or written descriptions of unwritten practices, e.g. gift cards, gas cards, bus passes, bus tickets, incentive payments, cash, etc. (CCWD Policy 589-30.12, WIA Title 1B Policy Statewide Supportive Services)**

PY 2013 response is still applicable (Gary Mueller). The use of Generic type of mechanisms would be only for participants. These would be done individually utilizing the same process as any other payment on behalf of the participant.

**F-24 Identify staff responsible for completing Recipient Share (10j – 10n and 11). Additional Expenditure Data Required portions of US DOL 9130 reports including descriptions of entries made in these section.**

PY 2013 response is still applicable (Gary Mueller). US DOL 9130 reports are submitted by the



State. Data is supplied by Gary Mueller, Director of Finance, Job Growers Incorporated.

**F-25 During current program year did your organization purchase property/equipment with a per unit acquisition cost of \$5,000 or more? If yes, provide description of purchase and whether you requested and received CCWD prior approval for the purchase? (CCWD Equipment Policy 589-10.12)**

PY 2013 response is still applicable (Gary Mueller). None.

**F-26 Has your physical location and phone number changed since last year’s monitoring visit? If yes, please provide the new address and phone number.**

PY 2013 response is still applicable (Gary Mueller). No.

**F-27 Using the worksheet provided, please list purchases (including contracts for services) made during the current program year and last program year (if the products/services were to be delivered in current program year) that exceed \$25,000.**

- Please code purchases with the following notations: 1 = competitive proposal; 2 = non-competitive proposal; 3 = competitive sealed bid.

**PROCUREMENT  
(\$25,000+ for PY 2014)**

Description of Purchase or Service	Vendor Name	Date/Type* Of Procurement
Youth Services	City of Independence YWCA Chehalem YFS Boys & Girls Club	7/1/14 – Type 1
WSO Adult/DW Services	Rescare	7/1/14 – Type 1

\*1 = Competitive Proposal; 2 = Non-competitive Proposal; 3 = Competitive Sealed Bid

### SEPARATION OF DUTIES

Function	Employee Name	Employee Title
1. Accounts for undelivered checks	Katharine Crowell	Staff Accountant
2. Approves:		
a) Invoice & vouchers for payment	Gary Mueller	Director of Finance
b) Journal entries	Gary Mueller	Director of Finance
c) Personnel actions	Tony Frazier	Executive Director
d) Participant registration	N/A	
e) Participant intake forms	N/A	
f) Participant termination forms	N/A	
g) Petty cash replenishment	N/A	
h) Petty cash vouchers	N/A	
i) Purchase Orders	Gary Mueller	Director of Finance
j) Vendor invoice payment	Gary Mueller	Director of Finance
k) Bank reconciliations	Tony Frazier	Executive Director
l) Approve cash draw request	Tony Frazier	Executive Director
3. Certifies payrolls for:		
a) Accuracy	Gary Mueller	Director of Finance
b) Authenticity of payee	Gary Mueller	Director of Finance
c) Correct wage rate	Gary Mueller	Director of Finance
4. Certifies attendance reports for staff	Katharine Crowell	Staff Accountant
5. Certifies attendance reports for registrants	N/A	
6. Collects time and attendance reports	Katharine Crowell	Staff Accountant
7. Custodian of:		
a) Blank checks	Gary Mueller	Director of Finance
b) Equipment inventory records	Mike Fitz-Patrick	IT Administrator
c) Mechanical check signer	N/A	
d) Petty cash fund	N/A	
e) Supplies inventory	Jennifer Worley WSO Center Supervisors	Administrative Manager
f) Undelivered checks	Katharine Crowell	Staff Accountant
8. Delivers payroll checks to:		
a) Participants for wages	N/A	
b) Staff for salaries	Direct Deposited or Mailed	
9. Makes deposits in bank accounts:		
a) Cash	Gary Mueller	Director of Finance
b) Checks	Gary Mueller	Director of Finance
10. Opens:		
a) Bank statements	Electronic Delivery	
b) Mail	Veronica Jimenez	Office Assistant
11. Posts leave earned and taken to cumulative leave records	Katharine Crowell	Staff Accountant

Function	Employee Name	Employee Title
12. Prepares:		
a) Initial payroll authorization for participants	N/A	
b) Initial payroll authorization for staff	Susan Barksdale	HR Manager
c) Monthly trial balances	Gary Mueller	Director of Finance
d) Personnel actions	Susan Barksdale	HR Manager
e) Bank reconciliations	Gary Mueller	Director of Finance
f) Cash draw requests	Gary Mueller	Director of Finance
13. Receives cash on-site	Jennifer Worley	Administrative Manager
14. Records receipts in books of account (label, e.g. cash receipt journal, etc.)	Katharine Crowell	Staff Accountant
15. Records disbursements in books of account (label, e.g. cash disbursement journal, etc.)	Katharine Crowell	Staff Accountant
16. Reviews time and attendance reports in payroll section.	Katharine Crowell	Staff Accountant
17. Signs:		
a) Checks	Tony Frazier	Executive Director
b) Receiving documents	Jennifer Worley	Executive Assistant
18. Prepares contracts	Gary Mueller	Director of Finance
19. Approves contracts	Tony Frazier	Executive Director
20. Prepares contract modifications	Gary Mueller	Director of Finance
21. Approves contract modifications	Tony Frazier	Executive Director
22. Data processing:		
a) Fiscal data input	Gary Mueller Katharine Crowell	Director of Finance Staff Accountant
b) Participant data input	Participant	
c) Fiscal data output	Gary Mueller Katharine Crowell	Director of Finance Staff Accountant
d) Participant data output	Participant	
e) Programming fiscal programs	State	
f) Programming participant programs	WSI & State	
g) Access to terminals for:	Mike Fitz-Patrick	IT Administrator
i) Fiscal applications	State	
ii) Participant applications	WSI & State	
iii) Other (e.g. word processing, etc.)	Mike Fitz-Patrick	IT Administrator

**F-28 Please complete the Staff Turnover/Layoff Table (follows). In the event of an Executive Director Termination please complete the Director Termination Review Program (follows).**

**F-29 Please attach a copy of your PY2013 Board Approved Budget for WIA Title 1B Formula Funds.**

PY2013 Board Approved budget attached as Exhibit F-29.

**F-30 Please submit your entity's latest organizational chart with names and job titles for each position. (New)**

See Organizational chart attached as Exhibit F-30.

**F-31 Please submit your entity's current personnel policies. (New)**

See JGI employment policies attached as Exhibit F-31.

**STAFF TURN OVER/LAYOFF TABLE**

<b>Position</b>	<b>Staff Name</b>	<b>Vacancy Date</b>	<b>Position</b>	<b>Staff Name</b>	<b>Hire Date</b>
BTE&S	Margarita Escobedo	2/4/14	Youth Program Mgr	Katie Stubblefield	10/29/13
Business Rep	Dameieon Scheideman	3/31/14			
BTE&S	Melody Barton	5/12/14			
BTE&S	Donna Brown	6/20/14			
BTE&S	Pablo Cuauxinque	6/20/14			
BTE&S	Vianney Hernandez-Cortes	6/20/14			
Trainer	Daniel Jackson	6/20/14			
BTE&S	Neil Johnson	6/20/14			
BTE&S	Ronald Jones	6/20/14			
BTE&S	Tomas Torres	6/20/14			
BTE&S	Jeff Steeprow	6/20/14			
BTE&S	Robin Windsor	6/20/14			
BTE&S	Aaron Reyna	6/30/14			
BTE&S	Ruth Lange	6/30/14			
BTE&S	Charisse Jay	6/30/14			
BTE&S	Juana Estrada	6/30/14			

**Please attach for current program year an organizational chart of staff names and positions/functions.**

**CCWD  
LWIA Monitoring  
Change of Director/Upper Management Audit**

Program Year: \_\_\_\_\_  
Region: \_\_\_\_\_

<b>Procedures</b>	<b>Completed by/Date</b>	<b>W/P Ref.</b>
<p><b>Change of Director Audit Procedures:</b></p> <ol style="list-style-type: none"> <li>1. Verify final gross pay amount paid to director through final work date. Make sure office has final signed time sheet.</li> <li>2. Verify final payment of unused PTO time, if any. If other types of severance payments are made to director, verify that they are appropriate as stated in director's employment contract.</li> <li>3. Verify payment of any final travel expense claims outstanding. Verify that there are no travel advances outstanding.</li> <li>4. If applicable, verify that agency provided credit card has been returned and cancelled.</li> <li>5. Verify whether director received reimbursement for cell phone use or internet and fax line charges?</li> <li>6. If applicable, verify that agency provided cell phone has been returned.</li> </ol>		

<ol style="list-style-type: none"> <li>7. Verify that agency provided computer has been returned.</li> <li>8. Verify turnover of any other agency provided assets (i.e. gas card, other assets).</li> <li>9. Verify that director did or did not sign any contracts after his or her last day of official work. This date should agree with final date on director's timesheet.</li> <li>10. Review subsequent payrolls to determine director didn't receive further payroll checks after date of termination.</li> <li>11. Re-compute final payroll including unused Personal Time Off (PTO). Trace amounts to be paid to their personnel policy and verify final timesheet to gross payroll. Verify that outstanding payroll advances, if any, have been paid back.</li> <li>12. Request a list of contracts entered into and signed by director during the prior three months. Review them for reasonableness.</li> <li>13. Fiscal staff needs to meet with the bank and cancel director's authority to sign checks. If there is a signature stamp/plate with the director's name on it, region staff should document that it was destroyed in his or her presence.</li> <li>14. A new signature card should be filled out. If an interim director is appointed, the board president should be signing the checks until the new, permanent director is hired.</li> <li>15. The IT person should terminate the director's access to LWIB systems.</li> </ol> <p>G:\audit information\Change of Director of Agency Audit.docx</p>		
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**PROGRAM SYSTEMS SECTION**

**P-1 Please provide a list of your ten required program elements, the availability of these elements in your local communities and the methods you or your contractors use to provide the opportunity of all 10 elements to each youth. Please include a list of non-WIA funded programs that deliver any of the WIA ten required program elements and which elements they provide. (20 CFR 664.410; TEGL 09-00;05-12; 33.12) In addition, please explain how staff or contractor staff coordinate case management with the listed entities that are providing any of the ten required program elements. Note: TEGL 33.12 states on page 7, "ETA recognizes that with declining resources it can be difficult to fund all WIA Youth program elements. However...rather, the WIA Youth program is intended to act as an intermediary, partnering with various publicly and privately funded organizations to ensure that all 10 youth program elements are available to all youth participants."**  
**(Revised)**

Job Growers requires that all programs make the ten elements available to youth as part of its

competitive procurement and contracting process. Youth are made aware of the services including the 10 elements that are available to them. Assessments and the youth's Individual Service Plan are used to determine each youth's need for these elements. In order to reduce duplication and most effectively use funding WIA programs partner with community organizations to make all 10 elements available. If the WIA funded program is not able to offer the element, the youth will be connected with the appropriate referral. Contractors are monitored on an annual basis to ensure compliance. Some of the elements are delivered by non-WIA funded partner agencies in order to leverage funds and increase access for youth, as described below.

- 1—Tutoring, study skills training, and instruction leading to secondary school completion, including dropout prevention strategies: Volunteer tutors from the local communities are used, graduate student interns from Willamette University, Western Oregon University (WOU) volunteers, and WOU practicum students. AVID, Chemeketa Community College, Barbara Roberts High School, Gervais Alternative School, McMinnville School District, Salem-Keizer Dropout Recovery Specialist, Salem-Keizer Homeless Education Program, Willamette Academy, WIN and other online software programs, and Winema. Programs also work with youth and school districts to re-enroll dropout when appropriate.
- 2—Alternative secondary school offerings: Sheridan Allprep for online high school offerings, Catalyst (Newberg School District's Alt Ed program), McMinnville School District's Cook Program, Amity Alternative Education, and Connections Academy, Chemeketa Community College GED, Oregon Connections Academy, Winema Teen Parent Program, Barbara Roberts High School, Woodburn Success Alternative School, Salem-Keizer Online School, Downtown Learning Center, Gervais Alternative School, and Early College Program.
- 3—Summer employment opportunities directly linked to academic and occupational learning: Oregon Youth Conservation Corps (OYCC) opportunities, paid internships, Fresh N Local entrepreneurial paid internships, RainSweet, Hurst's Berry Farm, Boys and Girls Club, and IKE BOX.
- 4—Paid and unpaid work experiences, including internships and job shadowing: Various community businesses have served as hosting sites for work experiences. Program and Career Achievement Network staff oversee matching, placement, and monitoring of these activities directly with these businesses. Specific names of sites utilized are available.
- 5—Occupational skill training: Various programs through Chemeketa Community College, SAIF, Oregon Security Training, OLCC, OHDC, Habitat for Humanity, Goodwill, Job Corps, and WESD Vocational Rehabilitation.
- 6—Leadership development opportunities, which include community service and peer-centered activities encouraging responsibility and other positive social behaviors: These are organized or delivered in-house by programs, or with partner programs such as: Chehalem Youth and Family Services Job Club, Western Oregon University, Central School District, Chemeketa Community College, United Way, Habitat for Humanity, Job Growers, Hands-on Mid-Willamette Valley, Marion County Bar Association, Salem-Keizer Education Foundation, Friends of Trees, IKE BOX, Marion-Polk Food Share, Latino Small Business Youth Leadership Conference, OSU Extension Program, ASPIRE, Boys and Girls club, YWCA, Salem Chamber of Commerce Interview Conference, Homeless Connect, ILead, and Habitat for Humanity.
- 7—Supportive services: Programs leverage many items from in-kind donations and supportive services resources from Chehalem Youth and Family Services programs, Youth Outreach, McMinnville's Church on the Hill, Yamhill Community Action Partnership, Soroptimists, Lucky Finds Thrift Store, PGE, Templeton Foundation, United Way, HOME Youth and Resource Center, Department of Human Services, ILP caseworkers, Polk County Public Health, Polk County Mental Health, Integration Service Teams, Children and Family

Crisis Action Team, Marion County Juvenile Department, OHP, Healthy Kids, Vocational Rehabilitation, Goodwill, child care through teen parent programs (high school), Catholic Community Services, Marion-Polk Food Share, YWCA, Northwest Human Services, Community Action Center, Family Building Blocks, Salem Free Clinic, and Mid-Valley Women's Crisis Center.

- 8—Adult mentoring for a duration of at least twelve (12) months, that may occur both during and after program participation: Aside from staff mentoring some programs are developing internally mentoring programs while other partner with organizations such as the Boys & Girls Club, Chehalem Youth and Family Services mentor program, Chehalem Mentoring Coalition, WOU counseling students, local Universities, and local businesses.
- 9—Follow-up services: Most follow-up services are provided in-house are similar or the same as those offered during active status, however, there are organizations that provide guidance to youth after program exit including: Express Personnel, Catholic Community Services, Oregon Employment Department, Chemeketa Community College, and Community Action Centers.
- 10—Comprehensive guidance and counseling, including drug and alcohol abuse counseling, as well as referrals to counseling, as appropriate to the needs of the individual youth: Chehalem Youth & Family Services Counseling Center, Rainbow Family Services, Yamhill County Family and Youth, DHS, Yamhill County Parole and Probation office, Narcotics Anonymous, Drug court, WOU Master's in Rehabilitation Counseling program, Polk County Drug Court, Service Integration Teams, Polk County Mental Health, Polk County Public Health, Bridgeway, Northwest Human Services, and Marion County Health Department.

**P-2 Please demonstrate how achievements of performance measures that do not use wage records are documented:**

- **Youth – Placement in Employment or Education outcome in first quarter after exit quarter**
- **Youth – Attainment of a Degree or Certificate outcome by end of third quarter after exit quarter**
- **Youth – Literacy & Numeracy Gain outcomes**

**In addition, please provide a list of degrees/certificates that are tied to the above performance measure and the number earned so far in PY14 for each one listed. (Revised)**

All information regarding youth common performance measures are entered into the MIS database used for tracking participant information (I-Trac). Specific data elements related to performance measures are entered as well as supporting documentation in case notes. Performance information is pulled from these databases, as needed, and is also available and provided through CCWD.

Additionally, contractors report progress toward attainment of youth performance measures on a monthly basis using the interim performance report provided to Job Growers. Contracted service providers keep hard copy documentation of youth performance outcomes in the participant file, which is reviewed as part of the annual program monitoring process.

The majority of youth served are working on their high school diploma or GED. Below is a list of degrees or certificates that youth have attained.

- GED
- High School Diploma
- SEDCOR Certificate (3 attained during PY14 as of 10/8/14)
- Forklift Equipment Operator Certification
- Traffic Control Flagger Oregon Work Zone Traffic Control Certification of Completion



- National Institute for Occupational Safety and Health Center for Disease Control and Prevention
- Basic Fire Fighting Certificate
- Private Security Provider License
- OLCC
- Oregon Security Training
- Notarial Commission of the State of Oregon
- Food Handlers Card (3 attained during PY14 as of 10/8/14)

**P-3 Does the program utilize the 5% window? If yes, describe the system used to monitor the percentage of non-income eligible youth enrolled in the youth program, and provide a hard copy the prior program year's report which demonstrates that no more than 5% of the youth enrolled during that year were non-income eligible. (20 CFR 664.220)**

Job Growers does utilize the 5% window for youth. All youth utilizing the waiver are approved by an appointed Job Growers representative prior to a contracted provider enrolling the youth. The waiver is used in accordance with the Youth Income Waiver Policy P15 and is tracked utilizing the local MIS system for participant data (I-Trac). Because I-Trac does not have a report available of the 5% youth for a local area, the CCWD WIA Youth 5% Window report is used to track the number of waivers issued and available. This report for PY13 and Youth Income Waiver Policy P15 are attached as Exhibit P-3.

**P-4 Does the local board identify serious barriers to employment for youth for 5% waiver for over income youth? (20 CFR 664.220 (h)) If so, please provide a copy. (Revised)**

Yes. See Youth Services Eligibility Policy P11 and Youth Income Waiver Policy P15 attached as Exhibit P-4.

**P-5 How are youth assessed to determine basic skill levels and categories of eligibility? What assessment tool is used? How are these results documented in the individual service strategy (ISS) if CASAS is used, please provide a list of certified staff members. (20 CFR 664.205; TEGL 33-12) (Revised)**

At the time eligibility is determined all youth are given a basic skills appraisal utilizing the Comprehensive Adult Student Assessment System (CASAS). The assessment results are entered into I-Trac our local MIS database. Written assessments are stored in the youth's file as well as a copy of the results. The results of this appraisal assist in determining categories of eligibility for youth as well as services needed and goals to be set as part of the ISS development. Certified staff include: Quinn Maukonen, Justin Glaze, Adalberto Reyes, Elisa Lehto, Kerri Perisich, Charlie Rice, Amy Van Dyke, Jackson Darling, Esther Puentes, Marin Arreola, and Colleen Puentes.

**P-6 How does the objective assessment provided to each youth participant meet the requirements at Section 129 and include a review of the academic and occupational skill levels and service needs of each youth? (20 CFR 664.405; TEGL 33-12; 5-12) (Addition)**

PY13 response still applicable (Katie Stubblefield). All youth are assessed as part of the enrollment process and as part of ISP development once a youth is determined eligible for services. Assessments include an appraisal of basic skills using CASAS, and can also include observation, career aptitude assessments, needs assessments, educational assessments, writing samples or others.

**P-7 Does the program have a supportive services policy or incentive and stipends standards**

**specific to youth? If yes, please provide a copy. In addition please include current incentive and/or stipend standards being used by your organization and/or contractors. (20 CFR 664.440 and Section 129 (c)(2)(G)) (Revised)**

See Job Growers Youth Program Support Services Policy P12 and contractor incentive and stipend standards attached as P-7.

**P-8 Please provide copies of youth eligibility policies.**

PY13 response still applicable (Katie Stubblefield). See Youth Services Eligibility Policy P11 attached as Exhibit P-8.

**P-9 Retired this element because it is redundant and over laps element A-15 and P-6.**

**P-10 How is the need for intensive services documented in participant files? (20 CFR 663.160)**

PY 2013 response is still applicable (Douglas Anderson). Once a customer has entered core services, they meet with staff to debrief at which time it is determined if there is a need for additional assessment or intensive services. If the need is determined for intensive services, the staff person enters the appropriate intensive activity into the I-Trac, which notes the customer's enrollment in to intensive services. The participant's electronic record contains a section that documents the transition from Core to Intensive services.

**P-11 Does each service office prominently display current EO notices and the EO Officer's name and contact information? (29 CFR 37.26)**

PY 2013 response is still applicable (Douglas Anderson & Katie Stubblefield). Each service office location prominently displays current EO notices and officer information. This is tested annually during monitoring.

**P-12 Is program information available in languages other than English? Please provide samples.**

WIA Adult and Dislocated Worker enrollment documents are translated into Spanish, such as Customer Expectation Agreement and Customer Budget Worksheet. The Customer Grievance Procedure is also available in Spanish. The workshops are advertised in both English and Spanish. The translated level 1 workshop evaluation is used for Spanish workshops. ResCare Academy offers 1200 online trainings offered in Spanish, which is promoted to our Spanish speaking customers. Bilingual staff is available for each of the WSO Centers. Samples of translated materials are attached as Exhibit P-12a.

Each program in the Youth Opportunity System either employs bilingual staff or has access to interpreters. In addition, materials are available in Spanish. Samples of translated materials are attached as Exhibit P-12b.

**P-13 How are staff able to effectively communicate with persons with disabilities? Is program information available in alternative formats? Please provide samples. (29 CFR 37.9)**

Reasonable accommodation is available upon request and is provided through the means or methods most appropriate for the situation. All WSO centers provide program information in alternative formats, which includes the Oregon Relay Number. The centers use a variety of adaptive technologies such as Braille keyboards, Jaws, headphones and Zoom text reader programs.

**P-14 Please provide samples of brochures and media communication which demonstrates that applicable EO language (EO employer/program, auxiliary aids/services available), TDD/TTY, and other required information is included. (29 CFR 37.34)**

Samples of materials are attached as Exhibit P-14.

**P-15 Please provide a copy of the EO/ADA complaint process. (29 CFR 37.76)**

PY 2013 response is still applicable (Douglas Anderson & Katie Stubblefield). See Grievance and Complaint Procedure Policy R02 attached as Exhibit P-15.

**P-16 Which staff person maintains the EO/ADA complaint log? (29 CFR 37.37)**

PY 2013 response is still applicable (Douglas Anderson & Katie Stubblefield). Susan Barksdale, Human Resources/Training and Development Manager.

**P-17 Please provide copies of the written procedures for internal staff and contractors that provide guidance on timely data entry procedures, and deadlines for inputting data after collection.**

The YOS Contractors are required to comply with Job Growers' internal data collection policies. See Chapter 18 YOS MIS Manual attached as Exhibit P-17.

Internal staff and contractors are expected to collect and enter data within five working days. This is reflected in Job Growers' contract boilerplate included below. Data transmission procedures and timelines are automated between the MIS and the State of Oregon, and not managed locally.

Reporting and Data Entry

SUB-RECIPIENT shall submit financial, MIS, performance and other reports required by Job Growers in accordance with specified time frames as indicated by the table below. SUB-RECIPIENT shall provide Job Growers access to all records and data necessary to verify or clarify information requested or provided in such reports. Failure to submit reports on a timely basis as specified by Job Growers may result in suspension of payments to SUB-RECIPIENT until such time as all delinquent obligations are fulfilled. Original documents must be maintained in the participant case file. Job Growers will be randomly sampling files to verify existence of the above supporting documentation. SUB-RECIPIENT is responsible for entering information into the Participant Data Management System. Performance reports will be available through this same system.

The following table provides information regarding reporting dates:

Report Type	Due Date	Frequency
Report of Expenditures	15 days after the end of the month being reported, except at end of contract term.	Monthly
Performance Report	15 days after the end of the month being reported	Monthly
Participant Data Entry	5 working days following activity change	N/A
Participant File Review	Job Growers discretion	N/A
Final Report of Expenditures	45 days following the end of the contract period	Annual

All A/DW staff follow the WSI's WIA Adult and WIA Dislocated Worker I-Trac data entry manual

provided by WorkSystems Inc. and the I-Trac Supplementary Data Entry Manual provided by Job Growers. The manual is currently being updated to align with ResCare's, our new service provider, data entry procedures.

**P-18 Retired this element because internal reports are now handled by I-Trac staff.**

**P-19 Retired this element because reconciliation of data and reports are now handled by I-Trac staff.**

**P-20 Please provide information that demonstrates safeguards for data such as:**

PY 2013 response is still applicable (Douglas Anderson & Katie Stubblefield).

- **Written procedures for data security**

Staff must complete the I-Learn Security and Confidentiality training, and receive OED's confidentiality and security training before they can gain access to WOMIS and iMatchSkills system. Procedures and policies are on the WOMIS website under Information - Documentation and Training. Staff must read the OED Confidentiality Handbook and sign the OED "Commitment to Confidentiality" form prior to accessing state data systems.

- **Frequent back-up of data base (how often)**

Since the state has control of WOMIS, they are responsible to do frequent back up of the database.

- **Storage of back-up data off site that maintains confidentiality as well as data security.**

Since the state has control of WOMIS, all data is stored at the state level.

- **Business continuity plan in case of fire, acts of God, etc.**

Data is backed up in multiple physical locations.

**P-21 Please provide copies of processes used to ensure that participants who have not received any partner services (WIA or non-WIA services) for 90 days and are not scheduled for future services (except for follow-up services) are terminated from WIA as of the last date of receipt of services (TEGL 33-12; 17-05).**

PY 2013 response is still applicable (Douglas Anderson & Katie Stubblefield).

For youth, case managers monitor their caseloads using tools in I-Trac in order to maintain services to any youth who may be approaching 90 days without a service. If a youth does not have a qualifying service entered into I-Trac in 90 days, I-Trac will automatically exit the youth as of the date the last qualifying service was provided.

For Adult/Dislocated Workers, I-Trac is programmed to automatically determine the date of last service and to exit participants who have not received any partner services for 90 days. All staff has been trained to use I-Trac to appropriately record services that have been provided in order to support the appropriate determination of the date of last service.

**P-22 How do program providers ensure that participants employed in programs and activities funded under the Act meet wage and labor standards at Section 181(a)(1)? (20 CFR 667.272)**

See On-the-Job Training Employer Checklist and Agreement used by WSO and YOS manual chapter 9 work experience development attached as Exhibit P-22 – P-26.

**P-23 How do program providers ensure that WIA funds are not spent on:**

- **the wages of incumbent employees during their participation in economic development**

**activities provided through a statewide workforce investment system. (Section 181(b)(1) and 20 CFR 667.264 (a)(1))**

See On-the-Job Training Employer Checklist and Agreement used by WSO and YOS manual chapter 9 work experience development attached as Exhibit P-22 – P-26.

- P-24 How do program providers ensure that participants in programs or activities do not:**
- **displace any currently employed employee (including a partial displacement, such as a reduction in the hours of non-overtime work, wages or employment benefits). (Section 181(b)(2)(A) and 20 CFR 667.270(a))**
  - **cause impairment of existing contracts for services and existing collective bargaining agreements, unless the employer and the labor organization concur in writing? (Section 181(b)(2)(B) and 20 CFR 667.270(b))**

See On-the-Job Training Employer Checklist and Agreement used by WSO and YOS manual chapter 9 work experience development attached as Exhibit P-22 – P-26.

- P-25 How do program providers ensure that a participant in a specified activity shall not be employed in a job if:**
- **any other employee or individual is on layoff from the same or substantially equivalent job;**
  - **the employer has terminated the employment of any regular employee or otherwise reduced the workforce with the intention of filling the vacancy with the participant;**
  - **the job is created in a promotional line that infringes upon the promotional opportunities of currently employed individuals. (Section 181(b)(3) and 20 CFR 667.270 (c))**

See On-the-Job Training Employer Checklist and Agreement used by WSO and YOS manual chapter 9 work experience development attached as Exhibit P-22 – P-26.

- P-26 Describe how programs ensure:**
- **that the health and safety standards and working conditions provided to participants are comparable to those provided to other employees. (Section 181(b)(4) and 20 CFR 667.274 (a))**
  - **that to the extent that workers' compensation law applies, workers' compensation is provided to participants on the same basis as other individuals in similar employment. (Section 181(b)(4) and 20 CFR 667.274 (b))**

See On-the-Job Training Employer Checklist and Agreement used by WSO and YOS manual chapter 9 work experience development attached as Exhibit P-22 – P-26.

- P-27 How do program providers ensure that WIA funds are not used:**
- **to encourage or induce to relocate a business or part of a business if such relocation would result in a loss of employment at the original location. (Section 181(d)(1) and 20 CFR 667.268)**
  - **to provide specified services to an employer who has relocated, for at least 120 days after the employer begins operation at the new location, when the relocation resulted in the loss of employment of any employee at the original location. (Section 181(d)(2) and 20 CFR 667.268)**
  - **for employment generating activities, economic development activities, investment in revolving loan funds, capitalization of businesses, investment in contract bidding resource centers, and similar activities that are not directly related to training for**

**eligible individuals under Title IB. (Section 181(e) and 20 CFR 667.262(a))**

PY 2013 response is still applicable (Douglas Anderson). Any training funded by Job Growers must comply with these provisions. We ensure that by including this language in our procurement documents, contract boilerplates and assurances pages, individual employer-based contracts such as the On-the-Job Training Employer Checklist and Agreement.

**P-28 Do program providers use WIA funds for participant drug testing? If yes, are these funds charged to WIA statewide activities administration? (Section 181(f))**

PY 2013 response is still applicable (Douglas Anderson & Katie Stubblefield). No.

**P-29 How do program providers ensure that participants are not employed in the construction, operation or maintenance of any religious facility? (Section 188(a)(3) and 20 CFR 667.266)**

See On-the-Job Training Policy P32, OJT Employer Checklist and YOS manual chapter 9 work experience development attached as Exhibit P-29.

**P-30 How do program providers ensure that funds provided under the Act are used only for activities that are in addition to those that would otherwise be available in the local area in the absence of such funds? (Section 195 (2))**

PY 2013 response is still applicable (Douglas Anderson & Katie Stubblefield). Providers work with partner agencies and other community organizations to determine what their funding sources allow. We also require participants to seek financial aid, grants or other assistance for which they qualify. We are the funding of last resort.

**P-31 How do programs ensure that no person or organization charges an individual a fee for placement in or referral to a workforce investment activity? (Section 195 (5))**

PY 2013 response is still applicable (Douglas Anderson & Katie Stubblefield). Job Growers does not have a fee for service for job seekers or walk-in traffic at this time. No fees are charged to a customer who receives WIA I B services.

**P-32 How do program providers ensure that funds are not used for public service employment? (Section 195 (10) and 20 CFR 667.264 (2))**

PY 2013 response is still applicable (Douglas Anderson). The only employment paid is through On-the-Job Training (OJT) and our OJT Checklist and On-the-Job Policy P-32 addresses this issue. See OJT Training Employer Checklist and On-the-Job training policy P-32 attached as Exhibit P-32 & P-36.

- P-33 How do program providers ensure that individuals referred to training are:**
- **assessed as being in need of training services in order to obtain or retain employment and as having the skills and qualifications needed to successfully complete the selected training program? (20 CFR 663.310 (b))**
  - **selecting a program of training that is directly linked to the employment opportunities either in the local area or in another area to which the individual is willing to relocate? (20 CFR 663.310 (c))**
  - **unable to obtain grant assistance from other sources to pay the costs of such training including Pell grants or required WIA assistance in addition to other sources of grant assistance? (20 CFR 663.310 (d))**

Participants enrolled in Intensive level services are required to complete an Individual Employment Plan (IEP) and related assessments. The need for training is documented during the development of the IEP. The Vocational Scholarship process ensures that customers have complete labor market research and obtained information regarding available funding prior to being awarded WIA funds. See Individual Training Accounts Policy P28 and WIA Scholarship Application 2014 attached as Exhibit P-33.

**P-34 Describe how programs coordinate with Higher Education financial aid programs, including Pell grants and waiver requests when appropriate, so that WIA funds supplement other sources of training grants. (20 CFR 663.320)**

For the Youth Opportunity System, case managers actively assist participants in applying for FAFSA and other scholarships when they are preparing to attend training or higher education.

For WSO participants, refer to the Individual Training Accounts Policy P28 which requires that other sources of financial support are pursued in the development and funding of a training plan. We also coordinate with the region’s community college by completing an Agency Benefit Form that enables the college financial aid office to properly plan financial aid disbursement amounts. See Individual Training Accounts Policy P28 and Agency Benefit Form, attached as Exhibit P-34.

**P-35 Do programs provide On-The-Job-Training? (20 CFR 663.700) If no, please provide information on why OJTs were not provided. If yes, please provide information for P-36 through P-39. Review team may test aspects of the local OJT policy/procedures. In addition, please provide a table that captures the number of WIA formula funded number of OJT completed for current program year, number of OJTs in contract but not completed and remaining planned OJT for remainder of the year. Furthermore, please provide the total dollars for each category. Finally, for each of the above categories, provide the number of OJT contracts that included existing eligible employed workers with their current employer. (Revised)**

Yes, the Adult/Dislocated Worker, Back To Work Oregon, DWT-NEG, Make It In America grant use On-the-Job Training.

Numbers Based on Training Completion Date				
<b>WIA Formula Funded OJT-Completed</b>				
Time Period	Fund	Qty	Amount	Incumbent
FY 2013-14	Adult	7	21,963	0
FY 2013-14	DW	0	0	0
FY 2014-15	Adult	8	18,880	0
FY 2014-15	DW	11	26,009	0
<b>WIA Formula Funded OJT-In Contract</b>				
Time Period	Fund	Qty	Amount	Incumbent
FY 2014-15	Adult	37	111,000	0
FY 2014-15	DW	18	54,000	0
<b>WIA Formula Funded OJT-Planned</b>				
Time Period	Fund	Qty	Amount	Incumbent
FY 2014-15	Adult	0	0	0
FY 2014-15	DW	0	0	0

- P-36 How do programs ensure that the following OJT conditions are met?**
- Participant wages are at the same rate, including periodic increases, as similarly situated employees or trainees, and not less than the highest of the Federal or State minimum hourly wage. (20 CFR 667.272 (a))
  - Reimbursement to the employer is for no more than 50% of the participant's regular wages paid over the period of the contract. (20 CFR 663.700 (a))
  - OJT contracts are not written with an employer who has exhibited a pattern of failing to provide continued long-term employment for participants trained in previous OJTs. (20 CFR 663.700 (b))
  - OJT contracts are written for eligible employed workers only when the training relates to the introduction of new technologies, new production or service procedures, upgrading to new jobs that require additional skills, workplace literacy, or other appropriate purposes identified by local policy, and when it is determined that the worker is not earning a self-sufficient wage in their current employment. (20 CFR 663.705 (c))

PY 2013 response is still applicable (Douglas Anderson). See On-the-Job Training Policy P32 and On-the-Job Checklist attached as Exhibit P-32 & P-36.

- P-37 Describe how programs determine the length of the OJT contract and self-sufficient wage for eligible employed workers. (20 CFR 663.700 (c) and 663.705)**

PY 2013 response is still applicable (Douglas Anderson). Staff use the Specific Vocational Preparation (SVP) and customer's work history to write an individual training plan, which drives the decision of the length of the training. We use the state's definition of "self-sufficiency" as outlined in the Self-Sufficiency Policy P26 attached as Exhibit P-37.

- P-38 Describe the process for the development of job descriptions for OJTs (task analysis, etc.)**

PY 2013 response is still applicable (Douglas Anderson). The employer provides the job description. Staff reviews the job description, the SVP, O\*NET resources, skills and work history of the individual to develop the training plan based on the job description provided.

- P-39 Describe the process for conducting periodic on-site reviews of OJT agreements to ensure that training is being provided and that reimbursements are justified. (20 CFR 664.460 (d))**

PY 2013 response is still applicable (Douglas Anderson). On-site reviews are conducted through unannounced visits at the employer site and scheduled visits with the trainee and his/her supervisor either onsite or by telephone or email. At each visit, the training plan is reviewed and the trainees' progress is discussed, as well as any other issues that may arise during the course of the training period.

- P-40 Describe what type of plan (individual employment plan, Individual Service Strategy, etc.) is developed for participants that are solely supported by WIA Title 1B funds and for participants that have multiple funding support e.g. DHS, TAA, etc. (WIA Section 129 (a)(4); 129(c)(1)(B) and 134 (d)(3)(C); 20 CFR 663.200; 663.240; and 663.245.)**

PY 2013 response is still applicable (Douglas Anderson & Katie Stubblefield). Participants have an individual service plan developed with them whether they are solely funded by WIA I B or jointly funded through other agencies. The amount and type of support provided by each agency is documented in the budget worksheet.

For youth programs, all youth have an ISP developed, whether funded solely by WIA or not.



Case managers work closely with youth to determine what other partner agencies they are working with consider what services and supports those agencies provide.

- P-41 Retired this element; see A-15 which incorporates compliance elements of CCWD's new policy 589-30.12 on Statewide Supportive Services.**
- P-42 Retired this element because the monitoring team will be on site conducting a review of the region's Back to Work Oregon program which will include testing aspects of the local policy/procedures and delivery systems for this program.**
- P-43 Retired this element because the functions for this activity went to the Oregon Employment Department.**
- P-44 Please describe the processes (with attach applicable policies/procedures) utilized to assure compliance with CCWD's On-the-Job Training Contract Reimbursement Documentation Policy 589-10.19**
- **Approved contract exists between the LWIA and employer.**
  - **Costs submitted for reimbursement were incurred during contract period.**
  - **Gross amount paid the participant include check stubs or payroll records that support the payments.**
  - **Reimbursement is no more than 50% of the participants wage rate multiplied by the numbers of hours worked excluding overtime pay, if applicable 20 CFR 663.700 (b).**
  - **Maximum contract amount for reimbursement has not been exceeded.**

See OJT procedures attached as Exhibit P-44.

- P-45 Please describe the policies, training for case managers/contractors to deliver effective 12 months of follow-up for youth which includes (a) regular contact with a youth participant's employer, including assistance in addressing work-related problems that arise; (b) assistance in securing better paying jobs, career development and further education; (c) work-related peer support groups; (d) adult mentoring; and (e) tracking the progress of youth in employment after training. In addition, please identify year to date number of youth that have and/or are being actively followed up on a regular basis for PY14. (WIASRD #349) (Revised)**

Job Growers outlines expectations for follow-up services as part of its competitive procurement process for youth services. Job Growers has Youth Follow-up Services Policy P14 that addresses follow up services for youth. Additionally, Job Growers maintains a youth contractor manual. It has one chapter dedicated to follow up services and includes Job Growers expectations for maintaining contact with youth, employers, and other services and supports required to keep youth engaged on their career or education plan. Job Growers conducts monthly meetings with providers to provide updates on expectations and regular trainings in the form of youth retreats throughout the program year to provide additional training to contractors. As of 10/8/14 there are 22 youth who have and/or are being actively followed up on a regular basis for PY14.

- P-46 Please describe how your program defines in your youth application the sixth barrier for youth eligibility i.e. an individual who requires additional assistance to complete an educational program or secure and hold employment. Please provide an example of how individualized goals for this barrier are documented in an ISS. (TEGL 33-12)**

PY 2013 response is still applicable (Katie Stubblefield). The sixth barrier is defined in policy P-11 Youth Eligibility attached as Exhibit P-8 & P-46. An example of ISS for a youth who has poor work history (including no work history) or has been fired from a job within the 12 months prior to

application might be goals to address occupational or employability skills that are challenges to the youth getting or maintaining a job and a work experience to build experience.

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## **INTEGRATION SYSTEMS SECTION**

### **I-1 Describe OED & WIA Title 1B partners shared management, policy, and operational framework.**

OED and the WIA 1B Program and Compliance Manager co-manage the four WorkSource Centers where we have co-location and integration of staff. There is a resource-sharing agreement in place that allows the sharing of resources used by joint customers. OED and JGI managers meet formally on a regular basis to review issues. The resource room of the Centers is jointly staffed by 1B and OED staff and we regularly partner on customer service delivery issues to deliver programs and services.

Note: JGI awarded a contract for 1B services on July 1, 2014 to ResCare Incorporated. ResCare management staff now participate in all the above.

### **I-2 Describe cross funding/program functional assignment with in the WSO One-Stop.**

In the Welcome function and Skills & Employment services, we have staff funded by both OED and WIA 1B working side by side doing the same functions. Center workshops are supported by both OED and WIA 1B funded staff. Rapid Response requests are met with staff from both OED and WIA 1B staff. In the Business and Employer Services category, we have staff funded from both WIA 1B and OED who serve our business community.

### **I-3 Describe the job getting products and services available through integration in the WSO One-Stop(s).**

Some job search products and services available through the integrated WSO Centers in region 3 include labor market information, job search tools, placement services, workshops, assessment tools, staff assistance, iMatchSkills, ResumePro, Mavis Beacon Typing, and Individual Service Plans. In addition, the new 1B contractor ResCare Inc. has a library of resources to offer customers including, for example, ResCare Academy, a resource with over 4300 free online trainings. ResCare Academy offers training from Basic Computer Skills to Project Management, including GED prep.

### **I-4 Describe shared goals, objectives, and performance achievements since the beginning of this program year.**

The major shared goal since July 1, 2014 has been to integrate the new 1B service provider, ResCare Inc., into the four WSO Centers of the region. In addition, shared goals with OED and other partners include achieving the requisite number of NCRC participants and supporting employers, and seamless delivery of services in the Resource Rooms of the four WSO Centers in the region.

### **I-5 Describe means of gathering regular and consistent customer satisfaction feedback on services delivered through the WSO One-Stop.**

We utilize the customer feedback surveys required by OED's employment services quality assurance team to gain feedback on job seeker and employer satisfaction with programs and services offered in the centers as well as on general customer service. With the contracting out of

1B services, we are planning to engage the services of a secret shopper. Our 1B contractor is using level one evaluations of all workshops offered in the Centers.

**I-6 Describe how the customer satisfaction feedback is utilized to inform program improvements.**

We use the information provided through the results of the surveys mentioned in I-5 to follow up on issues or concerns and make changes as needed.

**I-7 Describe how your staff are explaining and/or selling the NCRC program services, soft skill certification, and employer letter of support during the local conversation. (Revised)**

The NCRC is explained to jobseekers to be a valuable certificate that validates an individual's applied skills in key areas that can support them during the job search process. The NCRC is explained to employers as assisting them with more quickly identifying a pool of qualified applicants. Employers are also told that using the NCRC as an identifier of skills will help them improve hiring outcomes and reduce turnover.

Taking the soft skills assessment is explained to job seekers as an opportunity to receive good feedback on their soft skills and an opportunity to be coached to improve in soft skill areas. It is explained to employers as an indication that an individual will fit in to their work environment more smoothly, thus reducing turnover.

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**QUALITY SYSTEMS SECTION**

**Q-1 Given the continued decline in WIA Title 1B funding describe how your organization has attempted to maintain services with fewer resources.**

JGI continues to apply for and receive federal and private grant funding to help leverage WIA funds. We have been awarded the ETA portion of a "Make It in America" DOL grant, and a \$3 million DOL five-year grant to expand our pilot "Rethinking Your Job Search" to WSO Centers across the state. In addition, we have received funding from the Governor's Strategic Reserve fund to launch the Career Achievement Network.

**Q-2 What other funding sources have become available to maintain and/or increase services to your client base?**

JGI has received funding through the State's Back to Work Oregon initiative for OJTs, and funds from the state to promote the NCRC and bolster sector strategies. In addition, the DOL "Make It in America" grant JGI received is increasing the number of OJTs we are able to do; and the most recent DOL grant will expand the very successful workshop "Rethinking Your Job Search" to the McMinnville and Salem WSO Centers as well as other WSOs around the state. Funding from the United Way has helped to expand work experiences for our youth programs. Additionally, funding for the Career Achievement Network, from the Governor's strategic reserve, is helping to expand work experiences for our youth programs and continue the work that the United Way funding helped to begin.

**Q-3 During this program year what other new entities have you been able to partner with to maintain and/or increase services to your client base?**

New entities with whom we have partnered to increase services to our client base are: Salem Chamber of Commerce, McMinnville Chamber of Commerce, McMinnville Habitat for Humanity,

the Strategic Economic Development Corporation (SEDCOR) and the SEDCOR Construction Alliance, Salem-Keizer School District, Easter Seals, and several international entities, one of whom is Esher House, a research organization in the United Kingdom, which will consult on the development of our expansion of “Rethinking Your Job Search.”

**Q-4 What strategies has your organization instituted to minimize reduction in staff, e.g. reduced staff hours, reduction in pay &/or benefits, etc.?**

These types of strategies are not currently needed at JGI.

**Q-5 If you organization has considered starting fee for service efforts, what types of services have been considered?**

We are exploring ways of offering services to industry consortia members on a fee-for-service model, as yet we have not done so.

**Q-6 In this environment of declining resources what types of training would be helpful to your staff to enhance their ability to deal with these challenging times?**

Any assistance from CCWD on WIOA implementation such as a WIOA conference will be helpful and very welcome. In addition, it would be beneficial to have a platform (such as a secure, user friendly website) that allows WIA/WIOA staff throughout the state to share resources, ideas, and documents.

**Q-7 In general what has been working well for your organization in delivering work force services to Oregonians in your area of the State?**

What has been working well: a successful RFP process that resulted in a contract award; continuing improvement in relationships with partners; an open and collaborative working environment that has resulted in JGI winning two federal grants in two years.

**Q-8 Please describe how your organization reminds staff and informs/ trains new employees of their responsibilities concerning:**

- a) **Confidentiality compliance within WIA and Wagner-Peyser programs**
- b) **Conflict of Interest Avoidance within WIA and Wagner-Peyser programs**
- c) **Maintaining the Public Trust in the delivery of WIA and Wagner-Peyser programs**

All new staff must complete the iLearn security and confidentiality training and complete I-Trac training before gaining access to WOMIS and I-Trac. All staff are required to annually complete the iLearn Security and confidentiality training. Job Growers program managers insure that all contractors follow all procedures for all WIA and Wagner-Peyser programs.

**Q-9 Please describe any successes and/or challenges you and /or your partners have experienced with a, b, or c, above resulting from the implementation of Integrated Service Delivery.**

Due to the process and procedures in place between Job Growers and our partner OED, we have not experienced a breach in a, b, or c in our region resulting from the implementation of Integrated Service Delivery.

**Q-10 Retired because I-Trac is up and running and responds to issues as needed.**

**Q-11 Please describe your organization’s electronic data management protocol (beyond I-Trac) and what policies/procedures have been instituted concerning:**

- a) Creating electronic client records**
- b) Individual staff accessing and distributing electronic client data, documents, case notes, etc.**
- c) Safe guarding electronic client information**

PY 2013 response is still applicable (Douglas Anderson). Please see Job Growers’ AD/DW I-Trac supplemental manual that includes additional procedures and practices surrounding customer electronic records attached as Exhibit Q-11a.

A similar manual for the Youth Opportunity System has been developed. See YOS manual chapter 18 attached as Exhibit Q-11b.

**Q-12 Retired because the information needed has been revised and is contained in Q-15 & Q-16.**

**Q-13 Please provide a copy of local area policies and procedures for case file maintenance (TEGL 33-12; 28-11)**

PY 2013 response is still applicable (Katie Stubblefield). See attached Exhibit Q-13 YOS Manual Chapter 5 Information and File Management & P13 Youth Service File Management Policy.

**Q-14 Please describe how your organization has been using Workforce3one Youth Connections Community of Practice, the TEN 46-11 attachment, tools and resources listed in TEGL 33-12.**

PY 2013 response is still applicable (Katie Stubblefield). Job Growers subscribes to Workforce3One and receives all updates and information directly. Pertinent information is shared with providers at monthly Youth Management Team meetings as well as with all provider staff via e-mail and at scheduled Youth Opportunity System retreats and training events. All contractors are encouraged to subscribe directly to Workforce3One. Job Growers staff also incorporates applicable and pertinent information into the Youth Provider Manual, either within the written guidance or as an addition to the resources chapter.

**Q-15 Please provide the names/contact info of your staff responsible for the program applications (new & updates) to the state Eligible Training Provider List (ETPL) e.g. primary and back up. (New)**

Doug Anderson (503) 798-4145, [danderson@jobgrowers.com](mailto:danderson@jobgrowers.com)

**Q-16 Please identify what type of training e.g. group, local, etc. they would like to have on the ETPL electronic system rollout. (New)**

Either group or local training is fine.

**Q-17 Please provide a definition(s) for mentoring that is used by your entity and/or contractors. Note: TEGL 33.12 states on page 8, “Mentoring should be a structured activity provided by someone other than a case manager and should be available to all participants.” (New)**

Mentoring is to be available to youth program participants for the period of participation and during follow-up. Mentors are mature and caring adults, who because of their life experience, positions within the community, occupations, military, post-secondary education, advanced training, or apprenticeship can provide youth with guidance and insights into addressing life, educational, and/or career-related issues. Effective mentors should:

- have the ability to maintain appropriate boundaries with those they mentor;
- receive training and understand expectations;
- know who to go to for assistance;
- commit to at least 12 months, with a level of contact with those they mentor that is appropriate to the type of mentoring needed.

Providers are encouraged to establish mentoring programs or collaborate with existing mentoring programs. Providers should ensure that internal or external mentoring programs have adequate levels of screening for potential mentors to protect the safety of youth and increase the probability of a successful mentoring relationship. Programs should include, at a minimum:

- an interview with and background check of potential mentors,
- training for mentors and mentees,
- an agreement for mentors and mentees which outlines responsibilities and expectations,
- consideration of locations where mentoring meetings should occur, and
- consideration of the level of information mentors should receive about youth that youth do not provide directly.

Must go beyond a relationship with the case manager. See YOS Chapter 8 Services and The Ten Elements attached as Exhibit Q-17.

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**ARTICLE I**

**Name and Corporate Status**

- 1.1 This Corporation shall be known as **Job Growers Incorporated** (hereinafter referred to as “Corporation”) and/or any assumed business name(s) that the Board of Directors may at anytime adopt.
- 1.2 As provided by its Articles of Incorporation, this Corporation shall be a public benefit Corporation, as defined by Oregon law, without members.
- 1.3 The Corporation has been formed to serve as the local Workforce Investment Board under the Workforce Investment Act of 1998. Therefore, the Corporation may also be referred to herein as the “Board.” The counties of Polk, Marion, and Yamhill, Oregon have formed an ORS 190 organization known as the “Jobs Council.” The Jobs Council serves as the Chief Elected Official for said counties and may be referred to herein as the “Chief Elected Official.”

**ARTICLE II**

**Purpose and Jurisdiction**

- 2.1 The purpose of this Corporation is to work in concert with the business community, schools, colleges, public agencies, units of government, community-based organizations, and nonprofit entities to develop a skilled workforce able to compete for, retain, and advance in employment in today’s and tomorrow’s economy. The Corporation will assist persons who meet the eligibility criteria for such assistance as set forth in the Federal Workforce Investment Act of 1998 (hereinafter, “WIA”) and its implementing federal and state regulations, and any related (or successor) federal or state workforce, employment, and/or job training legislation. The Corporation is also charged with planning, oversight, and administrative responsibility for local job training programs, including, but not limited to those funded under WIA, any successor job training programs, and similar programs authorized under federal or state law. The Corporation is authorized to undertake any action that is permissible for nonprofit Corporation under Oregon law, as limited by: (1) Those portions of the Internal Revenue Code and regulations that regulate tax-exempt organizations; and (2) the provisions of the Workforce Investment Act and any other federal, state, or local workforce, employment, and/or job training legislation.

**ARTICLE III**

**Board of Directors**

- 3.1 **Composition** The Corporation shall be governed by a Board of Directors whose membership shall at all times consist of not less than nine (9) nor more than fifty-five (55) members, with the then current Board at any time to determine the number of Board members, within these minimum and maximum limits, all within the requirements of WIA. The Board shall have a business majority.
- 3.2 **Qualifications** Board members shall have qualifications for membership consistent with the requirements of WIA and the laws of the State of Oregon and the mission and strategic

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goals of Job Growers Incorporated. The composition and makeup of the Board shall comply with federal and state regulations and directives under WIA. One elected official from Marion County, one elected official from Polk County, and one elected official from Yamhill County shall serve on the Board.

**3.3 Appointment of Board Members** The Marion County Board of Commissioners, the Polk County Board of Commissioners, and the Yamhill County Board of Commissioners shall each appoint one County Commissioner to serve as a Board member in accordance with Section 3.2. All other Board members shall make application for membership and be appointed by the Chief Elected Official, in accordance with its appointment procedures and consistent with the qualification and membership requirements set by WIA (and its implementing regulations) and Job Growers Incorporated. Appointments shall be made for staggered three-year terms. Any vacancy occurring during the terms shall be filled by the initial appointing entity (either the respective County Board of Commissioners or the Chief Elected Official as the case may be) for the duration of the term.

**3.4 Attendance** Members have the responsibility of contacting the President or Executive Director if they are unable to attend a meeting. If a Board member fails, for any reason, to attend in person at least fifty percent (50%) of the Board meetings in any calendar year during that Board member's term of office, such Board member shall be considered to have resigned from the Board creating a vacancy.

**3.5 Director Conflicts of Interest**

3.5.1 A conflict of interest transaction is a transaction with the Corporation in which a Director of the Corporation has a direct or indirect interest (as defined in Article 3.5.2, below) Except as set forth in Article 3.6.3, below, a conflict of interest transaction shall not be voidable or the basis for imposing liability on the Director if the transaction:

3.5.1.1 Is fair to this Corporation at the time it was entered into; AND

3.5.1.2 Was approved in advance by a vote of the Directors of the Corporation where the material facts of the transaction and the Director's interest were disclosed or known to the Board of Directors; AND

3.5.1.3 The transaction was approved by the Attorney General of the State of Oregon or a Circuit Court of the State of Oregon in an action in which the Attorney General is joined as a party; AND

3.5.1.4 Does not violate any provision of WIA, nor the State and Federal regulations thereunder; AND

3.5.1.5 Does not violate any of the provisions of the Internal Revenue Code (or Treasury regulations, rulings, or reported cases) regarding prohibited and/or improper transactions governing tax-exempt nonprofit corporations.

3.5.1.6 For purpose of the vote required to approve a conflict of interest transaction, any such conflict of interest transaction is authorized, approved, or ratified if it receives the affirmative vote of a majority of the Directors on the Board



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of Directors who have no direct or indirect interest in the transaction.

3.5.2 For conflict of interest purposes, a Director of the Corporation has an indirect interest in a transaction if:

3.5.2.1 Another entity in which the Director has a material interest or in which the Director is a general partner is a party to the transaction; or

3.5.2.2 Another entity in which the Director is a director, officer, or trustee is a party to the transaction.

3.5.3 The Corporation shall not make or guaranty a loan to or for any Director.

**3.6 General Standards for Director Conduct**

3.6.1 A Director shall discharge his or her duties as a Director, including the Director's duties as a member of any committee:

3.6.1.1 In good faith;

3.6.1.2 With the care an ordinarily prudent person in a like position would exercise under similar circumstances; and

3.6.1.3 In a manner the Director reasonably believes to be in the best interest of the Corporation.

3.6.2 In discharging the duties of a Director, a Director is entitled to rely on information, opinions, reports, or statements (including financial statements and other financial data) if prepared or presented by:

3.6.2.1 One or more officers or employees of the Corporation whom the Director reasonably believes to be reliable and competent in the matters presented;

3.6.2.2 Legal counsel, public accountants, or other persons as to matters the Director reasonably believes are within the person's professional or expert competence;

3.6.2.3 A committee of the Board of which the Director is not a member, as to matters within its jurisdiction, if the Director reasonably believes the committee merits confidence.

3.6.3 A Director is not acting in good faith if the Director has knowledge concerning the matter in question that makes reliance otherwise permitted by Article 3.6.2, above, unwarranted.

3.6.4 A Director shall not be deemed to be a trustee with respect to the Corporation or with respect to any property held or administered by the Corporation, including without limit, property that may be subject to restrictions imposed by the donor or transferor of such property.

3.6.5 The civil liability of Directors of the Corporation for the performance or nonperformance of his or her duties shall be as set forth in WIA, Oregon law, and the Articles of Incorporation.

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- 3.7 **Committee participation** Each Director is expected to serve on at least one standing or ad hoc committee annually.

**ARTICLE IV**

**Board Meetings and Voting; Board Committees**

- 4.1 **Public Meeting** All meetings of the Board or its committees are public meetings and shall be open to the public and held in conformance with the Oregon Public Meetings Law, and shall be conducted in accordance with Roberts Rules of Order, as far as is reasonable and practical.
- 4.2 **Time and Place** The Board shall meet at such times and places as may be designated by the President, provided that at least one Board meeting shall be held in each calendar quarter. All meetings will be held within the borders of the region consisting of Marion, Polk and Yamhill counties.
- 4.3 **Meetings by Means of Electronic Communication** When telephone or other electronic means of communication is used and the meeting is not an executive session, the governing body must provide public notice, as well as a location where the public may listen to or observe the meeting. The Board chair must be present at the physical location of the meeting.
- 4.4 **Who May Call A Meeting** The President, the Executive Director, or a majority of the Board by written request to the President, may call a meeting of the Board.
- 4.5 **Vote** Each member of the Board shall have one (1) vote. Decisions shall be made at meetings where there is a quorum. A quorum shall consist of a majority of the voting membership of the Board. Decisions shall be made by a majority of voting members present.
- 4.6 **Annual Meeting** Unless designated otherwise in the call of a meeting, the Board meeting for the last quarter of the program year (April, May, or June) shall be considered to be the annual meeting of the Board. All other Board meetings shall be considered special meetings. All Board meetings shall be preceded by at least five (5) days written notice to each Director of the date, time, and place of the meeting; but unless required otherwise by the provisions of WIA or the Oregon Nonprofit Corporations Act, the notice of any meeting need not describe the purposes for which the meeting is to be held.
- 4.7 **Signatures** For purposes of approving the Local Workforce Investment Area Plan (the Plan) as required by WIA and for any other document that requires a signature of the Chief Elected Official, the Marion County Board of Commissioners, Polk County Board of Commissioners, and the Yamhill County Board of Commissioners may designate one County Commissioner to serve as their official signatory.
- 4.8 **Minutes** Minutes shall be taken of all Board meetings and shall be available to the public in the administrative offices of the Board. A copy of the minutes shall be provided to the Board in a timely manner and shall be approved by the Board before they become official minutes of the Corporation.

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**4.9 Board Committees** The Corporation's Board of Directors may have both standing and ad hoc committees organized and functioning as follows:

**4.9.1 Establishment**

Except for the Youth Council (and any other committees required by law) standing committees shall be proposed by the President and established by a majority vote of all current Board members. Ad hoc committees may be established as deemed necessary by the President. Except as otherwise required by law, the President shall appoint the members and Chairs of both standing and ad hoc committees. All committees, whether standing or ad hoc, except for the Youth Council Committee, shall consist of two or more Board members.

**4.9.2 The Executive Committee**

The Board of Directors may have an Executive Committee. The committee shall be composed of: (a) all of the Officers of the Corporation; (b) all of the Chairpersons of the standing committees of the Board that are then in existence; and (c) each of the County Commissioners representing the Member Governments who are appointed and serving as Directors under section 3.2 of these Bylaws.” The Executive Committee shall make on-going decisions between Board meetings and have the authority to make financial and budgetary decisions, with a report back to the Board at the next full Board meeting; monitor progress of the Local Workforce Development Plan in between meetings; and develop a business plan for the organization.

**4.9.3 The Finance Committee**

The Committee shall be composed of the Treasurer serving as the Committee Chair and the President-elect. In addition, the Committee Chair may nominate other Board members and community representatives to be appointed by the Board of Directors.

**4.9.4 The Youth Council Committee**

The Youth Council Committee shall be a Committee of the Board. The appointment, membership, and operations thereof shall comply with WIA, and the regulations thereunder. The members of the Youth Council Committee shall be appointed by a majority of the Board except that if any member of the Youth Council Committee resigns or otherwise ceases to so serve, the President may appoint a successor for the remaining term of that Youth Council Committee member. The Youth Council Committee shall be responsible for carrying out the duties set forth in WIA (and its implementing regulations) and such other duties as may from time to time be delegated to it by the Board in relation to youth activities.

**4.9.5 The Board Development Committee**

The Membership Committee’s role is to enforce the required make-up of the Board as described in the Workforce Investment Act (WIA) of 1998. The Board must maintain a 51 percent private sector board majority to remain in compliance with the law. The members of the Committee shall be Board members selected by the

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President and appointed to the Committee by the Board of Directors.

**4.9.6 The WorkSource Oregon Committee**

The WorkSource Oregon Committee provides input and direction to the implementation of the One-Stop Certification process also required by the WIA.

**4.9.7 The Current Workforce Committee**

The current Workforce Committee meets the requirements of Executive Order 03-16 which requires the establishment of Workforce Response Teams who are responsible for administering the Employer Workforce Training Fund.

**4.9.8 Terms for Chairs**

All committee chairs shall serve for two years unless longer service is necessary before the President appoints, or reappoints, the applicable committee chair.

**4.9.9 Committee Quorum and Voting**

**4.9.9.1 Youth Council** In order to have a quorum, the Youth Council Committee must have in attendance both a majority of all Youth Council Committee members and a majority of all Board members who are members of the Youth Council Committee. Once a quorum of the Youth Council Committee is present, the action of a majority of those committee members in attendance, so long as such majority also includes a majority of the Board member committee members, who are not excused from participating in the action due to a conflict of interest, when voting, constitutes committee action. Each Youth Council Committee member has one vote.

**4.9.9.2 All Other Committees** A simple majority of the appointed members of all other Board committees, whether standing or ad hoc, shall constitute a quorum for business purposes. Once a quorum of any such other committees is present, the vote of a majority of those members in attendance, who are not excused from participating due to a conflict of interest, shall constitute committee action. Each committee member has one vote.

**4.9.10 Attendance by non-committee Board members**

Any Board member who is not a regular committee member of any standing or ad hoc committee may attend any committee meeting as a non-voting observer. There shall be no voting by proxy at any committee meeting, whether standing or ad hoc.

**ARTICLE V  
Corporation Officers**

**5.1 Officers** The Corporation shall have a President, President-Elect, Secretary, Treasurer, Executive Director, and Past-President, all of whom shall be elected by a majority vote of the Board except for the Executive Director who shall be separately selected and appointed

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by the Board.

**5.1.1 President**

The President shall always be one of the private business representative members of the Board. The President shall also serve as Chairperson of the Board, shall preside at Board meetings, serve as the chief spokesperson and signatory for the Board, and have such other specific responsibilities as may be from time to time given to the President by the Board.

**5.1.2 President-Elect**

The President-Elect shall fulfill the functions of the President in the President's absence and perform such other functions as shall be assigned by the Board. The President-Elect shall automatically become President, without further vote, in the event the President is unable or unwilling, for any reason, to continue his or her elected term of service to its conclusion. The President-Elect shall also become the President when the term of service of the President, that the President-Elect is elected to succeed, ends.

**5.1.3 Secretary**

The Secretary shall be responsible for the preparation of the minutes of all Board meetings, shall sign such minutes once they have been approved by the Board and shall authenticate records of the Corporation. The Secretary may serve as President when neither the President nor President-Elect is available.

**5.1.4 Treasurer**

The Treasurer shall perform such functions as shall be assigned to the Treasurer by the Board. The offices of Secretary and Treasurer may be combined in one individual.

**5.1.5 Executive Director**

The Executive Director is an Officer of the Corporation and shall not be a member of the Board. The Executive Director shall supervise the day-to-day operations of the Corporation, make recommendations to the Board on all matters for which such recommendations are requested by the Board and otherwise perform all duties and functions assigned to the Executive Director by the Board.

**5.2 Term** Unless specified otherwise by written employment contract or at the time of his or her election as an officer of the Corporation, all officers of the Corporation shall serve a term of office that is the longer of one year, July 1 through June 30 or until their successors are elected.

**5.3 Standard of Conduct for Officers**

5.3.1 An officer shall discharge his or her duties as an officer, including the officer's duties as a member of any committee:

5.3.1.1 In good faith;

5.3.1.2 With the care an ordinarily prudent person in a like position would exercise under similar circumstances; and

5.3.1.3 In a manner the officer reasonably believes to be in the best interest of the

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Corporation.

- 5.3.2 In discharging the duties of an officer, an officer is entitled to rely on information, opinions, reports, or statements, including financial statements and other financial data, if prepared or presented by:
  - 5.3.2.1 One or more officers or employees of the Corporation whom the officer reasonably believes to be reliable and competent in the matters presented;
  - 5.3.2.2 Legal counsel, public accountants, or other persons as to matters the officer reasonably believes are within the person's professional or expert competence;
  - 5.3.2.3 A committee of the Board of which the officer is not a member, as to matters within its jurisdiction, if the officer reasonably believes the committee merits confidence.
- 5.3.3 An officer is not acting in good faith if the officer has knowledge concerning the matter in question that makes reliance otherwise permitted by Article 5.3.2, above, unwarranted.
- 5.3.4 The civil liability of officers for the performance or nonperformance of his or her duties shall be as set forth in WIA, Oregon law, and the Articles of Incorporation.
- 5.3.5 The Conflict of Interest Standards that apply to Board Members (as set forth in Article III) shall apply equally to officers of the Corporation.

**ARTICLE VI  
Directors and Officers Indemnification and  
Advancement of Litigation Expenses**

- 6.1 **Indemnification of Director** In accordance with the standards set out in ORS 65.391 and ORS 65.394, as they currently exist or may subsequently be amended, the Corporation shall indemnify a Director of the Corporation who is made a party to any proceeding of a legal nature because the individual is or was a Director, against liability and reasonable expenses actually incurred by the Director in connection with that proceeding. In addition, the Corporation may pay for (or reimburse) the reasonable expenses incurred by a Director who is a party to a proceeding because the individual is or was a Director, in advance of the final disposition of that proceeding, in accordance with ORS 65.397 as it currently exists or is subsequently amended. The Corporation's decision as to whether or not to indemnify a Director pursuant to the authority of ORS 65.391 shall be made in accordance with the requirements of ORS 65.404 as the same currently exists or is subsequently amended.
- 6.2 **Indemnification of Officers** The Corporation shall indemnify an officer of the Corporation pursuant to ORS 65.407 as presently worded or subsequently amended, to the same extent that it would indemnify a Director pursuant to such statute. In addition, an officer of the Corporation is entitled to apply for court ordered indemnification under ORS 65.401, as currently worded or subsequently amended, to the same extent as a Director would be entitled to application pursuant to such statute. In addition, if and to the extent the Board of

**Job Growers Incorporated,  
An Oregon Non-profit Corporation  
BY-LAWS**

Exhibit A-1 & A-4



JOB GROWERS  
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Directors chooses to do so, in its sole discretion, the Corporation may pay for or reimburse the reasonable expenses of an individual who is a party to a proceeding because the individual is or was an officer of the Corporation if such individual also complies with the requirements of ORS 65.397 as currently worded or subsequently amended.

- 6.3** **Insurance** The Corporation shall purchase and maintain insurance on behalf of any individual as respects his or her service as a Director or Officer of the Corporation in accordance with ORS 65.411 as currently worded or subsequently amended.

**ARTICLE VII  
By-Law Enactment and Amendment**

- 7.1** **Enactment** The Corporation's initial By-Laws became effective upon their approval by the initial Board of Directors of the Corporation.

- 7.2** **Amendment** Once adopted, the Corporation's By-Laws may be amended only in accordance with the following process and procedure:

7.2.1 For any proposed amendment of the By-Laws, written notice of the language of the proposed amendments shall be mailed to the offices of the Marion County Counsel, the Polk County Counsel, and the Yamhill County Counsel, not less than fifteen (15) days prior to the Corporation Board meeting at which the amendments are proposed for adoption.

7.2.2 The notice for any Board meeting at which By-Law amendments are proposed for adoption shall include reference to the fact that By-Law amendments are to be voted on at that meeting; and a summary or a copy of the proposed amendment(s) shall accompany the meeting notice.

7.2.3 A vote of two-thirds (2/3) of the members of the Board then present at a Board meeting noticed for such purpose, will be sufficient to amend the Corporation's By-Laws in accordance with the proposed amendment(s).



June 1, 2014

Job Growers Board  
626 High St Ne  
Salem, Oregon 97321

**RE: Letter of Support for Jefferson Mildenberger**

To Job Growers Board:

I met and have worked with Jefferson Mildenberger from Kaiser Permanente over the course of my tenure as the President of Strategic Economic Development Corporation (SEDCOR). During this time I have had opportunities to speak with Mr. Mildenberger and appreciate his passion, background as well as the strong role in our communities played by Kaiser Permanente. To illustrate our belief in his great qualities, SEDCOR is proud to welcome Mr. Mildenberger to the SEDCOR board in July.

As a member of the Job Growers Board, I see a strong connection between economic development and workforce development. Strengthening the connections between a skilled workforce and employers who can support this workforce can work wonders to help our community. Having Mr. Mildenberger work with us on both of these key initiatives would be a great opportunity.

Please do not hesitate to contact me if you need any additional information.

Best Regards,

Chad Freeman  
President, SEDCOR

**President**  
Chad Freeman

**2013– 2014  
Executive Board**

**Chair**  
George Jennings  
Counsel to the President  
Mountain West Investment Corp.

**Secretary/Treasurer**  
Ken Hector  
Councilor  
City of Silverton

**Chair Elect**  
Theresa Haskins  
Business Market Manager  
Portland General Electric

**Past Chair**  
Byron Hendricks  
President  
Prudential Real Estate  
Professionals – Commercial

**Members at Large**  
Patricia Callihan-Bowman  
Owner  
Express Employment Professionals

Brent DeHart  
Financial Representative  
Northwestern Mutual Insurance

Patti Milne  
Commissioner  
Marion County

Linda Norris  
City Manager  
City of Salem





Job Growers Incorporated Board & Mid-Willamette Jobs Council Minutes

DATE: June 6, 2014

LOCATION: Chemeketa Center for Business & Industry 626 High Street NE, Room 203 Salem, OR 97301

Job Growers Incorporated Board Start: 7:48 am  
Mid-Willamette Jobs Council Start: 7:48 am  
Job Growers Incorporated Board Adjourned: 9:21 am  
Mid-Willamette Jobs Council Adjourned: 9:21 am

Job Growers Incorporated Members Present: Frances Alvarado, Laurie Barr, Commissioner Janet Carlson, Dean Craig, Greg Creal, Alvin Elbert, Tom Erhardt, Michael Fowler, Mitchell Gee, Zac Hill, Gayle Klampe, Matt Lazzeri, Johnny Mack, Sue Meier, Jefferson Milidenberger, Joe Munger, and Commissioner Allen Springer

Job Growers Incorporated Members Absent: Patrice Altenhofen, David Beam, Patricia Callihan-Bowman, Teresa Cox, Rene DuBoise, Chad Freeman, Sarah Harvey, and Commissioner Craig Pope

Mid-Willamette Jobs Council Members Present: Commissioner Sam Brentano, Commissioner Kevin Cameron, Commissioner Janet Carlson, Commissioner Allen Springer, and Commissioner Jennifer Wheeler

Mid-Willamette Jobs Council Members Absent: Commissioner Mike Ainsworth, Commissioner Craig Pope, and Commissioner Kathy George

Public: Sam Osborn, Anthony Kesler, Martin Kraal, Quinn Maukonen, Chawnie Rankin and Sara Bratcher

Staff: Tony Frazier, Jenni Worley, Jennifer Senner, Pam Ferrara, Katie Stubblefield and Gary Mueller

Handouts: PY 2014 Annual Budget

ITEMS	DISCUSSION
<p>Call for Public Comment</p> <p>Announcements</p>	<p>None.</p> <p>President Matt Lazzeri called the Job Growers Incorporated Board meeting to order at 7:48 am</p> <p>Commissioner Janet Carlson called the Mid-Willamette Jobs Council meeting to order at 7:48 am</p> <p>Members were asked to introduce themselves and their affiliations. Updates were provided.</p>
<p><b>JOB GROWERS INCORPORATED BOARD &amp; MID-WILLAMETTE JOBS COUNCIL ACTION:</b> Approval of Consent Agenda</p> <p>Job Growers Incorporated Board</p> <p><u>Motion:</u> Michael Fowler</p> <p><u>Second:</u> Sue Meier</p> <p>Approved</p> <p>Mid-Willamette Jobs Council</p> <p><u>Motion:</u> Commissioner Wheeler</p> <p><u>Second:</u> Commissioner Brentano</p> <p>Approved</p>	<p>The Consent Agenda was presented. The Board and Council reviewed its contents for approval.</p> <p>Consent Agenda included: Agenda, attendance tracking, Revisions to Policies, Finance Committee appointment and Job Growers Incorporated Board and Mid-Willamette Jobs Council meeting minutes for April 23, 2014.</p>





<p><b><u>INFORMATION: President's Report</u></b></p>	<p>Matt thanked Board members and staff that assisted in the Adult Services Request for Proposals process. Matt said that he attended Job Growers' Redefining the Berries event and he believed the event was well-received by the business community in attendance. The event can be used as a format to continue the discussion around youth employment and the challenges that employers face.</p>
<p><b><u>INFORMATION: Executive Director's Report</u></b></p>	<p>Tony Frazier referred the Board to his written report which provided additional information regarding the proposed Workforce Innovation and Opportunity Act (WIOA) bill. The bill is predicted by many to pass and be signed by the President in June. The Act will replace the current Workforce Investment Act.</p> <p>Tony said one of the tools that ResCare brings with them is training for WorkSource Center staff. Their focus is on quality customer service. ResCare began recruitment for their staff and plan to hire as early as the following week. Job Growers staff will be on payroll through the end of June.</p> <p>Tony provided a brief overview of Job Growers' Redefining the Berries event. The goal of the event was to help businesses understand how they can engage with young adults.</p>
<p><b><u>MID-WILLAMETTE JOBS COUNCIL ACTION:</u></b> Appoint Johnny Mack &amp; Jefferson Mildenberger to the Job Growers Board</p> <p><b>Mid-Willamette Jobs Council Motion:</b> Commissioner Wheeler <b>Second:</b> Commissioner Brentano Approved</p>	<p>Commissioner Carlson said that Job Growers Incorporated is requesting the appointment of Johnny Mack and Jefferson Mildenberger to the Job Growers Incorporated Board of Directors. Commissioner Carlson asked them to introduce themselves.</p> <p>Johnny Mack said that he is the Executive Dean of the Career and Technical Education at Chemeketa Community College. Jefferson Mildenberger said that he is the Salem Area Senior Administrator at Kaiser Permanente.</p>
<p><b><u>MID-WILLAMETTE JOBS COUNCIL ACTION:</u></b> Renew terms of Job Growers Incorporated Board Members</p> <p><b>Mid-Willamette Jobs Council Motion:</b> Commissioner Brentano <b>Second:</b> Commissioner Wheeler Approved</p>	<p>Commissioner Carlson stated that the following Job Growers Incorporated board members asked to renew for another three-year term to the Job Growers Board of Directors. They include: Laurie Barr, Teresa Cox, Tom Erhardt, Mitchell Gee and Matt Lazzeri.</p> <p>In addition, Marion County Commissioners nominated Commissioner Kevin Cameron to serve as the Marion County representative on the Job Growers Board of Directors replacing Commissioner Janet Carlson.</p>
<p><b><u>JOB GROWERS INCORPORATED BOARD ACTION:</u></b> Elect &amp; Re-elect Job Growers Board Officers for PY14</p> <p><b>Motion:</b> Tom Erhardt <b>Second:</b> Michael Fowler Approved</p>	<p>Matt said in the interest of continuity, the Job Growers board officers requested to renew their one year term for an additional year: Matt Lazzeri as Board President, Teresa Cox as Treasurer, and Gayle Klampe, current Secretary, requested to serve in the President-Elect capacity. Matt requested a nomination to fill the Secretary position. Sue Meier self nominated to serve as the Secretary for PY14/15.</p>






**Job Growers Incorporated Board & Mid-Willamette Jobs Council Minutes**

<p><b>INFORMATION:</b> Finance Committee report out &amp; 3<sup>rd</sup> Quarter fiscal report</p>	<p>Gary Mueller said that Job Growers recently procured for an auditor firm which must be done every five years. The Finance Committee scored the proposals received and awarded the contract to Grove, Mueller and Swank, a local audit firm in Salem (no relation to Gary Mueller of Job Growers). Gary provided an overview of the 3<sup>rd</sup> Quarter fiscal report. He said expenditures continue to track behind budgeted amounts due to late receipt of new grants. As we move in to the next program year we anticipate the expenditures to get on track.</p>
<p><b>JOB GROWERS INCORPORATED BOARD &amp; MID-WILLAMETTE JOBS COUNCIL ACTION:</b> Approve PY14 Annual Budget</p> <p><b>Job Growers Incorporated Board Motion:</b> Zac Hill <b>Second:</b> Michael Fowler Approved</p> <p><b>Mid-Willamette Jobs Council Motion:</b> Commissioner Cameron <b>Second:</b> Commissioner Wheeler Approved</p>	<p>Gary referred the Board to the PY14 Annual Budget handout. Gary reviewed the funding timelines and said that staff are pursuing additional funding opportunities other than Workforce Investment Act funding for PY15-16. Job Growers is in a good position with projected carry-over of \$549,932 for PY15-16.</p> <p>Gary reviewed the PY2014-2015 Proposed Budget. He explained that since Job Growers has contracted out the Adult Services there will be a decrease in staffing expenses and an increase in contracted program services. The budget includes funds to replace outdated technology and outreach for discretionary grants.</p> <p>Matt commented that the Finance Committee reviewed the proposed annual budget in some detail earlier in the week.</p>
<p><b>INFORMATION:</b> Funding Opportunities grant request updates</p>	<p>Jennifer Senner provided the Board with an update on the results of grant requests. Job Growers was notified that we were not selected through the National Institute of Standards and Technology AMTech Fund for our CREATE Proposal. Staff have scheduled a debrief session to improve future grant seeking efforts.</p> <p>Job Growers was notified that we have been selected to host an AmeriCorps VISTA Volunteer to support the development of the Career Achievement Network. The VISTA will be selected by mid-June and will start a year of service with Job Growers the beginning of September 2014.</p> <p>Looking forward in how to bring in additional resources, staff are pursuing funding opportunities from various organizations including:</p> <ul style="list-style-type: none"> <li>• A letter of inquiry to the Kaiser Permanente Community Fund, Part of the Northwest Health Foundation, to assist in the Career Achievement Network.</li> <li>• Proposal to the Youth Development Council – Youth and Community Fund, to assist in the Career Achievement Network in partnership with the Salem Chamber.</li> <li>• Youth Development Council – Youth and Innovation Fund, to assist in the continuation of the Youth Learn and Construct program in Polk County.</li> <li>• Department of Labor – Workforce Innovation Fund, to scale up the Rethinking Your Job Search program and rigorously evaluate the results of the program. This grant would be in partnership with other Workforce Investment Boards in the state and the Oregon Employment</li> </ul>



	Department.
<b>INFORMATION:</b> Code of Conduct	Pam Ferrara said Job Growers staff met early in the year with John Chamberlin, a Portland attorney who is a Workforce Investment Act expert, to discuss contracting out WorkSource Center services. Although Job Growers has a conflict of interest policy that applies to the Board of Directors, Chamberlin recommended that we have a Code of Conduct based on the concept that all persons working as Job Growers representatives treat their positions as a public trust. Job Growers has since adopted a Code of Conduct, to take effect July 1, 2014. The Code of Conduct was attachment #2 in the agenda packet.
<b>INFORMATION:</b> Charlie Schuler Scholarship Awards & Chawnie's story	Greg Creal, Youth Council member, said that the Youth Council has administered the Charlie Schuler scholarships for Youth Opportunity System participants to attend Chemeketa Community College. The scholarship provides disadvantaged youth the opportunity to accomplish their educational and occupational goals. The award covers the cost of tuition, books, and fees. Although there were several applicants and the Youth Council were only able to award four scholarships. The recipients included Tia McConnell \$1,000, Anabelle Hernandez for \$1,500, Karissa Stoltz \$2,500 and Chawnie Rankin for \$3,000. Three of the recipients were unable to attend to receive their award as it was graduation day. Chawnie Rankin, one of the recipients, shared her story including how she was connected to the Youth Opportunity System and her plans to use the scholarship.
<b>Other Business:</b>	None.
<b>JOB GROWERS INCORPORATED BOARD &amp; MID-WILLAMETTE JOBS COUNCIL: Adjourned</b>	Job Growers Incorporated Board adjourned at 9:21 am Mid-Willamette Jobs Council adjourned at 9:21 am

  
 Gayle Klampe, Secretary  
 Job Growers Incorporated Board  
 Date 9/26/14

  
 Craig Pope, Polk County Commissioner  
 Mid-Willamette Valley Jobs Council  
 Date 9-26-14



Location of Center Evaluated:	Date of Evaluation:
<input checked="" type="checkbox"/> Dallas	11/13/2013
<input type="checkbox"/> McMinnville	
<input type="checkbox"/> Salem	
<input type="checkbox"/> Woodburn	



JOB GROWERS  
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## ONE-STOP CERTIFICATION

### Minimum requirements to assure consistency of WorkSource Oregon (WSO) Centers:

- Center is clearly identified as a WorkSource Oregon Center through external signage. (Whether utilizing WSO as the primary brand, or as a co-brand. External signage will utilize the WorkSource Oregon logo rather than a version that identifies the location as the site of a single partner.)

Yes  No

Notes: \_\_\_\_\_

- Center creates an environment that is business-like and focused on the needs of the business community with an emphasis on preparing individuals to become successful employees.

Yes  No

- Center utilizes a Resource Room as the core of its self-service delivery strategy. A Resource Room must make available to job seeker customers the following:

- Phone(s)
- Internet access
- Staff to assist with job search
- Printer(s)
- Fax(es)
- Copier(s)
- Printed/hard copy resource information

- Each of the following is available in the Centers:

- Accessibility for all populations (including access to ADA accommodations, appropriate signage, the availability of materials in languages that are predominant in the community, etc.)

*Federal/State law requires OED to provide materials in other languages that are predominant in the community – English and Spanish.*

- Minimum hours of operation that allow job seekers to access services as conveniently as possible –

*The center is open 8-5 Mon-Fri; closed 12-1 for lunch. Center closes for the hour so staff can take lunch.*

- A tracking system to monitor the utilization of services –

*Dallas tracks services through WOMIS, iMatchSkills and iTrac.*

- A Welcome Team or Greeter to direct customers to the services they need –

*Customers are greeted at the reception desk and assisted with or directed to applicable services; Federal requirement to provide priority of service for Military/Veteran customers.*

- An integrated phone system so that call-in customers can efficiently reach a live person when they need to do so



*Center has a main phone number for customers.*

- √ Private meeting space(s) to facilitate the sharing of confidential information when needed (e.g. employer interviews, Vocational Rehabilitation staff consultation with clients, etc.)

*Although sometimes limited due to the workshops and events in the center, private meeting space may be available to employers using the center for recruitment purposes. The center staff works to accommodate needs. Vocational Rehabilitation job developers occasionally use meeting space to confer with their clients. HALO – WIA Youth provider also meets with clients at the center.*

5. Check the following Job Seeker Services for customers available on-site:

- √ Integrated OED (iMatchSkills) and WIA Title I B Registration Process

*The registration process is facilitated by both OED and Job Growers Staff.*

- √ A skill assessment and debriefing process –

*All new customers complete the Welcome Process that consists of a conversation with the customer to determine existing needs and next steps. The customer is informed of workshops and other offerings of the center including the NCRC, followed by a review of the customer iMatchSkills enrollment. Customers interested in upgrading skills or Vocational Scholarships are referred to the Job Growers Skills Orientation.*

- √ Access to training designed to improve skills (Reading, Math, Locate Information, Occupational Training)

*Customers are encouraged to attend a Skills Orientation facilitated by staff to learn about skill improvement opportunities. They are also given information about the internal resources and online resources.*

- √ Access to unemployment insurance information/phones, Labor Market Information

*Customers with UI questions are directed to the Unemployment Insurance website or phones to receive assistance. Dallas OED staff provides basic assistance in troubleshooting claim questions and explaining UI processes.*

*Labor Market information is available on the website QualityInfo.org as well as printed materials in the center.*

- √ Computerized, automated and staff assisted job search assistance

- √ Workshops that help individuals with their job search

*Dallas offers several workshops on a monthly basis. We are beginning to see an increase of attendance.*

- √ Determination of eligibility for WIA services, or the services of other partners available on-site

*Eligibility is determined after the Skill Orientation when customers meet individually with a staff member. All staff provides general information regarding overall services offered in the center. Referrals are made to external partners as applicable.*

- √ Access to and promotion of the National Career Readiness Certificate (NCRC)

*The NCRC is promoted to customers who are in the resource room, meeting with staff, during the workshops and orientations and via printed materials. The NCRC is shared with employers via center staff, OJT opportunities and other events in the community.*



6. Check the following Business Services available on-site or via phone, internet or by referral for Affiliate sites:

- √ Labor exchange (including iMatchSkills) – *available on-site, phone, & internet*
- √ Labor market information - *available on-site, phone, & internet*
- √ Assistance with worker recruitment - *available on-site, phone, & internet (via email correspondence)*
- √ Opportunities for incumbent worker training support via On-the-Job Training or other available programs - *available on-site, phone, & internet*
- √ Rapid Response staff or information/access to this staff –

*Information is available on-site, phone, & internet. Rapid Response activities are coordinated in partnership by Job Growers and OED.*

7. WSO Centers have integrated staff teams who work together to support the service delivery of the Center, regardless of the organization for which they work:

- √ WSO Centers have integrated staff teams (Welcome, Employment, Skill Development) who work together to support the service delivery of the Center, regardless of the organization for which they work (Comprehensive Centers must have all three teams, affiliate offices must have the Welcome team and at least one of the other teams) –

*The center has a team of three who work together to ensure effective service delivery in the center. This is not a Comprehensive center due to the limited number of staff.*

- √ OED & WIA I B funded staff are available on-site (Comprehensive Centers must have staff from both agencies, affiliate sites must have at least one of the partner funded staff on-site during all hours of operation and must provide computer access to the other partner's services)

*Staff representing OED and Job Growers are on site during all hours of operation. Veterans services visit weekly.*

- √ Staff from additional organizations, are available on-site based on community needs and availability of space. If not present on-site, staff understands the referral process.

*Vocational Rehabilitation's job developer may meet with clients in the center. DHS Jobs Contract staff from OED meets clients on a regular basis. We utilize community resources lists and 211.*

- √ Staff are clearly identifiable as part of the WSO Center, rather than separate organizations. (For example, they wear name tags with the WSO logo)

*All name tags have the WSO logo along with the individual organization.*

- √ Staff reflects the demographics of the community to the greatest degree possible.

*Center staff has access to the ATT Language line for assistance if needed*

- √ Info sharing/confidentiality agreements are in place to allow staff to work together.

- √ While it is understood that all staff working on-site at the WSO Centers must abide by the rules and policies of their host agency, WSO Center staff also abide by a shared policy framework that includes:

- Common policies that clarify how the staffs will work together and how complaints will be handled (Local Integrated Services Delivery Plan).

*Staff completes complaint training on an annual basis.*

- Shared performance planning and reporting to assure that all staff are working toward the excellence of the WSO Center, as well as their own organizational performance standards.



*Managers from both OED and Job Growers meet on a regular basis for an Integrated Leadership Team (ILT) meeting to ensure that the organizations and staff in the center are all working together to meet shared goals and performance standards.*

- Locally defined means of measuring and reporting customer satisfaction for all customers, job seekers, businesses, etc.)

*Customer satisfaction surveys are completed by job seeking customers and business customers and reviewed by the ILT.*

- Mechanisms for assuring continuous improvement of outcomes.

*Regular staff meetings/discussions help to assure consistent services in the center.*

Evaluator Printed Name: \_\_\_\_\_

*Dean Craig*

Evaluator Signature: \_\_\_\_\_

*[Handwritten Signature]*

Date: \_\_\_\_\_

*11/13/13*

- I recommend that this WorkSource Oregon Center be certified as a Comprehensive WorkSource Oregon Center.
- I recommend that this WorkSource Oregon Center be certified as an affiliate WorkSource Oregon Center.
- I do not recommend that this WorkSource Oregon Center be certified, and therefore, no longer identified as a WorkSource Oregon Center for the following reasons:

Comments \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_



Location of Center Evaluated:	Date of Evaluation:
<input type="checkbox"/> Dallas	
<input checked="" type="checkbox"/> McMinnville	01-08-2013
<input type="checkbox"/> Salem	
<input type="checkbox"/> Woodburn	



JOB GROWERS  
INCORPORATED

## ONE-STOP CERTIFICATION

### Minimum requirements to assure consistency of WorkSource Oregon (WSO) Centers:

1. Center is clearly identified as a WorkSource Oregon Center through external signage. (Whether utilizing WSO as the primary brand, or as a co-brand. External signage will utilize the WorkSource Oregon logo rather than a version that identifies the location as the site of a single partner.)  
 Yes    No  
 Notes: External sign identifies center as WorkSource Yamhill Center.
  
2. Center creates an environment that is business-like and focused on the needs of the business community with an emphasis on preparing individuals to become successful employees.  
 Yes    No
  
3. Center utilizes a Resource Room as the core of its self-service delivery strategy. A Resource Room must make available to job seeker customers the following:
  - Phone(s)
  - Internet access
  - Staff to assist with job search
  - Printer(s)
  - Fax(es)
  - Copier(s)
  - Printed/hard copy resource information
  
4. Each of the following is available in the Centers:
  - Accessibility for all populations (including access to ADA accommodations, appropriate signage, the availability of materials in languages that are predominant in the community, etc.)
    - Assistive devices are available for customers requiring accommodations, signage is provided in both English and Spanish which are the two predominant languages spoken with this community.
  - Minimum hours of operation that allow job seekers to access services as conveniently as possible.
    - Our center is open Monday through Friday from 8:00 a.m. to 5:00 p.m.
  - A tracking system to monitor the utilization of services.
    - Our center tracks services through WOMIS, iMatchSkills, I-Trac, and appropriate staff have access to the Unemployment Insurance system.
  - A Welcome Team or Greeter to direct customers to the services they need.
    - Customers are greeted by a staff person at our front desk where they are assisted with or directed to the appropriate services; veterans are given priority of service.



- √ An integrated phone system so that call-in customers can efficiently reach a live person when they need to do so.
    - An OED staff person is assigned to phone duty at all times. To ensure that all customers are responded to in a timely manner in the event that they call during a high volume time, customers have the options of either selecting a staff from the directory, or accessing our voicemail system. The voicemail box is checked on a regular basis by the person on phone duty to ensure that all customers are responded to as quickly as possible.
  - √ Private meeting space(s) to facilitate the sharing of confidential information when needed (e.g. employer interviews, Vocational Rehabilitation staff consultation with clients, etc.).
    - Our Baker Creek room is specifically set aside for employer interviews, although it may be used for other purposes such as administrative hearings, or individual meetings with customers, if it is not booked by an employer. Our customers are also brought back to special interview cubicles for one-on-ones and may meet with staff handling special programs (veterans, REA) at a staff cubicle. OED, Job Growers, and Experience Works staff all have assigned cubicles where they may meet with customers. External partners, such as Vocational Rehabilitations do not use our facility (DHS and Vocational Rehabilitation are in the offices next door to the center). We also have classrooms that may be used for any of these reasons, as well.
5. Check the following Job Seeker Services for customers available on-site:
- √ Integrated OED (iMatchSkills) and WIA Title I B Registration Process.
    - The registration process is facilitated by both OED and WIA Title 1B staff.
  - √ A skill assessment and debriefing process.
    - All new customers complete our Welcome Process which includes a one-on-one debrief/conversation with staff to determine how we best meet their needs and what their Next Step should be. The customer is informed about the benefits of, and encouraged to complete the Initial Skills Review both during the one-on-one and in the resource room when they are completing their registration. If the customer has completed the ISR, staff may use the scores to recommend skill upgrades to help make them more job ready. Based upon the one-on-one with the customer, staff may also recommend that the customer take assessments in the Career Information System (CIS).
  - √ Access to training designed to improve skills (Reading, Math, Locate Information, Occupational Training).
    - The customer is encouraged to attend our orientation to learn more about ways to improve their basic skill sets and/or gain new occupational skills. They are also given information about in-house resources that will help them improve their skills (ISR courseware, Mavis Beacon, Discoverware, Math in the Workplace workshop, etc.). Online resources such as QualityInfo.org, CIS, and the Menu of Resources are also available to customers and promoted by staff to help job seekers find resources for skill development and occupational training.
  - √ Access to unemployment insurance information/phones, Labor Market Information.
    - Staff generally direct customers with unemployment questions to the online unemployment system or the in-house UI phones, although we have a UI Navigator for limited assistance. Labor market information is available directly to the customer via [www.QualityInfo.org](http://www.QualityInfo.org) and staff routinely direct customers (both job seeker and employer customers) to this resource or assist them in using it.



- √ Computerized, automated and staff assisted job search assistance.
  - √ Workshops that help individuals with their job search.
    - Our center has a wide range of workshops available to our customers.
  - √ Determination of eligibility for WIA services, or the services of other partners available on-site. –
    - Eligibility is generally determined after the customer has attended an orientation, although customers are directed to the appropriate WIA partner if the customer is unable to attend an orientation. All staff can provide general information about WIA services and programs and promote and refer to them as appropriate. Referrals are made to external partners who assess eligibility at their location.
  - √ Access to and promotion of the National Career Readiness Certificate (NCRC).
    - The NCRC is highly promoted to customers in the resource room, during one-on-ones, and when they attend our orientation, as well as through printed materials. The NCRC is promoted to our local business customers as account reps work with employers, through OJT opportunities, and at civic events.
6. Check the following Business Services available on-site or via phone, internet or by referral for Affiliate sites:
- √ Labor exchange (including iMatchSkills)
    - These services are provided in-person, over the phone, and through self-service online features of the iMatchSkills system which are available 24/7.
  - √ Labor market information
    - This information is available on-site, over the phone, and at all times via the QualityInfo website.
  - √ Assistance with worker recruitment
    - These services are provided through job listings, in-house recruitments, assistance at worksite recruitments, and through job fairs. Services are provided in-person, over the phone and via e-mail, and through self-service features of iMatchSkills which are available 24/7 online.
  - √ Opportunities for incumbent worker training support via On-the-Job Training or other available programs.
    - These opportunities are available to all eligible workers as sites are identified. On-the-Job program benefits are actively promoted to our employers and community partners. Information is available online, on site, and over the phone.
  - √ Rapid Response staff or information/access to this staff.
    - Rapid Responses are handled by Job Growers, but OED staff assist in any way they can (providing UI information, etc.). Staff are aware of how to elevate information to the appropriate organization when they become aware of a potential rapid response situation. Information to assist with a rapid response can be found online, on-site, and by phone.
7. WSO Centers have integrated staff teams who work together to support the service delivery of the Center, regardless of the organization for which they work:
- √ WSO Centers have integrated staff teams (Welcome, Employment, Skill Development) who work together to support the service delivery of the Center, regardless of the organization for which they work (Comprehensive Centers must have all three teams, affiliate offices must have the Welcome team and at least one of the other teams).
    - The Yamhill Center has integrated teams providing Welcome services, Business services, and skill development.



- √ OED & WIA I B funded staff are available on-site (Comprehensive Centers must have staff from both agencies, affiliate sites must have at least one of the partner funded staff on-site during all hours of operation and must provide computer access to the other partner's services).
  - There are staff from both organizations on-site at all times during regular business hours.
- √ Staff, from additional organization, are available on-site based on community needs and availability of space. If not present on-site, staff understands the referral process.
  - Currently we have just three internal partners (Job Growers, Oregon Employment Department, and Experience Works); the Department of Human Services, Vocational Rehabilitation, and Chemeketa Community College are all co-located on the same campus as the center. Chehalem Youth & Family Services YOOP program routinely sends groups of young people to our center to learn about our services and we actively refer youth to them. Other external partners that staff refer customers to include Oregon Human Development, Job Corp, Yamhill County Housing Authority, and the Yamhill Community Action Partnership agency. We also routinely refer to customers, on an as needed basis, to local community resources such as Salvation Army, as well as connecting customers to resources through 211.
- √ Staff are clearly identifiable as part of the WSO Center, rather than separate organizations. (For example, they wear name tags with the WSO logo).
  - All of our staff have name tags that includes the WorkSource logo, as well as the name of their organization.
- √ Staff reflects the demographics of the community to the greatest degree possible.
  - The center has 3 full time bi-lingual staff that provided services in Spanish.
- √ Info sharing/confidentiality agreements are in place to allow staff to work together.
- √ While it is understood that all staff working on-site at the WSO Centers must abide by the rules and policies of their host agency, WSO Center staff also abide by a shared policy framework that includes:
  - ✓ Common policies that clarify how the staffs will work together and how complaints will be handled (Local Integrated Services Delivery Plan).
    - Staff are scheduled for Complaint training on February 5<sup>th</sup> and 6<sup>th</sup>. For those staff that have yet to receive formal training, the process is to refer customers with complaints to management.
  - ✓ Shared performance planning and reporting to assure that all staff are working toward the excellence of the WSO Center, as well as their own organizational performance standards.
    - Management staff from both OED and Job Growers meet on a regular basis for an Integrated Leadership Team meeting to ensure that the organizations and staff in the center are all working together to meet shared goals and performance standards.
  - ✓ Locally defined means of measuring and reporting customer satisfaction for all customers, job seekers, businesses, etc.).
    - OED and Job Grower Center Managers work together to achieve customer satisfaction. Customer satisfaction surveys are also completed, submitted, and reviewed.
  - ✓ Mechanisms for assuring continuous improvement of outcomes.
    - Regular "All" staff meetings help ensure that staff are all providing the same consistent services and are all receiving the same communication regarding policies and procedures. LEAN processes are implemented as developed.



Evaluators Printed Name: Anthony J. Martirano & Susan Stoller  
(WSO Title 1B Manager) (WSO OED Acting Manager)

Evaluator Signature: \_\_\_\_\_

*[Handwritten signatures of Anthony J. Martirano and Susan Stoller]*

Date: 01 / 08 / 2013

- I recommend that this WorkSource Oregon center be certified as a Comprehensive WorkSource Oregon Center.
- I recommend that this WorkSource Oregon Center be certified as an affiliate WorkSource Oregon Center.
- I do not recommend that this WorkSource Oregon Center be certified, and therefore, no longer identified as a WorkSource Oregon Center for the following reasons:

Comments \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Location of Center Evaluated:	Date of Evaluation:
Dallas	
McMinnville	
Salem	2/12/2013
Woodburn	



JOB GROWERS  
INCORPORATED

## ONE-STOP CERTIFICATION

### Minimum requirements to assure consistency of WorkSource Oregon (WSO) Centers:

1. Center is clearly identified as a WorkSource Oregon Center through external signage. (Whether utilizing WSO as the primary brand, or as a co-brand. External signage will utilize the WorkSource Oregon logo rather than a version that identifies the location as the site of a single partner.)
  - √ Yes    No
  - Notes: \_\_\_\_\_
  
2. Center creates an environment that is business-like and focused on the needs of the business community with an emphasis on preparing individuals to become successful employees.
  - √ Yes    No
  - Notes: \_\_\_\_\_
  
3. Center utilizes a Resource Room as the core of its self-service delivery strategy. A Resource Room must make available to job seeker customers the following:
  - √ Phone(s)
  - √ Internet access
  - √ Staff to assist with job search
  - √ Printer(s)
  - √ Fax(es)
  - √ Copier(s)
  - √ Printed/hard copy resource information
  
4. Each of the following is available in the Centers:
  - √ Accessibility for all populations (including access to ADA accommodations, appropriate signage, the availability of materials in languages that are predominant in the community, etc.)
    - Federal/State law requires OED to provide materials in other languages that are predominant in the community – English and Spanish.*
  - √ Minimum hours of operation that allow job seekers to access services as conveniently as possible –
    - The center is open 8-5 Mon-Fri*
  - √ A tracking system to monitor the utilization of services –
    - Salem tracks services through WOMIS, iMatchSkills and iTrac.*
  - √ A Welcome Team or Greeter to direct customers to the services they need –
    - Customers are greeted at the reception desk and assisted with or directed to applicable services; Federal requirement to provide priority of service for Military/Veteran customers.*



- √ An integrated phone system so that call-in customers can efficiently reach a live person when they need to do so  
*The multiline phone system is answered by OED staff. An operator directs callers to staff in the office if the extension isn't known.*
- √ Private meeting space(s) to facilitate the sharing of confidential information when needed (e.g. employer interviews, Vocational Rehabilitation staff consultation with clients, etc.)  
*Although sometimes limited due to the workshops and events in the office, private meeting space is available to employers using the center for recruitment purposes. An Employer Room adjacent to the lobby area is available for employers needing smaller accommodations and privacy. Vocational Rehabilitation is in Salem on a weekly basis and conducts two orientation sessions to assist in customer eligibility. They also have private office space to meet with clients.*
- 5. Check the following Job Seeker Services for customers available on-site:
  - √ Integrated OED (iMatchSkills) and WIA Title I B Registration Process  
*The registration process is facilitated by both OED and Job Growers Staff.*
  - √ A skill assessment and debriefing process –  
*All new customers complete the Welcome Process that consists of a conversation with the customer to determine existing needs and next steps. The customer is informed of the Initial Skills Review, workshops and other offerings of the center including the NCRC, followed by a review of the customer iMatchSkills enrollment.*
  - √ Access to training designed to improve skills (Reading, Math, Locate Information, Occupational Training)  
*Customers are encouraged to attend a Skills Orientation facilitated by staff to learn about skill improvement opportunities. They are also given information about the internal resources and online resources.*
  - √ Access to unemployment insurance information/phones, Labor Market Information  
*Customers with UI questions are directed to the Unemployment Insurance website or phones to receive assistance. Salem has a UI Navigator who provides limited assistance in troubleshooting claim questions and explaining UI processes.  
Labor Market information is available on the website QualityInfo.org as well as printed materials in the center.*
  - √ Computerized, automated and staff assisted job search assistance
  - √ Workshops that help individuals with their job search  
*Salem has a comprehensive workshop calendar delivering workshops on a daily basis.*
  - √ Determination of eligibility for WIA services, or the services of other partners available on-site E  
*Eligibility is determined after the Skill Orientation when customers meet individually with a staff member. All staff provides general information regarding overall services offered in the center. Referrals are made to external partners as applicable.*
  - √ Access to and promotion of the National Career Readiness Certificate (NCRC)  
*The NCRC is promoted to customers who are in the resource room, meeting with staff, during the workshops and orientations and via printed materials. The NCRC is shared*



*with employers via Business Service reps, OJT opportunities and other events in the community.*

6. Check the following Business Services available on-site or via phone, internet or by referral for Affiliate sites:

- ✓ Labor exchange (including iMatchSkills) – *available on-site, phone, & internet*
- ✓ Labor market information - *available on-site, phone, & internet*
- ✓ Assistance with worker recruitment - *available on-site, phone, & internet (via email correspondence)*
- ✓ Opportunities for incumbent worker training support via On-the-Job Training or other available programs - *available on-site, phone, & internet*
- ✓ Rapid Response staff or information/access to this staff –

*Information is available on-site, phone, & internet. Rapid Response activities are coordinated by Job Growers with center staff (both JGI and OED) involvement. This could include onsite or center located Job Fairs; unemployment information; workshops, etc.*

7. WSO Centers have integrated staff teams who work together to support the service delivery of the Center, regardless of the organization for which they work:

- ✓ WSO Centers have integrated staff teams (Welcome, Employment, Skill Development) who work together to support the service delivery of the Center, regardless of the organization for which they work (Comprehensive Centers must have all three teams, affiliate offices must have the Welcome team and at least one of the other teams) –

*Salem has integrated teams providing Welcome services, Business services and skill development.*

- ✓ OED & WIA I B funded staff are available on-site (Comprehensive Centers must have staff from both agencies, affiliate sites must have at least one of the partner funded staff on-site during all hours of operation and must provide computer access to the other partner's services)

*Staff representing OED and Job Growers are on site during all hours of operation.*

- ✓ Staff from additional organizations, are available on-site based on community needs and availability of space. If not present on-site, staff understands the referral process.

*Other partners located on-site include Easter Seals Senior Employment Services; Job Corps; HALO –WIA Youth program; DHS – Vocational Rehabilitation Services.*

*External partners with a referral process to off-site includes: DHS programs and services, housing, Northwest Human Services – Community Voice Mail program; Oregon Human Development Corporation (OHDC), DeMuniz Pine Street Resource Center. We utilize community resources lists and 211.*

- ✓ Staff are clearly identifiable as part of the WSO Center, rather than separate organizations. (For example, they wear name tags with the WSO logo)

*All name tags have the WSO logo along with the individual organization.*

- ✓ Staff reflects the demographics of the community to the greatest degree possible.

*The center has thirteen bilingual English-Spanish speaking staff on site.*

- ✓ Info sharing/confidentiality agreements are in place to allow staff to work together.





✓ While it is understood that all staff working on-site at the WSO Centers must abide by the rules and policies of their host agency, WSO Center staff also abide by a shared policy framework that includes:

- Common policies that clarify how the staffs will work together and how complaints will be handled (Local Integrated Services Delivery Plan).

*Staff completes complaint training on an annual basis.*

- Shared performance planning and reporting to assure that all staff are working toward the excellence of the WSO Center, as well as their own organizational performance standards.

*Managers from both OED and Job Growers meet on a regular basis for an Integrated Leadership Team (ILT) meeting to ensure that the organizations and staff in the center are all working together to meet shared goals and performance standards.*

- Locally defined means of measuring and reporting customer satisfaction for all customers, job seekers, businesses, etc.)

*Customer satisfaction surveys are completed by job seeking customers and business customers and reviewed by the ILT.*

- Mechanisms for assuring continuous improvement of outcomes.

*Regular staff meetings/discussions help to assure consistent services in the center.*

Evaluator Printed Name:

Dean Craig

Evaluator Signature:

[Handwritten Signature]

Date:

2/12/2013

✓ I recommend that this WorkSource Oregon Center be certified as a Comprehensive WorkSource Oregon Center.

I recommend that this WorkSource Oregon Center be certified as an affiliate WorkSource Oregon Center.

I do not recommend that this WorkSource Oregon Center be certified, and therefore, no longer identified as a WorkSource Oregon Center for the following reasons:

Comments

Great improvements

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Location of Center Evaluated:	Date of Evaluation:
<input type="checkbox"/> Dallas	
<input type="checkbox"/> McMinnville	
<input type="checkbox"/> Salem	
<input checked="" type="checkbox"/> Woodburn	09/11/2013



**JOB GROWERS**  
INCORPORATED

## ONE-STOP CERTIFICATION

### Minimum requirements to assure consistency of WorkSource Oregon (WSO) Centers:

- Center is clearly identified as a WorkSource Oregon Center through external signage. (Whether utilizing WSO as the primary brand, or as a co-brand. External signage will utilize the WorkSource Oregon logo rather than a version that identifies the location as the site of a single partner.)

√ Yes    No

Notes: \_\_\_\_\_

- Center creates an environment that is business-like and focused on the needs of the business community with an emphasis on preparing individuals to become successful employees.

√ Yes    No

Notes: As much as it can. The campus environment makes this more challenging.

- Center utilizes a Resource Room as the core of its self-service delivery strategy. A Resource Room must make available to job seeker customers the following:

- √ Phone(s)
- √ Internet access
- √ Staff to assist with job search
- √ Printer(s)
- √ Fax(es)
- √ Copier(s)
- √ Printed/hard copy resource information

- Each of the following is available in the Centers:

- √ Accessibility for all populations (including access to ADA accommodations, appropriate signage, the availability of materials in languages that are predominant in the community, etc.)

*Federal/State law requires OED to provide materials in other languages that are predominant in the community – English and Spanish.*

- √ Minimum hours of operation that allow job seekers to access services as conveniently as possible –

*The center is open 8-5 Mon-Fri*

- √ A tracking system to monitor the utilization of services –

*Woodburn tracks services through WOMIS, iMatchSkills and iTrac.*

- √ A Welcome Team or Greeter to direct customers to the services they need –

*Customers are greeted at the reception desk and assisted with or directed to applicable services; Federal requirement to provide priority of service for Military/Veteran customers.*



- √ An integrated phone system so that call-in customers can efficiently reach a live person when they need to do so

*Customers have direct line access to staff in the center.*

- √ Private meeting space(s) to facilitate the sharing of confidential information when needed (e.g. employer interviews, Vocational Rehabilitation staff consultation with clients, etc.)

*Although sometimes limited due to the workshops and events in the center, private meeting space is available to employers using the center for recruitment purposes. Vocational Rehabilitation has staff space in the center.*

5. Check the following Job Seeker Services for customers available on-site:

- √ Integrated OED (iMatchSkills) and WIA Title I B Registration Process

*The registration process is facilitated by both OED and Job Growers Staff.*

- √ A skill assessment and debriefing process –

*All new customers complete the Welcome Process that consists of a conversation with the customer to determine existing needs and next steps. The customer is informed of workshops and other offerings of the center including the NCRC, followed by a review of the customer iMatchSkills enrollment. Customers interested in upgrading skills or Vocational Scholarships are referred to Job Growers.*

- √ Access to training designed to improve skills (Reading, Math, Locate Information, Occupational Training)

*Customers are encouraged to attend a Skills Orientation facilitated by staff to learn about skill improvement opportunities. They are also given information about the internal resources and online resources.*

- √ Access to unemployment insurance information/phones, Labor Market Information

*Customers with UI questions are directed to the Unemployment Insurance website or phones to receive assistance. Woodburn has a UI Navigator who provides limited assistance in troubleshooting claim questions and explaining UI processes.*

*Labor Market information is available on the website QualityInfo.org as well as printed materials in the center.*

- √ Computerized, automated and staff assisted job search assistance

- √ Workshops that help individuals with their job search

*Woodburn offers workshops on a monthly basis. We are beginning to see an increase of attendance.*

- √ Determination of eligibility for WIA services, or the services of other partners available on-site

*Eligibility is determined after the Skill Orientation when customers meet individually with a staff member. All staff provides general information regarding overall services offered in the center. Referrals are made to external partners as applicable.*

- √ Access to and promotion of the National Career Readiness Certificate (NCRC)

*The NCRC is promoted to customers who are in the resource room, meeting with staff, during the workshops and orientations and via printed materials. The NCRC is shared with employers via Business Service reps, OJT opportunities and other events in the community.*



6. Check the following Business Services available on-site or via phone, internet or by referral for Affiliate sites:

- √ Labor exchange (including iMatchSkills) – *available on-site, phone, & internet*
- √ Labor market information - *available on-site, phone, & internet*
- √ Assistance with worker recruitment - *available on-site, phone, & internet (via email correspondence)*
- √ Opportunities for incumbent worker training support via On-the-Job Training or other available programs - *available on-site, phone, & internet*
- √ Rapid Response staff or information/access to this staff –

*Information is available on-site, phone, & internet. Rapid Response activities are coordinated in partnership by Job Growers and OED.*

7. WSO Centers have integrated staff teams who work together to support the service delivery of the Center, regardless of the organization for which they work:

- √ WSO Centers have integrated staff teams (Welcome, Employment, Skill Development) who work together to support the service delivery of the Center, regardless of the organization for which they work (Comprehensive Centers must have all three teams, affiliate offices must have the Welcome team and at least one of the other teams) –

*Woodburn has integrated teams providing Welcome services, Business services and skill development.*

- √ OED & WIA I B funded staff are available on-site (Comprehensive Centers must have staff from both agencies, affiliate sites must have at least one of the partner funded staff on-site during all hours of operation and must provide computer access to the other partner's services)

*Staff representing OED and Job Growers are on site during all hours of operation. Veterans services visit weekly.*

- √ Staff from additional organizations, are available on-site based on community needs and availability of space. If not present on-site, staff understands the referral process.

*Other partners located on-site include Chemeketa Community College, DHS programs and services, Vocational Rehabilitation Services, Oregon Human Development Corporation (OHDC).*

*We utilize community resources lists and 211.*

- √ Staff are clearly identifiable as part of the WSO Center, rather than separate organizations. (For example, they wear name tags with the WSO logo)

*All name tags have the WSO logo along with the individual organization.*

- √ Staff reflects the demographics of the community to the greatest degree possible.

*The center has 6 bilingual English-Spanish speaking staff and 1 bilingual English-Russian speaking staff on site.*

- √ Info sharing/confidentiality agreements are in place to allow staff to work together.

- √ While it is understood that all staff working on-site at the WSO Centers must abide by the rules and policies of their host agency, WSO Center staff also abide by a shared policy framework that includes:

- Common policies that clarify how the staffs will work together and how complaints will be handled (Local Integrated Services Delivery Plan).

*Staff completes complaint training on an annual basis.*

- Shared performance planning and reporting to assure that all staff are working toward the excellence of the WSO Center, as well as their own organizational performance standards.

*Managers from both OED and Job Growers meet on a regular basis for an Integrated Leadership Team (ILT) meeting to ensure that the organizations and staff in the center are all working together to meet shared goals and performance standards.*

- Locally defined means of measuring and reporting customer satisfaction for all customers, job seekers, businesses, etc.)

*Customer satisfaction surveys are completed by job seeking customers and business customers and reviewed by the ILT.*

- Mechanisms for assuring continuous improvement of outcomes.

*Regular staff meetings/discussions help to assure consistent services in the center.*

Evaluator Printed Name: \_\_\_\_\_

Evaluator Signature: \_\_\_\_\_

Date: \_\_\_\_\_

- I recommend that this WorkSource Oregon Center be certified as a Comprehensive WorkSource Oregon Center.
- I recommend that this WorkSource Oregon Center be certified as an affiliate WorkSource Oregon Center.
- I do not recommend that this WorkSource Oregon Center be certified, and therefore, no longer identified as a WorkSource Oregon Center for the following reasons:

Comments \_\_\_\_\_

*See notes from 9/18/13 cert. meeting*

# Event Details


## Job Growers Board & Mid-Willamette Jobs Council Quaterly Meetings

Avg. Rating: 

### Chemeketa Center for Business and Industry

626 High St. NE, Salem, OR 97301  
Room 203

Phone: (503) 581-1002

Friday, June 6 7:45 a.m. - 9:15 a.m.  [Add to my calendar](#)

Agenda: Consent Agenda, President's report, Executive Director's Report, Appoint new members to the Job Growers board, Renew terms for members with expiring terms, Renew Officer terms, Funding information, Finance Committee report out and 3rd quarter report, Approve PY14 annual budget, code of conduct & Charlie Schuler scholarship awards. For a complete agenda, please visit <http://www.jobgrowers.com/board-of-directors> \*Accommodations for those w/ disabilities will be made available upon request.

.....  
**Category(ies):** [Business](#) ,[23 Meetings](#)

**Detailed Agenda:** Agenda: Consent Agenda, President's report, Executive Director's Report, Appoint new members to the Job Growers board, Renew terms for members w/ expiring terms, Renew Officer terms, Funding information, Finance Committee report out & 3rd quarter report, Approve PY14 annual budget, code of conduct & Charlie Schuler scholarship awards. For a complete agenda, please visit <http://www.jobgrowers.com/board-of-directors> \*Accommodations for those w/ disabilities will be made available upon request.

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**Job Growers Incorporated Board & Mid-Willamette Jobs Council Minutes**

**DATE:** June 6, 2014

**LOCATION:** Chemeketa Center for Business & Industry 626 High Street NE, Room 203 Salem, OR 97301

**Job Growers Incorporated Board Start: 7:48 am**  
**Mid-Willamette Jobs Council Start: 7:48 am**

**Job Growers Incorporated Board Adjourned: 9:21 am**  
**Mid-Willamette Jobs Council Adjourned: 9:21 am**

**Job Growers Incorporated Members Present:** Frances Alvarado, Laurie Barr, Commissioner Janet Carlson, Dean Craig, Greg Creal, Alvin Elbert, Tom Erhardt, Michael Fowler, Mitchell Gee, Zac Hill, Gayle Klampe, Matt Lazzeri, Johnny Mack, Sue Meier, Jefferson Milidenberger, Joe Munger, and Commissioner Allen Springer

**Job Growers Incorporated Members Absent:** Patrice Altenhofen, David Beam, Patricia Callihan-Bowman, Teresa Cox, Rene DuBoise, Chad Freeman, Sarah Harvey, and Commissioner Craig Pope

**Mid-Willamette Jobs Council Members Present:** Commissioner Sam Brentano, Commissioner Kevin Cameron, Commissioner Janet Carlson, Commissioner Allen Springer, and Commissioner Jennifer Wheeler

**Mid-Willamette Jobs Council Members Absent:** Commissioner Mike Ainsworth, Commissioner Craig Pope, and Commissioner Kathy George

**Public:** Sam Osborn, Anthony Kesler, Martin Kraal, Quinn Maukonen, Chawnie Rankin and Sara Bratcher  
**Staff:** Tony Frazier, Jenni Worley, Jennifer Senner, Pam Ferrara, Katie Stubblefield and Gary Mueller

**Handouts:** PY 2014 Annual Budget

<b>ITEMS</b>	<b>DISCUSSION</b>
<p><b>Call for Public Comment</b></p> <p><b>Announcements</b></p>	<p>None.</p> <p>President Matt Lazzeri called the Job Growers Incorporated Board meeting to order at 7:48 am</p> <p>Commissioner Janet Carlson called the Mid-Willamette Jobs Council meeting to order at 7:48 am</p> <p>Members were asked to introduce themselves and their affiliations. Updates were provided.</p>
<p><b>JOB GROWERS INCORPORATED BOARD &amp; MID-WILLAMETTE JOBS COUNCIL ACTION:</b> Approval of Consent Agenda</p> <p><b>Job Growers Incorporated Board Motion:</b> Michael Fowler <b>Second:</b> Sue Meier Approved</p> <p><b>Mid-Willamette Jobs Council Motion:</b> Commissioner Wheeler <b>Second:</b> Commissioner Brentano Approved</p>	<p>The Consent Agenda was presented. The Board and Council reviewed its contents for approval.</p> <p>Consent Agenda included: Agenda, attendance tracking, Revisions to Policies, Finance Committee appointment and Job Growers Incorporated Board and Mid-Willamette Jobs Council meeting minutes for April 23, 2014.</p>





Job Growers Incorporated Board & Mid-Willamette Jobs Council Minutes

Exhibit A-7

<p><b><u>INFORMATION: President's Report</u></b></p>	<p>Matt thanked Board members and staff that assisted in the Adult Services Request for Proposals process. Matt said that he attended Job Growers' Redefining the Berries event and he believed the event was well-received by the business community in attendance. The event can be used as a format to continue the discussion around youth employment and the challenges that employers face.</p>
<p><b><u>INFORMATION: Executive Director's Report</u></b></p>	<p>Tony Frazier referred the Board to his written report which provided additional information regarding the proposed Workforce Innovation and Opportunity Act (WIOA) bill. The bill is predicted by many to pass and be signed by the President in June. The Act will replace the current Workforce Investment Act.</p> <p>Tony said one of the tools that ResCare brings with them is training for WorkSource Center staff. Their focus is on quality customer service. ResCare began recruitment for their staff and plan to hire as early as the following week. Job Growers staff will be on payroll through the end of June.</p> <p>Tony provided a brief overview of Job Growers' Redefining the Berries event. The goal of the event was to help businesses understand how they can engage with young adults.</p>
<p><b><u>MID-WILLAMETTE JOBS COUNCIL ACTION:</u></b> Appoint Johnny Mack &amp; Jefferson Mildenberger to the Job Growers Board</p> <p><b>Mid-Willamette Jobs Council Motion:</b> Commissioner Wheeler <b>Second:</b> Commissioner Brentano Approved</p>	<p>Commissioner Carlson said that Job Growers Incorporated is requesting the appointment of Johnny Mack and Jefferson Mildenberger to the Job Growers Incorporated Board of Directors. Commissioner Carlson asked them to introduce themselves.</p> <p>Johnny Mack said that he is the Executive Dean of the Career and Technical Education at Chemeketa Community College. Jefferson Mildenberger said that he is the Salem Area Senior Administrator at Kaiser Permanente.</p>
<p><b><u>MID-WILLAMETTE JOBS COUNCIL ACTION:</u></b> Renew terms of Job Growers Incorporated Board Members</p> <p><b>Mid-Willamette Jobs Council Motion:</b> Commissioner Brentano <b>Second:</b> Commissioner Wheeler Approved</p>	<p>Commissioner Carlson stated that the following Job Growers Incorporated board members asked to renew for another three-year term to the Job Growers Board of Directors. They include: Laurie Barr, Teresa Cox, Tom Erhardt, Mitchell Gee and Matt Lazzeri.</p> <p>In addition, Marion County Commissioners nominated Commissioner Kevin Cameron to serve as the Marion County representative on the Job Growers Board of Directors replacing Commissioner Janet Carlson.</p>
<p><b><u>JOB GROWERS INCORPORATED BOARD ACTION:</u></b> Elect &amp; Re-elect Job Growers Board Officers for PY14</p> <p><b>Motion:</b> Tom Erhardt <b>Second:</b> Michael Fowler Approved</p>	<p>Matt said in the interest of continuity, the Job Growers board officers requested to renew their one year term for an additional year: Matt Lazzeri as Board President, Teresa Cox as Treasurer, and Gayle Klampe, current Secretary, requested to serve in the President-Elect capacity. Matt requested a nomination to fill the Secretary position. Sue Meier self nominated to serve as the Secretary for PY14/15.</p>





**Job Growers Incorporated Board & Mid-Willamette Jobs Council Minutes**


<p><b>INFORMATION:</b> Finance Committee report out &amp; 3<sup>rd</sup> Quarter fiscal report</p>	<p>Gary Mueller said that Job Growers recently procured for an auditor firm which must be done every five years. The Finance Committee scored the proposals received and awarded the contract to Grove, Mueller and Swank, a local audit firm in Salem (no relation to Gary Mueller of Job Growers).</p> <p>Gary provided an overview of the 3<sup>rd</sup> Quarter fiscal report. He said expenditures continue to track behind budgeted amounts due to late receipt of new grants. As we move in to the next program year we anticipate the expenditures to get on track.</p>
<p><b>JOB GROWERS INCORPORATED BOARD &amp; MID-WILLAMETTE JOBS COUNCIL ACTION:</b> Approve PY14 Annual Budget</p> <p><b>Job Growers Incorporated Board Motion:</b> Zac Hill <b>Second:</b> Michael Fowler Approved</p> <p><b>Mid-Willamette Jobs Council Motion:</b> Commissioner Cameron <b>Second:</b> Commissioner Wheeler Approved</p>	<p>Gary referred the Board to the PY14 Annual Budget handout. Gary reviewed the funding timelines and said that staff are pursuing additional funding opportunities other than Workforce Investment Act funding for PY15-16. Job Growers is in a good position with projected carry-over of \$549,932 for PY15-16.</p> <p>Gary reviewed the PY2014-2015 Proposed Budget. He explained that since Job Growers has contracted out the Adult Services there will be a decrease in staffing expenses and an increase in contracted program services. The budget includes funds to replace outdated technology and outreach for discretionary grants.</p> <p>Matt commented that the Finance Committee reviewed the proposed annual budget in some detail earlier in the week.</p>
<p><b>INFORMATION:</b> Funding Opportunities grant request updates</p>	<p>Jennifer Senner provided the Board with an update on the results of grant requests. Job Growers was notified that we were not selected through the National Institute of Standards and Technology AMTech Fund for our CREATE Proposal. Staff have scheduled a debrief session to improve future grant seeking efforts.</p> <p>Job Growers was notified that we have been selected to host an AmeriCorps VISTA Volunteer to support the development of the Career Achievement Network. The VISTA will be selected by mid-June and will start a year of service with Job Growers the beginning of September 2014.</p> <p>Looking forward in how to bring in additional resources, staff are pursuing funding opportunities from various organizations including:</p> <ul style="list-style-type: none"> <li>• A letter of inquiry to the Kaiser Permanente Community Fund, Part of the Northwest Health Foundation, to assist in the Career Achievement Network.</li> <li>• Proposal to the Youth Development Council – Youth and Community Fund, to assist in the Career Achievement Network in partnership with the Salem Chamber.</li> <li>• Youth Development Council – Youth and Innovation Fund, to assist in the continuation of the Youth Learn and Construct program in Polk County.</li> <li>• Department of Labor – Workforce Innovation Fund, to scale up the Rethinking Your Job Search program and rigorously evaluate the results of the program. This grant would be in partnership with other Workforce Investment Boards in the state and the Oregon Employment</li> </ul>



**Job Growers Incorporated Board & Mid-Willamette Jobs Council Minutes**

Exhibit A-7

	<p>Department.</p>
<p><b>INFORMATION:</b> Code of Conduct</p>	<p>Pam Ferrara said Job Growers staff met early in the year with John Chamberlin, a Portland attorney who is a Workforce Investment Act expert, to discuss contracting out WorkSource Center services. Although Job Growers has a conflict of interest policy that applies to the Board of Directors, Chamberlin recommended that we have a Code of Conduct based on the concept that all persons working as Job Growers representatives treat their positions as a public trust. Job Growers has since adopted a Code of Conduct, to take effect July 1, 2014. The Code of Conduct was attachment #2 in the agenda packet.</p>
<p><b>INFORMATION:</b> Charlie Schuler Scholarship Awards &amp; Chawnie's story</p>	<p>Greg Creal, Youth Council member, said that the Youth Council has administered the Charlie Schuler scholarships for Youth Opportunity System participants to attend Chemeketa Community College. The scholarship provides disadvantaged youth the opportunity to accomplish their educational and occupational goals. The award covers the cost of tuition, books, and fees.</p> <p>Although there were several applicants and the Youth Council were only able to award four scholarships. The recipients included Tia McConnell \$1,000, Anabelle Hernandez for \$1,500, Karissa Stoltz \$2,500 and Chawnie Rankin for \$3,000. Three of the recipients were unable to attend to receive their award as it was graduation day.</p> <p>Chawnie Rankin, one of the recipients, shared her story including how she was connected to the Youth Opportunity System and her plans to use the scholarship.</p>
<p><b>Other Business:</b></p>	<p>None.</p>
<p><b>JOB GROWERS INCORPORATED BOARD &amp; MID-WILLAMETTE JOBS COUNCIL: Adjourned</b></p>	<p>Job Growers Incorporated Board adjourned at 9:21 am Mid-Willamette Jobs Council adjourned at 9:21 am</p>

  
 Gayle Klampe, Secretary  
 Job Growers Incorporated Board  
 Date 9/26/14

  
 Craig Pope, Polk County Commissioner  
 Mid-Willamette Valley Jobs Council  
 Date 9-26-14





**COMMUNITY  
COLLEGES AND  
WORKFORCE  
DEVELOPMENT**  
WORKSOURCE OREGON

Public Service Building

255 Capitol Street NE

Salem, Oregon 97310

Phone (503) 378-8648

Fax (503) 378-3365

www.odccwd.state.or.us

DATE: June 27, 2008  
TO: Michael Blanchard, President  
Enterprise for Employment and Education  
250 Church St. SE  
Suite 103  
Salem, OR 97301

FROM: Cam Preus, Commissioner

SUBJECT: Designation of Local Workforce Investment Area One-Stop Operator

The purpose of this letter is to approve the request of the Mid-Willamette Jobs Council that the Local Workforce Investment Board (LWIB) of Local Workforce Investment Area (LWIA) Region 3 (Marion, Polk and Yamhill counties), known as the Enterprise for Employment and Education, be designated as the One-Stop Operator for Region 3 in accordance with:

**CFR 20, Chapter V, sec. 662.420**

(a) The Local Board may be designated or certified as the One-Stop operator only with the agreement of the chief elected official and the Governor.

If you have any questions or require any additional information, please contact me at 503.378.8648 ext 357, or Kurt Tackman at ext. 364.

Sincerely,

Cam Preus  
Commissioner

KT:kt

Enclosure

C: Agnes Balassa, Enterprise for Employment and Education





Public Service Building

255 Capitol Street NE

Salem, Oregon 97310

Phone (503) 378-8648

Fax (503) 378-3365

[www.odccwd.state.or.us](http://www.odccwd.state.or.us)

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Sincerely,

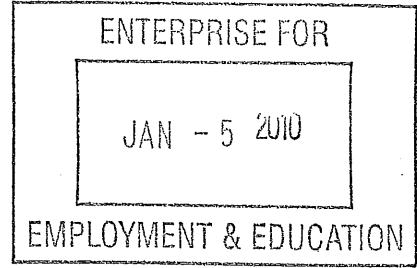
Cam Preus  
Commissioner

KT:kt

Enclosure

C: Agnes Balassa, Enterprise for Employment and Education





DATE: December 14, 2009

TO: *Pat*  
Patricia Grose, Executive Director  
Enterprise for Employment and Education

FROM: *Cam*  
Cam Preus, Commissioner

RE: Transition of WIA Core and Intensive Services

To ensure that Workforce Investment Act services continue for residents of Marion, Polk and Yamhill Counties, this is my approval for the Enterprise for Employment and Education (EEE) to provide and manage the delivery of these services in Region 3.

As indicated in the attached correspondence, EEE intends to provide Core and Intensive services for adults, dislocated workers and appropriate youth through the WorkSource Oregon system.

This document will be incorporated into the region's Local Unified Plan. All other terms and conditions of the original local plan remain in full force and effect. Please file this correspondence with the local plan documents.

If you have any questions, please contact me at 503-947-2433.

Public Service Building  
255 Capitol Street NE  
Salem, Oregon 97310  
Phone (503) 947-2401  
Fax (503) 378-3365  
www.oregon.gov/CCWD



**Donna J Lewelling**

**From:** Shalee L. Hodgson  
**Sent:** Monday, December 14, 2009 3:06 PM  
**To:** Camille Preus  
**Cc:** Karen Humelbaugh; Krissa Caldwell; Donna J Lewelling  
**Subject:** Enterprise for Employment and Education Request\*\*PRINTED FOR RED SIGNATURE EJLE

**Attachments:** CCWD Memo R3 transition approval.doc; r3 request for transition.pdf

The Enterprise for Employment and Education's (EEE) is requesting to move the provision of WIA 1B Core and Intensive services from Chemeketa Community College (CCC) to the Enterprise for Employment and Education. The EEE contract with CCC ends on December 31, 2009 and the EEE plans to take over as of January 1, 2010. The attached document details the plan for this transition and the support of the board as evidenced by the agreement of chair of the Mil-Willamette Job's Council as well as the President of the Enterprise for Employment and Education.

I have been involved in the planning and implementation of this transition and have observed it to be a carefully planned and thus far, successfully implemented plan. The attention to detail and follow through in making these changes has led to a successful transition in these services and I do not see any interruption to customers when the switchover occurs on January 4, 2010.

At this time, I recommend that CCWD accept this plan.

Draft letter responding to this request is attached.



CCWD Memo R3  
transition approv...



r3 request for  
transition.pdf ...

*Shalee Hodgson, MBA*  
*Education and Workforce Coordinator*  
*Oregon Department of Community Colleges & Workforce Development*  
*255 Capitol Street NE*  
*Salem, OR 97310*  
*503-947-2409*  
*[shalee.l.hodgson@state.or.us](mailto:shalee.l.hodgson@state.or.us)*

File In

Region 3



**Enterprise**  
for Employment & Education  
STRATEGIC WORKFORCE SOLUTIONS

DEC 10 2009

December 8, 2009

Cam Preus  
Commissioner  
Department of Community Colleges and Workforce Development  
255 Capitol St NE  
Salem, OR 97310

Dear Cam:

On November 13, 2009 the Mid-Willamette Jobs Council and the Enterprise for Employment and Education boards voted to direct the Enterprise to provide necessary Workforce Investment Act (WIA) services to adults, dislocated workers and appropriate youth through the WorkSource Oregon system. The decision was made to reduce the administrative costs of services to ensure more funding for training and retraining activities and manage the direct outcomes of the program. Signed documents to demonstrate this action are attached.

The timing of this action was appropriate due to the current contract end date of December 31, 2009 with Chemeketa Community College. Services provided by the Enterprise will begin immediately and become fully implemented on January 1, 2010.

As you anticipated, we are requesting Governor Kulongoski's agreement with this decision through the Department of Community Colleges and Workforce Development. Please refer to the signed documents for the specific language relating to this request. Also attached is a timeline to assist you with the implementation of this decision.

Please don't hesitate to contact me if you have questions. You can reach me at 503-581-4505 or email me at [pgrose@workforce-solutions.net](mailto:pgrose@workforce-solutions.net). Thank you for helping us work through this process. Your input has been welcomed.

Sincerely,



Patricia Grose  
Executive Director

C: Shalee Hodgson  
Department of Community Colleges and Workforce Development

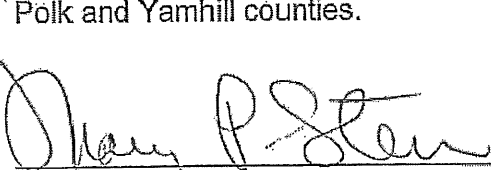
## Attachments

Mid-Willamette Jobs Council Signature  
Enterprise for Employment and Education Signature  
Milestones/Timeframes Chart



November 13, 2009

As the Chair and Chief Elected Official of the Mid-Willamette Jobs Council, Workforce Region 3, I acknowledge and support the Enterprise For Employment and Education, governed by the Workforce Investment Board for Region 3, taking on the responsibility to directly provide necessary Workforce Investment Act (WIA) core and intensive workforce development services to adults and dislocated workers, and appropriate workforce services to youth through the WorkSource Oregon system. I support these services being delivered effectively immediately and fully implemented on January 1, 2010. This action will ensure that services remain available to the citizens of Marion, Polk and Yamhill counties.

  
\_\_\_\_\_  
Mary Stern, Commissioner  
Chair, Mid-Willamette Jobs Council

11-13-09  
\_\_\_\_\_  
Date





November 13, 2009

On November 13, 2009, the Mid-Willamette Jobs Council and Enterprise for Employment and Education boards voted to direct the Enterprise to provide necessary Workforce Investment Act core and intensive workforce development services to adults and dislocated workers, and appropriate workforce services to youth through the WorkSource Oregon system. Services will begin immediately and become fully implemented on January 1, 2010. This action will ensure that services remain available to the citizens of Marion, Polk and Yamhill counties.

A handwritten signature in black ink, appearing to read 'Randall Sutton', is written over a horizontal line.

Randall Sutton, President  
Enterprise for Employment and Education

11/13/09

Date



## WORKFORCE INVESTMENT ACT (WIA) TRANSITION PLAN

**Background:** Enterprise for Employment and Education, the Workforce Investment Board for Marion, Polk and Yamhill counties, seeks approval from the Mid-Willamette Jobs Council to direct the Enterprise for Employment and Education to provide Workforce Investment Act (WIA) Title IB services for adults, dislocated workers and youth in the WorkSource Oregon (WSO) System. Upon board approval, the Enterprise will provide WIA services in the WSO Centers. The Enterprise will ensure that uninterrupted services are provided to WorkSource Oregon Center customers.

Currently, WIA services are provided by Chemeketa Community College (CCC) who contracts with the Enterprise through December 31, 2009. The Enterprise has the opportunity and need to re-examine the provision of WIA services in an integration model, gather more information and detail about what WIA services are needed, who accesses the services, and the benefits received. This level of detail will assist the Board to: 1) respond to the rapidly changing needs of employers, and 2) address the critical workforce needs that exist in this region. As such, the consideration for changing the current structure does not stem from performance issues with CCC or funding streams, but from this need to address new and larger workforce issues.

At the October 28, 2009 meeting, the Executive Committee unanimously approved recommending the boards to approve directing the Enterprise to provide WIA services for adults, dislocated workers and youth in the WorkSource Oregon system. On November 13, 2009, both boards accepted the Executive Committee recommendation.

To ensure a smooth transition in the WSO Centers, the following information describes the reasoning for decisions, actions and timeframes.

### **Commitment to Currently Enrolled Participants:**

Chemeketa Community College (CCC) has identified individuals who are currently enrolled in a training program or an On-the-Job Training (OJT) Contract. Obligations for training and OJT's will be honored to those individuals beyond the CCC contract end date of December 31, 2009 through a three month no cost extension. Beginning November 10, 2009, Gary Lancot, Enterprise staff, has been present at the WorkSource Oregon Centers to ensure continuation of services to customers. Services will continue during this transition. All participant files are being duplicated for the Enterprise. Participant files that are closed will be collected and stored until the record retention period has been completed.

### **Processing of Payments:**

Payment requests generated at the WorkSource Centers for support services, tuitions, etc. will be processed through the Enterprise offices. In addition to the internal controls currently in place for processing payments, an additional approval by the Center Manager will be required.

Payments will be tracked by participant. An agency account has been established with Chemeketa and other training providers for processing tuition and fees payments.

**Information Technology (IT) Support and Services:**

A firm specializing in network design and implementation will oversee the transfer of technology to ensure that all voice and data capabilities are functioning properly for use by Enterprise staff on or before January 4, 2010. This firm will also be assisting the Enterprise in the hiring of an IT Support Technician. The technician will be responsible for maintaining the technology in the four WorkSource Centers and the Enterprise office. Interviews for the technician will be held the week of December 13, 2009.

**Contract Close Out:**

The Enterprise has agreed to allow 60 days after contract expiration for submittal of the final invoicing. A Chemeketa staff person will act as a transitional liaison between the college and the Enterprise for an as yet to be determined period of time after the transition to assist the Enterprise staff. Chemeketa and the Enterprise are working together to ensure a smooth transition.

**Staffing Transition:**

The staffing transition, including recruitment and training is included in the following chart of milestones and timelines.

*Milestones and Timelines*

Milestone	Date	Who	Comments
Executive Committee recommendation to the full boards to: Recommend to the Mid-Willamette Jobs Council and the Enterprise for Employment and Education board to direct the Enterprise to provide WIA core and intensive services for adults, dislocated workers and youth in the WorkSource Oregon system.	10/28/2009	Pat Grose	Completed
Place Enterprise Staff at the Salem WorkSource Oregon Center	11/09/2009	Pat Grose	Gary Lanctot will be splitting time between the WSO Centers and the Enterprise Completed
Mid-Willamette Jobs Council and Enterprise For Employment and Education Board Action to accept the Executive Committee recommendation.	11/13/2009	Pat Grose	Completed
Local Elected Official Agreement Signed	11/13/2009	Pat Grose	Send to Department of Community Colleges and Workforce Development for final approval
Publish Job Announcement for WorkSource Center Manager and Business, Training and Employment Specialist I and II, Accountant and Information Technology Coordinator	11/13/2009	Pat Grose	Advertise at WorkSource Oregon Center iMatchSkills and Craig's List
Schedule Interviews	11/23/2009	Pat Grose	Interviewing BETS 1 and 2 week of 12/7/2009
Job Offers to BETS 1 and 2	12/07/2009	Pat Grose	Begin offering jobs.

Implement financial payments and tracking system	11/30/2009	Gary Mueller	Process for approving training plans and processing payment requests
Publish Job Announcement for Accountant	12/01/2009	Pat Grose/Gary Mueller	Interviews 12/9-10/2009
Job Offer to Accountant	12/23/2009	Pat Grose	Interviews 12/15/2009
Publish Job Announcement for IT Technician	12/01/2009	Pat Grose/Gary Mueller/Network Consultant	
Job Offer to IT Technician	12/23/2009	Pat Grose	
All BETS 1 and 2 New Employer Orientation	12/28, 29, 30/2009	Enterprise Staff Existing Staff	Training on policies, procedures and protocols
Complete technology transfer at four centers	12/31/2009	Gary Mueller	Currently assessing need and cost
Negotiate and sign 4 lease agreements	12/31/2009	Pat Grose	Lease agreements for the Dallas, Woodburn, McMinnville and Salem WSO Centers
Move Enterprise office to the CCBI Building	1/15/2010	Pat Grose Enterprise Staff	Anticipated move in date - can change
Sublease current space with another vendor	6/30/2010	Pat Grose Terri Frohnmayer, Broker, First Commercial	No penalty for paying on two leases. CCC will charge the difference of the two leases through June 30, 2010 if no sublease of the Parks Place takes effect

**Final Minutes  
 Enterprise and Jobs Council Joint Board Meeting April 4, 2008 from 12:30-1:30pm  
 Salem Conference Center, 200 Commercial Street SE, Salem, OR 97301**

**Enterprise Members Present:** Patrice Altenhofen, Frances Alvarado, Ron Bassett-Smith, Mike Blanchard, Russ Bohnert, Ray Burstedt, Lori Bush, Janet Carlson, Jody Christensen, Dave Cleveland, Dean Craig, Michael Fowler, Tom Fox, Joni George, Chris Harper, Aben Hill, Belinda Kovach, Mike Propes (via phone), Laurie Roe, Mary Stern, Randy Sutton, Carol Whitman (for Sandy Cooper), Kim Wilmes

**Enterprise Members Absent:** Jim Brown, Danell Butler, Patricia Callihan-Bowman, Teresa Cox, Al DeVita, Rene DuBoise, Tom Martin, Cheryl Nester-Bowers

**Jobs Council Members Present:** Sam Brentano (via phone), Janet Carlson, Patti Milne, Mike Propes (via phone), Mary Stern

**Jobs Council Members Absent:** Ron Dodge, Kathy George, Leslie Lewis, Tom Ritchey

**Staff:** Agnes Balassa, Gary Lancotot, Karen Litvin, Gary Mueller

**Public:** Diane Ragsdale, Joel Simon, Kurt Tackman, Maureen Thomas

**Call to Order:** Mike Blanchard, Enterprise; Mary Stern, Jobs Council The meetings were called to order at 12:36 p.m.

**Public comment:** None was provided

ISSUE	DISCUSSION	FOLLOW-UP
<p><b>Action: Approve Enterprise as One-Stop Operator</b></p> <p><b>Moved:</b> Belinda Kovach</p> <p><b>Seconded:</b> Ray Burstedt</p> <p><b>Approved by Enterprise</b></p> <p><b>Moved:</b> Patti Milne</p> <p><b>Seconded:</b> Janet Carlson</p> <p><b>Approved by Jobs Council</b></p>	<p>Agnes Balassa explained the role of the One-Stop Operator under the Workforce Investment Act and that the role was currently filled by a consortium which includes Chemeketa Community College. She stated that the Enterprise currently has most of the responsibility of the Operator and under the new organizational structure as a separate entity from Chemeketa, the role of One-Stop Operator could transfer to the Enterprise. She indicated that the Enterprise Executive Committee supports the change in Operator.</p>	<p>Draft letter from Jobs Council to the Governor to finalize this issue.</p>
<p><i>The Enterprise Board and Jobs Council meetings adjourned at 1:46 p.m.</i></p>		



## ONE-STOP CERTIFICATION

Location of Center Evaluated:	Date of Evaluation:
<input type="checkbox"/> Dallas	Click here to enter a date.
<input type="checkbox"/> McMinnville	Click here to enter a date.
<input type="checkbox"/> Salem	Click here to enter a date.
<input type="checkbox"/> Woodburn	Click here to enter a date.

### Minimum requirements to assure consistency of WorkSource Oregon (WSO) Centers:

- Center is clearly identified as a WorkSource Oregon Center through external signage. (Whether utilizing WSO as the primary brand, or as a co-brand. External signage will utilize the WorkSource Oregon logo rather than a version that identifies the location as the site of a single partner.)  
 Yes    No  
 Notes:
- Center creates an environment that is business-like and focused on the needs of the business community with an emphasis on preparing individuals to become successful employees.  
 Yes    No  
 Notes:
- Center utilizes a Resource Room as the core of its self-service delivery strategy. A Resource Room must make available to job seeker customers the following:
  - Phone(s)
  - Internet access
  - Staff to assist with job search
  - Printer(s)
  - Fax(es)
  - Copier(s)
  - Printed/hard copy resource information
- Each of the following is available in the Centers:
  - Accessibility for all populations (including access to ADA accommodations, appropriate signage, the availability of materials in languages that are predominant in the community, etc.)
  - Minimum hours of operation that allow job seekers to access services as conveniently as possible
  - A tracking system to monitor the utilization of services
  - A Welcome Team or Greeter to direct customers to the services they need

An integrated phone system so that call-in customers can efficiently reach a live person when they need to do so

Private meeting space(s) to facilitate the sharing of confidential information when needed (e.g. employer interviews, Vocational Rehabilitation staff consultation with clients, etc.)

5. Check the following Job Seeker Services for customers available on-site:

Integrated OED (iMatchSkills) and WIA Title I B Registration Process

A skill assessment and debriefing process

Access to training designed to improve skills (Reading, Math, Locate Information, Occupational Training)

Access to unemployment insurance information/phones, Labor Market Information

Computerized, automated and staff assisted job search assistance

Workshops that help individuals with their job search

Determination of eligibility for WIA services, or the services of other partners available on-site

Access to and promotion of the National Career Readiness Certificate (NCRC)

6. Check the following Business Services available on-site or via phone, internet or by referral for Affiliate sites:

Labor exchange (including iMatchSkills)

Labor market information

Assistance with worker recruitment

Opportunities for incumbent worker training support via On-the-Job Training or other available programs

Rapid Response staff or information/access to this staff

7. WSO Centers have integrated staff teams who work together to support the service delivery of the Center, regardless of the organization for which they work:
- WSO Centers have integrated staff teams (Welcome, Employment, Skill Development) who work together to support the service delivery of the Center, regardless of the organization for which they work (Comprehensive Centers must have all three teams, affiliate offices must have the Welcome team and at least one of the other teams)
  - OED & WIA I B funded staff are available on-site (Comprehensive Centers must have staff from both agencies, affiliate sites must have at least one of the partner funded staff on-site during all hours of operation and must provide computer access to the other partner's services)
  - Staff, from additional organization, are available on-site based on community needs and availability of space. If not present on-site, staff understands the referral process.
  - Staff are clearly identifiable as part of the WSO Center, rather than separate organizations. (For example, they wear name tags with the WSO logo)
  - Staff reflects the demographics of the community to the greatest degree possible.
  - Info sharing/confidentiality agreements are in place to allow staff to work together.
  - While it is understood that all staff working on-site at the WSO Centers must abide by the rules and policies of their host agency, WSO Center staff also abide by a shared policy framework that includes:
    - ✓ Common policies that clarify how the staffs will work together and how complaints will be handled (Local Integrated Services Delivery Plan).
    - ✓ Shared performance planning and reporting to assure that all staff are working toward the excellence of the WSO Center, as well as their own organizational performance standards.
    - ✓ Locally defined means of measuring and reporting customer satisfaction for all customers, job seekers, businesses, etc.)
    - ✓ Mechanisms for assuring continuous improvement of outcomes.



Evaluator Printed Name: \_\_\_\_\_

Evaluator Signature: \_\_\_\_\_

Date: \_\_\_\_/\_\_\_\_/\_\_\_\_

- I recommend that this WorkSource Oregon Center be certified as a Comprehensive WorkSource Oregon Center.
- I recommend that this WorkSource Oregon Center be certified as an affiliate WorkSource Oregon Center.
- I do not recommend that this WorkSource Oregon Center be certified, and therefore, no longer identified as a WorkSource Oregon Center for the following reasons:

Comments \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_



**CONFLICT OF INTEREST**

Date: Jul. 1, 2011  
 New       Revised  
 Page 1 of 25

**PURPOSE**

The purpose of this policy is to protect Job Growers Incorporated's, a tax-exempt organization, (Organization) interest when it is contemplating entering into a transaction or arrangement that might benefit the private interest of an officer or director of the Organization or might result in a possible excess benefit transaction. This policy is intended to supplement but not replace any applicable state and federal laws governing conflict of interest applicable to nonprofit and charitable organizations.

**REFERENCES**

Job Growers Incorporated By-Laws Section 3.6  
 Workforce Investment Act  
 20 Code of Federal Regulations 667.200  
 Oregon Revised Statutes  
 Internal Revenue Service Guidelines for 501C3 tax exemption  
 The Oregon Nonprofit Corporation Handbook, Fourth Edition 2005  
 Attachment A-Definitions  
 Attachment B-Case Studies

**POLICY**

A conflict of interest transaction or arrangement is a transaction or arrangement with this corporation in which a director or officer has a direct or indirect interest.

1. A director or officer has a direct conflict of interest in any transaction or arrangement if the director or officer or a member of the director's or officer's family has a financial interest in the transaction or arrangement.
2. A director or officer has an indirect interest in any transaction or arrangement if that director or officer or a family member:
  - a. has a financial interest or potential financial interest in any entity or individual involved in the transaction or agreement;
  - b. has a compensation arrangement with any entity or individual with which this corporation has a transaction or arrangement; or
  - c. is a director, officer, or trustee of a profit or nonprofit entity involved in the transaction or arrangement and the transaction or arrangement is of such important that it is or should be considered by the board of that entity.

**PROCEDURES**

1. **Duty to Disclose.** In connection with any actual or possible conflict of interest, the director/officer must disclose the existence of the financial interest and be given the opportunity to disclose all material facts to the directors and members of committees with governing board delegated powers considering the proposed transaction or arrangement.

**CONFLICT OF INTEREST**

Date: Jul. 1, 2011

 New Revised

Page 2 of 25

- 2. Determining Whether a Conflict of Interest Exists.** After disclosure of the financial interest and all material facts, and after any discussion with the interested director/officer, he/she shall leave the governing board or committee meeting while the determination of a conflict of interest is discussed and voted upon. The remaining board or committee members shall decide if a conflict of interest exists.
- 3. Procedures for Addressing the Conflict of Interest.**
  - a. The interested director/officer may make a presentation at the governing board or committee meeting, but after the presentation, he/she shall leave the meeting during the discussion of, and the vote on, the transaction or arrangement involving the possible conflict of interest.
  - b. The chairperson of the governing board or committee shall, if appropriate, appoint a disinterested person or committee to investigate alternatives to the proposed transaction or arrangement.
  - c. After exercising due diligence, the governing board or committee shall determine whether the Organization can obtain with reasonable efforts a more advantageous transaction or arrangement from a person or entity that would not give rise to a conflict of interest.
  - d. If a more advantageous transaction or arrangement is not reasonably possible under circumstances not producing a conflict of interest, the governing board or committee shall determine by a majority vote of the disinterested directors whether the transaction or arrangement is in the Organization's best interest, for its own benefit, and whether it is fair and reasonable. In conformity with the above determination it shall make its decision as to whether to enter into the transaction or arrangement.
- 4. Violations of the Conflicts of Interest Policy.**
  - a. If the governing board or committee has reasonable cause to believe a member has failed to disclose actual or possible conflicts of interest, it shall inform the member of the basis for such belief and afford the member an opportunity to explain the alleged failure to disclose.
  - b. If, after hearing the member's response and after making further investigation as warranted by the circumstances, the governing board or committee determines the member has failed to disclose an actual or possible conflict of interest, it shall take appropriate corrective action.
- 5. Records of Proceedings.** The minutes of the governing board and all committees with board delegated powers shall contain:
  - a. The names of the persons who disclosed or otherwise were found to have a financial interest in connection with an actual or possible conflict of interest, the nature of the financial interest, any action taken to determine whether a conflict



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of interest was present, and the governing board's or committee's decision as to whether a conflict of interest in fact existed.

- b.** The names of the persons who were present for discussions and votes relating to the transaction or arrangement, the content of the discussion, including any alternatives to the proposed transaction or arrangement, and a record of any votes taken in connection with the proceedings.

**6. Periodic Reviews.** To ensure the Organization operates in a manner consistent with charitable purposes and does not engage in activities that could jeopardize its tax-exempt status, periodic reviews shall be conducted. The periodic reviews shall, at a minimum, include the following subjects:

- a.** Whether partnerships, joint ventures, and arrangements with management organizations conform to the Organization's written policies, are properly recorded, reflect reasonable investment or payments for goods and services, further charitable purposes and do not result in inurement, impermissible private benefit or in an excess benefit transaction.
- b.** When conducting the periodic reviews, the Organization may, but need not, use outside advisors. If outside experts are used, their use shall not relieve the governing board of its responsibility for ensuring periodic reviews are conducted.

**7. Annual Statements.** Each director, principal officer and member of a committee with governing board delegated powers shall annually sign a statement which affirms such person:

- a.** Has received a copy of the conflicts of interest policy,
- b.** Has read and understands the policy,
- c.** Has agreed to comply with the policy, and
- d.** Understands the Organization is charitable and in order to maintain its federal tax exemption it must engage primarily in activities which accomplish one or more of its tax-exempt purposes.

**Please see attachment A for Definitions**

**Please see attachment B for Case Studies**



### Attachment A-Definitions

Affiliated. Created by, controlled by, or closely related to a governmental unit, including a State, a possession of the United States, or any political subdivision of a State or a possession of the United States, or the United States, or the District of Columbia.

Arm's length. A transaction between parties having adverse (or opposing) interests; where none of the participants are in a position to exercise substantial influence over the transaction because of business or family relationship(s) with more than one of the parties.

Business relationships. Employment and contractual relationships, and common ownership of a business where any officers, directors, or trustees, individually or together, possess more than a 35% ownership interest in common. Ownership means voting power in a corporation, profits interest in a partnership, or beneficial interest in a trust.

Bylaws. The internal rules and regulations of an organization.

Certification of filing. Articles of incorporation for your organization showing evidence that on a specific date they were filed with and approved by an appropriate state authority.

Close connection. A relationship between organizations that may include: control of one organization by another through common governance or through authority to approve budgets or expenditures; coordination of operations as to facilities, programs, employees, or other activities; or common persons exercising substantial influence over all of the organizations.

Common control. You and one or more other organizations have (1) a majority of your governing boards or officers appointed or elected by the same organization(s), or (2) a majority of your governing boards or officers consist of the same individuals. Common control also occurs when you and one or more commonly controlled organizations have a majority ownership interest in a corporation, partnership, or trust. Ownership means voting power in a corporation, profits interest in a partnership, or beneficial interest in a trust.

Community. The local or regional geographic area to be served by an organization.

Compensation. All forms of income from working, including salary or wages; deferred compensation; retirement benefits, whether in the form of a qualified or non-qualified employee plan (for example: pensions or annuities); fringe benefits (for example: personal vehicle, meals, lodging, personal and family educational benefits, low interest loans, payment of personal travel, entertainment, or other expenses, athletic or country club membership, and personal use of your property); and bonuses.

Conflict of interest policy. A conflict of interest arises when a person in a position of authority over an organization, such as a director, officer, or manager, may benefit personally from a decision he or she could make. A conflict of interest policy consists of a set of procedures to follow to avoid the possibility that those in positions of authority over an organization may receive an inappropriate benefit.



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**Corporation.** An entity organized under a Federal or state statute, or a statute of a federally recognized Indian tribal or Alaskan native government.

**Develop.** Develop means the planning, financing, construction, or provision of similar services involved in the acquisition of real property, such as land or a building.

**Disqualified person.** Any individual or organization that is:

- a. A substantial contributor to you (see *substantial contributor*).
- b. An officer, director, trustee, or any other individual who has similar powers or responsibilities.
- c. An individual who owns more than 20% of the total combined voting power of a corporation that is a substantial contributor to you.
- d. An individual who owns more than 20% of the profits interest of a partnership that is a substantial contributor to you.
- e. An individual who owns more than 20% of the beneficial interest of a trust or estate that is a substantial contributor to you.
- f. A member of the family of any individual described in a, b, c, d, or e above;
- g. A corporation in which any individuals described in a, b, c, d, e, or f above hold more than 35% of the total combined voting power;
- h. A trust or estate in which any individuals described in a, b, c, d, e, or f above hold more than 35% of the beneficial interests; and
- i. A partnership in which any individuals described a, b, c, d, e, or f above hold more than 35% of the profits interest.

**Earmark.** Donations or other contributions given to you to assist particular individuals or specific identified groups.

**Economic development.** Organizations formed to combat community deterioration by assisting businesses located in a particular geographic area whose economy is economically depressed or deteriorating. Economic development activities include grants, loans, provision of information and expertise, or creation of industrial parks. Economic development organizations may also be formed to eliminate prejudice and discrimination or lessen the burdens of government through involvement with business development.

**Expenses.** Financial burdens or outlays; costs (of doing business); business outlays chargeable against revenues. For purposes of this policy, expenses mean direct and indirect expenses.

**Fair market value.** The price at which property or the right to use property would change hands between a willing buyer and a willing seller, neither being under any compulsion to buy, sell, or transfer property or the right to use property, and both having reasonable knowledge of relevant facts.

**Family.** Includes an individual's spouse, ancestors, children, grandchildren, great grandchildren, siblings (whether by whole or half blood), and the spouses of children, grandchildren, great grandchildren, and siblings.



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Foreign country. A country other than the United States, its territories and possessions, and the District of Columbia.

For-profit. A business entity whose activities are conducted or maintained to make a profit (e.g. revenues greater than expenses).

Foundation manager. Officers, directors, or trustees, or an individual having powers or responsibilities similar to those of a foundation's officers, directors, or trustees.

Fundraising. The organized activity of raising funds, whether by volunteers, employees, or paid independent contractors.

Financial Interest. A person has a financial interest if the person has, directly or indirectly, through business, investment, or family:

- a. An ownership or investment interest in any entity with which the Organization has a transaction or arrangement,
- b. A compensation arrangement with the Organization or with any entity or individual with which the Organization has a transaction or arrangement, or
- c. A potential ownership or investment interest in, or compensation arrangement with, any entity or individual with which the Organization is negotiating a transaction or arrangement.

Compensation includes direct and indirect remuneration as well as gifts or favors that are not insubstantial.

A financial interest is not necessarily a conflict of interest. Under Article II, Section 2, a person who has a financial interest may have a conflict of interest only if the appropriate governing board or committee decides that a conflict of interest exists.

Gross investment income. As defined in section 509, gross investment income means the gross amount of income from interest, dividends, payments with respect to securities loans, rents, and royalties, but not including any such income to the extent included in computing the tax imposed by section 511.

Gross receipts. For purposes of *Part IX-A. Statement of Revenues and Expenses*, gross receipts includes monies earned from activities related to your charitable or other section 501(c)(3) activities, such as selling admissions or merchandise, performing services, or furnishing facilities.

Handicapped. Persons with physical or mental disabilities with special needs for suitable housing, physical and mental health care, civic, cultural, and recreational activities, transportation, and an overall environment conducive to dignity and independence.

Interested Person. Any director, principal officer, or member of a committee with governing board delegated powers, who has a direct or indirect financial interest, as defined below, is an interested person.

Independent contractors. Persons who are not treated as employees for employment tax purposes.





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**Influence legislation.** The act of directly contacting or urging the public to contact members of a legislative body for the purpose of proposing, supporting, or opposing legislation. You are also attempting to influence legislation if you advocate the adoption or rejection of legislation.

**Intellectual property.** A type of property (distinct from real or personal property) which includes:

- a. Patents (for inventions).
- b. Copyrights (for literary and artistic works such as novels, poems, plays, films, musical works, drawings, paintings, photographs, sculptures, architectural designs, performances, recordings, film, and radio or television programs).
- c. Trade names, trade marks, and service marks (for symbols, names, images, and designs).
- d. Formulas, know-how, and trade secrets.

**Joint ventures.** A legal agreement in which the parties jointly undertake a transaction for mutual profit. Generally, each person contributes assets and shares risks. Like a partnership, joint ventures can involve any type of business transaction and the “persons” involved can be individuals, groups of individuals, companies, or corporations.

**Non-fixed payments.** A non-fixed payment means a payment that depends on discretion. For example, a bonus of up to \$100,000 that is based on an evaluation of performance by the governing board is a non-fixed payment because the governing body has discretion over whether the bonus is paid and the amount of the bonus.

**Organizing document.** The organizing document depends on the form of the organization. For a corporation, the document is the articles of incorporation. For a limited liability company (LLC), the document is the articles of organization. For an unincorporated association, the document is the articles of association or constitution. The organizing document of a trust is the trust agreement.

**Political.** You participate in a political campaign if you promote or oppose, through political literature, brochures, pamphlets, hosting or participating in events, etc., the candidacy of an individual for public office. Debates and nonpartisan voter education are not considered political.

**Predecessor.** An organization whose activities or assets were taken over by another organization.

**Private foundations.** Organizations that are exempt under section 501(c)(3) are private foundations unless they are: churches, schools, hospitals, governmental units, entities that undertake testing for public safety; organizations that have broad financial support from the general public; or organizations that support one or more other organizations that are themselves classified as public charities.

**Private operating foundation.** A type of private foundation that lacks general public support, but makes qualifying distributions directly for the active conduct of its educational, charitable,





and religious purposes. "Directly for the active conduct" means that the distributions are used by the foundation itself to carry out the programs for which it is organized and operated. Grants made to assist other organizations or individuals are normally considered indirect.

Public charity. Organizations that are exempt under section 501(c)(3) and are not private foundations because they are: churches, schools, hospitals, governmental units, entities that undertake testing for public safety; organizations that have broad financial support from the general public; or organizations that support one or more other organizations that are themselves classified as public charities. Public charity status is a more favorable tax status than private foundation status.

Reasonable compensation. Reasonable compensation is the amount that would ordinarily be paid for like services by like organizations under like circumstances as of the date the compensation arrangement is made. Reasonable compensation is important because excessive benefits in the form of compensation to disqualified persons may result in the imposition of excise taxes and jeopardize the organization's tax-exempt status.

Related. The family or business relationships between persons.

Relationship. A relationship between you and the recipient organization includes the following situations:

- a. You control the organization or it controls you through common officers, directors, or trustees, or through authority to approve budgets or expenditures.
- b. You and the organization were created at approximately the same time and by the same persons.
- c. You and the organization operate in a coordinated manner with respect to facilities, programs, employees, or other activities.
- d. Persons who exercise substantial influence over you also exercise substantial influence over the other organization.

Revenue. Revenue means gross revenue amounts.

Similarly situated

Similarly situated organizations means tax-exempt or taxable organizations of a comparable size, purpose, and resources.

Substantial contributor. Any individual or organization that gave more than \$5,000 to you from the date you were formed or other date that your exemption would be effective, to the end of the year in which the contributions were received. This total amount contributed must also be more than 2% of all the contributions you received. A creator of a trust is treated as a substantial contributor regardless of the amount contributed.

Successor. An organization that took over:

- a. More than a negligible amount of the activities that were previously conducted by another organization;
- b. Twenty-five percent or more of the fair market value of the net assets of another



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organization; or

- c. Was established upon the conversion of an organization from for-profit to non-profit status.

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Unusual grants. Substantial contributions and bequests from disinterested persons that by their size adversely affect classification as a public charity. They are:

- a. Unusual;
- b. Unexpected; and
- c. Received from an unrelated party.



**ATTACHMENT B- Memorandum**

**To:** Agnes Balassa

**From:** Brian M. Thompson

**Re:** Conflict of Interest Policy Issues  
The Enterprise for Employment and Education

**Date:** January 25, 2008

**Background:** The proposed Conflict of Interest Policy addresses both direct and indirect conflicts of interest and sets out a procedure to be followed to deal with them. The following examples illustrate the language of the Conflict of Interest Policy and discuss the interaction of Federal Income Tax law, Oregon Nonprofit Law, and the Oregon Government Standards and Practices Act in various fact patterns.

**Example One:** Board Member is a County Commissioner whose salary is paid from the County's General Fund. The Salary is set by law and is unrelated to the County's income for the year. Board Member participates and votes on a Contract with a service provider to provide job re-training for Forest Industry workers into Long Term Care/Nursing Home Industry workers. The Service Provider is a Nursing Home owned and operated by Board Member's Spouse. The terms of the contract specifically state that Workforce Investment Funds will be used to pay a salary to Board Member's Spouse as well as defer costs of operating the Board Member's Spouse's nursing home.

- **Is this a Direct Conflict of Interest for the Commissioner under the Enterprise's Conflict of Interest Policy?** Yes. The Commissioner's Family Member (spouse) has a financial interest in the transaction (the Nursing Home).

The policy states: "A director or officer has a direct conflict of interest in any transaction or arrangement if the director or officer or a member of the director's or officer's family has a financial interest in the transaction or arrangement."

- **Is this an Indirect Conflict of Interest for the Commissioner under the Enterprise's Conflict of Interest Policy?** Yes. The Commissioner's Family Member (spouse) has a financial interest in the entity involved in the transaction (the Nursing Home).



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The policy states: A director or officer has an indirect interest in any transaction or arrangement if that director or officer or a family member:

- d. has a financial interest or potential financial interest in any entity or individual involved in the transaction or agreement.
- **Is this an Excess Personal Benefit under Internal Revenue Code Section 4958?** No, assuming that the fee paid represents the value conferred. But specific procedures set out in Treasury Regulation 53.4958-6(c)(1)(ii) should be followed.
- **Must the Commissioner Declare a Conflict of Interest under the Oregon Government Standards and Practices Act?** Yes. The spouse of a “Public Official” is receiving a direct benefit.

Oregon Revised Statutes Section 244.020(1) provides: “ ‘Actual conflict of interest’ means any action or any decision or recommendation by a person acting in a capacity as a public official, the effect of which would be to the private pecuniary benefit or detriment of the person or the person’s relative or any business with which the person or a relative of the person is associated.”

- **Is this a Conflict of Interest under Nonprofit Law?** Yes, under a similar analysis. ORS 65.361

**Example Two:** Board Member is a County Commissioner whose salary is paid from the County’s General Fund. The Salary is set by law and is unrelated to the County’s income for the year. Board Member participates and votes on a Contract with a service provider to provide job counseling for dislocated workers. The contract is for services to be provided by non-county employees. County Commissioner’s son is an adult dislocated worker (due to a Mill Shutdown) who will be eligible for services.

- **Is this a Direct Conflict of Interest for the Commissioner under the Enterprise’s Conflict of Interest Policy?** No. There is no direct benefit to the family member. See the analysis and specific exemption provided under the Government Standards and Practices Act, below.
- **Is this an Indirect Conflict of Interest for the Commissioner under the Enterprise’s Conflict of Interest Policy?** No. See the analysis and specific exemption provided under the Government Standards and Practices Act, below.



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- **Must the Commissioner Declare a Conflict of Interest under the Oregon Government Standards and Practices Act?** No, there is a specific exemption for transactions which benefit an entire class of similarly situated persons in an industry.

Oregon Revised Statutes Section ORS 244.0020(14) provides:

“Potential conflict of interest” means any action or any decision or recommendation by a person acting in a capacity as a public official, the effect of which **could** be to the private pecuniary benefit or detriment of the person or the person’s relative, or a business with which the person or the person’s relative is associated.

Clearly, the transaction **could** benefit a family member of the Board Member. However, this transaction is exempt under an exception set out in ORS 244.020(14)(b), as follows:

“Any action in the person’s official capacity which would affect to the same degree a class consisting of all inhabitants of the state, or a smaller class consisting of an industry, occupation or other group including one of which or in which the person, or the person’s relative or business with which the person or the person’s relative is associated, is a member or is engaged.”

- **Is this an Excess Personal Benefit under Internal Revenue Code Section 4958?** No. The Commissioner is not getting an excess personal benefit.
- **Is this a Conflict of Interest under Nonprofit Law?** No, under a similar analysis.

**Example Three:** Board Member is a County Commissioner whose salary is paid from the County’s General Fund. The Salary is set by law and is unrelated to the County’s income for the year. Board Member participates and votes on a Contract Extension with Commissioner’s County. The contract is for services to be provided by county employees to county residents and is to operate directly under the auspices of the Workforce Investment Act. County Commissioner will not be personally providing services under the contract.

- **Is this a Direct Conflict of Interest for the Commissioner under the Enterprise’s Conflict of Interest Policy?** No. In this fact pattern, there is no direct benefit to the Commissioner or a family member.

The policy states: “A director or officer has a direct conflict of interest in any transaction or arrangement if the director or officer or a member of the



director's or officer's family has a financial interest in the transaction or arrangement."

- **Is this an Indirect Conflict of Interest for the Commissioner under the Enterprise's Conflict of Interest Policy?** No. Although this fact pattern appears to be an Indirect Conflict under Policy Section 2(c), it is not. This is because the Commissioner cannot control the awarding of the contract. The Policy States:

(2) A director or officer has an indirect interest in any transaction or arrangement if that director or officer or a family member:

(c) is a director, officer, or trustee of a profit or nonprofit entity involved in the transaction or arrangement and the transaction or arrangement is of such important that it is or should be considered by the board of that entity.

The County Commissioner is NOT a member of a profit or non-profit entity in this case. Instead, the Commissioner is an elected official representing a member local government who is responsible for the public monies funding this program. In addition, the Policy is aimed at transactions in which the Commissioner would have substantial control over the transaction. In this case, the Enterprise Board is quite large and diverse, thus a single County Commissioner cannot control the award of the contract.<sup>1</sup>

- **Is this an Excess Personal Benefit under Internal Revenue Code Section 4958?** No. The Commissioner is not getting an excess personal benefit.
- **Must the Commissioner Declare a Conflict of Interest under the Oregon Government Standards and Practices Act?** No. This fact pattern does not amount to a direct pecuniary benefit to the commissioner. ORS Section 244.020(1).
- **Is this a Conflict of Interest under Nonprofit Law?** No. ORS Section 65.361(1).

**Example Four:** Board Member is a CPA whose salary is paid from the Board Member's CPA firm. The Salary is directly related to the CPA firm's gross annual revenue. The Board requests proposals from CPA firms to provide auditing services to the Board. Board Member's CPA firm is ready, willing, and able to make a proposal to

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provide such services. However, the CPA Board Member will not directly work on the Board's Audit.

- **Is this a Direct Conflict of Interest for the CPA under the Enterprise's Conflict of Interest Policy?** No. The CPA is not actually doing the audit nor directly receiving payment.
- **Is this an Indirect Conflict of Interest for the CPA under the Enterprise's Conflict of Interest Policy?** Yes. The CPA has an interest in the business entity doing the audit.
- **Is this an Excess Personal Benefit under Internal Revenue Code Section 4958?** No, assuming that the fee paid the CPA firm represents the value of the audit. But specific procedures set out in Treasury Regulation 53.4958-6(c)(1)(ii) should be followed.
- **Must the CPA Declare a Conflict of Interest under the Oregon Government Standards and Practices Act?** Probably not. The CPA Board Member probably is not a "Public Official." <sup>ii</sup>
- **Is this a Conflict of Interest under Nonprofit Law?** Yes.

**Example Five:** Board Member is employed by Adult and Dislocated Worker Program Service Provider (assume Service Provider is a mandatory WIA Partner). Board Member's salary is paid by Service Provider. The Salary is directly dependent upon the Service Provider continuing to provide services. The Board requests proposals from Service Providers to provide Adult and Dislocated Worker services to the Board. Board Member's firm is ready, willing, and able to make a proposal to provide such services.

- **Is this a Direct Conflict of Interest for the Board Member under the Enterprise's Conflict of Interest Policy?** No.
- **Is this an Indirect Conflict of Interest for the Board Member under the Enterprise's Conflict of Interest Policy?** Yes. Under Section 2(b).
- **Is this an Excess Personal Benefit under Internal Revenue Code Section 4958?** No, assuming that the fee paid the Service Provider represents the value of the services provided. But specific procedures set out in Treasury Regulation 53.4958-6(c)(1)(ii) should be followed.





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- **Must the Board Member Declare a Conflict of Interest under the Oregon Government Standards and Practices Act?** Probably, but the answer depends upon whether the Board Member qualifies as a “Public Official.”<sup>iii</sup>
- **Is this a Conflict of Interest under Nonprofit Law?** Yes.

**Conclusion:** The Enterprise’s Conflict of Interest Policy reflects a compromise between several overlapping –and sometimes contradictory—areas of law.<sup>iv</sup> The Policy provides that a Board Member is required to both declare a conflict of interest when one arises and, after such disclosure, leave the meeting to allow other Board Members to discuss the conflict.<sup>v</sup> However, the Oregon Government Standards and Practices Act requires only disclosure of the conflict of interest.<sup>vi</sup> Similarly, the Oregon Nonprofit Corporation Act does not require that an Officer or Director leave the room if a conflict of interest arises.<sup>vii</sup> It only requires that the transaction be “fair.” Finally, the Internal Revenue Code governing tax-exempt corporations does not specifically require that a Director leave the meeting when a conflict of interest transaction is being debated, however, IRS advice letters do suggest doing so.<sup>viii</sup> The Conflict of Interest Policy is drafted to address these issues.

**ENDNOTES**

<sup>1</sup> American Campaign Academy v. Comm’r, 92 TC 1053 (1989).

<sup>1</sup> ORS 244.020(15).

<sup>1</sup> ORS 244.020(15).

<sup>1</sup> Treasury Regulation 53.4958-6 provides a very good definition for when this requirement would apply:

Treasury Regulation 53.4958-6(b) *Excess benefit defined.* An excess benefit is the amount by which the value of the economic benefit provided by an applicable tax-exempt organization directly or indirectly to or for the use of any disqualified person exceeds the value of the consideration (including the performance of services) received for providing such benefit.

<sup>1</sup> The Enterprise’s Conflict of Interest Policy Provides:

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A conflict of interest transaction or arrangement is a transaction or arrangement with this corporation in which a director or officer has a direct or indirect interest.

3. A director or officer has a direct conflict of interest in any transaction or



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arrangement if the director or officer or a member of the director's or officer's family has a financial interest in the transaction or arrangement.

4. A director or officer has an indirect interest in any transaction or arrangement if that director or officer or a family member:
  - a. has a financial interest or potential financial interest in any entity or individual involved in the transaction or agreement;
  - b. has a compensation arrangement with any entity or individual with which this corporation has a transaction or arrangement; or
  - c. is a director, officer, or trustee of a profit or nonprofit entity involved in the transaction or arrangement and the transaction or arrangement is of such important that it is or should be considered by the board of that entity.

**5. Procedures for Addressing the Conflict of Interest.**

- e. The interested director/officer may make a presentation at the governing board or committee meeting, but after the presentation, he/she shall **leave the meeting** during the discussion of, and the vote on, the transaction or arrangement involving the possible conflict of interest.
- f. The chairperson of the governing board or committee shall, if appropriate, appoint a disinterested person or committee to investigate alternatives to the proposed transaction or arrangement.
- g. After exercising due diligence, the governing board or committee shall determine whether the Organization can obtain with reasonable efforts a more advantageous transaction or arrangement from a person or entity that would not give rise to a conflict of interest.
- h. If a more advantageous transaction or arrangement is not reasonably possible under circumstances not producing a conflict of interest, the governing board or committee shall determine by a majority vote of the disinterested directors whether the transaction or arrangement is in the Organization's best interest, for its own benefit, and whether it is fair and reasonable. In conformity with the above determination it shall make its decision as to whether to enter into the transaction or arrangement.



<sup>1</sup> ORS Chapter 244, Government Standards and Practices

**ORS 244.010(2)** The Legislative Assembly recognizes that it is the policy of the state to have serving on many state and local boards and commissions state and local officials who may have potentially conflicting public responsibilities by virtue of their positions as public officials and also as members of the boards and commissions, and declares it to be the policy of the state that the holding of such offices does not constitute the holding of incompatible offices unless expressly stated in the enabling legislation.

**244.020 Definitions.** As used in this chapter, unless the context requires otherwise:

**(1) “Actual conflict of interest”** means any action or any decision or recommendation by a person acting in a capacity as a public official, the effect of which would be to the private pecuniary benefit or detriment of the person or the person’s relative or any business with which the person or a relative of the person is associated unless the pecuniary benefit or detriment arises out of circumstances described in subsection (14) of this section.

**(14) “Potential conflict of interest”** means any action or any decision or recommendation by a person acting in a capacity as a public official, the effect of which could be to the private pecuniary benefit or detriment of the person or the person’s relative, or a business with which the person or the person’s relative is associated, unless the pecuniary benefit or detriment arises out of the following:

- (a) An interest or membership in a particular business, industry, occupation or other class required by law as a prerequisite to the holding by the person of the office or position.
- (b) Any action in the person’s official capacity which would affect to the same degree a class consisting of all inhabitants of the state, or a smaller class consisting of an industry, occupation or other group including one of which or in which the person, or the person’s relative or business with which the person or the person’s relative is associated, is a member or is engaged. The commission may by rule limit the minimum size of or otherwise establish criteria for or identify the smaller classes that qualify under this exception.
- (c) Membership in or membership on the board of directors of a nonprofit corporation that is tax-exempt under section 501(c) of the Internal Revenue Code.



<sup>1</sup> Oregon Nonprofit Corporation Act

**65.361 Director conflict of interest.** (1) A conflict of interest transaction is a transaction with the corporation in which a director of the corporation has a direct or indirect interest. A conflict of interest transaction is not voidable or the basis for imposing liability on the director if the transaction is fair to the corporation at the time it was entered into or is approved as provided in subsection (2) or (3) of this section.

(2) A transaction in which a director of a public benefit or religious corporation has a conflict of interest may be approved:

(a) By the vote of the board of directors or a committee of the board of directors if the material facts of the transaction and the director's interest are disclosed or known to the board of directors or committee of the board of directors; or

(b) By obtaining approval of the:

(A) Attorney General; or

(B) The circuit court in an action in which the Attorney General is joined as party.

(3) A transaction in which a director of a mutual benefit corporation has a conflict of interest may be approved:

(a) In advance by the vote of the board of directors or a committee of the board of directors if the material facts of the transaction and the director's interest were disclosed or known to the board of directors or a committee of the board of directors; or

(b) If the material facts of the transactions and the director's interest were disclosed or known to the members and they authorized, approved or ratified the transaction.

(4) For the purposes of this section, a director of the corporation has an indirect interest in a transaction if:

(a) Another entity in which the director has a material interest or in which the director is a general partner is a party to the transaction; or

(b) Another entity of which the director is a director, officer or trustee is a party to the transaction, and the transaction is or should be considered by the board of directors of the corporation.

(5) For purposes of subsections (2) and (3) of this section, a conflict of interest transaction is authorized, approved or ratified if it receives the affirmative vote of a majority of the directors on the board of directors or on the committee who have no direct or indirect interest in the transaction. A transaction may not be authorized, approved or ratified under this section by a single director. If a majority of the directors who have no direct or indirect interest in the transaction votes to authorize, approve or ratify the transaction, a quorum is present for the purpose of taking action under this section. The presence of, or a vote cast by, a director with a direct or indirect interest in the transaction does not affect the validity of any action taken under subsection (2)(a) or (3)(a) of this section if the transaction is otherwise approved as provided in subsection



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(2) or (3) of this section.

(6) For purposes of subsection (3)(b) of this section, a conflict of interest transaction is authorized, approved or ratified by the members if it receives a majority of the votes entitled to be counted under this subsection. Votes cast by or voted under the control of a director who has a direct or indirect interest in the transaction, and votes cast by or voted under the control of an entity described in subsection (4) of this section may be counted in a vote of members to determine whether to authorize, approve or ratify a conflict of interest transaction under subsection (3)(b) of this section. A majority of the members, whether or not present, that are entitled to be counted in a vote on the transaction under this subsection constitutes a quorum for the purpose of taking action under this section.

(7) The articles, bylaws or a resolution of the board may impose additional requirements on conflict of interest transactions. [1989 c.1010 §89]

<sup>1</sup> The “Leave the Room” requirement is specifically included in the Internal Revenue Service’s model Conflict of Interest Policy. A Conflict of Interest Policy is specifically requested on IRS Form 1023, Application for Exemption from Income Taxation, at line 5A.<sup>1</sup> Beginning in 2004, and continuing on into 2008, the IRS has focused on nonprofit officer and director compensation and benefit issues. This increased scrutiny has resulted in audits and/or further examination of several nonprofit corporations.<sup>1</sup>

As a result of its increased scrutiny, the IRS has published guidance for nonprofit boards. This guidance includes a list of “Good Guidance Practices”.<sup>1</sup> Included in this guidance is the following advice:

Charities should generally not compensate persons for service on the board of directors except to reimburse direct expenses of such service. ... Charities may pay reasonable compensation for services provided by officers and staff. In determining reasonable compensation, a charity may wish to rely on the rebuttable presumption test of section 4958 of the Internal Revenue Code and Treasury Regulation section of 53.4958-6.

The rebuttable presumption test of Section 4958 and Treasury Regulation 53.4958-6(c)(1)(ii) establishes the “Leave The Room” provision, as follows:

*Treasury Regulation 53.4958-6 (c) Requirements for invoking rebuttable presumption—(1) Approval by an authorized body—*

...



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(ii) *Individuals not included on authorized body.* For purposes of determining whether the requirements of paragraph (a) of this section have been met with respect to a specific compensation arrangement or property transfer, an individual is not included on the authorized body when it is reviewing a transaction if that individual meets with other members only to answer questions, and otherwise recuses himself or herself from the meeting and **is not present during debate and voting on the compensation arrangement or property transfer.**

<sup>i</sup> American Campaign Academy v. Comm'r, 92 TC 1053 (1989).

<sup>ii</sup> ORS 244.020(15).

<sup>iii</sup> ORS 244.020(15).

<sup>iv</sup> Treasury Regulation 53.4958-6 provides a very good definition for when this requirement would apply:

Treasury Regulation 53.4958-6(b) *Excess benefit defined.* An excess benefit is the amount by which the value of the economic benefit provided by an applicable tax-exempt organization directly or indirectly to or for the use of any disqualified person exceeds the value of the consideration (including the performance of services) received for providing such benefit.

<sup>v</sup> The Enterprise's Conflict of Interest Policy Provides:

**POLICY**

A conflict of interest transaction or arrangement is a transaction or arrangement with this corporation in which a director or officer has a direct or indirect interest.

1. A director or officer has a direct conflict of interest in any transaction or arrangement if the director or officer or a member of the director's or officer's family has a financial interest in the transaction or arrangement.
2. A director or officer has an indirect interest in any transaction or arrangement if that director or officer or a family member:
  - a. has a financial interest or potential financial interest in any entity or individual involved in the transaction or agreement;
  - b. has a compensation arrangement with any entity or individual with which this corporation has a transaction or arrangement; or



- c. is a director, officer, or trustee of a profit or nonprofit entity involved in the transaction or arrangement and the transaction or arrangement is of such important that it is or should be considered by the board of that entity.

### 3. Procedures for Addressing the Conflict of Interest.

- a. The interested director/officer may make a presentation at the governing board or committee meeting, but after the presentation, he/she shall **leave the meeting** during the discussion of, and the vote on, the transaction or arrangement involving the possible conflict of interest.
- b. The chairperson of the governing board or committee shall, if appropriate, appoint a disinterested person or committee to investigate alternatives to the proposed transaction or arrangement.
- c. After exercising due diligence, the governing board or committee shall determine whether the Organization can obtain with reasonable efforts a more advantageous transaction or arrangement from a person or entity that would not give rise to a conflict of interest.
- d. If a more advantageous transaction or arrangement is not reasonably possible under circumstances not producing a conflict of interest, the governing board or committee shall determine by a majority vote of the disinterested directors whether the transaction or arrangement is in the Organization's best interest, for its own benefit, and whether it is fair and reasonable. In conformity with the above determination it shall make its decision as to whether to enter into the transaction or arrangement.

<sup>vi</sup> ORS Chapter 244, Government Standards and Practices

**ORS 244.010(2)** The Legislative Assembly recognizes that it is the policy of the state to have serving on many state and local boards and commissions state and local officials who may have potentially conflicting public responsibilities by virtue of their positions as public officials and also as members of the boards and commissions, and declares it to be the policy of the state that the holding of such offices does not constitute the holding of incompatible offices unless expressly stated in the enabling legislation.



**244.020 Definitions.** As used in this chapter, unless the context requires otherwise:

(1) **“Actual conflict of interest”** means any action or any decision or recommendation by a person acting in a capacity as a public official, the effect of which would be to the private pecuniary benefit or detriment of the person or the person’s relative or any business with which the person or a relative of the person is associated unless the pecuniary benefit or detriment arises out of circumstances described in subsection (14) of this section.

(14) **“Potential conflict of interest”** means any action or any decision or recommendation by a person acting in a capacity as a public official, the effect of which could be to the private pecuniary benefit or detriment of the person or the person’s relative, or a business with which the person or the person’s relative is associated, unless the pecuniary benefit or detriment arises out of the following:

- (a) An interest or membership in a particular business, industry, occupation or other class required by law as a prerequisite to the holding by the person of the office or position.
- (b) Any action in the person’s official capacity which would affect to the same degree a class consisting of all inhabitants of the state, or a smaller class consisting of an industry, occupation or other group including one of which or in which the person, or the person’s relative or business with which the person or the person’s relative is associated, is a member or is engaged. The commission may by rule limit the minimum size of or otherwise establish criteria for or identify the smaller classes that qualify under this exception.
- (c) Membership in or membership on the board of directors of a nonprofit corporation that is tax-exempt under section 501(c) of the Internal Revenue Code.

vii Oregon Nonprofit Corporation Act

**65.361 Director conflict of interest.** (1) A conflict of interest transaction is a transaction with the corporation in which a director of the corporation has a direct or indirect interest. A conflict of interest transaction is not voidable or the basis for imposing liability on the director if the transaction is fair to the corporation at the time it was entered into or is approved as provided in subsection (2) or (3) of this section.

(2) A transaction in which a director of a public benefit or religious corporation has a





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conflict of interest may be approved:

(a) By the vote of the board of directors or a committee of the board of directors if the material facts of the transaction and the director's interest are disclosed or known to the board of directors or committee of the board of directors; or

(b) By obtaining approval of the:

(A) Attorney General; or

(B) The circuit court in an action in which the Attorney General is joined as party.

(3) A transaction in which a director of a mutual benefit corporation has a conflict of interest may be approved:

(a) In advance by the vote of the board of directors or a committee of the board of directors if the material facts of the transaction and the director's interest were disclosed or known to the board of directors or a committee of the board of directors; or

(b) If the material facts of the transactions and the director's interest were disclosed or known to the members and they authorized, approved or ratified the transaction.

(4) For the purposes of this section, a director of the corporation has an indirect interest in a transaction if:

(a) Another entity in which the director has a material interest or in which the director is a general partner is a party to the transaction; or

(b) Another entity of which the director is a director, officer or trustee is a party to the transaction, and the transaction is or should be considered by the board of directors of the corporation.

(5) For purposes of subsections (2) and (3) of this section, a conflict of interest transaction is authorized, approved or ratified if it receives the affirmative vote of a majority of the directors on the board of directors or on the committee who have no direct or indirect interest in the transaction. A transaction may not be authorized, approved or ratified under this section by a single director. If a majority of the directors who have no direct or indirect interest in the transaction votes to authorize, approve or ratify the transaction, a quorum is present for the purpose of taking action under this section. The presence of, or a vote cast by, a director with a direct or indirect interest in the transaction does not affect the validity of any action taken under subsection (2)(a) or (3)(a) of this section if the transaction is otherwise approved as provided in subsection (2) or (3) of this section.

(6) For purposes of subsection (3)(b) of this section, a conflict of interest transaction is authorized, approved or ratified by the members if it receives a majority of the votes entitled to be counted under this subsection. Votes cast by or voted under the control of a director who has a direct or indirect interest in the transaction, and votes cast by or voted under the control of an entity described in subsection (4) of this section may be counted in a vote of members to determine whether to authorize, approve or ratify a conflict of interest transaction under subsection (3)(b) of this section. A majority of the members, whether or not present, that are entitled to be counted in a vote on the



transaction under this subsection constitutes a quorum for the purpose of taking action under this section.

(7) The articles, bylaws or a resolution of the board may impose additional requirements on conflict of interest transactions. [1989 c.1010 §89]

<sup>viii</sup> The “Leave the Room” requirement is specifically included in the Internal Revenue Service’s model Conflict of Interest Policy. A Conflict of Interest Policy is specifically requested on IRS Form 1023, Application for Exemption from Income Taxation, at line 5A.<sup>viii</sup> Beginning in 2004, and continuing on into 2008, the IRS has focused on nonprofit officer and director compensation and benefit issues. This increased scrutiny has resulted in audits and/or further examination of several nonprofit corporations.<sup>viii</sup>

As a result of its increased scrutiny, the IRS has published guidance for nonprofit boards. This guidance includes a list of “Good Guidance Practices”.<sup>viii</sup> Included in this guidance is the following advice:

Charities should generally not compensate persons for service on the board of directors except to reimburse direct expenses of such service. ... Charities may pay reasonable compensation for services provided by officers and staff. In determining reasonable compensation, a charity may wish to rely on the rebuttable presumption test of section 4958 of the Internal Revenue Code and Treasury Regulation section of 53.4958-6.

The rebuttable presumption test of Section 4958 and Treasury Regulation 53.4958-6(c)(1)(ii) establishes the “Leave The Room” provision, as follows:

*Treasury Regulation 53.4958-6 (c) Requirements for invoking rebuttable presumption—(1) Approval by an authorized body—*

. . .

(ii) *Individuals not included on authorized body.* For purposes of determining whether the requirements of paragraph (a) of this section have been met with respect to a specific compensation arrangement or property transfer, an individual is not included on the authorized body when it is reviewing a transaction if that individual meets with other members only to answer questions, and otherwise recuses himself or herself from the meeting and **is not present**



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**during debate and voting on the compensation arrangement or property transfer.**



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**PURPOSE**

The purpose of this policy is to provide guidance for the provision of Workforce Investment Act (WIA) Title IB funds for supportive services and needs-related payments to adults and dislocated workers participating in WIA Title IB approved activities.

**REFERENCES**

Workforce Investment Act PL 105-220

WIA Section 101(46) and Section 134(e) (2) and (e) (3) (A-C)

Training and Employment Guidance Letter (TEGL) 17-05 Common Measures Policy for Employment Training Administration's (ETA) Performance Accountability System and Related Performance Issues

20 Code of Federal Regulations (CFR) 663.800, 805, 810, and 815-840

A-22 Allowable Cost Principals for Non-Profits

A-87 Allowable Cost Principals for State and Local Governments

CCWD Policy 589-30.12, Workforce Investment Act Title IB Policy Statewide Supportive Services

**POLICY**

Supportive Services may be provided to enable an individual to participate in activities authorized under WIA Title I-B. Participants must be enrolled in WIA intensive or training level services in order to receive supportive services. The justification and documentation for all supportive services must be included in electronic and hard copy participant records.

Supportive Services are intended to be provided in situations where a participant would otherwise be unable to successfully participate in WIA-authorized activity. Supportive Services will be provided on a case-by-case basis only when determined necessary and reasonable through a needs-based analysis, and dependent on funds availability.

Supportive Services are not intended to take the place of public assistance and income maintenance payments provided by social service agencies and should only be utilized when it has been determined that other sources or services outside WIA IB are not available to the participant, including all local workforce partners, community services providers, and other public and/or private agencies. Provision of supportive services will be coordinated with these organizations, where appropriate.

**DOCUMENTATION**

Documentation for each supportive service payment must be maintained in the participant file, including:

- Type of supportive service;
- Date the supportive service was provided;
- Amount/value of the purchase;
- Proof of purchase that can be tracked back to the provider's general accounting ledger; and
- Documentation that the payment was received by the participant (for non-check items such as bus passes and gift cards).



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Providers will develop procedures for distribution and provision of supportive services that must include:

- Internal controls that result in equitable treatment of participants;
- Documentation requirements, compliant with JGI policies and guidance; and
- Assurance of coordination with and non-duplication of other community resources.

Limits may be established on all supportive services by JGI, at its sole discretion, including maximum amount of funding, length of time, and exceptions to the limits on supportive services given availability of funds.

**Allowable Supportive Services:**

- Transportation Assistance
- Child care
- Dependent Care
- Housing
- Needs-Related Payments
- Other supportive services (such as work-related clothing or tools) as determined by the provider and approved by Job Growers.

**Transportation Assistance:** Requests for transportation assistance by check or gas voucher/card can be made for participants in ongoing job search, training or employment activities or WIA program services. The need for the assistance must be documented in the participant's file, in accordance with Job Growers program standards and procedures. Transportation assistance may include: bus passes; mileage reimbursement, emergency car repairs; tire purchases; car payments; vehicle and driver's licenses; and driver's license reinstatement.

**Child Care:** Childcare services are to be obtained only from State registered childcare facilities or providers, and is requested in the same manner as other supportive services. The number of childcare hours and the rates negotiated with the childcare provider shall be documented. Providers will reimburse childcare costs up to the rates established by the State of Oregon Department of Human Services Self Sufficiency Division. Payments for childcare will be made only for actual hours of childcare required to participate in an approved activity. This shall include not more than one-hour travel time to a training site (two hours round trip). The participant is liable for payment of any childcare costs incurred over and above the amount authorized by the provider.

**Dependent Care:** Dependent care will be subject to the same hour limitations as childcare and all other limitations of these support services guidelines. Dependent care must be provided in the most economical manner and obtained from licensed or certified providers.

**Housing:** Household support payments are designed to provide financial assistance necessary for persons to participate in training activities. Supportive service funds may be used to pay for shelter or utilities only if there is absolutely no other source of funds.

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**Needs-Related Payments:** Needs-Related Payments (NRPs) are financial supports that may be made available to eligible participants who are unable to participate in, or complete an approved training program without such assistance. NRPs are one of the supportive services authorized by WIA and are intended to provide cash assistance to participants.

This assistance would be contingent upon the availability of funds and the number of requests received. NRPs should be provided when it is determined that ongoing resources and income from all other sources are not adequate to support the participant while in WIA-approved training.

To qualify, a participant must:

1. Meet the eligibility requirements.
2. Be enrolled in an eligible training program within required timeframes (under WIA section 134).
3. Be unemployed and have not qualified for or exhausted their unemployment compensation.
4. Not have been disqualified from receiving unemployment insurance benefits because of fraud or overpayments, and must have received unemployment insurance benefits within the last 12 months.

Note that dislocated workers enrolled in approved training who are unemployed but who receive payments as a member of a reserve component of the U. S. Armed Services, or as a member of the Washington National Guard, for periods of duty of 72 consecutive hours or less, shall be considered unemployed for purposes of qualifying for NRPs.

Participants who qualify may be eligible to receive NRPs for up to 52 weeks, at an amount not to exceed the participant's most recent weekly unemployment insurance benefit amount at the time the participant exhausted their weekly benefit. For participants who did not qualify for unemployment compensation, the weekly payment level may not exceed the poverty level for an equivalent period.

If NRPs are provided, in addition to the documentation requirements outlined above, providers will develop internal protocols that establish attendance and academic standards for payments to continue and how will this be verified as well as the number of hours/credits a participant be registered for in order to remain eligible for NRPs. Verification of eligibility, evidence of participation in training, attestation of a participant's understanding of NRP requirements, and compliance with established attendance/academic standards for payment must be described in developed procedures and included in the participant file.

JGI must approve all NRPs prior to being provided and may limit or eliminate the availability of NRPs, at its sole discretion, at any time based on funding availability.

**Disallowed Supportive Services:**

Fines, late fees, interest payments and other costs resulting from penalties and/or sanctions are not allowable supportive services. Supportive services cannot be provided for participant expenses that occurred prior to enrollment in WIA Title IB programs. This includes such items



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as late car insurance payments or bills for household support that were due to be paid prior to the enrollment date or for services provided or items purchased prior to enrollment.

**Re-Enrollment**

Former participants who re-enroll shall be eligible for all Supportive Services, however, no participant shall be re-enrolled expressly for the purpose of increasing the availability of Supportive Services.



**YOUTH PROGRAM SUPPORT SERVICES****Date: December 6, 2013** **New** **Revised****Page 1 of 4****PURPOSE**

The purpose of this policy is to provide guidance for the provision of support services to participants of Job Growers Incorporated Youth Opportunity System through the Workforce Investment Act (WIA) Title IB Youth Services.

**REFERENCES**

Workforce Investment Act (WIA), Section 101(46)

20 Code of Federal Regulations (CFR), 664.440

Department of Community Colleges and Workforce Development Policy 589-30.12

**DEFINITIONS**

**Transportation Assistance:** Requests for transportation assistance by check or gas voucher/card can be made for those participants in on-going job search, training or employment activities or youth program services. The need for the assistance must be documented in the participant's Individual Service Plan (ISP). Payments for insurance premiums are limited to three months coverage or up to \$300 in support services payments, whichever is lower.

Transportation assistance may also include:

- Bus passes;
- Emergency car repairs;
- Tire purchases;
- Car payments;
- Vehicle and driver's licenses and driver's license reinstatement;
- Bicycles may be purchased for participants, but only when: (1) transportation is required to and from employment or training; (2) there is no access to public transportation; and, (3) it is a reasonable commuting distance by bicycle.

**Household Support:** Household support payments are designed to provide financial assistance necessary for persons to participate in job search, training or employment activities. Youth services providers are encouraged to assist participants in trying to access these emergency services from the appropriate agencies and/or social services providers. Support service funds may be used to pay for shelter or utilities only if there is absolutely no other source of funds or assistance and only if the failure to provide the assistance will result in the person dropping out of the program.

**Medical, Dental and/or Optical:** Participants must receive these services from licensed practitioners, hospitals or emergency care units. Participants should utilize, wherever



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possible, reduced price clinics. The need for these services must be emergency in nature and required for participation in services or to retain employment. Such services are subject to all limitations of these support service guidelines. Participants should be encouraged to apply for the Oregon Health Plan in order to cover medical costs. Health insurance premiums may not be paid.

**Childcare:** Childcare services are to be obtained only from State registered childcare facilities or providers, and is requested in the same manner as other support services. The number of childcare hours and the rates negotiated with the childcare provider shall be documented. Youth service providers will reimburse childcare costs up to the rates established by the State of Oregon Department of Human Services Self Sufficiency Division. Payments for childcare will be made only for actual hours of childcare required to participate in an approved activity. This shall include not more than one hour travel time to a training or job site (two hours round trip). The participant is liable for payment of any childcare costs incurred over and above the amount authorized by the youth services provider.

**Materials for Participants with Disabilities:** Materials for participants with disabilities may be provided when necessary for participation in approved activities and are subject to support services limitations and guidelines. Youth services providers will seek payment and/or coordination of these services through other agencies serving individuals with disabilities prior to issuance of any funds.

**Individual and/or Family Counseling:** Individual and/or family counseling must be emergency in nature and required for participation in services or to maintain employment. Participants must receive these services from licensed practitioners, hospitals, or care units. Participants should utilize, whenever possible, reduced price clinics. Such services are subject to all limitations of these support services guidelines.

**Dependent Care:** Dependent care will be subject to the same hour limitations as childcare and all other limitations of these support services guidelines. Dependent care must be provided in the most economical manner and obtained from licensed or certified providers.

**POLICY**

Participants must be enrolled in the Job Growers Incorporated Youth Opportunity System, and tracked in the local Management Information System (MIS) in order to receive support services payments. All support service payments must be documented in electronic and hard-copy participant records.

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To the extent it can be identified, the need for support services is to be determined during the assessment process and documented in the ISP.

Support services should only be utilized when it has been determined that other sources or services outside WIA IB are not available to the participant, and coordinated with other public and/or private agencies when appropriate. Where the need for a supportive service is not justified in the ISP or assessment documentation, there will be a case note indicating how the support service will assist the individual with progress toward program activities and goals.

Documentation for each support service payment must be maintained in the participant file, including:

- Type of supportive service;
- Date the support service was provided;
- Amount/value of the purchase;
- Proof of purchase that can be tracked back to the youth provider's general accounting ledger; and
- Documentation that the payment was received by the participant (for non-check items such as bus passes and gift cards).

**Allowable Support Services:**

- Transportation Assistance
- Work related tools, equipment, work clothing, special licensing, insurance or bonding, registration or testing fees
- Clothing and grooming needs that are essential for participants to participate in WIA IB activities or to obtain or retain employment
- Household Support
- Emergency medical, dental and/or optical needs
- Child care
- Materials for participants with disabilities
- Individual and/or Family Counseling
- Dependent Care



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- Other support services payments as determined by the youth services provider and approved by Job Growers.

Fines, late fees, interest payments and other costs resulting from penalties and/or sanctions are not allowable support services. Support services cannot be provided for participant expenses that occurred prior to enrollment in WIA Title IB programs. This includes such items as late car insurance payments or bills for household support that were due to be paid prior to the enrollment date or for services provided or items purchased prior to enrollment.



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**SELF-SUFFICIENCY**

**Date: Jul. 1, 2011**  
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**PURPOSE:** The purpose of this policy is to align the Self- Sufficiency Policy of Job Growers Incorporated with the Self- Sufficiency Policy of the Oregon Workforce Investment Board (OWIB).

**REFERENCES:**

OWIB Worksource Oregon Self-Sufficiency Policy

**POLICY:** Job Growers adopts the OWIB policy that employment itself is not a guarantee of self- sufficiency. Due to the ever-increasing skill requirements of employment at all levels, all Oregonians can benefit from increased skills. Therefore, no Oregonian seeking assistance through WorkSource Oregon shall be considered to be self- sufficient.



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**PURPOSE**

The purpose of this policy is to provide guidance for the provision of Workforce Investment Act (WIA) Title IB funds for supportive services and needs-related payments to adults and dislocated workers participating in WIA Title IB approved activities.

**REFERENCES**

Workforce Investment Act PL 105-220  
WIA Section 101(46) and Section 134(e) (2) and (e) (3) (A-C)  
Training and Employment Guidance Letter (TEGL) 17-05 Common Measures Policy for Employment Training Administration's (ETA) Performance Accountability System and Related Performance Issues  
20 Code of Federal Regulations (CFR) 663.800, 805, 810, and 815-840  
A-22 Allowable Cost Principals for Non-Profits  
A-87 Allowable Cost Principals for State and Local Governments  
CCWD Policy 589-30.12, Workforce Investment Act Title IB Policy Statewide Supportive Services

**POLICY**

Supportive Services may be provided to enable an individual to participate in activities authorized under WIA Title I-B. Participants must be enrolled in WIA intensive or training level services in order to receive supportive services. The justification and documentation for all supportive services must be included in electronic and hard copy participant records.

Supportive Services are intended to be provided in situations where a participant would otherwise be unable to successfully participate in WIA-authorized activity. Supportive Services will be provided on a case-by-case basis only when determined necessary and reasonable through a needs-based analysis, and dependent on funds availability.

Supportive Services are not intended to take the place of public assistance and income maintenance payments provided by social service agencies and should only be utilized when it has been determined that other sources or services outside WIA IB are not available to the participant, including all local workforce partners, community services providers, and other public and/or private agencies. Provision of supportive services will be coordinated with these organizations, where appropriate.

**DOCUMENTATION**

Documentation for each supportive service payment must be maintained in the participant file, including:

- Type of supportive service;
- Date the supportive service was provided;
- Amount/value of the purchase;
- Proof of purchase that can be tracked back to the provider's general accounting ledger; and
- Documentation that the payment was received by the participant (for non-check items such as bus passes and gift cards).



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Providers will develop procedures for distribution and provision of supportive services that must include:

- Internal controls that result in equitable treatment of participants;
- Documentation requirements, compliant with JGI policies and guidance; and
- Assurance of coordination with and non-duplication of other community resources.

Limits may be established on all supportive services by JGI, at its sole discretion, including maximum amount of funding, length of time, and exceptions to the limits on supportive services given availability of funds.

**Allowable Supportive Services:**

- Transportation Assistance
- Child care
- Dependent Care
- Housing
- Needs-Related Payments
- Other supportive services (such as work-related clothing or tools) as determined by the provider and approved by Job Growers.

**Transportation Assistance:** Requests for transportation assistance by check or gas voucher/card can be made for participants in ongoing job search, training or employment activities or WIA program services. The need for the assistance must be documented in the participant's file, in accordance with Job Growers program standards and procedures. Transportation assistance may include: bus passes; mileage reimbursement, emergency car repairs; tire purchases; car payments; vehicle and driver's licenses; and driver's license reinstatement.

**Child Care:** Childcare services are to be obtained only from State registered childcare facilities or providers, and is requested in the same manner as other supportive services. The number of childcare hours and the rates negotiated with the childcare provider shall be documented. Providers will reimburse childcare costs up to the rates established by the State of Oregon Department of Human Services Self Sufficiency Division. Payments for childcare will be made only for actual hours of childcare required to participate in an approved activity. This shall include not more than one-hour travel time to a training site (two hours round trip). The participant is liable for payment of any childcare costs incurred over and above the amount authorized by the provider.

**Dependent Care:** Dependent care will be subject to the same hour limitations as childcare and all other limitations of these support services guidelines. Dependent care must be provided in the most economical manner and obtained from licensed or certified providers.

**Housing:** Household support payments are designed to provide financial assistance necessary for persons to participate in training activities. Supportive service funds may be used to pay for shelter or utilities only if there is absolutely no other source of funds.





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 New  Revised

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**Needs-Related Payments:** Needs-Related Payments (NRPs) are financial supports that may be made available to eligible participants who are unable to participate in, or complete an approved training program without such assistance. NRPs are one of the supportive services authorized by WIA and are intended to provide cash assistance to participants.

This assistance would be contingent upon the availability of funds and the number of requests received. NRPs should be provided when it is determined that ongoing resources and income from all other sources are not adequate to support the participant while in WIA-approved training.

To qualify, a participant must:

1. Meet the eligibility requirements.
2. Be enrolled in an eligible training program within required timeframes (under WIA section 134).
3. Be unemployed and have not qualified for or exhausted their unemployment compensation.
4. Not have been disqualified from receiving unemployment insurance benefits because of fraud or overpayments, and must have received unemployment insurance benefits within the last 12 months.

Note that dislocated workers enrolled in approved training who are unemployed but who receive payments as a member of a reserve component of the U. S. Armed Services, or as a member of the Washington National Guard, for periods of duty of 72 consecutive hours or less, shall be considered unemployed for purposes of qualifying for NRPs.

Participants who qualify may be eligible to receive NRPs for up to 52 weeks, at an amount not to exceed the participant's most recent weekly unemployment insurance benefit amount at the time the participant exhausted their weekly benefit. For participants who did not qualify for unemployment compensation, the weekly payment level may not exceed the poverty level for an equivalent period.

If NRPs are provided, in addition to the documentation requirements outlined above, providers will develop internal protocols that establish attendance and academic standards for payments to continue and how will this be verified as well as the number of hours/credits a participant be registered for in order to remain eligible for NRPs. Verification of eligibility, evidence of participation in training, attestation of a participant's understanding of NRP requirements, and compliance with established attendance/academic standards for payment must be described in developed procedures and included in the participant file.

JGI must approve all NRPs prior to being provided and may limit or eliminate the availability of NRPs, at its sole discretion, at any time based on funding availability.

**Disallowed Supportive Services:**

Fines, late fees, interest payments and other costs resulting from penalties and/or sanctions are not allowable supportive services. Supportive services cannot be provided for participant expenses that occurred prior to enrollment in WIA Title IB programs. This includes such items



**SUPPORTIVE SERVICES AND NEEDS RELATED  
PAYMENTS**

**Date: Apr. 23, 2014**  
 New       Revised

**Page 4 of 4**

as late car insurance payments or bills for household support that were due to be paid prior to the enrollment date or for services provided or items purchased prior to enrollment.

**Re-Enrollment**

Former participants who re-enroll shall be eligible for all Supportive Services, however, no participant shall be re-enrolled expressly for the purpose of increasing the availability of Supportive Services.

MID-WILLAMETTE JOBS COUNCIL  
CHARTER  
Revised June 20, 2003

ARTICLE I: CITATION

The counties of Marion, Polk, and Yamhill in Oregon recognize the serious and complex problems resulting from unemployment among their citizens. They also recognize that a healthy, vigorous and growing economy built upon prosperous and expanding local-private business and industries provides the best solution to these problems. Further recognizing that the problems and the solutions transcend traditional governmental boundaries, Marion, Polk and Yamhill counties have determined that the solution can be best obtained by joining together in a common, concerted effort.

ARTICLE II: PURPOSE AND AUTHORITY

1. The purpose of this Charter is to establish a cooperative, voluntary arrangement among the elected officials of the member governments in order to develop and carry out programs designed to enhance employment opportunities for citizens of the tri-county area, and to provide employers with suitably qualified workers.
2. This Charter further serves to effect the designation of the three aforesaid counties as a Workforce Investment Area (WIA) pursuant to the Workforce Investment Act (29USC 2801 et. Seq., PL 105-220, 112 Stat. 939), hereinafter referred to as the ACT, and such designation by the Governor of the State of Oregon.
3. This Charter is established under the authority of the Oregon Revised Statutes, Chapter 190.

ARTICLE III: ESTABLISHMENT

1. This Charter establishes the Mid-Willamette Jobs Council, hereinafter referred to as the Council, and supersedes the Charter of the Mid-Willamette Valley Consortium adopted July 30, 1979, which agreement shall be terminated by the mutual consent of the parties upon the adoption of this Charter.

2. Except as specifically provide for herein, the Council established by this Charter shall assume all assets, obligations, liabilities, functions and authority previously vested in, owned or assigned to the Mid-Willamette Valley Consortium.

#### ARTICLE IV: GOVERNANCE

1. The Council shall be governed by a Board of Directors consisting of the nine (9) commissioners of the three (3) member counties.
2. The Board of Directors may extend ex officio non-voting membership to the President of the Enterprise for Employment and Education, created under provisions of ORS 190, and serving as the local Workforce Investment Board for the three-county area.
3. The Board of Directors shall elect a Chair and Vice Chair to serve terms of two (2) consecutive years, provided that they are currently serving and continue to serve as commissioners of Marion, Polk and Yamhill Counties. Election shall be by majority vote of the members at the first meeting of the Board of Directors in odd numbered years.
4. The Chair and Vice Chair shall be elected from among the nine commissioners who comprise the Board of Directors, provided that the two officers cannot be elected from the same county.
5. Each voting member of the Board of Directors shall have one (1) vote. Decisions shall be made by majority affirmative vote of those present at the meetings of the Board of Directors at which there is a quorum.
6. A quorum of the Board of Directors shall consist of a total of not less than five (5) voting members, provided that the five (5) shall include at least one (1) member from each county.
7. There shall be established an Executive Committee comprised of the Chair, Vice Chair, and a commissioner from the county not represented by the officers. The Committee shall have the authority to act, pending subsequent approval by the board, on half of the Board of Directors on matters that, because of the exigence of time, cannot be deferred until the next scheduled meeting of the board.

#### ARTICLE V: MEETINGS

1. The Board of Directors shall meet at such times and places as may be designated by the Chair, provided that at least one meeting shall be held in each calendar quarter.

2. A majority of the Board of Directors may, by petition to the Chair, direct that a meeting be held.
3. All meetings of the Board of Directors and the Executive Committee, unless otherwise provided herein, shall conform with the Oregon Public Meetings Law (ORS 192.610-192.690).

#### ARTICLE VI: POWERS

1. The Council shall have the power to:
  - a. Enter into agreements with agencies of the federal government, the State of Oregon, including political subdivisions thereof, or other agencies public or private for the purpose of obtaining financial assistance necessary for attaining the purposes and objectives of the Council.
  - b. Make or enter into contracts and agreements with public and private agencies and firms.
  - c. Adopt revenue and expenditure budgets and receive and disburse funds.
  - d. Establish offices and sub-offices as may be necessary.
  - e. Make, adopt and amend bylaws consistent with this Charter.
  - f. Appoint committees as may be necessary to assist in carrying out its responsibilities.
  - g. Such other powers as are necessary to enable the Council to carry out its functions and duties or which are numerated or implied by the Charter.
2. The Council shall designate a fiscal agent and administrative entity to assist the Board of Directors in carrying out its responsibilities under the ACT. Such assistance shall include the services of the chief executive officer.
3. The Chair and Vice-Chair of the Board of Directors shall be empowered to execute, on behalf of the Council, all plans, grants, contracts, agreements, applications, certifications, and similar documents as approved by the Council through the Board of Directors.
4. The Council that has been created pursuant to this agreement as the responsible organization to act as grantee on behalf of the member governments, to manage and administer programs and funds, and act as depository for funds received pursuant to this agreement, is a voluntary association of governments established pursuant to ORS 190.
5. The Council is not prevented by state or local law from taking effect in the entire geographic area to be served, namely Marion, Polk and Yamhill Counties, Oregon.

ARTICLE VII: WORKFORCE INVESTMENT BOARD

1. The Enterprise for Employment and Education, created by separate ORS 190 agreement, shall be designated the local Workforce Investment Board pursuant to Section 117 of the ACT, subject to certification by the Governor.
2. Appointments to the Workforce Investment Board shall be made by the Council's Board of Directors in accordance with the Enterprise Charter, and consistent with procedures established by the Board of Directors.
3. The Board of Directors shall enter into an agreement with the Enterprise for Employment and Education outlining perspective roles, responsibilities and authority to be exercised under the ACT.

ARTICLE VIII: DURATION AND TERMINATION

1. This Charter shall take effect upon the date of its execution and shall remain in full force and effect until terminated as provided for herein.
2. Any member government may withdraw as a participating member under this Charter by notifying the Board of Directors in writing of its intent to do so at least one-hundred and eighty (180) days prior to the end of the Council's fiscal year. Withdrawal shall become effective as of the end of the fiscal year in which it is requested subject to the provisions of paragraphs VIII.3 and VIII.4 below.
3. In the event of withdrawal by a member government, the Board of Directors shall determine the portion of the Council's assets, if any, to which the withdrawing party may be entitled. Any indebtedness or liabilities incurred by the Council on behalf of a withdrawing member government shall remain in obligation of that party.
4. The Council shall be dissolved by a majority vote of the participating member governments, or if the number of participating member governments is reduced to less than two (2), provided that such dissolution shall not become effective before the end of the fiscal year, or until all contracts to which the Council is a party are terminated, whichever is later.

ARTICLE IX: AMENDMENT

The Charter may be amended by a majority vote of each Board of Commissioners of each member government which is a participating member of the Council.

IN WITNESS WHEREOF, this Charter is amended by the parties hereto, acting as the Council Board of Directors, acting by and through their duly elected commissioners, this 20<sup>st</sup> day of June 2003.

Board of Directors  
Mid-Willamette Jobs Council

For Marion County:

\_\_\_\_\_  
Commissioner Janet Carlson

\_\_\_\_\_  
Commissioner Patti Milne

\_\_\_\_\_  
Commissioner Mike Ryan

For Polk County:

\_\_\_\_\_  
Commissioner Ron Dodge

\_\_\_\_\_  
Commissioner Mike Propes

\_\_\_\_\_  
Commissioner Tom Ritchey

For Yamhill County:

\_\_\_\_\_  
Commissioner Mary Stern

\_\_\_\_\_  
Commissioner Leslie Lewis

\_\_\_\_\_  
Commissioner Kathy George



**MID-WILLAMETTE JOBS COUNCIL**  
(Amendment to June 20, 2003 Revised CHARTER)

Consistent with its charge to work cooperatively to develop and carry out programs designed to enhance employment opportunities for citizens of the tri-county area, and to provide employers with suitably qualified workers, the Board of Commissioners of each member government (Marion County, Polk County, and Yamhill County), pursuant to Article IX of the June 20, 2003 Revised Charter, agree to the following Charter amendments:

ARTICLE VII: WORKFORCE INVESTMENT BOARD

1. Job Growers, Incorporated, an Oregon Public Benefit Corporation, and the corporate successor to Enterprise for Employment and Education, Inc., shall be designated the local Workforce Investment Board pursuant to Section 117 of the ACT.
2. Appointments to the Workforce Investment Board shall be made by the Council's Board of Directors in accordance with the By-laws of Job Growers, Incorporated, and consistent with procedures established by the Council's Board of Directors.
3. The Council's Board of Directors shall enter into an agreement with Job Growers, Incorporated, whereby Job Growers, Incorporated agrees to assume all duties and obligations assigned to the Enterprise for Employment and Education, Inc., pursuant to the June 20, 2008 Agreement, attached hereto as Exhibit A.

ARTICLE X: LIABILITIES

If liability for misuse of federal and/or state funds which is not covered by Job Growers, Incorporated can be identified to a specific county, that county shall be held responsible for such liability within the limits of the Oregon Constitution. If such liability can be identified to a specific county or counties, they shall be held responsible for their proportionate share of that liability within the limits of the Oregon Constitution. If liability cannot be identified to a specific county or counties, liability shall be shared, within the limits of the Oregon Constitution, on the basis of population ratios between the counties.

IN WITNESS WHEREOF, the June 20, 2003 Revised Charter is amended by the parties hereto, acting as the Council Board of Directors, acting by and through their duly elected commissioners, this 18<sup>th</sup> day of December 20 13.

**Board of Directors, Mid-Willamette Jobs Council.**

For Marion County:

Janet Larson  
Commissioner

David A. Best  
Commissioner

Patricia Miller  
Commissioner

For Polk County:

\_\_\_\_\_  
Commissioner

\_\_\_\_\_  
Commissioner

\_\_\_\_\_  
Commissioner

For Yamhill County:

Kathy Wagon  
Commissioner

Mary P. Stoen  
Commissioner

Allen Springer  
Commissioner

Approved As To Form  
by Christina Beaman

Christina Beaman  
County Council  
Yamhill County

Accepted by Yamhill County  
Board of Commissioners on  
12/19/13 by Board Order  
# 13-778

IN WITNESS WHEREOF, the June 20, 2003 Revised Charter is amended by the parties hereto, acting as the Council Board of Directors, acting by and through their duly elected commissioners, this 18 day of December, 2013.

**Board of Directors, Mid-Willamette Jobs Council.**

For Marion County:

\_\_\_\_\_  
Commissioner

\_\_\_\_\_  
Commissioner

\_\_\_\_\_  
Commissioner

For Polk County:

  
\_\_\_\_\_  
Commissioner

  
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Commissioner

  
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Commissioner

For Yamhill County:

\_\_\_\_\_  
Commissioner

\_\_\_\_\_  
Commissioner

\_\_\_\_\_  
Commissioner

# EXHIBIT A

**AGREEMENT AMONG**  
**MID-WILLAMETTE JOBS COUNCIL**  
**AND**  
**ENTERPRISE FOR EMPLOYMENT AND EDUCATION**

THIS AGREEMENT is entered into by and between the Commissioners of Marion, Polk and Yamhill Counties acting collectively by charter as the Mid-Willamette Jobs Council, herein referred to as Jobs Council, and the Enterprise for Employment and Education, hereinafter referred to as the Enterprise, the two entities jointly referred to herein as the Parties.

WHEREAS, the Jobs Council, an ORS 190 organization formed by Intergovernmental Agreement among Marion, Polk and Yamhill Counties, is the Chief Elected Official under the Workforce Investment Act (WIA), herein referred to as the ACT;

WHEREAS, the Enterprise, an Oregon Nonprofit Corporation, that is exempt from taxation under Internal Revenue Code Section 501(c)(3) has been designated by the Chief Elected Official and certified by the Governor as a Workforce Investment Board in accordance with the ACT;

WHEREAS, the Jobs Council has designated the Enterprise to serve as the fiscal agent and administrative entity for funds received by the Jobs Council under the ACT for the period beginning July 01, 2008;

WHEREAS, the Jobs Council has assigned the assets and the responsibility for the liabilities under the ACT to the Enterprise for the period beginning July 01, 2008;

NOW THEREFORE, the parties agree as follows:

**ARTICLE I**  
**RESPONSIBILITIES**

**A. Jobs Council**

1. Appoints members of the Enterprise Board of Directors in accordance with Section 117(c)(1) of the Act, the Jobs Council charter and the Bylaws of the Enterprise.
2. Serves as the Grant Recipient for funds allocated to the local area under Section 117(d)(3) under the Act. Pursuant to Section 117(d)(3)(B)(i)(II) of the ACT, the Jobs Council hereby designates the Enterprise to act as the Local Fiscal Agent for such funds.
3. One Commissioner from each county shall serve on the Enterprise Board of Directors (3 positions total).
4. Approves the portion of the Enterprise budget related to the ACT under Section 117(d)(3)(A) of the Act.



5. Participates as a partner of the Enterprise in the development, approval, and submission of the local strategic plan under Section 117(d)(1) and Section 118(a) of the Act.
6. Participates in the selection of one-stop operators and other service providers under Section 117(d)(2)(A) and 121(d)(1) of the ACT.
7. Participates as a partner of the Enterprise in carrying out local program oversight under Section 117(d)(4) of the ACT.
8. Participates in conjunction with the Enterprise in the negotiation of local performance measures under Section 117(d)(5) and 136(c)(2) of the ACT.
9. Participates in partnership with the Enterprise Board of Directors in the selection and performance evaluation of the Enterprise Executive Director/Jobs Council Director.

**A. The Enterprise:**

1. Serves as the fiscal agent and administrative entity for funds received by the Jobs Council under the ACT.
2. Employs a professional staff to fulfill its responsibilities under the ACT.
3. Negotiates and enters into agreements for the delivery of local services in a manner consistent with the ACT, State and Federal law, the underlying regulations, the approved local plan, and the budget.
4. Disburses funds in accordance with the ACT, State and Federal law, the underlying regulations, federal cost principles, and the approved budget.
5. Provides standard fiscal accountability for all funds received under the ACT, and related or similar State and Federal Workforce Development laws or programs, including securing the outside audit of these funds as part of the Enterprise's annual audit process.
6. Provides quarterly financial and performance reports covering activities funded under the ACT to the Jobs Council.
7. Obtains appropriate insurance and bonding coverage.
8. Provides facilities, fixed assets, supplies, and services deemed necessary to carry out its responsibilities under the ACT.
9. Serves as the designated Workforce Investment Board and one-stop operator for Oregon Workforce Region 3.

**ARTICLE III  
RESOLUTION OF DISPUTE**

Every effort shall be made to resolve any dispute which may arise among the parties through informal negotiation. If such negotiation cannot produce satisfactory resolution within 30 calendar days of the dispute being raised, then the matter shall be submitted to mediation. If the Parties are not able to mutually resolve their dispute through mediation, they agree to resolve it through binding arbitration as provided by the rules of the American Arbitration Association.

**ARTICLE IV  
TERM OF AGREEMENT**

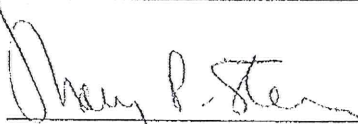
This agreement shall take effect on the date of the final signature and remain in effect until June 30, 2015.

**ARTICLE V  
ENTIRE AGREEMENT**

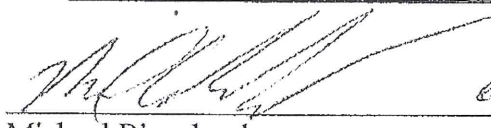
It is understood and agreed that the entire agreement among the parties is contained herein, and that this agreement supersedes all prior written or oral agreements among the parties relating to the subject matter hereof. It is further understood and agreed that certain documents of a fiscal or legal nature may be necessary for the implementation of this agreement. Any such documents shall be consistent with the terms and conditions of this agreement.

Dated this 20 day of June, 2008

For: Mid Willamette Valley Jobs Council

  
 \_\_\_\_\_  
 Mary Stern (Date) 6-20-08

For: Enterprise for Employment and Education

  
 \_\_\_\_\_  
 Michael Blanchard (Date) 6/20/08



## Event Details

### Job Growers Incorporated Youth Council Meeting

Avg. Rating: ★★★★★

#### Job Growers Incorporated Administrative Office

626 High St. NE, suite 305, Salem, OR 97301

Phone: (503) 581-1002


[submit your review](#)

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[Email this](#) 

[Facebook](#) 

Thursday, July 10 8:00 a.m. - 10:00 a.m.  [Add to my calendar](#)

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Category(ies): [Meetings](#)



**Youth Council Agenda  
July 10, 2014  
8:00 – 10:00 a.m.  
Job Growers Incorporated  
626 High Street NE, Suite 305 Salem OR 97301  
(503) 581-1002**

Public Comment

Review of PY2013

Performance

Recommend Youth Council Chair Nominee

Youth Council Manual

2014-2015 Meeting Schedule

Job Growers Updates

Next Meeting:

August 7, 2014

Youth Opportunity System (TBD)

## Job Growers Youth Council Meeting

Avg. Rating: 

### YOOP Skills Center

100 E 5th Street , Newberg, Oregon 97132

Phone: 5035811002


[submit your review](#)

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[Print](#) 

[Email this](#) 

[Facebook](#) 

Thursday, Aug. 7 8:00 a.m. - 9:30 a.m.  [Add to my calendar](#)

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Category(ies): [Meetings](#)



**Youth Council Agenda  
August 7, 2014  
8:00 – 9:30 a.m.  
YOOP Skills Center  
100 E 5th Street, Newberg OR 97132  
(503) 554-1461**

Public Comment

YOOP Presentation

WIOWA

DOL Common Measures

YOS Contract Modifications

NCRC

Tours Project - Tricia

Meeting Schedule & Locations

Next Meeting:

November 6, 2014

HALO (750 S 5<sup>th</sup> St, Independence OR 97351)

**Comment [KS1]:** PY14 Philosophy is to be youth focused.  
Changes in statewide definitions will affect our outcomes and how we have been tracking things.

**Comment [KS2]:**  
How is being used:  
•Oaks testing is Salem-Keizer School district helping youth graduate  
•College Credit  
Do your organization recognize the NCRC or prefer it in job listings?  
YMT has begun discussion on how to best implement within the Youth Opportunity System.  
How can the youth council promote NCRC?

**Comment [KS3]:** Outlook invitations sent.  
November 6th HALO  
February 5<sup>th</sup> ELY  
May 7<sup>th</sup> T3?



JOB GROWERS  
INCORPORATED

Job Growers Incorporated Board & Mid-Willamette Jobs Council Minutes

Exhibit A-20

DATE: May 17, 2013

LOCATION: Chemeketa Center for Business & Industry 626 High Street NE, Room 203 Salem, OR 97301

Job Growers Incorporated Board Start: 7:56 AM

Mid-Willamette Jobs Council Start: 7:58 AM

Job Growers Incorporated Board Adjourned: 10:18 AM

Mid-Willamette Jobs Council Adjourned: 10:18 AM

**Job Growers Incorporated Members Present:** Patrice Altenhofen, Laurie Barr, David Beam, Patricia Callihan-Bowman, Commissioner Janet Carlson, Dean Craig, Greg Creal, Teresa Cox, Rene DuBoise, Tom Erhardt, Michael Fowler, Chad Freeman, Mitchell Gee, Sarah Harvey, Gayle Klampe, Matt Lazzeri, Joe Munger, Commissioner Craig Pope, Commissioner Mary Stern, and Randy Sutton  
**Job Growers Incorporated Members Absent:** Frances Alvarado, Patrick Lanning, Laurie Roe, and Phil Tompkins

**Mid-Willamette Jobs Council Members Present:** Commissioner Sam Brentano, Commissioner Janet Carlson, Commissioner Patti Milne, Commissioner Craig Pope, Commissioner Mary Stern, and Commissioner Jennifer Wheeler

**Mid-Willamette Jobs Council Members Absent:** Commissioner Mike Ainsworth, Commissioner Kathy George, and Commissioner Allen Springer

**Public:** Danell Butler, Zac Hill, Courtney Knox Busch, Johnny Mack, Patrick O'Connor, Sam Osborne, Melissa Ulum, and Tony Frazier  
**Staff:** Liz Field, Jenni Castillo, Susan Barksdale, Ned Noretto, Anthony Martirano, Leslie Hayase, Pam Ferrara, and Gary Mueller

**Handouts:** Patrice Altenhofen's resume & nomination letter, JGI Executive Director job description, Tony Frazier resume & cover letter, and Youth RFP recommendation

Topic	Discussion
Call for Public Comment	None.
Call to Order, Roll Call, and Announcements	President Michael Fowler called the Job Growers Incorporated Board meeting to order at 7:56 am. Commissioner Mary Stern called the Mid-Willamette Jobs Council meeting to order at 7:58 am. Members were asked to introduce themselves and their affiliations. Updates were provided.
<b>JOB GROWERS INCORPORATED BOARD &amp; MID-WILLAMETTE JOBS COUNCIL ACTION:</b> Approval of Consent Agenda Job Growers Incorporated Board <u>Motion:</u> Greg Creal Second: Tom Erhardt Approved	The Consent Agenda was presented. The Board and Council reviewed its contents for approval. Consent Agenda included: agenda, attendance tracking, Job Growers Incorporated Board and Mid-Willamette Jobs Council meeting minutes for February 22, 2013, and Mid-Willamette Jobs Council meeting minutes for April 15, 2013.
Mid-Willamette Jobs Council <u>Motion:</u> Commissioner Carlson Second: Commissioner Pope	

WUB



<p><b>Approved</b></p> <p><b>MID-WILLAMETTE JOBS COUNCIL</b> <b>ACTION:</b> Appoint Patrice Altenhofen to the Job Growers Incorporated Board of Directors</p> <p><b>Motion:</b> Commissioner Milne <b>Second:</b> Commissioner Brentano <b>Approved</b></p>	<p>Commissioner Stern said that Job Growers Incorporated is requesting the appointment of Patrice Altenhofen to the Job Growers Incorporated Board of Directors. Commissioner Stern said that Patrice was a former Board member and asked her to introduce herself.</p> <p>Patrice said that she is the Executive Director of Family Building Blocks, a relief nursery serving Marion and Polk counties. She said unemployment, underemployment causes toxic stress in the homes of the families they serve, and being part of the Job Growers board can help make it possible for more people to become employed reducing stress and preventing child abuse in the home.</p>
<p><b>MID-WILLAMETTE JOBS COUNCIL</b> <b>ACTION:</b> Renew Terms of Job Growers Incorporated Board Members</p> <p><b>Motion:</b> Commissioner Carlson <b>Second:</b> Commissioner Milne <b>Approved</b></p>	<p>Commissioner Mary Stern stated that the following Job Growers Incorporated board members asked to renew for another three-year term to the Job Growers Board of Directors, they include: Dean Craig, Greg Creal, Michael Fowler, Patrick Lanning, Commissioner Craig Pope, Commissioner Mary Stern, and Rene DuBoise.</p>
<p><b>INFORMATION: President's Report</b></p>	<p>Michael thanked the following Board members who were part of the Hiring Committee for their thankless hours invested into the Executive Director search process: Teresa Cox, Commissioner Pope, Tom Erhardt, Dean Craig, Greg Creal, Matt Lazerri, Michael Fowler, Commissioner Stern, Commissioner Carlson, Chad Freeman, and Sarah Harvey. Murphy, Symond and Stowell helped guide us through the process and narrowed a long list of potential candidates to a few for the Hiring Committee to interview.</p> <p>The Officers worked hard to recruit a new slate of Board Officers and were successful.</p> <p>Conversations in the past about what we do and how we serve customers will be very different in the next 24 months with the issuance of the Executive Order, which will be discussed later.</p> <p>Michael thanked staff for all the hard work that went into the Sparkle of Excellence awards dinner.</p>
<p><b>INFORMATION: Interim Executive Director's Report</b></p>	<p>Liz Field said that Job Growers is exploring an event in the fall in partnership with SEDCOR to focus on business and partnerships to highlight our work and the Work Ready Communities initiatives.</p> <p>Liz said that Job Growers is working with other regional partners including SEDCOR on a Make it in America grant opportunity. Chad Freeman said that this opportunity could provide a total of \$2.3 million in funding and will help tie the region together. It has been a collaborative effort.</p> <p>Job Growers has many decisions to make regarding the organization's future with the issuance of the Governor's Executive Order (EO) in July – will we be a service provider or the workforce investment board. At the June 26, 2013 Executive committee meeting, we will be discussing in depth the EO. Agnes Balassa of the Governor's office and Karen Humelbaugh of CCWD have agreed to join this</p>





	<p>meeting to answer questions and to discuss what the EO means at the state level, the regional level, and for this organization. The full board is welcome to attend this meeting for additional information or may email questions to be brought forward if unable to attend. Additional information would be available in July when the Governor's Executive Order is issued.</p> <p>Michael said that the Executive Committee initially expressed concerned regarding the EO but need to come to realize that this will put Job Growers in a new role to help align a broader range of stake holders. The engagement from the Board is going to be much different from the past and he believes this is a step forward.</p>
<p><b>JOB GROWERS INCORPORATED</b>  <b>BOARD ACTION: Approve</b>  <b>Extension of Contract with</b>  <b>Nonprofit Association of Oregon</b>  <b>Motion: Dean Craig</b>  <b>Second: Teresa Cox</b>  <b>Approved</b></p>	<p>Michael said that he is requesting approval for an extension of the contract with the Nonprofit Association of Oregon to allow a smooth transition with the new Executive Director. The Board voted to hire an interim Executive Director and the Officers hired the Nonprofit Association of Oregon, which brought us Liz. That contract is set to expire on May 31, 2013 with an open-ended extension if needed. We would pay on an hourly basis and can cancel the contract at any time after the new Executive Director has fully transitioned in their new role.</p> <p>In response to a question, Michael said that the fee is in line with the fee that has already been budgeted for the Executive Director.</p>
<p><b>JOB GROWERS INCORPORATED</b>  <b>BOARD ACTION: Elect PY2013-14</b>  <b>Board Officers</b>  <b>Motion: Commissioner Pope</b>  <b>Second: Tom Erhardt</b>  <b>Approved</b></p>	<p>Michael said that per the Workforce Investment Act (WIA) a business representative from the Board must fill the President position, but does not prescribe other officer positions. The Officers in collaboration with the Board Development Committee have nominated Matt Lazzeri as Board President, Gayle Klampe as Secretary, and Teresa Cox as Treasurer. At this time, a President-Elect candidate has not been identified.</p> <p>Michael asked for additional nominations from the Board. No nominations were received.</p> <p>Commissioner Stern encouraged business representative Board members wanting to become involved to consider a future Officer position. She thanked Michael and Dean Craig for their committed work over past year.</p>
<p><b>JOB GROWERS INCORPORATED</b>  <b>BOARD ACTION: approve a request</b>  <b>to County Counsel to amend the</b>  <b>Bylaws to allow non-board</b>  <b>members to be members of the</b>  <b>Finance Committee</b>  <b>Motion: Commissioner Stern</b>  <b>Second: Matt Lazzeri</b></p>	<p>Michael said that our Bylaws set forth that members of the Finance Committee must include the President-elect and the Treasurer and the Board is responsible for appointing board members to the Finance Committee. The Bylaws do not address whether non-Board member volunteers may serve on the Committee. Recently, two members of the community have expressed interest in appointment to the Committee; Mike Blanchard, CPA and former Job Growers Board member and Jeremy Rand of Wells Fargo, who may be interested in becoming a board member in the future.</p> <p>Michael requested that the Board approve a request to County Counsel to amend the Bylaws to allow non-board members to be members of the Finance Committee.</p> <p>The Board agreed with Michael's request and encouraged the two volunteers to attend the Finance Committee meetings as members of the public with no voting rights until the Bylaws are amended at</p>

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<p><b>JOB GROWERS INCORPORATED</b> <b>BOARD ACTION: Approve</b> <b>Recommendation of Executive Director Hiring Committee</b></p> <p><b>Motion: Joe Munger</b> <b>Second: Patrice Altenhofen</b> <b>Approved</b></p>	<p>which time they may be formally appointed by the Board.</p> <p>Michael introduced Melissa Ulum from Murphy Symond and Stowell, the recruiting firm hired to assist with the Executive Director search.</p> <p>Melissa said that she specializes in recruiting for the nonprofit arena and Job Growers' search was a unique one. After talking with the board officers, she concluded that the leadership trait of an individual was going to be the key component. It was a difficult search since Job Growers is a mission driven organization and is very technical. She said they sought out individuals with nonprofit/governance experience, passion for the mission, and strategic/tactical skills to move the organization forward.</p> <p>Melissa introduced Tony Frazier the final candidate in which the hiring committee unanimously voted.</p> <p>Tony presented his vision for the future of Job Growers to the Board of Directors and the Mid-Willamette Jobs Council.</p> <p>The Board discussed Tony's strengths and weaknesses.</p> <p>Michael said that the hiring committee recommended that the Board extend an offer to Tony Frazier to fill the position as Job Growers' Executive Director.</p>
<p><b>JOB GROWERS INCORPORATED</b> <b>BOARD ACTION: Approve</b> <b>Recommendations from the Youth RFP Evaluation Committee to Contract for Year-round Youth Services</b></p> <p><b>Motion: Dean Craig</b> <b>Second: Mitchell Gee</b> <b>Opposed: Commissioner Carlson</b> <b>Approved</b></p>	<p>Sarah Harvey thanked the Youth Council RFP Evaluation Committee for their hard work. The Committee met on May 15 to discuss the five responses received. Based on their review and deliberation, the Youth Council is requesting Board approval to contract with the following providers for Program Year 2013-14 Youth Services: City of Independence-HALO program (HALO), Chehalis Youth and Family Services-YOOP program (YOOP), and Interface Network/YWCA-ELY program (ELY).</p> <p>Once approved, staff will begin contract negotiations with these providers and program transitions for programs that will not continue service. Services will commence July 1, 2013.</p> <p>In response to a question, Greg Creal, a member of the Evaluation Committee, said that funding for the Youth Opportunity System has declined and the Committee believed that only three programs could be supported with the available funds. He added that both Marion County programs had equivalent outcomes, job placement and served roughly 150 youth. Alvin Elbert, a member of the Evaluation Committee, said that the Committee considered whether to keep four youth providers but it wasn't possible with the reduced funding available.</p> <p>Alvin said that the Committee scored the responses to the 52 questions in the RFP, with up to five points per question. HALO and YOOP scored the highest, followed by ELY, Boys and Girls Club – T3, and then Willamette ESD.</p> <p>Sarah said that the Youth Council's Recommendation is as follows: Pending no appeals during the appeal period, approve the request for Job Growers staff to execute contracts for youth services with</p>





	<p>providers of the YOOP, HALO and ELY programs. Each contract is not to exceed \$350,000 and the total contracted-program allocation is not to exceed \$1 million for program year 2013-14.</p> <p>Board members discussed how the Evaluation Committee arrived at the recommendation.</p> <p>Commissioner Carlson said that not enough information was provided to the Board, in terms of the criteria used and how the decision was made, to be able to make a decision regarding which contractors should provide youth services. In the future, we need to discuss how this kind of information is presented to the Board.</p>
<p><b>INFORMATION: Financial Position, Controls, and Third Quarter Fiscal Report</b></p>	<p>Liz said that in February she presented an organizational assessment, which pointed to several strengths and weaknesses including deficiencies in limited reserves, planning and analysis, siloed knowledge on the financial front, and an inactive Finance Committee.</p> <p>Liz provided an overview of Job Growers' financial trends over the last five years, including the considerable decline in funding and the current financial position. While overall expenditures this year were within budget, the budget did not provide a sufficient carry-over to support operations during July and August, before the next program year's WIA allocation would be available. The goal was to reach roughly \$300,000 in an ending balance. This was challenging as Job Growers had limited uncommitted discretionary funds. The management team examined options and, following lengthy consideration and in consultation with the Board officers, a decision was made to reduce services and staffing. The Community Colleges and Workforce Development agreed to provide bridge funding for August payroll, which would allow Job Growers to be in a better position.</p> <p>Liz referred the Board to the budgetary controls listed in the agenda, which have been created to prevent future needs to make drastic cuts mid-year and help ensure that spending is within JGI's budget and means. Some of the controls relate to reporting, a transparent budget and information to the Board so that there is a clear understanding of the financials. Decisions need to be centralized and strategically driven with thought towards pacing.</p>
<p><b>JOB GROWERS INCORPORATED BOARD &amp; MID-WILLAMETTE JOBS COUNCIL ACTION: Approve Job Growers Incorporated PY2013-14 Annual Budget</b></p> <p><b>Mid-Willamette Jobs Council Motion: Commissioner Carlson Second: Commissioner Brentano Approved</b></p> <p><b>Job Growers Incorporated Board Motion: Teresa Cox</b></p>	<p>Liz presented the Job Growers Incorporated PY2013-14 annual budget to the Board and the Mid-Willamette Jobs Council. She said that the budget reflected the most conservative scenario and was based on the following assumptions:</p> <ul style="list-style-type: none"> <li>• Revenue is limited to WIA funds.</li> <li>• Maintain service at all four WSO Centers and retain administrative office space.</li> <li>• Continue to serve the same number of customers but less intensively with each one.</li> <li>• Move to a focus of direct services on groups not individuals.</li> <li>• Retain all service elements.</li> <li>• Continue to find opportunities for savings.</li> </ul> <p>Gary Mueller said that the conservative budget reflects a 37% decrease in revenue. Due to the decline, reductions were made in expenses such as payroll and general expenses. In addition,</p>

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<p><b>Second: Patricia Callihan-Bowman Approved</b></p>	<p>reductions were made in services as well. In June, we should have the final revenue allocations, which would include any State support. After we receive the final allocations, the Finance Committee will review the budget and create a budget modification to present to the full Board in August for approval.</p> <p>The Board recommended that the Finance Committee meet monthly rather than quarterly to adjust the budget as necessary.</p>
<p><b>INFORMATION: Health Care Grant Report-out</b></p>	<p>Leslie Hayase presented to the Board the success of the Health Care Occupations and Career Ladder Grant. The three-year grant was awarded to Job Growers Incorporated in the fall of 2009 by the Department of Labor. The intent of the grant was to provide funding opportunities for individuals who were interested in becoming a Certified Nursing Assistant I and/or II, Medical Assistant, or Licensed Practical Nurse.</p> <p>The eligibility requirements surrounding the grant included:</p> <ul style="list-style-type: none"> <li>• US citizens or able to work in the United States</li> <li>• Residents of Marion, Polk or Yamhill counties</li> <li>• Members of one of the following target groups: currently unemployed, Hispanic or Latino, current direct care worker, veteran, current TANF recipient, or Native American</li> </ul> <p>In addition, the grant included other unique aspects such as the career ladder structure built into it, which allowed participants to earn their GED and/or increase their English speaking skills prior to enrolling in training. The grant was also able to provide employers customized trainings such as supervision and leadership; cultural competency; and safety.</p> <p>Leslie said that the demographics of the participants included:</p> <ul style="list-style-type: none"> <li>• 158 Males &amp; 508 Females</li> <li>• 302 Minorities</li> <li>• 15 Eligible Veterans</li> <li>• 234 between age 18-24 (44 under the age of 18)</li> <li>• 522 Unemployed</li> <li>• 210 High School drop-outs</li> </ul> <p>Performance Outcomes as of May 17, 2013 include:</p> <ul style="list-style-type: none"> <li>• Total # of participants served: Goal-363 Actual-666</li> <li>• Total # participants began training: Goal-363 Actual-354</li> <li>• Total # participants completed training: Goal-293 Actual-307</li> <li>• Total # completed &amp; certified: Goal-209 Actual-287 (numbers not final)</li> <li>• Total # completers employed: Goal-250 Actual-237 (numbers not final)</li> <li>• Total # completers training related employment: Goal-210 Actual-216 (numbers not final)</li> </ul>


**Job Growers Incorporated Board & Mid-Willamette Jobs Council Minutes**

	<ul style="list-style-type: none"> <li>Total participants employed who retain employment status in first and second quarters following initial placement: Goal-200 Actual-152 (numbers not final)</li> </ul> <p>Michael commented that the presentation was valuable to see the results of an investment that was made.</p>
<p><b>INFORMATION:</b> Board Member Recognition</p>	<p>Michael thanked Randy Sutton for his commitment and unrecognized contributions to the organization. Randy stepped up when the organization needed it most and helped guide the Board and the Officers through a difficult time.</p>
<p><b>JOB GROWERS INCORPORATED BOARD &amp; MID-WILLAMETTE JOBS COUNCIL:</b> Adjourned</p>	<p>Job Growers Incorporated Board adjourned at 10:18 AM. Mid-Willamette Jobs Council adjourned at 10:18 AM.</p>

  
 Michael Fowler, President (for Secretary)  
 Job Growers Incorporated Board

Date

8/23/13

  
 Mary Stern, Yamhill County Commissioner  
 Mid-Willamette Valley Jobs Council

Date

8/23/13



**JOB GROWERS**  
INCORPORATED

**POLICY**  
**R04**

**PUBLIC RECORDS REQUEST**

**Date: Jul. 1, 2011**

**New**

**Revised**

**Page 1 of 1**

**PURPOSE**

This policy provides guidance to ensure that Job Growers Incorporated and its subrecipients and contractors handle all requests for public information in a manner that is consistent with and complies with the public records law, while maintaining the confidentiality of program applicants and participants.

**REFERENCES**

Oregon Revised Statutes Chapter 192

Oregon Administrative Rules 635-001-0301, 0311, 0321 and 0331

**POLICY**

Public records, except those exempt from disclosure, shall be made available upon request for review, and copies shall be provided at a fee reasonably calculated to reimburse Job Growers for the actual costs incurred in making the records available.

A person or organization may request to inspect or receive copies of public record or information from public records by mail, fax, or e-mail.

The request must be made using the attached form. The request must identify as specifically as possible the type of records, subject matter, approximate dates, names of persons involved and the number of copies requested. Requests must include the name, address and telephone number of the person requesting the public records. Requesters may indicate the format in which copies are desired, and any date by which the records are needed. Requests should be directed to:

Job Growers Incorporated  
Attention: Chief Financial Officer  
626 High Street NE, Suite 305  
Salem OR 97301  
Phone: 503-581-1002  
Fax: 503-581-4999

Job Growers shall respond to the requestor in a timely manner after receipt of the request. The response will acknowledge the request, provide an estimated cost for meeting the request, give the expected date when the information will be available, and state the method for supplying the requested records.

Payment for the cost of meeting the request must be paid prior to release of the records.

**RECORD CONFIDENTIALITY & RETENTION****Date: Aug. 26, 2011**  
 **New**       **Revised**  
**Page 1 of 2****PURPOSE**

Job Growers Incorporated and subrecipients are required to maintain and retain records of all fiscal and program activities funded under the Workforce Investment Act (WIA) in a confidential manner with appropriate safeguards.

**REFERENCES**

29 CFR Parts 37, 95.53 and 97.42

Community Colleges and Workforce Development (CCWD) Policy #589-40.4,  
Workforce Investment Act Title IB Records Retention and Public Access

Oregon Revised Statutes Chapter 192 – Public and Private Records; Public Reports  
and Meetings

One-Stop Comprehensive Financial Management Technical Assistance Guide Chapters  
11-14

**DEFINITIONS**

**Retention Period:** The retention period for the records of each funding period starts on the day the grantee submits to the awarding agency its single or last expenditure report for that period.

**Final Expenditure Report:** Submitted with the annual settlement for the program year in which the final expenditures for the funding period are reported.

**POLICY**

Job Growers and any subrecipient of WIA funds will incorporate into their management systems the following procedures for the management of all WIA records.

1. Retain all records and documents pertinent to participants, the grants, grant agreements, interagency agreements, contracts or any other award, including financial, statistical, or other pertinent records, and supporting documentation, for a period of at least three years after the original submittal by the State of Oregon CCWD of the final expenditure report (closeout) for that funding period to the Federal Department of Labor, the awarding agency;
2. Retain all records of non-expendable personal property for a period of at least three years after final disposal of property;
3. Retain indirect cost records such as computations or proposals, cost allocation plans, and supporting documentation for three years from the date the indirect cost rate package is submitted for negotiation. If not submitted for negotiation, the three-year period identified in (1) above shall apply;
4. Retain all records pertinent to applicants, registrants, eligible applicants/registrants, participants, terminees, employees and applicants for employment for a period of not less than three years from the close of the



**RECORD CONFIDENTIALITY & RETENTION****Date: Aug. 26, 2011** **New** **Revised****Page 2 of 2**

applicant program year; or until program year participant records are called for by Job Growers to take into its possession. Such records must be maintained as a whole record system, and in a manner that ensures the confidentiality and safekeeping of records.

5. Retain records regarding complaints and action taken on the complaints for a period of not less than three years from the date of resolution of the complaint;
6. Retain all records beyond the required three years if any litigation or audit has begun or a claim is instituted involving the grant or agreement covered by the records. The records shall be retained until the litigation, audit or claim has been resolved or the required three years, whichever period is longer.

In the event that subrecipients are unable to keep their records, Job Growers will take custody and be responsible for the maintenance and retention of the records of any fiscal agent or recipient.

**Disposal**

No records addressed in this policy shall be disposed of without instruction from or approval of Job Growers. Job Growers will provide instructions and timelines for disposing of records. Any records that are confidential in nature, including participant records, must be shredded, or similarly destroyed. Non-confidential records may be recycled. If there is any outstanding litigation or audit claim begun on records prior to termination of retention, the records will be retained until resolution of litigation or audit claim.





**YOUTH SERVICES FILE MANAGEMENT**

**Date: Dec. 6, 2013**

**New**

**Revised**

**Page 1 of 2**

**PURPOSE**

The purpose of this policy is to provide guidelines for participant file management (specifically in the areas of file contents, file transfers, and file closure) for participants enrolled in Workforce Investment Act, Title IB youth services.

**REFERENCES**

Job Growers Policy 300-11 Youth Services Eligibility

Job Growers Policy 300-12 Youth Program Support Services

Department of Community Colleges and Workforce Development Policy 589-30.1

**POLICY**

It is the policy of Job Growers Incorporated that all youth service providers maintain files for all youth who receive services and have not yet been called for archiving. Each participant file will include the following:

- Application
- Eligibility Verification Documentation
- Contact Information
- Release of information
- School Records
- Case Notes
- Budget
- Credentials/Certifications
- Signed Individual Service Plan (ISP)
- Assessments (objective and basic skills)
- Portfolio & Activities Materials
- Work Experience Documentation
- Supporting Documentation for all Expenditures
- Exit/Follow-Up/Performance Measures

For each youth who is determined eligible and receives one or more services beyond initial intake and eligibility, youth services providers will create a participant file, using an eight-section classification folder.

Participant files should not contain any medical information. A separate medical file should be created for any document from a medical office that refers to a participant's medical care or status. If the medical information documents a participant's eligibility for the program, a case note must be entered noting the location of the medical information and an indication placed in the participant file as well.

All youth services providers must to ensure that all files are complete and up-to-date at any time that the files are called for review.

**YOUTH SERVICES FILE MANAGEMENT**

Date: Dec. 6, 2013

 New Revised

Page 2 of 2

Youth services providers will use the attached documents (Youth Services File Cover Sheet, Youth Services File Transfer Checklist, Youth Services File Closure Checklist).

Youth services providers will update files with appropriate documentation in accordance with Job Growers policies to ensure that files are up-to-date. Information that is maintained and updated regularly within the local Management Information System (MIS), the automated customer-tracking system such as activity tracking, case notes, and individual service plans, must be included with the files at the time they are called for review to reduce duplication and minimize paper-handling.

**FILE TRANSFER**

In the event that a transfer is required from a current service provider to another service provider in the Youth Opportunity System, the transferring and accepting providers will complete and sign the attached File Transfer Checklist.

Upon completion of the File Transfer Checklist by the transferring and accepting providers, the physical file and completed File Transfer Checklist will be reviewed and approved by the Job Growers Program Manager, then forwarded to the accepting provider for storage and use.

If transfer is disapproved, the physical file and File Transfer Checklist will be returned to the transferring (current) provider with the reason for disapproval documented in the *Comments* section.

**FILE CLOSURE**

Upon completion of follow-up services, participant files will be closed using the attached Youth Services File Closure Checklist, and will be maintained on-site by the youth service provider. Once closed, documents may be transferred from an eight-section folder to a plain manila folder for storage and archiving. Job Growers will identify when files are to be collected for archiving (typically 12-24 months after the end of the program year of exit), in accordance with state and federal regulations.

Attachment:

1. Youth Services File Cover Sheet
2. Youth Services File Transfer Checklist
3. Youth Services File Closure Checklist

# Youth Opportunity System Youth Services File Cover Sheet

---

Participant Name: \_\_\_\_\_

Phone: \_\_\_\_\_

Case Manager: \_\_\_\_\_

Provider/Site: \_\_\_\_\_

School Status: :  In School

Out-of-School

Enrollment Date: \_\_\_\_\_ Exit Date: \_\_\_\_\_

1<sup>st</sup> Qtr after exit date: \_\_\_\_\_ 3<sup>rd</sup> Qtr after exit date: \_\_\_\_\_

Diploma/GED/Credential: \_\_\_\_\_

### File Contents Guide

Application  
Eligibility Documentation  
Contact information  
Release of information  
School records  
Case notes

Signed\_ISP  
Assessments  
Portfolio/Activities materials  
Work experience  
Expenditures  
Budget  
Credentials/Certifications  
Exit/Follow-up/Performance measures

### Reviews

Date Reviewed	Type:	Reviewer	_____
Date Reviewed	Type:	Reviewer	_____
Date Reviewed	Type:	Reviewer	_____
Date Reviewed	Type:	Reviewer	_____

# Youth Opportunity System Youth Services File Transfer Checklist

Name: \_\_\_\_\_

From: \_\_\_\_\_ To: \_\_\_\_\_  
(Provider/Case Manager) (Provider/Case Manager)

**Reason for Transfer:**

	Initials
<input type="checkbox"/> All paper file documents included in file:	_____
<input type="checkbox"/> Application signed & dated by participant (and parent if under 18)	_____
<input type="checkbox"/> Eligibility Section completed, signed & dated by staff. 30-Day review signed.	_____
<input type="checkbox"/> Citizenship/Eligibility to Work Documentation	_____
<input type="checkbox"/> Age Documentation	_____
<input type="checkbox"/> Selective Service Documentation (if required)	_____
<input type="checkbox"/> Income & Barrier Documentation	_____
<input type="checkbox"/> Social Security Number in MIS matches application and hardcopy documentation	_____
<input type="checkbox"/> Contact Information updated	_____
<input type="checkbox"/> Release of Information signed, updated as necessary for new provider	_____
<input type="checkbox"/> Case notes are up to date and reflect services provided i.e.:	_____
<input type="checkbox"/> Enrollment case note is present	_____
<input type="checkbox"/> Results of initial and on-going assessment are indicated	_____
<input type="checkbox"/> Services delivered / activities identified are addressed	_____
<input type="checkbox"/> Expenses for services, support services, and incentives are indicated	_____
<input type="checkbox"/> Exit case note present, if appropriate	_____
<input type="checkbox"/> Follow-up case notes present, if appropriate	_____
<input type="checkbox"/> Individual Service Plan present, <u>signed</u> , and updated	_____
<input type="checkbox"/> Assessment results in file	_____
<input type="checkbox"/> Significant portfolio components in file (resume, certificates, etc.)	_____
<input type="checkbox"/> Budget and all supporting documentation for expenses in file	_____
<input type="checkbox"/> Outcomes and performance documented	_____
<input type="checkbox"/> Employment information updated	_____

I have reviewed the file and ensured that it meets the minimum file standards. My signature below indicates that I accept the file transfer: \_\_\_\_\_

\_\_\_\_\_  
(Transferring Provider) (Date)

\_\_\_\_\_  
(Accepting Provider) (Date)

\_\_\_\_\_  
(Youth Services Program Manager) (Date)

**Comments:** (Identify and explain any missing or incomplete documents)

\_\_\_\_\_

# Youth Opportunity System

## Youth Services File Closure Checklist

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Name \_\_\_\_\_ Phone \_\_\_\_\_

Case Manager \_\_\_\_\_ Site \_\_\_\_\_

In School

Out of School

Enrollment Date \_\_\_\_\_ Exit Date \_\_\_\_\_

1<sup>st</sup> Quarter After Exit Dates \_\_\_\_\_

3<sup>rd</sup> Quarter After Exit Dates \_\_\_\_\_

Credential/Diploma/GED \_\_\_\_\_

### CLOSED File Guide

- Application & Eligibility Documentation
- Contact Information
- Release of information
- School Records
- Case Notes
- ISP/Goals/10 Elements
- Exit/Follow-Up/Performance
- Credentials/Certifications
- Assessments
- Expenditures
- Budget
- Portfolio & Activities Materials

**INCIDENT REPORTING****Date: Jul. 1, 2011**  
 **New**       **Revised**  
**Page 1 of 2****PURPOSE**

The purpose of this policy is to provide guidance and procedures for reporting any incident of known or suspected fraud or abuse, misapplication of funds, gross mismanagement, employee/participant misconduct, or other criminal activity.

**REFERENCES**

Community Colleges and Workforce Development (CCWD) Policy 589-40.2, Workforce Investment Act Title I-B Incident Reporting, Investigation and Resolution  
Workforce Investment Act  
20 Code of Federal Regulations Part 667.630  
Training and Employment Guidance Letter No. 6-84  
CCWD Policy 589-40.1, Audit Resolution

**POLICY**

All incidents of suspected fraud and/or abuse must be reported to Job Growers Incorporated Executive Director and CCWD. Such incidents may be reported anonymously. This policy applies to all staff and any contractor/subcontractor or other entity responsible for providing WIA services. Staff may anonymously report such incidents to their own agency as well.

**PROCESS**

Any incident of suspected fraud, abuse, or other program-related criminal activity will immediately be reported directly to Job Growers and CCWD.

Job Growers will complete necessary reporting documentation and will submit the report to CCWD. CCWD will immediately forward documents to the Department of Labor (DOL) Regional Office of Inspector General (OIG) and the Regional Administrator of the Employment and Training Administration.

Investigations are initiated and conducted by CCWD and will be handed over to the DOL/OIG at their request.

After conducting the investigation, CCWD will issue an initial determination report to the Local Workforce Investment Board (LWIB) chair requesting response to report findings including plans for debt collection and other corrective actions as appropriate. This initial determination offers the opportunity for informal resolution. If no informal resolution meeting is requested, CCWD will issue the final determination.

**GUIDE TO REPORT AN INCIDENT OF FRAUD AND/ OR ABUSE****I. General Report Procedures**

- A. All staff are responsible for reporting any suspected fraud/abuse, misapplication of funds, gross mismanagement or employee/participant misconduct.



**INCIDENT REPORTING****Date: Jul. 1, 2011**  
 **New**       **Revised**  
**Page 2 of 2**

- B. Staff are encouraged to report such incidents to their supervisor who must immediately notify Job Growers Executive Director, who will in turn notify the Senior Accountant of Job Growers.
- C. Staff can report directly to CCWD staff at 503-947-2401, or to the DOL OIG Hotline at 1-800-347-3756. Incidents may be reported anonymously.

**II. General Investigation Procedures**

When Job Growers Executive Director is notified by staff of an incident of fraud or abuse, Job Growers Executive Director confers with parties involved in the reporting, gathers details, and submits the "Incident Report Form."

When CCWD investigates the incident and makes a determination, the Director can request an informal hearing within twenty (20) working days from the initial determination.

**III. RESOLUTION**

Job Growers and/or CCWD and/or Job Growers Executive Director will determine the final resolution to the incident and inform the appropriate parties.



**GRIEVANCE & COMPLAINT PROCEDURES**

**Date: May 15, 2012**  
 **New**       **Revised**  
**Page 1 of 16**

**PURPOSE**

This policy provides guidance and procedures under which Job Growers Incorporated and its subrecipients/contractors accept and process grievances and complaints that allege a violation of the Workforce Investment Act (WIA) regulations, grants or other agreements administered under the Act, terms and conditions of employment, or discrimination.

**REFERENCES**

Workforce Investment Act, Sections 181 & 188  
 Americans with Disabilities Act of 1990, Title II, Subpart A  
 Age Discrimination Act of 1975, as amended  
 Section 504 of the Rehabilitation Act of 1973  
 Title IX of the Education Amendments of 1972  
 Titles VI & VII of the Civil Rights Act of 1964, as amended  
 20 Code of Federal Regulations (CFR) 667.275, 667.600 – 650  
 29 CFR Parts 31, 32, 34 & 37  
 Oregon Administrative Rules (OAR) 151-010-0015, 151-010-0020, 151-020-0042 & 151-020-0045  
 Oregon Revised Statutes (ORS) 183.502 Alternative Disputes Resolution  
 ORS Chapter 36 Mediation and Arbitration  
 Community Colleges and Workforce Development Policy 589-40.3, Workforce Investment Act IB Non-Criminal Grievance/Complaint Procedure

**POLICY**

Job Growers values customer service and customer satisfaction and prefers that dissatisfaction and complaints be resolved amicably as close to the point of service delivery as possible. Whenever possible all parties are encouraged to use the Alternative Disputes Resolution (ADR) process. When this is not possible, written complaints including those related to discrimination or involving criminal conduct are to be processed following the guidelines established within this policy.

This policy:

1. Provides guidelines for the resolution of grievances or complaints related to:
  - a. Non-criminal violations of WIA IB, and allegations of criminal violations or allegations of fraud and/or abuse related to the provision of WIA IB services; and,
  - b. Nondiscrimination and equal rights provisions of WIA IB.
2. Designates the Job Growers Equal Opportunity Officer as the local area Equal Employment Opportunity (EO) Officer.



**GRIEVANCE & COMPLAINT PROCEDURES**

**Date: May 15, 2012**  
 New       Revised  
**Page 2 of 16**

3. Establishes requirements for Job Growers to ensure:
  - a. Designation of an EO Officer, in compliance with the State of Oregon Methods of Administration (MOA);
  - b. The Job Growers EO Officer provides notification to the Job Growers Executive Director immediately upon the receipt of any complaint related to the provision of WIA IB services or services provided through a subrecipient/contractor that is a recipient or beneficiary of WIA IB funding; and,
  - c. Each subrecipient/contractor that is a recipient or beneficiary of WIA IB funding has established a written process ensuring that grievances related to WIA IB or non-WIA IB programs or services are referred to the appropriate program for resolution.

**GENERAL**

Under this policy, written complaint procedures shall be made available to every applicant of WIA IB services. Reasonable efforts will be made to ensure that complaint procedures are understood by participants, individuals and recipients of federal assistance under WIA Title I. The written complaint procedure will include notice that the complainant and respondent have the right to be represented by an attorney or other individual of their own choice. With the exception of discrimination complaints, all complaints must be filed within one year (365 days) from the date of the alleged occurrence. Discrimination complaints must be filed within one half year (180 days) from the date of the alleged act of discrimination unless the time is extended by the Assistance Secretary of the Department of Labor for good cause.

All references to days shall be defined as calendar days, with timelines beginning on the day a complaint is received by the EO Officer initially receiving the complaint. Timelines may be extended if good cause is shown, and if both the complainant and respondent parties agree in writing to waive the timelines. A complaint may be withdrawn by the complainant at any time. Such a withdrawal must be in writing.

**I. NONCRIMINAL COMPLAINTS EXCLUDING DISCRIMINATION**

The procedures described below apply to all non-criminal WIA IB complaints filed against Job Growers or its subrecipients and contractors. Job Growers EO Officer will coordinate and assist in the resolution of all WIA IB non-criminal complaints filed against Job Growers or its subrecipients/contractors.

**A. Filing Requirements:**

1. The complainant must file the complaint with the Job Growers EO Officer. The complaint shall be in writing and shall include:
  - a. name, address, phone and social security number of complainant;



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- b. name and address of person or organization complaint is against;
  - c. statement of allegation(s) and date of occurrence(s);
  - d. provision of the Act, regulations, grant, or other agreement believed to have been violated, if applicable;
  - e. synopsis of the informal resolution efforts; and
  - f. satisfaction being sought.
2. The Job Growers EO Officer will determine if the complaint relates to discrimination, a violation or alleged violation of Title IB of the WIA, regulations, grant or other agreements under the Act, or to terms and conditions of employment, or is more appropriately referred to another program or organization offering services through the WorkSource Oregon system.
  3. The Job Growers EO Officer will notify the complainant in writing of the determination within five (5) days of the receipt of a complaint and will include a written copy of Job Growers' complaint process describing the process for resolution based on the determination of the nature of the complaint. As appropriate, notification will include the referral of the complaint to the appropriate non-WIA IB program or organization offering the services.

**B. Processing of Complaints**

**1. Complaints Not Involving a Violation or Alleged Violation of the WIA Act:**

Within ten (10) days of the filing of a complaint Job Growers EO Officer will attempt to resolve the matter informally with the complainant and respondent. If the complaint is related to employment, the complainant will be given the opportunity to be heard by a party other than the complainant's direct supervisor.

Within ten (10) days after this meeting to clarify issues and early efforts at informal resolution, a written summary of the meeting and its outcomes will be provided to the complainant. The summary shall include the:

- Filing date of the complaint;
- Date of informal meeting to clarify or resolve the complaint;
- Determination of the nature of the complaint;
- Summary of the process used to investigate the complaint;
- Findings regarding the complaint, including the names and contact information for the parties involved;
- Proposed resolution of the complaint;
- Signed receipt or statement that a copy of the complaint process was transmitted to the complainant; and,
- Date and method of transmittal of the summary to the complainant.



If the complainant is dissatisfied with the proposed resolution, an appeal may be submitted to the Department of Community Colleges and Workforce Development. The appeal must be submitted in writing, within 10 days of Job Growers' decision.

If it is determined that a non-criminal violation of the WIA, regulations, grant or other agreement under the Act has occurred, the Job Growers EO Officer will notify the complainant.

## **2. Complaints Alleging Non-Criminal Violation of the WIA or Regulations**

If it is decided that the complaint does relate to a non-criminal violation or alleged violation of the Act, regulations, grant, or other agreement under the Act, the parties to the complaint are afforded the opportunity to informally resolve the matter. Both parties may agree, in writing, to waive the thirty (30) day timeline for formal hearing and sixty (60) day timeline for a decision in order to attempt to resolve this matter informally.

Job Growers EO Officer will set a date for an informal Resolution and Issues Clarification meeting within ten (10) days of the receipt of the complaint.

### Requesting and Scheduling a Formal Hearing

If dissatisfied with the results of the informal resolution meeting, the complainant may request a formal hearing. Such requests must be made in writing and, if no informal resolution was attempted, within twenty-five (25) days of the date of filing of the complaint. The request for hearing should be directed to the Job Growers EO Officer. The complaint may be amended, in writing, at any time within ten (10) days before the formal hearing.

The Job Growers EO Officer will schedule the formal hearing within thirty (30) days from the receipt of the complaint, notify the complainant in writing of the hearing date, time and place, unless the parties have agreed, in writing, to waive this timeline.

### Hearing Officer

Upon receipt of a request for a formal hearing, the Job Growers EO Officer shall designate a Hearing Officer. The complainant or respondent may request a different Hearing Officer be appointed. The request for a change in Hearing Officer must be filed within five (5) days after parties received notification of the hearing schedule and the designation of the Hearing Officer. No party shall be permitted to make more than one (1) claim of partiality in any one complaint, and only one request for designation of an alternate Hearing Officer may be made by



either party for each complaint. In such a case all timelines shall automatically be extended ten (10) days.

#### Conducting the Formal Hearing

The Hearing Officer coordinates the formal hearing. Both parties shall be provided an opportunity to present evidence, cross-examine witnesses, and be represented by legal counsel. The hearing shall be taped, and a record, including all exhibits, shall be maintained. The complainant may withdraw the complaint in writing at any time. The Hearing Officer shall provide to all parties a written recommendation, defining issues, facts, and suggested resolution. If the complainant or representative does not appear for the hearing, the complaint may be dismissed or the Hearing Officer may rule on the evidence presented.

#### Decision by the Job Growers Executive Director

The Job Growers Executive Director shall consider the complaint, informal resolution efforts, and the Hearing Officer's recommendation. The Job Growers Executive Director shall then issue a written decision defining issues, facts and resolution and forward a copy of the decision to each party. The decision shall include notice that the complainant has the right to request that the State review of the decision. The decision shall be made no later than sixty (60) days after the filing of a complaint, unless extended upon a showing of good cause and agreement by both parties, in writing, to waive the timelines.

#### Recourse Available to the Complainant Under the Formal Resolution Process

If the complainant receives an unsatisfactory decision or if Job Growers fails to issue a decision within the prescribed timelines, unless the timelines have been waived, the complainant or respondent may request a review by the State.

#### State Review

The request for State review of the decision must be submitted to the:

State Grievance Coordinator  
 Department of Community Colleges and Workforce Development (CCWD)  
 255 Capitol St. NE, Salem, OR 97310

on behalf of the complainant or respondent within ten (10) days of the decision of the Job Growers Executive Director, or in the absence of a decision within fifteen (15) days from the date of the complainant should have received a decision. The State may request all necessary information, including, but not limited to the following:





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- a. Copy of the written complaint/grievance
- b. Synopsis of the informal resolution efforts
- c. Tapes of and exhibits from the hearing
- d. Hearing Officer's recommendation
- e. Job Growers' decision

CCWD will review the complaint within ten (10) days of receipt of the Request for Review to ensure that the hearing process was followed and that any regulations were correctly interpreted. For purposes of the review, Job Growers' factual determination will be accepted. If the record contains enough information to render a decision, CCWD will issue a final decision within thirty (30) days of receipt of the request for review as to whether the process was followed and whether a material regulation or legal requirement was incorrectly or inadequately interpreted.

If the hearing was in accordance with the hearing procedure, and the material regulations were correctly interpreted, CCWD shall issue a final written decision to all parties affirming Job Growers' hearing decision. If within ten (10) days of receipt of the Request for Review CCWD finds any evidence of an irregularity in the hearing process, or determines that a material regulation was incorrectly or inadequately interpreted and additional information is needed to render a final decision, Job Growers will be given fifteen (15) days to gather and provide CCWD the additional information. Such requirement for additional information will include any necessary instructions. CCWD will review the additional information and issue a final decision to all parties within thirty (30) days of receipt of the Request to Review, either affirming or denying Job Growers' hearing decision.

Recourse Available to the Claimant after State Review Process

If the State does not complete a review within thirty (30) days of receipt of request, the complainant or respondent may request a review with the Secretary of Labor within sixty (60) days from the original review completion date (see 20 CFR 667.610).

If either party has received an adverse decision from the State they may appeal to the Secretary of Labor within one hundred twenty (120) days from the date of filing of the complaint with the State, or the filing of the appeal of a local complaint with the State (See CFR 667.610).

All appeals must be submitted by certified mail, return receipt requested, and addressed to:



**JOB GROWERS**  
INCORPORATED

**POLICY  
R02**

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Secretary of Labor  
 U. S. Department of Labor  
 Washington, D.C. 20210  
 Attention: ASET

A copy of the appeal must be simultaneously provided to the opposing party and to the Employment and Training Administration Regional Administrator addressed as follows:

Regional Administrator  
 Employment and Training Administration  
 U. S. Department of Labor  
 71 Stevenson Street, 8th Floor  
 San Francisco, CA 94119

**II. PROCEDURE FOR DISCRIMINATION COMPLAINTS**

Complaints alleging violation of the equal employment opportunity and nondiscrimination provision of the Workforce Investment Act and implementing regulations will follow the state of Oregon Methods of Administration (MOA), and will be processed in such a manner as to assure accurate and timely communication among CCWD, and Job Growers.

The complaint may be filed either with the Job Growers EO Officer, CCWD EO Officer, State of Oregon EO Officer or directly with the Director of the U.S. Department of Labor Civil Rights Center (CRC). In order to provide for prompt and informal resolution, any complainant alleging violation of the equal employment opportunity or nondiscrimination provisions of the WIA relating to a subrecipient/contractor of Job Growers or an affiliate is encouraged to file the complaint directly with that agency or with the Job Growers EO Officer.

To the extent possible, complaints will be resolved amicably as close to the point of service as possible. The complainant has the option of resolving the complaint through the Alternative Disputes Resolution (ADR) process.

**A. Notification and Responsibilities in the Receipt of a Complaint**

All complaints received by the CCWD EO Officer will be referred to the Job Growers EO officer.

When a complaint is filed against a partner in a WorkSource Oregon setting, the EO Officer accepting the complaint must notify the co-located partners, and ensure that the Job Growers EO Officer is notified. The EO Officer accepting the complaint must



notify the Job Growers EO Officer that a complaint has been received and the basis for the complaint without revealing confidential information. The Job Growers EO Officer is responsible for notifying the Job Growers Executive Director.

### **B. Complaint Processing Procedures**

The complaint process is defined in considerable detail in the body of the State of Oregon Methods of Administration (MOA). Job Growers will comply with the procedures defined in the state of Oregon MOA in the event a complaint is filed against a WIA-financially assisted program or activity on the basis of prohibited grounds of discrimination or lack of equal opportunity. All other complaints filed with subrecipients/contractors on the basis of grounds not described herein, such as food stamp eligibility, are not subject to this complaint procedure and are resolved by the state partner agencies using their own established complaint processes.

### **C. Basis for a Complaint**

Complaints may be filed under the MOA on the basis of:

1. Alleged discrimination on the basis of race, color, national origin, religion, sex, age, disability, political affiliation or belief, and for beneficiaries only, citizenship and WIA Title IB participation; and,
2. If an individual believes they have been intimidated, retaliated against, threatened or coerced because they have:
  - a. filed a complaint under WIA Section 188;
  - b. opposed a practice prohibited by the non-discrimination and equal opportunity provisions of WIA;
  - c. furnished information to, or assisted or participated in any manner, an investigation, review, hearing, or any other activity related to the provisions under 29 CFR 37; or
  - d. exercised any rights and privileges under WIA Section 188.

### **D. Elements of the Complaint Process**

The complaint process includes five general elements:

1. Jurisdiction;
2. Methods of resolution or disposition;
3. Notice of final disposition;
4. Processing timeframes; and,
5. Recordkeeping.

Job Growers EO Officer oversees the complaint process, which may progress to the CCWD EO Officer (in the case of WIA IB funds) or to the subrecipient/contractor's



state agency EO Officer (in the case of non-WIA IB funds) and on to DOL's CRC through the statewide EO Officer.

### **E. Who May File Complaints and When**

1. Complaints may be filed by:
  - a. Applicant/registrant for aid, benefits, services or training, eligible applicants/registrants, participants; or
  - b. Employees; applicants for employment; or
  - c. Eligible service providers, and service providers; that may be attributed a characteristic protected under the WIA.
  
2. Generally, there are three types of complaints:
  - a. Individuals filing on their own behalf;
  - b. Individuals or a group filing on a class basis; or,
  - c. A third party complaint authorized by the complainant in writing.

All complaints must be submitted in writing within 180 days of the alleged incident, and must contain standard information as described in 29 CFR 37.73 as printed in the Department of Labor's Civil Rights Center's (CRC) Complaint Information Form. However, for good cause shown, the Directorate of the CRC may extend the filing time. The time period for filing is for the administrative convenience of CRC, and does not create a defense for the respondent.

### **F. The Complaint Process**

#### **1. Receipt of a Complaint**

On receipt, the Job Growers EO Officer reviews the complaint for:

- Jurisdiction;
- Timeliness; and the
- Basis of the complaint.

#### **a. Jurisdiction**

Any complaint alleging discrimination must meet the following criteria to be considered under this policy:

- That the individual making the complaint believes that he/she, or any class of individuals, has been subjected to discrimination on a basis prohibited by Workforce Investment Act Section 188 and/or 29 CFR 37.
- That the individual or entity against which the complaint is filed receives financial assistance under the Workforce Investment Act (refer to 29 CFR Part 37.4 for definitions of recipient, etc.);

#### **b. Timeliness**



The written complaint is filed within 180 days of the alleged discriminatory act. If received later than 180 days from when the discriminatory action took place, the office may close the complaint as being untimely (The Director, Civil Rights Center may extend the filing time if good cause is shown); and

**c. Basis for the Complaint**

The complaint is filed in writing, is signed by the complainant or their authorized representative, contains the complainant's name and address (or gives other specific means of contact), identifies the respondent, and describes the complainant's allegations in sufficient detail to allow the recipient of the complaint to determine if the complaint has merit.

**Complaint Format**

The written complaint must contain the following information:

- 1) The complainant's name and address (or other means of contact);
- 2) The identity of the respondent (the individual or entity that the complainant alleges is responsible for the discrimination);
- 3) A description of the complainant's allegations. This description must include enough detail to allow the recipient of the complaint to decide whether:
  - USDOL CRC or the recipient of the complaint has jurisdiction over the complaint;
  - The complaint was filed in time; and
  - The complainant has apparent merit; in other words, whether the complainant's allegations, if true, would violate any of the nondiscrimination and equal opportunity provisions of WIA or this part; and
- 4) The complainant's signature or the signature of the complainant's authorized representative.

**2. Written Notification**

Immediately upon receipt of a written complaint the Job Growers EO Officer must send written notice to the complainant. This written notice must contain:

- A complaint process timeline, including that written Notice of Final Action is due 90 days after the complaint is filed;
- References to ADR options;
- Option of direct filing with USDOL CRC; and
- An acknowledgment that the recipient has received the complaint.

The complaint must be entered in the local Complaint Log and a copy of the written complaint shall be forwarded to the Statewide EO Officer and Agency EO Officer



within 5 days of the filing of the written complaint. The Job Growers EO Officer also notifies other state recipient partners at the WorkSource Oregon site (if applicable) and other required parties that a complaint has been filed against a specific recipient, the alleged basis for the complaint, and determines the recipient agency EO Officer that will assist in preparing the Initial Response.

The Job Growers EO Officer works with the recipient agency EO Officer that is assigned jurisdiction (the state recipient partner agency's EO Officer, for example) to investigate and prepare the Initial Response within 20 days. The Initial Response must contain a statement of the issue(s), including a list of the issues raised in the complaint, and for each such issue, a statement whether the recipient will accept the issue for investigation or reject the issue, and the reasons for each rejection.

**a. Notice of Lack of Jurisdiction**

- 1) The Job Growers EO Officer will notify the complainant in writing immediately, if it is determined that:
  - There is no jurisdiction, or multi-jurisdiction. In such cases, the complainant must be notified immediately in writing of the reason(s), noting the right to file a complaint with the CRC within 30 days of the date on which the complainant receives the notice. Lack of jurisdiction may be based upon untimely filing of a complaint that is filed more than 180 days from the alleged incident. Should the complainant appeal a decision based on late filing with the CRC, the complainant has the burden of proving to the Directorate of the CRC that the time limit should be extended as described at 29 CFR 37.81.
  - The complaint falls outside the scope of the State of Oregon MOA. In such cases the complainant will be referred to the appropriate jurisdiction and the complaint will be processed through the appropriate complaint process.
- 2) The written Notice of Lack of Jurisdiction must include:
  - A statement of the reasons for that determination;
  - Notice that the complainant has a right to file a complaint with USDOL CRC within 30 days of the date on which the complainant receives the Notice. If the complaint does not involve a recipient as defined under 29 CFR Part 37.4, the Job Growers EO officer will assist the complainant in forwarding the complaint to the most appropriate agency for resolution; and
  - Referral, as appropriate, to the recipient agency with jurisdiction over the complaint.



**b. Alternative Dispute Resolution (ADR)**

It is the policy of the State that Alternative Dispute Resolution programs exist in every state agency, for use internally and with external customers. In addition, Oregon Revised Statutes Chapter 36, Mediation and Arbitration, state that it is the intent of the State to foster the development of community based programs to assist citizen in resolving disputes and developing skills in conflict resolution. To facilitate this intent, the Oregon Dispute Resolution Commission operates a clearinghouse to point disputants towards ADR resources. ADR activities are authorized at Oregon Revised Statutes 183.502. The ODRC website can be found at: [www.odrc.state.or.us](http://www.odrc.state.or.us).

EO Officers are trained on the elements of ADR and all WorkSource Oregon sites have been encouraged to identify and use local ADR resources. The Job Growers EO Officer will attempt to initiate the ADR process with the complainant and contact the state/recipient agency EO Officer if necessary. The complainant must be offered ADR immediately upon receipt of the complaint. The choice whether to use ADR rests with the complainant; the preferred form of ADR is mediation.

Mediation is a voluntary process during which a neutral third party assists both parties (complainant and respondent) to communicate their concerns and come to an agreement about how to resolve a dispute. The mediator does not make decisions, rule as to who is right or wrong, take sides or advocate for one side or the other. The role of the mediator is to help with communication so the parties can reach an understanding about how to best resolve their differences. As the law allows, mediation proceedings and the information shared are confidential and no information divulged during this mediation may be used in court or any legal or administrative proceedings.

If ADR fails, the complaint will be processed through the recipient's standard complaint resolution process. A party to any agreement reached under ADR may file a complaint with the Director, USDOL CRC in the event the agreement is breached. In such circumstances, the following rules will apply:

- The non-breaching party may file a complaint with the Director, USDOL CRC within 30 days of the date on which the non-breaching party learns of the alleged breach;
- The Director, USDOL CRC must evaluate the circumstances to determine whether the agreement has been breached. If he or she determines that the agreement has been breached, the complainant may file a complaint with USDOL CRC based upon his/her original allegation(s), and the Director will waive the time deadline for filing such a complaint.



If the parties do not reach an agreement under ADR, the complainant may file a complaint with the Director, Civil Rights Center.

### **3. Fact Finding/Investigation**

The Job Growers EO Officer has 30 days in which to resolve the complaint. During this time the EO Officer should gather all available information relating to the alleged discriminatory actions. At a minimum this fact finding should include:

- Discussion with the complainant to identify the elements of the complaint;
- Interviews with witnesses or others who have knowledge of the issue involved;
- Review of written and electronic files and records which pertain to the complainant and the alleged discrimination; and
- Interviews with the person(s) accused of the act (the respondent).

The investigator should take extensive notes during this process to assure nothing is missed and to help with the resolution of the complaint.

### **4. Initial Response**

The Job Growers EO Officer has up to 20 days from receipt of the complaint to investigate and prepare and issue the Initial Response, which includes acknowledgment that:

- The recipient has received the complaint;
- The complainant has the right to be represented in the complaint process;
- A statement of issues accepted or denied and reasons for denial; and
- Other required elements specified at 29 CFR 37.70 et seq.

Following the Initial Response, the state recipient agency's EO Officer continues to investigate and attempts to resolve the complaint for up to 20 additional days.

### **5. Notice of Final Action**

Within 90 days of the receipt of a complaint, a written Notice of Final Action must be provided to the complainant. The Notice must contain the following information, for each issue raised in the complaint, a statement of either:

- The recipient's decision on the issue and an explanation of the reasons underlying the decision, or a
- Description of the way the parties resolved the issue; and
- Notice that the complainant has a right to file a complaint with USDOL CRC within 30 days of the date on which the Notice of Final Action is issued if he or she is dissatisfied with the recipient's final action on the complaint.

The state recipient agency's EO Officer prepares a draft Notice of Final Action for review by the statewide EO Officer residing at the Oregon Employment Department.



The statewide EO Officer takes up to 30 days to provide technical support to those preparing the Final Notice to assure that it contains the required elements per CFR, before the Job Growers EO Officer returns the Final Notice to the complainant. The written Final Notice explains for each issue raised:

- The recipient's decision and basis for it; or
- A description of the way the parties resolved the issue; and
- Appeal rights.

The statewide EO Officer logs the complaint, informs the Governor and US DOL CRC of its resolution, and recommends to the Governor or Governor's representative corrective action and/or sanctions that may be needed to cure the complainant. If corrective actions are required, the statewide EO Officer monitors them and reports to the Governor and USDOL CRC on their satisfactory completion, within the remaining 20 days remaining in the 90 day complaint process.

The Final Notice is due 90 days from the date of initial filing of the complaint. If the complainant is dissatisfied with the Final Notice, or there is no Final Notice issued, the complainant must wait an additional 30 days from the issue of the Final Notice, or the date the Final Notice was due, before filing a complaint with USDOL CRC.

## **6. Resolution**

Resolution means that legitimate complaints (those complaints with merit) are resolved to the satisfaction of the complainant. If the complaint is determined not to have merit the complainant must be notified immediately as explained under Notice of Lack of Jurisdiction.

If the Job Growers EO Officer is unable to reach resolution within 30 days the complaint and all information gathered during the local-level investigation must be passed to the State EO Officer responsible for resolution.

An extension may be requested by the Job Growers EO Officer, with the permission of the state/recipient agency EO Officer and in consultation with the State EO Officer, to facilitate resolution. Resolution may include such actions as:

- Disciplinary action against the party found responsible for discriminatory action(s);
- Corrective actions required by the recipient; and
- Sanctions against the recipient of WIA funding, including the withdrawal of WIA funding.

### **a. Due Process**



During the process of attempting to come to resolution of the complaint, the State EO Officer shall ensure that all parties involved are given due process. These due process elements include:

- Notice to all parties of the specific charges;
- Notice to all parties of the responses to the allegations;
- The right of both parties to representation;
- The right of each party to present evidence, and to question others who present evidence; and
- A decision made strictly on the evidence on the record.

**b. Determinations**

At the conclusion of the investigation of the complaint, the investigating authority must take the following actions:

- Determine whether there is reasonable cause to believe that the respondent has violated the nondiscrimination and equal opportunity provisions of WIA or 29 CFR Part 37; and
- Notify the complainant and respondent, in writing, of that determination.

**1) Violation Found**

If the investigating authority finds reasonable cause to believe that the respondent has violated the nondiscrimination and equal opportunity provisions of WIA or 29 CFR Part 37, an Initial Determination must be issued. The Initial Determination must include:

- The specific findings of the investigation;
- The corrective or remedial action that the Governor's Office and State EO Officer's proposes to the respondent, under Element Nine of the MOA and 29 CFR Part 37.94;
- The time by which the respondent must complete the corrective or remedial action;
- Whether it will be necessary for the respondent to enter into a written agreement under Element Nine of this MOA and 29 CFR Part 37.95 and 37.96; and
- The opportunity to engage in voluntary compliance negotiations.

**2) Violation Not Found**

If the investigating authority determines that there is no reasonable cause to believe that a violation has taken place, a Final Determination must be issued. The Final Determination represents the Governor's Office and State EO Officer's final action on the complaint. The Final Determination must:

- Be issued within the 90 day complaint resolution period;

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- Give the investigating authority's decision on the issue and an explanation of the reasons underlying the decision; and
- Notice that the complainant has the right to file the complaint with the Director, Civil Rights Center.

**c. Corrective Actions**

If, during the course of investigating the complaint, discriminatory actions are discovered, corrective action will be taken immediately, regardless of whether the complaint is resolved at the state level or is filed with USDOL CRC. This process of corrective actions and sanctions is described in Element Nine of the State of Oregon MOA.

**7. Record Maintenance**

Job Growers shall maintain records regarding complaints and actions taken for at least three years. Such records shall be maintained in a secure area and made available only to those with authorization. The complaint and any information gathered during the investigation may not be discussed or revealed to anyone not legitimately entitled to access (29 CFR 37.41). Investigators from the USDOL CRC will have access to any information collected by each recipient as outlined in 29 CFR 37.40.

**ACTION**

Job Growers and its subrecipients/contractors will take the necessary action to support and assure adherence to this policy. This policy will remain in effect from the date of issue until such time that a revision is required.

**INQUIRIES**

Inquiries should be addressed to the Job Growers EO Officer at 503-581-1002.



JOB GROWERS  
INCORPORATED

May 14, 2014

Karen Humelbaugh  
Department of Community Colleges and Workforce Development  
250 Capitol Street  
Salem, OR 97310

Dear Karen:

This letter is intended to serve as the **Transition Plan required by CCWD policy 589-20.6.**

1. Description of the current state and elements addressed in the Transition Plan:

Job Growers is currently the provider of Core and Intensive Services in the region's four Worksource Oregon Centers and has been serving in this capacity since January 1, 2010. These service elements will be addressed in this transition plan.

2. Job Growers process and timeline of transition:

On January 6, 2014, Job Growers solicited proposals for the provision of Core and Intensive Services through a formal Request for Proposals (RFP) Process. This RFP closed on April 7, 2014. Steps were taken to ensure that this RFP was conducted in a fair and competitive manner and Job Growers is prepared to provide additional information regarding the process upon request.

On April 23, 2014, a recommendation was made to the Job Growers Incorporated Board of Director by the RFP Review Panel which was composed of Job Growers Board members regarding the selection of a contractor for these services. An Intent to Award was published and staff was authorized to enter into contract negotiations with the recommended contractor. Providing negotiations are successful, the contractor is expected to begin operations on July 1, 2014, at which time the implementation of transition plans will begin. A detailed internal transition plan has been drafted and shared with the successful bidder during contract negotiations. This minimizes the disruption of services in the WorkSource Centers.

Job Growers anticipates providing a few select Core and Intensive Services until June 30, 2015. Some direct service staff may be retained until June 30, 2015, as a result.



The partial retention of existing staff will minimize disruptions to programs that Job Growers has substantial obligations to fulfill by June 30, 2015.

3. An organizational chart that describes the current structure and the proposed structure:

Please see Attachment #1 for Current Organizational Structure and Proposed Organizational Structure beginning July 1, 2015.

4. Details of steps that will be taken to accomplish a separation of duties for WIA Program Staff who serve in day-to-day or direct service roles:

Please see above response to question #2.

If contract negotiations are successful, affected staff will be given formal notice of layoff. Staff that will be retained beyond July 1, 2014, will also be notified. All staff are aware of the Executive Order and Job Growers' plans to transition a majority of services beginning July 1, 2014.

If you have any questions or require any additional information, please contact Tony Frazier at (503) 581-4505 or [tfrazier@jobgrowers.com](mailto:tfrazier@jobgrowers.com).

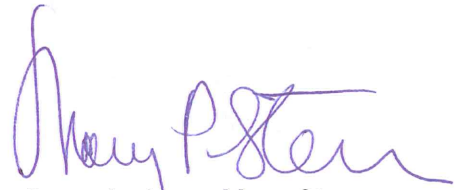
Sincerely,



Tony Frazier  
Executive Director  
Job Growers Incorporated

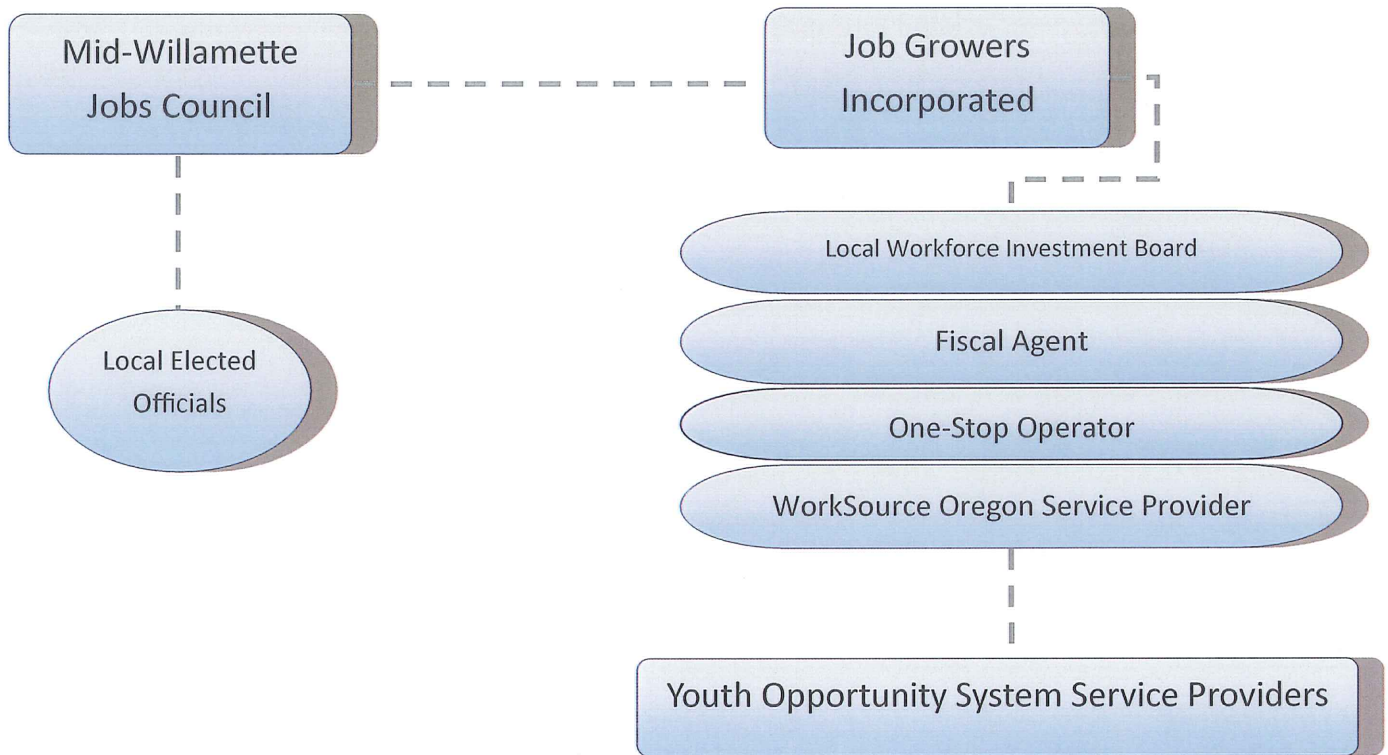


Matt Lazzeri  
Board President  
Job Growers Incorporated



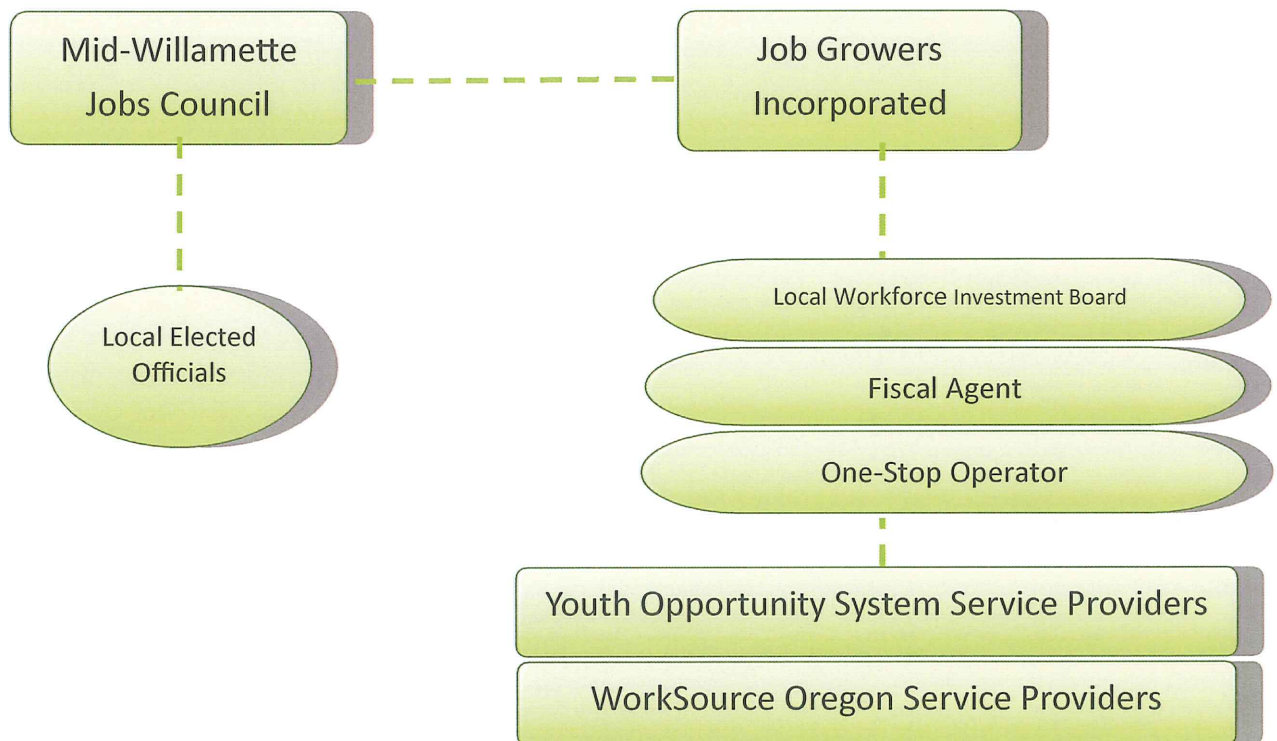
Commissioner Mary Stern  
Chair  
Mid-Willamette Jobs Council

**Current Organizational Structure**



**Proposed Organizational Structure**

**As of July 1, 2015**





## Workforce Investment Act Title IB

### Monitoring Guide

### Program Year 2013

### Annual Review

Provider:

Contract Period:

Contract Amount:

Contact Person:

Onsite Review Date:

## Preface

This program Monitoring Guide provides a tool to assist in the desk and on-site reviews of Workforce Investment Act (WIA) Title IB service providers in accordance with Job Growers Incorporated Policy 400-05 Program Monitoring. Once the guide is complete and forwarded to Job Growers Incorporated the information will be used as a part of the onsite visit that will be jointly scheduled. Job Grower's Inc. staff will review the program for compliance with applicable federal and state laws, regulations, and policies related to WIA.

At the completion of the monitoring process, a program monitoring report will be provided to you. If the contents of the report require corrective action, we will provide you with sufficient time to address the issue(s) while providing you with needed technical assistance. If resolutions to the issues are not achievable, the discontinuance of future funding may result.

The Monitoring Guide is divided into three parts which include review of the fiscal and program systems and technical assistance. Please include a copy of check registers for all bank accounts, including payroll disbursements for Program Year 2013. Please also include an electronic copy of the general ledger and chart of accounts. We recognize that some requested materials may be too cumbersome to be provided before the onsite visit, or that some items may not be available electronically, so please let us know if an alternate approach is more convenient.

The onsite visit will also include a review of participant files which will be identified by staff when they arrive onsite. The sample size will be dependent on the total number of participants served in the program year.

## Content

<b>Fiscal Systems</b>	<b>Program Systems</b>	<b>Technical Assistance</b>
Internal Controls	Procurement	Significant Accomplishments
Personnel Costs	Records Management	Significant Variations
Financial Reporting/Invoicing	Management Information System (MIS)	Other Technical Assistance
Budget	Program Management & Service Delivery – Outreach	
Audit	Customer Eligibility & Registration	
Cost Allocations	Program Services	
Cash Management	Work Experience	
Program Income	General Requirements	
Incident Reporting	Equal Opportunity/Americans with Disabilities Act	

## **FISCAL SYSTEMS**

### **Internal Controls**

- F-1. Provide the organization's written procedures describing the Internal Controls.
- F-2. Are grant-related purchases charged to the organization credit or debit cards? If yes, who in the organization uses the cards and for what purpose or under what circumstances?
- F-3. Are grant-related purchases charged to personal credit or debit cards? If yes, who in the organization uses the cards and for what purpose or under what circumstances?
- F-4. Does the organization use petty cash? If so, provide the organization's written procedures for use of petty cash.

### **Financial Reporting / Invoicing**

- F-5. Describe the process by which you invoice Job Growers and how it ensures costs are submitted on a reimbursement basis and in accordance with contract timelines.  
(revised)
- F-6. Are financial transactions tracked separately outside the accounting system that produces the General Ledger Detail Report referenced in Question F-8? If yes, how often and in what manner are the systems reconciled? (revised)
- F-7. Provide that portion of the organization's Chart of Accounts that relate to how WIA funds are tracked distinctly from other revenue sources.
- F-8. Provide the official accounting system General Ledger Detail Report ( in EXCEL format) showing all expenditures for Program Year 2012-13  
Note: A sample of costs will be chosen to validate the system's integrity.

### **Budget**

- F-9. Describe the process for incorporating the contract budget into the greater organizational budget and official accounting system.
- F-10. Describe how contract modifications are reflected in a timely manner in the greater organizational budget.
- F-11. Are all budgetary and expenditure documents maintained on-site and available upon request? If not, please explain why.
- F-12. Describe how planned to actual expenditures are monitored and what occurs if there is a significant variance from plan to actual.
- F-13. Please identify the source of non-federal funds that would be used if disallowed costs had to be repaid to the federal government.

**Audit**

- F-14. Provide the inventory list of non-expendable personal property having a useful life of more than one year purchased with contract funds. (Program Services Contract section 4 item j)
- F-15. Provide a copy of the organization's most recent financial audit report. (In compliance with OMB Circular A-133 Single Audit Act where applicable) If audit provided is not for your most recently completed fiscal year, provide an explanation and a timeline for when audits will be brought up to date. (revised)
- F-16. Identify any findings or questioned costs related to contract resources and action taken by the organization.

**Cost Allocations**

- F-17. If applicable, provide a copy of the approved indirect rate and describe how it applies to costs charged to the contract.
- F-18. If applicable, provide a copy of the cost allocation plan for WIA Title IB funds.

**Cash Management**

- F-19. When a participant drops a class or withdraws from training, how are refunds credited back to the contract?
- F-20. Describe organizational procedures for assuring that bank accounts are reconciled and reviewed by a second person.
- F-21. How often are reconciled bank accounts compared with the general ledger cash balance?

**Program Income**

- F-22. Please describe the source and use of any program income earnings for this year. If applicable, how are program income earnings tracked and accounted for?

**Incident Reporting**

- F-23. Describe the internal and external procedures for staff and contractors to report fraud, abuse or other criminal activity related to the contract. How are staff and contractors informed of the procedures?
- F-24. To whom would staff report a suspected incident internally and externally? Have there been any incidents reported? If so, please describe.



## **PROGRAM SYSTEMS**

### **Procurement**

- P-1. What policies or procedures are used to procure products or services, including contracts for services?
- P-2. Does the program utilized subcontractors? If so, please submit a copy of your subcontract boilerplate language and describe the elements of and processes for monitoring your subcontractors to assure conformance with terms and conditions of their contracts including: cost reporting, compliance with scope of work, required insurance coverage, compliance with applicable procurement standards, etc. (revised)

### **Records Management**

- P-3. What is the procedure for complying with the record retention requirements of this contract?
- P-4. What provisions are in place to protect the confidentiality of participant records?
- P-5. Describe your process for ensuring all participant records are accounted for.

### **Management Information System (MIS)**

- P-6. How are procedures for data collection, data handling/revisions, or data input timelines provided to staff, and monitored to ensure compliance with Job Growers' requirements.
- P-7. Please demonstrate how achievements of performance measures that do not use wage records are documented:
- a. Youth – Placement in Employment or Education outcome in first quarter after exit quarter
  - b. Youth – Attainment of a Degree or Certificate outcome by end of third quarter after exit quarter
  - c. Youth-Literacy and Numeracy Gain outcomes
- P-8. Describe the strategy or program design modifications developed to address performance measures described in the contract.
- P-9. What is the process for maintaining participant records accurately and in a timely manner?

- P-10. What is the internal process for tracking participants approaching 90 days without a service? What methods are used to keep participants engaged? (revised, previously P-13)

### **Program Management and Service Delivery -Outreach**

- P-11. How was outreach conducted? What additional improvement would you make in your outreach efforts in future years?
- P-12. What processes are being used to implement the priority of service for veterans? How do you ensure that WIA Title IB services are provided to those who can benefit from and are most-in-need of such opportunities?

### **Customer Eligibility and Registration**

- P-13. Please identify which documents are used to verify applicant eligibility.
- P-14. What process is used if an ineligible registrant/participant is identified? Provide your procedure for reimbursing any WIA funds expended with non-WIA funds.
- P-15. Please describe and/or provide copies of procedures used by the program to implement Job Growers eligibility policies and program standards. (revised, previously P-18)

### **Program Services**

- P-16. Describe how program resources and services are coordinated and provided to participants? How is information about services made available to participants?
- P-17. How does staff utilize Job Grower's Inc. Support Services policy 300-12?
- P-18. To ensure that WIA funds supplement/leverage other sources of training grants, how does coordination occur with other funding sources, such as financial aid, North American Free Trade Act (NAFTA), Trade Recovery Act (TRA), etc.?
- P-19. How are grievance procedures /policies communicated to staff, applicants, and participants? Have any grievances been filed?
- P-20. How are youth assessed to determine basic skill levels and categories of eligibility? What assessment tool is used? How are these results documented in the individual service strategy (ISS) If CASAS is used, please provide a list of certified staff members. (20 CFR 664.205; TEGL 33-12) (Revised, previously P23)
- P-21. How does the objective assessment provided to each youth participant meet the requirements at Section 129 of the Workforce Investment Act to include a review of the academic and occupational skill levels and service needs of each youth? How is this assessment information used to develop an individual service strategy/plan (ISP) (20 CFR 664.405; TEGL 33-12; 5-12) (Revised, previously P-24)

- P-22. Please describe how your program defines the sixth barrier for youth eligibility i.e. an individual who requires additional assistance to complete an educational program or secure and hold employment. Please provide an example of how individualized goals for this barrier are documented in an ISP. (TEGL 33-12) (New)
- P-23. How are ISPs managed, including timelines for review and updating of ISPs? (New)
- P-24. Does the program have a supportive services policy or incentive and stipends standards specific to youth? If yes, please provide a copy. (20 CFR 664.440 and Section 129 (c)(2)(G)) (New)
- P-25. Based on the standard incentives list provided for P-24, please describe which participants are eligible to earn each incentive, how attainment of an incentive is determined, tracked and recorded. (New)
- P-26. How is it ensured that the ten required program elements for youth are available?
- P-27. What process or procedures are in place to determine when to exit participants?
- P-28. Describe how you document providing follow-up services. Please provide a copy of your follow-up procedures and describe the training for case managers to deliver effective 12 months of follow-up for youth which includes (a) regular contact with a youth participant's employer, including assistance in addressing work-related problems that arise; (b) assistance in securing better paying jobs, career development and further education; (c) work-related peer support groups; (d) adult mentoring; and (e) tracking the progress of youth in employment after training. (WIASRD #349) (Revised)
- P-29. Does the program incorporate the National Career Readiness Certificate (NCRC) into its service delivery model? How is it incorporated? (New)

### **Work Experience**

- P-30. Provide a copy of a fully executed work experience.
- P-31. How do you ensure that participants employed in programs and activities funded under the Act meet the benefit and wage requirements at Section 181(a) (1)?
- P-32. How does the program ensure that each participant receives a work experience within one year of the date of participation? (New)
- P-33. What types of work experiences are offered to youth, including length of time, paid or unpaid and types of industries engaged? (New)
- P-34. How does the program initiate/develop work experience sites and what type of support is provided to employers? (New)

- P-35. Does the program provider's organization host work experiences for participants? If so, what percentage of reported work experiences are hosted by the provider's organization? (New)

### **General Requirements**

- P-36. Please provide samples of published materials.
- P-37. What policies are in place to ensure that participants in programs or activities do not displace any currently employed employee or impair existing contracts for services and existing collective bargaining agreements?
- P-38. What policies or procedures are in place to ensure:
- a. That the health and safety standards and working conditions provided to participants are comparable to those provided to other employees?
  - b. That to the extent that workers' compensation law applies, workers' compensation is provided to participants on the same basis as other individuals in similar employment?
- P-39. What procedures are in place to ensure that funds provided under this contract are used only for activities that are in addition to those that would otherwise be available in the local area in the absence of such funds?
- P-40. What policies or procedures are in place to ensure that WIA funds are not spent on the wages of incumbent employees during their participation in economic development activities provided through a statewide workforce investment system? (Section 181 (b)(1) and 20 CFR 667.264(a)(1))
- P-41. What policies or procedures are in place to ensure that a participant in a specified activity shall not be employed in a job if:
- a. Any other employee or individual is on layoff from the same or substantially equivalent job?
  - b. The employer has terminated the employment of any regular employee or otherwise reduced the workforce with the intention of filling the vacancy with the participant?
  - c. The job is created in a promotional line that infringes upon the promotional opportunities of currently employed individuals? (Section 181(b)(3) and 20 CFR 667.270 (c))
- P-42. What policies or procedures are in place to ensure that participants are not employed in the construction, operation or maintenance of any religious facility? (Section 188(a)(3) and 20 CFR 667.266)

- P-43. How do you ensure that no person or organization charges an individual a fee for placement in or referral to a workforce investment activity? (Section 195 (5))
- P-44. How do you ensure that funds are not used for public service employment? (Section 195 (10) and 20 CFR 667.264 (2))
- P-45. How do you ensure that individuals referred to training are:
- a. Assessed as being in need of training services in order to obtain or retain employment and as having the skills and qualifications needed to successfully complete the selected training program?
  - b. Selecting a program of training that is directly linked to the employment opportunities either in the local area or in another area to which the individual is willing to relocate?
  - c. Unable to obtain grant assistance from other sources to pay the costs of such training including Pell grants or required WIA assistance in addition to other sources of grant assistance?
- P-46. Describe how programs coordinate with other Higher Education financial aid programs, including Pell grants and waiver requests when appropriate, so that WIA funds supplement other sources of training grants? (20 CFR 663.320)
- P-47. Please describe the internal file review process including how often reviews are conducted, how many files are sampled, who completes the review, and the scope of the review (i.e. eligibility documentation, assessment, etc.).
- P-48. Does the program provide drug testing? If so, how does the program ensure that WIA funds are not used for this purpose? (New)
- P-49. Please provide a copy of local area policies and procedures for case file maintenance (TEGL 33-12; 28-11) (New)
- P-50. Please describe how your organization has been using Workforce3one Youth Connections Community of Practice, the TEN 46-11 attachment, tools and resources listed in TEGL 33-12. (New)
- P-51. How does the program ensure that youth enrolled prior to age 18 remain compliant with selective service registration requirements (include processes for tracking and monitoring participants). Describe processes if a participant does not comply with registration and/or if a non-compliant youth is discovered. (New)

### **Equal Opportunity / Americans with Disabilities Act (ADA)**

- P-52. How are the race/ethnicity, sex, age, and disability status of every applicant recorded? [Final Rule of the Nondiscrimination and Equal Opportunity Provisions of the Workforce Investment Act of 1998, 20 CFR 663.105c and 29 CFR 37.37 (b) (2)]

- P-53. Indicate where the current EO notices and the EO Officer's name and contact information are located. (29 CFR 37.26)
- P-54. Is program information available in languages other than English? Please provide samples.
- P-55. Please describe how staff effectively communicates with persons with disabilities? Is program information available in alternative formats? Please provide samples. (29 CFR 37.9)
- P-56. Please provide samples of brochures and media communications which demonstrate that applicable Job Grower's Inc. and EO language (EO employer/program, auxiliary aids/services available), TDD/TTY, and other required information is included. (29 CFR 37.34)
- P-57. At what point in the intake process is the "Equal Opportunity is the Law" notice provided to applicants? Please provide a copy. (29 CFR 37.31 (a)(4))
- P-58. Please describe how discrimination complaints are, or would be, handled. How does the process compare to a non-EO/ADA WIA complaint?
- P-59. How are staff, applicants, and participants informed of Equal Opportunity and ADA policies and policies on filing complaints, including complaints of discrimination?
- P-60. How does the program ensure that services are provided in compliance with EO guidelines including: enrollment, incentives, access to program activities, etc. (New)

### **Technical Assistance**

- T-1. What are the most significant accomplishments in implementing the contracted services from July 1, 2013 through June 30, 2013?
- T-2. Have you experienced any significant variations from your implementation plan? Please explain.
- T-3. Is there information or other technical assistance Job Grower's Inc. could provide that would help your organization in managing your contract?
- T-4. Please identify and describe trends that you have observed during the program year that are specific to:
- Demographics
  - Barriers
  - Unmet service needs



**JOB GROWERS, INCORPORATED**

**FINANCIAL STATEMENTS**

**For the Years Ended June 30, 2013 and 2012**

JOB GROWERS, INCORPORATED  
FINANCIAL STATEMENTS  
For the Years Ended June 30, 2013 and 2012

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## INDEPENDENT AUDITOR'S REPORT

To the Board of Directors  
Job Growers, Incorporated  
Salem, Oregon

### Report on the Financial Statements

We have audited the accompanying financial statements of Job Growers, Incorporated (a nonprofit organization) which comprise the statements of financial position as of June 30, 2013 and 2012, and the related statements of activities, functional expenses, and cash flows for the years then ended and the related notes to the financial statements.

### *Management's Responsibility for the Financial Statements*

Management is responsible for the preparation and fair presentation of these financial statements in accordance with accounting principles generally accepted in the United States of America; this includes the design, implementation, and maintenance of internal control relevant to the preparation and fair presentation of financial statements that are free from material misstatement, whether due to fraud or error.

### *Auditor's Responsibility*

Our responsibility is to express an opinion on these financial statements based on our audits. We conducted our audits in accordance with auditing standards generally accepted in the United States of America and the standards applicable to financial audits contained in *Government Auditing Standards*, issued by the Comptroller General of the United States. Those standards require that we plan and perform the audits to obtain reasonable assurance about whether the financial statements are free of material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial statements. The procedures selected depend on the auditor's judgment, including the assessment of the risks of material misstatement of the financial statements, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the entity's preparation and fair presentation of the financial statements in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the entity's internal control. Accordingly, we express no such opinion. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of significant accounting estimates made by management, as well as evaluating the overall presentation of the financial statements.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our audit opinion.

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***Opinion***

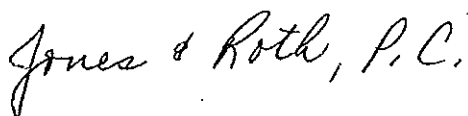
In our opinion, the financial statements referred to above present fairly, in all material respects, the financial position of Job Growers, Incorporated as of June 30, 2013 and 2012, and the changes in its net assets and its cash flows for the years then ended in conformity with accounting principles generally accepted in the United States of America.

***Other Matters******Other Information***

Our audits were conducted for the purpose of forming an opinion on the financial statements as a whole. The accompanying schedule of expenditures of federal awards, as required by Office of Management and Budget Circular A-133, *Audits of States, Local Governments, and Non-Profit Organizations*, is presented for purposes of additional analysis and is not a required part of the financial statements. Such information is the responsibility of management and was derived from and relates directly to the underlying accounting and other records used to prepare the financial statements. The information has been subjected to the auditing procedures applied in the audit of the financial statements and certain additional procedures, including comparing and reconciling such information directly to the underlying accounting and other records used to prepare the financial statements or to the financial statements themselves, and other additional procedures in accordance with auditing standards generally accepted in the United States of America. In our opinion, the information is fairly stated, in all material respects, in relation to the financial statements as a whole.

***Other Reporting Required by Government Auditing Standards***

In accordance with *Government Auditing Standards*, we have also issued our report dated February 13, 2014 on our consideration of Job Growers, Incorporated internal control over financial reporting and on our tests of its compliance with certain provisions of laws, regulations, contracts, and grant agreements and other matters. The purpose of that report is to describe the scope of our testing of internal control over financial reporting and compliance and the results of that testing, and not to provide an opinion on internal control over financial reporting or on compliance. That report is an integral part of an audit performed in accordance with *Government Auditing Standards* in considering Job Growers, Incorporated internal control over financial reporting and compliance.



Jones & Roth, P.C.  
Eugene, Oregon  
February 13, 2014

FINANCIAL STATEMENTS

JOB GROWERS, INCORPORATED  
STATEMENTS OF FINANCIAL POSITION  
June 30, 2013 and 2012

	<u>2013</u>	<u>2012</u>
<b>Assets</b>		
<b>Current assets</b>		
Cash	\$ 18,804	\$ 77,181
Payroll deposits	83,865	42,199
Grants and contracts receivable	380,869	730,541
Prepaid expenses	<u>14,454</u>	<u>14,878</u>
Total current assets	<u>497,992</u>	<u>864,799</u>
<b>Other assets</b>		
Equipment, net of accumulated depreciation	2,443	4,071
Component fund of Oregon Community Foundation	<u>348,731</u>	<u>317,520</u>
Total other assets	<u>351,174</u>	<u>321,591</u>
<b>Total assets</b>	<u>\$ 849,166</u>	<u>\$ 1,186,390</u>
<b>Liabilities and Net Assets</b>		
<b>Current liabilities</b>		
Accounts payable	\$ 349,790	\$ 715,633
Accrued payroll and related expenses	188,352	126,414
Deferred revenue	<u>15,441</u>	<u>61,719</u>
Total current liabilities	<u>553,583</u>	<u>903,766</u>
<b>Net assets</b>		
Unrestricted	45,583	32,624
Temporarily restricted	<u>250,000</u>	<u>250,000</u>
Total net assets	<u>295,583</u>	<u>282,624</u>
<b>Total liabilities and net assets</b>	<u>\$ 849,166</u>	<u>\$ 1,186,390</u>

The accompanying notes are an integral part of these statements.

JOB GROWERS, INCORPORATED  
STATEMENT OF ACTIVITIES  
For the Year Ended June 30, 2013

	<u>Unrestricted</u>	<u>Temporarily Restricted</u>	<u>Total</u>
<b>Support and revenue</b>			
Grants and contracts	\$ 5,795,749	\$ -	\$ 5,795,749
Contributions	31,489	-	31,489
Miscellaneous income	6,893	-	6,893
Increase in value of component fund	<u>30,578</u>	<u>-</u>	<u>30,578</u>
 Total support and revenue	 <u>5,864,709</u>	 <u>-</u>	 <u>5,864,709</u>
 <b>Expenses</b>			
Program services:			
WIA programs	4,071,129	-	4,071,129
Healthcare program	616,754	-	616,754
Other programs	697,423	-	697,423
Support services:			
Administration	<u>466,444</u>	<u>-</u>	<u>466,444</u>
 Total expenses	 <u>5,851,750</u>	 <u>-</u>	 <u>5,851,750</u>
 <b>Change in net assets</b>	 12,959	 -	 12,959
 Net assets, beginning of year	 <u>32,624</u>	 <u>250,000</u>	 <u>282,624</u>
 Net assets, end of year	 <u>\$ 45,583</u>	 <u>\$ 250,000</u>	 <u>\$ 295,583</u>

The accompanying notes are an integral part of these statements.



JOB GROWERS, INCORPORATED  
STATEMENT OF ACTIVITIES  
For the Year Ended June 30, 2012

	Unrestricted	Temporarily Restricted	Total
<b>Support and revenue</b>			
Grants and contracts	\$ 6,531,968	\$ -	\$ 6,531,968
Contributions	21,876	-	21,876
Miscellaneous income	6,906	-	6,906
Decrease in value of component fund	(15,073)	-	(15,073)
	<u>6,545,677</u>	<u>-</u>	<u>6,545,677</u>
<b>Expenses</b>			
Program services:			
WIA programs	4,065,482	-	4,065,482
Healthcare program	1,061,810	-	1,061,810
Other programs	841,793	-	841,793
Support services:			
Administration	595,456	-	595,456
	<u>6,564,541</u>	<u>-</u>	<u>6,564,541</u>
<b>Change in net assets</b>	(18,864)	-	(18,864)
Net assets, beginning of year	<u>51,488</u>	<u>250,000</u>	<u>301,488</u>
Net assets, end of year	<u>\$ 32,624</u>	<u>\$ 250,000</u>	<u>\$ 282,624</u>

The accompanying notes are an integral part of these statements.

JOB GROWERS, INCORPORATED  
STATEMENT OF FUNCTIONAL EXPENSES  
For the Year Ended June 30, 2013

	WIA Programs	Healthcare Program	Other Programs	Total Program Services	Administration	Total
Salaries and wages	\$ 1,248,753	\$ 198,365	\$ 30,680	\$ 1,477,798	\$ 185,133	\$ 1,662,931
Payroll taxes	118,785	19,096	4,924	142,805	19,220	162,025
Employee benefits	335,608	64,210	13,778	413,596	43,539	457,135
Personnel other	2,084	251	11,490	13,825	2,974	16,799
Professional fees	133	-	28,418	28,551	31,788	60,339
Technology maintenance	30,816	-	378	31,194	7,277	38,471
Outreach and special events	2,161	-	20,917	23,078	1,707	24,785
Other contracted services	98,052	203	32,713	130,968	1,543	132,511
Office expenses	33,883	481	2,816	37,180	21,080	58,260
Printing and copying	16,493	-	822	17,315	9,291	26,606
Dues and subscriptions	8,032	-	1,184	9,216	9,072	18,288
Facilities	120,941	637	7,545	129,123	96,481	225,604
Insurance	14	-	400	414	9,031	9,445
Travel and per diem	20,034	2,755	1,637	24,426	997	25,423
Meetings and conferences	7,366	422	1,813	9,601	3,800	13,401
Program services	<u>2,027,974</u>	<u>330,334</u>	<u>537,908</u>	<u>2,896,216</u>	<u>23,511</u>	<u>2,919,727</u>
Total expenses	<u>\$ 4,071,129</u>	<u>\$ 616,754</u>	<u>\$ 697,423</u>	<u>\$ 5,385,306</u>	<u>\$ 466,444</u>	<u>\$ 5,851,750</u>

The accompanying notes are an integral part of these statements.

JOB GROWERS, INCORPORATED  
STATEMENT OF FUNCTIONAL EXPENSES  
For the Year Ended June 30, 2012

	WIA Programs	Healthcare Program	Other Programs	Total Program Services	Administration	Total
Salaries and wages	\$ 1,008,772	\$ 223,300	\$ 188,652	\$ 1,420,724	\$ 245,541	\$ 1,666,265
Payroll taxes	94,805	20,813	16,650	132,268	23,803	156,071
Employee benefits	258,218	61,279	42,264	361,761	61,289	423,050
Personnel other	2,695	224	418	3,337	2,120	5,457
Professional fees	1,200	-	9,844	11,044	41,426	52,470
Technology maintenance	30,562	-	3,338	33,900	29,901	63,801
Outreach and special events	7,876	-	14,954	22,830	8,591	31,421
Other contracted services	44,419	-	39,078	83,497	21,740	105,237
Office expenses	80,427	899	2,744	84,070	27,486	111,556
Printing and copying	14,736	94	1,369	16,199	9,201	25,400
Dues and subscriptions	14,307	-	343	14,650	3,441	18,091
Facilities	116,236	690	9,005	125,931	94,388	220,319
Insurance	-	-	767	767	8,031	8,798
Travel and per diem	25,308	5,990	2,911	34,209	6,476	40,685
Meetings and conferences	21,841	-	2,119	23,960	4,093	28,053
Program services	<u>2,344,080</u>	<u>748,521</u>	<u>507,337</u>	<u>3,599,938</u>	<u>7,929</u>	<u>3,607,867</u>
 Total expenses	 <u>\$ 4,065,482</u>	 <u>\$ 1,061,810</u>	 <u>\$ 841,793</u>	 <u>\$ 5,969,085</u>	 <u>\$ 595,456</u>	 <u>\$ 6,564,541</u>

The accompanying notes are an integral part of these statements.

**JOB GROWERS, INCORPORATED**  
**STATEMENTS OF CASH FLOWS**  
For the Years Ended June 30, 2013 and 2012

	<u>2013</u>	<u>2012</u>
<b>Cash flows from operating activities</b>		
Change in net assets	\$ 12,959	\$ (18,864)
Depreciation	1,628	1,628
(Increase) decrease in value of component fund of Oregon Community Foundation	(30,578)	15,073
Adjustments to reconcile change in net assets to net cash provided (used) by operating activities:		
(Increase) decrease in assets:		
Accounts receivable	349,672	133,435
Prepaid expenses	424	46,152
Other assets	(41,666)	111,623
Increase (decrease) in liabilities:		
Overdraft	-	(6,968)
Accounts payable and accrued liabilities	(365,843)	(144,455)
Accrued payroll and related expenses	61,938	(103,390)
Deferred revenue	<u>(46,278)</u>	<u>44,661</u>
Net cash provided (used) by operating activities	(57,744)	78,895
<b>Cash flows from investing activities</b>		
Transfer to component fund of Oregon Community Foundation	<u>(633)</u>	<u>(1,714)</u>
<b>Net increase (decrease) in cash</b>	(58,377)	77,181
Cash, beginning of year	<u>77,181</u>	<u>-</u>
Cash, end of year	<u>\$ 18,804</u>	<u>\$ 77,181</u>

The accompanying notes are an integral part of these statements.

JOB GROWERS, INCORPORATED  
NOTES TO FINANCIAL STATEMENTS

## 1. Summary of Significant Accounting Policies

### Organization

Job Growers, Incorporated (Job Growers) serves youth, adults, and dislocated workers through its partnerships with private industry and workforce development providers. Job Growers serves as the administrative entity for workforce grant funds in Marion County, Polk County, and Yamhill County, Oregon. The programs include services to emerging, transitioning, and incumbent workers to decrease barriers to employment or advancement. Job Growers also partners with employers to provide specific training programs to improve the existing workforce.

### Basis of Accounting

The financial statements of Job Growers have been prepared on the accrual basis. To enhance the usefulness of the financial statements to the reader, the significant accounting policies are described below.

### Use of Estimates

The preparation of financial statements, in conformity with accounting principles generally accepted in the United States of America, requires management to make estimates and assumptions that affect the reported amounts of assets, liabilities, revenues, and expenses, and the disclosure of contingent assets and liabilities. Actual results could differ from these estimates.

### Equipment

Equipment with a cost of \$5,000 or more is capitalized at historical cost. Donated equipment is recorded at its fair value at the time of donation. Depreciation is computed using the straight-line method over the estimated useful lives of the assets, which range from 3 to 10 years.

### Accrued Vacation Pay

Vacation pay is recorded as a liability and an expense when earned rather than when paid. When vacation is taken, amounts disbursed for vacation pay are charged against the liability.

### Deferred Revenue

Funds from certain grants are received for services to be rendered in advance. Such amounts are accounted for as deferred revenue and recognized as revenue when the services are provided.

### Support and Revenue

The primary source of support for Job Growers is derived from federal Workforce Investment Act (WIA) grants and other federal funding passed through the State of Oregon. Revenue and related receivables for these grants are accounted for under cost reimbursement principles and are recorded when the related program costs are incurred, subject to grant allocation limitations.

JOB GROWERS, INCORPORATED  
NOTES TO FINANCIAL STATEMENTS

**1. Summary of Significant Accounting Policies, continued**

**Advertising**

Advertising costs are expensed as incurred.

**Net Assets**

Net assets of Job Growers consist of the following:

*Unrestricted net assets* are available for the general obligations of Job Growers.

*Temporarily restricted net assets* are restricted by grantors and donors for specific purposes.

**Nonprofit Status**

Job Growers has been determined to be an exempt organization under Internal Revenue Code (IRC) Section 501(c)(3) and is not classified as a private foundation. Job Growers federal Form 990, *Return of Organization Exempt from Income Tax*, generally remains open to examination by the Internal Revenue Service for three years after filing.

**2. Cash**

At June 30, cash consisted of the following:

	<u>2013</u>	<u>2012</u>
Demand deposits with financial institutions	\$ 18,804	\$ 77,181

**3. Grants and Contracts Receivable**

At June 30, grants and contracts receivable consisted of the following:

	<u>2013</u>	<u>2012</u>
Grants and contracts receivable	\$ 380,869	\$ 730,541

**4. Equipment**

At June 30, equipment consisted of the following:

	<u>2013</u>	<u>2012</u>
Equipment	\$ 8,143	\$ 8,142
Accumulated depreciation	(5,700)	(4,071)
Equipment, net of accumulated depreciation	<u>\$ 2,443</u>	<u>\$ 4,071</u>

Depreciation expense was \$1,628 for the years ended June 30, 2013 and 2012, respectively.

JOB GROWERS, INCORPORATED  
NOTES TO FINANCIAL STATEMENTS

### 5. Component Fund of Oregon Community Foundation

Job Growers transferred assets to the Oregon Community Foundation. The transfer agreement provides that the Oregon Community Foundation has variance power, manages the funds, and distributes an amount not less than a reasonable rate of return. Job Growers retains a beneficial interest in the assets. Oregon Community Foundation shall make additional distributions upon a majority vote of all directors of Job Growers, if the requested distributions are consistent with Job Growers' objectives and purposes. The market value of the component fund was \$348,731 and \$317,520 at June 30, 2013 and 2012, respectively. \$250,000 of the balance is temporarily restricted as a risk management reserve.

### 6. Fair Value Measurements

Accounting principles generally accepted in the United States of America establish a three-level hierarchy for disclosure of assets and liabilities recorded at fair value. The classification of assets and liabilities within the hierarchy is based on whether the inputs to the valuation methodology used for measurement are observable or unobservable. Observable inputs reflect market-derived or market-based information obtained from independent sources while unobservable inputs reflect estimates about market data.

The fair value hierarchy prioritizes the inputs to valuation techniques used to measure fair value into three broad levels:

Level 1 – Quoted prices are available in active markets for identical assets and liabilities.

Level 2 – Pricing inputs are observable for the assets and liabilities, either directly or indirectly, but are not the same as those used in Level 1. Fair value is determined through the use of models or other valuation methodologies.

Level 3 – Pricing inputs are unobservable for the assets and liabilities and include situations where there is little, if any, market activity for the investment. The inputs into the determination of fair value require significant management judgment or estimation.

As of June 30, 2013, the fair value of the component fund disclosed in Note 5 was as follows:

	<u>Fair Value Measurements</u>			Assets
	<u>Level 1</u>	<u>Level 2</u>	<u>Level 3</u>	<u>(Liabilities)</u>
<b>Assets</b>				
Component Fund of Oregon Community Foundation	\$ -	\$ -	\$ 348,731	\$ 348,731

As of June 30, 2012, the fair value of the component fund disclosed in Note 5 was as follows:

	<u>Fair Value Measurements</u>			Assets
	<u>Level 1</u>	<u>Level 2</u>	<u>Level 3</u>	<u>(Liabilities)</u>
<b>Assets</b>				
Component Fund of Oregon Community Foundation	\$ -	\$ -	\$ 317,520	\$ 317,520



JOB GROWERS, INCORPORATED  
NOTES TO FINANCIAL STATEMENTS

## 7. Retirement Plan

Job Growers makes employer matching contributions under an arrangement described in section 401(k) of the Internal Revenue Code (IRC). Job Growers contributes up to 6 percent of the employee's salary. Expenses contributed under this plan for the years ended June 30, 2013 and 2012, totaled \$36,583 and \$35,985, respectively.

## 8. Lease Commitments

Job Growers leases administrative office space on High Street in Salem, Oregon. The lease expires on June 30, 2017, and Job Growers has an option to extend the lease for two additional 3-year terms.

Job Growers leases office space on Lincoln Street in Woodburn, Oregon. The lease expires on June 30, 2014.

Job Growers leases office space on Cottage Street in Salem, Oregon. The lease expires on May 31, 2015, and Job Growers has an option to extend the lease for two additional 2-year terms.

Job Growers leases office space on Norton Lane in McMinnville, Oregon. The lease expires on June 30, 2014.

Job Growers leases office space on Main Street in Dallas, Oregon. The lease expires on July 18, 2014.

Job Growers leased office space in McMinnville, Oregon at the McMinnville Chamber of Commerce. This lease was terminated January 31, 2013.

Job Growers leases a copier under an agreement that expires in August 2015.

Job Growers leases a phone system under an agreement that expires June 30, 2014.

Total rent expense for the years ended June 30, 2013 and 2012, was \$210,773 and \$203,319, respectively.

Future minimum lease payments under these leases are as follows:

<u>Year Ending June 30,</u>	
2014	\$ 173,312
2015	105,464
2016	99,257
2017	<u>100,992</u>
Total	<u>\$ 479,025</u>

JOB GROWERS, INCORPORATED  
NOTES TO FINANCIAL STATEMENTS

**9. Related Party Transactions**

Job Growers entered into various contracts to provide financial assistance for workforce trainings with organizations whose management includes members of Job Growers' Board of Directors. Payables to these organizations totaled \$7,145 and \$10,671 at June 30, 2013 and 2012, respectively. Expenses of \$210,898 and \$141,104 were incurred under contracts with these organizations during the years ended June 30, 2013 and 2012, respectively.

**10. Contingencies**

Reimbursement claims under federal and state program grants are subject to audit and adjustment by grantor agencies. Any disallowed claims might become a liability of Job Growers.

**11. Subsequent Events**

Management evaluates events and transactions that occur after the statement of financial position date as potential subsequent events. Management has performed this evaluation through the date of the independent auditor's report.

FEDERAL AWARDS SECTION

**JOB GROWERS, INCORPORATED**  
**SCHEDULE OF EXPENDITURES OF FEDERAL AWARDS**  
For the Year Ended June 30, 2013

Federal Grantor/Pass-through Grantor/ Program Title	Federal CFDA Number	Program or Award Amount	Expenditures	Passed Through to Subrecipients
<b>U.S. Department of Labor</b>				
Direct program:				
Program of Competitive Grants for Worker Training and Placement in High Growth and Emerging Industry Sectors - ARRA Health Care Sector and Other High Growth and Emerging Industries	ARRA 17.275	\$ 2,373,073	\$ 616,754	\$ 76,489
Passed through the State of Oregon:				
WIA cluster:				
WIA Adult Administration	17.258	123,157	123,081	-
WIA Youth Administration	17.259	270,362	140,764	-
WIA Dislocated Worker Administration	17.278	224,892	138,166	-
WIA Adult	17.258	2,132,280	1,210,714	-
WIA Youth	17.259	3,734,440	1,317,508	1,077,217
WIA Dislocated Worker	17.278	1,677,765	1,267,868	-
Rapid Response	17.278	12,100	7,003	-
High Concentration Eligible Youth	17.259	30,511	30,511	-
Statewide activities - LWIB Rapid Response	17.278	8,750	8,700	-
Employer Workforce Training Fund-Rapid Response	12.278	360,000	165,054	-
National Career Readiness Certificate	17.278	153,055	96,144	-
Total WIA cluster		8,727,312	4,505,513	1,077,217
Program of Competitive Grants for Worker Training and Placement in High Growth and Emerging Industry Sectors - ARRA State Energy Sector Partnership and Training Grant:				
Administration	ARRA 17.275	38,889	16,198	-
Program	ARRA 17.275	729,423	478,705	-
Total passed through State of Oregon		9,495,624	5,000,416	1,077,217
Passed through the Oregon Manufacturing Extension Partnership, Inc.:				
Program of Competitive Grants for Worker Training and Placement in High Growth and Emerging Industry Sectors - ARRA Renewable Energy Industries	ARRA 17.275	655,500	70,603	-
Total federal programs		\$ 12,524,197	\$ 5,687,773	\$ 1,153,706

JOB GROWERS, INCORPORATED  
NOTES TO SCHEDULE OF EXPENDITURES OF FEDERAL AWARDS  
For the Year Ended June 30, 2013

**1. Organization of the Schedule**

Grants are organized by federal department or agency and identified by the 2013 Catalog of Federal Domestic Assistance (CFDA) number.

All identified federal awards expended by Job Growers are included in the schedule. The information in the schedule is presented in accordance with OMB Circular A-133.

**2. Summary of Significant Accounting Policies**

Expenditures are reported on the accrual basis.

**3. Insurance**

Job Growers had insurance in force during the year ended June 30, 2013, as recommended by their insurance agent.

**INDEPENDENT AUDITOR'S REPORT ON INTERNAL CONTROL OVER FINANCIAL  
REPORTING AND ON COMPLIANCE AND OTHER MATTERS BASED ON  
AN AUDIT OF FINANCIAL STATEMENTS PERFORMED  
IN ACCORDANCE WITH GOVERNMENT AUDITING STANDARDS**

To the Board of Directors  
Job Growers, Incorporated  
Salem, Oregon

We have audited, in accordance with the auditing standards generally accepted in the United States of America and the standards applicable to financial audits contained in *Government Auditing Standards* issued by the Comptroller General of the United States, the financial statements of Job Growers, Incorporated (a nonprofit organization), which comprise the statement of financial position as of June 30, 2013, and the related statements of activities, functional expenses, and cash flows for the year then ended, and the related notes to the financial statements, and have issued our report thereon dated February 13, 2014.

**Internal Control Over Financial Reporting**

In planning and performing our audit of the financial statements, we considered Job Growers, Incorporated's internal control over financial reporting (internal control) to determine the audit procedures that are appropriate in the circumstances for the purpose of expressing our opinion on the financial statements, but not for the purpose of expressing an opinion on the effectiveness of Job Growers, Incorporated's internal control. Accordingly, we do not express an opinion on the effectiveness of the Organization's internal control.

A *deficiency in internal control* exists when the design or operation of a control does not allow management or employees, in the normal course of performing their assigned functions, to prevent, or detect and correct, misstatements on a timely basis. A *material weakness* is a deficiency, or a combination of deficiencies, in internal control, such that there is a reasonable possibility that a material misstatement of the entity's financial statements will not be prevented, or detected and corrected on a timely basis. A *significant deficiency* is a deficiency, or a combination of deficiencies, in internal control that is less severe than a material weakness, yet important enough to merit attention by those charged with governance.

Our consideration of internal control was for the limited purpose described in the first paragraph of this section and was not designed to identify all deficiencies in internal control that might be material weaknesses or significant deficiencies. Given these limitations, during our audit we did not identify any deficiencies in internal control that we consider to be material weaknesses. However, material weaknesses may exist that have not been identified.

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Hillsboro, OR 97124  
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**Compliance and Other Matters**

As part of obtaining reasonable assurance about whether Job Growers, Incorporated's financial statements are free from material misstatement, we performed tests of its compliance with certain provisions of laws, regulations, contracts, and grant agreements, noncompliance with which could have a direct and material effect on the determination of financial statement amounts. However, providing an opinion on compliance with those provisions was not an objective of our audit, and accordingly, we do not express such an opinion. The results of our tests disclosed no instances of noncompliance or other matters that are required to be reported under *Government Auditing Standards*.

**Purpose of this Report**

The purpose of this report is solely to describe the scope of our testing of internal control and compliance and the results of that testing, and not to provide an opinion on the effectiveness of the Organization's internal control or on compliance. This report is an integral part of an audit performed in accordance with *Government Auditing Standards* in considering the Organization's internal control and compliance. Accordingly, this communication is not suitable for any other purpose.



Jones & Roth, P.C.  
Eugene, Oregon  
February 13, 2014



**INDEPENDENT AUDITOR'S REPORT ON COMPLIANCE FOR EACH  
MAJOR PROGRAM AND ON INTERNAL CONTROL OVER COMPLIANCE  
REQUIRED BY OMB CIRCULAR A-133**

To the Board of Directors  
Job Growers, Incorporated  
Salem, Oregon

**Report on Compliance for Each Major Federal Program**

We have audited Job Growers, Incorporated's compliance with the types of compliance requirements described in the *OMB Circular A-133 Compliance Supplement* that could have a direct and material effect on each of Job Growers, Incorporated's major federal programs for the year ended June 30, 2013. Job Growers, Incorporated's major federal programs are identified in the summary of audit results section of the accompanying schedule of findings and questioned costs.

***Management's Responsibility***

Management is responsible for compliance with the requirements of laws, regulations, contracts, and grants applicable to its federal programs.

***Auditor's Responsibility***

Our responsibility is to express an opinion on compliance for each of Job Growers, Incorporated's major federal programs based on our audit of the types of compliance requirements referred to above. We conducted our audit of compliance in accordance with auditing standards generally accepted in the United States of America; the standards applicable to financial audits contained in *Government Auditing Standards*, issued by the Comptroller General of the United States; and OMB Circular A-133, *Audits of States, Local Governments, and Non-Profit Organizations*. Those standards and OMB Circular A-133 require that we plan and perform the audit to obtain reasonable assurance about whether noncompliance with the types of compliance requirements referred to above that could have a direct and material effect on a major federal program occurred. An audit includes examining, on a test basis, evidence about Job Growers, Incorporated's compliance with those requirements and performing such other procedures as we considered necessary in the circumstances.

We believe that our audit provides a reasonable basis for our opinion on compliance for each major federal program. However, our audit does not provide a legal determination of Job Growers, Incorporated's compliance.

***Opinion on Each Major Federal Program***

In our opinion, Job Growers, Incorporated complied, in all material respects, with the types of compliance requirements referred to above that could have a direct and material effect on each of its major federal programs for the year ended June 30, 2013.

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## Report on Internal Control Over Compliance

Management of Job Growers, Incorporated is responsible for establishing and maintaining effective internal control over compliance with the types of compliance requirements referred to above. In planning and performing our audit of compliance, we considered Job Growers, Incorporated's internal control over compliance with the types of requirements that could have a direct and material effect on each major federal program to determine the auditing procedures that are appropriate in the circumstances for the purpose of expressing an opinion on compliance for each major federal program and to test and report on internal control over compliance in accordance with OMB Circular A-133, but not for the purpose of expressing an opinion on the effectiveness of internal control over compliance. Accordingly, we do not express an opinion on the effectiveness of Job Growers, Incorporated's internal control over compliance.

*A deficiency in internal control over compliance* exists when the design or operation of a control over compliance does not allow management or employees, in the normal course of performing their assigned functions, to prevent, or detect and correct, noncompliance with a type of compliance requirement of a federal program on a timely basis. *A material weakness in internal control over compliance* is a deficiency, or combination of deficiencies, in internal control over compliance, such that there is a reasonable possibility that material noncompliance with a type of compliance requirement of a federal program will not be prevented, or detected and corrected, on a timely basis. *A significant deficiency in internal control over compliance* is a deficiency, or a combination of deficiencies, in internal control over compliance with a type of compliance requirement of a federal program that is less severe than a material weakness in internal control over compliance, yet important enough to merit attention by those charged with governance.

Our consideration of internal control over compliance was for the limited purpose described in the first paragraph of this section and was not designed to identify all deficiencies in internal control over compliance that might be material weaknesses or significant deficiencies. We did not identify any deficiencies in internal control over compliance that we consider to be material weaknesses. However, material weaknesses may exist that have not been identified.

The purpose of this report on internal control over compliance is solely to describe the scope of our testing of internal control over compliance and the results of that testing based on the requirements of OMB Circular A-133. Accordingly, this report is not suitable for any other purpose.



Jones & Roth, P.C.  
Eugene, Oregon  
February 13, 2014

**JOB GROWERS, INCORPORATED**  
**SCHEDULE OF FINDINGS AND QUESTIONED COSTS**  
For the Year Ended June 30, 2013

**Summary of Audit Results**

- (i) The independent auditor's report expresses an unqualified opinion on the financial statements of Job Growers, Incorporated.
- (ii) No significant deficiencies in internal control were disclosed by the audit of the financial statements.
- (iii) No instances of noncompliance material to the financial statements were disclosed during the audit.
- (iv) No significant deficiencies in internal control over compliance were disclosed by the audit of the major federal award programs.
- (v) The independent auditor's report on compliance for the major federal award programs expresses an unqualified opinion.
- (vi) The audit did not disclose any findings required to be reported.
- (vii) Programs tested as major programs were:
  - CFDA #17.258, 17.259, and 17.278 Workforce Investment Act cluster
  - CFDA #17.275 Program of Competitive Grants for Worker Training and Placement in High Growth and Emerging Industry Sectors
- (viii) The threshold for distinguishing between Type A and Type B programs was \$300,000.
- (ix) Job Growers, Incorporated does not qualify as a low risk auditee.

**Findings - Financial Statements and Internal Control over Financial Reporting**

None.

**Findings and Questioned Costs - Federal Awards**

None.

JOB GROWERS, INCORPORATED  
SCHEDULE OF PRIOR YEAR FINDINGS AND QUESTIONED COSTS  
For the Year Ended June 30, 2013

There were no findings or questioned costs reported in the prior year.

**ENTERPRISE FOR EMPLOYMENT AND EDUCATION  
LOCAL WORKFORCE INVESTMENT BOARD  
OREGON REGION 3  
COST ALLOCATION PLAN  
THROUGH 12/31/09**

**General Statements/Purpose**

The Enterprise for Employment and Education is the Local Workforce Investment Board and One-Stop Operator for Region 3. The Enterprise operates like a “trustee” for workforce development by acting as a scanner to identify workforce challenges and opportunities, a convener of effective partnerships to create solutions, a manager of resources to fund solutions, and an evaluator to ensure short term return on investment and identify long term trends and opportunities. Enterprise’s has very little, if any, involvement in the provision of the training programs or contact with the program participants. Direct program services are provided by the other organizations which contract with the Enterprise. Therefore, Enterprise operational expenditures are for the most part administrative and rarely programmatic in nature.

The purpose of this cost allocation plan is to summarize, in writing, the methods and procedures that the Enterprise uses to allocate only the costs incurred by the Enterprise. Costs incurred by the program providers are direct costed or allocated using their own cost allocation plans.

**Direct, Shared Direct and Indirect Costs**

Costs are categorized into three groups; Direct Costs, Shared Direct Costs and Indirect Costs. Direct costs are those which can be readily identified as benefiting a single cost objective. Shared direct costs are those costs which can be identified as benefiting just two or three cost objectives. Indirect costs are seen to benefit all cost objectives. Because the Enterprise operates as a scanner, convener, resource manager and evaluator, little of the organization’s costs are directly related to a specific cost objective. Most costs are either shared direct or indirect.

**Pooled Accounts**

Shared Direct and Indirect Costs are captured in “Pooled Accounts” when posting to the accounting system. At the end of each quarter, the expenses in the Pooled accounts are allocated across the appropriate funding streams based on the programmatic expenditures for that quarter within each funding stream. The major Pooled Accounts and there associated funding streams are as follows:

**Formula Pool** – Used to capture programmatic expenditures which benefit all WIA Title 1B Formula funding streams. Costs are allocated to Adult, Dislocated Worker, In-School Youth and Out-of-School Youth program funds.

**Admin Pool** – Used to capture administrative expenditures which do not benefit any specific funding stream. Costs are allocated across all funding streams which have programmatic expenditures and provide administrative funding.

**Benefits Pool** – Used to capture employee benefit expenditures. Costs are allocated to the appropriate funding stream based on the relative ratios of payroll expenditures for the month the premium is covering. Allocations are done monthly with some costs allocated to other Pooled Accounts for further allocation at the end of the quarter.

**WSO (WorkSource Oregon) Pool** – Used to capture expenditures related to the administrative oversight of the WorkSource Centers (One-Stops). The costs are allocated across the funding streams for those programs which are carried out at the One-Stops. These are typically Adult, Dislocated Worker, Navigator and National Emergency Grants

**Youth Pool** – Used to capture expenditures which are related to the Youth programs, but cannot be identified as In-School or Out-of-School. These costs are allocated to those two funding streams.

**CWF (Current Workforce) Pool** – Used to capture expenditures related to the development and provision of training to the incumbent workforce. The costs are allocated to EWTF (Employer Workforce Training Fund) and any other grants which provide funding to develop and supply training to the incumbent workforce.

### **Allocation Basis**

Direct costing is used to apply costs to the appropriate objective whenever a clear determination can be made that only one cost objective receives benefit.

Shared direct costs incurred by the Enterprise can generally be attributed to two or three cost objectives and placed into the appropriate Pooled Account.

Indirect costs incurred by the Enterprise cannot be attributed to any specific cost objective or small group of cost objectives. These costs are posted to the Admin Pool for future allocation across all funding streams which provide administrative funds.

The work performed by the Enterprise staff is heavily administrative in nature and does not easily lend itself to direct allocation. Due to the relatively small number of hours, if any, which can be directly allocated to a single cost objective, the use of an allocation basis involving direct cost hours does not lend itself to a fair and equitable sharing of the costs. Therefore, at the close of each quarter's transactions, allocation percentages are calculated based on that quarter's Direct Costs in each program. These allocation percentages are applied to the Shared Direct and Indirect expenditures which were posted to the Pooled Accounts during that quarter. Should the resulting allocations in a given funding exceed the available funds, the excess allocation is further reallocated to the other funding streams to which that pooled account applies.

## **COST ALLOCATION PLAN RESTRUCTURE**

During the third quarter of fiscal year 2009-2010, the Enterprise for Employment and Education underwent significant changes in the structure of the business and added several large new funding sources. These factors necessitated a change in the method of allocating costs across funding sources.

Prior to these changes, the Enterprise was primarily an administrative organization overseeing the contracting and fiscal management of Workforce Investment Act programs and funding. In addition, the organization had a few additional smaller funding sources which collectively made up approximately 4% of the overall funding. As such, the majority of the organization's expenditures were covered with WIA Admin funding.

Effective January 1, 2010, the Enterprise assumed the role of providing direct services to Adult and Dislocated Worker WIA participants through the local one-stop centers. This resulted in a tripling of the size of the staff. In addition, several of the existing staff efforts were redirected from a strictly administrative function to one of more direct focus on the delivery of the programs. Also, during the third quarter, the Enterprise received three new grants of relatively larger amounts which changed the overall funding distribution to approximately 75% WIA and 25% other funding sources. As a result, it became necessary to modify the Cost Allocation Plan.

During the third quarter, as the business model was transitioning, the original staff continued to report their time as they had done under the prior model while a new allocation plan was being developed. As a result, staff time was reclassified to align with the new plan. This allowed staff costs to be more equitably spread across funding streams and to redefine the expenditures as Program to more closely align with the work.



**ENTERPRISE FOR EMPLOYMENT AND EDUCATION  
LOCAL WORKFORCE INVESTMENT BOARD  
OREGON REGION 3  
COST ALLOCATION PLAN  
EFFECTIVE 1/1/10**

**General Statements/Purpose**

The Enterprise for Employment and Education is the Local Workforce Investment Board and One-Stop Operator for Region 3. The Enterprise operates like a “trustee” for workforce development by acting as a scanner to identify workforce challenges and opportunities, a convener of effective partnerships to create solutions, a manager of resources to fund solutions, and an evaluator to ensure short term return on investment and identify long term trends and opportunities. Enterprise’s has very little, if any, involvement in the provision of the training programs or contact with the program participants. Direct program services are provided by the other organizations which contract with the Enterprise. Therefore, Enterprise operational expenditures are for the most part administrative and rarely programmatic in nature.

The purpose of this cost allocation plan is to summarize, in writing, the methods and procedures that the Enterprise uses to allocate only the costs incurred by the Enterprise. Costs incurred by the program providers are direct costed or allocated using their own cost allocation plans.

**Direct and Shared Costs**

Costs are categorized into two groups; Direct Costs and Shared Costs. Direct costs are those which can be readily identified as benefiting a single cost objective. Shared costs are those costs which can be identified as benefiting multiple cost objectives.

**Pooled Accounts**

Shared Costs are captured in “Pooled Accounts” when posting to the accounting system. At the end of each quarter, the expenses in the Pooled accounts are allocated across the appropriate funding streams based on the programmatic expenditures for that quarter within each funding stream. The major Pooled Accounts and their associated funding streams are as follows:

**Program Pool** – Used to capture payroll and benefits of those employees whose job duties cover more than one funding source. Payroll which cannot be assigned to a specific source is placed in the Program Pool and allocated across the funding sources which that employee works on during the course of the quarter. These employees are typically Program Managers.

**Admin Pool** – Used to capture administrative expenditures which do not benefit any specific funding stream. Costs are allocated across all funding streams which have programmatic expenditures and provide administrative funding.

**Benefits Pool** – Used to capture employee benefit expenditures. Costs are allocated to the appropriate funding stream based on the relative ratios of payroll expenditures for the month the premium is covering. Allocations are done monthly with some costs allocated to other Pooled Accounts for further allocation at the end of the quarter.

**WSO (WorkSource Oregon) Pool** – Used to capture expenditures related to the WorkSource Centers which cannot be directly costed to a specific funding stream. The costs are allocated across the funding streams for those programs which are carried out at the One-Stops. These are typically Adult, Dislocated Worker, Navigator and National Emergency Grants

**Youth Pool** – Used to capture expenditures which are related to the Youth programs, but cannot be identified as In-School or Out-of-School. These costs are allocated to those two funding streams.

### **Allocation Basis**

Direct costing is used to apply costs to the appropriate objective whenever a clear determination can be made that only one cost objective receives benefit.

Shared costs incurred by the Enterprise can generally be attributed to two or three cost objectives and placed into the appropriate Pooled Account.

At the close of each quarter's transactions, allocation percentages are calculated based on that quarter's Direct Costs in each program. These allocation percentages are applied to the Shared expenditures which were posted to the Pooled Accounts during that quarter. Should the resulting allocations in a given funding exceed the available funds, the excess allocation is further reallocated to the other funding streams to which that pooled account applies.

During the 3<sup>rd</sup> quarter of fiscal year 2009-2010, there were insufficient direct costs in the Adult and Dislocated Worker funding streams to reasonably allocate the shared costs in the WSO Pool, due to the change over in direct provisioning of services. Therefore, a combination of a time study and Adult and DW counts from the centers was used on a one-time basis. Future quarters are allocated based on Direct Costs.

**DEBT COLLECTION**

Date: Jul. 1, 2011

 New Revised

Page 1 of 2

**PURPOSE**

This policy sets forth procedures for collection of any debt due and owed to Job Growers Incorporated. It establishes procedures for the recovery of unallowable and disallowed expenditures under the Workforce Investment Act (WIA) or other grants to help ensure that all funds administered by Job Growers are properly accounted for, and whenever feasible, recoverable.

**REFERENCES**

WIA Section 184

20 Code of Federal Regulations (CFR) 667

29 CFR 95 or 97

**POLICY**

Once it has been determined that a debt is owed to Job Growers by any contractor or subcontractor, the following procedures will be followed:

**Notification Process:**

If the debt lies with a subcontractor, the contractor will initiate collection procedures using their internal debt collection processes. Should the contractor be unsuccessful in recovering the debt from their subcontractor after using their own internal processes, they may forward documentation and a request for assistance to Job Growers. Job Growers assistance does not relieve the contractor or subcontractor from liability of debt.

Once Job Growers is asked for assistance, Job Growers may send up to three debt collection letters to the subcontractor at no less than 30 calendar day intervals, or until the debt is collected. The debt collection letters will be sent Certified Mail-Return Receipt Requested. If the sub-contractor grieves the existence of debt, it will be encouraged to seek legal advice.

The first and second (which shall be more strongly worded than the first) collection letters will include the following:

- Amount of the debt
- Basis for the debt
- Date debt will be considered delinquent
- Interest Rate to be charged after the delinquency date
- Administrative Appeal Rights of the debtor

The Third Collection Letter will include the same information as the first two letters and will also indicate Job Growers' intention to impose one or more of the following sanctions:

**DEBT COLLECTION**

Date: Jul. 1, 2011

 New Revised

Page 2 of 2

- Withholding payments due the sub recipient or contractor;
- Initiation of litigation against the sub recipient or contractor;
- Withholding of future funding
- Termination of current agreements
- Initiation of debarment

If the debt is due to an unallowable/disallowed cost by a contractor, the contractor shall be notified in writing of the existence and the basis of the debt. The same Job Growers procedures explained above will apply to debt collection from a contractor.

**Debt Settlement:** In the event a contractor, or sub contractor desires to compromise and settle the debt for less than the full amount, Job Growers shall make a determination as to whether or not the compromise is in its best interests. In making that determination Job Growers shall consider the following factors:

- Amount of the debt
- Possible repayment methods
- Debtor's repayment history to date
- Debtor's ability to satisfy the terms of the compromise
- Cost of further debt collection proceedings
- Probable success of any litigation

Prior to any debt being compromised or terminated, an approval will be obtained from the appropriate governmental authorities with oversight of the affected funds.

**Litigation of Debt:** Job Growers shall seek legal counsel to determine if litigation is in its best interests. If after considering the probable success of litigation, Job Growers determines to proceed, legal counsel will be retained to carry out the litigation. If after consultation it is determined that litigation is not in the best interests of Job Growers, a request for waiver may be submitted to the proper authority for any disallowed cost.

**Record of Debt Collection Process:** Job Growers must maintain a record of all actions taken during the collection process, including any supporting documentation. These records shall include any information supporting the outcome of any decisions made regarding courses of action during the collection process.



# CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)  
06-17-2013

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

**IMPORTANT:** If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

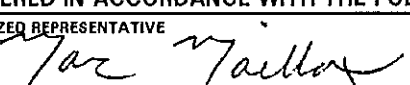
<b>PRODUCER</b> HUGGINS INSURANCE/PHS 709637 P: (866) 467-8730 F: (877) 905-0457 PO BOX 33015 SAN ANTONIO TX 78265	<b>CONTACT NAME:</b> PHONE (A/C, No, Ext): (866) 467-8730	<b>FAX (A/C, No):</b> (877) 905-0457
	<b>E-MAIL ADDRESS:</b>	
<b>INSURED</b> JOB GROWERS INC. 626 HIGH ST NE STE 305 SALEM OR 97301		<b>INSURER(S) AFFORDING COVERAGE</b>
		<b>INSURER A:</b> Hartford Casualty Ins Co
		<b>INSURER B:</b> Sentinel Ins Co LTD
		<b>INSURER C:</b>
		<b>INSURER D:</b>
		<b>INSURER E:</b>
		<b>INSURER F:</b>

**COVERAGES**                      **CERTIFICATE NUMBER:**                      **REVISION NUMBER:**

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

INSR LTR	TYPE OF INSURANCE	ADDL SUBR INSR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
A	GENERAL LIABILITY					EACH OCCURRENCE \$ 2,000,000
	<input type="checkbox"/> COMMERCIAL GENERAL LIABILITY					DAMAGE TO RENTED PREMISES (Ea occurrence) \$ 1,000,000
	<input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR					MED EXP (Any one person) \$ 10,000
	<input checked="" type="checkbox"/> General Liab	<input checked="" type="checkbox"/>		52 SBA UR4327	06/29/2013	06/29/2014
	GEN'L AGGREGATE LIMIT APPLIES PER:					GENERAL AGGREGATE \$ 4,000,000
	<input type="checkbox"/> POLICY <input type="checkbox"/> PRO-JECT <input checked="" type="checkbox"/> LOC					PRODUCTS - COMP/OP AGG \$ 4,000,000
						\$
A	AUTOMOBILE LIABILITY					COMBINED SINGLE LIMIT (Ea accident) \$ 2,000,000
	<input type="checkbox"/> ANY AUTO					BODILY INJURY (Per person) \$
	<input type="checkbox"/> ALL OWNED AUTOS	<input type="checkbox"/> SCHEDULED AUTOS				BODILY INJURY (Per accident) \$
	<input checked="" type="checkbox"/> HIRED AUTOS	<input checked="" type="checkbox"/> NON-OWNED AUTOS				PROPERTY DAMAGE (Per accident) \$
						\$
A	<input checked="" type="checkbox"/> UMBRELLA LIAB	<input checked="" type="checkbox"/> OCCUR				EACH OCCURRENCE \$ 1,000,000
	<input type="checkbox"/> EXCESS LIAB	<input type="checkbox"/> CLAIMS-MADE				AGGREGATE \$ 1,000,000
	<input checked="" type="checkbox"/> DED. RETENTION \$ 10,000					\$
B	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY					<input checked="" type="checkbox"/> WC STATUTORY LIMITS   <input type="checkbox"/> OTHER
	ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH)	<input type="checkbox"/> Y/N	N/A			E.L. EACH ACCIDENT \$ 500,000
	If yes, describe under DESCRIPTION OF OPERATIONS below					E.L. DISEASE - EA EMPLOYEE \$ 500,000
						E.L. DISEASE - POLICY LIMIT \$ 500,000

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (Attach ACORD 101, Additional Remarks Schedule, if more space is required)  
Those usual to the Insured's Operations. State of Oregon, Department of Community, Colleges & Workforce Development is listed as Additional Insured per the Business Liability Coverage Form SS0008, attached to this policy.

<b>CERTIFICATE HOLDER</b> State of Oregon Department of Community Colleges & Workforce Development 255 CAPITOL ST NE SALEM, OR 97310	<b>CANCELLATION</b> SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS. AUTHORIZED REPRESENTATIVE 
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**JOB GROWERS**  
INCORPORATED

**POLICY**  
**F05**

**PROCUREMENT OF GOODS AND SERVICES**

**Date: Apr. 23, 2014**

**New**

**Revised**

**Page 1 of 2**

**PURPOSE**

The purpose of this policy is to provide guidance on the procurement of goods and services by Job Growers Incorporated. This policy is intended to supplement but not replace any applicable federal and state laws governing the procurement of goods and services.

**REFERENCES**

Workforce Investment Act 1998 (WIA) Sec. 184 (a)(2)(A)

20 Code of Federal Regulations (CFR) 667.200

29 CFR 95.40-48

29 CFR 97.36

Oregon Revised Statute (ORS) 279A

ORS 279B

Community Colleges and Workforce Development Policy 589-10.11, Workforce Investment Act Title IB Procurement

**POLICY**

Procurements are to be made using the following methods related to total anticipated cost of the procurement. Cost is defined as the one-time cost of a single item or service procurement, or the annual cost of the same contracted services.

Job Growers procurements will:

- Use the appropriate competitive selection process as outlined in the Methods of Procurement contained in this Policy, to ensure maximum open and free competition.
- Provide documentation of any cost/benefit, lease vs. purchase, or other analysis applicable to the selection process.
- Contain clear and accurate written descriptions of the requirements for the goods and services to be procured.
- Provide the criteria to be used in the selection process.

**Methods of Procurement**

The amounts that are listed below refer to the purchase of a single item or service. Multiple purchases of the same items or services within a fiscal year are taken in the aggregate to determine method of procurement.

**Small Purchases: \$0 - \$4,999.99**

Procurement of goods or services not exceeding \$5,000 may be awarded in any manner deemed practical and expedient by Job Growers, and in accordance with applicable procurement procedures. Recurring purchase of small items such as office supplies may be



JOB GROWERS  
INCORPORATED

**POLICY  
F05**

**PROCUREMENT OF GOODS AND SERVICES**

**Date: Apr. 23, 2014**

**New**

**Revised**

**Page 2 of 2**

procured on an annual basis. This method is not intended to eliminate competitiveness, but rather to expedite the purchasing process for items whose dollar value likely does not justify further solicitation efforts.

**Intermediate Purchases: \$5,000 - \$99,999.99**

Procurement of goods or services greater than \$5,000 but not exceeding \$99,999.99 generally requires at least three informally solicited competitive price quotes from three providers or vendors or a cost/benefit analysis of the products or services to be purchased. A written record of the three quotes or the cost/benefit analysis must be on file. In situations where the goods or services are only provided by one vendor or a specific need fulfillment is required, a sole source justification statement must accompany the procurement and a cost/benefit analysis must be completed.

**Large Purchases \$100,000 or Greater**

Procurement of goods or services greater than \$100,000 requires a formal procurement process. A formal procurement process is a public process that solicits proposals or bids from potential contractors and utilizes a formal evaluation and selection process. These solicitations will be conducted in accordance with Job Growers procurement procedures. All purchases in excess of \$100,000 require board approval.

Conflict of Interest

Job Growers staff and board members involved in the selection, award or administration of agreements, contracts or subgrants, will confirm, in writing, that they do not have a conflict of interest. These written attestations will be maintained with applicable procurement records and documents.



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# *WORKSOURCE OREGON CENTERS OF MARION, POLK AND YAMHILL COUNTIES*

Job Growers Incorporated is seeking a qualified and experienced organization to coordinate and deliver high quality workforce development services in the WorkSource Centers of Marion, Polk and Yamhill counties.



Released January 6, 2014

**Request for  
Proposals**



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## Part I: Introduction

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Job Growers Incorporated (Job Growers) is the local workforce investment board serving Marion, Polk and Yamhill counties, which make up Workforce Region 3. Job Growers is a non-profit agency that invests in workforce development programs so that businesses have the workforce they need to thrive and grow and residents have the skills, training and education they need to work and advance in their careers. We do this primarily through workforce development services to area residents aged 18 and older who qualify under the federal Workforce Investment Act (WIA). These services are delivered in the four WorkSource Oregon (WSO) Centers throughout the region.

These services, currently being provided by Job Growers staff in the four WSO Centers, are to be contracted out. Job Growers is seeking proposals for the coordination and delivery of high quality workforce services in the WSO Centers beginning July 1, 2014. This delivery should be the most efficient and cost-effective possible, while still providing participants the services they need to reach their employment and career goals.

Through this request for proposals, Job Growers will select a contractor to hire and coordinate staff and deliver services in the four WSO Centers of the region. These services are largely funded with Workforce Investment Act (WIA) Title IB Adult and Dislocated Worker funds from the U.S. Department of Labor (DOL). Contractor duties will include:

- coordinating the flow of WSO Center customers through the tiers of WIA services in accordance with federal law and regulations, state policies and regulations and Job Growers policies;
- developing and implementing a service strategy that is customer driven and leads to the successful acquisition of individual career and employment goals; and
- maintaining a close working relationship with Center partners and promoting efficient and effective service delivery through that partnership.

### **Current Staff and Bilingual Staff**

Job Growers requires that the contractor consider for employment all current staff of the four WSO Centers in the region who meet the contractor's employment qualifications, to minimize disruption of service to customers and provide an orderly transition from Job Growers to the contractor. In addition, the contractor will ensure that the percentage of bilingual English/Spanish and if possible English/Russian hired to work in the WSO Centers will be proportional to the diversity of the area's population.

### **Contact With Job Growers Board Members and/or Staff**

All prospective proposers to this RFP are prohibited from contacting any Job Growers Board member or Job Growers staff regarding this solicitation to avoid actual conflicts, the appearance of conflicts, or undue influence over the process. Contact with anyone for purposes of influencing the outcome of the process will result in the disqualification of the prospective proposer. In addition, Job Growers has taken every precaution to ensure that in the development of this RFP its contents have been kept confidential.



## Part II: Background

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### **The Workforce Investment Act**

The federal Workforce Investment Act of 1998 (WIA) was implemented in July 2000 to enable each state and locality to develop a unified training system that will increase employment, retention and earnings of participants, and as a result improve the quality of the workforce, reduce welfare dependency, and enhance the productivity and competitiveness of the nation. The predecessor of WIA was the Job Partnership and Training Act (JPTA).

The Adult and Dislocated worker services of this workforce training system are delivered in the network of WorkSource Oregon Centers throughout the state. The system includes seven workforce investment boards, a state workforce investment board (the Oregon Workforce Investment Board (OWIB), and the state agency Community Colleges and Workforce Development (CCWD). The Oregon Employment Department (OED) is also a key partner in the workforce system.

### **Integration**

In 2008, a state policy issued by the OWIB mandated that WIA services be integrated with those of OED. Services to customers must be delivered in as efficient a manner as possible, utilizing both WIA and OED staff in whatever capacities will achieve this goal. To reflect this way of delivering services, all staff working in the Centers are referred to as WorkSource Oregon staff when working with customers, regardless of which agency they work for.

### **Governor's Realignment Vision**

Oregon's Governor has a vision for re-aligning efforts among workforce development partners to achieve accessible, seamless, integrated and comprehensive service. The goals for reaching the vision are:

- Oregonians have the skills they need to fill current and emerging high-wage, high-demand jobs.
- Employers have the skilled workforce they need to remain competitive and contribute to local prosperity.
- The workforce system is aligned, provides integrated services, and makes efficient and effective use of resources to achieve better outcomes for businesses and job seekers.

## Part III: Job Growers Incorporated and the Integrated Workforce System

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### **Job Growers' Vision**

Job Growers' vision is that the communities in Workforce Region 3 are a place where business and people come together to help each other thrive. Our mission is to lead the development of workforce solutions in these communities. Job Growers' internal strategic plan aligns with the Governor's three goals above. This plan, along with the Workforce Region 3 local workforce plan, can be found on the Job Growers website at [www.jobgrowers.com](http://www.jobgrowers.com).



### **Job Growers' Role as the One-Stop Operator**

In addition to currently providing Adult and Dislocated worker services in the WSO Centers, Job Growers serves as the One-Stop Operator of the four WSO Centers, a role described in WIA. After contracting out Adult and Dislocated worker services beginning July 1, 2014, Job Growers will continue to retain its role as the One-Stop Operator. Note that "one-stop center" is the description used in WIA to describe the WSO Centers. The phrase "WorkSource Oregon Centers" or WSO was brought into use after integration.

In its continuing role as the One-Stop Operator of the four WSO Centers, Job Growers:

- identifies the workforce development needs/gaps/opportunities;
- brings together the right people (private and public) to address these issues, recognize these opportunities and lead to action;
- identifies and publicizes what is working and what is not; and
- brings in and manages resources toward meeting the needs and opportunities identified, and leverages public and private partners to build a comprehensive set of solutions.

More specifically, Job Growers as the One-Stop Operator:

- convenes partners to align resources and coordinate services throughout the region;
- convenes management teams at the regional and WSO Center level to ensure that provision of services in the WSO Centers are delivered effectively, resources are used efficiently, and partner services and staff are integrated into Center operations;
- develops and monitors policies and procedures so that Center services are delivered in a consistent manner and customers have the same high quality experience at every Center;
- works collaboratively with Center contractor and partners and provides on-going guidance, direction and support to Center management and staff;
- oversees continuous improvement of service delivery, and reviews and certifies Centers as mandated by WIA and CCWD regulations;
- coordinates the region's response to workers impacted by layoffs and facility closures, and secures additional federal resources to serve these workers; and
- acts as the region's Equal Employment Opportunity (EEO) officer for Workforce Region 3.

### **OED as a Major Partner**

The Oregon Employment Department (OED) is the key partner in each of the four WSO Centers. As mandated by integration, WIA and OED staff are together responsible for coordinated delivery of services offered in the Centers. Both WIA and OED staff perform the initial steps that involve registering a participant in the workforce system, called the Welcome Process, and co-manage and staff the Resource Room in each of the Centers (see Core Services in table on page 10). The Resource Room provides customers with computers to register in iMatchSkills, OED's skill and job matching system, and to conduct job searches. Resources are also available to write résumés, research labor



market information, and copy and fax job-search related materials.

Other major functions of OED staff in the WSO Centers include providing job listings for area employers at no cost, assisting customers with iMatchSkills registration, matching these registered customers with employer job listings and making referrals of WSO Center customers to iMatchSkills job openings, and providing limited assistance to customers with unemployment insurance claims. In addition, OED provides veterans' representatives who visit all four Centers on a regular basis and a migrant farm worker liaison based in Marion County.

OED also provides assistance with the Trade Adjustment Assistance (TAA) Program, a federal program that provides aid to workers who lose their jobs or whose hours of work and wages are reduced as a result of increased imports. These services are not provided in the WSO Centers but are now provided from a central OED location.

OED has a research division that provides extensive labor market information about the region and the state, and data analysis, including the services of a workforce analyst who is available to provide answers to labor market-related questions. The website is [www.qualityinfo.org](http://www.qualityinfo.org).

### **Additional WSO Center Partners**

The Office of Vocational Rehabilitation Services of the state Department of Human Services have staff who meets with WSO Center customers needing their services in all four Centers of Workforce Region 3. In addition, Easter Seals Senior Community Services Employment Program have staff on a part-time basis in the Salem WSO.

## **Part IV: The WorkSource Centers of Workforce Region 3**

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### **The WorkSource Centers**

"The core of WIA is the One-Stop Center (WorkSource Oregon Center or WSO) which allows for a central point of entry to job-training programs. Anyone desiring services will have access to ... employment-related services, including job search assistance and labor market information that identifies job vacancies, skills needed for occupations in demand, wages paid, and employment trends. Training will be provided to participants primarily through the use of Individual Training Accounts, thereby maximizing consumer choice" (from "A Guide to the Workforce Investment Act (WIA) of 1998").

The WSO Center is a single point of entry for accessing both WIA and OED services delivered in the Centers for the thousands of area residents who come through its doors each year. The ideal is that they meet friendly, efficient and knowledgeable staff to help them through an array of services, including those of the WIA system.

The four WSO Centers in Workforce Region 3 are:

- Salem WorkSource Center, 605 Cottage St. NE, Salem 97301
- Woodburn WorkSource Center, 120 Lincoln Street, Suite 115, Woodburn 97071
- Polk WorkSource Center 580 Main Street, Suite B, Dallas 97338



- Yamhill WorkSource Center, 370 Norton Lane, McMinnville 97128

Job Growers current staffing levels vary in the four WorkSource Centers of Region 3. One Job Growers staff person is assigned in each Center to co-serve the Resource Room (see Glossary) in partnership with OED. Note that the number and location of the Centers can be subject to change based on WIA funding allocations and other considerations such as cost of leases, etc. The normal hours of operation for the WSO Centers are 8:00 am to 5:00 pm Monday through Friday.

The following table indicates the number of participants who were enrolled in WSO Center services in program year July 1, 2012 through June 30, 2013:

<b>WIA Enrollments (I-Trac) for Program Year July 1, 2012 through June 30, 2013</b>					
<b>WIA Enrollments at:</b>	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>	<b>Total</b>
<b>Salem WSO Center</b>	3,104	3,353	3,428	2,627	12,512
<b>Woodburn WSO Center</b>	450	668	587	373	2,078
<b>Polk WSO Center</b>	261	427	427	288	1,403
<b>Yamhill WSO Center</b>	787	1,083	1,187	911	3,968
<b>Total All Centers</b>	4,602	5,531	5,629	4,199	19,961

Approximately ten percent of these participants were directly served by WIA staff with intensive and/or training services (see Glossary). The remainder received a core service (staff-assisted), which includes enrollment in WIA.

### **Demographics of Workforce Region 3 Residents and WIA Participants**

**Workforce Region 3 Residents:** There were 16,636 residents of Workforce Region 3 unemployed in November, 2013, according to the federal Bureau of Labor Statistics. Nearly 14,000 of these resided in the Salem Metropolitan Statistical Area (MSA, Marion and Polk counties combined). The total number of unemployed in the three counties is down from its peak of 26,571 in 2009.

In Workforce Region 3, of the population aged 25 or older, 16 percent did not graduate from high school, 27 percent graduated from high school and had no further education, 35 percent had some education beyond high school but not a bachelor's, and 22 percent had bachelor's degrees or higher.

Hispanics make up nearly 21 percent of the population of the three counties. Marion County has the largest percentage of Hispanics at 24 percent, Yamhill the second largest at 15 percent, and Polk County at 12 percent. In addition several cities have large Hispanic populations; Woodburn is 59 percent Hispanic, Independence is 35 percent Hispanic and McMinnville and Salem are both 20 percent Hispanic. Of those Hispanics in the three counties aged 18 to 64 who speak Spanish, 44 percent speak English not well or not at all.

In Marion County approximately 1.5 percent of the population 5 years and over speaks





Russian. In Salem almost 1 percent speaks Russian and in Woodburn about 4 percent speak Russian.

**WIA Participants:** In the last program year (July 1, 2012 through June 30, 2013) one quarter of WorkSource Oregon Center participants enrolled in WIA had less than a high school education, 51 percent had only a high school diploma, 18 percent had more than high school but not a bachelor's, and seven percent had a bachelor's or higher. In addition, 37 percent collected food stamps and 757 were homeless.

Between July 1, 2012 and June 30, 2013, WorkSource Oregon WIA participants were 17 percent Hispanic (participants in the Woodburn WSO Center were 34 percent Hispanic).

### **Services in the WSO Centers**

The following is a sampling of the many services the four WSO Centers in Workforce Region 3 provide:

- Job search and job placement assistance
- Free access to computers, internet, fax, and printers for job search purposes
- Access to job listings
- Labor market information
- Assessments of job skills, abilities, aptitudes and needs
- Career coaching
- Workshops on a wide variety of topics
- Information on unemployment insurance
- Career Development Plans
- Training in literacy skills
- Referrals to training, education and related supportive services such as transportation and child care

## **Part V: Contractor Duties**

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The primary duties of a contractor will be the day-to-day delivery of WIA Adult and Dislocated Worker Services in the four WorkSource Centers of Workforce Region 3.

### **Contractor Role in the WorkSource Centers**

Job Growers expects the contractor to be expert, collaborative service providers who will:

- Coordinate with Job Growers WIA Program and Compliance Manager on a continual basis about best practices regarding WIA service delivery, cost efficiencies, WSO Center budget management, effective partnerships, management of funding streams outside of WIA, Job Growers strategic direction and initiatives, and any other related matters in order to ensure the best possible service delivery in the WSO Centers in compliance with all WIA, state and Job Growers laws, regulations, policies, procedures and strategic direction.
- Ensure knowledge of and compliance with the equal opportunity and



nondiscrimination provisions of Section 188 of WIA as directed in CCWD policy no. 589-020-0110, Workforce Investment Act Methods of Administration.

- Develop a staffing plan in coordination with OED Center Managers that provides an efficient, cost-effective service design, provides support for the Resource Rooms in each of the four Centers, and enables Centers to be flexible to meet changing customer demand and quickly respond to emerging needs and opportunities.
- Supervise and provide contractor staff with the knowledge, skills and abilities needed to serve a diverse customer pool, be effective ambassadors for WorkSource Oregon and effectively deliver services face-to-face and in a group setting.
- Ensure that contractor staff are trained to guide and encourage participants to view themselves as capable of taking control of their own lives and making the decisions necessary to achieve their goals.
- Ensure that all contractor staff are trained to promote continuous participant engagement in appropriate services.
- Ensure continuous improvement of service delivery.
- Ensure that all contractor staff are trained on federal law, regulations and policies, state policies, and Job Growers policies and procedures.
- Ensure that contractor staff performs complete, accurate and timely data entry that is compliant with WIA reporting requirements and allows for reports which contribute to performance improvement.
- Ensure that contractor staff maintains hard-copy case files where required and that documentation required by the I-Trac data management system and WIA law is filed in an orderly fashion.
- Ensure that contractor staff follows all complaint and grievance policies and procedures and equal opportunity policies and procedures.
- Participate in local Integration leadership team meetings to ensure maximum cooperation and efficiency in service delivery.
- Submit written reports monthly on progress toward performance goals and budget expenditures.
- Assist with layoff response (called Rapid Response) by contributing contractor staff to a Rapid Response team when requested by Job Growers' administrative staff.

### **Delivery of Adult and Dislocated Worker Services (see glossary for definition of Adult and Dislocated Worker)**

There are three types of WIA services provided to customers of the WSO Centers. These are core services, intensive services and training services. These services must be accessed in order. This is called WIA progression of services. A customer first accesses a core service, then if further assistance is required, an intensive service, and then training if determined to be needed. All services must be tracked in a data management system called I-Trac. The contractor will coordinate and oversee the delivery of these services to job seekers and will ensure that all necessary information is tracked accurately in the I-Trac system.



Core services are of two types, self-assisted and staff-assisted, and currently both Job Growers staff and OED staff collaborate to provide these. When a WSO customer accesses a staff-assisted service, they are enrolled in WIA.

Intensive services include career coaching, short-term courses (such as a one-day computer class). GED and ESL preparation and testing are also examples of intensive services.

Training services are the next level of service. Training paid for with WIA funds must lead to employment in an in-demand occupation.

Training services have additional requirements. In order to receive training funds (called Individual Training Accounts in WIA, and by Job Growers, Vocational Scholarships) to help pay for training, a WIA participant must:

- have received an intensive service;
- have been determined by assessment or evaluation to be in need of training services and have the skills and qualifications to successfully participate in the selected program of training services;
- have selected a program of training services directly linked to the employment opportunities in the local area or in another area in which the participant is willing to relocate;
- be unable to obtain other grant assistance for such services; and
- have selected a training that is on the Eligible Training Provider List (ETPL) (see Glossary).

Exceptions to expending Training funds on behalf on individual participants by the use of a vocational scholarship process, and instead by use of a contract, are very specific and detailed (see Glossary). One commonly used exception to vocational scholarships is On-the-Job Trainings (see Glossary). Contractor staff will be expected to regularly engage with Job Growers Business Representative to ensure maximum efficiency with business contacts.

WIA law also allows two additional types of payments to participants, supportive services and needs-related payments (see Glossary). Due to limited WIA funding, Job Growers has not made and does not anticipate extensive use of these types of payments into the future.

The table below outlines the three levels of WIA Adult and Dislocated Worker Services, their definitions and examples.



<b>CORE SERVICES</b>	
<p><b><u>SELF-SERVICE, INFORMATIONAL SERVICES:</u></b></p> <ul style="list-style-type: none"> <li>• Services or activities available to all customers with little or no staff involvement;</li> <li>• May be delivered to all customers through self-service or staff-facilitated methods or processes.</li> </ul>	<p><b><u>STAFF ASSISTED SERVICES:</u></b></p> <ul style="list-style-type: none"> <li>• Services or activities in which the staff involvement is customer-specific, or personalized.</li> </ul>
<p><b>Services or activities that:</b></p> <ul style="list-style-type: none"> <li>• Are readily available and accessible to the general public in a WSO Center or on-line;</li> <li>• Are designed to inform and educate eligible registrants about the labor market, their employment strengths and weaknesses, and the range of services appropriate to their situation; and</li> <li>• Do not require significant staff involvement with the individual in terms of resources or time.</li> </ul> <p>Examples of Center services that fall within this category may include:</p> <ul style="list-style-type: none"> <li>• Customer registration</li> <li>• iMatchSkills profile completion</li> <li>• WorkSource Oregon Online Resources</li> <li>• Self-service labor market information</li> <li>• WSO Center orientation</li> <li>• Initial Skills Review (ISR)</li> </ul>	<p><b>Services or activities that:</b></p> <ul style="list-style-type: none"> <li>• Assist participant in deciding on appropriate next steps in the search for employment, training, and related services, including job referral; or</li> <li>• Assist participants in assessing their personal barriers to employment; or</li> <li>• Assist participants in accessing other related services necessary to enhance their employability and individual employment related needs.</li> </ul> <p>Examples of Center services that may fall within this category include:</p> <ul style="list-style-type: none"> <li>• WSO Center Workshops:               <ul style="list-style-type: none"> <li>○ Develop Your Computer Skills</li> <li>○ Interview Like A Pro</li> <li>○ Master Math &amp; Personal Budgeting</li> <li>○ Perfect Your Résumé</li> <li>○ Polish Your Writing &amp; Grammar</li> <li>○ Take Charge of Your Future</li> <li>○ Correo Electronico en el Empleo</li> <li>○ Computacion Basica</li> <li>○ La Entrevista de Empleo</li> <li>○ Résumé in Spanish</li> </ul> </li> </ul>
<ul style="list-style-type: none"> <li>▪ Customers who receive ONLY this level of service are counted as part of the general WIA and Wagner-Peyser customer count, but are not enrolled in WIA and are thus excluded from WIA common measures.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Requires additional eligibility verification before receipt</li> <li>▪ Participant is enrolled in WIA and included in WIA common measures (see table on page 5)</li> </ul>
<p><b>Note:</b> The critical distinction between these categories is whether the service is designed to be delivered by staff or as a self-service. It is understood that some customers may require considerable assistance from staff in utilizing or accessing a particular self-service or informational service, activity, or resource- this does not mean that the activity or service meets the “staff assisted” definition.</p>	



### **INTENSIVE SERVICES**

Services or activities that are designed to provide more intensive one-on-one interaction with WIA staff, provide appropriate/additional-training or skill development, or require that a payment is made on behalf of the participant; WIA staff *must* provide a Career Development Plan for each participant in intensive services.

Other services may include:

- Career coaching
- Determination of need for support services and needs related payments
- GED preparation and testing
- ESL preparation and testing
- Short-term pre-vocational classes, coursework, training services less than 40 hours in length and providing an industry-recognized certificate/certification. Examples of services that may fall within this category include:
  - Software certifications (i.e. Microsoft)
  - Fork Lift driver certification

- Requires a participant receive a staff assisted core service before receipt (to follow WIA progression of services).
- Requires additional eligibility documentation before receipt.

### **TRAINING SERVICES**

Services where the participant receives WIA or partner-funded occupational skills training from an eligible training provider or employer

Training services are more than 40 hours in length and may provide the participant with a credential or industry-recognized certification. Examples include:

- Occupational skills training, including training for non-traditional employment
- On-the-Job Training
- Programs that combine workplace training with related instruction, which may include cooperative education programs
- Training programs operated by the private sector
- Apprenticeship programs
- Adult education and literacy activities in combination with other training (for example, Vocational English as a Second Language, or VESL)
- Customized training conducted with a commitment by an employer or group of employers to employ an individual upon successful completion of the training

- Requires a participant receive an intensive service before receipt (to follow WIA progression of services).
- Requires a participant to have completed eligibility documentation before receipt.

In WIA, the use of unpaid internships and work experiences should be limited and based on a service strategy identified in the Career Development Plan. In addition, in this era of declining WIA funding, Job Growers encourages proposals which will balance funding spent directly on participants with use of staff in the areas of career coaching, a



quality Career Development Plan and other similar services which do not directly spend funds on participants.

## **Part VI: Available Funding and Resources**

### **Workforce Investment Act Funds**

Funding comes from DOL, through CCWD. The contract resulting from this RFP will begin Program Year (PY) 2014 (July 1, 2014 through June 30, 2015), with the option for two additional one-year contracts at Job Growers' discretion.

Exact funds available in this request for proposals will not be known until CCWD releases its PY14 allocations. Applicants should use the funding estimates below for their proposals. Job Growers will negotiate final budgets with the successful proposer based on the State's final funding awards and availability of other resources.

Program Year 2014-2015 Estimated Available Funding	
Center	Estimated Allotment
Salem WSO Center	\$851,032
Woodburn WSO Center	\$223,758
Polk WSO Center	\$228,534
Yamhill WSO Center	\$371,713

### **Job Growers Resources Available to Contractor of Services**

The goal in making the following resources available to the contractor is to minimize service disruption in the WSO Centers. The following will be provided by Job Growers:

- Computers and Peripherals: Job Growers owns some of the computers in the WSO Centers; computers will remain property of Job Growers, and Job Growers will replace and upgrade at its discretion.
- Copiers: Job Growers will carry copier leases at the Centers through their expiration; contractor will be responsible thereafter.
- E-mail: Job Growers will provide email capabilities through June 30, 2015; contractor will be responsible thereafter.
- File Storage: Job Growers will continue to pay the costs of hard-copy file storage.
- Internet access: Job Growers will continue to pay for Internet access through June 30, 2015; contractor will be responsible thereafter.
- Networking: Job Growers will maintain networking capabilities among Centers through June 30, 2015. Contractor will be responsible thereafter.
- Office supplies: Job Growers will make available any office supply inventory that remains on July 1, 2014; contractor will be responsible thereafter.
- Printers: Job Growers leases some printers in the WSO Centers and those under a lease will remain with Job Growers through their expiration (leases cover maintenance); contractor will be responsible thereafter.





- Rent: Job Growers will carry space leases at the WSO Centers through June 30, 2015; contractor will assume leases thereafter.
- Servers, Routers: Job Growers owns all networking equipment in the Centers that connect Job Growers computers; Job Growers will retain ownership and replace and upgrade at its discretion.
- Technical assistance: Job Growers staff will be available for technical IT assistance through June 30, 2015; contractor will be responsible thereafter.
- Telephones: Job Growers will continue to pay for telephone services through June 30, 2015; contractor will be responsible thereafter.

In addition, Job Growers has fully developed workshops on a number of topics (see Workshops in Glossary). The contractor may use these and assume the cost of printing workshop booklets. If the contractor chooses not to use Job Growers' workshops, Job Growers requires that workshops must be provided on the following topics at a minimum: Résumés, Interviewing, and Basic Computer Skills. In addition, Job Growers must approve the content of any materials intended for use in the WSO Centers.

Job Growers has created a competitive process for awarding vocational scholarships. The contractor may use this process, or create another process in consultation with Job Growers WIA Program and Compliance Manager.

### **Other Funding Sources**

Job Growers is continually seeking other funding sources including federal competitive grants, and may align and integrate these additional funding sources with the contractor selected through this request for proposals. Therefore, the contractor will be prepared to align and integrate these awards to the benefit of WSO customers in Workforce Region 3.

At the time of the release of this RFP, Job Growers has commitments to a number of OJT placements from grants received outside of WIA funds. Therefore Job Growers intends to negotiate for additional OJT expertise with the successful bidder on this RFP.

### **Workforce System Reform and Impact on Program Design**

Oregon Governor John Kitzhaber is currently leading an effort to re-organize Oregon's Workforce System to give it more clear direction, clean lines of authority and more efficient and effective service delivery. See the following website for additional information: <http://www.oregon.gov/COO/Pages/WorkforceSystemTransformation.aspx>.

In addition, Congress is considering legislation to reauthorize the Workforce Investment Act. Job Growers reserves the right to modify this request for proposals or the scope of funding of an approved WIA program to the extent necessary to accommodate workforce system change and to ensure compliance with federal and/or state guidelines. Therefore the successful contractor must demonstrate the capability and agree, in advance, to modify its program design to comply with new regulations and/or changes to available funds.





## Part VII: Leverage

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Job Growers is interested in proposals that leverage other funding and resources into the WSO Center system. Leverage may include items such as grants, cash or in-kind donations or dedicated training resources that are directed toward WSO Center programs and customers.

## Part VIII: Performance and Reporting Requirements

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### Performance Requirements

Performance will be reported at two levels, a system level and a Center level. Job Growers will track performance of the Workforce Region 3 WorkSource Center system for the DOL WIA Common Measures (see Glossary) against targets set annually by CCWD in negotiation with Job Growers. It is expected that the contractor will meet each of the negotiated common measure targets.

These federal DOL mandated common measures are: Entered Employment; Employment Retention; and Average Earnings. These measures, aggregated across Job Growers' four WSO Centers, are reported quarterly by CCWD to DOL (see Glossary). The following table reports the common measures for the program year 2013:

<b>Federal Department of Labor Common Measure Performance First Quarter of Program Year, July 1, 2013 through September 30, 2013</b>		
<b>WIA Adult</b>	<b>Actual</b>	<b>Met Target</b>
Entered Employment Rate	52.4%	Yes
Employment Retention Rate	77.7%	Yes
Average Earnings	\$12,704	Yes
<b>WIA Dislocated Worker</b>	<b>Actual</b>	<b>Met Target</b>
Entered Employment Rate	52.6%	Yes
Employment Retention Rate	77.4%	Yes
Average Earnings	\$12,981	Yes

The common measures are based on the large number of WIA enrollments as reported in the table on page 6.

Job Growers will establish a separate set of performance measures to review performance of the WSO Center contractor. These measures will more specifically correspond to contractor success in fulfilling the Center's role. These measures may include but are not limited to output measures of service levels, customer satisfaction, measures of credential attainment, training completion and training completer employment. These performance goals will be negotiated with the contractor.

### Reporting Requirements

Contractor staff will be required to enter participant-level data required for tracking



services and outcomes into the I-Trac Information Management System for program and performance reporting purposes. Contractor staff will be required to complete the I-Trac user training as well as all training required by OED for access to the State's customer registration system. Staff will be required to sign and comply with both I-Trac and OED system user agreements.

The contractor will submit written reports monthly. These reports will include progress toward performance goals, budget expenditures and participant success stories. Job Growers may request additional information and/or reports more frequently as needed.

## **Part IX: Proposal Narrative Content and Evaluation Criteria**

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### **Administrative Capacity Review**

Job Growers cannot enter into contract negotiations with an organization that is not legally established to conduct business within the State of Oregon or is debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation in this transaction by any federal department or agency. Organizations meeting this minimum standard will be evaluated for Administrative Capacity.

All proposers must submit administrative capacity documentation as part of the request for proposal response. The purpose is to determine the organization's administrative capacity for managing contracted federal funds.

To qualify for funding, an organization must pass the administrative capacity review. Based on the information presented, Job Growers' fiscal department and/or Finance Committee will determine if the organization has the capacity to administer a cost reimbursement contract comprised of public funds. Job Growers may contact references and consider any contracting history with Job Growers during the review.

The administrative capacity review is not a scored element of the response. Rather, it is a minimum qualification for bidding on this request for proposals. Proposers that do not pass the administrative capacity review will not be considered for contracted services. If a program does not pass the administrative capacity review, the proposer will be notified individually. Proposers may not appeal the administrative capacity review outcomes.

All proposers to this RFP must provide administrative capacity documentation with their proposal response. There are three scenarios for providing the mandatory administrative capacity documentation (see matrix below): 1) proposer and fiscal sponsor are the same entity; 2) proposer and fiscal sponsor are different entities; and 3) proposer and fiscal sponsor are different entities and proposer opts for Job Grower Incorporated to provide limited fiscal services.

**Note:** The documentation is excluded from the formatting requirements described in this solicitation and does not count toward the page limit.



Administrative Capacity Documents	Proposer and Fiscal Sponsor are the Same Entity	Proposer and Fiscal Sponsor are Different	
		Proposer to provide:	Fiscal Sponsor to provide:
	Documents Required	Documents Required	
A copy of the organization's W-9	X	X	X
The organization's most recent audited financial statements (at minimum, within the last two years) including accompanying letters	X		X
Current job description(s) and résumé(s) for staff in financial management or oversight position(s) with responsibility for performing key grant accounting and financial reporting functions	X		X
Copy of documentation proving legal entity (certificate of incorporation, 501©3 letter, etc.)	X	X	X
Résumé of Chief Executive Officer of responder's organization	X	X	
Copy of organization's timekeeping policies and procedures that address tracking employee time and associated personnel costs by activity and funding source	X	X	
Copy of organizational chart	X	X	
The organization's insurance certificate providing evidence of coverage for: General Liability, Professional Liability, Worker's Compensation, Motor Vehicle, Property and Equipment, and Employee Dishonesty	X	X	X
A description of how the organization currently performs prospective employee background checks, or how it will ensure that background checks are performed	X	X	

### Proposal Narrative Content

The proposal must address the following 19 items. In addressing each one, do so in consecutive order, by re-typing each item with its number first, then addressing the item right below it. In addition, note that each of the 19 questions will be scored separately. Therefore answer each question as completely as needed. The table below summarizes points available for each group of items:

Criterion	Points
Program Design and Delivery	65
Administrative Capacity	20
Budget	10
Leverage	5



## **A. Program Design and Delivery (each question is worth 5 points for 65 points total)**

### **Elements/Demographics of Program Design**

- 1) Describe the most important skills, knowledge and abilities expected from your WSO Center staff.
- 2) Describe how your staff will assess WIA participants to ensure that they receive appropriate services.
- 3) Describe how your staff will engage partners in the WSO Centers, and in particular, the Oregon Employment Department.
- 4) Describe how your staff will deliver services to customers from underserved populations and/or populations with historically high unemployment rates.
- 5) Describe how your staff will ensure that every participant receives quality services tailored to his/her needs, including the creation of a Career Development Plan.
- 6) Describe how your staff will promote and support continuous participant engagement in appropriate services.
- 7) Describe how your staff will be coached to follow-up with WIA participants to ensure that information about training completion and employment in training related occupations is entered into I-Trac.
- 8) Describe how your staff will coach a WIA participant who is unemployed and has a Master's degree; and a WIA participant who is 50 years old, does not have a high school diploma, and has been laid off from a production job he/she has done for 25 years.

### **Coping with Change**

- 9) Describe how your program design and/or budget would be modified if funding for Adult/Dislocated workers programs should double next program year.
- 10) Describe how your program design and/or budget would be modified if funding for Adult/Dislocated workers programs should be halved next year.
- 11) Describe the experience your management staff has in working through large system change, and strategies used to continue effective operations.

### **Cost-Effectiveness, Efficiency and Continuous Improvement**

- 12) Describe how your program leadership will plan and implement continuous improvement elements into program design and service delivery.
- 13) Describe how your program to be implemented in the WSO Centers will ensure efficient, cost-effective and quality service delivery.



**B. Administrative Structure (each question is worth 5 points for 20 points total)**

- 14) Describe your philosophy of budget management and oversight in your organization.
- 15) Describe prior experience managing federal and/or other governmental funding. Include in the discussion managing multiple funding sources funding a single project.
- 16) Describe how you and your staff will ensure that federal and other government funds are expended only on allowable activities.
- 17) Describe the management and leadership experience of your key personnel that will be serving in an administrative capacity.

**C. Budget (parts a, b and c worth 10 points total)**

- 18) **a)** Please fill out the Program Services Budget Worksheet (**attachment #1**).

**Budget Staffing Note:** Job Growers strongly encourages all proposers to consult [www.qualityinfo.org](http://www.qualityinfo.org) occupational wage information to ensure that proposed staff salaries are in line with Workforce Region 3 wage standards.

**b)** Estimate the following based on the budget.

- Number of workshops offered
- Number of workshop attendees
- Number of FTE dedicated to core services and co-service of Resource Room activities
- Number of WIA participants receiving intensive services
- Number of WIA participants receiving Individual Training Accounts (Job Growers calls these Vocational Scholarships)
- Number of Individuals receiving On-the-Job Trainings

**c)** Provide a budget narrative with the following items:

1. Salaries and Wages: Budget justification for all personnel should include: job title, number of full time employees (FTE) per job title, commitment of effort, salary rate, and total direct charges
2. Taxes and Benefits: Fringe benefits should be identified separately from salaries and wages and based on rates determined by organizational policy. The items included in the fringe benefit rate (health insurance, parking, etc.) should not be charged under another cost category.
3. Travel: Provide a best estimate of number of trips and estimated distances, based on the locations of the four WorkSource Centers.
4. Materials, Services and Supplies: Provide a breakdown of the total costs by quantity or unit cost. Provide a justification for these costs.
5. Intensive Service Payments: Describe what types of Intensive Services and average cost of each.
6. Training: Describe what types of training and average cost of each.



7. Support Services and Needs Related Payments: Describe what types of support services and needs related payments you will provide; anticipated number of participants receiving support services and/or needs related payments, and a payment range per participant.
8. Indirect costs: If responder has a federal indirect cost rate, provide a copy of the approved negotiated agreement (this will not be charged to the page limit).

#### **D. Leverage is worth 5 points.**

19) Describe how you will leverage grants, other funding sources, and/or other services into the system in alignment with the vision for integrated service delivery.

### **Part X: Proposal Review Process**

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Job Growers fiscal department and/or Finance Sub-committee of the Board of Directors will first examine the administrative capacity documentation of a proposal. If it is decided that it is complete and adequate, the proposal will move forward to scoring.

A review panel will evaluate the proposals based on the points as established in the narrative section. The review panel's recommendation will be forwarded to the Job Growers Board of Directors for final approval.

### **Part XI: Administrative Details**

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#### **Timelines**

<b>Date</b>	<b>Activity</b>
January 6, 2014	RFP solicitation available on Job Growers' website
January 16, 2014 at 10:00 a.m.	Bidders' conference (Salem WSO Center- Mt. Hood Rm)
April 7, 2014 at 12:00 p.m. (noon)	Complete proposals and related documents due
April 8 - 23, 2014	Review and selection period
April 23, 2014	Provisional award notification/contract negotiation
April 30, 2014 at 5:00 p.m.	Appeal deadline
July 1, 2014	Contract start date

Note: All times shown in Pacific Time

#### **Bidders' Conferences**

All potential bidders are strongly encouraged to attend the bidder's conference on Thursday, January 16, 2014 at 10:00 am in the Mt. Hood Room of the Salem WorkSource Center at 605 Cottage Street, Salem, Oregon. The conference will provide an overview of Job Growers and a tour of the Salem WorkSource Center. There will be no additional opportunity for a tour. A copy of the contract boilerplate will be posted on Job Growers website on January 6, 2014.



## Questions

All questions regarding this request for proposals must be submitted via email with the following subject "WorkSource RFP Inquiry" to: [RFP@jobgrowers.com](mailto:RFP@jobgrowers.com). Questions received after the RFP has been published and before close of business, Friday, March 21, 2014 at 5 pm will be responded to within three business days by posting the answers in the "Questions and Answers" section on the Job Growers website homepage. Questions received after March 21, 2014 will not be answered.

## Proposal Submission

Formatting: Proposals must be no more than 44 pages, double-spaced, single sided, Arial font size 12, and one-inch margins on all sides. Page limitation excludes proposal submission cover sheet, table of contents, administrative capacity documentation checklist, administrative capacity documentation, and assurances document.

Proposals should be prepared simply and economically, providing a straightforward response to each question. Elaborate or expensive bindings, colored displays or promotional materials are not desired.

Original proposal must include the following in the order below (submit one hard copy and one thumb drive copy):

- Cover page (signed in blue ink by an official authorized to represent and bind the organization) including street address and e-mail for official correspondence
- Table of Contents
- Assurances (signed)
- Administrative capacity checklist (whichever one applies)
- Administrative capacity documentation
- Narrative, with all the questions re-stated and answered consecutively

In addition, provide ten (10) copies of the following in the order below:

- Cover page
- Table of Contents
- Assurances (signed)
- Administrative capacity checklist (whichever one applies)
- Narrative, with all the questions re-stated and answered consecutively

The original, the thumb drive and the ten (10) copies will be mailed or delivered to:

Job Growers Incorporated  
626 High St. NE Suite 305  
Salem, OR 97301

Job Growers Incorporated will send a confirmation email to the address on the cover page acknowledging receipt.

Job Growers must receive the proposal and all related documents marked "(Name of Applicant) JGI WorkSource RFP" no later than 12:00 p.m. noon Monday, April 7, 2014.





The timely delivery of a proposal is entirely the responsibility of the proposer. Proposals postmarked on or before the due date but delivered after the due date or time will be considered non-responsive. Proposals hand delivered after the due date or time will be considered non-responsive.

### **Withdrawal**

A submitted request for proposals response may be withdrawn at any time. A written request to withdraw the response must be submitted electronically to: [RFP@jobgrowers.com](mailto:RFP@jobgrowers.com).

### **Award Notification**

Provisional award results will be sent via email on or before April 23, 2014.

### **Contract Detail**

Profit may be earned by commercial (for profit) organizations, based on achievement of performance levels negotiated at the time of contract, provided that profit is reasonable and not excessive. A reasonable profit objective is defined as no more than ten (10) percent.

The proposer is strongly encouraged to review the boilerplate contract that will be placed on Job Growers website on January 6, 2014, to ensure that this boilerplate language will not prohibit contract execution after the proposal is written, submitted and selected for funding.

### **Appeals Process and Procedures**

The process for appealing an award is as follows:

All appeals must be submitted electronically to [RFP@jobgrowers.com](mailto:RFP@jobgrowers.com) by April 30, 2014 (Note: all appeals are public information). Job Growers may reject without consideration an appeal that is submitted after the April 30, 2014 deadline.

In order for an appeal to have merit it must show that a substantial portion of the RFP process or a federal or state law was violated. Only appeals that cite the specific section(s) of the RFP or specific statutes that have been violated will be considered. Proposal rating scores may not be appealed. The mere fact that a proposal was not recommended for funding is also not open to an appeal.

During any part of the appeal review, the appellant may be asked to clarify or amplify statements or to provide proof of claims or other statements. Any such requests must be fully responded to within the time designated by Job Growers. In the event an appellant fails to respond, the appeal will be dismissed and no further appeal will be accepted.

The Executive Director of Job Growers Incorporated and the Senior Project and Advancement Manager will review the appeal and issue a written response that is intended as a complete and final answer to the appeal.



## **Part XII: Disclaimers and General Provisions**

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- 1) This RFP does not commit Job Growers Incorporated to award a contract.
- 2) Job Growers reserves the right to accept or reject any or all proposals received.
- 3) Job Growers reserves the right to waive informalities and minor irregularities in offers received.
- 4) Job Growers reserves the right to request additional data or oral discussion or documentation in support of written offers.
- 5) Job Growers reserves the right to request an oral presentation after receipt of a proposal.
- 6) All solicitations are contingent on availability of funds.
- 7) Job Growers may accept any item or group of items of any offer, or award more or fewer dollars than the price bid.
- 8) Job Growers may negotiate a modification of services to be delivered with the selected bidder.
- 9) Responders to this RFP are advised that most documents in the possession of Job Growers are considered public records and subject to disclosure under the federal and state public records law.
- 10) The contract award will not be final until Job Growers and the bidder have executed a mutually satisfactory contractual agreement. No program activity may begin prior to final Job Growers approval of the award and execution of a contractual agreement between the successful bidder and Job Growers Incorporated.
- 11) Proposals submitted for funding consideration must be consistent with, and if funded, operated according to, the Federal WIA legislation, all applicable federal regulations, State of Oregon policies, and Job Growers Incorporated policies.
- 12) Job Growers may choose to take into account other factors including but not limited to geographical considerations, leveraging of outside resources and target populations, in order to assure an appropriate mix of resources for the community when awarding contracts under this RFP.
- 13) Job Growers reserves the right to modify or alter the requirements and standards set forth in this RFP based on changes or modifications in program requirements mandated by state or federal agencies.



- 14) Job Growers reserves the right to immediately cancel an award if new state or federal regulations or policy makes it necessary to change or alter the program purpose or content substantially, or to prohibit such a program.
- 15) Job Growers reserves the right to determine both the number and the funding levels of contracts finally awarded. Such determination will depend upon overall funding availability and other factors arising during the proposal review process. The proposal warrants that the costs quoted for services in response to the request for proposals are not in excess of those that would be charged any other individual for the same services performed by the bidder.
- 16) All bidders must ensure access to individuals with disabilities pursuant to the Americans with Disabilities Act.

### **Part XIII: Attachments**

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- Attachment #1 Program Services Budget Worksheet
- Attachment #2 Assurances and Certifications
- Attachment #3 a & b Administrative Capacity Checklists
- Attachment #4 Glossary



# JOB GROWERS

INCORPORATED

**Request for Proposals  
Professional Audit Services**

**February 4, 2014**

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## I. INTRODUCTION

### A. General Information

Job Growers Incorporated is soliciting proposals from qualified certified public accounting firms to provide audit and tax preparation services. The anticipated contract period for this engagement will be for the fiscal year ending June 30, 2014, with an option to extend for each of the four (4) subsequent fiscal years. These audits are to be performed in accordance with Generally Accepted Auditing Standards, the standards set forth for financial audits in the General Accounting Office's (GAO) Government Auditing Standards (July 2007), the provisions of the Federal Single Audit Act of 1996 and U.S. Office of Management and Budget (OMB) Circulars A-133, A-122, and A-110, Audits of State and Local Governments and Non-Profit Organizations.

There is no expressed or implied obligation for Job Growers to reimburse firms for any expenses incurred in preparing proposals in response to this request.

Job Growers was established by the Local Workforce Investment Board of Marion, Polk and Yamhill counties as a stand alone 501(c)(3) non-profit to act as the administrative and fiscal entity in carrying out the Board's obligations relative to the Workforce Investment Act. Prior to the creation of the non-profit, Job Growers (formerly Enterprise for Employment and Education) was a department within Chemeketa Community College, with the College acting as the Board's administrative and fiscal agent.

Job Growers was incorporated April 30, 2007 and began operations July 1, 2007. Fiscal Year 2007-2008 accounting and fiscal operations were performed by Chemeketa Community College acting as fiscal agent for Job Growers. Job Growers transactions for Fiscal Year 2007-2008 were included in the fiscal agent's annual audit. All subsequent year's accounting and fiscal operations were performed by Job Growers.

To be considered, a proposal must be received by Job Growers at 626 High Street NE, Suite 305, Salem, OR 97301, by 2:00 PM, on Friday, March 21, 2014. Electronic proposals will be accepted by e-mailing to [accounting@jobgrowers.com](mailto:accounting@jobgrowers.com). Submission of a proposal indicates acceptance by the respondent of the conditions contained in this Request for Proposals (RFP) unless clearly and specifically noted in the proposal submitted and confirmed in the contract between Job Growers and the firm selected. Job Growers reserves the right to reject any or all proposals submitted.

The Job Growers Board Finance Committee will evaluate all proposals submitted and reserves the right to request additional information or clarification from responding firms, or to allow corrections of errors or omissions, when it may serve Job Growers' best interest.

It is anticipated the preliminary selection of a firm will be completed by April 28, 2014. It is expected a contract will be executed between the parties no later than June 2, 2014.



## **B. Term of Engagement**

A one (1) year contract is contemplated, with up to four (4) subsequent fiscal year extensions, subject to the annual review and recommendation of Job Growers' Finance Committee, satisfactory negotiation of terms (including a price acceptable to both Job Growers and the selected firm), and the annual availability of appropriations.

## **II. NATURE OF SERVICES REQUIRED**

### **A. Scope of Work**

Job Growers is soliciting proposals from qualified certified public accounting firms to conduct the annual independent audit of the organization's financial transactions and express an opinion on the fairness of the presentation of Job Growers' financial statements, individual funds and component units. These audits are to be performed in accordance with the provisions contained in this RFP.

### **B. Auditing Standards**

To meet the requirements of this RFP, the audit shall be performed in accordance with generally accepted auditing standards as set forth by the American Institute of Certified Public Accountants, the standards for financial audits set forth in the U.S. GAO's Government Auditing Standards (July 2007), the provisions of the Single Audit Act of 1996 and the provisions of U.S. Office of Management and Budget (OMB) Circulars A-133, A-122, A-110 Audits of State and Local Governments and Non-Profit Organizations.

### **C. Reports Required**

Following the audit of the fiscal year's financial statements the auditor shall prepare and issue:

1. Report on internal accounting and administrative controls at the general purpose financial statement level and the federal assistance program level.
2. Report on compliance with laws, regulations, and general and specific requirements of Job Growers' major federal assistance programs in accordance with the Single Audit Act of 1996, OMB Circulars A-133, A-122 and A-110, and pronouncements of the U.S. Departments of Labor, State of Oregon, Marion County, Polk County, Yamhill County, and other governmental institutions, including all compliance requirements of the Workforce Investment Act.
3. (Form 990) Organization Exempt from Income Tax and (Form CT-12) Annual Report - Charitable Organizations for filing with the Internal Revenue Service and the State of Oregon.
4. Letter to Management and the Board of Directors to communicate any weaknesses noted in the systems of internal accounting control or in other

- financial management practices, and to provide any other meaningful related advice.
5. Report to the Job Growers Board of Directors in accordance with U.S. Auditing Standards, including comments on the auditor's responsibility under generally accepted auditing standards, significant accounting policies, management judgments and accounting estimates, significant audit adjustments, and major issues discussed with management.
  6. Provide periodic written notices interpreting accounting principles or regulatory pronouncements that may affect Job Growers' financial statements.
  7. Deliver appropriate presentations, as requested, to Job Growers' management and Board of Directors following the conclusion of the audit, discussing results of the audit, findings, recommendations and relevant performance trends.

All report preparation, proofreading, printing, and binding shall be the responsibility of the auditor.

#### **D. Special Considerations**

Job Growers has determined that the U.S. Department of Labor will function as the cognizant agency in accordance with the provisions of the Single Audit Act of 1996 and U.S. Office of Management and Budget (OMB) Circular A-133, Audits of State and Local Governments and Non-Profit Organizations.

#### **E. Working Paper Retention and Access**

All working papers and reports must be retained at the auditor's expense for a minimum of three (3) years, unless the firm is notified in writing by Job Growers that there is a need to extend the retention period. The auditor will be required to make working papers available, upon request, to the following parties or their designees:

- Job Growers Incorporated
- U. S. Department of Labor
- U. S. General Accounting Office
- Oregon Department of Community Colleges and Workforce Development
- Parties designated by Federal or State governments or by Job Growers as part of an audit quality review process.
- Auditors of other entities of which Job Growers is a sub-recipient of grant funds.

In addition, the firm shall respond to the reasonable inquiries of successor auditors and allow successor auditors to review working papers relating to matters of continuing accounting significance.

### III. DESCRIPTION OF JOB GROWERS INCORPORATED

#### A. Background Information

Job Growers Incorporated is a non-profit 501(c)(3) organization established by the Local Workforce Investment Board for Oregon's Workforce Region 3: Marion, Polk and Yamhill Counties. Job Growers' core responsibility is the management of Workforce Investment Act (WIA) funds, plus other employment and training funds targeted to meeting strategic workforce development needs. Job Growers currently has thirty (30) employees and an annual budget of approximately \$5,000,000. Nearly all funding is through Federal, State of Oregon, and Local Government, including formula and competitive grants.

Though Job Growers is a non-profit, governments are the primary sources of funds. Consistent with this funding, Job Growers utilizes fund accounting principles.

Job Growers' accounting and financial reporting functions are centralized, and performed by Job Growers employees.

#### B. Fund Structure

Job Growers currently receives the majority of its funding via the Workforce Investment Act across 15-20 programs. In addition, Job Growers is a recipient of State of Oregon funding for an On-the-Job Training Grant, US Department of Labor Jobs Accelerator grant and several smaller non-governmental grants.

#### C. Budgetary Basis of Accounting

Job Growers prepares its accounting records and budgets on a basis consistent with generally accepted accounting principles.

Job Growers prepares an Annual Budget based upon awarded competitive grants and best estimates of formula-based funding. The Budget is periodically modified to reflect current funding information. A quarterly recap of the current budget status is presented to the Job Growers Board of Director's Finance Committee following the quarter-end close.

#### D. Federal and State Financial Assistance

During fiscal year 2013-2014, Job Growers is receiving primary financial assistance through the following federal and state programs:

<u>Program</u>	<u>CFDA Number</u>
USDOL WIA Adult Programs	17.258
USDOL WIA Youth Activities	17.259
USDOL WIA Dislocated Workers	17.278
USDOL Make It in America Challenge	17.268

Back to Work Oregon (State General Funds)

N/A

### **E. Retirement Plans**

Job Growers adopted a Flexible Standard 401(k) Profit Sharing Plan March 1, 2008. This plan is a defined contribution plan covering all full-time employees.

### **F. Magnitude of Finance Operations**

Job Growers fiscal operations are conducted by our internal fiscal staff, utilizing Sage 100 Fund Accounting for accounting and financial tracking and reporting.

## **IV. TIME REQUIREMENTS**

### **A. Fiscal Year End Calendar**

The fiscal year end is June 30. The accounting ledgers remain open through Mid-September each year to record revenue and accounts payable accruals and further year end adjustments, accruals, and corrections. The general ledger is finalized during the final week of September. Job Growers financial statements and supporting documentation are finalized for audit review no later than October 15 of each year.

### **B. Final Report Due Date**

Completion of the audit, including the Independent Auditors Report on Internal Control, A-133 Compliance and Management Letter, and other required elements should be completed and the final report delivered by January 31, 2015.

## **V. AUDITOR ASSISTANCE AND REPORT PREPARATION**

### **A. Fiscal Unit and Clerical Assistance**

Job Growers fiscal staff and responsible management personnel will be available during the audit to assist the firm by providing information, documentation, and explanations. The preparation of audit confirmation requests will be the responsibility of Job Growers upon notification of confirmations required by the audit staff.

### **B. Work Area, Telephone, and Office Equipment**

Job Growers will provide the auditor with a reasonable workspace, desks and chairs. The auditor will also be provided with access to internet and telephone, photocopying and FAX machines, etc.

### **C. Report Preparation**

Report preparation, printing, and binding shall be the responsibility of Auditor. In addition, Auditor shall provide Job Growers with an electronic copy of all reports (PDF or like format) for reproduction ease.

## **VI. PROPOSAL REQUIREMENTS**

### **A. General Requirements**

To be considered, the firm's proposal must be received by 2:00 PM, Friday, March 21, 2014:

- 1) The Proposal is to include the following:
  - a) Title Page showing the request for proposal subject; the firm's name, a contact person name, address and telephone number; and the date of the proposal.
  - b) Table of Contents
  - c) Signed Transmittal Letter briefly confirming understanding of the work to be done, commitment to perform the work within the time period, a statement why the firm is the best qualified to perform the engagement and a statement that the proposal is a firm and irrevocable offer for sixty (60) days.
  - d) Detailed Proposal following the order set forth in Section VI.B. of this RFP.
  - e) Detailed pricing structure as set forth in Section VI.C. of this RFP.
  
- 2) The completed package should be sent to the following:

Job Growers Incorporated  
 Attn: Director of Finance  
 626 High Street NE, Suite 305  
 Salem, OR 97301

### **B. Technical Proposal**

#### **1. General Requirements**

The purpose of the Proposal is to demonstrate the qualifications, competence, and capacity of the firm seeking to undertake an independent audit of Job Growers in conformity with the requirements of this RFP. As such, the substance of a proposal will carry more weight than the form or manner of presentation. The Proposal should demonstrate the qualifications of the firm and of the particular staff to be assigned to this engagement. It should also specify an audit approach that will meet the RFP requirements.

The proposal should be prepared simply and economically, providing a straightforward, concise description of the firm's capabilities to satisfy the

requirements of this RFP. While additional data may be presented, the following subjects, items numbered 2 through 8, must be included.

2. Independence

Provide an affirmative statement that the firm is independent of Job Growers as defined by generally accepted auditing standards of the U.S. General Accounting Office's Government Auditing Standards.

List and describe the firm's professional relationships involving Job Growers or any of its oversight units for the past five (5) years, together with a statement explaining why such relationships do not constitute a conflict of interest relative to performing the proposed audit.

(In addition, the successful firm shall give Job Growers written notice of any professional relationships which may constitute a conflict of interest entered into during the period of this agreement.)

3. License to Practice in the State of Oregon

An affirmative statement verifying the firm and all assigned key professional staff are properly licensed to practice in the State of Oregon.

4. Firm Qualifications and Experience

State the size of the firm and the location of the office from which the work on this engagement is to be performed.

Provide a copy of a report on the firm's most recent external quality control review (peer review), with a statement whether that quality control review included a review of specific non-profit or local government engagements.

Provide information on the results of any Federal or State desk reviews or field reviews of the firm's audits during the past three (3) years. In addition, the firm should provide information on the circumstances and status of any disciplinary action taken or pending against the firm during the past three (3) years with State regulatory bodies or professional organizations.

5. Partner, Supervisory and Staff Qualifications and Experience

Identify the principal supervisory or management staff and any specialists who would be assigned to this engagement. Indicate whether each such person is registered or licensed to practice as a certified public accountant in the State of Oregon and provide information on the government auditing experience of each person. Provide information regarding the number, qualifications, experience and training of the specific staff to be assigned to this engagement. Indicate how the quality of staff over

the term of the agreement will be assured, and whether they will be assigned on a full or part-time basis to this engagement.

#### 6. Similar Engagements with Non-Profits and/or Local Governments

List the five (5) most significant engagements performed by the firm's office that will be assigned responsibility for the audit in the last five (5) years that are similar to the engagement described in this RFP. These engagements should be ranked on the basis of total staff hours. Indicate the scope of work, date, engagement partners, total hours, and the name and telephone number of the principal client contact.

#### 7. Specific Audit Approach

Set forth a work plan, including an explanation of the audit methodology to be followed, to perform the services required in Section II of this RFP. In developing the work plan, reference should be made to such sources of information as Job Growers' budget and related materials, organizational charts, manuals, programs, and financial and other management information systems.

Provide the following information on the proposed audit approach:

- a. Segmentation of the engagement;
- b. Level of staff and number of hours to be assigned to each proposed segment of the engagement;
- c. Sample and the extent to which statistical sampling is to be used in this engagement;
- d. Type and extent of analytical procedures to be used in this engagement;
- e. Approach to be taken to gain and document an understanding of Job Growers' internal control structure;
- f. Approach to be taken to determine laws and regulations that will be subject to audit test work; and
- g. Approach to be taken to draw audit samples for purposes of compliance testing.

#### 8. Identification of Anticipated Potential Audit Problems

Identify and describe any anticipated potential audit problems, the firm's approach to resolving these problems and any special assistance that may be requested from Job Growers.

### **C. Detailed Pricing Structure**

#### 1. Total All-Inclusive Maximum Price

All pricing information relative to performing the audit engagement as described in this RFP. The total all-inclusive maximum price amount is to contain all direct and indirect costs including all out-of-pocket expenses.



Job Growers will not be responsible for expenses incurred in preparing and submitting this RFP response. Such costs should not be included in the proposal.

A total all-inclusive maximum price for fiscal year 2013-2014. Job Growers will negotiate the rate for future fiscal year extensions based on the actual costs of the 2013-2014 audit and any additional, pertinent information either Job Growers or firm may have received.

## 2. Schedule of Professional Fees and Expenses

Include a schedule detailing rates by partner, specialist, supervisor and staff levels; the hours anticipated for each; and the extended amounts, to support the total all-inclusive maximum price.

## 3. Out-of-Pocket Expenses

All estimated out-of-pocket expenses to be reimbursed should be presented. All expense reimbursements shall be included in and support the total all-inclusive maximum price submitted by the firm.

## 4. Rates for Additional Professional Services

If it should become necessary for Job Growers to request the auditor to render any additional services to either supplement the services requested in this RFP or as a result of the specific recommendations included in any report issued on this engagement, then such additional work shall be performed only if set forth in an addendum to the contract between Job Growers and the firm. Any such additional work agreed to between Job Growers and the firm shall be performed at the same rates set forth in the schedule of fees and expenses.

## 5. Manner of Payment

Progress payments may be requested on the basis of hours of work completed during the course of this engagement and out-of-pocket expenses incurred, in accordance with the firm's dollar cost bid proposal. Interim billing shall cover a period of not less than one calendar month.

# **VII. EVALUATION PROCEDURES**

## **A. RFP Inquiries**

All inquiries related to the RFP are to be submitted electronically. E-mail inquiries should be identified on the e-mail as "Audit RFP Inquiry" and sent to [accounting@jobgrowers.com](mailto:accounting@jobgrowers.com).

Written questions received after the RFP has been published and before 5:00 p.m., March 14, 2014, will be responded to within 72 hours by posting on the Job Growers website at [www.jobgrowers.com](http://www.jobgrowers.com). Questions received after March 14, 2014, will not be answered.

## **B. Finance Committee**

Proposals submitted will be evaluated by the Finance Committee of the Job Growers Board of Directors.

## **C. Review of Proposals**

The Finance Committee will use a point formula during the review process to score proposals. Each member of the Finance Committee will score the Proposals according to the criteria described in Section VII.D. (1&2) below. The full Finance Committee will then convene to review and discuss these evaluations and to combine the individual scores to arrive at a composite technical score for each firm. At this point, firms with unacceptably low technical scores will be eliminated from further consideration.

After the composite technical score for each firm has been established, the Detailed Pricing Structure will be reviewed and additional points will be added to the technical score based on the price presented. The maximum score for price will be assigned to the firm offering the lowest total all-inclusive maximum price. Appropriate shares of the maximum score will be assigned to other proposals, based on their pricing relation to the lowest price.

Job Growers reserves the right to retain all proposals submitted and use any idea(s) in a proposal regardless of whether that proposal is selected.

## **D. Evaluation Criteria**

Proposals will be evaluated using three (3) sets of criteria. Firms meeting the mandatory criteria will have their proposals evaluated and scored for both technical qualifications and price. The following represent the principal selection criteria, which will be considered during the evaluation process.

### **1. Mandatory Elements**

- a. The audit firm is independent and licensed to practice in Oregon.
- b. The audit firm is not excluded from Federal Procurement or Non-procurement Programs in accordance with E.O.'s 12549 and 12689, "Debarment and Suspension."
- c. The firm has no conflict of interest with regard to any of the work performed by the firm for Job Growers.
- d. The firm adheres to the instructions in this RFP on preparing and submitting the proposal.

- e. The firm submits a copy of its last external quality control review report and has a record of quality audit work.
2. Technical Quality (maximum points - 60)
- a. Expertise and Experience
    - i) The firm's past experience and performance on comparable non-profit and/or local government engagements. (15 points)
    - ii) The quality of the firm's professional personnel to be assigned to the engagement and the quality of the firm's management support personnel to be available for technical consultation. (15 points)
  - b. Audit Approach
    - i) Adequacy of proposed staffing plan for various segments of the engagement. (10 points)
    - ii) Adequacy of sampling techniques. (10 points)
    - iii) Adequacy of analytical procedures. (10 points)
3. Price: (maximum points - 40)
- a. Methodology of pricing structure (10 points)
  - b. Competitiveness of pricing comparable to other respondents (10 points)
  - c. Reasonableness of pricing comparable to the current marketplace for audit services (10 points)
  - d. Inclusion of all required pricing components (10 points)

### **E. Oral Presentations**

During the evaluation process, the Job Growers Finance Committee may, at its discretion, request any one or all firms to make oral presentations. Such presentations will provide firms with an opportunity to answer any questions the Finance Committee may have on a firm's proposal. Not all firms may be asked to make such oral presentations.



# JOB GROWERS

INCORPORATED

## PROGRAM SERVICES CONTRACT

Contract #                     

The Workforce Investment Act (WIA), a federally-funded job training program, supports a workforce development system where individuals can find a job or train for a new career. The WorkSource Oregon Centers serve Workforce Investment Act (WIA) eligible Adults and Dislocated Workers to get them work ready, and ultimately employed. This contract outlines the responsibilities of the Sub-recipient in delivering these services.

**Program Title:**  
**Sub-recipient:**  
**Contact Name:**  
**Fiscal Agent:**  
**Contact Name:**

**Start Date:** July 1, 20  
**End Date:** June 30, 20  
**Award Amount:** \$0.00

## TERMS AND CONDITIONS

### 1. Addresses and Notices

All contract-related notices shall be in writing and either personally delivered, sent by express delivery service, certified mail, or first class U.S. mail postage prepaid, and addressed to the entities or persons listed below:

Job Growers Incorporated  
 Gary Mueller  
 Job Growers Incorporated  
 626 High Street NE, Ste. 305  
 Salem, OR 97301

SUB-RECIPIENT

FISCAL AGENT

The above listed persons and addresses may be modified by written notice to the parties. Notices shall be deemed given when one of the following occurs: (1) the date of actual receipt when personally delivered; (2) the next business day when notice is sent express delivery service or personal delivery; or (3) three days after mailing first class or certified U.S. mail.

### 2. Funding Availability

All funding is contingent on the availability of funds and continued authorization for project activities.

**3. Statement of Work**

- a. **Scope of Work**
- b. **Project Design**
- c. **Additional Expectations**
- d. **Deliverables**

End of Year Deliverables	Interim Performance Measures

- e. **Program Budget:**  
Attached as Exhibit B - Budget

**4. Fiscal Systems and Budget Requirements**

**a. Payment Method**

This Contract is based on a cost-reimbursement method of payment. These funds may only be expended between July 1, 20\_\_ and June 30, 20\_\_. Upon receipt of a completed Report of Expenditures from SUB-RECIPIENT requesting reimbursement, Job Growers Incorporated will review the request for accuracy and compliance with the Exhibit B - Budget. Once reviewed and approved, Job Growers will issue payment within 30 days, provided that performance is satisfactory.

SUB-RECIPIENT shall be paid only within the limits established by Exhibit B – Budget, or as modified by Job Growers approved Budget Modifications. SUB-RECIPIENT assures that all costs and cost justifications submitted as part of the Budget, Budget Modifications and Report of Expenditures are reasonable, necessary, allowable and allocable as defined by Federal and State of Oregon laws and rules, including applicable OMB Circulars and Job Growers policies and procedures. Payment shall not be construed as a waiver of Job Growers’ right to challenge SUB-RECIPIENT’S performance under this contract and to seek appropriate legal remedies.

**b. Contract Billing**

SUB-RECIPIENT shall submit to Job Growers by the 15<sup>th</sup> of each month the Report of Expenditures for costs incurred in the preceding month. In addition, for the months of September, December, March and June SUB-RECIPIENT shall submit to Job Growers a copy of the General Ledger Detail for that fiscal quarter. General Ledger Detail must be in the form of an Excel formatted Export from SUB-RECIPIENT’s accounting system.

**c. Financial Requirements and Documentation**

Of the three paragraphs below, use the one that is appropriate for SUB-RECIPIENT'S type of organization.

State or Local Government:

SUB-RECIPIENT shall maintain a financial/administrative system which complies with the most recently revised standards in OMB Circulars A-87 and A-133; 20 CFR 627.425; 29 CFR Part 97; and the standards and policies of the Oregon Department of Community Colleges and Workforce Development (ODCCWD) as applicable.

Institution of Higher Education:

SUB-RECIPIENT shall maintain a financial/administrative system which complies with the most recently revised standards in OMB Circulars A-21 and A-133; 20 CFR 627.425; 29 CFR Part 95; and the standards and policies of the Oregon Department of Community Colleges and Workforce Development (ODCCWD) as applicable.

Non-Profit or Commercial Organization:

SUB-RECIPIENT shall maintain a financial/administrative system which complies with the most recently revised standards in OMB Circulars A-122 and A-133; 20 CFR 627.425; 29 CFR Part 95; and the standards and policies of the Oregon Department of Community Colleges and Workforce Development (ODCCWD) as applicable.

SUB-RECIPIENT shall use monthly accrual or modified accrual accounting for reporting expenditures under this Contract. SUB-RECIPIENT shall maintain a separate accounting of funds received and disbursed under this Contract. SUB-RECIPIENT shall be able to provide "Financial Transaction" level detail for auditing purposes. Such transaction documentation shall at a minimum include: (1) Account distribution, (2) Date, (3) Description, and (4) Amount. The sum of the transactions provided should equal the sum of SUB-RECIPIENT'S Report of Expenditures, as submitted. Job Growers reserves the right to require copies of supporting source documents, with each request for reimbursement. All accounting for this Contract shall be maintained within the Organization's primary Financial Accounting System (Typically its General Ledger). If SUB-RECIPIENT cannot accomplish this level of documentation and integration, a pre-authorized alternative must be defined prior to any reimbursement by Job Growers. All costs that are applied for reimbursement must be reasonable, allowable, necessary and allocable.

SUB-RECIPIENT shall retain original expense documentation, including proof of payment or properly posted accrued liabilities. Documentation shall include cancelled checks, invoices annotated with paid date, check number and initials, annotated receipts, payroll ledgers and/or accounts payable ledgers. Costs which are allocable to more than one line item and/or which are only partially allocable to the Project Budget shall be allocated based on SUB-RECIPIENT'S Cost Allocation Plan as approved by Job Growers.

SUB-RECIPIENT must be able to provide Job Growers the following on a timely basis (as applicable):

- Annual Audited Financial Statement with OMB Circular A-133 Compliance if applicable
- Management Letter
- Corrective Action Plan
- Approved Indirect Cost Rate
- Cost Allocation Plan
- Travel and Expense Policies

All costs that are charged to this Contract shall be direct costs reflecting reasonable and necessary activities relating to the Contract. All costs not direct charged must be charged either by the application of a compliant Indirect Cost Allocation Plan and/or a compliance allocation methodology. All costs applied to this Contract must be consistent with the requirements of the applicable Federal regulations including OMB Circulars. All allocation methodology must be submitted to Job Growers for review and application for any costs to be reimbursed by Job Growers.

For participant incentives or support services expenditures, SUB-RECIPIENT must maintain a record of the participant's name, Social Security Number, signature indicating receipt of the incentive or support service, amount, purpose, staff signature and authorization date. If all supporting documentation is applicable to more than one line item, write on the supporting documentation how much is to be applied to various budget line items and/or non-Contract funding sources.

Matching and Leveraged Funds:

SUB-RECIPIENT will submit a record of matching contributions to the project from other funding sources to Job Growers as part of its monthly performance reporting, using a form provided by Job Growers. This record will include match contributed by SUB-RECIPIENT and by partner agencies (except Job Growers).

**d. Final Billing for Close-Out**

All final Contract payment requests will be submitted by **July 31, 20\_\_**. This will constitute the final cost reimbursement for this Contract. No charges submitted after **July 31, 20\_\_** will be reimbursed. Job Growers may, at its discretion, withhold payment of the final invoice until all close-out requirements have been met. Close-out requirements include, but are not limited to, submission of final Report of Expenditures, General Ledger Detail and Performance Report, assurances of record retention provisions, and when applicable, accounting of program income.

Job Growers may, at its discretion, require an interim close-out of the Contract. When an interim close-out is required, a Report of Expenditures and Performance Report will be due within the time frame specified.

**e. Disallowance of Payments**

If it is determined that SUB-RECIPIENT has received payments which are questionable under the criteria set forth herein, SUB-RECIPIENT shall be notified and given the opportunity to justify questioned payments prior to Job Growers' final determination of disallowed payments. SUB-RECIPIENT agrees to participate in and be bound by disallowed cost determinations arising out of Job Growers' disallowed cost resolution process.

If a Contract payment is disallowed, SUB-RECIPIENT shall repay the full amount of the disallowance to Job Growers within thirty (30) calendar days of receipt of request, or other time schedule determined by Job Growers.

Job Growers' failure to either discover or act upon a breach of this Contract shall in no way relieve SUB-RECIPIENT of its obligation to repay disallowed costs.

If SUB-RECIPIENT fails to comply with any of the requirements, terms, or conditions of this Contract, Job Growers may, at its discretion, suspend, withhold, or disallow all or any portion of amounts otherwise payable under this Contract.



f. **Program Income**

Program Income, as defined by Federal and State of Oregon laws and rules, including applicable OMB Circulars, must be tracked by funding source and reported to Job Growers with the monthly Report of Expenditures submittal.

g. **Stand-In Costs**

Stand-In Costs, must be tracked by funding source and reported to Job Growers with the monthly Report of Expenditures submittal.

h. **Responsibility for Youth Opportunity Grant and Workforce Investment Act (WIA) Cost Reduction**

For activities funded under this Contract, SUB-RECIPIENT shall identify training costs supported by other Federal, State, of local programs (such as Department of Labor (DOL), PELL Grants, JOBS, Trade Adjustment Act (TAA), Veterans and other education benefits, etc.) in order to insure that WIA funds are in addition to funds otherwise available.

i. **Budget Changes**

Flexibility is allowed within the Contract Budget (except for allocated costs). At close-out, line item variances of no more than ten (10) percent over or under the budgeted amount will be permissible without a contract budget modification. All increases in total budget amount require a contract modification. Any expenditure outside the allowable variances will require a contract budget modification approved by Job Growers.

To initiate a budget modification, a written request will be sent to Job Growers stating the reason for the modification as well as an outline of the requested modification that includes which funds are moved from which line items and for what reason.

Job Growers does not modify program service contracts during the final quarter of the program year (April 1 – June 30). Any exception to this will require approval by Job Growers' Executive Director prior to the modification being submitted.

j. **Purchase and Maintenance of Equipment**

Purchases of tangible, non-expendable property having a useful life of more than one year must have written approval from Job Growers in advance. Contract execution and Budget approval does not constitute written approval. These items include, but are not limited to, computers, laptops and accessories; office furniture and equipment; cell phones and similar devices, cameras and video equipment; other electronic devices and office furnishings. SUB-RECIPIENT will send a written request to Job Growers stating the equipment to be purchased including brand, model, price, and specifications. Job Growers information technology staff will approve and place the order, or deny the request and determine an alternative product to be purchased.

For those items with an individual purchase price of \$5,000 or more, SUB-RECIPIENT shall obtain and document at least three bids or price quotations. If the lowest quotation is not accepted by SUB-RECIPIENT, SUB-RECIPIENT shall document factors considered in their award. Job Growers will obtain the necessary DOL grant approval. All purchases must comply with OMB Circular A-87, A-21 or A-122, whichever is applicable.

SUB-RECIPIENT shall maintain an up-to-date inventory listing of all tangible, non-expendable property, as described above, purchased with funds from this Contract. SUB-RECIPIENT shall implement adequate maintenance procedures to keep such property in good working condition. SUB-RECIPIENT shall conduct an annual inventory of all tangible, non-expendable property purchased with funds provided under this Contract, and submit a list to Job Growers prior to the end of each fiscal year. Inventory records must be maintained that include the following data on

each piece of equipment: item description; acquisition date; acquisition cost; serial number; source of funds or Contract number; physical location; date of disposal; disposal price.

All such property purchased under this Contract shall be returned to Job Growers within thirty (30) days after Contract has terminated, unless immediately re-contracted or otherwise authorized by Job Growers. Ownership of all inventoried property purchased with funds under this Contract rests with Job Growers. Use of all property purchased with funds under this Contract shall be for the sole use and benefit of participants and activities under this Contract unless otherwise agreed to in writing. Job Growers may take possession of all such property at any time during and upon termination of this Contract.

**k. Financial and Compliance Audits**

SUB-RECIPIENT must comply with applicable requirements of 29 CFR Parts 96 and 99.

If SUB-RECIPIENT expends an aggregate of \$500,000 or more in federal funds annually, SUB-RECIPIENT must conduct an annual organization-wide single financial and compliance audit in accordance with the requirements of the Single Audit Act of 1994, P.L. 99-502, and OMB Circular A-133, Audits of States, Local Governments and Nonprofit Organizations. Any audit shall comply with applicable Federal, State and Job Growers rules, regulations, policies and procedures.

If SUB-RECIPIENT is the recipient of Federal funds totaling less than \$500,000 annually, from all sources, including the amount of this Contract, SUB-RECIPIENT shall arrange and pay for a program specific audit, meeting Federal, State and Job Growers standards pursuant to Circular A-133, Audits of States, Local Governments and Nonprofit Organizations.

Unless specifically authorized by Job Growers in writing, SUB-RECIPIENT shall submit the audit report to Job Growers no later than thirty (30) calendar days after receipt of the report or within one hundred twenty (120) calendar days following the close of SUB-RECIPIENT'S fiscal year, whichever is sooner. Audits performed under this section are subject to review and resolution by Job Growers or its authorized representative.

SUB-RECIPIENT shall be responsible for resolving any and all issues that relate to audits of the workforce development activities that are funded through this Contract.

**l. Dual Payment**

SUB-RECIPIENT shall not be compensated twice for costs incurred under this Contract. Costs may be shared by other sources of funds to achieve the outcomes described in the Contract, in accordance with generally accepted accounting principles.

**m. Travel Policy**

SUB-RECIPIENT must comply with the requirements of the Federal Travel Regulations. In the absence of an acceptable SUB-RECIPIENT policy regarding travel costs, the rates and amounts established under Subchapter 1 of Chapter 57 of Title 5, United States Code, shall be used.

**n. Rebates**

SUB-RECIPIENT agrees to advise Job Growers, in writing, of any forthcoming income resulting from lease/rental rebates, interest, credits or any other monies or financial benefits to be received directly or indirectly as a result of or generated by funds under this Contract. Appropriate action shall be taken to proportionately reimburse the DOL from such income.

## 5. Technology; Reporting; Records Standards; and Record Retention

### a. Technology

Job Growers makes use of Internet technologies to communicate with SUB-RECIPIENT and track Contract performance. E-mail, Web Information Systems, and an Internet based Data Management System are the primary technologies used to support SUB-RECIPIENT.

To support this technology, SUB-RECIPIENT must have at a minimum:

- 1) Broadband Internet connectivity.
- 2) Network and workstation virus protection that is fully functional and updated at least on a weekly basis.
- 3) Individual E-mail accounts for staff working with Job Growers allowing attachment size of 5 Megabytes.
- 4) PCs with Internet Explorer (or a comparable Web Browser), and memory and processing capacity sufficient to effectively handle Job Growers communications and information reporting systems.

### b. Reporting and Data Entry

SUB-RECIPIENT shall submit financial, performance and other reports required by Job Growers in accordance with specified time frames as indicated by the table below. SUB-RECIPIENT shall provide Job Growers access to all records and data necessary to verify or clarify information requested or provided in such reports. Failure to submit reports on a timely basis as specified by Job Growers may result in suspension of payments to SUB-RECIPIENT until such time as all delinquent obligations are fulfilled. SUB-RECIPIENT is responsible for entering information into the Participant Data Management System. Performance reports will be available through this same system.

The following table provides information regarding reporting dates:

Report Type	Due Date	Frequency
Report of Expenditures	15 days after the end of the month being reported, except at end of contract term.	Monthly
General Ledger Detail	15 days after the end of the fiscal quarter.	Quarterly
Interim Performance Report	15 days after the end of the month being reported	Monthly
Participant File Review	Job Growers discretion	N/A
Final Report of Expenditures	1 month following the end of the contract period	Annual

### c. Records Standards

SUB-RECIPIENT agrees to maintain generally accepted and Job Growers specified records that will provide accurate, current and complete disclosure of the status of each program. SUB-RECIPIENT shall comply with all requirements imposed by relevant laws, regulations, guidelines, plans and contracts regarding the maintenance of a record for each individual's participation in the program, including dates of entry and termination in each activity. In addition, SUB-RECIPIENT shall comply with all requirements concerning accounts, ledgers, supporting records and worksheets pertaining to its financial records.

SUB-RECIPIENT shall safeguard and maintain the confidentiality of project records, documents and participant files. SUB-RECIPIENT shall keep records that are sufficient to permit tracing of funds to a level of expenditure adequate to insure that the funds have not been spent unlawfully. Further, records must be sufficient to justify all payments claimed and paid under this Contract. SUB-RECIPIENT must comply with 29 CFR 95.53 or 29 CFR 97.42 as applicable.

**d. Records Retention and Destruction**

SUB-RECIPIENT shall maintain all financial and other required records and supporting documents as follows:

- 1) Participant files will be kept until instructed by Job Growers that they can be destroyed, or until the files are called in by Job Growers.
- 2) Retain all records pertinent to the grant, grant agreements, interagency agreements, contracts or any other award, including financial, statistical, property, applicant or registrant records and supporting documentation, for a period of at least three (3) years after the State has issued final expenditure reports for that funding period to the Department of Labor. Job Growers will notify SUB-RECIPIENT when it receives notification from the State that the State's final close-out expenditure report has been issued for that funding period to the awarding agency.
- 3) Retain all records on non-expendable property for a period of at least three (3) years after final disposition of property.
- 4) Retain all records pertinent to applicants, registrants, eligible applicants/registrants, participants, terminations, employees and applicants for employment for a period of not less than three (3) years from the close of the applicant program year after the State has issued final expenditure reports for that funding period to the Department of Labor (see 5.d.1 above). Files should be organized and stored by program year using the participant's year of exit.
- 5) Retain records regarding complaints and actions taken on the complaints for a period of not less than three (3) years from the resolution of the complaint.
- 6) Retain all records beyond the required three (3) years if any litigation or audit is begun or a claim is instituted involving the grant or agreement covered by the records. The records shall be retained for an additional three (3) years after the litigation, audit, or claim has been resolved.

SUB-RECIPIENT shall inform Job Growers in writing of the exact location where all records, reports and other documentation and physical evidence are to be retained, if located other than at SUB-RECIPIENT'S principal place of business. SUB-RECIPIENT will inform Job Growers in writing of any location changes prior to the date the records, reports and other documentation and physical evidence are moved.

Any transfer of records, reports and other documentation beyond the boundaries of Job Growers' service delivery area shall require prior written approval from Job Growers. If SUB-RECIPIENT ceases operations, SUB-RECIPIENT shall inventory all such records, reports and other documentation and deliver those documents to a location designated by Job Growers.

After the record retention period has passed, any records destroyed must be commercially shredded.

**6. Monitoring, Audits and Access to Records**

SUB-RECIPIENT and its staff, agents, officials and subcontractors shall fully cooperate with all Federal and Job Growers evaluations, monitoring and audit efforts.

After reasonable notice, at any time during normal business hours and as often as Job Growers may deem necessary during the contract period or for the full period of record retention required in 5.d. Record Retention, SUB-RECIPIENT shall make available for examination all its records relating to all matters covered by this Contract. Job Growers, the Oregon Department of Community Colleges and Workforce Development, the U.S. Department of Labor, the Comptroller General of the United States, the Inspector General, and their duly authorized representatives, and representatives of other WIA sources contributing through Job Growers to activities under this Contract, shall have authority to audit, examine and make excerpts or transcripts from any books, accounts, correspondence, papers, records, files, forms or other documents of SUB-RECIPIENT including all contracts, invoices, materials, payroll, personnel records, conditions of employment and other data relating to all matters covered by this Contract which are necessary to permit tracing of funds to a level of expenditure adequate to insure that the funds have not been spent unlawfully, and to determine compliance with all applicable rules and regulations, and the provisions of this Contract. This provision includes access to SUB-RECIPIENT'S personnel for the purpose of interview and discussion of such documents. The rights of access in this paragraph are not limited to the required retention period, but shall last as long as records are retained.

SUB-RECIPIENT shall, within 30 days, respond to any monitoring or audit findings. If it is determined through audit or other means that SUB-RECIPIENT has violated or permitted violation of Contract terms or conditions, SUB-RECIPIENT shall repay to Job Growers the amount of funds directly related to that violation.

SUB-RECIPIENT shall provide to Job Growers upon request, sufficient staff time necessary to aid in the performance of Contract related (a) project research, (b) project evaluation, (c) project monitoring, and (d) completion of project fiscal review and audits.

SUB-RECIPIENT shall adequately evaluate and monitor its own programs on a regular basis and shall establish sufficient internal controls necessary to safeguard against non-compliance, fraud and abuse.

**7. Contract Modifications**

This Contract constitutes the entire agreement between the parties hereto. Except as authorized in 4.i. Budget Changes, any amendments to this Contract or its attachments shall be effective only when they are reduced to writing and duly signed by both parties. No waiver, consent, modification or change of terms of this Contract shall bind either party unless in writing and signed by both parties.

Job Growers may unilaterally modify or terminate this Contract if its grants are suspended, reduced or terminated before or during the Contract period, or in order to accommodate any change in the Workforce Investment Act or in the interpretation of the Act, or in any applicable Federal, State or Local laws, regulations, rules, policies or grant terms.

Job Growers may unilaterally modify this Contract whenever such action may be required by significant changes in Job Growers priorities, as indicated by direct action of the Board of Directors of Job Growers. In this event, notification of intent shall be provided to SUB-RECIPIENT no less than thirty (30) calendar days prior to the effective date of the modification.

**8. Subcontracts and Assignments**

SUB-RECIPIENT shall not assign this Contract in whole or in part, or any right or obligation hereunder, without the prior written approval of Job Growers. In no case shall such consent relieve

SUB-RECIPIENT from the obligation under, or change the terms and conditions of, the Contract, unless otherwise provided for.

Job Growers has the right to assign all Contract rights and responsibilities at any time by giving written notice of assignment to SUB-RECIPIENT.

None of the work or services covered by this Contract shall be subcontracted without the prior written approval of Job Growers. Any work or services subcontracted hereunder shall be specified by a written subcontract, which shall be properly executed and in full force and effect within sixty (60) calendar days of the execution of this Contract. SUB-RECIPIENT shall provide a copy of the subcontract and any modifications to Job Growers.

SUB-RECIPIENT remains responsible for assuring compliance by such delegates with requirements of the funding sources provided by or through Job Growers, Federal, State and local laws, regulations, policies, procedures and the Contract conditions.

SUB-RECIPIENT shall conduct a program and fiscal monitoring of its subcontractors at least once during the life of the contract or once during the program year whichever is more frequent. SUB-RECIPIENT shall provide Job Growers with a copy of the monitoring tool, monitoring schedule, and monitoring report for each subcontractor.

## **9. Procurement Policies and Procedures**

Of the two paragraphs below, use the one that is appropriate for SUB-RECIPIENT'S type of organization.

State or Local Government:

SUB-RECIPIENT shall comply with applicable OMB procurement procedures, 29 CFR 97.36, and with their own procurement procedures, whichever are more restrictive.

Institution of Higher Education, Non-Profit or Commercial Organization:

SUB-RECIPIENT shall comply with applicable OMB procurement procedures, 29 CFR 95.4048, and with their own procurement procedures, whichever are more restrictive.

In compliance with Executive Orders 12876, 12900, 12928 and 1302, SUB-RECIPIENT is strongly encouraged to provide subcontracting opportunities for Historically Black Colleges and Universities, Hispanic Serving Institutions and Tribal Colleges and Universities.

## **10. Insurance Coverage**

SUB-RECIPIENT shall deliver to Job Growers prior to the commencement of this Contract a certificate listing Job Growers, Job Growers' agents and employees and the State of Oregon as an additional insured and evidencing that the following insurance coverage is in force and will not be canceled without thirty (30) days prior written notice to Job Growers.

### **a. Liability Insurance**

SUB-RECIPIENT agrees to obtain a general liability insurance policy including contractual liability coverage in the single limit amount of \$1,000,000, with an endorsement naming Job Growers and the State of Oregon as an additional insured, which protects Job Growers' agents and employees from claims for damages arising in whole or in part out of SUB-RECIPIENT'S performance under this Contract.

### **b. Motor Vehicle Insurance**

SUB-RECIPIENT must require each of its staff members who use their motor vehicle to provide service under this Contract to provide proof of auto insurance in an amount that meets the state

minimum insurance requirements. In addition, SUB-RECIPIENT must provide proof of general liability insurance with a rider that provides excess auto coverage beyond the staff member's auto insurance policy in the amounts of at least \$50,000 property damage, \$100,000 per person, and \$300,000 per occurrence.

**c. Medical and Accident Insurance**

SUB-RECIPIENT must carry Workers' Compensation Insurance covering all its employees. If SUB-RECIPIENT pays wages directly to Job Growers' trainees under this Contract, SUB-RECIPIENT must also carry Workers' Compensation Insurance covering any and all such trainees.

**d. Property**

All property and equipment purchased, received or utilized by SUB-RECIPIENT under this Contract shall be insured at replacement value against fire, theft, and destruction equal to the full replacement cost.

**11. Independent SUB-RECIPIENT; Responsibility for Taxes and Withholding**

SUB-RECIPIENT shall perform all required work as an independent SUB-RECIPIENT in accordance with the relevant provisions of ORS Chapters 316, 656 and 657. SUB-RECIPIENT is not an "officer", "employee", or "agent" of Job Growers, as those terms are used in ORS 30.265.

SUB-RECIPIENT shall be responsible for all federal or state taxes applicable to compensation or payment paid to SUB-RECIPIENT under this Contract. SUB-RECIPIENT is not eligible for any Social Security, unemployment insurance or workers' compensation benefits from compensation or payments paid to SUB-RECIPIENT under this Contract, except as a self-employed individual.

**12. Employee and Participant Status and Rights**

**a. Non-Employee Status of Trainees**

Trainees in programs under this Contract shall not be deemed Federal or Job Growers employees, and shall not be subject to the provisions of law pertaining to employment by any such government.

**b. Employment Terms, Benefits and Working Conditions**

All participants employed in subsidized jobs shall be provided benefits and working conditions at the same level and to the same extent as other employees working a similar length of time and doing the same type of work, except that no funds available under this Contract may be used for contributions on behalf of any trainee to retirement systems or plans.

All laborers and mechanics employed by SUB-RECIPIENT or their subcontractors in any construction, alteration, or repair, including painting and decorating of projects, buildings, and works which are Federally assisted under WIA, shall be paid wages at rates not less than those prevailing on similar construction in the locality as determined by the Secretary of Labor, in accordance with the Act of March 3, 1931 (40 U.S.C. 276a-276a.5), known as the Davis-Bacon Act. This provision shall not apply to a bona fide trainee in a training program under WIA.

c. **Worksite Standards and Safety**

Conditions of employment and training shall be appropriate and reasonable in light of such factors as the type of work, geographical region, and proficiency of the trainee.

Trainees enrolled under this Contract shall be adequately supervised during training hours, be informed about their rights and responsibilities in reporting unsafe training or working conditions and training or work-related illnesses and injuries, and be provided with safe training conditions which, at a minimum, shall conform to the health and safety regulations established by the State of Oregon. Health and safety standards established under State and Federal law, otherwise applicable to working conditions of employees, shall be equally applicable to working conditions of participants.

d. **Charging of Fees to Participants**

No person or organization, including private placement agencies, may charge a fee to any individual for referral to or placement in training or employment programs under WIA.

e. **Grievance Procedures**

SUB-RECIPIENT agrees to adopt procedures for hearing and resolving grievances and complaints arising out of this Contract, in conformance with Job Growers' established policies. Procedures must comply with 20 CFR 667.600.

SUB-RECIPIENT agrees that any trainee grievances initiated as a result of this Contract and left unsettled by SUB-RECIPIENT'S grievance procedures shall be received and resolved in accordance with Job Growers' Grievance Procedure. SUB-RECIPIENT shall abide by Final Determinations issued under Job Growers' Grievance Procedure. Participants receiving Intensive and/or Training Services must read and sign a copy of SUB-RECIPIENT'S Grievance Procedure which shall be kept in the participant's file.

### 13. Confidentiality Standards

If disclosure of trainee records is requested by the public, current OAR 589-020-0330 confidentiality standards, pertaining to records of participants in Workforce Investment Act (WIA) programs and other Department of Labor funded programs, shall apply.

### 14. Contract Termination

a. **Termination for Convenience**

Either party to this Contract may terminate the Contract without cause by delivering a thirty (30) day written notice of intent to terminate to the other party.

b. **Termination for Cause**

Job Growers may terminate or modify this Contract, in whole or in part, in writing, immediately upon notice to SUB-RECIPIENT, or at such later date as Job Growers may establish in such notice, upon the occurrence of any of the following events:

- 1) Job Growers fails to receive funding at levels sufficient to allow the purchase of the indicated SUB-RECIPIENT services;
- 2) Federal or State laws, regulations or guidelines are modified or interpreted in such a way that either the services under this Contract are prohibited or Job Growers is prohibited from paying for such services from the planned funding source;
- 3) SUB-RECIPIENT no longer holds any license or certificate that is required to perform the work; or



- 4) SUB-RECIPIENT through any cause, has failed to perform in a timely and proper manner its obligations, in whole or in part, under this Contract, has failed to make sufficient progress towards Contract objectives, or has violated any of the covenants, agreements or stipulations of the Contract. In this event, Job Growers shall notify SUB-RECIPIENT of the intended action in writing and specify the effective date thereof.

In the event of performance failure, Job Growers may take action in one of the following ways: (a) to immediately terminate or suspend the Contract; (b) to require the submission of an acceptable written Program Improvement Plan by SUB-RECIPIENT in accordance with the Job Growers Contract Monitoring and Intervention policies, or, if SUB-RECIPIENT fails to submit an acceptable Program Improvement Plan in accordance with the Job Growers Contract Monitoring and Intervention policies, to terminate, suspend or modify the Contract; (c) to require that directed corrective action be taken in accordance with Job Growers Contract Monitoring and Intervention policies, or, if SUB-RECIPIENT fails to take directed corrective action in accordance with Job Growers Contract Monitoring and Intervention policies, to terminate or suspend the Contract.

**c. Termination Procedures**

In the event of early Contract termination for whatever reason, after receipt of the Notice of Termination, SUB-RECIPIENT shall stop work as specified in the notice, cancel outstanding commitments covering the procurement or rental of materials, supplies, equipment, and miscellaneous items. SUB-RECIPIENT will not enter into any further subcontracts and will not place any further orders. In addition, SUB-RECIPIENT shall exercise all reasonable diligence to accomplish the cancellation or diversion of outstanding commitments covering personal services that extend beyond the date of such termination, to the extent that they relate to the performance of any work terminated by the Notice. With respect to such canceled commitments, SUB-RECIPIENT agrees to settle all outstanding liabilities and all claims arising out of such cancellation of commitments, or ratify all such settlements. All finished or unfinished documents, data, and reports prepared by SUB-RECIPIENT shall at the option of Job Growers become its property.

**d. Payment after Termination**

In the event of early Contract termination initiated by either party for whatever reason, SUB-RECIPIENT shall only be entitled to receive reimbursement for costs incurred prior to the contract termination date. It is understood that satisfactory performance is a prerequisite to receiving payment.

Notwithstanding the above, SUB-RECIPIENT shall not be relieved of liability to Job Growers for damages sustained by Job Growers by virtue of any breach of the Contract by SUB-RECIPIENT, and Job Growers may withhold any payments to SUB-RECIPIENT for the purpose of offset until such time as the exact amount of damages due Job Growers from SUB-RECIPIENT is determined.

**15. Indemnification and Hold Harmless**

SUB-RECIPIENT shall assume liability for its actions and the actions of its agents and subcontractors under this Contract. SUB-RECIPIENT shall hold harmless, defend and indemnify Job Growers, its agents and employees, the Governor, State of Oregon and its employees, and the U.S. Department of Labor from any and all claims for damages, including costs and attorney fees resulting in whole or in part from SUB-RECIPIENT or its agents' activities under this Contract.

**16. Equal Employment Opportunity and Nondiscrimination**

SUB-RECIPIENT shall not exclude from participation, discriminate against, or deny employment services or benefits to any person, including trainees, in the administration of or in connection with any program administered by SUB-RECIPIENT on the grounds of race, color, sex, religion, mental or physical disability, age, political affiliation, belief, national origin, marital status, application for Worker's Compensation benefits, juvenile justice record (ORS Chapter 419), sexual orientation or perceived sexual orientation, gender identity, or association with any person with, or perceived to have one or more of the above named characteristics, and for beneficiaries only, citizenship, or participation in the program funded under this contract. SUB-RECIPIENT shall take action to ensure that qualified applicants from groups which have historically been denied equal opportunity for employment because of the above factors shall be provided access to and encouraged to participate in employment and training activities.

SUB-RECIPIENT will comply with all Federal, State and Local laws, regulations, executive orders and ordinances regarding nondiscrimination and equal opportunity provisions applicable to work under this Contract. SUB-RECIPIENT expressly agrees to comply with the following:

- a. Equal Employment Opportunity provisions in Executive Order (E.O.) 11246, as amended by E.O. 11375 and supplemented by the requirements of 41 CFR Part 60; (this is DOL) 29 CFR Parts 33 and 37 (If contract includes DOL funds);
- b. Title VI of the Civil Rights Act of 1964, as amended;
- c. Section 504 of the Rehabilitation Act of 1973, as amended;
- d. The Age Discrimination Act of 1975, as amended;
- e. Americans with Disabilities Act of 1990 and ORS 659.425;
- f. Section 188 of the Workforce investment Act (WIA);
- g. Nontraditional Employment for Women Act of 1991;
- h. Title IX of the Education Amendments of 1972, as amended;
- i. 42 U.S.C.12101 et.seq. regarding the accessibility of programs and facilities;
- j. ORS 279A.110 and 659A.142;
- k. All applicable requirements imposed by or pursuant to regulations implementing those laws.

Further, SUB-RECIPIENT shall include brief wording in each orientation of potential applicants to describe the Equal Opportunity and Affirmative Action position of this Contract and the method of filing a complaint in regard to such. SUB-RECIPIENT will ensure that the language "equal opportunity employer/program" in English and Spanish appears on each work product. SUB-RECIPIENT will ensure that auxiliary aids and services are made available upon request to individuals with disabilities and that it does not discriminate on the basis of any of the protections covered by the Workforce Investment Act and described at 29 CFR Part 37.

## 17. Responsibility for Legal Compliance

It is the responsibility of SUB-RECIPIENT to comply with the following:

### a. **Contract Work Hours and Safety Standards Act**

Where applicable, all contracts awarded by SUB-RECIPIENT and its subcontractors in excess of \$2,000 for construction contracts and in excess of \$2,500 for other contracts that involve the employment of mechanics or laborers shall include a provision for compliance with sections 102 and 107 of the Contract Work Hours and Safety Standards Act (40 U.S.C. Sec. 327-333), as supplemented by Department of Labor regulations (29 CFR part 5). SUB-RECIPIENT shall comply with the Act as supplemented by DOL regulations.

### b. **Clean Air Act, Clean Water Act, and Environmental Protection Agency Regulations**

If the sum payable under this Contract exceeds \$100,000, by execution of this Contract, SUB-RECIPIENT hereby provides Job Growers a written assurance that SUB-RECIPIENT will comply with all applicable standards, orders, or requirements issued under Section 306 of the Clean Air Act, Section 508 of the Clean Water Act, Executive Order 11738 and Environmental Protection Agency regulations (40 CFR Part 15), and further, SUB-RECIPIENT agrees to promptly report all infractions to the Federal awarding agency and the Regional Office of the Environmental Protection Agency.

### c. **Energy Policy Conservation Act**

SUB-RECIPIENT shall abide by all mandatory standards and policies which relate to energy efficiency and contained in the State energy conservation plan, which was issued in compliance with the Energy Policy and Conservation Act (Public Law 94-163).

### d. **Limitations on Union or Anti-Union, Sectarian, Religious, Political or Lobbying Activities**

No funds under this agreement shall be used in any way to assist, promote or deter union activities. No individual shall be required to join a union as a condition for enrollment in a program in which only institutional training is provided unless such training involves individuals employed under a collective bargaining agreement. No trainee may be placed into, or remain working in, any position which is affected by labor disputes involving a work stoppage.

SUB-RECIPIENT shall comply with TEGL 1-05 "New Rules Allowing Use of WIA Title I financial Assistance for Religious Training and Employment, and Making Other Changes to Religion-Related Regulations Governing Recipients of DOL Support Including the One-Stop Career Center Service Delivery System and the Job Corps."

SUB-RECIPIENT agrees that the participants shall not be employed on the construction, operation or maintenance of any facility or portion of any facility which is used or may be used for sectarian instruction or as a place of religious worship.

### e. **Compliance with Byrd Anti-Lobbying Amendment and Hatch Act**

SUB-RECIPIENT shall comply with the Byrd Anti-Lobbying Amendment (31 U.S.C. 1352 and 29 CFR Part 93). SUB-RECIPIENT agrees to comply with the provisions of the Hatch Act, which limits political activity of employees. In addition, SUB-RECIPIENT agrees to comply with, where applicable, Public Law 101-121, which prohibits influencing Federal financial transactions.

No funds provided under this contract shall be used for publicity or propaganda purposes, for the preparation, distribution or use of any kit, pamphlet, booklet, publication, radio, television or film presentation designed to support or defeat legislation pending before the Congress, except in presentation to the Congress itself. Nor shall grant funds be used to pay the salary or expenses of any SUB-RECIPIENT staff or agent, related to any activity designed to influence legislation or appropriations pending before the Congress.

If SUB-RECIPIENT is a recipient of Federal assistance funds of \$100,000 or more, whether all or only part of the funds are provided by Job Growers, SUB-RECIPIENT certifies by signature of this Contract that to the best of SUB-RECIPIENT'S knowledge and belief:

- 1) No Federal appropriated funds have been paid or will be paid, by or on behalf of SUB-RECIPIENT, to any person for influencing or attempting to influence an officer or employee of an agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with the awarding of any Federal contract, the making of any Federal grant, the making of any Federal loan, the entering into of any cooperative agreement, and the extension, continuation, renewal, amendment, or modification of any Federal contract, grant, loan, cooperative agreement, or any other award covered by 31 U.S.C. Sec. 1352.
- 2) If any funds other than Federal appropriated funds have been paid or will be paid to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with this Federal contract, grant, loan, or cooperative agreement, SUB-RECIPIENT shall complete and submit Standard Form-LLL, "Disclosure Form to Report Lobbying," in accordance with its instructions.

SUB-RECIPIENT shall require that the language of this certification be included in the award documents for all subawards at all tiers (including subcontracts, subgrants and contracts under grants, loans, and cooperative agreements) and that all subrecipients shall certify and disclose accordingly.

f. **Certification Regarding Debarment and Suspension**

By execution of this Contract, SUB-RECIPIENT hereby certifies:

- 1) SUB-RECIPIENT is in compliance with Executive Orders 12549 and 12689 and 29 CFR Part 98 regarding Debarment and Suspension.
- 2) SUB-RECIPIENT, if a recipient of Federal assistance funds of \$100,000 or more, whether all or only a part of the funds are provided by Job Growers', certifies by signature of this Contract that neither it nor its principals are presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation in this transaction by any Federal department or agency.

g. **Davis-Bacon Act**

When required by Federal program legislation, all construction contracts awarded by SUB-RECIPIENT and its subcontractors in excess of \$2,000 shall include a provision for compliance with the Davis-Bacon Act (40 U.S.C. Sec. 276a to a-5) and as supplemented by Department of Labor regulations (29 CFR part 5, "Labor Standards Provisions Applicable to Contracts Governing Federally Finance and Assisted Construction"). SUB-RECIPIENT shall comply with the Act as supplemented by DOL regulations.

**h. Copeland “Anti-Kickback” Act**

All contracts and subgrants in excess of \$2,000 for construction or repair awarded by SUB-RECIPIENT and its subcontractors shall include a provision for compliance with the Copeland “Anti-Kickback” Act (18 U.S.C. Sec. 874), as supplemented by Department of Labor regulations (29 CFR part 3, “SUB-RECIPIENTS and subcontractors on Public Building or Public Work Financed in Whole or in Part by Loans or Grants from the United States”). SUB-RECIPIENT shall comply with the Act as supplemented by DOL regulations.

**i. Prior Written Approval for Construction, Remodeling, or Renovation**

WIA title I funds provided under this contract must not be spent for construction, remodeling, renovation, or purchase of facilities without prior written approval from Job Growers as per 20 CFR 667.260, notwithstanding the exceptions listed in subsection 260 (b-d).

**j. Americans with Disabilities Act**

SUB-RECIPIENT agrees to comply with The Americans with Disabilities Act of 1990 (ADA) Public Law 101-336, and the disabled accessibility provisions of Section 504 of the Rehabilitation Act of 1973, as amended.

**k. Applicable Laws, Regulations, and Policies**

All other applicable Federal, State and Local laws, regulations, executive orders, ordinances and policies and appropriate U.S. Office of Management and Budget Circulars required by the Youth Opportunity Grant, the Workforce Investment Act, the Department of Labor, other Employment and Training grants, and/or other applicable grants as related to activities under this contract. This includes all applicable policies of Job Growers.

**l. Fraud Notification Requirements**

All SUB-RECIPIENTS receiving DOL funding must comply with the Department of Labor’s requirement that all suspected incidents of fraud, abuse, or other criminal activity must be immediately reported by phone to Job Growers. Job Growers will work with SUB-RECIPIENT to complete a written Incident Report form DL1-156 that must be submitted to the State within one working day of the report.

**18. Maintenance of Effort**

No currently employed worker shall be displaced by any trainee, including partial displacement such as a reduction in the hours of non-overtime work, wages, or employment benefits. No program shall impair existing contracts for services or collective bargaining agreements. No program which would be inconsistent with the terms of a collective bargaining agreement shall be undertaken without the written concurrence of the labor organization and employer concerned. No trainee shall be employed, or job opening filled when (a) any other individual is on layoff from the same or any substantially equivalent job, or (b) when the employer has terminated the employment of any regular employee or otherwise reduced its workforce with the intention of filling the vacancy so created by hiring a trainee whose wages are subsidized under this Contract.

**19. Code of Conduct**

SUB-RECIPIENT shall comply with the applicable Code of Federal Regulations and shall maintain written standards of conduct governing the performance of its employees engaged in the award and administration of contracts. No employee, officer or agent shall participate in the selection, award, or administration of a contract supported by Federal funds if a real or apparent conflict of interest would be involved. Such a conflict would arise when the employee, officer, or agent, any member of his or her immediate family, his or her partner, or an organization which employs or is about to employ any of the parties indicated herein, has a financial or other interest in the firm selected for an award. The officers, employees, and agents of SUB-RECIPIENT shall neither solicit nor accept gratuities, favors, or anything of monetary value from SUB-RECIPIENT, or parties to sub-agreements. However, SUB-RECIPIENT may set standards for situations in which the financial

interest is not substantial or the gift is an unsolicited item of nominal value. The standards of conduct shall provide for disciplinary actions to be applied for violations of such standards by officers, employees, or agents of SUB-RECIPIENT. No officer, employee or agent, any member of his or her immediate family, his or her partner, or an organization which employs or is about to employ any of the parties indicated herein, shall financially benefit from the activities of any program participant or applicant.

## **20. Nepotism**

No member of the "immediate family" or domestic partner, of any officer, agent, director, partner or employee of SUB-RECIPIENT shall receive preferential treatment for enrollment in services or training provided by, or employment with, SUB-RECIPIENT.

The term "immediate family" means wife, husband, life/domestic partner, son, daughter, mother, father, brother, brother-in-law, sister, sister-in-law, son-in-law, daughter-in-law, mother-in-law, father-in-law, aunt, uncle, niece, nephew, grandparent, stepparent, and stepchild. This includes aunts, uncles, nieces and nephews by blood or formal adoption only, but not such relationships by marriage.

SUB-RECIPIENT shall comply with 20 CFR 667.200(g) Nepotism. No individual may be placed in a WIA employment activity if a member of that person's immediate family is directly supervised by or directly supervises that individual.

## **21. Prohibited Uses of WIA Funds**

SUB-RECIPIENT will comply with 20 CFR 667.264. SUB-RECIPIENT will ensure that WIA funds are not spent on:

- a. The wages of incumbent employees during their participation in economic development activities provided through a Statewide workforce investment system, (WIA sec. 181(b)(1).);
- b. Public service employment, except to provide disaster relief employment, as specifically authorized in section 173(d) of WIA, (WIA sec. 195(10));
- c. Expenses prohibited under any other Federal, State or Local law or regulation. WIA funds must not be used for foreign travel. [WIA sec. 181(e)]

In addition, WIA Title I funds under this contract may not be used for drug testing or to supplant funds that would otherwise be used to pay for a service or activity by another organization or employer.

## **22. Business Relocation Service Prohibitions**

SUB-RECIPIENT shall comply with 20 CFR 667.268. WIA funds may not be used or proposed to be used for:

- a. Relocation of a business or part of a business from any location in the United States, if the relocation would result in any employee losing his or her job at the original location;
- b. Customized training, skill training, or on-the-job training or company specific assessments of job applicants or employees of a business or a part of a business that has relocated from any location in the United States, may be provided until the company has operated at that location for 120 days, if the relocation has resulted in any employee losing his or her jobs at the original location.

**23. Employment Generating and Similar Activities**

SUB-RECIPIENT shall comply with 20 CFR 667.262. WIA Title I funds may not be spent on employment generating activities, economic development activities, investment in revolving loan funds, capitalization of businesses, investment in contract bidding resource centers, and similar activities that are not directly related to training for eligible individuals under Title 1B.

**24. Drug Free Workplace Certificate**

SUB-RECIPIENT certifies that it will provide a drug-free workplace in accordance with the Drug Free Workplace Act of 1988.

**25. Patents, Copyrights and Rights in Data**

SUB-RECIPIENT and Job Growers agree that this Contract shall be governed by Public Law 98-620, by the government wide regulations issued by the Department of Commerce at 37 CFR Part 401 for patents and inventions and implements DOL regulations. In accordance with these provisions, SUB-RECIPIENT and Job Growers agree to promptly report all inventions made in the course of or under this Contract.

Ownership of and rights to inventions resulting from work performed that are made solely by SUB-RECIPIENT, its faculty, administrators, employees and students under this Contract, will be solely owned by SUB-RECIPIENT. Ownership of and rights to inventions resulting from work performed that are made solely by Job Growers, its faculty, administrators, employees and students under this Contract, will be solely owned by Job Growers. Ownership of and rights to inventions made jointly by Job Growers and SUB-RECIPIENT faculty, administrators, employees and students will be jointly determined, subject to federal or DOL regulations and existing patent law. All persons who perform work under this Contract and who may be reasonably expected to make inventions must be covered by this Contract.

In the event that a patent application on such an invention is filed, SUB-RECIPIENT hereby grants Job Growers a non-exclusive, non-transferable, royalty-free license for research and educational purposes only.

**26. Public Information**

Whenever written or verbal information related to the services provided through this Contract is distributed to the media or directly to the general public, another agency or governmental audience, whether such information is solicited or unsolicited, SUB-RECIPIENT shall acknowledge and name Job Growers as the funding agency of the project, and include an approved Job Growers logo, where logos are applicable.

**27. Public Announcements**

When issuing statements, press releases, requests for proposal, bid solicitation, and other documents describing programs funded in whole or in part with Federal money, SUB-RECIPIENT shall clearly state (1) the percentage of the total cost of the program or project which will be financed with Federal money, and (2) the dollar amount of Federal funds for the project or program.

**28. Legal Authority and General Assurances by SUB-RECIPIENT**

SUB-RECIPIENT certifies that it possesses the legal authority to enter into this Contract.

Every reasonable course of action shall be taken by SUB-RECIPIENT in order to maintain the integrity of this expenditure of Job Growers' funds and to avoid any favoritism or questionable or improper conduct. This Contract shall be administered in an impartial manner, free from personal, financial, or political gain.

**29. Severability**

If any part of this Contract is declared invalid by a court of competent jurisdiction, the remaining parts shall be held in full force and effect.

**30. Governing Law, Venue, Consent to Jurisdiction**

This Contract shall be governed by and construed in accordance with the laws of the State of Oregon without regard to principles of conflicts of law. Any claim, action, suit or proceeding (collectively, "Claim") between Job Growers and SUB-RECIPIENT that arises from or relates to this Contract shall be brought and conducted solely and exclusively within the Circuit Court of Marion County for the State of Oregon; provided, however, if a Claim, must be brought in a federal forum, then it shall be brought and conducted solely and exclusively within the United States District Court for the District of Oregon. SUB-RECIPIENT, by execution of this Contract, hereby consents to the in personam jurisdiction of said courts.

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**Name, Title**  
**Organization**  
**Sub-Recipient**

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**Date**

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**Name, Title**  
**Organization**  
**Fiscal Agent**

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**Date**

---

**Name, Executive Director**  
**Job Growers Incorporated**

---

**Date**



<b>ITEM DESCRIPTION</b>	<b>ID#</b>	<b>COST</b>	<b>PURCHASE DATE</b>	<b>LOCATION</b>
Intel Mid-Level File Server	BZDS71500647	\$5,949.85	6/20/2007	626 High St NE
Compaq Proliant DL380 Server	D113FSB1K028	\$13,540.00	5/17/2001	605 Cottage St NE
NEC UX50 Phone System	910018	\$8,142.32	12/29/2009	626 High St NE



**JOB GROWERS**  
INCORPORATED

**POLICY**  
**F06**

**EQUIPMENT & SUPPLIES**

Date: Jul. 1, 2011  
 New       Revised  
 Page 1 of 2

## PURPOSE

This policy provides guidance on the management, control, transfer, and safeguarding of property procured using Workforce Investment Act (WIA) or other granted funds, by Job Growers Incorporated, its contractors or sub-contractors. This policy is intended to supplement but not replace any applicable federal and state laws and regulations governing the management of property purchased with WIA or other granted funds.

## REFERENCES

Workforce Investment Act

20 Code of Federal Regulations (CFR) 667.200

29 CFR 95.34-35

29 CFR 97.32-33

Community Colleges and Workforce Development Policy 589-10.12, Workforce Investment Act Title IB Equipment and Supplies

## DEFINITIONS

**Real Property:** Land, buildings and building improvements.

**Renovations/Rearrangements:** Repairs, alterations and capital improvements to real property.

**Equipment:** Tangible, non-expendable personal property having a useful life of more than one year and an acquisition cost, or depreciable value at acquisition of \$5,000 or more.

**Fixed Assets:** Real property or equipment with an acquisition cost or depreciable value of \$5,000 or more.

**Materials & Supplies:** All tangible personal property other than real property, renovations/rearrangements and equipment.

**Personal Property:** Tangible non-expendable personal property having a useful life of more than one year and an acquisition cost of less than \$5,000.

## POLICY

Contractors and sub-contractors will maintain a detailed listing of all items of personal property, equipment and renovations. It should include all purchases made in-part or entirely with WIA or other granted funds. At a minimum the listing must include item description, serial number if applicable, location of item, date of purchase, and purchase price.

Purchases of fixed assets and all renovations, alterations and capital improvements to real property, shall appear as separate line items in proposals and budgets. These purchases

 <b>JOB GROWERS</b> INCORPORATED	<b>POLICY</b> <b>F06</b>
	<b>Date: Jul. 1, 2011</b> <input type="checkbox"/> <b>New</b> <input checked="" type="checkbox"/> <b>Revised</b> <b>Page 2 of 2</b>

**EQUIPMENT & SUPPLIES**

must be pre-approved by CCWD and Job Growers. Pre-Approval requests are to be routed through Job Growers during the proposal, budget or budget modification process.

Those in possession of property covered under this policy must ensure adequate safeguards to prevent loss, damage or theft of property. Any loss, damage or theft of property covered under this policy shall be investigated, fully documented and immediately reported to Job Growers. In the case of possible theft, a copy of the report made to local law enforcement authorities must also be provided.

Contractor must notify Job Growers prior to the disposal or relocation from one address to another of any property covered under this policy. All Fixed Assets and supply inventories with an aggregate market value greater than \$5000 must be disposed of in accordance with federal standards for the disposition of property purchased with WIA or other granted funds.

On an annual basis, and/or at grant closeout, Job Growers will conduct a physical inventory of personal property, equipment and renovations/rearrangements purchased with WIA or other granted funds

Personal property includes but is not limited to desks, chairs, tables, file cabinets and other items of furniture; computers (with keyboard and mouse), laptops, servers, monitors, printers, copiers, fax machines, calculators and other electronic devices; telephones and phone systems, cell phones, personal digital devices and other similar communication devices; any other item which is not expendable and has a useful life on more than one year. Small desk top items such as staplers, hole punches, tape dispensers, in boxes, etc. are not considered personal property.

**JOB GROWERS INCORPORATED**  
**2013-2014 PROPOSED BUDGET MODIFIED**  
 Approved 12/6/13

	FY 10/11 AUDITED FINANCIALS	FY 11/12 AUDITED FINANCIALS	FY 12/13 UNAUDITED FINANCIALS
<b>FUNDING</b>			
Total Funding:			
Prior Year Funds	6,974,678	4,491,244	1,892,489
New Funding	<u>5,503,484</u>	<u>4,246,017</u>	<u>4,393,534</u>
<b>Total Funding</b>	<b>12,478,162</b>	<b>8,737,261</b>	<b>6,286,023</b>
Budgeted Funds (Revenue):			
Prior Year Funds	3,209,144	2,636,474	1,892,489
New Funding	4,658,551	3,895,491	3,900,264
Contributions	19,759	24,316	34,938
Investment Income	<u>58,972</u>	<u>-10,607</u>	<u>34,022</u>
<b>Total Budgeted Funds (Revenue)</b>	<b><u>7,946,426</u></b>	<b><u>6,545,674</u></b>	<b><u>5,861,713</u></b>
<b>EXPENSES</b>			
<b>STAFFING</b>			
Payroll	1,591,673	1,666,265	1,662,931
Payroll Taxes	144,752	156,071	162,026
Employee Benefits	380,204	423,050	457,138
Temporary Help	108,836	59,208	61,104
	-----	-----	-----
<b>Total Staffing</b>	<b>2,225,465</b>	<b>2,304,594</b>	<b>2,343,199</b>
<b>FACILITIES, SERVICES &amp; SUPPLIES</b>			
HR Expenses	6,023	5,456	16,798
Professional Fees	33,191	52,470	60,339
Technology	105,292	63,801	38,471
Promotional	65,500	31,421	24,785
Contracted Services	177,718	46,029	71,407
Supplies	212,545	70,239	15,567
Communications	40,555	41,314	42,009
Copying & Printing	26,677	25,401	27,289
Dues & Subscriptions	17,812	18,092	18,289
Facilities	212,496	220,319	225,605
Insurance	9,674	8,797	9,445
Travel	34,751	40,684	25,424
Staff Development	18,691	28,053	13,401
	-----	-----	-----
<b>Total Facilities, Services &amp; Supplies</b>	<b>960,927</b>	<b>652,076</b>	<b>588,830</b>
<b>DIRECT PROGRAM SERVICES</b>			
Support Services	468,923	212,805	72,787
Voc Scholarships	1,172,411	790,107	525,974
Training Related Costs	258,109	56,364	40,316
Skill Upgrades	499,199	192,005	467,942
Group Training	0	0	0
On-the-Job Training	244,843	339,916	316,463

<b>Total Direct Program Services</b>	<b>2,643,485</b>	<b>1,591,197</b>	<b>1,423,481</b>
<b>CONTRACTED PROGRAM SERVICES</b>			
Staffing	829,947	693,612	676,564
General Expenses	318,994	182,405	158,318
Program Services	582,191	698,164	403,105
Indirect & Mgmt Fees	102,019	116,221	87,632
<b>Total Contracted Program Services</b>	<b>1,833,151</b>	<b>1,690,401</b>	<b>1,325,619</b>
<b>INCUMBENT WORKER TRAINING</b>			
EWTF Training	145,515	87,332	152,256
ReNW Training	86,925	238,938	18,371
<b>Total Incumbent Worker Training</b>	<b>232,440</b>	<b>326,270</b>	<b>170,627</b>
<b>Total Expenditures</b>	<b><u>7,895,468</u></b>	<b><u>6,564,537</u></b>	<b><u>5,851,755</u></b>
<b>Funds Returned</b>	111,209	304,551	33,273
<b>OCF Gain/Loss</b>	58,972	-10,607	34,022
<b>Ending Balance/Carry Over</b>	<b><u>4,491,244</u></b>	<b><u>1,892,489</u></b>	<b><u>435,932</u></b>

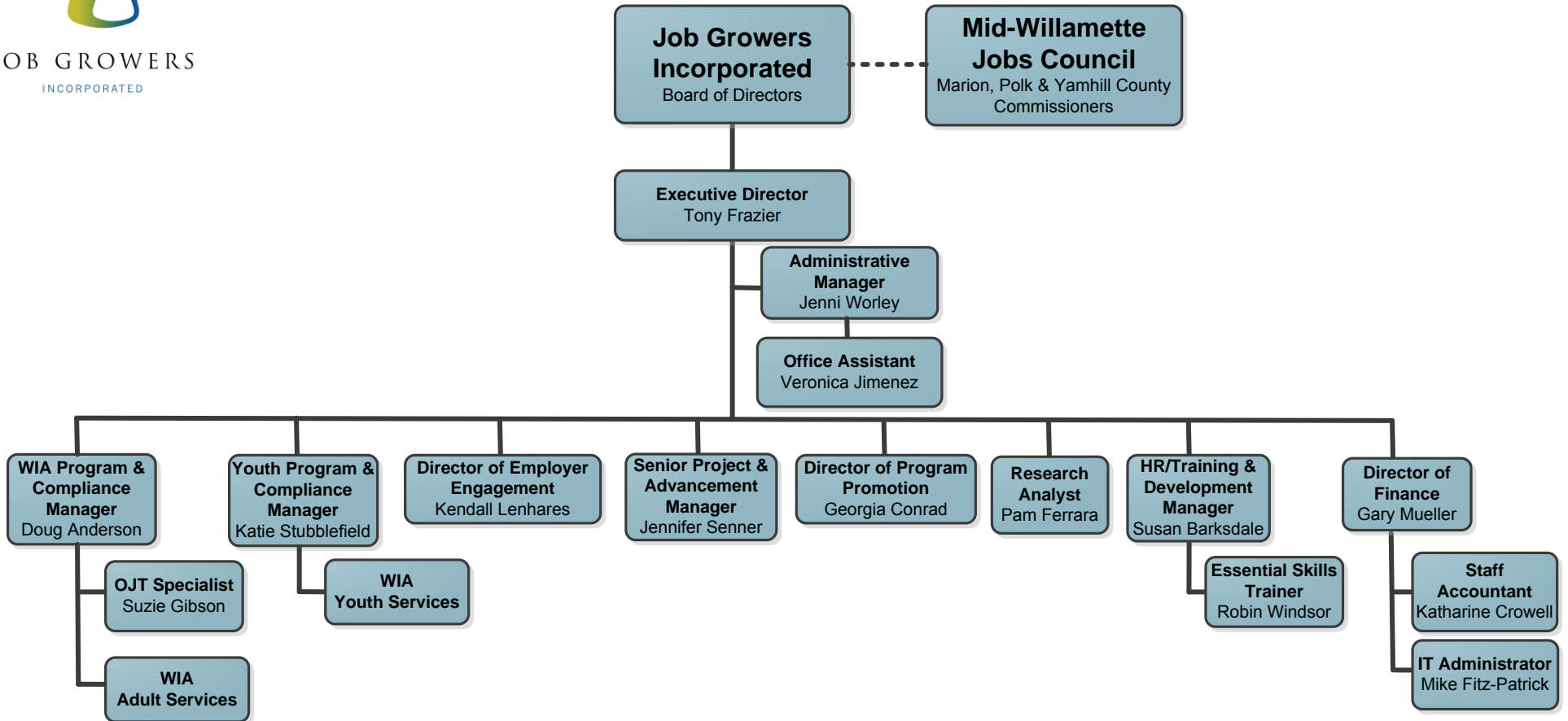
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FY 13/14 APPROVED BUDGET MOD#1	FY 13/14 PROPOSED BUDGET MOD#2	FY 13/14 BUDGET CHANGES
437,063	435,932	-1,131
<u>4,046,670</u>	<u>6,468,887</u>	2,422,217
<b>4,483,733</b>	<b>6,904,819</b>	
437,063	435,932	-1,131
3,709,181	4,498,811	789,630
<b><u>4,146,244</u></b>	<b><u>4,934,743</u></b>	<b><u>788,499</u></b>
1,283,427	1,372,498	89,071
122,245	130,257	8,012
403,198	417,572	14,374
0	27,000	27,000
-----	-----	-----
<b>1,808,870</b>	<b>1,947,326</b>	<b>138,456</b>
12,500	25,500	13,000
36,104	46,616	10,512
64,300	44,300	-20,000
19,000	62,716	43,716
62,500	94,500	32,000
25,000	25,000	0
43,600	43,600	0
24,800	24,800	0
20,000	20,000	0
223,490	223,490	0
11,200	11,200	0
25,705	30,485	4,780
2,000	14,000	12,000
-----	-----	-----
<b>570,199</b>	<b>666,207</b>	<b>96,008</b>
10,000	40,500	30,500
250,000	439,589	189,589
20,000	40,000	20,000
50,000	75,500	25,500
80,000	63,125	-16,875
380,000	466,250	86,250

----- <b>790,000</b>	----- <b>1,124,964</b>	----- <b>334,964</b>
343,643	412,449	68,806
143,040	149,355	6,315
419,476	544,568	125,092
71,016	89,873	18,857
----- <b>977,175</b>	----- <b>1,196,246</b>	----- <b>219,071</b>
0	0	0
0	0	0
----- <b>0</b>	----- <b>0</b>	----- <b>0</b>
<b><u>4,146,244</u></b>	<b><u>4,934,743</u></b>	<b><u>788,499</u></b>
0	0	0
0	0	0
<b><u>337,489</u></b>	<b><u>1,970,076</u></b>	<b><u>1,632,587</u></b>

# ORGANIZATIONAL CHART as of September 30, 2014

Exhibit F-30





## Section 3 - Employment Policies



## Section 3 - Employment Policies

### Recruiting and Hiring

Job Growers Incorporated is an equal opportunity employer. Please see *page 5* of this manual for further information on our commitment to equal employment.

Job Growers Incorporated has invested considerable resources to develop an objective competency-based selection process. The skills, knowledge, and performance indicators for each position at Job Growers Incorporated have been identified and are used to fairly evaluate employee competence to perform the duties of each position.

Employee's relatives and individuals with whom employees reside will not be eligible for employment with Job Growers Incorporated where a conflict of interest may exist. Please see the *Conflict of Interest* information on *page 13* of this section of the Handbook for more information on conflicts of interest.

All employees of Job Growers Incorporated will participate in an Orientation Program where they meet with their immediate supervisor and/or the Human Resources Manager to do the following:

1. Review the position description for the job they were hired to perform.
2. Review the competencies that underlie the requirements of the position.
3. Set goals for the first 180 days of employment.
4. Review the Employee Handbook.
5. Sign the Receipt and Acknowledgement of the Handbook.
6. Complete the required "New Hire" information forms.
7. Receive required supplies and equipment needed to perform the duties of the position.

Please see the *Personnel Records and Administration* information on *page 14* of this section of the Handbook for more information on the information required from New Hires.

All newly hired employees are subject to a 6-month trial period. During that time new employees are expected to meet the goals set at the orientation meeting and to proactively seek answers to their questions and concerns about their employment at Job Growers Incorporated. Please remember; however, that employment is always at-will, whether you are in your introductory period or after it has ended.

### Anniversary Date

The first day of your employment with Job Growers Incorporated is your official anniversary date. Your anniversary date is used to compute conditions and benefits described in this Handbook such as performance reviews, pay increases, eligibility for benefits, etc.

### Employment Categories

The following employment categories have been established at Job Growers Incorporated:

- **Trial Service Employees** are employees who are in the 6-month trial service period. *Further details on Trial Service can be found on the Z Drive under: Human Resources/Employee Handbook/Policies/Employment Policies/Trial Service.*
- **Regular Full-Time Salaried Employees** are employees who generally work 40 or more hours per week and who maintain continuous regular employment status. These employees are considered Exempt and are not eligible for overtime pay.
- **Regular Part-Time Salaried Employees** are employees who work less than 40 hours, but more than 20 hours per week, and who maintain continuous regular part-time employment status. These employees are considered Exempt and are not eligible for overtime pay.
- **Full-Time Non-Exempt Employees** are employees who work 40 hours or more per week and are paid on an hourly basis. These employees are considered Non-exempt, and are eligible for overtime pay if they work over 40 hours in a work week.
- **Part-Time Non-Exempt Employees** are employees who work less than 40 hours per week and are paid on an hourly basis. These employees are considered Non-exempt, and are eligible for overtime pay if they work more than 40 hours in a work week.
- **Agency Temporary Employees** are employees who work through a temporary agency and are generally on temporary assignment with Job Growers Incorporated for not more than six months.
- **Independent Contractors** are individuals who meet the legal criteria as “independent contractors” and are hired directly by Job Growers Incorporated for specific projects or assignments.

### **Immigration Reform and Control Act Compliance**

In compliance with the Immigration Reform and Control Act of 1986, the Department of Homeland Security requires all employees to produce documentation establishing their identity and authorization to work in the United States on their first day of work. All employees must also complete the Immigration and Naturalization Service’s Form I-9 attesting to their identity and work authorization.

### **Zero Tolerance for Harassment**

All Job Growers Incorporated employees have the right to work in an environment free of illegal harassment or discrimination. It is our policy to provide and maintain a working environment free from harassment of any kind – verbal, physical, or visual – based on race, color, religion, sex, age, sexual orientation, national origin or ancestry, physical or mental disability, medical condition, marital status, veteran status, or any other protected status defined by law. Unlawful harassment of any employee by a co-worker or a member of management will not be tolerated. Violation of Job Growers Incorporated’s Harassment Policy will result in discipline, up to and including termination of employment. *Further details on this policy can be found on the Z Drive under: Human Resources/Employee Handbook/Policies/Employment Polices/Zero Tolerance for Harassment.*

### **Drug-Free Workplace**

Job Growers Incorporated is firmly committed to maintaining a drug-free working environment. Alcohol and drugs are strictly prohibited in the workplace at all times. The goal of this policy is to protect the health and safety of all employees and other workers and visitors to Job Growers Incorporated workplaces, to promote the highest level of productivity, and to minimize potential liability. *Further details on this policy can be found on the Z Drive under: Human Resources/Employee Handbook/Policies/Employment Policies/Drug-Free Workplace.*

### **Smoke-Free Workplace**

Job Growers Incorporated is designated as a smoke free workplace. Smoking in any part of any Job Growers Incorporated workplace is absolutely prohibited, weekends included. This applies to all public areas (lobbies, hallways, restrooms, lunchrooms, etc.) as well as all offices, cubicles, and conference rooms.

Smoking is permitted in designated smoking areas outside of the buildings, only, where Job Growers Incorporated offices are located. Smokers must use their usual break times for smoking and take responsibility for cleaning up cigarette butts, used cigarette packs, etc., and for keeping smoking areas clean.

### **Driver License and Driving Records**

Employees who are required to perform travel via motorized vehicle must have a valid driver's license and vehicle insurance. A copy of each shall be kept by Job Growers Incorporated in each employee's personnel file.

### **Business Hours**

Job Growers Incorporated's Administrative Office business hours are 8:00 a.m. to 5:00 p.m., Monday through Friday. In Job Growers Incorporated satellite offices, located in the WorkSource Oregon Centers, normal business hours are 7:30 a.m. to 5:30 p.m. This includes 30 minutes before and after the centers open and close to the public. Full-time employees are expected to be available and accessible during their assigned normal business hours; part-time employees, during their normally scheduled work time.

### **Attendance**

It is Job Growers Incorporated's policy to encourage habits of good attendance and punctuality on the part of its employees both to control work flow and in consideration of other employees. We realize that circumstances beyond an employee's control may sometimes cause an absence from work for all or part of a day. If you are unable to report to work, you must call your supervisor as far in advance as possible. While you are absent, you are responsible for keeping your supervisor aware of your status on a daily basis.

Unexcused absences or tardiness, or a consistent pattern of chronic absences or tardiness, will not be tolerated and may result in disciplinary action, up to and including termination of employment.

### **Rest and Meal Periods**

Non-Exempt employees of Job Growers Incorporated are entitled to one ten-minute break for each four hours worked in one work period. Breaks should be taken approximately midway

through the segment of work and may not be added to your lunch period. Employees working shifts of six hours or more will also be provided an unpaid uninterrupted meal break that is not less than 30 minutes, but could be up to an hour; the duration to be determined by your supervisor or other agreement as appropriate. You should coordinate your breaks with your supervisor to maintain coverage at all times.

Rest and meal periods are mandatory and may not be combined or used to shorten the workday. To ensure that rest and meal periods are uninterrupted, you are expected to take your rest and meal periods away from your work area.

### **Lactation Breaks**

Job Growers Incorporated provides unpaid, 30 minute rest periods during each four hour work period for employees to express breast milk. This applies if you are expressing milk for your child 18 months of age or younger. Job Growers Incorporated will make reasonable efforts to provide a location other than a public restroom in close proximity to your work area.

You must provide reasonable notice to Job Growers Incorporated that you intend to express milk upon returning to work. You must, if feasible, take rest periods to express milk at the same time as rest periods or meal periods that are otherwise provided to you.

### **Alternative Work Schedules**

Job Growers Incorporated is committed to providing a culture that is healthy and supportive of its employees. To achieve this Job Growers Incorporated offers flexible work schedules whenever it is feasible and makes sense for everyone involved.

Job Growers Incorporated defines flex-time as a work schedule which allows employees to work hours that are not within the standard 8:00 AM to 5:00 PM range. With a flex-time schedule non-exempt employees are still subject to all requirements of the Fair Labor Standards Act. Employees who are exempt from FLSA are expected to work the number of hours required in order to accomplish their duties. *Further details on this policy can be found on the Z Drive under: Human Resources/Employee Handbook/Policies/Employment Policies/Alternative Work Schedules.*

### **Conflict of Interest**

Employees must avoid any relationship or activity that might impair, or even appear to impair, their ability to make objective and fair decisions when performing their duties. At times, employees may be faced with situations where the business actions taken on behalf of the organization may conflict with the employee's own personal or family interests. Because of the course of action that is best for the employee personally may not also be the best course of action for the organization, a conflict may exist. Employees owe a duty to the organization to advance its legitimate interests when the opportunity to do so arises. Employees must never use organization property or information for personal gain or personally take for themselves any opportunity that is discovered through their position with the Job Growers Incorporated. *Further details on this policy can be found on the Z Drive under: Human Resources/Employee Handbook/Policies/Employment Policies/Conflict of Interest.*

## **No Solicitation**

In order to avoid disruption of organizational business operations, the following rules shall apply to solicitation and distribution of literature on Company property.

Persons who are not employed by Job Growers Incorporated may not solicit or distribute literature on organization property at any time for any purpose. Employees may not solicit or distribute literature at any time during working hours, for any purpose, including fund raising and selling products.

Working time includes the working time of both the employee doing the soliciting or distributing and the employee to whom the soliciting or distributing is being directed. Working time does not include break periods, meal periods, or any other specified periods during the workday when employees are not properly engaged in performing their work tasks.

## **Personnel Records and Administration**

Job Growers Incorporated's Human Resources Manager is responsible for employee personnel records and related personnel administrative functions. Questions regarding wages, benefits, and interpretation of policies, however, should be directed to your immediate supervisor prior to requesting the assistance of the Human Resources Manager.

Every appointment, transfer, promotion, demotion, separation, change of salary rate, and other temporary or permanent change of status of employees will be reported in writing on appropriate forms and placed in the employee's personnel file. *Further details on this policy can be found on the Z Drive under: Human Resources/Employee Handbook/Policies/Employment Policies/Personnel Records and Administration.*

## **Discipline**

It is Job Growers Incorporated's goal generally to give employees an opportunity to correct employment problems rather than to punish employees. Should there be a problem with an employee's performance or compliance with our rules and policies, Job Growers Incorporated may give an employee an opportunity to correct the problem by first providing a verbal explanation, followed by a written warning if the problem continues. Job Growers Incorporated reserves the right to bypass disciplinary steps in its discretion. Disciplinary action will be determined on a case-by-case basis dependent upon the severity, frequency, or combination of performance problems and/or rule and policy infractions. Some examples of such misconduct include, but are not limited to, failure or refusal to perform assigned work; excessive absenteeism or tardiness; theft or misuse of Company property; unethical, immoral, or indecent conduct; and harassment or abusive behavior. Employees may be terminated without prior warning.

## **Separation of Employment**

While Job Growers Incorporated hopes that your employment relationship with the organization will be professionally rewarding, the at-will employment relationship means that neither you nor Job Growers Incorporated has entered into a contract regarding the duration of your employment. *Further details on this policy can be found on the Z Drive under: Human Resources/Employee Handbook/Policies/Employment Policies/Separation of Employment.*

### **Safety and Security Policy**

It is the intent of Job Growers Incorporated to provide a safe and secure environment for all employees. It is also our intent to properly manage any incidents that occur to minimize injury and other forms of loss. *Further details on this policy can be found on the Z Drive under: Human Resources/Employee Handbook/Policies/Employment Policies/Safety and Security.*

### **Emergency and Disaster Response Policy**

An important part of safety and security at Job Growers Incorporated is having a sound plan for responding to emergencies and disasters. An emergency is any unplanned event that can cause death or significant injury to employees, clients, or the public, or that can shut down the organization's business or disrupt operations. A disaster is usually a large-scale event, and often, but not always, a natural disaster. *Further details on this policy can be found on the Z Drive under: Human Resources/Employee Handbook/Policies/Employee Policies/Emergency and Disaster Response.*

### **Internet Usage**

Job Growers Incorporated provides you with Internet access to enable you to more effectively and efficiently perform the duties of the position. The purpose of the Internet Usage Policy is to help you understand expectations for the use of the Internet and how to best utilize the resources available for the betterment of your work and for the organization. *Further details on this policy can be found on the Z Drive under: Human Resources/Employee Handbook/Policies/Employment Policies/Internet Usage.*

### **Computers, Electronic Mail, and Voice Mail Usage**

Job Growers Incorporated provides certain types of technology such as computers, electronic mail, personal organizers, voice mail, and similar devices for you to use in the completion of your work assignments (Electronic Systems). The purpose of this policy is to advise you about use of Electronic Systems and data, such as voice mail messages, electronic mail messages, electronic documents, and internet records, stored, transmitted, or created on such systems.

Occasional personal use of Electronic Systems is permitted, but data, such as documents, information, and messages, stored in these systems will be treated no differently from other business-related information and messages. Although Job Growers Incorporated provides certain codes to restrict access to computers, voice mail and electronic mail to protect these systems against external parties or entities obtaining unauthorized access, you should understand that all data stored on the Electronic Systems are to be considered organizational records.

Job Growers Incorporated reserves the right to obtain access to all data created, stored, or transmitted on the Electronic Systems such as voice mail and electronic mail messages, so you should not assume that such messages are private and confidential or that Job Growers, or its designated representatives, will not have a need to access and review this information.

Similarly, you should have no expectation that information stored on any organization computer – whether on a computer hard drive, computer disks, or in any other manner – will be private.

### **Use of Company Equipment**

Personal use of Electronic Systems and other company equipment such as copiers and fax machines should be minimal and require prior approval from your supervisor. In no event should personal use of company equipment interfere with your work or the work of any other employee.

With the approval of the Executive Director, you may be allowed to borrow certain equipment for your own personal use for a limited period of time. You must understand and agree that Job Growers Incorporated is not liable for personal injury or property damage that may result from such use. You must accept full responsibility for any and all liabilities for injuries and losses that might occur, or for the malfunction of equipment. You are responsible for returning the equipment in good condition, and you must agree to pay for any damage that may occur while using the equipment for personal business.

### **Travel**

On occasion it will be necessary for employees to travel on organization business. It is our policy for employees to be safe, secure, and comfortable when traveling on behalf of Job Growers Incorporated. All company travel must be approved by your supervisor. The following guidelines should be adhered to when traveling for Job Growers Incorporated business.

1. Whenever possible, ask the Executive Assistant for assistance in making your travel arrangements and information on travel monetary limits including airline tickets, car rental, and hotel.
2. Meal expenses will be reimbursed per travel policy allowances. *This policy is posted on the Job Growers Incorporated website - WIA Policy 100-01.*
3. Use common sense and your understanding of the cultural norms of the location you are visiting when tipping for such things as airport baggage handling, bellhops, and shuttle services.
4. If you choose to incur non-business related expenses while staying at a hotel such as renting a movie, getting a massage or using non-meal items from the mini bar, you should pay for those items and services separately at the time of check out.
5. Travel, lodging, meal, or other travel expenses for spouses, other family members, or friends will not be reimbursed. Exceptions are made when the organization requests a spouse to attend an event (such as an organization retreat) as part of the employee's work assignment.
6. Please notify your immediate supervisor when your family accompanies you on organization business.



**Expense Reimbursement Policy**

If you incur expenses on behalf of the organization you must complete a reimbursement form that will be provided by the Accounting Department. You should complete the form, attach receipts or other relevant documentation, and submit it to your supervisor for approval.

Employees should, whenever possible, use organization-purchased supplies and equipment. You should submit your requests for supplies and equipment to the Executive Assistant or authorized supply coordinator who makes these purchases for the organization on a regular basis. When supplies and equipment are purchased in bulk, and from approved vendors, the organization saves money. *Expense reimbursement forms are on the Z Drive under: Human Resources/ Employee Handbook/Policies/Employment Policies/Expense Reimbursement.*

**Mileage Reimbursement**

From time-to-time it will be necessary for Job Growers Incorporated employees to travel on company business. It is important for you to know that Job Growers Incorporated is not mandated to reimburse employees for this travel and that mileage expense reimbursement is not compensation. *Further details on this policy and forms for mileage expense can be found on the Z Drive under: Human Resources/ Employee Handbook/Policies/Employment Policies/Mileage Reimbursement.*



**JOB GROWERS**  
INCORPORATED

**POLICY**  
**P15**

**YOUTH INCOME WAIVER**

**Date: December 6, 2013**

**New**

**Revised**

**Page 1 of 2**

**PURPOSE**

The purpose of this policy is to identify the conditions under which a youth who does not meet the definition of “Low Income” may be served in Workforce Investment Act, Title I B Youth Services funded by Job Growers Incorporated.

**REFERENCES**

20 Code of Federal Regulations (CFR) 664.220

20 CFR 664.230

Job Growers Incorporated Policy 300-11, Youth Services Eligibility

**DEFINITIONS**

Definitions for “Low Income”, “Family Income”, “Family Size”, “Youth with a Serious Barrier to Employment”, and other relevant terms can be found in Job Growers Incorporated Policy 300-11, Youth Services Eligibility.

**POLICY**

It is the policy of Job Growers Incorporated to provide low-income waivers to not more than five percent of the youth served annually in the Youth Opportunity System, provided the youth meet the following eligibility criteria:

1. 14 to 21 years old at the time of registration, or allowable age range otherwise specified in provider contract;
2. A citizen or national of the United States, lawfully admitted permanent resident alien, refugee, asylee, parolee or other immigrant authorized by the Attorney General to work in the United States;
3. Registered with Selective Service if required to have done so; and,
4. An eligibility barrier from one of the following categories:
  - a. School dropout
  - b. Basic skills deficient;
  - c. Are one or more grade levels below the grade level appropriate to the individual’s age;
  - d. Pregnant or parenting;
  - e. Possess one or more disabilities, including learning disabilities;
  - f. Homeless or runaway;
  - g. Offender; or,
  - h. Youth with a Serious Barrier to Employment

Management of the low income waivers will be conducted by Job Growers Incorporated and will be available on a first-come, first served basis, and applied consistently among

	<b>JOB GROWERS</b> INCORPORATED	<b>POLICY</b> <b>P15</b>
<b>YOUTH INCOME WAIVER</b>		<b>Date: December 6, 2013</b> <input type="checkbox"/> New <input checked="" type="checkbox"/> Revised <b>Page 2 of 2</b>

applicants to avoid disparate treatment of applicants. Youth may not be enrolled until the service provider has received prior approval from Job Growers Incorporated.

Waiver enrollments will be tracked through I-Trac, the local Management Information System (MIS) customer tracking system. All low income waiver requests must be submitted to the Youth Program Manager or designated representative via e-mail after the applicant information has been entered into the I-Trac online application process. The e-mail must contain the I-Trac identification number, first and last name of applicant, and a summary of the reason for the waiver request. The request will be reviewed and authorization for enrollment entered into I-Trac, if approved.

## State of Oregon - Department of Community Colleges and Workforce Development

**Youth 5% Window Report**

Job Growers Incorporated

Funding Streams: Youth (14-18), Youth (19-21)

Registered: 7/1/2013 to 6/30/2014

LWIA	Enrolled	Window	Percent	Not Eligible
<b>Job Growers Incorporated</b>	206	8	3.88 %	0
B AND G CLUB	18	2	11.11 %	0
Chehalem YFS YOOP McMinnville	29	0	0.00 %	0
Chehalem YFS YOOP Newberg	41	0	0.00 %	0
HALO Polk Co	50	6	12.00 %	0
Interface Network ELY North Marion Co	18	0	0.00 %	0
Interface Network ELY Salem	50	0	0.00 %	0
<b>TOTAL</b>	206	8	3.88 %	0

## 5% Window:

Low income = NO and one of the following barriers.

- School Dropout
- Basic Skills Deficient (BSD)
- Below Grade Level (BGL)
- Pregnant or Parenting
- Possess one or more Disabilities
- Ex-Offender
- Face Serious Barriers to Employment as Defined by Local Area

Federal Register /Vol. 64, No. 72 / Thursday April 15, 1999 / Rules and Regulations Subpart B Section 664.220

## Low Income includes:

- TANF
- Poverty or 70% of the Lower Living Standard Income Level (LLSIL), 6 month period prior to application.
- Food Stamps
- Homeless or Runaway
- Foster Child

CCWD Policy 589-30.7, Lower Living Standard Income Level and Poverty Guidelines, 4/12/2012

State of Oregon - Department of Community Colleges and Workforce Development

**Youth 5% Window Report  
Job Growers Incorporated**

**B AND G CLUB**

				Low Income			Window Barriers								
				TANF	LSIL	Food Stamps	Homeless	Foster Child	Dropout	BSD	BGL	Parent	Disabled	Ex-Offender	Local
<b>Window</b>	JSID	Reg. Date	Exit Date												
		3/21/2014								Y					
	2429481	2/21/2014								Y					
<b>Eligible</b>	JSID	Reg. Date	Exit Date	TANF	LSIL	Food Stamps	Homeless	Foster Child	Dropout	BSD	BGL	Parent	Disabled	Ex-Offender	Local
		2/28/2014		Y	Y					Y					
		1/22/2014	6/20/2014	Y	Y					Y					
		2/14/2014		Y						Y					
		11/7/2013		Y						Y					
		2/28/2014		Y				Y		Y					
		2/28/2014		Y				Y		Y					
		2/21/2014		Y	Y					Y	Y				
		3/18/2014		Y						Y	Y		Y		
		12/4/2013		Y				Y		Y					
		2/28/2014		Y						Y			Y		
		11/27/2013		Y	Y					Y					
		1/8/2014		Y			Y			Y					
		11/4/2013		Y						Y			Y		
		2/28/2014		Y	Y					Y					
		2/21/2014		Y	Y					Y	Y				
		2/21/2014		Y						Y					
<b>Subtotal for B AND G CLUB</b>										<b>16</b>					<b>18</b>

**Chehalem YFS YOOP McMinnville**

				Low Income			Window Barriers								
				TANF	LSIL	Food Stamps	Homeless	Foster Child	Dropout	BSD	BGL	Parent	Disabled	Ex-Offender	Local
<b>Eligible</b>	JSID	Reg. Date	Exit Date												
	2402006	6/2/2014		Y	Y			Y	Y	Y					
		9/16/2013	12/5/2013	Y	Y				Y						
		9/20/2013		Y	Y				Y	Y					
		9/16/2013		Y	Y					Y					
	2498405	6/18/2014		Y	Y				Y	Y					
		2/13/2014		Y	Y	Y			Y						

## State of Oregon - Department of Community Colleges and Workforce Development

### Youth 5% Window Report Job Growers Incorporated

#### Chehalem YFS YOOP McMinnville

Eligible	JSID	Reg. Date	Exit Date	Low Income			Window Barriers							
				TANF	LSIL	Food Stamps	Homeless	Foster Child	Dropout	BSD	BGL	Parent	Disabled	Ex-Offender
HARDESTY, DYLAN L		12/9/2013		Y	Y					Y			Y	
HOLCOMB, NICCOMI M	2408411	6/6/2014		Y	Y					Y	Y			
HOUSLEY, BRUCE		9/5/2013	9/2/2014	Y						Y	Y		Y	
HOWARD, FAITH A		10/28/2013		Y	Y					Y	Y			
HUTCHISON, RYAN		11/4/2013		Y	Y					Y	Y			
JONES, BEATRICE M		3/31/2014		Y						Y	Y		Y	
KALMBACH, SARRA K		5/2/2014		Y				Y		Y				
LARA-GARCIA, JOSEFINA	2222286	2/6/2014		Y	Y					Y				
LEWERS, MIKAEL J		12/2/2013		Y	Y					Y	Y			
LUKS, LAURA		9/16/2013	3/28/2014	Y	Y					Y	Y			
MAYES, JORDAN A		2/14/2014		Y						Y			Y	
MILLER, KATIE		1/11/2014		Y	Y	Y				Y	Y			
MILLER, TIFFANY		11/9/2013		Y	Y					Y	Y			
MUILENBURG, MEGAN		11/11/2013	12/31/2013	Y									Y	
MUSSELMAN, BRANDON J	2301341	8/16/2013	6/23/2014	Y	Y	Y				Y	Y			
NOBLE, MEGAN L		4/9/2014		Y	Y					Y	Y			
RIDDLE, JENNA C		9/30/2013		Y	Y	Y				Y	Y			
RUMLEY, SAMANTHA R		2/14/2014		Y						Y			Y	
SALAS, MARCOS		9/5/2013		Y	Y					Y	Y			
SMALLING, ELISHA G	2178653	1/13/2014		Y	Y					Y				
SMITH, SIOBHAN		10/11/2013	3/25/2014	Y	Y	Y	Y			Y	Y			
VACCAREZZA, CASSIDY D		11/21/2013		Y						Y	Y		Y	
WILLIAMS, KARI R		6/5/2014	9/17/2014	Y	Y					Y				
<b>Subtotal for Chehalem YFS YOOP McMinnville</b>						<b>29</b>							<b>29</b>	

#### Chehalem YFS YOOP Newberg

Eligible	JSID	Reg. Date	Exit Date	Low Income			Window Barriers							
				TANF	LSIL	Food Stamps	Homeless	Foster Child	Dropout	BSD	BGL	Parent	Disabled	Ex-Offender
ACHTEL, ALEX		11/26/2013	12/30/2013	Y						Y	Y		Y	
BIRDWELL, HAILEE M		9/11/2013		Y						Y	Y			
BRENHAUG, TROY		4/1/2014		Y	Y					Y	Y		Y	
BROWN, GEOFFREY		11/25/2013		Y				Y		Y				
BYE, SAMANTHA J		9/16/2013	9/27/2013	Y	Y					Y	Y		Y	
CISNEROS, SANTOS		2/14/2014		Y	Y					Y				

State of Oregon - Department of Community Colleges and Workforce Development

**Youth 5% Window Report**

COLBURN, DONEEKA K		10/7/2013	11/27/2013	Y	Y		Y	Y			
COLEMAN, THOMAS S		10/12/2013		Y			Y	Y			
CORDER, TAYLOR		11/25/2013	12/20/2013	Y	Y	Y	Y				
CRAVEN, BRADEN S		4/15/2014	9/24/2014	Y	Y					Y	
DALE, ASHLEY F	2530353	4/28/2014		Y	Y		Y	Y	Y	Y	
ECHEVERRIA, ELIZABETH		11/21/2013	4/7/2014	Y			Y	Y			
EDENS, TYRELL		11/26/2013	4/30/2014	Y	Y	Y	Y	Y			
EDWARDS, JEREMY R		12/12/2013		Y			Y	Y		Y	
GARCIA, ARIANA C		9/13/2013	12/20/2013	Y	Y		Y	Y			
GILBERT, KATRINA D		1/31/2014		Y			Y	Y		Y	
GRIFFIN, ELIZABETH J	2255123	2/24/2014		Y	Y	Y		Y			
HINES, DRAKE		3/12/2014	6/24/2014	Y			Y	Y		Y	
HUGHES, CHRISTOPHER R		1/14/2014	3/13/2014	Y	Y		Y	Y			
JACKY, DORIAN		6/23/2014		Y			Y	Y	Y	Y	
JOHNSON, MATTHEW W		2/4/2014		Y	Y			Y			
KEITHLEY, MOSES		12/12/2013	1/21/2014	Y	Y		Y			Y	
KELLER, SKYLIA R		2/13/2014		Y			Y	Y	Y	Y	
KITCHENS, LOREN		11/1/2013		Y			Y	Y			
LAMPLEY, MYLES S	2232663	11/1/2013	5/29/2014	Y			Y	Y			
MICHAEL, MACKENZIE F		1/27/2014		Y	Y	Y	Y	Y			
OSMON, JOSEPH R		10/7/2013	12/20/2013	Y	Y	Y	Y	Y			
PERRY, DAWN R		3/18/2014		Y	Y		Y	Y		Y	
PRYOR, BAILEY		10/10/2013	12/20/2013	Y	Y		Y	Y			
RADILLA, PEDRO		5/12/2014	9/23/2014	Y	Y	Y		Y	Y	Y	
REYES, KALISTA		12/10/2013	4/16/2014	Y	Y		Y	Y			
ROBERTSON, COLE		11/25/2013	5/7/2014	Y			Y	Y			
SHADDAY, AUSTIN R	2493625	4/30/2014		Y	Y		Y	Y	Y	Y	
SHORT, FAITH C		8/15/2013	9/15/2014	Y				Y		Y	
STEPHENS, SYLVIA M		1/24/2014		Y	Y	Y		Y			
SWANSON, JOHN		5/6/2014		Y				Y		Y	
TALAVERA, JANET C		9/16/2013	3/6/2014	Y	Y	Y	Y	Y			
THOMPSON, WILLIAM E		5/12/2014		Y	Y		Y	Y	Y		
WILLIAMS, LIUBA		5/12/2014		Y		Y		Y		Y	
YOUNGBLOOD, KYLE		11/5/2013	12/24/2013	Y			Y	Y	Y	Y	
ZEHNER, THOMAS		1/2/2014	2/14/2014	Y			Y	Y			
<b>Subtotal for Chehalem YFS YOOP Newberg</b>								<b>41</b>		<b>41</b>	

**HALO Polk Co**

**Window**

JSID	Reg. Date	Exit Date	Low Income			Window Barriers						
			TANF	LLSIL	Food Stamps	Dropout	BSD	BGL	Parent	Disabled	Ex-Offender	Local
GALLOWAY, KATIE L	9/12/2013	6/2/2014				Y	Y				Y	
HENSCHIED, ARCELIA M	1/9/2014						Y					
LOVE, MORGAN C	4/14/2014					Y	Y				Y	

State of Oregon - Department of Community Colleges and Workforce Development

**Youth 5% Window Report  
Job Growers Incorporated**

**HALO Polk Co**

**Window**

JSID	Reg. Date	Exit Date	Low Income			Window Barriers								
			TANF	LLSIL	Food Stamps	Homeless	Foster Child	Dropout	BSD	BGL	Parent	Disabled	Ex-Offender	Local
QUIROZ, ANA R	6/17/2014							Y	Y					Y
RANGEL, ESMERALDA	9/27/2013	6/19/2014						Y	Y					
SORRELL, TYLER T	4/9/2014							Y	Y					

**Eligible**

JSID	Reg. Date	Exit Date	Low Income			Window Barriers								
			TANF	LLSIL	Food Stamps	Homeless	Foster Child	Dropout	BSD	BGL	Parent	Disabled	Ex-Offender	Local
ARREDONDO, ESMERALDA J	12/19/2013	5/6/2014	Y	Y				Y	Y					Y
BLAKESLEE, BRADY L	1/16/2014	1/30/2014	Y	Y				Y	Y					
BODINE, SKYLYNN J	1/8/2014		Y	Y				Y	Y					
BOONE, HEYDEN P	2429250	1/29/2014	2/25/2014	Y	Y			Y	Y	Y				Y
BRANCH, TY A	2448493	9/12/2013	1/3/2014	Y	Y			Y	Y	Y				
BUSH, CHRISTOPHER C	4/1/2014		Y	Y			Y	Y						
CHRISMAN, LAYLA F	9/12/2013		Y	Y			Y	Y	Y					Y
EBARB, CHRISTIAN B	7/1/2013	7/17/2013	Y	Y			Y	Y						
ENSEY, SHAWON A	11/5/2013		Y	Y			Y	Y						
EVERS, EMMA-RUTH M	3/28/2014	5/28/2014	Y	Y			Y	Y	Y					
FLIPPO, TATE A	1/3/2014	4/17/2014	Y	Y				Y						Y
GODWIN, JOHN A	6/23/2014		Y	Y				Y	Y					
GOODMAN, SAMANTHA C	1/16/2014		Y	Y	Y		Y	Y						Y
GRAY, HEATHER A	3/18/2014		Y					Y						
GRITTON, DESTINY N	2/4/2014		Y	Y	Y		Y	Y	Y					
HUNT, KATHRYN R	6/23/2014		Y	Y			Y	Y						
JOHNSON, SYDNEE S	10/4/2013	1/3/2014	Y	Y				Y	Y					
JOHNSTON, ANDREW G	9/16/2013	1/27/2014	Y	Y			Y	Y	Y					
JORDAN, SATIVA M	3/4/2014		Y	Y			Y	Y						
KLIEWER, KATIE M	6/2/2014	7/3/2014	Y				Y	Y						
MALDONADO, MARTIN F	12/13/2013		Y	Y			Y	Y						
MARSHALL, CHRISTOPHER A	8/22/2013	6/12/2014	Y	Y			Y	Y						
MARTIN, DUSTIN A	12/9/2013		Y	Y			Y	Y						
MATSON, ABIGAIL J	1/14/2014	6/3/2014	Y	Y			Y	Y						
MCALPINE, KATRINA A	9/9/2013	10/1/2013	Y	Y				Y	Y					
MEDELLIN, SANDRA E	3/28/2014		Y	Y			Y	Y						
NEWLAND, JAMES D	3/20/2014	5/27/2014	Y				Y	Y	Y					
PARSONS, JUSTYN L	10/8/2013		Y	Y	Y		Y	Y	Y					
PENALOZA, JESSICA	6/10/2014		Y	Y			Y	Y						
RANKIN, CHAWNIE R	10/1/2013		Y	Y			Y		Y					



## State of Oregon - Department of Community Colleges and Workforce Development

### Youth 5% Window Report Job Growers Incorporated

#### HALO Polk Co

Eligible	JSID	Reg. Date	Exit Date	Low Income			Window Barriers								
				TANF	LLSIL	Food Stamps	Homeless	Foster Child	Dropout	BSD	BGL	Parent	Disabled	Ex-Offender	Local
RODRIGUEZ, ANGELICA D	2168235	3/18/2014		Y	Y			Y	Y	Y					
RODRIGUEZ, MARIA I		3/31/2014		Y	Y			Y	Y	Y					
RUSSELL, LEANN		7/17/2013		Y	Y				Y	Y					
SAAVEDRA, ARACELY C		2/12/2014		Y	Y			Y	Y						
SALAZAR, DANIELA I		4/29/2014		Y					Y						
SANCHEZ, ADRIANA R		8/22/2013		Y	Y			Y	Y	Y					
SANCHEZ, LAURA G	2295337	2/24/2014	4/2/2014	Y				Y	Y						
SANDOVAL, ANGELINA M		8/19/2013	4/16/2014	Y	Y				Y						
SHEPARD, TANITH A		11/14/2013		Y	Y			Y	Y	Y					
STOLTZ, KARISSA A		1/9/2014		Y											
STUDER, MICHAEL S		10/25/2013		Y	Y	Y		Y	Y	Y					
THORSTED, MATHEW J		6/10/2014		Y											Y
WALTERS, TODD A		8/14/2013	4/25/2014	Y	Y				Y	Y					
ZAVALA, CINDY G		9/25/2013		Y		Y		Y	Y						
<b>Subtotal for HALO Polk Co</b>						<b>44</b>					<b>49</b>				

#### Interface Network ELY North Marion Co

Eligible	JSID	Reg. Date	Exit Date	Low Income			Window Barriers								
				TANF	LLSIL	Food Stamps	Homeless	Foster Child	Dropout	BSD	BGL	Parent	Disabled	Ex-Offender	Local
ALVARADO-AGUILAR, EDGARDO		1/23/2014	6/30/2014	Y	Y			Y	Y						
CABRERA, JUAN	2516661	4/9/2014	6/30/2014	Y	Y			Y	Y						
CORRAL, ZITLALI		9/25/2013	6/30/2014	Y	Y				Y						
DIAZ CHAVEZ, LUIS E		5/26/2014		Y											
GASPAR, TANIA	2444642	2/17/2014		Y	Y				Y						
GRANADOS, EDITH	2548063	5/28/2014		Y	Y			Y	Y						Y
JONES, NATHAN W	2522409	2/20/2014		Y	Y			Y	Y						
LEON, BARBARA	2190701	4/18/2014		Y	Y			Y	Y						Y
MALDONADO, ESMERALDA		10/28/2013		Y					Y						
MORALES SANTOS, REVERIANO		11/29/2013		Y	Y				Y						
MORALES, MIGUEL A		10/28/2013		Y											
NAVA, ALMA	2498152	10/25/2013	3/31/2014	Y											
NEGRETE GUITERREZ, ELENA	2494781	1/23/2014		Y	Y			Y	Y						Y
PASTRANA, JOVITA M	2314089	2/7/2014		Y	Y										
RAMIREZ SALAZAR, SERGIO	2414867	8/6/2013		Y	Y										

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SAMANO AMARAL, SUA M	10/22/2013	6/30/2014	Y	Y	Y
VINAS VALLEJO, CECILIA Y	10/29/2013	6/30/2014	Y	Y	Y
ZENDEJAS HERNANDEZ, LUIS A	1/31/2014	6/30/2014	Y	Y	Y
<b>Subtotal for Interface Network ELY North Marion Co</b>			<b>18</b>		<b>13</b>

## Interface Network ELY Salem

Eligible	JSID	Reg. Date	Exit Date	Low Income			Window Barriers								
				TANF	LLSIL	Food Stamps	Homeless	Foster Child	Dropout	BSD	BGL	Parent	Disabled	Ex-Offender	Local
ACEVEDO ALVARADO, AIDE Y		8/27/2013		Y											
AMEZCUA-OCHOA, ROSA		1/3/2014		Y	Y				Y						
BEVERLY, ARLETHA P	2225308	6/6/2014		Y	Y	Y			Y						
CABRERA TAPIA, NAELA M		7/18/2013	6/30/2014	Y	Y				Y						
CERVANTES-MERCADO, MANUEL S		3/17/2014		Y	Y				Y						
CONTRERAS, WHITNEY A		5/30/2014		Y	Y										
CORRAL, CHAVEZ, SINAY		10/30/2013		Y	Y				Y				Y		
CORTEZ, CORINA C		9/2/2013		Y					Y						
COTTER, TOR K		3/10/2014		Y	Y	Y			Y	Y					
COX, JASON M	2430572	1/14/2014	6/30/2014	Y	Y	Y			Y						
CURELL, BRENDALL J		10/15/2013	6/30/2014	Y	Y	Y			Y	Y	Y				Y
DAVIS, CHRISTOPHER R	2399781	2/18/2014	6/30/2014	Y	Y				Y						Y
ESPINOZA, FRANCISCO A		8/28/2013		Y	Y				Y						
ESTRELLA ZEPEDA, ARTURO		7/22/2013		Y											
FRANCO TORRES, JOSE A		1/16/2014	6/30/2014	Y											
GARIBAY, ALEXIS		4/2/2014		Y					Y						
GONZALEZ, ITTZEL		8/28/2013		Y					Y						
HELMS, ARACELE K		11/13/2013		Y					Y						Y
HERNANDEZ TZINTZUN, ANABELLE		9/13/2013		Y					Y						
HERNANDEZ, GABRIELA	2431242	3/25/2014		Y											
HERNANDEZ, JOSE G		5/5/2014		Y	Y										
HERNANDEZ, MARTHA E		1/23/2014		Y					Y						
HERNANDEZ, SERGIO	2368593	8/16/2013		Y	Y				Y						
LACHMAN, HEIDI G	2448646	1/16/2014		Y	Y				Y	Y					
LOPEZ DIAZ, JESUS A		8/16/2013		Y											
MANZO, LUISA		3/25/2014		Y	Y				Y						
MARIN, ANGEL I		9/23/2013		Y	Y				Y						
MARTIN, JACK D		2/7/2014	6/30/2014	Y	Y				Y					Y	
MARTINEZ, ARIADNA		3/13/2014		Y	Y				Y						
MERALES, JOSE D		1/24/2014		Y	Y										
MERAZ, MARIA M	2435946	9/23/2013	6/30/2014	Y	Y				Y						
MILES, ARTHUR N		2/18/2014		Y	Y				Y						
MONTERO MAULEO, EMILY		8/16/2013		Y					Y						
MORALES, ANSELMO E		8/28/2013		Y	Y				Y						
NARANJO, GERARDO		9/10/2013		Y	Y				Y						

## State of Oregon - Department of Community Colleges and Workforce Development

**Youth 5% Window Report  
Job Growers Incorporated**

**Interface Network ELY Salem**

Eligible	JSID	Reg. Date	Exit Date	Low Income			Window Barriers							
				TANF	LLSIL	Food Stamps	Homeless	Foster Child	Dropout	BSD	BGL	Parent	Disabled	Ex-Offender
PATTEN, RYAN N	2232140	12/23/2013		Y							Y			
PAZ, ERANDY B		8/6/2013		Y	Y					Y				
PENA, NIKOLAS A	2514943	2/18/2014		Y	Y			Y	Y					
PINEDA, ELIZABETH		8/16/2013		Y	Y				Y					
PINEDA, JESSENIA		8/16/2013		Y	Y				Y					
ROSAS RAMOS, JACQUELINE		2/26/2014		Y	Y			Y	Y					
SAAVEDRA SABEDRA, MARICELA		8/6/2013		Y	Y				Y					
SAMANO, AMARAL, DAVID		10/22/2013		Y	Y				Y					
TELLEZ, JOSE J		10/2/2013		Y	Y				Y					
TORRES, YASMIN	2434589	3/17/2014		Y	Y				Y					
VASQUEZ, CARLA F		8/20/2013		Y	Y				Y					
VILLAGOMEZ, HELEN S		7/30/2013		Y	Y				Y					
VILLEGAS, DANIEL A		9/2/2013		Y	Y									
ZAMUDIO, EFREN A		8/19/2013		Y	Y									
ZAVALA GONZALES, MAYGUARIDA		1/10/2014		Y	Y				Y					
<b>Subtotal for Interface Network ELY Salem</b>					<b>50</b>					<b>40</b>				
<b>Subtotal for JOB GROWERS INCORPORATED</b>					<b>198</b>					<b>190</b>				
<b>Grand Total</b>					<b>198</b>					<b>190</b>				



**YOUTH SERVICES ELIGIBILITY**

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**PURPOSE**

This policy provides all necessary definitions, income criteria, and requirements for determining and verifying the eligibility of applicants for Job Growers WIA Title IB youth services. They are to be carefully followed by all contracted youth service providers. Eligibility requirements are to be applied equally to all applicants to avoid discrimination against any particular group of applicants applying for the same program.

**REFERENCES**

Workforce Investment Act (WIA), Section 101(4)

WIA Section 101(13)

WIA Section 101(15)

WIA Section 101(24)

WIA Section 101(25)

WIA Section 101(33)

WIA Section 101(39)

20 Code of Federal Regulations (CFR) 664.200

20 CFR 664.205

20 CFR 664.210

20 CFR 664.300

20 CFR 664.310

Job Growers Incorporated Policy 100-02, Debt Collection

Job Growers Incorporated Policy 300-15, Youth Income Waiver

Community Colleges and Workforce Development Policy 589-30.1, Youth Participant Eligibility and File Content Standards

Training Employment and Guidance Letter 28-11

**DEFINITIONS**

The following definitions shall apply when determining an applicant's eligibility to receive youth services from Job Growers WIA, Title IB-funded programs.

**Agency Record:** A screenshot or copy of a document that identifies the agency and includes the information needing to be verified.

**Age Requirement:** The WIA states that all youth must be between 14 – 21 years of age to be eligible for services.

**Barriers To Employment (Eligibility Barriers):** It will be documented that each participant meets one or more of the following categories at the time of application (all definitions found further in this section):

- Basic Skills Deficient
- Homeless



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- Runaway
- Foster Child
- Offender
- Pregnant or a Parenting Youth
- School Dropout
- Youth with a Serious Barrier to Employment/Youth Who Require Additional Assistance

**Basic Skills Deficient:** The applicant has English reading, writing, or math skills at or below the 8<sup>th</sup> grade level on a generally accepted standardized test or comparable score on a criterion-referenced test.

**Citizen/Eligible Non-Citizen:** Title IB youth program services shall be made available to individuals who are citizens or nationals of the United States, lawfully admitted permanent resident aliens, refugees, asylees, parolees, or are other immigrants authorized by the Attorney General to work in the United States. The regulation of individuals who have acquired US citizenship and those who are legal residents is conducted by the U.S. Citizenship and Immigration Services (USCIS). Specific information about the different classifications of citizens and eligible non-citizens is available from USCIS.

**Eligible Youth:** To be eligible to receive Workforce Investment Act, Title IB Youth Services from Job Growers, an applicant must meet all of the following criteria:

- Be within the approved age requirement at the time of registration;
- Be a citizen or national of the United States, lawfully admitted permanent resident alien, refugee, asylee, parolee or other immigrant authorized by the Attorney General to work in the United States;
- Have registered with Selective Service (as appropriate);
- Meet low-income eligibility requirements or receive an income waiver (Job Growers Policy 300-15);
- Have one or more barriers to employment.

**Emancipated Youth:** A “legally emancipated youth” is an applicant 16 or 17 years of age upon whom certain rights of majority – including, contracting and conveying, establishing a residence, suing and being sued – have been decreed by a juvenile court, in accordance with ORS 419B.552.

**Family:** “Family” is defined as two or more persons related by blood, marriage, or decree of the court, who are living in a single residence, and are included in one or



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more of the following categories:

- A husband, wife, and dependent children
- A parent or guardian and dependent children
- A husband and wife

**The following guidelines apply to the terms contained in the above definition of family and shall be used in the determination of family size:**

- The phrase “living in a single residence” with other family members includes temporary, voluntary residence elsewhere (e.g., attending school or college, or visiting relatives). It does not include involuntary residence elsewhere (e.g., incarceration or placement outside of the family as a result of a court order).
- A stepchild or stepparent is considered to be related by marriage.
- Where two or more family units live in a single dwelling, and:
  - the family units are linked by blood, marriage, or decree of court, and;
  - each of the family unit(s) living in the single residence meets the definition of family stated above, then;
  - for the purpose of determining family size, the family units may be counted as two or more separate families.
  - To establish the family size at the time of application for services, the family size shall consist of those related applicants who meet the definition of family above and who have lived in the single residence for the last 30 calendar days prior to the date of application for Title IB services. In situations where documentation exists, (e.g., birth, marriage or death certificate) that the family size has changed permanently, it would not be necessary to wait 30 calendar days to establish the current family configuration.
  - A youth, ages 18 through 21, who lives with his/her parent(s) or legal guardian(s), and who is not married or does not have dependent children, and who receives less than 50 percent of support from the family, may be considered a separate family unit of one for the purpose of determining family size.
  - A youth, 21 years of age and under, who can document that he/she has lived alone or with persons other than their parent(s), legal guardian(s), or spouse for the previous 30 calendar day period, may be considered a family unit of one for the purpose of determining family size. In order to minimize the legal risks involved with serving unemancipated minors (under 18 years of age) in this situation, every effort must be made to inform the parent(s) or legal guardian(s), in writing, that the minor will be participating in an employment and training program. Such written notice must be initiated prior to registration.



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- A single, divorced or widowed youth under 18 years of age who lives with a parent(s) or a legal guardian(s) must be considered a member of the family unless he/she is legally emancipated and he/she has received less than fifty percent of his/her support from his/her parent(s) or legal guardian(s), or he/she meets the definition of an applicant with a disability, or he/she is a custodial parent with a dependent child.

**Family Income:** The following clarifications apply to determining what is included in family income for the purpose of determining the income of an individual or a family for the six month period prior to application, or for that portion of the six month income determination period that each member of the family was a part of the family unit of the applicant. The combined income from all of the “Included Income” categories for all members considered to be in the applicant’s “family” (see definition of “FAMILY” above):

<b>INCLUDED Income Type</b>	<b>Income Type Description</b>
Alimony	<i>Payments received from an ex-spouse.</i>
Allotments	<i>Military family allotments or other regular support from an absent family member or someone not living in the household.</i>
Annuity Payments	<i>Regular insurance or annuity payments.</i>
Dividends & Interest	<i>Dividends or interest paid on financial accounts.</i>
Grants	<i>College or University grants, fellowships and assistantships.</i>
Lottery	<i>Net gambling or lottery winnings</i>
National Guard / military reserve payments	<i>Income received by National Guard or military reserve members who are not veterans</i>
Pensions	<i>Private, Government Employee and Military Retirement Pay.</i>
Rental - Net	<i>Net rental income.</i>
Retirement	<i>Railroad retirement benefits.</i>
Royalties - Net	<i>Net Royalties.</i>
Self Employment	<i>Net receipts from farm self-employment (receipts from a farm which one operates as an owner, renter, or sharecropper, after deductions for farm operating expenses) and; Net receipts from non-farm self-employment (receipts from a person's own unincorporated business, professional enterprise, or partnership after deductions for business expense)</i>
Stipends	<i>Vista or Peace Corp Stipends.</i>
Trusts	<i>Periodic receipts from estates or trusts.</i>
Union Strike Benefits	<i>Benefits from union funds.</i>
Wages	<i>Total money earnings received from work performed as</i>





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	<i>an employee, including casual labor and on-the-job training, before any deductions.</i>
Workers' Compensation	<i>Benefits and medical care paid or awarded to employees for on-the-job injuries and benefits paid to dependents of employees killed in the course of employment.</i>

<b>EXCLUDED Income Type</b>	<b>Income Type Description</b>
Assets drawn down	<i>Withdrawals from a bank, the sale of property, a house or a car</i>
Capital gains	
Child Support Payments	
Disability payments	
Foster child payments	<i>Payments made by a public agency on behalf of a foster child</i>
Lump-sum payments	<i>Tax refunds, gifts, loans, lump-sum inheritances, one-time insurance payments or compensation for injury</i>
Needs-Based Educational Financial Assistance	<i>Needs-based scholarships or payments from Pell Grants, Federal Supplemental Educational Opportunity Grants and Federal Work Study payments. Educational loans.</i>
Non-cash benefits	<i>Non-cash benefits such as employer-paid fringe benefits, food or housing received in lieu of wages, Medicare, Medicaid, Food Stamps, school meals, and housing assistance.</i>
Old-age and survivors insurance benefits	<i>Payments received under Section 202 of the Social Security Act</i>
Payments made to Native Americans	<i>Payments under PL 98-64 made by tribal governments or income derived by a member of a tribe from fishing rights-related activities of the tribe.</i>
Public Assistance Payments	<i>Cash payments under a Federal, State or local public assistance programming</i>
Unemployment Compensation	
Veterans Educational Assistance and Compensation	<i>Payments to veterans or other eligible persons from compensation for service connected death or disability, veterans educational assistance, War Orphans and Widows educational assistance, and administration of educational benefits.</i>
Veteran Pay or Allowances	<i>Pay or allowances received by any veteran while serving on active duty or for participation in National Guard or military reserve activities.</i>
Vocational Rehabilitation Payments	<i>Payments made by Vocational Rehabilitation to one of their clients, except on-the-job training payments,</i>





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	<i>which are included income.</i>
Workforce Investment Act Payments	<i>Allowances, income, and payments to applicants participating in WIA programs, except on-the-job training wages, which are included as income.</i>

**Foster Child:** A youth on behalf of whom state or local government payments are made; and for whom a court order removing the youth from the custody of the parent(s) and specifying a managing conservator exists.

**Homeless:** The applicant is homeless, defined as lacking a fixed, regular, adequate nighttime residence, or having a primary nighttime residence that is: a publicly or privately operated shelter for temporary accommodation, or a public or private place not designed for, or ordinarily used as, a regular sleeping accommodation for human beings (Stewart B. McKinney Homeless Assistance Act, Section 103, subsections a and c).

**In-School Youth:** an individual who is enrolled in high school or alternative high school.

**Individual with a Disability:** An individual with any disability means, an applicant who:

- has a physical or mental impairment that substantially limits one or more of the major life activities of such applicant;
- has a record of such an impairment; or
- is regarded as having such an impairment.

This may include, but is not limited to, such diseases or conditions as speech, hearing, visual and orthopedic impairments, cerebral palsy, epilepsy, muscular dystrophy, multiple sclerosis, cancer, diabetes, heart disease, mental retardation, emotional illnesses, and specific learning disabilities such as perceptual handicaps, dyslexia, minimal brain dysfunction and developmental aphasia. An applicant who has successfully completed a supervised drug rehabilitation program and is no longer engaging in the illegal use of drugs, or has otherwise been rehabilitated successfully and is no longer engaging in such use may be considered as an applicant with a disability.

**Lacks Child/Adult Dependent Care:** The applicant perceives that a lack of available or affordable child or dependent care represents a barrier to obtaining employment or employment-related services.

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**Low Income Individual:** An applicant who:

1. Receives, or is a member of a family that receives cash payments under a Federal, State, or local income-based public assistance program;
2. Received an income, or is a member of a family that received a total family income for the six-month period prior to application that, in relation to family size, did not exceed the higher of:
  - a. The poverty line, for an equivalent period; **or**
  - b. Seventy percent (70%) of the lower living standard income level;
3. Is a member of a household that receives (or has been determined within the 6 month period prior to application for the program involved to be eligible to receive) food stamps pursuant to the Food Stamp Act of 1977;
4. Qualifies as a homeless applicant;
5. Is a foster child; **or**
6. Is an applicant with a disability whose own income meets the requirements of paragraph #2 above, but is a member of a family whose income does not meet such requirements.

**Offender:** The applicant is or has been subject to any stage of the criminal justice process for whom services under this Act may be beneficial; or who requires assistance in overcoming artificial barriers to employment resulting from a record of arrest or conviction.

**Out-Of-School Youth:** An eligible youth who is a school dropout; or who has received a secondary school diploma or its equivalent, but is basic skills deficient, unemployed, or underemployed.

**Pregnant or a Parenting Youth:** The applicant is 21 years or under and is pregnant or is the custodial parent/guardian for one or more dependents under age 18.

**Runaway:** The applicant is under 18 years of age and lives in a home other than his/her parents' or guardians' without parental or guardian permission.

**School Dropout: School dropout means a youth who:**

- Has enrolled for the current school year, or was enrolled in the previous school year and did not attend during the current school year;
- Is not a high school graduate;
- Has not received a General Educational Development (GED) certificate; and,
- Has withdrawn from school.



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**School dropout does not include:**

- Students who have transferred to another educational system or institution that leads to graduation and the school district has received a written request for the transfer of the student's records or transcripts;
- Students who are participating in home instruction paid for by the district;
- Students who are being taught by a private teacher or parent pursuant to ORS 339.030(3);
- Students who are temporarily residing in a juvenile detention facility or a Children's Services Division or State Office for Services to Children and Families certified shelter care program;
- Students who are enrolled in a foreign exchange program;
- Students who are temporarily absent from school because of suspension, a family emergency, or severe health or medical problems which prohibit the student from attending school; or
- Students who have received a GED.

**Selective Service Registration:** All male applicants 18 years and older must register for the Selective Service in order to be eligible to receive WIA IB services. Male applicants who are 18 years or older must be registered at the time of application. Male participants who turn 18 while receiving services must register within 30 days in order to continue receiving services. Among others, this includes males with disabilities, permanent resident aliens, refugees, parolees, and asylee aliens, dual national citizens, illegal aliens, aliens entering the U.S. through special work programs (except I-688A), veterans or separatees from active military service separated for any reason before age 26, National Guardsmen and Reservists not on active duty. Women, males who were born before 1/1/60, or males who have not yet reached their 18<sup>th</sup> birthday are not allowed to register with the Selective Service System. Males who reach their 26<sup>th</sup> birthday and have not registered with Selective Service are no longer eligible to register and may be unable to access many federally funded services.

**Youth Who Faces a Serious Barrier to Employment/Youth who Requires**

**Additional Assistance:** This documents a youth who requires additional assistance to complete an education program or to secure and hold employment. Job Growers defines this as a youth who:

- Lacks the employability skills to obtain or retain employment;
- Lacks access to training or employment opportunities due to geographic challenges;
- Has poor work history (including no work history) or has been fired from a job



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within the 12 months prior to application;

- Has a disability that affects his/her ability to successfully complete education or obtain or maintain employment;
- Is at risk of dropping out of school, including: (a) is one or more years behind in school or is credit deficient relative to his/her age; (b) has a cumulative GPA of less than 1.5 in his/her high school or alternative education program; (c) has poor attendance patterns in an educational program during the last twelve months; (d) has a court/agency referral mandating school attendance; or (e) has been deemed at risk of dropping out by a school official.
- Is participating in alternative education;
- Is an emancipated youth;
- Has aged or will be aging out of foster care;
- Is gang involved/affected;
- Is being treated by or has successfully completed treatment with an agency for a substance abuse related problem;
- Has experienced a recent traumatic event, is a victim of abuse, or resides in an abusive environment as documented by a school official or professional; or
- Has a serious emotional, medical or psychological problem as documented by a professional.

**POLICY**

All youth (and their parents, in the case of minors) must complete applications and eligibility verification documentation before they can be determined eligible and begin receiving WIA-funded services.

The minimum standards for completing all forms used in eligibility determination are:

- Providers may use hard copy applications for entry into the automated data tracking system, or may utilize the an on-line application process. Regardless of which process is used, applicants must answer all questions. A hard copy of the application printed from the automated system must be signed and dated by the applicant.
- All applications must be completed and signed in **ink**.
- The applicant's legal name must be provided and must match verification documentation. If names presented in documentation do not match the application, collateral statements must be completed to explain the discrepancy.
- White-out or related correction methods are not used on paper applications. If necessary, neatly cross-out incorrect information, enter new information (using a different color, such as blue, can be helpful here) and have applicant initial

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changes.

- If the applicant is a minor, the application must be signed by a parent or legal guardian. Where it is not possible to obtain parental permission, due to the absence of a parent or legal guardian – the youth is a runaway and parental contact constitutes a barrier to services, the parent or legal guardian is out of the home (institutionalized or incarcerated), or the parent/legal guardian is otherwise unable to sign the application because of extreme circumstances – the lack of a parental signature should not bar an otherwise eligible and appropriate applicant from being determined eligible and receiving services. Staff determining eligibility should note on the parent signature line that a parental signature cannot be obtained. The absence of a parental signature mandates that other sources be used for the eligibility verification; a responsible adult (Probation Officer, Counselor, etc...) should sign to verify that the information is accurate. In the event that a responsible adult is unable to verify the information, an applicant statement may be accepted - it is expected that this practice be used minimally, and that the Program Manager for Youth Services be contacted for approval.
- All applications must contain the applicant's social security number or an identifying number generated by the automated data tracking system. Although an applicant's social security number is used as a primary identification tag for the applicant's paper and electronic files, and a social security card (that does not indicate any work restrictions) may be used to support the citizenship verification process, applicants are not required to disclose their social security number. Eligible applicants who refuse to disclose their social number may not be denied services on the basis of this refusal. Any participant who refuses to submit a social security number will be assigned an identification number.

Contracted youth service providers are responsible for acquiring all documentation and verifying the information necessary to establish eligibility, and for ensuring that documentation is placed in the applicant's permanent file as appropriate. Applicants must receive a qualifying service within 45 days of their registration date or the application will expire.

Applicant's will be required to provide the following information:

- Full Legal Name
- Date of Birth
- Age
- Gender
- Address Information
- Primary and Secondary Phone Numbers
- Emergency Contact Information
- Number in Family
- Educational Status



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- Highest Grade Completed
- Income Information, including public assistance income
- Labor Force Status
- Eligibility Barriers
- Work History

Other information that will be asked of applicant's that they are not required to disclose include:

- Social Security Number
- Disability Status
- Race

Regardless of whether an online or paper application process is used, providers must gather documentation to verify an applicant's eligibility. A signed application and all required verification documentation must be maintained in a permanent hard-copy file developed for each participant.

Youth service providers will verify key information by viewing and photocopying (where appropriate) customer documentation or agency records (with a signed release of information) as listed in the table below:

Eligibility Criteria	Acceptable Documentation
Age	<ul style="list-style-type: none"> <li>▪ Agency Records</li> <li>▪ Baptismal or Church Record if date of birth is shown</li> <li>▪ Birth Certificate</li> <li>▪ Court Records</li> <li>▪ DD-214</li> <li>▪ Driver's License</li> <li>▪ Foster Child Letter</li> <li>▪ Government Issued Photo ID</li> <li>▪ Hospital Record</li> <li>▪ Naturalization Certificate</li> <li>▪ Passport</li> <li>▪ School Records</li> <li>▪ Social Security Administration NUMI printout</li> </ul>
Citizenship or Eligible Non-Citizen	<ul style="list-style-type: none"> <li>▪ Verification Document(s) that satisfy List A of the I-9</li> <li>▪ Verification Document(s) that satisfy Lists B <u>and</u> C of the I-9</li> </ul> <p>Note: If not using I-9 documentation, any of the following documents will verify an applicant's U.S. Work Authorization (use one only)</p> <ul style="list-style-type: none"> <li>▪ Agency Records</li> <li>▪ Government issued photo ID &amp; Social Security Card (other than a card stating it is not valid for employment)</li> </ul>



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	<ul style="list-style-type: none"> <li>▪ Birth Certificate</li> <li>▪ Hospital Record of Birth that demonstrates place of birth</li> <li>▪ Baptismal Certificate (if birthplace is shown)</li> <li>▪ Passport</li> <li>▪ DD-214</li> <li>▪ Alien Registration</li> <li>▪ Naturalization Certificate</li> <li>▪ Native American Tribal Document</li> <li>▪ Social Security Administration NUMI printout</li> </ul>
Selective Service	<ul style="list-style-type: none"> <li>▪ On-line verification at <a href="http://www.sss.gov">www.sss.gov</a></li> <li>▪ Selective Service Registration Card</li> </ul>
Low Income	<ul style="list-style-type: none"> <li>▪ Agency Records for Public Assistance</li> <li>▪ Check Stubs</li> <li>▪ Employer Records</li> <li>▪ UI Records</li> <li>▪ W-2 Records (for appropriate time frame)</li> <li>▪ Court Records</li> <li>▪ Self-Employment Records</li> <li>▪ Verification w/ outside agency (phone, fax, etc.)</li> <li>▪ Applicant statement</li> </ul>
Eligibility Barrier	<ul style="list-style-type: none"> <li>▪ Aptitude test results</li> <li>▪ School Records</li> <li>▪ Court Records</li> <li>▪ Agency Records</li> <li>▪ Medical Records</li> <li>▪ collateral contact</li> <li>▪ Applicant statement</li> </ul>

If the eligibility barrier of “Youth Who Faces a Serious Barrier to Employment/Youth who Requires Additional Assistance” is selected, providers must specify and verify the specific category as outlined in definitions, above.

Applicants who fail to produce required documentation or produce documentation that cannot be verified or appear to be fraudulent will be determined ineligible and **must not** be registered for youth program services. If there was debt incurred, refer to the Job Growers policy 100-02 on debt collection.

Youth service providers are responsible for assuring that all files include all documentary evidence required to verify eligibility, and for management of the eligibility determination and verification systems in their respective operations. A manager or staff other than the person conducting eligibility determination must review on the application for services within 30 days of the eligibility determination review. This review must be done to determine that:



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- The application is complete;
- The determination based on the information contained on the application is correct;
- The information on the application is internally consistent and in all other regards reasonable; and,
- That all required documentation of eligibility is present in the file.
- There shall be an immediate check of verification of eligibility of those participants whose applications are determined by the 30-day review to be deficient or internally inconsistent, and any found to be ineligible will be immediately terminated. If, at any time during enrollment, a participant is found to have been ineligible at the time of enrollment, the Job Growers Program Manager will be notified immediately. Participants found to be ineligible will be exited from the program immediately. The contracted program responsible for verification of documentation will be held accountable for disallowed costs associated with enrollment and service of ineligible youth.

All submitted applications (including those who are ineligible, those who do not complete the eligibility process or those who are not enrolled for other reasons) must be maintained for Equal Opportunity auditing.

All eligibility documentation will be stored and retained in accordance with Job Growers file management policies, procedures and standards.

Additional guidance and procedures regarding participant eligibility determination and processing is provided to contracted providers by Job Growers in supplemental documents and provider training materials.





**JOB GROWERS**  
INCORPORATED

**POLICY**  
**P15**

**YOUTH INCOME WAIVER**

**Date: December 6, 2013**

**New**

**Revised**

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**PURPOSE**

The purpose of this policy is to identify the conditions under which a youth who does not meet the definition of “Low Income” may be served in Workforce Investment Act, Title I B Youth Services funded by Job Growers Incorporated.

**REFERENCES**

20 Code of Federal Regulations (CFR) 664.220

20 CFR 664.230

Job Growers Incorporated Policy 300-11, Youth Services Eligibility

**DEFINITIONS**


Definitions for “Low Income”, “Family Income”, “Family Size”, “Youth with a Serious Barrier to Employment”, and other relevant terms can be found in Job Growers Incorporated Policy 300-11, Youth Services Eligibility.

**POLICY**

It is the policy of Job Growers Incorporated to provide low-income waivers to not more than five percent of the youth served annually in the Youth Opportunity System, provided the youth meet the following eligibility criteria:

1. 14 to 21 years old at the time of registration, or allowable age range otherwise specified in provider contract;
2. A citizen or national of the United States, lawfully admitted permanent resident alien, refugee, asylee, parolee or other immigrant authorized by the Attorney General to work in the United States;
3. Registered with Selective Service if required to have done so; and,
4. An eligibility barrier from one of the following categories:
  - a. School dropout
  - b. Basic skills deficient;
  - c. Are one or more grade levels below the grade level appropriate to the individual’s age;
  - d. Pregnant or parenting;
  - e. Possess one or more disabilities, including learning disabilities;
  - f. Homeless or runaway;
  - g. Offender; or,
  - h. Youth with a Serious Barrier to Employment

Management of the low income waivers will be conducted by Job Growers Incorporated and will be available on a first-come, first served basis, and applied consistently among

	<b>JOB GROWERS</b> INCORPORATED	<b>POLICY</b> <b>P15</b>
<b>YOUTH INCOME WAIVER</b>		<b>Date: December 6, 2013</b> <input type="checkbox"/> New <input checked="" type="checkbox"/> Revised <b>Page 2 of 2</b>

applicants to avoid disparate treatment of applicants. Youth may not be enrolled until the service provider has received prior approval from Job Growers Incorporated.

Waiver enrollments will be tracked through I-Trac, the local Management Information System (MIS) customer tracking system. All low income waiver requests must be submitted to the Youth Program Manager or designated representative via e-mail after the applicant information has been entered into the I-Trac online application process. The e-mail must contain the I-Trac identification number, first and last name of applicant, and a summary of the reason for the waiver request. The request will be reviewed and authorization for enrollment entered into I-Trac, if approved.

**YOUTH PROGRAM SUPPORT SERVICES****Date: December 6, 2013** **New** **Revised****Page 1 of 4****PURPOSE**

The purpose of this policy is to provide guidance for the provision of support services to participants of Job Growers Incorporated Youth Opportunity System through the Workforce Investment Act (WIA) Title IB Youth Services.

**REFERENCES**

Workforce Investment Act (WIA), Section 101(46)

20 Code of Federal Regulations (CFR), 664.440

Department of Community Colleges and Workforce Development Policy 589-30.12

**DEFINITIONS**

**Transportation Assistance:** Requests for transportation assistance by check or gas voucher/card can be made for those participants in on-going job search, training or employment activities or youth program services. The need for the assistance must be documented in the participant's Individual Service Plan (ISP). Payments for insurance premiums are limited to three months coverage or up to \$300 in support services payments, whichever is lower.

Transportation assistance may also include:

- Bus passes;
- Emergency car repairs;
- Tire purchases;
- Car payments;
- Vehicle and driver's licenses and driver's license reinstatement;
- Bicycles may be purchased for participants, but only when: (1) transportation is required to and from employment or training; (2) there is no access to public transportation; and, (3) it is a reasonable commuting distance by bicycle.

**Household Support:** Household support payments are designed to provide financial assistance necessary for persons to participate in job search, training or employment activities. Youth services providers are encouraged to assist participants in trying to access these emergency services from the appropriate agencies and/or social services providers. Support service funds may be used to pay for shelter or utilities only if there is absolutely no other source of funds or assistance and only if the failure to provide the assistance will result in the person dropping out of the program.

**Medical, Dental and/or Optical:** Participants must receive these services from licensed practitioners, hospitals or emergency care units. Participants should utilize, wherever



## YOUTH PROGRAM SUPPORT SERVICES

Date: December 6, 2013

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possible, reduced price clinics. The need for these services must be emergency in nature and required for participation in services or to retain employment. Such services are subject to all limitations of these support service guidelines. Participants should be encouraged to apply for the Oregon Health Plan in order to cover medical costs. Health insurance premiums may not be paid.

**Childcare:** Childcare services are to be obtained only from State registered childcare facilities or providers, and is requested in the same manner as other support services. The number of childcare hours and the rates negotiated with the childcare provider shall be documented. Youth service providers will reimburse childcare costs up to the rates established by the State of Oregon Department of Human Services Self Sufficiency Division. Payments for childcare will be made only for actual hours of childcare required to participate in an approved activity. This shall include not more than one hour travel time to a training or job site (two hours round trip). The participant is liable for payment of any childcare costs incurred over and above the amount authorized by the youth services provider.

**Materials for Participants with Disabilities:** Materials for participants with disabilities may be provided when necessary for participation in approved activities and are subject to support services limitations and guidelines. Youth services providers will seek payment and/or coordination of these services through other agencies serving individuals with disabilities prior to issuance of any funds.

**Individual and/or Family Counseling:** Individual and/or family counseling must be emergency in nature and required for participation in services or to maintain employment. Participants must receive these services from licensed practitioners, hospitals, or care units. Participants should utilize, whenever possible, reduced price clinics. Such services are subject to all limitations of these support services guidelines.

**Dependent Care:** Dependent care will be subject to the same hour limitations as childcare and all other limitations of these support services guidelines. Dependent care must be provided in the most economical manner and obtained from licensed or certified providers.

**POLICY**

Participants must be enrolled in the Job Growers Incorporated Youth Opportunity System, and tracked in the local Management Information System (MIS) in order to receive support services payments. All support service payments must be documented in electronic and hard-copy participant records.

**YOUTH PROGRAM SUPPORT SERVICES****Date: December 6, 2013** **New** **Revised****Page 3 of 4**

To the extent it can be identified, the need for support services is to be determined during the assessment process and documented in the ISP.

Support services should only be utilized when it has been determined that other sources or services outside WIA IB are not available to the participant, and coordinated with other public and/or private agencies when appropriate. Where the need for a supportive service is not justified in the ISP or assessment documentation, there will be a case note indicating how the support service will assist the individual with progress toward program activities and goals.

Documentation for each support service payment must be maintained in the participant file, including:

- Type of supportive service;
- Date the support service was provided;
- Amount/value of the purchase;
- Proof of purchase that can be tracked back to the youth provider's general accounting ledger; and
- Documentation that the payment was received by the participant (for non-check items such as bus passes and gift cards).

**Allowable Support Services:**

- Transportation Assistance
- Work related tools, equipment, work clothing, special licensing, insurance or bonding, registration or testing fees
- Clothing and grooming needs that are essential for participants to participate in WIA IB activities or to obtain or retain employment
- Household Support
- Emergency medical, dental and/or optical needs
- Child care
- Materials for participants with disabilities
- Individual and/or Family Counseling
- Dependent Care



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INCORPORATED

**POLICY**  
**P12**

**YOUTH PROGRAM SUPPORT SERVICES**

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- Other support services payments as determined by the youth services provider and approved by Job Growers.

Fines, late fees, interest payments and other costs resulting from penalties and/or sanctions are not allowable support services. Support services cannot be provided for participant expenses that occurred prior to enrollment in WIA Title IB programs. This includes such items as late car insurance payments or bills for household support that were due to be paid prior to the enrollment date or for services provided or items purchased prior to enrollment.

## Raffle Ticket Incentive Participant Agreement

*Drawings will be held at HALO celebration events, scheduled throughout the year.*

*Start earning your tickets today!!!*

### Opportunities to Earn Tickets Include:

New Employment

Retention of 1 month employment (first 3 months)

Employment advancement

Post-secondary education or training

Retention 1 term (or other applicable period) post-secondary (first three terms)

Earn a Certificate or Credential (GED, HS Diploma, CNA, CMA, OSHA, etc.)

Complete a HALO Internship (4+weeks)

HALO Work-Readiness Workshops

Volunteer

Weekly attendance of GED class or other approved study sessions

CASAS Skill Level Gain

Tours/Informational Interview, Job Shadow

Completing a job shadow or informational interview

Counseling sessions with Western Oregon University student or other counseling opportunity

Successful participation in other approved opportunities/activities

*I understand that I have the opportunity to earn a raffle ticket based on positive participation in the opportunities listed below\*, and in accordance with my Individual Service Plan (ISP). This incentive is an additional reward to achieving goals I set out to complete- the TRUE and MOST IMPORTANT reward is completing my goals for ME and my FUTURE. The list of available opportunities is subject to change and requires approval. Eligibility for raffle tickets and items are reserved for current HALO Participants only.*

HALO Participant:

\_\_\_\_\_

Printed Name

\_\_\_\_\_

Signature

## Raffle Ticket Incentive Protocol

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Raffle tickets will be awarded to HALO participants by HALO staff based on participation in the opportunities listed below. These opportunities align with the youth's Individual Service Plan. When a raffle ticket is earned, the name and event will be written on the ticket. A case note is made for raffle tickets awarded. Drawings will be held at HALO celebration events, scheduled throughout the year. When a drawing occurs, all tickets collected from the period of the most recent drawing and up to the current drawing date will be discarded and a new batch of tickets will begin. The eligible activity, written on the back of the raffle ticket, is entered in I-Trac for the recipient of the raffle ticket drawing. Eligible activities are subject to change, and require approval

<b>Eligible Activity</b>	<b># of Tickets</b>
Securing taxable employment	10
Retention of 1 month employment (first 3 months)	10
Completion of CBT training	10
Employment advancement	10
Begin post-secondary education or training	10
Retention 1 term (or other applicable period) post-secondary (1 <sup>st</sup> three terms)	10
Completing a HALO Internship (4+ weeks)	10
Long Term Goal Credential	10
<i>(Including - GED, High School Diploma, OSHA, SEDCOR, CNA, NCRC, and Occupation Certificate/License), other pre-approved)</i>	
Short Term Goal	5
<i>(Including - Food Handlers, First Aid/CPR, Drivers Permit/License, Forklift Cert, Flagging Cert and OLCC, other pre-approved)</i>	
Completing HALO Work-Readiness Workshop Series	3
Weekly attendance of GED class or other study sessions	2
CASAS Skill Level Gain	2
Applying for a scholarship	2
Volunteering/work experience (short-term) approved by HALO	1
Attending an approved HALO event	1
Arriving to workshops on time (including workshops not in series)	1
Arriving back from a break on time at workshops (when applicable)	1
Completing a tour, job shadow or informational interview	1



## **Stipend Point System**

Stipends are based on points earned through training sessions. These sessions are assessed and recorded on the Performance Evaluation sheet provided as part of the Internship Packet.

Participant can earn up to 32 points per week. Work Experiences will be standardized at 5 weeks in duration, and may be extended for an additional 5 weeks pending approval.

Ideal placement will provide the participant with an average of 20 hours per week training. For an effective and true work experience, HALO strongly suggests no less than 10 hours and no more than 30 hours of training per week. If 10 hours are not met, no stipend will be awarded for that week. Hours can be applied to subsequent training weeks **ONLY** with pre-approval of HALO Work Experience Coordinator and Site Supervisor. Finalized schedule will be completed at the time of Work Experience Agreement with all parties involved.

Participants will receive the stipend payment for their work experience at the conclusion of the work experience, as determined by the Site Supervisor and the HALO Work Experience Coordinator. Failure to complete the duration of the work experience may exclude the participant from being eligible to receive any stipend amount. These terms are subject to change due to funding availability.

Stipends are based on weekly evaluations. A maximum of 32 points are possible. The maximum weekly stipend is \$50.

$$\text{Points} \times \$1.56 = \text{Weekly Stipend}$$

## INCENTIVES

1. Completion of Job Training and Career Awareness classes with at least 80% attendance – \$125.00
2. Copy of high school diploma, GED scores documents, GED document, transcripts for performance evaluation - \$15.00 gift card
3. Obtaining a job – \$125.00
4. Participation in **selected** community service, i.e. Job Growers Redefining the Berries event, Latino Business Conference and Trade Show, MPFS's Empty Plates, etc. - \$15.00 gift card
5. Financial Literacy Training: attendance at three sessions - \$50.00
6. Completion of SAIF/OSHA Safety Training - \$25.00
7. Specific accomplishments related to ISP Goals – i.e. an alternative education youth making the honor roll – \$15.00 gift card
8. Tutoring punch card – participants receiving ELY tutoring/remediation services will receive a \$25.00 gift card for attending 10 sessions
9. OSY participants who are BSD will receive \$50.00 for completing the CASAs post-test.

## Stipend

1. Completion of an ELY Work Experience Internship – \$125.00

### Yoop Support Services and Incentive Policy 2014

Yoop offers support services as defined in Chapter 8 of the YOS Manual:

**“Supportive services are to be provided to youth who need additional aid to be successful in achieving their participation goals. Supportive services may include, but are not limited to:**

- Transportation;
- Child care;
- Work related expenses;
- Housing;
- Linkages to community services; and,
- Referrals to medical services.

To the greatest extent possible service providers should address support service needs through leveraging of resources and partnerships with other providers, agencies, and funding sources.”

Participants must request support services from Yoop staff. Small or regular items such as:

- Testing fees,
- Identification fees,
- College textbooks,
- Gas card transportation assistance,
- Hygiene supply gift cards,
- Bus passes

Are pre-approved. Support service expenditures are discussed by the team and approved by the Program Manager. If the participant is seeking reimbursement for a support expense, they must request the support, be approved, then spend their own funds and bring a receipt back for reimbursement.

Currently, Yoop reimburses a maximum of \$150 per term per participant on college book expenses.

For incentives, funds are awarded based on score and rating of evaluation, and the submission of supporting documentation. In Job Club and paid internships, the participant has weekly evaluations and their incentive is dependent upon their rating. For paid Job Shadows, the incentive is awarded upon the submission of and a host evaluation and a half page written reflection by the participant. For CASAS test incentives, the score printout suffices as documentation.

### YOOP Incentives PY 2013-2014

- Job club – \$30/\$20/\$10, dependent upon rating (scores necessary on the Job Club evaluation sheet)
- GED Club – 10 punches (1 punch per hr) = \$10
- GED Club – bonus study guide assignments = one additional club punch
- P.R.E.P - \$ 25 upon completion
- CASAS– \$25 per level increase, \$10 testing incentive (optional)
- Internships – \$100/week for four 20-hour weeks [20 hrs./week = \$100.00, \$400 WIA max]  
May be spread out at an even ratio (such as eight 10-hour weeks)
- Referral – \$10 Gift Card
- Financial lit – \$10 Check/Gift Card
- \$10 Gas cards, Daily \$1.80/ Monthly \$35 bus passes\* – On request for sustained employment, interviews, job search, college, emergencies
- Homework Hour – 10 punches (1 punch per hr) = \$10
- ISY workshops – 5 Activities = \$50
- Job Shadow – \$25

GREAT FUTURES START HERE.



PY14 Incentive Guidelines:

Completion of:	Incentive
Door Prizes/Misc.	\$10.00 gift card of choice
GPA of 3.0 or Increase of .5	\$10.00 gift card of choice
T3: of the Month	\$25.00 gift card of choice
Job Shadow	\$25.00 gift card of choice
Career Launch	\$25.00 gift card of choice
Diploma/GED	\$50.00 VISA gift card



**YOUTH SERVICES ELIGIBILITY**

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**PURPOSE**

This policy provides all necessary definitions, income criteria, and requirements for determining and verifying the eligibility of applicants for Job Growers WIA Title IB youth services. They are to be carefully followed by all contracted youth service providers. Eligibility requirements are to be applied equally to all applicants to avoid discrimination against any particular group of applicants applying for the same program.

**REFERENCES**

Workforce Investment Act (WIA), Section 101(4)

WIA Section 101(13)

WIA Section 101(15)

WIA Section 101(24)

WIA Section 101(25)

WIA Section 101(33)

WIA Section 101(39)

20 Code of Federal Regulations (CFR) 664.200

20 CFR 664.205

20 CFR 664.210

20 CFR 664.300

20 CFR 664.310

Job Growers Incorporated Policy 100-02, Debt Collection

Job Growers Incorporated Policy 300-15, Youth Income Waiver

Community Colleges and Workforce Development Policy 589-30.1, Youth Participant Eligibility and File Content Standards

Training Employment and Guidance Letter 28-11

**DEFINITIONS**

The following definitions shall apply when determining an applicant's eligibility to receive youth services from Job Growers WIA, Title IB-funded programs.

**Agency Record:** A screenshot or copy of a document that identifies the agency and includes the information needing to be verified.

**Age Requirement:** The WIA states that all youth must be between 14 – 21 years of age to be eligible for services.

**Barriers To Employment (Eligibility Barriers):** It will be documented that each participant meets one or more of the following categories at the time of application (all definitions found further in this section):

- Basic Skills Deficient
- Homeless



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- Runaway
- Foster Child
- Offender
- Pregnant or a Parenting Youth
- School Dropout
- Youth with a Serious Barrier to Employment/Youth Who Require Additional Assistance

**Basic Skills Deficient:** The applicant has English reading, writing, or math skills at or below the 8<sup>th</sup> grade level on a generally accepted standardized test or comparable score on a criterion-referenced test.

**Citizen/Eligible Non-Citizen:** Title IB youth program services shall be made available to individuals who are citizens or nationals of the United States, lawfully admitted permanent resident aliens, refugees, asylees, parolees, or are other immigrants authorized by the Attorney General to work in the United States. The regulation of individuals who have acquired US citizenship and those who are legal residents is conducted by the U.S. Citizenship and Immigration Services (USCIS). Specific information about the different classifications of citizens and eligible non-citizens is available from USCIS.

**Eligible Youth:** To be eligible to receive Workforce Investment Act, Title IB Youth Services from Job Growers, an applicant must meet all of the following criteria:

- Be within the approved age requirement at the time of registration;
- Be a citizen or national of the United States, lawfully admitted permanent resident alien, refugee, asylee, parolee or other immigrant authorized by the Attorney General to work in the United States;
- Have registered with Selective Service (as appropriate);
- Meet low-income eligibility requirements or receive an income waiver (Job Growers Policy 300-15);
- Have one or more barriers to employment.

**Emancipated Youth:** A “legally emancipated youth” is an applicant 16 or 17 years of age upon whom certain rights of majority – including, contracting and conveying, establishing a residence, suing and being sued – have been decreed by a juvenile court, in accordance with ORS 419B.552.

**Family:** “Family” is defined as two or more persons related by blood, marriage, or decree of the court, who are living in a single residence, and are included in one or

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more of the following categories:

- A husband, wife, and dependent children
- A parent or guardian and dependent children
- A husband and wife

**The following guidelines apply to the terms contained in the above definition of family and shall be used in the determination of family size:**

- The phrase “living in a single residence” with other family members includes temporary, voluntary residence elsewhere (e.g., attending school or college, or visiting relatives). It does not include involuntary residence elsewhere (e.g., incarceration or placement outside of the family as a result of a court order).
- A stepchild or stepparent is considered to be related by marriage.
- Where two or more family units live in a single dwelling, and:
  - the family units are linked by blood, marriage, or decree of court, and;
  - each of the family unit(s) living in the single residence meets the definition of family stated above, then;
  - for the purpose of determining family size, the family units may be counted as two or more separate families.
  - To establish the family size at the time of application for services, the family size shall consist of those related applicants who meet the definition of family above and who have lived in the single residence for the last 30 calendar days prior to the date of application for Title IB services. In situations where documentation exists, (e.g., birth, marriage or death certificate) that the family size has changed permanently, it would not be necessary to wait 30 calendar days to establish the current family configuration.
  - A youth, ages 18 through 21, who lives with his/her parent(s) or legal guardian(s), and who is not married or does not have dependent children, and who receives less than 50 percent of support from the family, may be considered a separate family unit of one for the purpose of determining family size.
  - A youth, 21 years of age and under, who can document that he/she has lived alone or with persons other than their parent(s), legal guardian(s), or spouse for the previous 30 calendar day period, may be considered a family unit of one for the purpose of determining family size. In order to minimize the legal risks involved with serving unemancipated minors (under 18 years of age) in this situation, every effort must be made to inform the parent(s) or legal guardian(s), in writing, that the minor will be participating in an employment and training program. Such written notice must be initiated prior to registration.




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- A single, divorced or widowed youth under 18 years of age who lives with a parent(s) or a legal guardian(s) must be considered a member of the family unless he/she is legally emancipated and he/she has received less than fifty percent of his/her support from his/her parent(s) or legal guardian(s), or he/she meets the definition of an applicant with a disability, or he/she is a custodial parent with a dependent child.

**Family Income:** The following clarifications apply to determining what is included in family income for the purpose of determining the income of an individual or a family for the six month period prior to application, or for that portion of the six month income determination period that each member of the family was a part of the family unit of the applicant. The combined income from all of the "Included Income" categories for all members considered to be in the applicant's "family" (see definition of "FAMILY" above):

<b>INCLUDED Income Type</b>	<b>Income Type Description</b>
Alimony	<i>Payments received from an ex-spouse.</i>
Allotments	<i>Military family allotments or other regular support from an absent family member or someone not living in the household.</i>
Annuity Payments	<i>Regular insurance or annuity payments.</i>
Dividends & Interest	<i>Dividends or interest paid on financial accounts.</i>
Grants	<i>College or University grants, fellowships and assistantships.</i>
Lottery	<i>Net gambling or lottery winnings</i>
National Guard / military reserve payments	<i>Income received by National Guard or military reserve members who are not veterans</i>
Pensions	<i>Private, Government Employee and Military Retirement Pay.</i>
Rental - Net	<i>Net rental income.</i>
Retirement	<i>Railroad retirement benefits.</i>
Royalties - Net	<i>Net Royalties.</i>
Self Employment	<i>Net receipts from farm self-employment (receipts from a farm which one operates as an owner, renter, or sharecropper, after deductions for farm operating expenses) and; Net receipts from non-farm self-employment (receipts from a person's own unincorporated business, professional enterprise, or partnership after deductions for business expense)</i>
Stipends	<i>Vista or Peace Corp Stipends.</i>
Trusts	<i>Periodic receipts from estates or trusts.</i>
Union Strike Benefits	<i>Benefits from union funds.</i>
Wages	<i>Total money earnings received from work performed as</i>



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	<i>an employee, including casual labor and on-the-job training, before any deductions.</i>
Workers' Compensation	<i>Benefits and medical care paid or awarded to employees for on-the-job injuries and benefits paid to dependents of employees killed in the course of employment.</i>

<b>EXCLUDED Income Type</b>	<b>Income Type Description</b>
Assets drawn down	<i>Withdrawals from a bank, the sale of property, a house or a car</i>
Capital gains	
Child Support Payments	
Disability payments	
Foster child payments	<i>Payments made by a public agency on behalf of a foster child</i>
Lump-sum payments	<i>Tax refunds, gifts, loans, lump-sum inheritances, one-time insurance payments or compensation for injury</i>
Needs-Based Educational Financial Assistance	<i>Needs-based scholarships or payments from Pell Grants, Federal Supplemental Educational Opportunity Grants and Federal Work Study payments. Educational loans.</i>
Non-cash benefits	<i>Non-cash benefits such as employer-paid fringe benefits, food or housing received in lieu of wages, Medicare, Medicaid, Food Stamps, school meals, and housing assistance.</i>
Old-age and survivors insurance benefits	<i>Payments received under Section 202 of the Social Security Act</i>
Payments made to Native Americans	<i>Payments under PL 98-64 made by tribal governments or income derived by a member of a tribe from fishing rights-related activities of the tribe.</i>
Public Assistance Payments	<i>Cash payments under a Federal, State or local public assistance programming</i>
Unemployment Compensation	
Veterans Educational Assistance and Compensation	<i>Payments to veterans or other eligible persons from compensation for service connected death or disability, veterans educational assistance, War Orphans and Widows educational assistance, and administration of educational benefits.</i>
Veteran Pay or Allowances	<i>Pay or allowances received by any veteran while serving on active duty or for participation in National Guard or military reserve activities.</i>
Vocational Rehabilitation Payments	<i>Payments made by Vocational Rehabilitation to one of their clients, except on-the-job training payments,</i>



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	<i>which are included income.</i>
Workforce Investment Act Payments	<i>Allowances, income, and payments to applicants participating in WIA programs, except on-the-job training wages, which are included as income.</i>

**Foster Child:** A youth on behalf of whom state or local government payments are made; and for whom a court order removing the youth from the custody of the parent(s) and specifying a managing conservator exists.

**Homeless:** The applicant is homeless, defined as lacking a fixed, regular, adequate nighttime residence, or having a primary nighttime residence that is: a publicly or privately operated shelter for temporary accommodation, or a public or private place not designed for, or ordinarily used as, a regular sleeping accommodation for human beings (Stewart B. McKinney Homeless Assistance Act, Section 103, subsections a and c).

**In-School Youth:** an individual who is enrolled in high school or alternative high school.

**Individual with a Disability:** An individual with any disability means, an applicant who:

- has a physical or mental impairment that substantially limits one or more of the major life activities of such applicant;
- has a record of such an impairment; or
- is regarded as having such an impairment.

This may include, but is not limited to, such diseases or conditions as speech, hearing, visual and orthopedic impairments, cerebral palsy, epilepsy, muscular dystrophy, multiple sclerosis, cancer, diabetes, heart disease, mental retardation, emotional illnesses, and specific learning disabilities such as perceptual handicaps, dyslexia, minimal brain dysfunction and developmental aphasia. An applicant who has successfully completed a supervised drug rehabilitation program and is no longer engaging in the illegal use of drugs, or has otherwise been rehabilitated successfully and is no longer engaging in such use may be considered as an applicant with a disability.

**Lacks Child/Adult Dependent Care:** The applicant perceives that a lack of available or affordable child or dependent care represents a barrier to obtaining employment or employment-related services.



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**Low Income Individual:** An applicant who:

1. Receives, or is a member of a family that receives cash payments under a Federal, State, or local income-based public assistance program;
2. Received an income, or is a member of a family that received a total family income for the six-month period prior to application that, in relation to family size, did not exceed the higher of:
  - a. The poverty line, for an equivalent period; **or**
  - b. Seventy percent (70%) of the lower living standard income level;
3. Is a member of a household that receives (or has been determined within the 6 month period prior to application for the program involved to be eligible to receive) food stamps pursuant to the Food Stamp Act of 1977;
4. Qualifies as a homeless applicant;
5. Is a foster child; **or**
6. Is an applicant with a disability whose own income meets the requirements of paragraph #2 above, but is a member of a family whose income does not meet such requirements.

**Offender:** The applicant is or has been subject to any stage of the criminal justice process for whom services under this Act may be beneficial; or who requires assistance in overcoming artificial barriers to employment resulting from a record of arrest or conviction.

**Out-Of-School Youth:** An eligible youth who is a school dropout; or who has received a secondary school diploma or its equivalent, but is basic skills deficient, unemployed, or underemployed.

**Pregnant or a Parenting Youth:** The applicant is 21 years or under and is pregnant or is the custodial parent/guardian for one or more dependents under age 18.

**Runaway:** The applicant is under 18 years of age and lives in a home other than his/her parents' or guardians' without parental or guardian permission.

**School Dropout: School dropout means a youth who:**

- Has enrolled for the current school year, or was enrolled in the previous school year and did not attend during the current school year;
- Is not a high school graduate;
- Has not received a General Educational Development (GED) certificate; and,
- Has withdrawn from school.



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**School dropout does not include:**

- Students who have transferred to another educational system or institution that leads to graduation and the school district has received a written request for the transfer of the student's records or transcripts;
- Students who are participating in home instruction paid for by the district;
- Students who are being taught by a private teacher or parent pursuant to ORS 339.030(3);
- Students who are temporarily residing in a juvenile detention facility or a Children's Services Division or State Office for Services to Children and Families certified shelter care program;
- Students who are enrolled in a foreign exchange program;
- Students who are temporarily absent from school because of suspension, a family emergency, or severe health or medical problems which prohibit the student from attending school; or
- Students who have received a GED.

**Selective Service Registration:** All male applicants 18 years and older must register for the Selective Service in order to be eligible to receive WIA IB services. Male applicants who are 18 years or older must be registered at the time of application. Male participants who turn 18 while receiving services must register within 30 days in order to continue receiving services. Among others, this includes males with disabilities, permanent resident aliens, refugees, parolees, and asylee aliens, dual national citizens, illegal aliens, aliens entering the U.S. through special work programs (except I-688A), veterans or separatees from active military service separated for any reason before age 26, National Guardsmen and Reservists not on active duty. Women, males who were born before 1/1/60, or males who have not yet reached their 18<sup>th</sup> birthday are not allowed to register with the Selective Service System. Males who reach their 26<sup>th</sup> birthday and have not registered with Selective Service are no longer eligible to register and may be unable to access many federally funded services.

**Youth Who Faces a Serious Barrier to Employment/Youth who Requires**

**Additional Assistance:** This documents a youth who requires additional assistance to complete an education program or to secure and hold employment. Job Growers defines this as a youth who:

- Lacks the employability skills to obtain or retain employment;
- Lacks access to training or employment opportunities due to geographic challenges;
- Has poor work history (including no work history) or has been fired from a job



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within the 12 months prior to application;

- Has a disability that affects his/her ability to successfully complete education or obtain or maintain employment;
- Is at risk of dropping out of school, including: (a) is one or more years behind in school or is credit deficient relative to his/her age; (b) has a cumulative GPA of less than 1.5 in his/her high school or alternative education program; (c) has poor attendance patterns in an educational program during the last twelve months; (d) has a court/agency referral mandating school attendance; or (e) has been deemed at risk of dropping out by a school official.
- Is participating in alternative education;
- Is an emancipated youth;
- Has aged or will be aging out of foster care;
- Is gang involved/affected;
- Is being treated by or has successfully completed treatment with an agency for a substance abuse related problem;
- Has experienced a recent traumatic event, is a victim of abuse, or resides in an abusive environment as documented by a school official or professional; or
- Has a serious emotional, medical or psychological problem as documented by a professional.

**POLICY**

All youth (and their parents, in the case of minors) must complete applications and eligibility verification documentation before they can be determined eligible and begin receiving WIA-funded services.

The minimum standards for completing all forms used in eligibility determination are:

- Providers may use hard copy applications for entry into the automated data tracking system, or may utilize the an on-line application process. Regardless of which process is used, applicants must answer all questions. A hard copy of the application printed from the automated system must be signed and dated by the applicant.
- All applications must be completed and signed in **ink**.
- The applicant's legal name must be provided and must match verification documentation. If names presented in documentation do not match the application, collateral statements must be completed to explain the discrepancy.
- White-out or related correction methods are not used on paper applications. If necessary, neatly cross-out incorrect information, enter new information (using a different color, such as blue, can be helpful here) and have applicant initial





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changes.

- If the applicant is a minor, the application must be signed by a parent or legal guardian. Where it is not possible to obtain parental permission, due to the absence of a parent or legal guardian – the youth is a runaway and parental contact constitutes a barrier to services, the parent or legal guardian is out of the home (institutionalized or incarcerated), or the parent/legal guardian is otherwise unable to sign the application because of extreme circumstances – the lack of a parental signature should not bar an otherwise eligible and appropriate applicant from being determined eligible and receiving services. Staff determining eligibility should note on the parent signature line that a parental signature cannot be obtained. The absence of a parental signature mandates that other sources be used for the eligibility verification; a responsible adult (Probation Officer, Counselor, etc...) should sign to verify that the information is accurate. In the event that a responsible adult is unable to verify the information, an applicant statement may be accepted - it is expected that this practice be used minimally, and that the Program Manager for Youth Services be contacted for approval.
- All applications must contain the applicant's social security number or an identifying number generated by the automated data tracking system. Although an applicant's social security number is used as a primary identification tag for the applicant's paper and electronic files, and a social security card (that does not indicate any work restrictions) may be used to support the citizenship verification process, applicants are not required to disclose their social security number. Eligible applicants who refuse to disclose their social number may not be denied services on the basis of this refusal. Any participant who refuses to submit a social security number will be assigned an identification number.

Contracted youth service providers are responsible for acquiring all documentation and verifying the information necessary to establish eligibility, and for ensuring that documentation is placed in the applicant's permanent file as appropriate. Applicants must receive a qualifying service within 45 days of their registration date or the application will expire.

Applicant's will be required to provide the following information:

- Full Legal Name
- Date of Birth
- Age
- Gender
- Address Information
- Primary and Secondary Phone Numbers
- Emergency Contact Information
- Number in Family
- Educational Status



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- Highest Grade Completed
- Income Information, including public assistance income
- Labor Force Status
- Eligibility Barriers
- Work History

Other information that will be asked of applicant's that they are not required to disclose include:

- Social Security Number
- Disability Status
- Race

Regardless of whether an online or paper application process is used, providers must gather documentation to verify an applicant's eligibility. A signed application and all required verification documentation must be maintained in a permanent hard-copy file developed for each participant.

Youth service providers will verify key information by viewing and photocopying (where appropriate) customer documentation or agency records (with a signed release of information) as listed in the table below:

Eligibility Criteria	<i>Acceptable Documentation</i>
Age	<ul style="list-style-type: none"> <li>▪ Agency Records</li> <li>▪ Baptismal or Church Record if date of birth is shown</li> <li>▪ Birth Certificate</li> <li>▪ Court Records</li> <li>▪ DD-214</li> <li>▪ Driver's License</li> <li>▪ Foster Child Letter</li> <li>▪ Government Issued Photo ID</li> <li>▪ Hospital Record</li> <li>▪ Naturalization Certificate</li> <li>▪ Passport</li> <li>▪ School Records</li> <li>▪ Social Security Administration NUMI printout</li> </ul>
Citizenship or Eligible Non-Citizen	<ul style="list-style-type: none"> <li>▪ Verification Document(s) that satisfy List A of the I-9</li> <li>▪ Verification Document(s) that satisfy Lists B <u>and</u> C of the I-9</li> </ul> <p>Note: If not using I-9 documentation, any of the following documents will verify an applicant's U.S. Work Authorization (use one only)</p> <ul style="list-style-type: none"> <li>▪ Agency Records</li> <li>▪ Government issued photo ID &amp; Social Security Card (other than a card stating it is not valid for employment)</li> </ul>





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	<ul style="list-style-type: none"> <li>▪ Birth Certificate</li> <li>▪ Hospital Record of Birth that demonstrates place of birth</li> <li>▪ Baptismal Certificate (if birthplace is shown)</li> <li>▪ Passport</li> <li>▪ DD-214</li> <li>▪ Alien Registration</li> <li>▪ Naturalization Certificate</li> <li>▪ Native American Tribal Document</li> <li>▪ Social Security Administration NUMI printout</li> </ul>
Selective Service	<ul style="list-style-type: none"> <li>▪ On-line verification at <a href="http://www.sss.gov">www.sss.gov</a></li> <li>▪ Selective Service Registration Card</li> </ul>
Low Income	<ul style="list-style-type: none"> <li>▪ Agency Records for Public Assistance</li> <li>▪ Check Stubs</li> <li>▪ Employer Records</li> <li>▪ UI Records</li> <li>▪ W-2 Records (for appropriate time frame)</li> <li>▪ Court Records</li> <li>▪ Self-Employment Records</li> <li>▪ Verification w/ outside agency (phone, fax, etc.)</li> <li>▪ Applicant statement</li> </ul>
Eligibility Barrier	<ul style="list-style-type: none"> <li>▪ Aptitude test results</li> <li>▪ School Records</li> <li>▪ Court Records</li> <li>▪ Agency Records</li> <li>▪ Medical Records</li> <li>▪ collateral contact</li> <li>▪ Applicant statement</li> </ul>

If the eligibility barrier of “Youth Who Faces a Serious Barrier to Employment/Youth who Requires Additional Assistance” is selected, providers must specify and verify the specific category as outlined in definitions, above.

Applicants who fail to produce required documentation or produce documentation that cannot be verified or appear to be fraudulent will be determined ineligible and **must not** be registered for youth program services. If there was debt incurred, refer to the Job Growers policy 100-02 on debt collection.

Youth service providers are responsible for assuring that all files include all documentary evidence required to verify eligibility, and for management of the eligibility determination and verification systems in their respective operations. A manager or staff other than the person conducting eligibility determination must review on the application for services within 30 days of the eligibility determination review. This review must be done to determine that:

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- The application is complete;
- The determination based on the information contained on the application is correct;
- The information on the application is internally consistent and in all other regards reasonable; and,
- That all required documentation of eligibility is present in the file.
- There shall be an immediate check of verification of eligibility of those participants whose applications are determined by the 30-day review to be deficient or internally inconsistent, and any found to be ineligible will be immediately terminated. If, at any time during enrollment, a participant is found to have been ineligible at the time of enrollment, the Job Growers Program Manager will be notified immediately. Participants found to be ineligible will be exited from the program immediately. The contracted program responsible for verification of documentation will be held accountable for disallowed costs associated with enrollment and service of ineligible youth.

All submitted applications (including those who are ineligible, those who do not complete the eligibility process or those who are not enrolled for other reasons) must be maintained for Equal Opportunity auditing.

All eligibility documentation will be stored and retained in accordance with Job Growers file management policies, procedures and standards.

Additional guidance and procedures regarding participant eligibility determination and processing is provided to contracted providers by Job Growers in supplemental documents and provider training materials.

# Presupuesto Mensual

Nombre del Participante:		Fecha:	
I. Ingreso Mensual		II. Gastos/Pagos	
Ingreso del Participante (No CHS, UI o GA)	\$ _____	Renta/Hipoteca	\$ _____
Ingreso de esposo/a	\$ _____	Seguro de Casa	\$ _____
Seguro de Desempleo Fecha concluyente: _____ / _____ / _____	\$ _____	Impuestos de Propiedad (casa)	\$ _____
TANF, GA	\$ _____	Suministros (electricidad, gas, basura, agua)	\$ _____
Child Support(pensión alimenticia)	\$ _____	Teléfono	\$ _____
GI Bill/VEAP	\$ _____	Comida /Provisiones del Hogar	\$ _____
Vocational Rehabilitation (Rehabilitación Vocacional)	\$ _____	Gasolina	\$ _____
Estampillas de Comida	\$ _____	Seguro del Carro	\$ _____
Seguro Social	\$ _____	Mensualidad de Carro	\$ _____
Disability(pagos de discapacidad)	\$ _____	Reparación de Carro	\$ _____
Worker's Compensation(compensación al trabajador)	\$ _____	Seguro de Salud y otro tipo	\$ _____
Asistencia de Energía	\$ _____	Gastos Médicos (Doctor/dentista, Recetas)	\$ _____
Dinero de familia/amigos	\$ _____	Gastos personales (vestimenta, cortes de pelo, lavandería)	\$ _____
Guardia Nacional o Reserva	\$ _____	Cuidado de Niños	\$ _____
Ingreso de Negocio o rancho	\$ _____	Pagos de Crédito	\$ _____
Pagos de Interés o dividendos	\$ _____	Recreación	\$ _____
Beneficios de Seguro Privado	\$ _____	Otro tipo (especifique)	\$ _____
Otro tipo (especifique)	\$ _____	_____	\$ _____
_____	\$ _____	_____	\$ _____
<b>SUBTOTAL</b>	<b>\$ _____</b>	<b>SUBTOTAL</b>	<b>\$ _____</b>
Pell Grant (Beca Pell)	\$ _____	<b>Calcule gastos escolares por mensualidades</b>	
SEOG	\$ _____	Registro/Matriculación colegial	\$ _____
Other Grants (otras Becas)	\$ _____	Libros/Útiles escolares	\$ _____
Work Study (trabajo de estudiante)	\$ _____	Herramientas o equipo	\$ _____
Loans (prestamos)	\$ _____	Transportación	\$ _____
NAFTA/TAA	\$ _____	Otro _____	\$ _____
_____	\$ _____	_____	\$ _____
<b>SUBTOTAL</b>	<b>\$ _____</b>	<b>SUBTOTAL</b>	<b>\$ _____</b>
<b>Total de Ingreso Mensual</b>	<b>\$ _____</b>	<b>Total Gastos/Pagos Mensual</b>	<b>\$ _____</b>

<b>Nombre de taller:</b>	
<b>Nombre de facilitador:</b>	
<b>Fecha:</b>	

**Por favor conteste las siguientes preguntas:** (con 1 siendo bajo y 10 siendo alto)

¿Qué tan útil era este taller en una escala del 1 al 10?									
1	2	3	5	6	7	8	9	10	
¿En una escala del 1 al 10, la información dada le ayudara en obtener empleo?									
1	2	3	5	6	7	8	9	10	
¿En una escala del 1 al 10, Le recomendaría este taller a otro/a buscador de empleo?									
1	2	3	5	6	7	8	9	10	
Por favor indique las habilidades y eficacia de su facilitador en una escala del 1 al 10.									
1	2	3	5	6	7	8	9	10	

**Por favor incluya algún comentario o sugerencia adicional.**

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**WIA**
**Acuerdo de expectativas del cliente**  
 Customer Expectation Agreement

**La Ley de Inversión en la Fuerza Laboral (WIA) tiene fondos limitados; Por lo tanto, nos reservamos los servicios para aquellos que hacen un compromiso serio con las siguientes expectativas:**

1. Comunicarse cara a cara con su Especialista en Desarrollo de Talento (TDS) y permanecer en contacto con las reuniones programadas, llamadas telefónicas o correo electrónico
2. Reporte cualquier cambio en su dirección, número de teléfono y dirección de correo electrónico a su TDS.
3. Completar un Plan de Empleo Individual (IEP) con su TDS y mantenerse en contacto con su TDS antes de su meta de empleo se cumplan, así como a conseguir un empleo
4. Completar un formulario de presupuesto de los hogares.
5. Mantener el transporte y cuidado de niños confiable que le permitirá llevar a cabo la planificación de su empleo, asistencia a talleres, actividades de formación y todos los otros eventos relacionados con el empleo.
6. Buscar activamente empleo como parte de las metas del IEP y completar un "Formulario de Verificación de Empleo" al logro del empleo

***Además, si usted está recibiendo fondos de formación, se espera que usted:***

1. Asistir al Certificado Nacional de Preparación de Carrera (NCRC) sesión - (Matemáticas Aplicadas, lectura de información, y la información de localización).
2. Notifique a su TDS si tiene problemas o tiene alguna razón para interrumpir el entrenamiento WIA.
3. Al finalizar la capacitación, comuníquese con su TDS con la documentación de finalización
4. En su caso, mantener el promedio de calificaciones (GPA) de 2.0 para los términos financiados y mantener un promedio académico suficiente para graduarse de o recibir la certificación en el área de estudio aprobado.
5. Si, horas suficientes créditos completos aplicables para terminar el curso de estudios aprobado dentro del plazo establecido en el plan de capacitación aprobado.
6. Si procede, entregar evaluaciones intermedias y / o informes de progreso y copias de calificaciones al final de cada trimestre.

**Entiendo las expectativas mencionadas anteriormente y de acuerdo en cumplir. He recibido una copia de este formulario.**

Firma: \_\_\_\_\_ Fecha: \_\_\_\_\_

Nombre Impreso: \_\_\_\_\_



WIA

Exhibit P-12a  
Proceso de Agravio de Buscador de Trabajo

Job Seeker Grievance Process

*El Acto de Inversión de Personal (WIA) valora a Buscadores de Trabajo y sus Objetivos de Empleo. Queremos una relación que colabora basada en comunicación y respeto. El servicio de cliente, la satisfacción y el éxito son nuestra misión.*

*1. Si un Buscador de Trabajo tiene una preocupación, preguntamos que los Buscadores de Trabajo traigan este a la atención inmediata de Especialistas de Desarrollo de su Talento.*

*2. Los Buscadores de trabajo pueden decidir poner su Preocupación/Queja por escrito.*

*3. Si el Buscador de Trabajo tiene preocupaciones ellos sienten la necesidad ser traída a un nivel más alto, ellos pueden ponerse en contacto con uno de los Supervisores de Programa.*

**CANDIDATO** "certifico que he leído "el Proceso de Agravio" y me han dado la oportunidad de hacer preguntas sobre sus contenido. Entiendo que el Formulario de inscripción WIA no es una solicitud de empleo mejor dicho esto es usado para determinar mi elegibilidad para recibir servicios de programa WIA y encontrar exigencias de reportaje federales. Adelante entiendo que el fracaso de proporcionar la información solicitada puede impedirme recibir Servicios WIA.

\_\_\_\_\_  
La Firma del Candidato

\_\_\_\_\_  
Fecha

\_\_\_\_\_  
Imprima el Nombre del Candidato

**LA IGUALDAD DE OPORTUNIDADES ES LA LEY.** Es ilegal para este recipiente de la ayuda financiera Federal para discriminar en las bases siguientes: contra cualquier individuo en los Estados Unidos, sobre la base de raza, color, religión, origen sexual, nacional, edad, discapacidad, afiliación política o creencia; y contra cualquier beneficiario de programas económicamente asistidos bajo el Título I del Acto de Inversión de Personal de 1998 (WIA), sobre la base de la ciudadanía/estado del beneficiario cuando un inmigrante legítimamente admitido autorizó a trabajar en los Estados Unidos, o su participación en cualquier Título WIA "yo económicamente" programa asistido o actividad. El recipiente no debe discriminar en ninguna de las áreas siguientes: la decisión quién será admitido, o tener el acceso, a cualquier Título WIA "yo económicamente" programa asistido o actividad; proporcionando oportunidades en, o tratando a cualquier persona en cuanto a, tal programa o actividad; o tomando decisiones de empleo en la administración de, o en relación a, tal programa o actividad.

**QUE HACER SI USTED LE CREE HAN EXPERIMENTADO LA DISCRIMINACIÓN.** Si usted piensa que usted ha sido sujetado a la discriminación bajo un Título WIA "yo económicamente" programa asistido o actividad, usted puede presentar una demanda dentro de 180 días de la fecha de la violación presunta con tampoco: el Oficial de Igualdad de Oportunidades del recipiente (o la persona que el recipiente ha designado para este fin); o el Director, Centro de Derechos Civil (CRC), Ministerio de trabajo estadounidense, 200 Avenida de Constitución NW, Cuarto N-4123, Washington, DC 20210. Si usted presenta su demanda con el recipiente, usted debe esperar hasta que el recipiente publique un Aviso escrito de la Acción Final, o hasta que 90 días hayan pasado (cualquiera es más pronto), antes de archivar con el el recipiente, usted debe esperar hasta que el recipiente publique un Aviso escrito de la Acción Final, o hasta que 90 días hayan pasado (cualquiera es más pronto), antes de archivar con el Centro de Derechos Civil (ver la dirección encima). Si el recipiente no le da un Aviso escrito de la Acción Final 90 días después del día durante el cual usted presentó su demanda, usted no tiene que esperar al recipiente a publicar aquel Aviso antes de presentar una demanda con CRC. Sin embargo, usted debe presentar su demanda CRC 30 días después de la fecha límite de 90 días (en otras palabras, dentro de 120 días después del día durante el cual usted presentó su demanda con el recipiente). Si el recipiente le da realmente un Aviso escrito de la Acción Final en su queja, pero usted está descontentado con la decisión o resolución, usted puede presentar una demanda con CRC. Usted debe presentar su demanda CRC 30 días después de la fecha en la cual usted recibió el Aviso de la Acción Final.

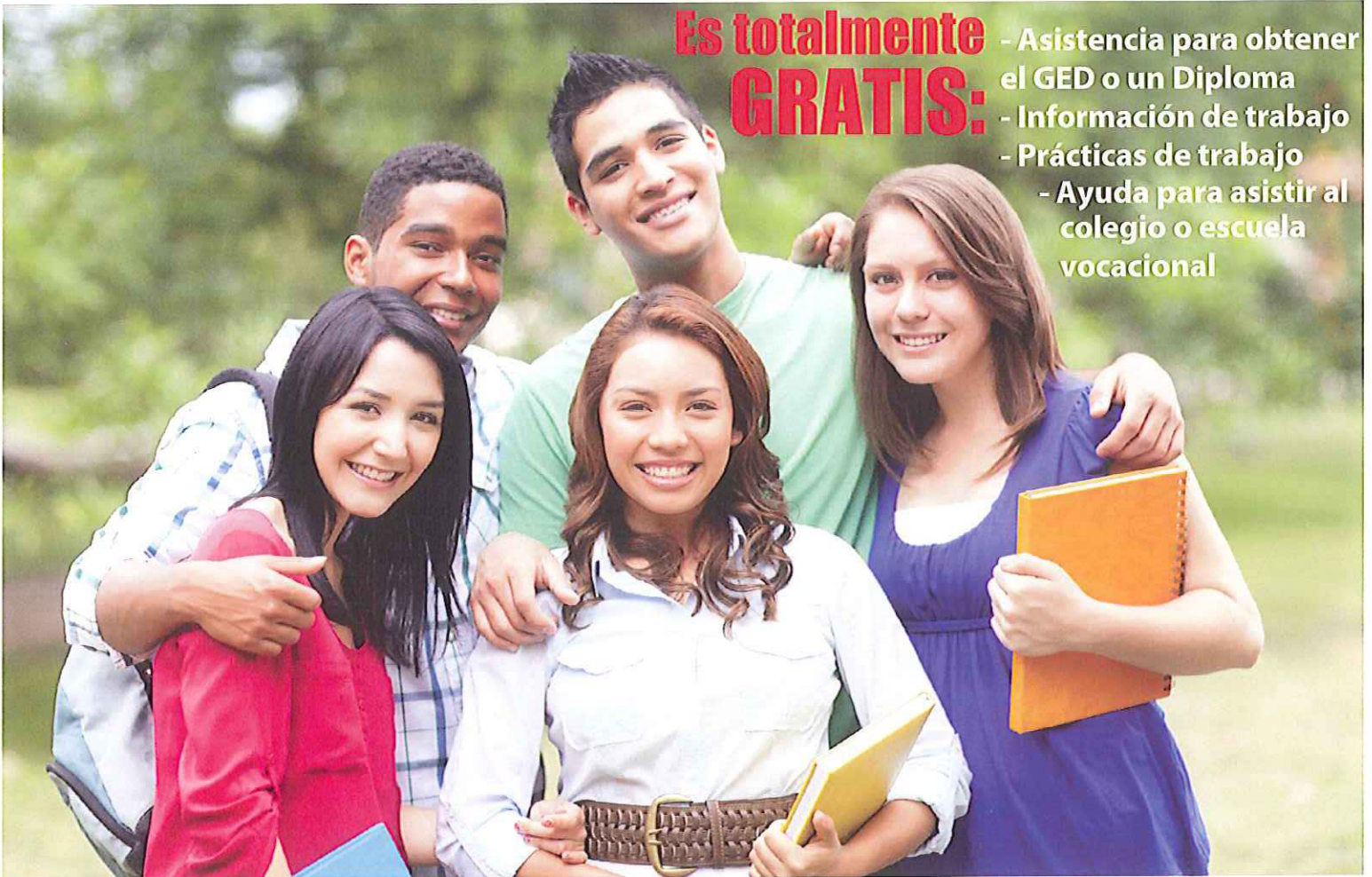
El Contratista WIA ha establecido un procedimiento para resolver cualquier queja que alegue una violación de la Ley de Inversión en la Fuerza Laboral, el Reglamento WIA, la WIA Grant, acuerdos bajo la Ley de Inversión en la Fuerza Laboral o cualquier otra queja que surja en relación con el programa WIA operado por Arbor E & T. Si usted tiene una queja sobre el programa WIA, puede presentar su queja por escrito dentro de un año desde la fecha de ocurrencia de Derek Grossenbacher, Oficial de Igualdad de Oportunidades, Arbor E & T. Es su derecho a presentar una queja bajo el Proceso de Quejas WIA, y no puede ser penalizado por presentar una queja. Después de que se haya recibido su queja WIA, el Oficial EO le notificará por escrito el siguiente paso en el procedimiento de denuncia. Mientras que desea seguir su queja al Oficial EO seguirá los pasos descritos en el procedimiento de quejas. Usted debe estudiar el Procedimiento de Quejas cuidadosamente, y si usted siente que no está siendo seguido los pasos que usted puede ponerse en contacto con Al Lopez, El Oficial de Igualdad de Oportunidades, Workforce Solutions - Zona Centro-Oeste. 400 Oak Street, Abilene, TX 79602 (325) 795 a 4283 • 1-800-735-2988 (Voz Relay Texas) • 1-800-735-2989 (TDD)

Las Soluciones de Fuerza Laboral - Centro Oeste Area EO Oficial le ayudará con cualquier problema que usted puede haber experimentado en la búsqueda de su queja. Si usted tiene alguna pregunta sobre el funcionamiento del Procedimiento de Quejas WIA o te sientes Oficial EO del Contratista y / o las Soluciones de Fuerza Laboral Centro Oeste Area EO Oficial no se le proporciona suficiente ayuda, puede comunicarse con: Comisión de la Fuerza Laboral de Texas, División de Administración, Departamento de Igualdad de Oportunidades, 101 E. 15th Street, Suite 242T, Austin, Texas 78778-0001 (512)463-2400 • 1-800-735-2988 (Voz Relay Texas) • 1-800 735-2989 (TDD)

Se le pedirá que firme este Aviso y una copia de esta notificación firmada será proporcionado a usted. **Por favor, no firme este Aviso hasta que haya leído y que entiendo su contenido.** Si tiene alguna duda, consulte a la persona que te está inscribiendo en el programa de asistencia.

Job Seeker Iniciales \_\_\_\_\_ fecha: \_\_\_\_\_





**Es totalmente GRATIS:**

- Asistencia para obtener el GED o un Diploma
- Información de trabajo
- Prácticas de trabajo
- Ayuda para asistir al colegio o escuela vocacional

¿USTED ESTÁ INTERESADO EN APRENDER ACERCA DE TRABAJOS Y CARRERAS DE ALTO CRECIMIENTO?

**¿TIENES 16 - 21 AÑOS Y VIVES EN EL CONDADO DE MARION?**

Programa para jóvenes En-la-Escuela & Fuera de la Escuela

- Obtener un GED o Diploma
- Obtener Entrenamiento de Trabajo
- Ganar una ventaja en el Mercado de Trabajo
- Aprender qué se necesita para obtener y mantener un trabajo
- Participar en Prácticas de Trabajo
- Educación y Alfabetización Financiera
- Obtener acceso a la Educación Después de la Secundaria

### Usted Aprenderá

- |                     |                        |                   |                         |                           |                            |                           |                         |                      |                          |                  |                           |
|---------------------|------------------------|-------------------|-------------------------|---------------------------|----------------------------|---------------------------|-------------------------|----------------------|--------------------------|------------------|---------------------------|
| Servicio al Cliente | Preparación de Trabajo | Trabajo en Equipo | Comunicación de Empresa | Alfabetización Financiera | Entrenamiento de Seguridad | Desarrollo de Asertividad | Desarrollo de Liderazgo | Competencia Cultural | Resolución de Conflictos | Ética de Trabajo | Habilidades de Entrevista |
|---------------------|------------------------|-------------------|-------------------------|---------------------------|----------------------------|---------------------------|-------------------------|----------------------|--------------------------|------------------|---------------------------|

**Llama o Envía un Correo Electrónico:**

Fuera-de-la-Escuela

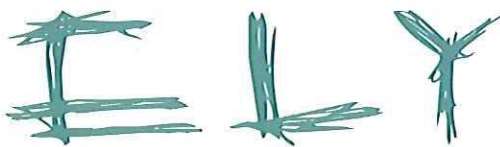
Jorge Anaya  
(503) 949-7117  
janaya@elyprogram.com

En-la-Escuela

Ana Rueda  
(503) 798-8994  
arueda@elyprogram.com

**Solo necesitas Exploración de Carreras**

- |                            |                     |                |
|----------------------------|---------------------|----------------|
| Ser elegible para Trabajar | Asistencia de Salud | Construcción   |
| Satisfacer los Requisitos  | Negocios            | Tecnología     |
| Financieros                | Leyes               | Otras Carreras |



**EMPOWERMENT AND LEADERSHIP FOR YOUTH**  
Job Training & Career Exploration Program

**Programa GRATIS**  
**¡Empieza HOY!**

**AUTHORIZATION FOR RELEASE OF INFORMATION**

We can serve you better if we are able to work with other agencies and/or individuals. By signing this form, you are giving permission for these agencies and individuals to share and exchange information about your situation. We will use and disclose only as much information as needed.

Legal Last Name	First Name	MI
-----------------	------------	----

I **authorize** the following record holders: (individuals, schools, employers, and/or agencies) to share and exchange information to assist me reaching my employment and training goals.

Customer Initials	Record Holder	How much and what Kind of Record	Expiration Date
	Chemeketa Community College	All Records	5 years from date of signature
	Oregon Employment Department	All Records	5 years from date of signature
	Department of Human Services	All Records	5 years from date of signature
	Office of Vocational Rehabilitation	All Records	5 years from date of signature
	Job Growers Incorporated	All Records	5 years from date of signature
	ACT	All Records	5 years from date of signature

If the information contains any of the types of records or information listed below, additional laws relating to the use and disclosure may apply. I understand that this information will not be disclosed unless I place my initials in the space next to the information.

HIV/AIDS \_\_\_\_\_ Mental Health \_\_\_\_\_ Alcohol/Drug diagnosis, treatment, and/or referral \_\_\_\_\_

I can cancel this authorization at any time. I understand that the cancellation will not affect any information that was already released before the cancellation.

I understand that information about my situation is confidential. I have reviewed and understood this form. I understand that Federal and State agencies must follow law about protecting my information; however, some of the agencies or individuals listed above may not be covered by Federal or State Law. They could then share my information with others. I approve the release of this information and agree to the terms.

\_\_\_\_\_  
Full Legal Signature or Mark of Applicant/Participant

\_\_\_\_\_  
Date

\_\_\_\_\_  
Full Legal Signature of Legal or Personal Representative

\_\_\_\_\_  
Relationship                      Date

See reverse for explanation of terms

	This is a true copy of the Original Authorization Document
Full Legal Signature of Agency Staff Personal Representative	
Print Staff Name	

Work Source Oregon s an equal opportunity program/employer. Auxiliary aids or services are available upon request to individuals



# AUTHORIZATION FOR RELEASE OF INFORMATION

Exhibit P-14

with disabilities. Contact your nearest Work Source Oregon Center for assistance.



WIA Title 1B

**MONTHLY HOUSEHOLD BUDGET  
INFORMATION WORKSHEET—PART 1**

APPLICANT NAME:

DATE:

<b>HOUSEHOLD MONTHLY INCOME</b>	
CALCULATE MONTHLY	AMOUNT
Unemployment Insurance: When does your current claim expire? _____	\$
TANF, General Assistance:	\$
Child Support: (only if actually paid to applicant)	\$
Spousal Support: (only if actually paid to applicant)	\$
GI Bill/VEAP: (if being used to pay household expenses)	\$
Work-Study:	\$
Food Stamps:	\$
SSI/Social Security:	\$
Disability Payments:	\$
Worker's Compensation:	\$
Are you receiving help from your gas/electric company to pay your bill?	YES or NO
Money from relatives, friends, etc. for the purpose of household expenses:	\$
National Guard/Reserve Pay:	\$
Business or Farm Income:	\$
Interest or Dividends:	\$
Private Insurance Benefits:	\$
Savings: (if you are withdrawing from your savings for living expenses)	\$
Spouse's Take-home pay: (after taxes)	\$
Applicant Take-home pay: (after taxes)	\$
Other (specify):	\$
<b>TOTAL HOUSEHOLD INCOME:</b>	

Work Source Oregon is an equal opportunity program/employer. Auxiliary aids or services are available upon request to individuals with disabilities. Contact your nearest Work Source Oregon Center for assistance.



**MONTHLY HOUSEHOLD BUDGET  
INFORMATION WORKSHEET—PART 2**

<b>HOUSEHOLD MONTHLY EXPENSES</b>	
<b>CALCULATE MONTHLY</b>	<b>AMOUNT</b>
<b>Rent/House Payment:</b>	
<b>House Insurance:</b>	\$
<b>Property Taxes:</b>	\$
<b>Utilities: (electric, gas, garbage, water, all phones)</b>	\$
<b>Health, Car Insurance or other type of insurance:</b>	\$
<b>Medical Expenses: (doctor, dentist, prescriptions)</b>	\$
<b>Gas for Car(s):</b>	\$
<b>Car(s) payment:</b>	\$
<b>Car repairs:</b>	\$
<b>Cable TV and/or Internet:</b>	\$
<b>Food, Household supplies:</b>	\$
<b>Personal: (clothing, haircuts, laundry)</b>	\$
<b>Credit Payments: (including credit cards, back taxes, etc.)</b>	\$
<b>Child Care:</b>	\$
<b>Recreation/Entertainment: (movies, restaurants, etc.)</b>	\$
<b>Savings: (for retirement, 401K, IRA, etc.)</b>	\$
<b>Child Support Payments:</b>	\$
<b>Other: (loan)</b>	\$
<b>TOTAL HOUSEHOLD EXPENSES:</b>	\$
<b>TOTAL HOUSEHOLD INCOME: (FROM PAGE 1)</b>	
<b>SUBTRACT TOTAL HOUSEHOLD EXPENSES: (FROM PAGE 2)</b>	
<b>TOTAL:</b>	

Work Source Oregon is an equal opportunity program/employer. Auxiliary aids or services are available upon request to individuals with disabilities. Contact your nearest Work Source Oregon Center for assistance.

# October 2014 Workshop Calendar

FREE WORKSHOPS



\*\*\*There is no cost to attend workshops although registration is required to attend all. Space is limited, so please log into your My WorkSource page to reserve your seat today.\*\*\*

\*\*No hay costo para asistir a los talleres. Registración es requerida para poder atender a todos los talleres. El espacio es limitado, por favor metase asu cuenta de Mi WorkSource para reservar su asiento ahora. \*\*

Monday	Tuesday	Wednesday	Thursday	Friday
<p><b>Please arrive on time for your scheduled workshop. If you arrive 10 minutes late you will be asked to reschedule &amp; attend at a later date.</b></p>		<p><b>1</b> National Career Readiness Certificate 8:30-12:30</p> <p><i>Please bring photo I.D. to your NCRC session</i></p> <p>WorkForce Investment Act Orientation 2:00—3:00</p>	<p><b>2</b> Résumé Hero! 9:00—11:00</p> <p>Computacion Basica (ESP) 2:00—4:00</p>	<p><b>3</b> WorkForce Investment Act Orientation 10:00—11:00</p> <p>Interview Like a Pro 9:00—11:00</p>
<p><b>6</b> Learn Computer Basics 2:00—4:00</p>	<p><b>7</b> Perfect Your Interview Answers 2:00—4:00</p> <p>WorkForce Investment Act Orientation 10:00—11:00</p>	<p><b>8</b> National Career Readiness Certificate 12:30-4:30</p> <p><i>Please bring photo I.D. to your NCRC session</i></p>	<p><b>9</b> OVRS Orientations 8:30-10:00 and 10:00-11:30</p> <p>Start Your Own Business Inicie a Su Negocio 1:00-2:00/2:00-3:00</p> <p>WorkForce Investment Act Orientation 2:00—3:00</p>	<p><b>10</b> Résumé Hero! 2:00-4:00</p>
<p><b>13</b> WorkForce Investment Act Orientation 10:00—11:00</p> <p>Resumen/Curriculum (ESP) 2:00—4:00</p> <p>La Entrevista de Empleo (ESP) 10:00—12:00</p>	<p><b>14</b></p>	<p><b>15</b> National Career Readiness Certificate 8:30-12:30</p> <p><i>Please bring photo I.D. to your NCRC session</i></p> <p>WorkForce Investment Act Orientation 2:00—3:00</p>	<p><b>16</b> National Career Readiness Certificate 12:30-4:30</p> <p><i>Please bring photo I.D. to your NCRC session</i></p> <p>Résumé Hero! 9:00—11:00</p>	<p><b>17</b> WorkForce Investment Act Orientation 10:00—11:00</p> <p>Applications are Easier than You Think 10:00 - 12:00</p>
<p><b>20</b></p>	<p><b>21</b> Learn Computer Basics 9:00—11:00</p> <p>WorkForce Investment Act Orientation 2:00—3:00</p>	<p><b>22</b> National Career Readiness Certificate 12:30-4:30</p> <p><i>Please bring photo I.D. to your NCRC session</i></p>	<p><b>23</b> OVRS Orientations 8:30-10:00 and 10:00-11:30</p> <p>Interview Like a Pro 2:00—4:00</p> <p>WorkForce Investment Act Orientation 10:00—11:00</p>	<p><b>24</b> Perfect Your Interview Answers 2:00—4:00</p>
<p><b>27</b> WorkForce Investment Act Orientation 10:00—11:00</p> <p>Welcome to Microsoft Excel 2010 2:00—4:00</p>	<p><b>28</b> Résumé Hero! 2:00—4:00</p>	<p><b>29</b> National Career Readiness Certificate 8:30-12:30</p> <p><i>Please bring photo I.D. to your NCRC session</i></p> <p>WorkForce Investment Act Orientation 2:00—3:00</p>	<p><b>30</b> National Career Readiness Certificate 12:30-4:30</p> <p><i>Please bring photo I.D. to your NCRC session</i></p>	<p><b>31</b> WorkForce Investment Act Orientation 10:00—11:00</p>



- ❖ GED
- ❖ MS Word, Excel, PowerPoint, Access and many more!
- ❖ Basic Office Skills
- ❖ Accounting
- ❖ Call Center & Customer Service
- ❖ Human Services
- ❖ Business Grammar and Writing Skills
- ❖ Custodial Maintenance
- ❖ Food and Service Hospitality
- ❖ Goal Setting
- ❖ Wellness: Stress Management
- ❖ Social Networking for Job Seekers
- ❖ LEAN Manufacturing Processes & Six Sigma
- ❖ Resume Building
- ❖ Many more, 4,000+ Career Enhancement Courses

These are some examples of the many courses ResCare Academy offers. These tools are FREE, convenient and effective. For registration or if you have any questions, please contact your nearest WorkSource Oregon office to meet with a ResCare staff member.

**WorkSource Oregon- Yamhill Center**

370 Norton Lane  
McMinnville, Oregon 97128  
(503) 472-5118

**WorkSource Oregon- Polk Center**

580 Main Street SE, Suite B  
Dallas, Oregon 97338  
(503) 831-1950

**WorkSource Oregon- Woodburn Center**

120 East Lincoln Street, Suite 115  
Woodburn, Oregon 97071  
(503) 982-2817

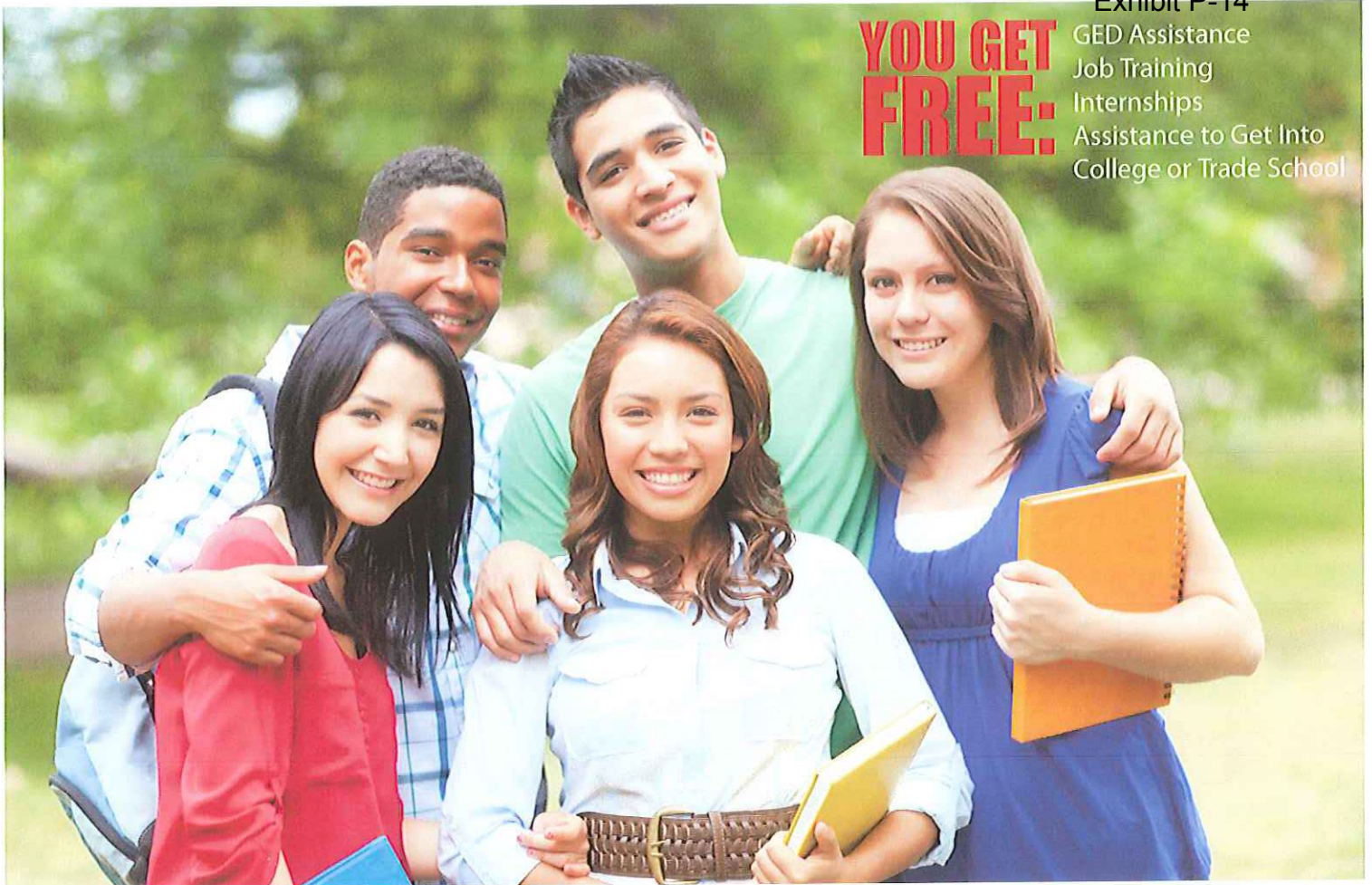
**WorkSource Oregon-Salem Center**

605 Cottage Street NE  
Salem, Oregon 97301  
(503) 378-4846

WorkSource Oregon is an equal opportunity program/employer. Auxiliary aids are available upon request to individuals with disabilities. Contact your nearest WorkSource Oregon Center for assistance. Oregon Relay 1-800-735-2900.

**YOU GET FREE:**

- GED Assistance
- Job Training
- Internships
- Assistance to Get Into College or Trade School



ARE YOU INTERESTED IN LEARNING ABOUT HIGH GROWTH JOBS AND CAREERS?  
**ARE YOU 16-21 YEARS OLD AND LIVE IN MARION COUNTY?**

### Program For In-School & Out-of-School Youth

- Get a GED or Diploma
- Get Job Training
- Gain an Advantage in the Job Market
- Learn What it Takes to Get and Keep a Job
- Participate in a Job Internship
- Financial Literacy Education
- Gain Access to Post High School Education

### You Will Learn

- |                        |                           |
|------------------------|---------------------------|
| Customer Service       | Assertiveness Development |
| Job Readiness          | Leadership Development    |
| Team Building          | Cultural Competency       |
| Business Communication | Conflict Resolution       |
| Financial Literacy     | Workplace Ethics          |
| Safety Training        | Interview Skills          |

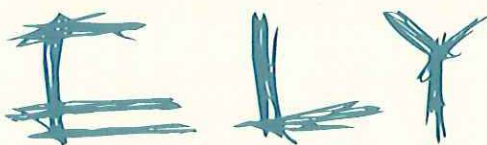
CALL OR EMAIL US TO JOIN  
 Esther Puentes, 503.798.8994  
 Email [epinter@aol.com](mailto:epinter@aol.com)

### All You Need

- Be Eligible To Work
- Meet Financial Eligibility

### Career Exploration

- |             |                     |
|-------------|---------------------|
| Health Care | Construction Trades |
| Business    | Technology          |
| Law         | Other Careers       |



**EMPOWERMENT AND LEADERSHIP FOR YOUTH**  
 Job Training & Career Exploration Program

**FREE Program Starts Now!**



# Yoop!<sup>TM</sup>

## YOOP LOCATIONS

Two Locations to serve  
Yamhill County youth



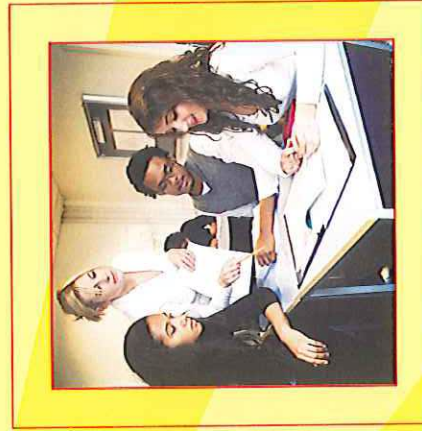
448 Third St. Suite M  
McMinnville 97128  
Phone 503-883-9768  
Fax 503-883-9773



100 E Fifth St  
Newberg 97132  
Phone 503-554-1461  
Fax 503-538-1271

## Yamhill Youth Opportunity Program

*"Where hope and success meet."*



[www.myyoop.org](http://www.myyoop.org)

This Program funded by Job Growers, Incorporated in partnership with WorkSource Oregon. YOOP is an equal opportunity program. Auxiliary aids and services are available upon request to individuals with disabilities.

YOOP is helping develop workforce solutions in Yamhill County by providing educational assistance and skills training to build a work force for businesses and to meet the needs of our community.

### CONTACT INFORMATION

Please call the **Community Liaison** to assist with questions concerning community partnerships such as interest in providing job shadows or internships.

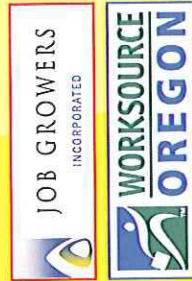
Community Liaison  
503-883-9768

Please call your local **Career Specialist** to assist with questions concerning enrollment & scheduling

McMinnville Career Specialist  
503-883-9768

Or

Newberg Career Specialist  
503-554-1461



A program of  
CHEHALEM YOUTH & FAMILY SERVICES



## WHAT IS YOOP?

The Yamhill Youth Opportunity Program or YOOP is funded by Job Growers Incorporated. YOOP is designed to assist young adults to gain vocational skills and education which helps prepare them to join the workforce in Yamhill County.

YOOP partners with businesses and employers to identify the needs of our business community as well as creates connections for young adults to job placements, mentoring opportunities, and skills training.



## SKILLS Employers Want!

An Oregon Employment Department survey reveals these skills are important to employers and the percentages associated with their importance:

- **99% Work Ethic** - Employers want honest, dependable and productive workers
- **95% Reading & Writing** - Most jobs require workers to read and write
- **90% Math** - Nearly every job requires some math skills
- **68% Leadership** - Employers need skilled staff to guide lower-level workers.

## EDUCATION

*YOOP offers education assistance*

- Tutoring
- Senior projects
- Computer training
- FAFSA & scholarship assistance
- College enrollment support
- Parenting classes



## Education Pays!

2009 U.S. Data from the Bureau of Labor Statistics shows that more education = less unemployment. The census reveals 18.2% of the population who faces unemployment does not have a high school diploma. Education substantially decreases this rate: 11.3% unemployment rate with a high school diploma

## JOB PREP

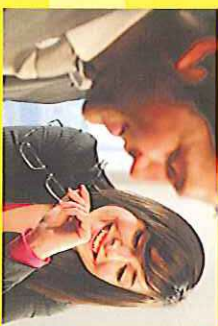
*YOOP helps prepare for the work force*

- Job applications that work
- Help preparing for job interviews
- Job shadows & internships
- Building a better resume
- Writing cover letters

## JOB GROWERS INCORPORATED

Job Growers is a public-private partnership dedicated to strategic workforce solutions. They work with businesses, educational training organizations, foundations, non-profit organizations, and government agencies to identify and address the needs of workforces within Marion, Polk and Yamhill Counties.

*YOOP facilitates Job Growers' mission "to lead the development of workforce solutions that promote and support economic vitality of our community."*



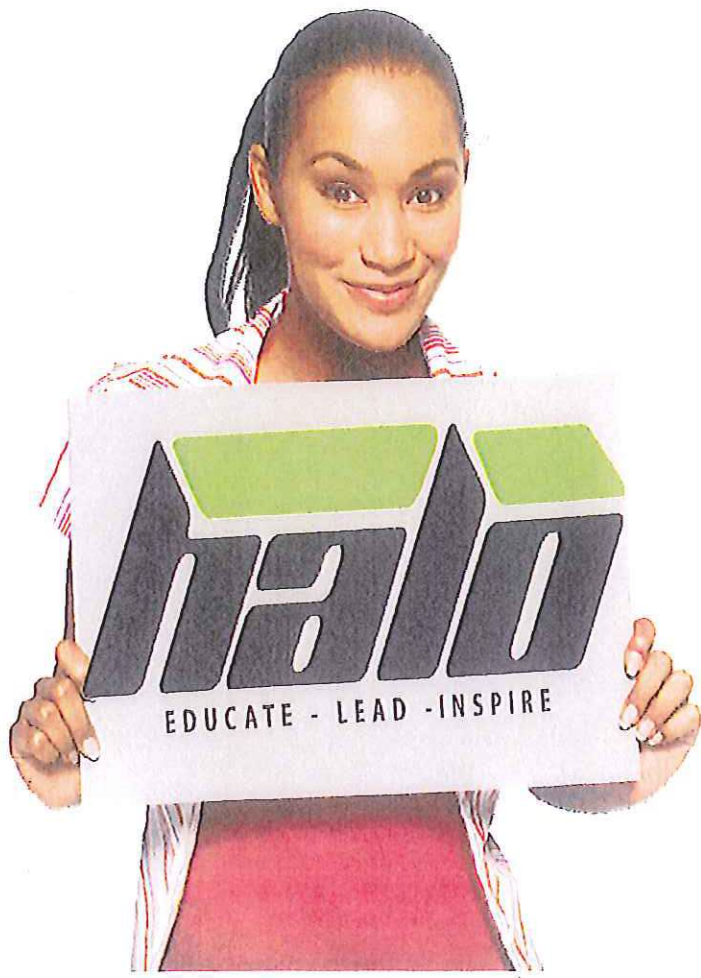
## It's a Win-Win-Win Situation!

YOOP helps create a viable workforce in Yamhill County to meet **community** needs and facilitates **youth** progress towards obtaining the skills **employers** want.





Helping You  
get  
THERE



Free Education  
and  
Career Services

For Young Adults: Ages 16-21

-See Reverse for details-



Eligible Participants  
Can Receive...

- GED Assistance
- Internships & Job Shadow
- Skill Building Workshops
- Leadership
- Career Planning
- College Preparation

[haloprogram.org](http://haloprogram.org)

Phone: 503-606-4256

Email: [halo@thehaloprogram.com](mailto:halo@thehaloprogram.com)

The HALO Program is funded by Job Growers Incorporated  
and is a partner of Worksource Oregon



The HALO Program is an equal opportunity employer/program  
Auxiliary aids and services are available upon  
request to individuals with disabilities.



**GRIEVANCE & COMPLAINT PROCEDURES**

**Date: May 15, 2012**  
 **New**       **Revised**  
**Page 1 of 16**

**PURPOSE**

This policy provides guidance and procedures under which Job Growers Incorporated and its subrecipients/contractors accept and process grievances and complaints that allege a violation of the Workforce Investment Act (WIA) regulations, grants or other agreements administered under the Act, terms and conditions of employment, or discrimination.

**REFERENCES**

Workforce Investment Act, Sections 181 & 188  
 Americans with Disabilities Act of 1990, Title II, Subpart A  
 Age Discrimination Act of 1975, as amended  
 Section 504 of the Rehabilitation Act of 1973  
 Title IX of the Education Amendments of 1972  
 Titles VI & VII of the Civil Rights Act of 1964, as amended  
 20 Code of Federal Regulations (CFR) 667.275, 667.600 – 650  
 29 CFR Parts 31, 32, 34 & 37  
 Oregon Administrative Rules (OAR) 151-010-0015, 151-010-0020, 151-020-0042 & 151-020-0045  
 Oregon Revised Statutes (ORS) 183.502 Alternative Disputes Resolution  
 ORS Chapter 36 Mediation and Arbitration  
 Community Colleges and Workforce Development Policy 589-40.3, Workforce Investment Act IB Non-Criminal Grievance/Complaint Procedure

**POLICY**

Job Growers values customer service and customer satisfaction and prefers that dissatisfaction and complaints be resolved amicably as close to the point of service delivery as possible. Whenever possible all parties are encouraged to use the Alternative Disputes Resolution (ADR) process. When this is not possible, written complaints including those related to discrimination or involving criminal conduct are to be processed following the guidelines established within this policy.

This policy:

1. Provides guidelines for the resolution of grievances or complaints related to:
  - a. Non-criminal violations of WIA IB, and allegations of criminal violations or allegations of fraud and/or abuse related to the provision of WIA IB services; and,
  - b. Nondiscrimination and equal rights provisions of WIA IB.
2. Designates the Job Growers Equal Opportunity Officer as the local area Equal Employment Opportunity (EO) Officer.



**GRIEVANCE & COMPLAINT PROCEDURES**

**Date: May 15, 2012**  
 **New**       **Revised**  
**Page 2 of 16**

3. Establishes requirements for Job Growers to ensure:
  - a. Designation of an EO Officer, in compliance with the State of Oregon Methods of Administration (MOA);
  - b. The Job Growers EO Officer provides notification to the Job Growers Executive Director immediately upon the receipt of any complaint related to the provision of WIA IB services or services provided through a subrecipient/contractor that is a recipient or beneficiary of WIA IB funding; and,
  - c. Each subrecipient/contractor that is a recipient or beneficiary of WIA IB funding has established a written process ensuring that grievances related to WIA IB or non-WIA IB programs or services are referred to the appropriate program for resolution.

**GENERAL**

Under this policy, written complaint procedures shall be made available to every applicant of WIA IB services. Reasonable efforts will be made to ensure that complaint procedures are understood by participants, individuals and recipients of federal assistance under WIA Title I. The written complaint procedure will include notice that the complainant and respondent have the right to be represented by an attorney or other individual of their own choice. With the exception of discrimination complaints, all complaints must be filed within one year (365 days) from the date of the alleged occurrence. Discrimination complaints must be filed within one half year (180 days) from the date of the alleged act of discrimination unless the time is extended by the Assistance Secretary of the Department of Labor for good cause.

All references to days shall be defined as calendar days, with timelines beginning on the day a complaint is received by the EO Officer initially receiving the complaint. Timelines may be extended if good cause is shown, and if both the complainant and respondent parties agree in writing to waive the timelines. A complaint may be withdrawn by the complainant at any time. Such a withdrawal must be in writing.

**I. NONCRIMINAL COMPLAINTS EXCLUDING DISCRIMINATION**

The procedures described below apply to all non-criminal WIA IB complaints filed against Job Growers or its subrecipients and contractors. Job Growers EO Officer will coordinate and assist in the resolution of all WIA IB non-criminal complaints filed against Job Growers or its subrecipients/contractors.

**A. Filing Requirements:**

1. The complainant must file the complaint with the Job Growers EO Officer. The complaint shall be in writing and shall include:
  - a. name, address, phone and social security number of complainant;



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- b. name and address of person or organization complaint is against;
  - c. statement of allegation(s) and date of occurrence(s);
  - d. provision of the Act, regulations, grant, or other agreement believed to have been violated, if applicable;
  - e. synopsis of the informal resolution efforts; and
  - f. satisfaction being sought.
2. The Job Growers EO Officer will determine if the complaint relates to discrimination, a violation or alleged violation of Title IB of the WIA, regulations, grant or other agreements under the Act, or to terms and conditions of employment, or is more appropriately referred to another program or organization offering services through the WorkSource Oregon system.
  3. The Job Growers EO Officer will notify the complainant in writing of the determination within five (5) days of the receipt of a complaint and will include a written copy of Job Growers' complaint process describing the process for resolution based on the determination of the nature of the complaint. As appropriate, notification will include the referral of the complaint to the appropriate non-WIA IB program or organization offering the services.

**B. Processing of Complaints**

**1. Complaints Not Involving a Violation or Alleged Violation of the WIA Act:**

Within ten (10) days of the filing of a complaint Job Growers EO Officer will attempt to resolve the matter informally with the complainant and respondent. If the complaint is related to employment, the complainant will be given the opportunity to be heard by a party other than the complainant's direct supervisor.

Within ten (10) days after this meeting to clarify issues and early efforts at informal resolution, a written summary of the meeting and its outcomes will be provided to the complainant. The summary shall include the:

- Filing date of the complaint;
- Date of informal meeting to clarify or resolve the complaint;
- Determination of the nature of the complaint;
- Summary of the process used to investigate the complaint;
- Findings regarding the complaint, including the names and contact information for the parties involved;
- Proposed resolution of the complaint;
- Signed receipt or statement that a copy of the complaint process was transmitted to the complainant; and,
- Date and method of transmittal of the summary to the complainant.





If the complainant is dissatisfied with the proposed resolution, an appeal may be submitted to the Department of Community Colleges and Workforce Development. The appeal must be submitted in writing, within 10 days of Job Growers' decision.

If it is determined that a non-criminal violation of the WIA, regulations, grant or other agreement under the Act has occurred, the Job Growers EO Officer will notify the complainant.

## 2. Complaints Alleging Non-Criminal Violation of the WIA or Regulations

If it is decided that the complaint does relate to a non-criminal violation or alleged violation of the Act, regulations, grant, or other agreement under the Act, the parties to the complaint are afforded the opportunity to informally resolve the matter. Both parties may agree, in writing, to waive the thirty (30) day timeline for formal hearing and sixty (60) day timeline for a decision in order to attempt to resolve this matter informally.

Job Growers EO Officer will set a date for an informal Resolution and Issues Clarification meeting within ten (10) days of the receipt of the complaint.

### Requesting and Scheduling a Formal Hearing

If dissatisfied with the results of the informal resolution meeting, the complainant may request a formal hearing. Such requests must be made in writing and, if no informal resolution was attempted, within twenty-five (25) days of the date of filing of the complaint. The request for hearing should be directed to the Job Growers EO Officer. The complaint may be amended, in writing, at any time within ten (10) days before the formal hearing.

The Job Growers EO Officer will schedule the formal hearing within thirty (30) days from the receipt of the complaint, notify the complainant in writing of the hearing date, time and place, unless the parties have agreed, in writing, to waive this timeline.

### Hearing Officer

Upon receipt of a request for a formal hearing, the Job Growers EO Officer shall designate a Hearing Officer. The complainant or respondent may request a different Hearing Officer be appointed. The request for a change in Hearing Officer must be filed within five (5) days after parties received notification of the hearing schedule and the designation of the Hearing Officer. No party shall be permitted to make more than one (1) claim of partiality in any one complaint, and only one request for designation of an alternate Hearing Officer may be made by



either party for each complaint. In such a case all timelines shall automatically be extended ten (10) days.

#### Conducting the Formal Hearing

The Hearing Officer coordinates the formal hearing. Both parties shall be provided an opportunity to present evidence, cross-examine witnesses, and be represented by legal counsel. The hearing shall be taped, and a record, including all exhibits, shall be maintained. The complainant may withdraw the complaint in writing at any time. The Hearing Officer shall provide to all parties a written recommendation, defining issues, facts, and suggested resolution. If the complainant or representative does not appear for the hearing, the complaint may be dismissed or the Hearing Officer may rule on the evidence presented.

#### Decision by the Job Growers Executive Director

The Job Growers Executive Director shall consider the complaint, informal resolution efforts, and the Hearing Officer's recommendation. The Job Growers Executive Director shall then issue a written decision defining issues, facts and resolution and forward a copy of the decision to each party. The decision shall include notice that the complainant has the right to request that the State review of the decision. The decision shall be made no later than sixty (60) days after the filing of a complaint, unless extended upon a showing of good cause and agreement by both parties, in writing, to waive the timelines.

#### Recourse Available to the Complainant Under the Formal Resolution Process

If the complainant receives an unsatisfactory decision or if Job Growers fails to issue a decision within the prescribed timelines, unless the timelines have been waived, the complainant or respondent may request a review by the State.

#### State Review

The request for State review of the decision must be submitted to the:

State Grievance Coordinator  
 Department of Community Colleges and Workforce Development (CCWD)  
 255 Capitol St. NE, Salem, OR 97310

on behalf of the complainant or respondent within ten (10) days of the decision of the Job Growers Executive Director, or in the absence of a decision within fifteen (15) days from the date of the complainant should have received a decision. The State may request all necessary information, including, but not limited to the following:

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- a. Copy of the written complaint/grievance
- b. Synopsis of the informal resolution efforts
- c. Tapes of and exhibits from the hearing
- d. Hearing Officer's recommendation
- e. Job Growers' decision

CCWD will review the complaint within ten (10) days of receipt of the Request for Review to ensure that the hearing process was followed and that any regulations were correctly interpreted. For purposes of the review, Job Growers' factual determination will be accepted. If the record contains enough information to render a decision, CCWD will issue a final decision within thirty (30) days of receipt of the request for review as to whether the process was followed and whether a material regulation or legal requirement was incorrectly or inadequately interpreted.

If the hearing was in accordance with the hearing procedure, and the material regulations were correctly interpreted, CCWD shall issue a final written decision to all parties affirming Job Growers' hearing decision. If within ten (10) days of receipt of the Request for Review CCWD finds any evidence of an irregularity in the hearing process, or determines that a material regulation was incorrectly or inadequately interpreted and additional information is needed to render a final decision, Job Growers will be given fifteen (15) days to gather and provide CCWD the additional information. Such requirement for additional information will include any necessary instructions. CCWD will review the additional information and issue a final decision to all parties within thirty (30) days of receipt of the Request to Review, either affirming or denying Job Growers' hearing decision.

**Recourse Available to the Claimant after State Review Process**

If the State does not complete a review within thirty (30) days of receipt of request, the complainant or respondent may request a review with the Secretary of Labor within sixty (60) days from the original review completion date (see 20 CFR 667.610).

If either party has received an adverse decision from the State they may appeal to the Secretary of Labor within one hundred twenty (120) days from the date of filing of the complaint with the State, or the filing of the appeal of a local complaint with the State (See CFR 667.610).

All appeals must be submitted by certified mail, return receipt requested, and addressed to:



Secretary of Labor  
 U. S. Department of Labor  
 Washington, D.C. 20210  
 Attention: ASET

A copy of the appeal must be simultaneously provided to the opposing party and to the Employment and Training Administration Regional Administrator addressed as follows:

Regional Administrator  
 Employment and Training Administration  
 U. S. Department of Labor  
 71 Stevenson Street, 8th Floor  
 San Francisco, CA 94119

## **II. PROCEDURE FOR DISCRIMINATION COMPLAINTS**

Complaints alleging violation of the equal employment opportunity and nondiscrimination provision of the Workforce Investment Act and implementing regulations will follow the state of Oregon Methods of Administration (MOA), and will be processed in such a manner as to assure accurate and timely communication among CCWD, and Job Growers.

The complaint may be filed either with the Job Growers EO Officer, CCWD EO Officer, State of Oregon EO Officer or directly with the Director of the U.S. Department of Labor Civil Rights Center (CRC). In order to provide for prompt and informal resolution, any complainant alleging violation of the equal employment opportunity or nondiscrimination provisions of the WIA relating to a subrecipient/contractor of Job Growers or an affiliate is encouraged to file the complaint directly with that agency or with the Job Growers EO Officer.

To the extent possible, complaints will be resolved amicably as close to the point of service as possible. The complainant has the option of resolving the complaint through the Alternative Disputes Resolution (ADR) process.

### **A. Notification and Responsibilities in the Receipt of a Complaint**

All complaints received by the CCWD EO Officer will be referred to the Job Growers EO officer.

When a complaint is filed against a partner in a WorkSource Oregon setting, the EO Officer accepting the complaint must notify the co-located partners, and ensure that the Job Growers EO Officer is notified. The EO Officer accepting the complaint must



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notify the Job Growers EO Officer that a complaint has been received and the basis for the complaint without revealing confidential information. The Job Growers EO Officer is responsible for notifying the Job Growers Executive Director.

**B. Complaint Processing Procedures**

The complaint process is defined in considerable detail in the body of the State of Oregon Methods of Administration (MOA). Job Growers will comply with the procedures defined in the state of Oregon MOA in the event a complaint is filed against a WIA-financially assisted program or activity on the basis of prohibited grounds of discrimination or lack of equal opportunity. All other complaints filed with subrecipients/contractors on the basis of grounds not described herein, such as food stamp eligibility, are not subject to this complaint procedure and are resolved by the state partner agencies using their own established complaint processes.

**C. Basis for a Complaint**

Complaints may be filed under the MOA on the basis of:

1. Alleged discrimination on the basis of race, color, national origin, religion, sex, age, disability, political affiliation or belief, and for beneficiaries only, citizenship and WIA Title IB participation; and,
2. If an individual believes they have been intimidated, retaliated against, threatened or coerced because they have:
  - a. filed a complaint under WIA Section 188;
  - b. opposed a practice prohibited by the non-discrimination and equal opportunity provisions of WIA;
  - c. furnished information to, or assisted or participated in any manner, an investigation, review, hearing, or any other activity related to the provisions under 29 CFR 37; or
  - d. exercised any rights and privileges under WIA Section 188.

**D. Elements of the Complaint Process**

The complaint process includes five general elements:

1. Jurisdiction;
2. Methods of resolution or disposition;
3. Notice of final disposition;
4. Processing timeframes; and,
5. Recordkeeping.

Job Growers EO Officer oversees the complaint process, which may progress to the CCWD EO Officer (in the case of WIA IB funds) or to the subrecipient/contractor's



state agency EO Officer (in the case of non-WIA IB funds) and on to DOL's CRC through the statewide EO Officer.

### **E. Who May File Complaints and When**

1. Complaints may be filed by:
  - a. Applicant/registrant for aid, benefits, services or training, eligible applicants/registrants, participants; or
  - b. Employees; applicants for employment; or
  - c. Eligible service providers, and service providers; that may be attributed a characteristic protected under the WIA.
  
2. Generally, there are three types of complaints:
  - a. Individuals filing on their own behalf;
  - b. Individuals or a group filing on a class basis; or,
  - c. A third party complaint authorized by the complainant in writing.

All complaints must be submitted in writing within 180 days of the alleged incident, and must contain standard information as described in 29 CFR 37.73 as printed in the Department of Labor's Civil Rights Center's (CRC) Complaint Information Form. However, for good cause shown, the Directorate of the CRC may extend the filing time. The time period for filing is for the administrative convenience of CRC, and does not create a defense for the respondent.

### **F. The Complaint Process**

#### **1. Receipt of a Complaint**

On receipt, the Job Growers EO Officer reviews the complaint for:

- Jurisdiction;
- Timeliness; and the
- Basis of the complaint.

#### **a. Jurisdiction**

Any complaint alleging discrimination must meet the following criteria to be considered under this policy:

- That the individual making the complaint believes that he/she, or any class of individuals, has been subjected to discrimination on a basis prohibited by Workforce Investment Act Section 188 and/or 29 CFR 37.
- That the individual or entity against which the complaint is filed receives financial assistance under the Workforce Investment Act (refer to 29 CFR Part 37.4 for definitions of recipient, etc.);

#### **b. Timeliness**



The written complaint is filed within 180 days of the alleged discriminatory act. If received later than 180 days from when the discriminatory action took place, the office may close the complaint as being untimely (The Director, Civil Rights Center may extend the filing time if good cause is shown); and

**c. Basis for the Complaint**

The complaint is filed in writing, is signed by the complainant or their authorized representative, contains the complainant's name and address (or gives other specific means of contact), identifies the respondent, and describes the complainant's allegations in sufficient detail to allow the recipient of the complaint to determine if the complaint has merit.

**Complaint Format**

The written complaint must contain the following information:

- 1) The complainant's name and address (or other means of contact);
- 2) The identity of the respondent (the individual or entity that the complainant alleges is responsible for the discrimination);
- 3) A description of the complainant's allegations. This description must include enough detail to allow the recipient of the complaint to decide whether:
  - USDOL CRC or the recipient of the complaint has jurisdiction over the complaint;
  - The complaint was filed in time; and
  - The complainant has apparent merit; in other words, whether the complainant's allegations, if true, would violate any of the nondiscrimination and equal opportunity provisions of WIA or this part; and
- 4) The complainant's signature or the signature of the complainant's authorized representative.

**2. Written Notification**

Immediately upon receipt of a written complaint the Job Growers EO Officer must send written notice to the complainant. This written notice must contain:

- A complaint process timeline, including that written Notice of Final Action is due 90 days after the complaint is filed;
- References to ADR options;
- Option of direct filing with USDOL CRC; and
- An acknowledgment that the recipient has received the complaint.

The complaint must be entered in the local Complaint Log and a copy of the written complaint shall be forwarded to the Statewide EO Officer and Agency EO Officer



within 5 days of the filing of the written complaint. The Job Growers EO Officer also notifies other state recipient partners at the WorkSource Oregon site (if applicable) and other required parties that a complaint has been filed against a specific recipient, the alleged basis for the complaint, and determines the recipient agency EO Officer that will assist in preparing the Initial Response.

The Job Growers EO Officer works with the recipient agency EO Officer that is assigned jurisdiction (the state recipient partner agency's EO Officer, for example) to investigate and prepare the Initial Response within 20 days. The Initial Response must contain a statement of the issue(s), including a list of the issues raised in the complaint, and for each such issue, a statement whether the recipient will accept the issue for investigation or reject the issue, and the reasons for each rejection.

**a. Notice of Lack of Jurisdiction**

- 1) The Job Growers EO Officer will notify the complainant in writing immediately, if it is determined that:
  - There is no jurisdiction, or multi-jurisdiction. In such cases, the complainant must be notified immediately in writing of the reason(s), noting the right to file a complaint with the CRC within 30 days of the date on which the complainant receives the notice. Lack of jurisdiction may be based upon untimely filing of a complaint that is filed more than 180 days from the alleged incident. Should the complainant appeal a decision based on late filing with the CRC, the complainant has the burden of proving to the Directorate of the CRC that the time limit should be extended as described at 29 CFR 37.81.
  - The complaint falls outside the scope of the State of Oregon MOA. In such cases the complainant will be referred to the appropriate jurisdiction and the complaint will be processed through the appropriate complaint process.
- 2) The written Notice of Lack of Jurisdiction must include:
  - A statement of the reasons for that determination;
  - Notice that the complainant has a right to file a complaint with USDOL CRC within 30 days of the date on which the complainant receives the Notice. If the complaint does not involve a recipient as defined under 29 CFR Part 37.4, the Job Growers EO officer will assist the complainant in forwarding the complaint to the most appropriate agency for resolution; and
  - Referral, as appropriate, to the recipient agency with jurisdiction over the complaint.

**b. Alternative Dispute Resolution (ADR)**

It is the policy of the State that Alternative Dispute Resolution programs exist in every state agency, for use internally and with external customers. In addition, Oregon Revised Statutes Chapter 36, Mediation and Arbitration, state that it is the intent of the State to foster the development of community based programs to assist citizen in resolving disputes and developing skills in conflict resolution. To facilitate this intent, the Oregon Dispute Resolution Commission operates a clearinghouse to point disputants towards ADR resources. ADR activities are authorized at Oregon Revised Statutes 183.502. The ODRC website can be found at: [www.odrc.state.or.us](http://www.odrc.state.or.us).

EO Officers are trained on the elements of ADR and all WorkSource Oregon sites have been encouraged to identify and use local ADR resources. The Job Growers EO Officer will attempt to initiate the ADR process with the complainant and contact the state/recipient agency EO Officer if necessary. The complainant must be offered ADR immediately upon receipt of the complaint. The choice whether to use ADR rests with the complainant; the preferred form of ADR is mediation.

Mediation is a voluntary process during which a neutral third party assists both parties (complainant and respondent) to communicate their concerns and come to an agreement about how to resolve a dispute. The mediator does not make decisions, rule as to who is right or wrong, take sides or advocate for one side or the other. The role of the mediator is to help with communication so the parties can reach an understanding about how to best resolve their differences. As the law allows, mediation proceedings and the information shared are confidential and no information divulged during this mediation may be used in court or any legal or administrative proceedings.

If ADR fails, the complaint will be processed through the recipient's standard complaint resolution process. A party to any agreement reached under ADR may file a complaint with the Director, USDOL CRC in the event the agreement is breached. In such circumstances, the following rules will apply:

- The non-breaching party may file a complaint with the Director, USDOL CRC within 30 days of the date on which the non-breaching party learns of the alleged breach;
- The Director, USDOL CRC must evaluate the circumstances to determine whether the agreement has been breached. If he or she determines that the agreement has been breached, the complainant may file a complaint with USDOL CRC based upon his/her original allegation(s), and the Director will waive the time deadline for filing such a complaint.



If the parties do not reach an agreement under ADR, the complainant may file a complaint with the Director, Civil Rights Center.

### **3. Fact Finding/Investigation**

The Job Growers EO Officer has 30 days in which to resolve the complaint. During this time the EO Officer should gather all available information relating to the alleged discriminatory actions. At a minimum this fact finding should include:

- Discussion with the complainant to identify the elements of the complaint;
- Interviews with witnesses or others who have knowledge of the issue involved;
- Review of written and electronic files and records which pertain to the complainant and the alleged discrimination; and
- Interviews with the person(s) accused of the act (the respondent).

The investigator should take extensive notes during this process to assure nothing is missed and to help with the resolution of the complaint.

### **4. Initial Response**

The Job Growers EO Officer has up to 20 days from receipt of the complaint to investigate and prepare and issue the Initial Response, which includes acknowledgment that:

- The recipient has received the complaint;
- The complainant has the right to be represented in the complaint process;
- A statement of issues accepted or denied and reasons for denial; and
- Other required elements specified at 29 CFR 37.70 et seq.

Following the Initial Response, the state recipient agency's EO Officer continues to investigate and attempts to resolve the complaint for up to 20 additional days.

### **5. Notice of Final Action**

Within 90 days of the receipt of a complaint, a written Notice of Final Action must be provided to the complainant. The Notice must contain the following information, for each issue raised in the complaint, a statement of either:

- The recipient's decision on the issue and an explanation of the reasons underlying the decision, or a
- Description of the way the parties resolved the issue; and
- Notice that the complainant has a right to file a complaint with USDOL CRC within 30 days of the date on which the Notice of Final Action is issued if he or she is dissatisfied with the recipient's final action on the complaint.

The state recipient agency's EO Officer prepares a draft Notice of Final Action for review by the statewide EO Officer residing at the Oregon Employment Department.



The statewide EO Officer takes up to 30 days to provide technical support to those preparing the Final Notice to assure that it contains the required elements per CFR, before the Job Growers EO Officer returns the Final Notice to the complainant. The written Final Notice explains for each issue raised:

- The recipient's decision and basis for it; or
- A description of the way the parties resolved the issue; and
- Appeal rights.

The statewide EO Officer logs the complaint, informs the Governor and US DOL CRC of its resolution, and recommends to the Governor or Governor's representative corrective action and/or sanctions that may be needed to cure the complainant. If corrective actions are required, the statewide EO Officer monitors them and reports to the Governor and USDOL CRC on their satisfactory completion, within the remaining 20 days remaining in the 90 day complaint process.

The Final Notice is due 90 days from the date of initial filing of the complaint. If the complainant is dissatisfied with the Final Notice, or there is no Final Notice issued, the complainant must wait an additional 30 days from the issue of the Final Notice, or the date the Final Notice was due, before filing a complaint with USDOL CRC.

## **6. Resolution**

Resolution means that legitimate complaints (those complaints with merit) are resolved to the satisfaction of the complainant. If the complaint is determined not to have merit the complainant must be notified immediately as explained under Notice of Lack of Jurisdiction.

If the Job Growers EO Officer is unable to reach resolution within 30 days the complaint and all information gathered during the local-level investigation must be passed to the State EO Officer responsible for resolution.

An extension may be requested by the Job Growers EO Officer, with the permission of the state/recipient agency EO Officer and in consultation with the State EO Officer, to facilitate resolution. Resolution may include such actions as:

- Disciplinary action against the party found responsible for discriminatory action(s);
- Corrective actions required by the recipient; and
- Sanctions against the recipient of WIA funding, including the withdrawal of WIA funding.

### **a. Due Process**





During the process of attempting to come to resolution of the complaint, the State EO Officer shall ensure that all parties involved are given due process. These due process elements include:

- Notice to all parties of the specific charges;
- Notice to all parties of the responses to the allegations;
- The right of both parties to representation;
- The right of each party to present evidence, and to question others who present evidence; and
- A decision made strictly on the evidence on the record.

**b. Determinations**

At the conclusion of the investigation of the complaint, the investigating authority must take the following actions:

- Determine whether there is reasonable cause to believe that the respondent has violated the nondiscrimination and equal opportunity provisions of WIA or 29 CFR Part 37; and
- Notify the complainant and respondent, in writing, of that determination.

**1) Violation Found**

If the investigating authority finds reasonable cause to believe that the respondent has violated the nondiscrimination and equal opportunity provisions of WIA or 29 CFR Part 37, an Initial Determination must be issued. The Initial Determination must include:

- The specific findings of the investigation;
- The corrective or remedial action that the Governor's Office and State EO Officer's proposes to the respondent, under Element Nine of the MOA and 29 CFR Part 37.94;
- The time by which the respondent must complete the corrective or remedial action;
- Whether it will be necessary for the respondent to enter into a written agreement under Element Nine of this MOA and 29 CFR Part 37.95 and 37.96; and
- The opportunity to engage in voluntary compliance negotiations.

**2) Violation Not Found**

If the investigating authority determines that there is no reasonable cause to believe that a violation has taken place, a Final Determination must be issued. The Final Determination represents the Governor's Office and State EO Officer's final action on the complaint. The Final Determination must:

- Be issued within the 90 day complaint resolution period;



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- Give the investigating authority's decision on the issue and an explanation of the reasons underlying the decision; and
- Notice that the complainant has the right to file the complaint with the Director, Civil Rights Center.

**c. Corrective Actions**

If, during the course of investigating the complaint, discriminatory actions are discovered, corrective action will be taken immediately, regardless of whether the complaint is resolved at the state level or is filed with USDOL CRC. This process of corrective actions and sanctions is described in Element Nine of the State of Oregon MOA.

**7. Record Maintenance**

Job Growers shall maintain records regarding complaints and actions taken for at least three years. Such records shall be maintained in a secure area and made available only to those with authorization. The complaint and any information gathered during the investigation may not be discussed or revealed to anyone not legitimately entitled to access (29 CFR 37.41). Investigators from the USDOL CRC will have access to any information collected by each recipient as outlined in 29 CFR 37.40.

**ACTION**

Job Growers and its subrecipients/contractors will take the necessary action to support and assure adherence to this policy. This policy will remain in effect from the date of issue until such time that a revision is required.

**INQUIRIES**

Inquiries should be addressed to the Job Growers EO Officer at 503-581-1002.

## Chapter 18

### Participant Reporting Systems (I-Trac Supplementary Data Entry Instructions)

As stated in Chapter 5, records of eligibility and enrollment must be maintained for each youth served by the Youth Opportunity System. These records are expected to include:

- A hard copy file
- An electronic file which is maintained in the I-Trac system.

YOS staff may also require access to the WorkSource Oregon Management Information System (WOMIS) and iMatchSkills for participant outcomes management.

To maintain confidentiality and security, computer screens should not be visible from public areas. Passwords to participant tracking systems should not be shared or written down. All staff must go through the Oregon Employment Department confidentiality and security training prior to being given access to WOMIS and/or iMatchSkills. All staff will also receive training in the I-Trac system prior to being given access, including agreeing to all terms and conditions of its use as specified by WorkSystems Inc. If a provider hires new staff, contact the Job Growers Incorporated Program Manager for instruction and guidance to obtain training and access to these systems.

### Navigation

For the purposes of this chapter, the following icons are used to provide additional information:



NOTES: Important information to note to avoid mistakes.



RESOURCES: More information available in another chapter or document.

### Data Entry Requirements

It is expected that in the course of supporting youth as they work toward goals and plans, providers will maintain regular communication with youth. Providers are expected to note all communication with youth in the data management system, and include print outs of notes and participant performance information in the participant file, this can be in the form of the Participant Performance Report (available through the Reports link at the top of each I-Trac page). Providers may wish to develop additional tracking systems, but they may not replace the use of automated case notes and data management systems as prescribed in this chapter.

Data Entry of participant activities must be kept updated. Data will be kept current, entered **within two business days** of each activity or staff service.

Information that is maintained and updated regularly within I-Trac, such as activity tracking, case notes, and individual service plans, must be included with the files at any time they are called for review, including

program monitoring. To reduce duplication and minimize paper-handling, they are not required to be present in hard copy files at all times.

### Supplemental Data Entry Instructions

The supplementary instructions that follow accompany the I-Trac Youth Data Entry Manual provided by Worksystems Inc. Use the manual and this supplement together in order to have a complete understanding of how to enter and maintain participant information in the I-Trac system.

You can find information on how to sign on to I-Trac in the Youth Data Entry Manual, as well as information on updating your profile. If you have difficulty, contact the JGI Youth Program Manager for assistance.

### Overview

1. Log in to I-Trac (<https://www3.i-trac.org/>)
2. Choose **I-Trac** from the four green tabs up in the left hand corner.
3. Enter the participant/applicant's name and/or I-Trac ID number in the space provided and click **search**. Youth will be in the I-Trac system if they have completed the online application process, was previously or is currently enrollment with another provider or funding stream.
4. Click the **select** button under **Search Results/Add Customer** to display all current and past enrollments in WIA.
5. Click **select** again to access the participant record for the youth enrollment with your program and blue tabs will display across the top of the screen.

Order of the tabs across the top of page:



### PARTICIPANT SEARCH

When enrolling youth staff will follow step 3, above, to search for youth in I-Trac. This ensures there is not a current enrollment in another WIA stream or program.

- If the applicant is in the system with a current enrollment, staff will contact the current provider prior to entering a new youth enrollment into the system.
- If it is appropriate to enter the enrollment, select the applicant by clicking on **select** and proceeding with the online application.
- If the applicant is not in the system, proceed with entering the applicant into I-Trac by clicking **add** and proceeding with instructions for entering application information.

## ONLINE APPLICATION

Data entered into the online application will be stored in a customer record in the I-Trac database and will allow programs the ability to screen applicants that are appropriate. The data that is submitted through the Online Application will be saved in I-Trac and retrievable by staff for further program data collection. For more information regarding the online application process see page 18 of the I-Trac Youth Data Entry Manual.

Programs may choose to allow youth to complete the online application on their own. This practice is not recommended as a common practice as it can result in mis-information, typos, and the need for staff updates to data elements such as employment barriers. If programs choose to allow youth to enter information directly into the online application, staff should bring up the URL below on the computer prior to youth accessing the computer in order to eliminate the possibility of youth accessing I-Trac and confidential information of other participants, or any other program information, e-mail, etc.

Another option is for staff to access the online application and assist the youth with completion of the information in order to reduce the errors described above.

Access the online application through the Resource Tab and click the "R3 Youth" box under "Online Application" or via the URL specific to Region 3 youth programs:

<https://www3.i-trac.org/OnlineApplication/R3YouthOnlineApplication.aspx>

In order to complete the application, the following data elements will be required and should have been provided. If additional information is needed, staff will have an opportunity to gather that after the eligibility interview is conducted.

### Online Application Data Elements

- Referred By (Program Referral)
- Last Name
- First Name
- DOB
- SSN (optional – if left Blank, customer is refusing to disclose)
- SSN Disclosure Statement has been read checkbox
- Gender
- Email
- Home Address
- Mailing Address
- Primary Phone
- Ethnicity/Race

- Other Demographics
- Primary Language
- Legal to Work
- Veteran Status
- Education Status
- Highest Grade Completed
- Current/Last High School Attended
- Employment Characteristics (may check 'none apply')
- Family Size
- Family Income (optional – collecting income during this phase will assist in the screening process)
- Employment Status
- Employment History
- Employment Information (if Employment History is 'Never Employed' – not required)

Once the URL is entered, the following page will display:

## Youth Services Application

Thank you for your interest in education, training and employment services. Completing this online application is the first step in the application process for this program. Youth that are under the age of 18 may submit this online application; however, they will need a parent or guardian's signature approval to complete the application process and participate in the program. Once you have submitted this application, please print the confirmation page and make an appointment with program staff.

Information submitted will be kept confidential and only used by authorized program staff to conduct program eligibility, provide services, and track performance to funders.

**\* indicates required field**

---

**Referred By\*** (Please identify the organization that asked you to complete this application)

---

<b>Last Name*</b>	<b>First Name*</b>	<b>MI</b>	<b>Gender*</b>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="radio"/> Male <input type="radio"/> Female
<b>Birth Date*</b> (MM/DD/YYYY)	<b>Age</b>		
<input type="text"/> / <input type="text"/> / 19 <input type="text"/>	<input type="text"/>		

---

**SSN Disclosure:** This is a federally funded program and your SSN is used for performance tracking purposes. Providing your SSN is confidential. Please read our [SSN Disclosure Statement](#).

<b>Social Security Number</b> (No dashes)	<b>SSN Disclosure Statement and Consent to Release SSN*</b> (Check one of the following)
<input type="text"/>	<input type="radio"/> I have read the SSN Disclosure Statement and give my consent to use my SSN
<b>Confirm Social Security Number</b>	<input type="radio"/> I have read the SSN Disclosure Statement and do not give my consent to use my SSN
<input type="text"/>	

### Cancel Application

- If you or the customer leaves the URL in the middle of data entry, the application will NOT be saved or submitted.
- If you or the customer clicks the **cancel** button, the application will NOT be saved

### Submit Application

- The **submit** button at the bottom of the page must be clicked.

### Missing/Invalid Information

- The application cannot be submitted until all required information has been entered
- If **submit** is selected while there is still missing information, the page will specify the reasons why the application cannot be submitted and will highlight the relevant fields:

**Unable to Submit for the following reasons:**

- Please select Referred By.

---

**Referred By\*** (Please identify the organization that asked you to complete this application)

--Select One--

### Print Confirmation



- A confirmation number (CustomerID – EnrollmentID) will be provided once the online application is submitted.

Your application has been submitted successfully.

Your confirmation number is:  
**1529274-2201876**

Please click [here](#) to print the confirmation page.

This is an equal opportunity employer/program.  
Auxiliary aids and services are available upon request to individuals with disabilities. To place a free relay call in Oregon dial 711.  
This program is funded in whole or in part with public funds provided by the US Department of Labor.

- There will be a prompt to print a confirmation page for their records. This may be helpful for staff when trying to find the customer enrollment in I-Trac.

Confirmation Page	
Confirmation Number	1529274-2201876
Referred By	Beaverton School District – Merlo High School
Name	onlineYouthB Test
Gender	Male
Social Security Number	
Birth Date	1/1/1992
Email Address	test@test.com
Home Address	123 Portland, OR 97201 (Multnomah County)
Mailing Address	123 Portland, OR 97201 (Multnomah County)
Primary Phone	9999999999
Cell Phone	
Message Phone	
Other Phone	
Alternative Contact Person	home other
Relationship	Other
Phone	9999999999
Ethnicity/Race	Pacific Islander, White
Other Demographics	None Apply
Primary Language	English
Legal to Work in the United States	Yes, I am a US citizen and legal to work in the US
Veteran Status	Yes - 180 Days or Less (Not Dishonorable Discharge)
Education Status	Student - High School or Less
Highest Grade Completed	Certificate of HS Completion
Characteristics	Family receiving Refugee Assistance, Runaway
Family Size	3
Six Months Income	15

### Saved Data

The online application will be saved in I-Trac. I-Trac must determine if the customer already exists in I-Trac or whether the customer is new before it can add the enrollment.

### New/Existing Customer Determination

- I-Trac will try to match the customer with existing customer records
  - SSN provided through on-line application = I-Trac Customer SSN, or
  - Match Last Name/DOB/Gender = I-Trac Customer Last Name/DOB/Gender
- If I-Trac cannot match the customer, it will create a new customer record

### New Enrollment

- When data is entered through the online application process, I-Trac will automatically add the new enrollment to the customer record:
  - **Service Provider:** will be set to generic site called **Youth Online Fund – OnlineSite – Online System**. Later when customer is assigned to a location for application, this site will be edited to be **WIA Youth – ‘Your Service Provider Name’**
  - **Customer Of:** will be left blank, this can be assigned once the online site is specified and a case manager is assigned to the customer.

- **Application Date**: will be set to the Online Application Date which is the date the customer clicked submit. This date will need to be edited when the customer comes in for Eligibility Interview.
- **Registration Date**: will be blank until the review is complete on the Registration Tab. Customers that do not complete the Eligibility Process will not get a Registration Date.
- **Participation Date**: also known as the Enrollment Date will be blank until the first service is entered on the Services Tab. Customer that do not complete the Eligibility Process OR do not receive services within 45 days will not be enrolled or receive a participation date.
- **Exit Date**: will be blank until the participant exits from the program and enters follow up status.

### Expiration of Online Application

There are two ways that an online application can expire:

1. Youth does not complete an Eligibility Interview within 30 days of the Online Application Date. This application is expired and I-Trac will automatically exit these nightly. The application process must start over if still interested in services.
2. Youth completes the registration process and is found eligible but does not receive services for 45 days. The application becomes expired. In this case, there are two options:
  - a. Redo Eligibility Steps:
    - 1) Take expired Application and mark across the front 'EXPIRED'
    - 2) Review Date and Reviewer is removed from the Registration Control on the Registration Tab – requires admin level access
    - 3) The Application Date is modified to TODAY's date in the Providers Control on the Providers Tab
    - 4) All customer information is updated on the Registration Tab, including dates
    - 5) Print a new Application
    - 6) Collect customer/staff signatures again
    - 7) Review again – including new dates in I-Trac
    - 8) File new EDR with OLD EDR and documents. Keep all documents together in customer file.
  - b. Pre-Program Exit Steps
    - 9) Go to the Program Status control in the Outcomes Tab
    - 10) Add exit type of 'Pre-Program Exit'
    - 11) Exit date = Registration Date



## DIRECT ENTRY PROCESS

Providers may wish to direct enter participant information and not use the online application site. This can allow a provider to enter information at the eligibility interview and reduce the need to review or update information entered previously by the applicant. In order to enter a youth directly, a provider will first search for the youth to ensure a current enrollment does not exist—as explained previously on page 2. If not, the provider will click **add** and enter the name, social security number, date of birth, and gender of the applicant.

## PROVIDERS TAB

This section records the customer’s current and past enrollments. It includes:

- a. The **Service Provider** field
- b. The **Customer Of** field
- c. The **Application Date** field which is pre-filled.
- d. The **Registration Date** field which is pre-filled.
- e. The **Participation Date** field which is pre-filled.
- f. The **Exit Date** field which is auto-filled upon exit. It either pulls from the exit date entered on the Outcomes Tab or auto-fills on the 90<sup>th</sup> day after the last recorded qualifying service. This occurs if a youth is pre-program exited for not engaging in a service for 90 days.

### Online Application Access

To access an application entered through the online application process, follow step 3 from page 2, above, to find the record.

Once the applicant is located, **select** the youth and then click **edit** on the “Providers” tab. Change the “Providers” tab information as follows:

1. Service Provider: from “Youth Online Fund – OnlineSite – Online System” to “WIA Youth – ‘Your Service Provider Name’.”
2. Customer Of: from ‘Blank’ to ‘Case Manager as appropriate.’
3. Application Date: from ‘Online Application Date’ that is automated when Online Application is submitted to Eligibility Interview Date (Today’s Date).

<a href="#">find_customer</a>   providers <a href="#">edit</a> Name: Youthtraining Test (I-Trac ID: 1551540)						
<a href="#">add</a> Providers						
	Service Provider	Customer Of	Application Date	Registration Date	Participation Date	Exit Date
<a href="#">select</a>	Youth Online Fund - OnlineSite - OnlineSite		7/5/2012			

Once added, the provider information will be entered on the Providers Tab, including service provider, customer of and application date (today's date) and click **save**.

## REGISTRATION TAB

If the online application was used, the registration tab will be populated with the information provided by the youth (or staff) when it was completed. Staff will review this information and checked against eligibility verification documentation specified in Chapter 3 of the YOS Provider Manual.

If direct entry is being used, staff will enter information by clicking **add** or **edit** prompts provided for each section. Detailed information for each section/control on the registration tab is provided on pages 23-34 of the I-Trac Youth Data Entry Manual.

**Addresses:** Enter the address for the youth (home and mailing).



If the online application was used, click **edit** and update the date in Home and Mailing addresses to be the new Application Date (Eligibility Interview Date).

**Phones:** Enter phone numbers for the youth. Job Growers requires collection and entry of at least two phone numbers from separate residences/contacts. Programs can enter this under alternate, but these are best entered under secondary contact information, below. Phone numbers can be updated at any time, however, I-Trac does not maintain historical records of phone numbers.

**E-mail addresses:** If the youth does not have an e-mail address, the online application provides a prompt for the youth to click and access a free account. If staff is direct-entering data, they will need to assist youth with this process.

**Secondary contact information:** It is required that secondary contact information be entered.

**Social Security Number:** If a youth completed the online application process, he or she may have elected not to disclose the number or did not know the number. The social security number must match eligibility verification documentation provided.



If staff need to update the SSN, this may be done by clicking on the **edit** button next to the youth's name at the top of the page in the header. The social security number may not be edited by staff once the 30-day review is conducted.

Birth Date: Verification documentation is required in the hard copy file for date of birth, see chapter 3, and should match the documentation selected from the drop down list.

Legal to work: Staff is expected to know what appropriate I-9 documentation is acceptable to prove legal to work status. These can be found in the resources section of the YOS provider manual and must be copied and included in the hard-copy file.

Selective Service: All participants in WIA must comply with selective service registration requirements. These are also outlined in chapter 3 of the YOS provider manual. If required to register, proof of registration must be included in the hard-copy file.

Education: If the online application was used, youth often make errors on the highest grade completed if they are school dropouts.



Job Growers requires verification of education status to prove a youth as in or out-of-school. Data from the system should match hard-copy documentation.

Veteran status: If the youth is a veteran, verification documentation is required and programs must comply with priority of service policies regarding service to veterans.

Employment information: If the youth is employed, employment information will be required to be entered.

Basic skills Characteristic: Staff will enter whether or not the youth is basic skills deficient as determined by the CASAS appraisal conducted as part of the enrollment process. Verification documentation is required in the hard-copy file.

Employment characteristics: These are the barriers to employment, one of which is required for eligibility in WIA youth programs. If the online application process was used, youth may have selected barriers that are not legitimate or accurate. Staff may want to discuss these with youth and update as appropriate. Staff should mark all barriers/characteristics that apply to the youth. Verification of one of the selected characteristics is required in the hard-copy file. It is a good practice to use different barriers for verification with different individuals.

Economic characteristics: Enter any public assistance here. There must be verification in the file in accordance with specification of chapter 3 of the YOS provider manual.

Six month income: If income is calculated, copies of verification documentation must be in the hard-copy file for the family size reported.

Income waiver: If an income waiver is requested, the application will be complete and staff will send an e-mail to the JGI Youth Program Manager requesting a waiver. The request should include the youth's full name, I-Trac number, and a brief summary of why the youth would benefit from services. If waivers are available, the manager will click the request waiver button and will notify the requesting provider of approval.

Registration Results: Scroll to the bottom of the page to view Registration Results control. Any missing information will need to be entered for eligibility to be complete.

Registration Results	
Missing Information	Ineligible Reasons
DOB Documentation, Legal to Work Documentation, SSN Documentation, SSR Documentation, UI Status	Income

If the online application process was used, staff will confirm all data elements with the applicant. Check for data entry errors entered during the online application process and make appropriate edits.



Sometimes youth have two last names. Enter the information as it is on the documentation. Hyphenate the last name, two last names with a space, etc. Do not enter it the way the youth "uses or writes" the names, match the documentation. Name, as well as DOB, SSN and gender, may be modified by clicking edit customer link in the header section of customer record.

<a href="#">find customer</a>   <a href="#">providers</a>   registration <a href="#">edit</a> <b>Name: Youthtraining Test (I-Trac ID: 1550659)</b> Youth WDS - IRCO - IRCO, Customer Of AdminRole Training2, EID = 2247602						
<b>Online Application Date</b>	<b>Application Date</b>	<b>Registration Date</b>	<b>Participation Date</b>	<b>Exit Date</b>	<b>LQ Fund Service Date</b>	
7/3/2012	7/3/2012					
<b>DOB</b>	<b>Gender</b>	<b>Age at Application</b>	<b>Last 4 SSN</b>	<b>In/Out-of-school status</b>		
1/10/1993	Male	19	REFUSED	OSY		



Data should be accurate as of the date of Eligibility Interview because this will date will become the Registration Date.

Registration Results	
Missing Information	Ineligible Reasons
(All required registration information has been entered)	(Eligible)

The Registration Control is updated with 'Registered By' only. (The 'Review Date' and 'Reviewed By' fields are entered after Review is complete).

The screenshot shows a 'Registration' form with the following fields: Application Date (6/1/2010), Registered By (Arnold, Dyanna), Review Date, and Reviewed By (--Select One--). The 'save' and 'cancel' buttons and the 'Registered By' dropdown are circled in red.

### Application Form

Print the Application Form from the reports link in the customer header *after* the customer has been determined eligible by I-Trac. This application will serve as the paper application for this customer.

The screenshot shows a 'Report Menu' dialog box with the following options: Universal Services Application Form, Eligibility Determination Review (EDR), Program Participation Report (PPR), Application, and Case Notes. The 'reports' link in the background is highlighted in yellow, and the 'Application' option in the menu is also highlighted in yellow.

The screenshot shows a 'Youth Services Application' form with the following sections:

**Parent/Guardian Instructions:** Please review this application for accuracy and sign to approve. If you need to make a correction, please use ink and strikethrough incorrect data, handwrite correct data and initial next to changes.

**Customer Data**

Service Provider	Youth WDS / IRCO / IRCO					
Customer ID	1550659					
Name	Youthtraining Test					
DOB	1/10/1993					
Gender	Male					
SSN #	REFUSED					

**Online Application Date**    **Application Date**    **Registration Date**    **Participation Date**    **Exit Date**    **LQ Fund Service Date**

7/3/2012	7/3/2012				
DOB	Gender	Age at Application	Last 4 SSN	In/Out-of-school status	
1/10/1993	Male	19	REFUSED	OSY	

**Addresses**

Date	Address Type	Street Address	Zip Code	City	State	County
7/3/2012	Home	123 N	97203	Portland	OR	Multnomah
7/3/2012	Mailing	123 N	97203	Portland	OR	Multnomah



Customers under the age of 18 will need to acquire a parent/guardian signature prior to the customer completing the eligibility process. **Do not provide services until the application is signed by the**

participant, parent/guardian and staff. Eligibility and enrollment are not complete without these signatures. The signed application must be kept in the hard-copy file.

**Understanding Dates**

- **Online Application Date** = Date customer submitted online application (if applicable)
- **Application Date** = Date of Eligibility Interview
- **Eligibility Interview** = Date of Eligibility Interview (calculated from the Application Date)
- **Registration Date** = Date of Application (Eligibility Interview Date)
  - **RULE:** Will not exist until Review is complete
- **Review Date** = Date of Review.
  - **RULE:** Must occur within 30 days of Application Date (Eligibility Interview Date)
  - **RULE:** When entered will set the Registration Date.
- **Participation Date** = Date of the FIRST service
  - **RULE:** Must occur within 45 days of registration date or the application will expire

I-Trac will automatically print appropriate dates on the Application. The participant and staff are signing that the information was true at the time of the Eligibility Interview (Application Date).

My signature below indicates that I certify the information on this application is true to the best of my knowledge as of the application date. I understand this information may be reviewed and verified and that providing false or inaccurate information could lead to removal from the program(s) and deem me liable for all costs expended on my behalf. I agree to provide documentation to confirm the information being used to determine my eligibility status for the publicly funded employment and training services.

I understand that if I am found ineligible after enrollment I will not be allowed to continue in the program and may be held responsible for the cost of services I received. By signing below, I further acknowledge that I have received and reviewed information about the use of my social security number and I have received and understand the Equal Opportunity statement and complaint procedures.

<b>Youthtraining Test</b>		<b>07/03/2012</b>
Applicant Printed Name	Signature	Date
		<b>07/03/2012</b>
Parent/Guardian Printed Name	Signature	Date
<b>Bisrat Teshome</b>		<b>07/03/2012</b>
Staff Registered Printed Name	Signature	Date
Staff Reviewed Printed Name	Signature	Date

This is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. To place a free relay call in Oregon dial 711. This program is funded in whole or in part with public funds provided by the US Department of Labor.

- Customer Signature Date = Application Date (Eligibility Interview Date)
- Parent/Guardian Signature (if applicable) Date = Application Date (Eligibility Interview Date)
- Interviewer Signature Date = Application Date (Eligibility Interview Date)

- Reviewer Signature Date = BLANK – I-Trac will not automate since Review Date is entered AFTER customer signatures are collected.

### **Parent/Guardian Edits to Application**

Parents are not required to attend eligibility interviews; therefore, data that is collected may turn out to be inaccurate. Parents/Guardians are encouraged to make corrections to the Application.

Their edits should be entered into I-Trac and eligibility re-evaluated. As long as the customer is still found to be eligible, staff may print an Eligibility Determination Review (EDR) instead of printing another Application for signature. The EDR does not have signature lines. The EDR should be stapled to the Application form used to verify eligibility. The EDR must go with the original application with supporting documentation to the reviewer.

### **Expired Online Applications**

At this point there are two ways an application can expire:

3. The applicant does not complete an Eligibility Interview within 30 days of the Online Application Date. This application is expired and I-Trac will automatically exit these nightly. The application process must start over if still interested in services.
4. The applicant completes the registration process and is found eligible but does not receive services within 45 days.

If the application becomes expired, there are two options:

#### a. Redo Eligibility Steps:

- 12) Take expired Application and mark across the front 'EXPIRED'
- 13) Review Date and Reviewer is removed from the Registration Control on the Registration Tab – requires admin level access
- 14) The Application Date is modified to TODAY's date in the Providers Control on the Providers Tab
- 15) All customer information is updated on the Registration Tab, including dates
- 16) Print a new Application
- 17) Collect customer/staff signatures again
- 18) Review again – including new dates in I-Trac
- 19) Staple new Eligibility Determination Review (EDR) to the top of the OLD EDR and documents. Keep all documents together in customer file.

#### b. Pre-Program Exit Steps

- 20) Go to the Program Status control in the Outcomes Tab
- 21) Add exit type of 'Pre-Program Exit'
- 22) Exit date = Registration Date

### 30-Day Review

The purpose of the Review is to confirm customer eligibility steps are complete and the customer is eligible. The review cannot occur before the customer, parent/guardian (if applicable) and interviewer signatures exist.

The review must be conducted by designated staff at each program. Only staff designated at the time of I-Trac training will be given reviewer authority in the system. A staff with authority to be a reviewer may not review a file for a participant record they registered. Reviews must be conducted by another authorized staff member.

Reviewers will:

1. Review the application and all eligibility verification documentation with both the hard file and I-Trac record.
2. Enter the review date into the I-Trac registration tab. The reviewer will ensure there is no missing documentation listed in the registration results section. Any missing information will need to be entered for eligibility to be complete.

Registration Results	
Missing Information	Ineligible Reasons
DOB Documentation, Legal to Work Documentation, SSN Documentation, SSR Documentation, UI Status	Income
Registration Completion	

3. Sign and date the hard-copy application. The review date on the application must match the date in I-Trac.
4. Enter the reviewer information in the Registration Completion section on the Registration Tab.



The review date **must** be within 30 days of Application Date (NOT Online Application Date)

### ASSESSMENTS TAB

The Assessments Tab tracks information on all objective assessments given to youth, those required by WIA for numeracy and literacy tracking as well as those utilized by program staff for ISP development, maintenance, and on going assessment.



Additional information on assessments can be found in the I-Trac data entry manual on pages 35-42, and in Chapter 6 of the YOS Provider Manual.



## Literacy and Numeracy Assessments

As indicated in Chapter 3, all youth will have an appraisal of basic skills using CASAS form 130. These scores determine if a youth is basic skills deficient for entry into the Registration Tab. **Appraisal scores are not to be entered into the Assessments Tab.** If the appraisal indicates basic skills deficiency for an OSY, pre-tests are required.

## Pre-Tests

A pre-test is expected to be given within 30 days of the date of application. An assessment score up to six months prior to the date of participation may be entered for the pre-test. An assessment taken prior to the date of application may not have been administered by WIA-funded program staff. I-Trac will not allow entry of the assessment until there is a participation date.

If a youth is skills deficient on a pre-test, the youth will be entered into the performance calculation for youth common measures. The logic for this control and tracking of common measures performance is very complex. I-Trac will display whether or not a youth is in the denominator and numerator for the numeracy and literacy performance measure.



See more information on youth common measures in Chapter 10.

## In-School Youth

JGI requires the appraisal of basic skills for all ISY as well. Any ISY found to be basic skills deficient is not required to adhere to the common measures protocols described above, but must be actively involved in remediation to improve basic skills.

## English as a Second Language

If a youth lacks English language proficiency, the CASAS ESL pre and post-tests will be utilized in lieu of the adult basic education assessments. For BSD OSY, this assessment information does apply to youth common measures and must be entered into the Assessments Tab.



There are WIA Common Measures Reports available through the green Reports Tab under Detailed Reports. Providers are encouraged to compare I-Trac data against the state-generated performance reports from CCWD in order to monitor performance and data entry. See Chapter 10 for additional information.

## Data Entry

### Literacy/Numeracy Assessments

To enter data, click on add. Enter the date the test was administered, the test name, and the test type. Enter the score and click on save. I-Trac will automatically calculate the education functioning level (EFL) as well as youth common measures performance.

### GED Tests

This can be used to monitor all GED tests for a youth. Job Growers would expect to see test results entered here for youth with an ISP goal of GED attainment. To enter a test, click on add and enter the date, test name and score. Once saved, I-Trac will calculate if this is a passing or failing score.

### COMPASS/Accuplacer

This control is used to track completion of college entry tests. The community college in Region 3 uses the COMPASS.

### National Career Readiness Certificate (NCRC)

Job Growers encourages the NCRC for all participants. Enter test information by clicking on add and entering the test name and score. Each of the three NCRC test modules will be entered separately.

### 10 Elements Assessment

This section allows programs to enter any of the ten elements accessed by a youth, separate from the services entered into the Services Tab. This is particularly helpful if a youth is referred out for a service, such as counseling, that is provided by a partner agency and not the provider.

Any activities entered in the 10 elements section of the assessments tab will populate onto the ISP. While documentation of all ten elements in the Assessments Tab is not required, it is highly encouraged that all activities not entered into the "Services" tab be entered here. Because these will print onto the ISP, utilizing this function ensures that a program monitor reviewing a participant file sees all pertinent activities reflected on the ISP and not just services provided by the program.

### Case Notes for Assessments

There is a notepad icon on the Assessments Tab for each test entered. Click on this to enter a case note that will be attached to the assessment data element. If a case note applies to the test and another data element such as an ISP, the note may be entered under the Case Notes Tab and attached to multiple data elements. See the Case Notes Tab section for more information.

## GOALS TAB

Data must be entered into the goals tab for each youth. Information entered here will populate the Individual Service Plan (ISP) that will be printed, signed, and placed into the permanent paper file.

### Long Term Goals

Click on **add** or **edit** next to “Long Term Goals.” Long term goals will be entered when the initial ISP is created and will be revisited and updated, as necessary, every 6-12 months. Long term goals may be edited, but the system will not retain previous long term goal information on the data entry page.

**Secondary Education Goal:** Select the appropriate education goal from the drop-down menu, if applicable for the participant.

**Career Goal:** Select an appropriate career goal from the drop-down menu. Click on **find** and type in key words for the occupation, then click on **search**. Choose the closest occupation from the list by clicking on **select**.



Military enlistment should be entered as a long term career goal.



It is not necessary to enter a target income. It may be entered as 0.00.

**Post-Secondary Training Goal:** Enter post-secondary goals for the participant, if applicable. Select a target start date by clicking on the calendar icon and selecting a date. Click on **find** to select a course of study. Type the course into the search criteria box and click **search**. Once displayed, click on **select**. Follow the same steps to select a training provider.

If the desired training provider is not displayed on the list, click on **add** to enter the new training provider.



Before adding a new training provider, have another staff in your program attempt to search for the desired provider. If that staff is also unable to locate the desired provider in the current list, then add a new

provider. It is a good practice to assign one staff at each program location to be the designated “adder” of new provider information in order to eliminate addition of duplicate information resulting in a long and cumbersome list.

### Short Term Goals

At least one short term goal will be added for each participant. Short term goals will be reviewed and updated with notes at each youth visit or at a minimum of every 90 days.

Click on **add** next to “Short Term Goals.”

Enter an appropriate start date.

Click on the drop down for “Goal Name” and select the correct category. This will bring up a customized set of option under the “Goal Type”, “Measurement of Improvement”, and “Strategies for Improvement” drop down menus. Select those that apply to the goal being entered.

Programs may choose which categories certain goals fit according to their program design and which measurements and strategies to use, however, a matrix of the most commonly used goals, how they are defined, and under which goal type they should be entered is included below.

Goal	Goal Type	Definition/Examples
Basic Skills	Earning Credits to HS completion/college program	
	Improvement in Math Skills	
	Improvement In Reading Skills	
	Improvement In Writing Skills	
	Pass Official GED Tests	
Life Skills	Basic Computer Skills	Increase typing speed Learn excel
	Financial Literacy	Learn Budgeting Complete JGI Mandate
	Self-Sufficiency	Apply for benefits Move out/rent apartment Obtain car insurance Complete drivers education Open a bank account
	Skills to Navigate Daily Living	Shopping Using Food Stamps Keeping House Clean Hygiene Telling Time/Time Management Using the Phone Using Public Transportation

	Obtain Documentation	Birth Certificate ID ODL/Permit SSN Card
Occupational Skills	Classroom Training	Welding, Nursing
	Online Training	Amatrol, Food Handlers
	Workplace Training	Set Up/Break Down Procedures Safety Record Keeping/Paperwork Tools/Equipment OJT
	NOTE: Credential/Certification is entered as a measurement of improvement for one of the categories above.	
Post-Secondary Readiness	Enroll in credit bearing, transferable, non-DE college course	Pre-requisite class enrollment
	Pass College Entrance Test	Take or pass SAT COMPASS ACT ASVAB
	Pre-apprenticeship Preparation	Testing Skills Placement testing Registration Counseling coursework
	Complete Preparation Tasks	Financial Aid FAFSA Complete applications Scholarships Meet with advisor College Tour
Retention and Advancement	Advancement in employment	Promotion Step up from underemployment Increase Hours/Income Extra Shifts Attain Credential
	Post-Secondary Persistence	Stay in college Enroll in Education
	Retention in employment	Maintain employment Increase Attendance
Secondary Education**	Credit recovery	
	GED	
	HS Diploma	
Workplace/Career Readiness	Proactive Communication	Facebook

		Not calling back Using the phone/leaving message
	Self-Management	Initiative Punctuality Making Appointments Being Appropriate Reliability Time Management Expunge Record
	Attend Program Workshops	Resumes Interviews Applications/Follow Up Letters Career Exploration Mock Interviews Job Application
	Volunteer	
	Work Experience	Job Shadow Internship Pass Entry Level Tests
	Entry-Level Job	



\*\* Secondary Education Information is entered into long term goals. It does not need to be entered in short term goals also unless incentives or monetary services are provided for completion.

When a short term goal is no longer relevant for a youth, an end date will be entered for the goal. A Status will be entered of "completed" or "not completed."

### Case Notes for Goals

Case Notes should be entered for short and long term goals each time they are reviewed, discussed, progress is made, or modifications are made to them or the ISP. It is recommended that notes regarding goals be entered from the Goals Tab rather than the Case Notes Tab to ensure that they are reflected on updated versions of the ISP. However, if a case note applies to an ISP goal and another data element such as a service, it may be easier to enter the case note from the Case Notes Tab.

A note added to a goal reflecting a conversation with a youth regarding progress toward a goal fulfills the requirement Job Growers has of contractors to review and update ISPs a minimum of every 90 days.

### Printing the ISP

In the upper right hand corner of the Goals Tab is a breadcrumb for [reports](#). It is from here that an ISP will be printed. Click on [reports](#) and then [Individual Service Plan](#).

Once printed, the ISP must be initialed and signed by the youth. This signed copy will be placed into the hard-copy file.



Additional Information on ISPs and expectations for hard-copy files is in Chapter 7. Additional information on the Goals Tab is on pages 43-44 of the I-Trac Youth Data Entry Manual.

## SERVICES TAB

Services are a very important part of data entry. Services entered not only reflect a participant's activities during enrollment in the program, some trigger performance outcomes and some keep the enrollment active (restarting the 90-day with no service clock). These rules are built into the I-Trac system are triggered by service types and dates.

Application Date	Registration Date	Participation Date	Exit Date	LQ Fund Service Date	In/Out-of-school status
5/28/2013			7/12/2013		ISP

Start Date	End Date	Partner	Reference

Start Date	End Date	Service	Status

Start Date	End Date	Service	Type	Status

Start Date	End Date	Service	Status	Worksite Name

Start Date	End Date	Service	Status	Total Hours	Hourly Rate

### Partner Agency Services

As with some of the ten elements, not all services provided to a participant during enrollment in WIA programs are provided by WIA programs and their staff. Some are provided by partnering agencies. It is often helpful for case manager to track services being provided by other organizations and entry of this information into the services tab can be particularly helpful for avoiding duplication of services to a participant. Entry of partnering agency services do not prolong participation—they will not stop or restart the 90-day clock.

To enter partnering agency services, click on **add** and select the appropriate agency from the drop down menu. Enter reference information such as the specific service provided or a contact person in the space provided. Click on **save**. Services may also be edited by selecting the **edit** button and updating a start date, entering an end date or including additional notes or information.

## Services

Job Growers expects provider staff to enter all services provided to youth into the Services Tab. Services rendered should align with goals in the ISP. Entry of services into the Services Tab will keep an enrollment active and restart the 90-day clock for exit without a service. Failure to enter services in a timely manner may result in the auto-exit of a participant who is still active in the program.



Remember that Job Growers expects data entry to be conducted within two business days of each activity and i-Trac requires entry within five business days. Failure to maintain timely data entry may result in documentation during monitoring visits and corrective action plans.

To enter a service, click on **add**.

Enter a start date for the service. This may be a future date and should be the actual start date of the service rendered.

Select the service from the drop down menu. Below is a list of all services. Those included in the dropdown menu have bolded titles:

List of Youth Services	Definition	Educational Service	Extend Participation
<b>Assessment/ Reassessment</b>	Assessment of career and skills goals including education-based assessments, self-assessments, and performance based evaluations.	No	Yes
<b>Basic Skills remediation/tutoring</b>	Service addressing a specific plan toward increasing basic skills. Including classes, tutoring in math, reading or other skills applicable to GED preparation, WIN, GAIN and other study materials, CASAS increases, or other academic testing.	No	Yes
<b>Career guidance</b>	Provision of career guidance assisting customer choice and engagement in job search, education and/or training. Includes college tours, completing FAFSA, school advising activities, scholarship application, OLMIS and CIS research, career fairs and conferences.	No	Yes
<b>Case management</b>	Ongoing participant contact and engagement in services. <i>This activity should be open during the entire enrollment.</i>	No	Yes
<b>ESL (English as a Second Language)</b>	Instruction in English language skills for limited English proficiency participants.	No	Yes



<b>Financial Literacy</b>	Education on money management, budgeting, banking, etc.	No	Yes
Follow up	Any service received while in follow up		<b>No</b>
<b>GED</b>	Instruction, tutoring, study skills and testing leading to GED attainment. <i>TIP: Add this activity once a youth is enrolled in a class or registered to take the GED test. A best practice is to add this activity once money has been spent on this service.</i>	<b>Yes</b>	Yes
<b>High School Diploma - ALT. School</b>	Secondary school (ALTERNATIVE) leading to high school completion for participants engaged in preparation for completion of a High School Diploma.	<b>Yes</b>	Yes
<b>High School Diploma - K-12</b>	Secondary school (TRADITIONAL) leading to high school completion for participants engaged in preparation for completion of a High School Diploma.	<b>Yes</b>	Yes
<b>Individual Service Plan</b>	A plan to identify and address employment goals, barriers, and services. <i>It is recommended that this activity be open for the duration of program enrollment like case management.</i>	No	Yes
Internships	A paid or unpaid opportunity for a youth to be placed in an organization and given responsibility for a specified period of time.	No	Yes
<b>Job search assistance</b>	Staff assistance for registrants engaged in job search in individual or group settings.	No	Yes
<b>Leadership development</b>	Opportunities that encourage responsibility, employability, and other positive social behaviors. These include volunteer projects, activities that promote social responsibility, and team building exercises/events.	No	Yes
<b>Mentoring</b>	Mentoring will team youth with responsible adults who will serve as role models to teach the youth skills, work habits, and/or responsible behavior.	No	Yes
Occupational Skills Training	Training designed to prepare an individual with the skills and knowledge to enter employment in a specific occupation or group of occupations.	<b>Yes</b> – if entered as “Skills Training – Leading to Certification”	Yes
Post-Secondary	Enrollment in college or university course(s).	<b>Yes</b>	Yes

Education			
<b>Summer employment opportunities</b>	Participation in summer employment opportunities that are directly linked to academic and occupational learning.	No	Yes
Supportive Services	Services that are necessary to enable an individual to participate in activities authorized by WIA and are not available from any other resource. <i>See "Youth Program Supportive Services" Policy for complete list of services and definitions.</i>	No	<b>No</b>
Work Experience	Opportunity in which a youth has a meaningful experience in real work environments. The purpose of work experience is to develop skills, learn about occupations, develop youth's resume, etc. Examples may include internships, apprenticeships, and skill training. Tours are not considered a work experience.	No	Yes
<b>Work Readiness – Life skills</b>	Training to develop marketable work habits such as provider-specific workshops and programs; financial literacy training; and WorkSource Oregon workshops.	No	Yes



Educational services and will place eligible youth in the denominator for the Attainment of a Degree or Certificate Common Measure.



For in-school youth, a service of High School Diploma Alt. School or High School Diploma K-12 must be entered.



"Extend Participation" means the youth has received a service that resets the 90 without service auto exit clock. Provision of supportive services are not a qualifying service that prolongs participation. Supportive services are tracked in the Payments Tab.



In order for services to accurately reflect in reports services must be opened and closed as they occur. Examples of services that may be left open are case management, ISP and career guidance.



If a service that has multiple episodes is open once and left open, case notes must be attached to the service each time there is an episode where the service is provided. Each time a staff meets with a youth, at least one service must be entered or a case note attached to an open service in order to keep the enrollment active.

Select the "Status" as follows:

Planned=for a service expected to begin in the future. Potentially a student is enrolled in school that will begin in two weeks. If the status is "planned" then the start date must be entered as a future date.

Started=the participant has begun and not ended the service. Some services that frequently occur during participation may be left open by entering the start date once. This may be helpful for a service such as case management that begins at program participation and continues throughout participation with multiple episodes or for basic skills remediation that occurs over a long period of time with multiple episodes.



Notes can be attached to an open service by clicking on the notepad icon to the right of the service, entering the information and clicking **add**. The service must be entered before a note can be attached to it. If a note pertains to multiple data elements such as a service and an ISP goal, the case note can be entered from the Case Notes Tab.

Completed: The participant successfully completed the service. An end date is required if "completed" is selected.

Not completed: The participant did not complete the service due to their own actions. For example, they failed to attend or end dates are being entered because the youth is being auto-exited from the program. An end date is not required if a youth does not complete the service activity.

Cancelled: A status of cancelled may be entered if the service/activity was entered, but never occurred or was not completed due to no fault of the participant. Examples include an activity that was cancelled due to inclement weather or the youth encounters a life situation that does not allow them to continue with the activity even though they would like to complete.

End Date: This is entered when the status is completed. Some activities may have the same start and end date if the activity is one day or less in duration.



Services may be deleted by clicking on the **delete** button to the left of the service. There is no follow-up message that asks if you are sure you want to delete the information so use caution when clicking in the services section.



See I-Trac Youth Data Entry Manual pages 45-46 and Chapter 8 of the YOS Provider Manual for more information on Services. See chapter 10 of the YOS Provider Manual for more information on common measures.

### **Occupational Skills Training/Post- Secondary Education**

Occupational Skills Training is defined as training that is required for a specific job. If occupational skills are entered as a service, they should align with the career goals on the ISP. Occupational Skills Training services are linked to youth common measures performance.

For youth not in-school at the date of participation, entry into occupational skills leading to a certification will enter the youth into the denominator for a credential attainment. Entry of the occupational skills training in the “Services” tab monitors activities during participation and is not to be confused with the attainment information to be entered into the “Outcomes” tab.

Post-secondary education should also align with the ISP and the long term goals. Information entered here reflects activities occurring during program participant, not placement in education outcomes for performance.

To enter Occupational Skills Training and post-secondary education services, enter a start date for the training.

Select a service from the drop down menu—leading to a certification or not.

Enter if it is paid with WIA funds in the box provided.

Enter the status the same as for other services described above.

For Occupational Skills Training, enter the industry (NAICS) and targeted occupation from the list provided. Click on **find** to open up the drop down list of targeted occupations.

Enter the course of study and the training provider by clicking on **find** and selecting the appropriate listing. As with instructions for entry of post-secondary training goals in the Goals Tab, have another staff search for a training provider if you cannot locate the one you are searching for. Programs are encouraged to designate one staff person to enter new training providers to the list. If known, enter the course name and credits earned.

Click on **save**.

## Internship/Work Experience

Job Growers' Youth Council requires that all youth have the opportunity to participate in at least one work experience during participation in the program and expect that at least one occur within the first year of participation. Work experiences are defined as: internships (paid or unpaid), job shadowing, or short-term placements. On-site industry tours, interviews or presentations where youth can see the work environment and speak directly with employers are strongly encouraged but should not be entered as work experience.

All work experience activities will be entered into the Services Tab.

To enter a work experience, click on [add](#).

Enter the "start date."

Select the type of work experience from the drop down menu.

Enter the "status" as instructed above.

Click on [find](#) to locate the worksite name by the name of the employer by typing in the space provided and clicking [search](#). If the employer is not found, have another staff search for the employer before adding information to this table. If an employer needs to be added, click [add \(detail\)](#).

Enter the Industry (NAICS) code and the Position (ONET) code from the menus provided.

Enter hours and rate of pay, if known.

Click on [save](#).

Enter a new service for each work experience.

To enter the end date of a work experience and/or change the status, click on [edit](#) and then [save](#).

Once added, notes may be attached to the work experience by clicking on the notepad icon to the right of the activity. If the note should be linked to other data elements such as the ISP, the notes can be entered from the Case notes Tab.



See Chapter 9 of the YOS Provider manual for work experience information.

### Follow-Up Services

Follow-Up Services are to be provided to youth for a minimum of 12 months after program exit. Once the youth is exited from active program participation, the **add** button will become available next to follow-up services with the exception of youth who are neutral exited from the program or exited due to failure to comply with selective service registration requirements. If a provider determines that follow-up services would benefit a youth in one of these excepted categories, and if compliance with all applicable regulations has been met, the provider may request that follow-up services be made available in the I-Trac system from the JGI Youth Program Manager. If in agreement with the provider, the Program Manager will send a request to I-Trac to have these services made available on a case-by-case basis.

Types and duration of follow-up services are designed and provided based upon the needs of the individual youth. Providers have broad discretion in determining the intensity and type of follow-up services made available to each youth. Any allowable WIA youth service is allowable as a follow-up service if it is determined an individual needs such a service.

Any services provided in follow-up must be reflected in the ISP. There may be multiple follow up activities for a youth. For each activity provided during follow-up, add the start date, service activity and status. Once entered, specific details about the activity should be entered in the notes by clicking on the notepad icon.



See chapter 12 for more information on follow-up services.

### PAYMENTS TAB

All payments related to the enrollment, including supportive services, will be tracked in the Payments Tab. The screen will display the pertinent date information for the participant, school status, and the total amounts paid during participation in the header of the screen.

Application Date	Registration Date	Participation Date	Exit Date	I/Q Fund Service Date	In/Out-of-school status
5/28/2013			7/13/2013		ISV
Total Direct Paid		Total Direct Planned	Total Direct Paid	Total Direct Planned	
\$0.00		\$0.00	\$0.00	\$0.00	

Direct Payments						
Date	Status	Payment Type	Amount	Paid To	Location	Reference Source
Incentives						
Start Date	Target End Date	Actual End Date	Paid Date	Status		
Payment Type	Amount	Incentive Agreement	Funds			

To enter a payment, click **add**.

Enter the date of the payment.

Enter the status of planned, paid or unpaid. Programs may individually decide at which points in time the status is updated according to internal processes and protocols. In the rare occurrence of a refund, the payment status is to be changed to unpaid.

Select the payment type from the drop down menu.

Enter the amount of the payment. This must match the amount of the payment that will be found on the general ledger.

Click on **find** to search for entity to which the payment was made.

NOTE: If the payment was made directly to the participant, click "find" under "Paid To". Then search by participant name. The participants name should appear at the top of the list as Participant (name of participant).

The location and source fields will be entered as n/a.

Click on **save**.

Once the payment has been entered or updated, a note may be added by clicking on the notepad icon to the right of the payment information. Any specific information regarding the payment should be entered into the notes.



All payments made should clearly tie back to goals reflected on the ISP. If a note on a payment applies to services as well as ISP elements, it may be a good idea to add the note from the Case Notes Tab.

### **Incentives**

Incentives are added in the same way Direct Payments are added. Select the appropriate choice from the Incentive Agreement drop down menu according to the activity that is being incentivized. Incentives on the drop down menu align directly with which short term goals are defined or not defined for the participant. The drop down reflects the measurement of success the customer had to correlate with receiving an incentive.

If you wish to incentivize an activity not reflected on the drop down list, it must first be entered into the Goals Tab.



See page 47 of the WIA Youth Data Entry Manual for specific details.



All incentives given must align with a master incentives menu available for each provider every program year. They must be applied in a standardized and objective way.



If there is a need for an incentive on an individual basis outside of the standardized menu, the incentive agreement must be completed, printed and signed. The signed agreement will be placed in the participant file. A case note describing the reason for the individual incentive must be entered.



See Chapter 20 for more information about payments and financial management expectations.

## OUTCOMES TAB

The Outcomes Tab is where all information regarding participant exits, and common measures performance for placement in employment and education or attainment of certification/credential are entered and tracked.

### Program Status

Exits occur when a youth finishes WIA services for completing or because they cannot be contacted, have had 90 days without service, refuse to enlist in selective service, or don't want to be engaged in program any longer. When a participant exits the program, enters follow-up and/or has a full program exit at the end



of follow-up services, it will display in the Program Status section. Pre-program exits for participants who go 90 days without a service will enter automatically. Other information must be entered manually.

When exiting a youth from the system:

1. Close all services and short-term goals in the Services and Goals tabs.
2. Insert an exit case note to reflect the exit status, reason, and last qualifying service date (date of exit).
3. Enter the Program Status



Selecting any option other than “exit” is a neutral exit reason and will remove the participant from all performance. It will also cause the system not to enter the participant into follow-up services without a special request. Use the other program status codes—Active Duty, Deceased, Family Care (primary provider for family member who is ill or unable to care for themselves and so they don't have time to participate for 90 days or longer), Health/medical (participant is experiencing health/medical issues that prohibits them from participating for 90 days or longer), Institutionalized and Relocated to mandated residential program—with caution.

4. Select the appropriate educational status at exit (status as of last qualifying services date/exit date).
5. Open follow-up services as appropriate in the Services Tab.
6. Enter employment confirmation information or post-secondary education confirmation during the first quarter after exit.



If you have control over the exit, it is a best practice to exit the youth toward the end of the quarter for tracking purposes because the measures go by the quarter.



See Chapter 11 for more information about program exits.

### Selective Service After Registration

If a youth is not required to register for selective service at time of enrollment, but turns 18 during participation, the information must be entered into this section of the Outcomes Tab within 30 days of his eighteenth birthday. Failure to enter information will result in an automatic program exit without follow-up services being activated.

If a youth is exited, but registers with selective service during what would have been the follow-up period, a request may be sent to have the record un-exited so that services can be provided.

To enter information, select **edit** and input the requested information.



See Chapter 3, and policies 300-11 and 300-14 for more information on Selective Service registration.

## Credentials

The Credentials section is where you will enter information for the youth common measure of Attainment of Degree or Certificate. This outcome applies to any youth enrolled in education at the date of participation or at any point during the program. This outcome may be attained at any point during participation up to the end of the third quarter after the exit date.

GED, High School Diploma, Associate's Degree, Bachelor's Degree and Apprenticeship Certificate are all recognized credentials. Other credentials may be counted as long as they align with the ISP, long and short term goals, and other services rendered. Examples include: the JGI Entry Level Credential programs in metals and woods, SEDCOR, Certified Nursing, and career specific credentials such as welding or another trade. Food Handlers cards, National Career Readiness Certificates and Occupational Safety and Health (OSHA) certifications do not count toward credentials.



See Chapter 10 for more information on youth common measures and TEGL 17-05 for additional information on credentials.

## Employment Information

If at any time during participation a participant becomes employed, this information will be entered into the Employment information section of the Outcomes Tab.

This information is also necessary for reporting performance outcomes for the youth common measure of Placement in Employment or Education: This outcome applies to any youth that was not in post-secondary education or employment (including the military) at the date of participation.

1. Enter the current employment information.
2. When a participant is exited, Employment Confirmation will be completed in the first quarter after exit.

Quarters are:

- Q1: July 1 – September 30
- Q2: October 1 – December 31
- Q3: January 1 – March 31
- Q4: April 1 – June 30

If there is no employment or post-secondary education to report in the first quarter after exit, leave these sections blank.



See pages 49-55 of the I-Trac Youth Data Entry Manual for more information on the Outcomes Tab.

## CASE NOTES TAB

The case notes tab is where specific information regarding each participant interaction and/or service is detailed. In I-Trac, there are case notes icons throughout the system, allowing a note to be added to a specific data element as it is entered (i.e. clicking on the case note icon to add a note about a specific goal from the Goals Tab.)

Application Date	Registration Date	Participation Date	Exit Date	LQ Fund Service Date	In/Out of school status
1/22/2014					22Y

Case Notes Search

Keywords:  Case Note Date Range:

OR: Last 90 days (0)

Case Notes

Date	Note	Contact Type	Staff	Attachments	Service Delivered

The Case Notes Tab is useful for entering notes that should be attached to more than one data element throughout the system (i.e. there is a note that applies to the ISP from the Goals Tab and a service from the Services Tab). In this instance, it makes sense to enter the note from the Case Notes Tab and attach it to multiple data elements at once.

To add a case note, click **add**. Enter the date of the occurrence, not necessarily the date of data entry, and type in the note. Case notes may be back-dated.

Case notes should be objective. They should state only facts based on events or observations, not personal opinions, feelings, and thoughts. Case notes can never include medical information or the name of any other WIA participant. They should only pertain to the participant to whom the case note is attached.

Select the contact type from the drop down menu. In the attachment section, check the box by clicking the mouse on one or more data elements. On the service delivered box, check "yes" or "no." If "yes" is clicked, this will apply to the "last service date" calculation and may impact program exit.



The act of providing a supportive service itself is not a qualifying service for extending participation. This information is tracked in the Payments Tab.



See Chapter 4, for more information on Case Management and Case Notes.

## RESOURCES

The Resource Tab contains assistances provided by I-Trac. It includes I-Trac Data Entry Manuals, a link to the Online Application, and a report tutorial video.

## REPORTS

There are various reports available to help manage caseloads and information. Staff is encouraged to check the dashboard from the reports menu to closely monitor caseloads.

On the green Resources Tab, there is a Reports Manual and a Reports Video Tutorial.



There is also a breadcrumb in the top right corner of all navigation pages to allow you to print some reports such as the Participant Application, Individual Service Plan, Eligibility Determination Review, and Participant Performance Report.

All reporting information will come from I-Trac. Information for the Interim Performance Reports must be pulled uniformly and according to JGI Youth Manager guidance.

## DATA VALIDATION

The US Department of Labor (DOL) has mandatory data elements that are collected from the State of Oregon for each participant served under WIA. These data elements are known as WIA Standard Reporting Data (WIASRD). If any of the WIASRD elements are missing on a participant record when the data is sent to DOL, an error message is generated. These errors must be addressed at the local program level through data validations.



See Chapter 5 for information on data validation.



## On-the-Job Agreement and Training Plan Agreement #

This On-the-Job Training (OJT) Agreement is between Job Growers Incorporated, located at . Funding is made available to assist businesses in training and retaining a skilled, productive workforce. This agreement is effective on the date of last signature, and shall remain in effect until the end of the retention period. If Job Growers Executive Director signature is required, the effective date shall be the date of the Director's signature. Otherwise, the effective date is that of the signature of Job Growers OJT Representative.

will be the Trainee's employer of record during the training period.

The Employer's reimbursement rate and amount will be determined by the grant funding the employee's training. The figures are on the accompanying Training Plan. The OJT reimbursement will be paid when training is completed.

All OJT Training Agreements must be fully executed prior to the beginning of the training period. Employer must comply with all applicable laws, rules, and provisions listed below in this agreement. Material deviations from this agreement may void the right to reimbursement or require repayment by the Employer of funds previously received from Job Growers Incorporated.

### **KEY AGREEMENT DEFINITIONS**

1. Trainee Gross Pay: These are the amounts earned by the Trainee during the training period. Pay does not include fringe benefits.
2. Retention Period: Retention occurs ninety (90) calendar days after training completion, if the Trainee is still working at least thirty-two (32) hours per week.

***Contact your Job Growers Incorporated representative if a Trainee quits or gets fired. We'll work with you to find a qualified replacement and prevent a recurrence. You may also qualify for partial or full payment.***

### **APPLICABLE LAWS AND RULES**

1. The Employer shall comply with all applicable Federal, State, and local laws, rules and regulations, which deal with or relate to employment, including but not limited to the Fair Labor Standards Act, as amended.
2. Training positions covered by this OJT agreement have not been created by relocating the business and displacing former employees within the last 120 days.
3. The Employer has not been debarred, suspended, declared ineligible or voluntarily excluded from Federal contracting.
4. No Trainee shall be illegally discriminated against on the grounds of race, color, religion, sex, national origin, age, disability, political affiliation or belief, citizenship, or his or her status as a Trainee.
5. This OJT will not result in the displacement of employed workers nor impair existing contracts for services nor result in the substitution of Federal funds for other funds in connection with work that would otherwise be performed.
6. If the Employer has not established a grievance procedure regarding the terms and conditions of employment, the grievance procedure of Job Growers Incorporated will be utilized. The Employer shall inform Trainees of the grievance procedure to be followed.
7. The Employer shall notify Job Growers Incorporated in writing prior to the sale, closure or transfer of its business. Failure to notify shall void the right to payment under this OJT agreement.

### **TRAINEES**

1. Only those persons determined eligible by Job Growers Incorporated will be trained under this OJT agreement.



2. No OJT Trainee may assist, promote or deter union organizing or engage in political activities during work hours.
3. OJT Trainees shall not be employed in the construction, operation or maintenance of any facility which is used for religious instruction or worship.
4. No OJT Trainee will be required or permitted to work or train in buildings or surroundings under working conditions which are unsanitary, hazardous or dangerous to the Trainee's health or safety.
5. The trainee will be required to attend a National Career Readiness Certification Assessment within 30 days of beginning the training plan.

### **TRAINEE WAGES AND BENEFITS**

1. Hourly wages paid to a Trainee shall not be less than the hourly wage specified in the Training Plan.
2. Appropriate workers' compensation insurance protection will be provided to all Trainees.
3. Each Trainee shall be provided pay, benefits and working conditions at the same level and to the same extent as other employees similarly employed.
4. Trainees who are current employees are expected to receive a wage gain of at least \$.50 during the first pay period after the training plan ends.

### **RECORDS**

1. The Employer shall maintain, preserve and make available records to support OJT payments until seven (7) years after final payment under this OJT agreement. If any litigation, audit or claim has been initiated, the records will be maintained until a final determination has been made.
2. The Employer agrees that authorized representatives of Job Growers Incorporated shall be given reasonable access to facilities and records.
3. The Employer will report OJT hires and terminations to Job Growers Incorporated.

### **AGREEMENT MODIFICATION/TERMINATION**

This agreement may be modified, in writing, using the OJT Training Agreement Modification form. Modifications are effective upon the signature of all parties. Job Growers Incorporated may unilaterally modify or terminate this Agreement if its grants are suspended, reduced or terminated.

### **INVOICING/REQUEST FOR PAYMENT**

Payments may be requested on the day the training period is completed. If the employer of record during training was a staffing agency, payment will not be made until the trainee is on the payroll of the employer after training is completed. Proof of this must be submitted with the invoice. Payments must be requested within thirty (30) calendar days after the end of the period being invoiced. Late invoice submission may void payment rights.

Employers will submit a completed Job Growers OJT Invoice Form, with required documentation (payroll records). The payroll records must show the employer of record, the number of hours worked, and the wage rate. Invoices received without required supporting documentation will not be processed.

To complete the invoice, the employer will enter:

- Agreement number
- Invoice date
- Employer and trainee information
- Amount of gross wages paid to the trainee during the training period,
- The requested payment amount. The requested payment amount for the training period is determined by the grant funding the training plan.
- Supporting payroll records for the entire duration of the training period are required to be submitted with invoices.
- The employer must check one of the three boxes on the bottom of the form attesting that the training period was completed in accordance with the agreement, or that the terms of the agreement were not met due to trainee quitting/being fired for cause, or didn't reach skill capability of three in all training



areas. In addition, the National Career Readiness Certificate, if required, must be completed by the trainee before payment is made.

If either of the last two boxes is checked, a letter of explanation must accompany the invoice for final payment to be approved and issued. Submitting a final invoice where either of the last two boxes is checked may void payment rights.

Job Growers reserves the right to adjust the amount of payment based on supporting documentation submitted, if the amount requested is found to be in error.

Employers may submit:

- a signed, scanned invoice to [Accounting@jobgrowers.com](mailto:Accounting@jobgrowers.com); or
- a hard copy via US mail to Accounting, 626 High Street NE Ste. 305, Salem, OR 97301.



**TRAINING PLAN**

**Agreement #OJT**

Trainee Name:  
Date Determined Eligible:  
Position Title:  
O-Net Code:  
Hrs/week:  
Training Wage per hour: \$  
Maximum Payment at end of training \$  
Trainee is a: New Hire

Trainee's Supervisor Name:  
Phone No.:  
E-mail:  
Training Start Date:                      End Date:  
Date Hired:

Reimbursement rate: 50%  
SVP Code: Max Weeks: 26

SKILLS TO BE LEARNED	Starting Capability Date Scored:	Ending Capability Date Scored:
	<input type="checkbox"/> 1 <input type="checkbox"/> 2	<input type="checkbox"/> 3 <input type="checkbox"/> Not Met
	<input type="checkbox"/> 1 <input type="checkbox"/> 2	<input type="checkbox"/> 3 <input type="checkbox"/> Not Met
	<input type="checkbox"/> 1 <input type="checkbox"/> 2	<input type="checkbox"/> 3 <input type="checkbox"/> Not Met
	<input type="checkbox"/> 1 <input type="checkbox"/> 2	<input type="checkbox"/> 3 <input type="checkbox"/> Not Met
	<input type="checkbox"/> 1 <input type="checkbox"/> 2	<input type="checkbox"/> 3 <input type="checkbox"/> Not Met
	<input type="checkbox"/> 1 <input type="checkbox"/> 2	<input type="checkbox"/> 3 <input type="checkbox"/> Not Met
NCRC (required for all trainees)	<input type="checkbox"/> 1 <input type="checkbox"/> 2	<input type="checkbox"/> 3 <input type="checkbox"/> Not Met

\_\_\_\_\_  
Company

**Job Growers Incorporated:**

\_\_\_\_\_  
Authorized Signature                      Date

\_\_\_\_\_  
Job Growers OJT Representative                      Date

\_\_\_\_\_  
Print Name and Title

**Suzie Gibson On The Job Training Specialist**  
\_\_\_\_\_  
Print Name and Title

**Staffing Agency (if applicable):**

**Reviewed By:**

\_\_\_\_\_  
Authorized Signature                      Date

\_\_\_\_\_  
**Job Growers Fiscal Review**                      Date

\_\_\_\_\_  
Print Name and Title

\_\_\_\_\_  
**Job Growers Executive Director**                      Date  
(if applicable)

**- Office Use Only -** Funding Stream: \_\_\_\_\_ Center Served: \_\_\_\_\_





## Training Plan Information and Instructions

To be Provided to Employer

Training Plans are used to outline the specific skill requirements for an employer-based training program. They are also used as the assessment tool to document which skills the Trainee lacks at the start of training and to measure skill attainment during the course of training.

**SKILL REQUIREMENTS:** List the skills needed to perform the job to the standards specified by the Employer. Skills should be stated as specifically and briefly as possible, identifying the skill to be learned.

**TRAINEE'S STARTING CAPABILITY:** Used to assess the Trainee's skill level near the beginning of the training period and to document skill deficiencies which will be addressed through training. Record the date of the "Starting Capability" assessment. The "Starting" and "Ending Capability" scores are to be completed by the Trainee's Supervisor.

**TRAINEE'S ENDING CAPABILITY:** Record the date on which the "Ending Capability" assessment is made and the skill level which has been obtained using the following rating scale:

- |                 |   |
|-----------------|---|
| 1. Beginning    | Can do only simple parts of the task.       |
| 2. Intermediate | Can do most parts of the task.              |
| 3. Skilled      | Meets the Employer's standard for the task. |

**TRAINING COMPLETION:** When each skill to be learned on the Training Plan is scored a "3", "skilled", and the Training Period has ended, training is complete.

### TRAINING LENGTH:

- A. The Job Growers Incorporated representative working with the Employer, determines the job title for the position to be trained for, referencing the Occupational Network (O\*Net) <http://online.onetcenter.org>).
- B. From O-Net, Specific Vocational Preparation (SVP) parameters are obtained. It is within these parameters that the length of training is set. The Job Growers Incorporated representative shall consider the training needs of each participant.
- C. An OJT must be limited to the period of time required for a participant to become proficient in the occupation for which training is being provided. In determining the appropriate length of the contract, consideration must be given to the skill requirements of the occupation, the academic and occupational skill level of the participant, prior work experience, and the participant's individual employment plan [WIA§101(31)(c)].
- D. No OJT will be written with a Training Period of less than 6 weeks or more than 26 weeks. Exceptions may be made on a case by case basis.



## On-the-Job Training Employer Eligibility Checklist

### Information Items

1. Business Name, Address and Contact Information  
Name:  
Address:  
Contact Name:
2. How long have you been in business in this area?
  - Is the business being sold or merging with another company?  Yes  No
3. What is your chief product or service?
  - What is your NAICS Code? Find your NAICS code at <http://www.census.gov/eos/www/naics/>
4. How many full-time employees do you have?
  - How many new hires do you anticipate making in the next two (2) years?
  - What job titles/job descriptions will need to be filled? (attach job descriptions if available).
5. Do you plan to use a staffing agency for this OJT position?  Yes  No  
If so, please answer the following questions:
  - Do you use a staffing agency as your primary method of hiring?
  - Which staffing agency do you plan to use?
6. What skills will your current workers and new hires need to acquire to be fully productive?
7. What are your turnover patterns and causes, and could we do anything to help lower turnover?
8. What licenses or qualifications do your workers need?
9. What are the expected shift times and days?
10. Do any jobs pay based upon commissions, tips, piece work or incentives?  Yes  No
  - Is there a base wage that commissions, tips, piece work or incentive pay is added to?  Yes  No
  - If yes to either of the above, what entry earnings may be expected for each job?
11. Which fringe benefits are provided to regular employees?
  - When are these benefits made available?
12. Do you have a payroll system which records pay checks including amount, hours worked and rate of pay?  
 Yes  No
13. Do you, or the staffing agency if you are using one, have valid Workers' Compensation coverage that will cover all OJT trainees?  Yes  No
14. Will any of the OJT trainee positions be independent contractors?  Yes  No
15. Is the OJT position(s) in a promotional line that may infringe on promotional opportunity of a current employee?  
 Yes  No
16. Are OJT trainee positions expected to last more than one year?  Yes  No
17. How many hours per week are trainees expected to work?
18. Do you have sufficient equipment, materials and supervisory time and expertise to provide necessary training?  
 Yes  No
19. Are any of these jobs covered by a collective bargaining agreement?  Yes  No If so, provide a concurrence letter from the union(s).
20. Are any employees currently on layoff or a recall list?  Yes  No
  - Job Classification of employees currently on layoff:
21. Will each trainee be provided pay, benefits and working conditions at the same level and to the same extent as other employees similarly employed?  Yes  No
22. Are there any outstanding wage and hour, health and safety, or discrimination complaints; or a history of adverse decisions?  Yes  No Within how many years?



- 23. Has your company relocated from another establishment in the U.S. within the last 120 days, and the relocation resulted in layoffs in that location?  Yes  No
- 24. What percentage of previous OJT trainees, over the last two (2) years, have completed training and been retained by your firm? Number of trainees retained divided by Number of OJTs equals the percent retained %. If the retention percentage is below 75%, what improvements are planned?
- 25. The trainee(s) involved in all OJTs will be required to complete a National Career Readiness Certificate assessment. Are you able and willing to release them from work time to accomplish this during the training period?  Yes  No

I certify that the above information is true and correct, and will notify Job Growers in the event that it needs to be amended or updated:

**Employer:**

**Job Growers Incorporated:**

\_\_\_\_\_  
Authorized Signature Date

\_\_\_\_\_  
Job Growers Representative Date

\_\_\_\_\_  
Print Name and Title

\_\_\_\_\_  
Print Name and Title

**Staffing Agency:**

\_\_\_\_\_  
Authorized Signature Date

\_\_\_\_\_  
Print Name and Title

## Chapter 9

### Work Experience Development

**Work experience** in its many varied forms is an important element in enhancing a youth's success in both academic and workplace settings. For a youth in WIA, occupational skill training, paid or unpaid work experience, or a summer employment opportunity may be the first experience within a work setting. As such, it is all the more important that these first steps into the working world are successful and positive.

As service providers, making sure work and career-exploration experiences are positive is a significant objective. It is necessary to help employers create excellent opportunities for youth, as well as make sure those opportunities are the safest and most educational they can be. This section is dedicated to framing the policies and procedures that relate to on-site training and work placements. It also explains the overlap between work experience activities and employment laws as they pertain to youth.

As stated in Chapter 8, paid and unpaid work experiences include internships and job shadowing. Work experiences:

- Are planned, structured learning experiences that take place in a workplace for a limited period of time, determined by the local program.
- May be in the public, private, for-profit or nonprofit sectors.
- Are designed to enable youth to gain exposure to the working world and its requirements.
- Help youth acquire the personal attributes, knowledge, and skills needed to obtain a job and eventually advance in a career.
- May include the following elements which provide an opportunity for youth to learn and practice skills needed to succeed in the workplace:
  - Instruction in employability skills or generic workplace skills such as those identified by the USDOL Secretary's Commission on Achieving Necessary Skills (SCANS);
  - Exposure to various aspects of an industry;
  - Integration of basic academic skills into work activities;
  - Entrepreneurship;
  - Service learning and community service.

### Developing Training & Work Sites

Work experiences for youth come in many different shapes and forms. When looking for a possible worksite, keep in mind all previous contacts and evaluations and use them to help you make your selections. WIA staff should personally visit and review sites before selecting a host site.

### Background Checks

Some employers will require terms of employment that cannot be paid for under WIA, or have restrictions. Some employers require background checks for employees, interns or for other work experience. Background checks may be paid for by WIA providers as a support service **only** if it is needed for a participant to obtain employment, **AND as long as WIA funds do not supplant funds that would normally be spent by an employer to conduct a background check.** In other words, if the employer is paying for

background checks for other applicants and employees, WIA funds may not be used to pay for the background check for the youth.

### Drug Testing

Some employers require drug testing for employees, interns, or for other work experience. YOS program providers may not pay for drug testing using WIA funds. If a provider wants to pay for drug testing from another funding source, or if the provider is able to attain an employer sponsor to pay for drug testing, Job Growers Incorporated supports this practice.

### INTERNSHIPS

Placing youth in paid or unpaid internships requires additional work and documentation that other work experiences don't require. Special care should be taken to ensure the provider has considered all of the following requirements.

#### Restricted Host sites for Internships

Before placing a youth in a work experience, providers must ensure compliance with WIA and all applicable regulations. During the site identification process, consider that **participants may not be placed** at a business where:

- A participant will displace current employees (including any reduction in the hours of non-overtime work, wages, or employment benefits);
- An individual has been laid off from the same or a similar job;
- The employer has terminated a regular employee or otherwise reduced its workforce while intending to replace paid employees with WIA-subsidized participants;
- A youth will in any way infringe upon promotions and opportunities for current employees; or impair existing labor contracts unless the labor organization concurs.

Providers must question any prospective employer regarding recent or potential layoffs and staff reductions, including reduced work hours. If there is any doubt as to whether a WIA youth will displace regular employees or decrease opportunities for promotion, the youth **will not** be placed at the worksite. To ensure continued compliance with WIA policy after the participant is placed, the provider must include these prohibitions in the body of the worksite agreement.

Youth cannot be employed under the WIA to carry out the construction, operation, or maintenance of any facility that will be used for religious worship or instruction (except if the facility is not primarily a place of worship). If a provider is uncertain of restrictions in this area, contact the Job Growers Program Manager.

## Internship Packets

If placing youth in an internship, providers will complete an internship packet, see Chapter 17.

The packet includes:

### 1. Business Internship Agreements

The agreement is to be completed by the host business and the YOS provider. Copies of the form will be provided to the host business, and the original kept on file with the provider. They must be available if called for review during program monitoring. Service Providers must have an agreement with **each** worksite where youth are placed. The purpose of the agreement is to ensure a safe, meaningful, and adequately supervised work experience.

The agreement must meet the following guidelines:

- The name and location of the organization sponsoring the worksite is identified.
- Sufficient work and equipment will be provided to participants and provisions will be made for supervision when the regular on-site supervisor is unavailable.
- Authorized signature and dates appear on the agreement.
- The Labor Standards of the WIA are incorporated in the agreement.

In developing worksite agreements, the provider must ensure compliance with WIA laws and regulations: reasonable working conditions must be met; and health, safety, and labor standards established under State and Federal law must be met.

Internship agreements should also be clear as to who holds **liability** for youth while on the work site. In most cases it will be the employer. If the service provider is able to carry liability, that is fine too. However, providers must ensure liability is addressed and that Job Growers Incorporated holds no liability. A hold harmless clause is the best way to ensure this.

### 2. Youth Internship Agreements

This form is to be completed by the youth and the YOS provider. It is required that copies of this form be provided to the youth and copies placed in the participant file.

The Youth Internship Agreement defines the critical components, and makes it easy for youth to understand and comply with the paperwork and procedures. It is important that the youth has an overview of qualifications and expectations, standards for conduct, evaluation procedures, and documentation critical to the successful completion of the program.

Carefully review each expectation with the youth and clarify any questions they have.

Internships are not work, therefore, wages will never be paid for an internship. Any payment for an internship will be a stipend that is performance based, not based on time/hours.

Providers will set the following standards around stipend payments:

- How often stipend payments are made to the youth (weekly, bi-weekly or at the end)?
- Is the stipend performance based or does the youth receive a set amount?
- How much is the maximum stipend?

Make sure that #10 on the Youth Internship Agreement is updated to reflect the current provider's standards on internship stipend payments.

### **Release and Hold Harmless Agreement**

This form is to be completed by the youth.

It is required that copies of this form be provided to the youth and copies placed in the YOS file.

This agreement releases the Youth Opportunity System, its officers, directors, shareholders, employees and anyone else directly or indirectly connected with Job Growers Incorporated from any liability whatsoever in the event of injury or damage of any nature to me or anyone else caused by or incidental by electing to participate in the Youth Internship Program.

### **Emergency Contact Information and Intern Injury Procedure/Emergency Incident**

This form is to be completed by the youth and the YOS provider. It is required that copies of this form be provided to the host business, youth, and copies placed in the participant file.

It is important to ensure that the Host Business and provider have contact information in case of an emergency at the internship site. If possible, have the youth provide a different telephone for each of the following:

- Youth Phone Number
- Message Phone and Name of Contact
- Person to Contact in Emergency, Relationship to youth and phone

By providing potentially three different contacts increases the odds that in the event of an emergency, the Host Business and/or YOS provider will be able to notify the appropriate parties.

In case of an emergency, also provide the contact information for the program staff along with complete and accurate information about the internship site.

### **Internship Learning Objectives**

This form is to be completed by the host business, youth and the provider. It is required that copies of this form be provided to the host business, youth and copies placed in the participant file.

The learning objectives provide attainable goals for the youth. This form also establishes expectations including the schedule for the youth, start/end dates, site supervisors and any equipment or attire that is required to be provided by the intern.

### **Performance Evaluations**

This form is to be completed by the host business and youth. It is required that copies of this form be provided to the youth and copies placed in the participant file.

In order for a youth to receive a stipend (if one is provided), it is recommended that a Performance Evaluation be completed on a weekly basis. This allows the youth to understand what they are doing well along with areas for improvement. It also presents coaching opportunities for the program staff, and the opportunity to be proactive in potentially negative situations.

**Make sure that the site supervisor AND the Intern sign the evaluation.** If stipends are based on performance, and there is a signature line for both, both signatures must be present on the form in the participant file for a payment to be made. This method will ensure that both parties have discussed the evaluation.



### Employer Partner Information

Providers are expected to provide Job Growers Incorporated with information on all employer relations and work sites developed. Employer partner information will be provided to Job Growers Incorporated, and information will be entered into the CIS Connection Database throughout the program year. This is a contract requirement of program providers.

### Entering Business Information

1. Go to <http://or.cis-connection.org>
2. Click: Get Started
3. Click: Begin
4. Select your cooperating organization (BizConnect) from the drop down list
5. Enter the business name and address; click: Submit
6. Enter the name, e-mail and telephone  
     Create a login identity:  
     Username: \_\_\_\_\_  
     Password: \_\_\_\_\_
7. Click: Submit
8. Click: Continue
9. From the Administrator Tools click: Business Information

### Now it is time to enter the business information:

10. Click: **Location and Contact Information**
  - Enter information regarding the location of the office and the primary contact. There will be another area of the site for you to put information regarding the application process.

When done, click: **Save**

### Click **Industry & Occupation Information**

- Enter information regarding the business industry that you are in. Choose the occupations that are in your industry as well as the frequency that you hire.

When done, click: **Save**

### Click **Soft Skills Information**

- Enter information about the characteristics and qualities the business looks for in their employees

When done, click: **Save**

### Click **Contact Information for Applicants**

- Enter information on the hiring process, human resources, web applications, etc.

When done, click: **Save**

## Verify and Submit

Look over the information and make changes by clicking on "edit"

11. Choose between:
  - a. Do not publish at this time, we wish to continue to work on it
  - b. Our information is ready to publish (This starts the approval process)
12. Click Submit

## Entering Volunteer Information

1. Go to <http://or.cis-connection.org>
2. Login with your username & password \_\_\_\_\_ & \_\_\_\_\_
3. From the Administrator Tools click on
  - a. Volunteer Exchange, then click
  - b. Continue to Enter Volunteer Information
4. Click on
  - a. The volunteer links of the areas or activities that you are interested in.
5. Click on
  - a. Submit after answering the questions in each volunteer area.
6. Continue to sign up for as many volunteer jobs that you wish. When completed, you may view, edit, or delete any of your choices at any time.

## Registration Codes:

This registration code will only allow employees and colleagues to set up their own username/password and then enter personal information and sign up to volunteer. Give this code your employees or colleagues along with the directions for them to access CIS-Connection on their own.

As the administrator for your business, you are the only person who has access to the business information and all volunteer listings. This includes the usernames and passwords of those who have signed up to volunteer.

## Protocol to Access Employers/Volunteers

*Plan Ahead – most business request a one month notice to get activities on their schedules.*

To locate volunteers, CIS Connection recommends that you go to "Find Volunteers" and search by occupation. This way you can see if the volunteer is in the occupation that you are looking for and offers the activity, i.e., job shadow, guest speaker, mock interview, mentor, etc. that you need. These can be sorted by activity type or location if you like.

Once you have located a volunteer/business and before you send an email request:

1. Go to the "View Reports" section and "Volunteer Request Summary Report" to see if the volunteer/business was recently sent a request. This is so multiple requests are not going to one volunteer all at the same time. If you click on details you can see when the request was sent and what date the last activity was requested. **We do not want to send more than one request per month, or have more than one activity per month per volunteer unless they indicate they will do more in the comment section.** It adds another step, but will help with response rate and saves our volunteers.
2. Check "comments" section in CIS-Connection for any restrictions, i.e. area, schools, availability, etc. This is where the company will state that they have a restriction on how many activities they will do per year. Some will only do 1 or 2 per year, while others will do more, so please check.
3. Send email request – tailor it to sell the student, i.e. this student has completed course work in related field, math, science, have volunteered doing XYZ, or their hobby is XYZ (related to request) or interested in XYZ because..., etc. Sell event, community benefit, etc. \*Check to get a "Read request" notice on your email if possible to do so. Subject line can also be tailored to your request.
4. If no response within 1 week, send 2<sup>nd</sup> request.
5. If still no response at the end of the second week, call the Youth Services Coordinator at Job Growers Incorporated to follow up for response. The coordinator will check to see if the contact information is correct, or requires updating, if they received the email, or just ignored it, or if there are other problems that caused them not to respond.
6. The coordinator will communicate with school/provider about this business/organization and how to proceed; send another request, select another volunteer, etc.

### Determining if Work Experience is Employment or Not

There are factors a provider must consider to determine if the work experience is employment that requires wages, or just an internship that does not require payment. The following are considerations and information to guide in making that determination.

### Fair Labor Standards Act (FLSA) and Child Labor Laws

Understanding labor laws and their implications can seem overwhelming at first. Being able to understand, interpret and enforce these laws, however, is extremely important to maintaining both the integrity of the program and the welfare of the young people being served within the YOS.

Child labor laws were put into place to assure that minors were not working too early, too late or too many hours, or working in conditions or performing tasks that could cause injury or illness. Students engaged in work-based learning experiences may or may-not be considered "employees" and covered by child labor laws, however if a student is in a paid position, then the laws always apply. Labeling an experience as an "internship", "mentorships" or "work-based learning experience" has no impact whatsoever on the employment relationship. Semantics play no part in deciphering whether or not a youth is employed. Whether the Fair Labor Standards Act sees youth as employees depends on their activities on the premises of the employer.

**The FLSA sees all youth as employees unless all of the following criteria are met.** If all of the criteria are met, then they are not deemed employees.

- s A planned program exists for job training and work experience for the youth, appropriate to her abilities. Much like a vocational curriculum, training is included that relates to pre-employment and employment skills to be mastered at progressively higher levels. The training is coordinated with learning in a school-based learning component and leads to the awarding of a skill certificate.
- s The learning experience encompasses a sequence of activities that build upon one another, increasing in complexity and promoting mastery of basic skills.
- s The learning experience has been structured to expose him to all aspects of an industry and promotes the development of broad, transferable skills.
- s The learning experience provides for real or simulated tasks or assignments that push youth to develop higher-order critical thinking and problem-solving skills.
- s The youth receives ongoing instruction at the employer's work site and receives close on-site supervision throughout the learning experience, with the result that any productive work performed is offset by the burden to the employer from the training and supervision provided.
- s The placement of the youth at a work site during the learning experience does not result in the displacement of any regular employee. In other words, her presence at the work site does not result in an employee being laid off, does not result in the employer not hiring an employee it would otherwise hire, and does not result in an employee working fewer hours than he would otherwise work.

- s The youth is not entitled to a job at the completion of the learning experience—but this does not mean that employers are to be discouraged from offering employment to youth who successfully complete the training.
- s The employer, youth, and parent or guardian understand that she is not entitled to wages or other compensation for the time spent in the learning experience--although she may be paid a stipend for expenses such as books or tools.

**When all of these criteria are met, it is not employment.**

### **When a Youth is an Employee**

When a youth is determined to be an employee, all employment related laws apply. These include workers' compensation, wage and hour (including child labor), civil rights, OSHA, and unemployment insurance, as well as any other laws that govern the relationship between an employer and employee. When the employee is a minor, the child labor regulations, as part of the Wage and Hour Laws, must be complied with. For purposes of wage and hour law, a minor is any employee under the age of 18.

**ON-THE-JOB TRAINING****Date: Jun. 6, 2014**  
 **New**       **Revised**  
**Page 1 of 2****PURPOSE**

The purpose of this policy is to provide guidance for the provision of On-the-Job Training (OJT) contracts funded through the Workforce Investment Act (WIA) and other discretionary fund sources.

The On-the-Job training (OJT) program allows an employer to hire an individual, or upgrade an eligible employed worker, who would not otherwise qualify for the job and to teach the skills needed to perform at the entry level for the position (or at the appropriate level for the promotion). The activity is based upon a contractual exchange with the employer. It is an alternative to more traditional classroom-based learning, and allows participants to learn in their real work environment with a structured training plan, under the supervision of their employer, and with a commitment of continued employment following successful completion of their training period.

OJT is a hire-first program. In consideration of the extra costs to the employer of hiring and training a new employee or promoted employee onsite, a portion of the employee's wages may be reimbursed for a limited duration. OJT is not a subsidized employment program. OJTs are intended to encourage the development of in-company training programs that lead to transferrable skills for eligible individuals who would not otherwise be hired or promoted to a given position.

The purpose of an OJT contract is to assist businesses in training and retaining skilled, productive workers; and to assist businesses with the extraordinary costs of providing the training and additional supervision related to the training. It is not an entitlement program for employers. The decision to enter into contract with an employer is at the discretion of Job Growers and its contracted program providers.

**REFERENCES**

WIA Section 101(31)

20 Code of Federal Regulations Part 663.700, 705, 710 & 730

**POLICY**

Eligible participants who have been assessed as having the skills and qualifications to participate successfully in an OJT contract may be provided services through the OJT program in order to obtain or retain employment that leads to self-sufficiency.

Program providers will have a process in place for executing OJT agreements and contracts. This must include processes to ensure:

- the training provides knowledge or skills essential to the full and adequate performance of the job;
- documentation of employer and participant eligibility;
- development of agreements, contracts, and training plans;
- employer reimbursements rates do not exceed the percent allowed by the funding source.

**ON-THE-JOB TRAINING**

Date: Jun. 6, 2014

 New Revised

Page 2 of 2

- adequate employer reimbursement documentation is obtained and retained;
- all training plans specify the occupation, skills and competencies to be learned;
- all training plans specify the time frame for acquiring skills and competencies and that the duration of the contract is limited as appropriate to the occupation for which the participant is being trained ;
- sufficient documentation to demonstrate that workers receive bona fide training and acquire competencies, and that no individual who is fully skilled and/or possesses the government-recognized license required to enter the occupation, is placed in an OJT in that occupation. An exception to placing a participant with a government-recognized license in an OJT may be granted at the discretion of Job Growers staff.

OJT's may be used to help train newly hired employees (within two weeks of the hire date) or, where the funding source allows and when approved by Job Growers, eligible current employees.

OJT agreements, contracts and training plans will be developed and managed in accordance with all applicable Job Growers policies and guidance, including minimum and maximums determined for length of time allowable for training plans, number of OJTs allowable per employer, employer reimbursement amounts, and hourly wage rates for participants.

Providers will enter into OJT agreements only with eligible employers. Some fund sources restrict OJTs with public sector employers, casinos, gaming establishments, swimming pools, aquariums, zoos, golf courses and faith-based organizations.

Employers benefitting from an OJT will be reviewed at least annually to determine if they have exhibited a pattern of continued long-term employment with wages, benefits, and working conditions equal to those provided to regular employees who have worked a similar length of time and doing the same type of work, as required by 20 CFR 663.700(b).

## On-the-Job Training Employer Eligibility Checklist

### Information Items

1. Business Name, Address and Contact Information  
 Name:  
 Address:  
 Contact Name:
2. How long have you been in business in this area?
  - Is the business being sold or merging with another company?  Yes  No
3. What is your chief product or service?
  - What is your NAICS Code? Find your NAICS code at <http://www.census.gov/eos/www/naics/>
4. How many full-time employees do you have?
  - How many new hires do you anticipate making in the next two (2) years?
  - What job titles/job descriptions will need to be filled? (attach job descriptions if available).
5. Do you plan to use a staffing agency for this OJT position?  Yes  No  
 If so, please answer the following questions:
  - Do you use a staffing agency as your primary method of hiring?
  - Which staffing agency do you plan to use?
6. What skills will your current workers and new hires need to acquire to be fully productive?
7. What are your turnover patterns and causes, and could we do anything to help lower turnover?
8. What licenses or qualifications do your workers need?
9. What are the expected shift times and days?
10. Do any jobs pay based upon commissions, tips, piece work or incentives?  Yes  No
  - Is there a base wage that commissions, tips, piece work or incentive pay is added to?  Yes  No
  - If yes to either of the above, what entry earnings may be expected for each job?
11. Which fringe benefits are provided to regular employees?
  - When are these benefits made available?
12. Do you have a payroll system which records pay checks including amount, hours worked and rate of pay?  
 Yes  No
13. Do you, or the staffing agency if you are using one, have valid Workers' Compensation coverage that will cover all OJT trainees?  Yes  No
14. Will any of the OJT trainee positions be independent contractors?  Yes  No
15. Is the OJT position(s) in a promotional line that may infringe on promotional opportunity of a current employee?  
 Yes  No
16. Are OJT trainee positions expected to last more than one year?  Yes  No
17. How many hours per week are trainees expected to work?
18. Do you have sufficient equipment, materials and supervisory time and expertise to provide necessary training?  
 Yes  No
19. Are any of these jobs covered by a collective bargaining agreement?  Yes  No If so, provide a concurrence letter from the union(s).
20. Are any employees currently on layoff or a recall list?  Yes  No
  - Job Classification of employees currently on layoff:
21. Will each trainee be provided pay, benefits and working conditions at the same level and to the same extent as other employees similarly employed?  Yes  No
22. Are there any outstanding wage and hour, health and safety, or discrimination complaints; or a history of adverse decisions?  Yes  No Within how many years?





## Chapter 9

### Work Experience Development

**Work experience** in its many varied forms is an important element in enhancing a youth's success in both academic and workplace settings. For a youth in WIA, occupational skill training, paid or unpaid work experience, or a summer employment opportunity may be the first experience within a work setting. As such, it is all the more important that these first steps into the working world are successful and positive.

As service providers, making sure work and career-exploration experiences are positive is a significant objective. It is necessary to help employers create excellent opportunities for youth, as well as make sure those opportunities are the safest and most educational they can be. This section is dedicated to framing the policies and procedures that relate to on-site training and work placements. It also explains the overlap between work experience activities and employment laws as they pertain to youth.

As stated in Chapter 8, paid and unpaid work experiences include internships and job shadowing. Work experiences:

- Are planned, structured learning experiences that take place in a workplace for a limited period of time, determined by the local program.
- May be in the public, private, for-profit or nonprofit sectors.
- Are designed to enable youth to gain exposure to the working world and its requirements.
- Help youth acquire the personal attributes, knowledge, and skills needed to obtain a job and eventually advance in a career.
- May include the following elements which provide an opportunity for youth to learn and practice skills needed to succeed in the workplace:
  - Instruction in employability skills or generic workplace skills such as those identified by the USDOL Secretary's Commission on Achieving Necessary Skills (SCANS);
  - Exposure to various aspects of an industry;
  - Integration of basic academic skills into work activities;
  - Entrepreneurship;
  - Service learning and community service.

### Developing Training & Work Sites

Work experiences for youth come in many different shapes and forms. When looking for a possible worksite, keep in mind all previous contacts and evaluations and use them to help you make your selections. WIA staff should personally visit and review sites before selecting a host site.

### Background Checks

Some employers will require terms of employment that cannot be paid for under WIA, or have restrictions. Some employers require background checks for employees, interns or for other work experience. Background checks may be paid for by WIA providers as a support service **only** if it is needed for a participant to obtain employment, **AND as long as WIA funds do not supplant funds that would normally be spent by an employer to conduct a background check.** In other words, if the employer is paying for

background checks for other applicants and employees, WIA funds may not be used to pay for the background check for the youth.

### Drug Testing

Some employers require drug testing for employees, interns, or for other work experience. YOS program providers may not pay for drug testing using WIA funds. If a provider wants to pay for drug testing from another funding source, or if the provider is able to attain an employer sponsor to pay for drug testing, Job Growers Incorporated supports this practice.

### INTERNSHIPS

Placing youth in paid or unpaid internships requires additional work and documentation that other work experiences don't require. Special care should be taken to ensure the provider has considered all of the following requirements.

#### Restricted Host sites for Internships

Before placing a youth in a work experience, providers must ensure compliance with WIA and all applicable regulations. During the site identification process, consider that **participants may not be placed** at a business where:

- A participant will displace current employees (including any reduction in the hours of non-overtime work, wages, or employment benefits);
- An individual has been laid off from the same or a similar job;
- The employer has terminated a regular employee or otherwise reduced its workforce while intending to replace paid employees with WIA-subsidized participants;
- A youth will in any way infringe upon promotions and opportunities for current employees; or impair existing labor contracts unless the labor organization concurs.

Providers must question any prospective employer regarding recent or potential layoffs and staff reductions, including reduced work hours. If there is any doubt as to whether a WIA youth will displace regular employees or decrease opportunities for promotion, the youth **will not** be placed at the worksite. To ensure continued compliance with WIA policy after the participant is placed, the provider must include these prohibitions in the body of the worksite agreement.

Youth cannot be employed under the WIA to carry out the construction, operation, or maintenance of any facility that will be used for religious worship or instruction (except if the facility is not primarily a place of worship). If a provider is uncertain of restrictions in this area, contact the Job Growers Program Manager.

## Internship Packets

If placing youth in an internship, providers will complete an internship packet, see Chapter 17.

The packet includes:

### 1. Business Internship Agreements

The agreement is to be completed by the host business and the YOS provider. Copies of the form will be provided to the host business, and the original kept on file with the provider. They must be available if called for review during program monitoring. Service Providers must have an agreement with **each** worksite where youth are placed. The purpose of the agreement is to ensure a safe, meaningful, and adequately supervised work experience.

The agreement must meet the following guidelines:

- The name and location of the organization sponsoring the worksite is identified.
- Sufficient work and equipment will be provided to participants and provisions will be made for supervision when the regular on-site supervisor is unavailable.
- Authorized signature and dates appear on the agreement.
- The Labor Standards of the WIA are incorporated in the agreement.

In developing worksite agreements, the provider must ensure compliance with WIA laws and regulations: reasonable working conditions must be met; and health, safety, and labor standards established under State and Federal law must be met.

Internship agreements should also be clear as to who holds **liability** for youth while on the work site. In most cases it will be the employer. If the service provider is able to carry liability, that is fine too. However, providers must ensure liability is addressed and that Job Growers Incorporated holds no liability. A hold harmless clause is the best way to ensure this.

### 2. Youth Internship Agreements

This form is to be completed by the youth and the YOS provider. It is required that copies of this form be provided to the youth and copies placed in the participant file.

The Youth Internship Agreement defines the critical components, and makes it easy for youth to understand and comply with the paperwork and procedures. It is important that the youth has an overview of qualifications and expectations, standards for conduct, evaluation procedures, and documentation critical to the successful completion of the program.

Carefully review each expectation with the youth and clarify any questions they have.

Internships are not work, therefore, wages will never be paid for an internship. Any payment for an internship will be a stipend that is performance based, not based on time/hours.

Providers will set the following standards around stipend payments:

- How often stipend payments are made to the youth (weekly, bi-weekly or at the end)?
- Is the stipend performance based or does the youth receive a set amount?
- How much is the maximum stipend?

Make sure that #10 on the Youth Internship Agreement is updated to reflect the current provider's standards on internship stipend payments.

### **Release and Hold Harmless Agreement**

This form is to be completed by the youth.

It is required that copies of this form be provided to the youth and copies placed in the YOS file.

This agreement releases the Youth Opportunity System, its officers, directors, shareholders, employees and anyone else directly or indirectly connected with Job Growers Incorporated from any liability whatsoever in the event of injury or damage of any nature to me or anyone else caused by or incidental by electing to participate in the Youth Internship Program.

### **Emergency Contact Information and Intern Injury Procedure/Emergency Incident**

This form is to be completed by the youth and the YOS provider. It is required that copies of this form be provided to the host business, youth, and copies placed in the participant file.

It is important to ensure that the Host Business and provider have contact information in case of an emergency at the internship site. If possible, have the youth provide a different telephone for each of the following:

- Youth Phone Number
- Message Phone and Name of Contact
- Person to Contact in Emergency, Relationship to youth and phone

By providing potentially three different contacts increases the odds that in the event of an emergency, the Host Business and/or YOS provider will be able to notify the appropriate parties.

In case of an emergency, also provide the contact information for the program staff along with complete and accurate information about the internship site.

### **Internship Learning Objectives**

This form is to be completed by the host business, youth and the provider. It is required that copies of this form be provided to the host business, youth and copies placed in the participant file.

The learning objectives provide attainable goals for the youth. This form also establishes expectations including the schedule for the youth, start/end dates, site supervisors and any equipment or attire that is required to be provided by the intern.

### **Performance Evaluations**

This form is to be completed by the host business and youth. It is required that copies of this form be provided to the youth and copies placed in the participant file.

In order for a youth to receive a stipend (if one is provided), it is recommended that a Performance Evaluation be completed on a weekly basis. This allows the youth to understand what they are doing well along with areas for improvement. It also presents coaching opportunities for the program staff, and the opportunity to be proactive in potentially negative situations.

**Make sure that the site supervisor AND the Intern sign the evaluation.** If stipends are based on performance, and there is a signature line for both, both signatures must be present on the form in the participant file for a payment to be made. This method will ensure that both parties have discussed the evaluation.

### Employer Partner Information

Providers are expected to provide Job Growers Incorporated with information on all employer relations and work sites developed. Employer partner information will be provided to Job Growers Incorporated, and information will be entered into the CIS Connection Database throughout the program year. This is a contract requirement of program providers.

### Entering Business Information

1. Go to <http://or.cis-connection.org>
2. Click: Get Started
3. Click: Begin
4. Select your cooperating organization (BizConnect) from the drop down list
5. Enter the business name and address; click: Submit
6. Enter the name, e-mail and telephone  
     Create a login identity:  
     Username: \_\_\_\_\_  
     Password: \_\_\_\_\_
7. Click: Submit
8. Click: Continue
9. From the Administrator Tools click: Business Information

### Now it is time to enter the business information:

10. Click: **Location and Contact Information**
  - Enter information regarding the location of the office and the primary contact. There will be another area of the site for you to put information regarding the application process.

When done, click: **Save**

### Click **Industry & Occupation Information**

- Enter information regarding the business industry that you are in. Choose the occupations that are in your industry as well as the frequency that you hire.

When done, click: **Save**

### Click **Soft Skills Information**

- Enter information about the characteristics and qualities the business looks for in their employees

When done, click: **Save**

### Click **Contact Information for Applicants**

- Enter information on the hiring process, human resources, web applications, etc.

When done, click: **Save**

## Verify and Submit

Look over the information and make changes by clicking on "edit"

11. Choose between:
  - a. Do not publish at this time, we wish to continue to work on it
  - b. Our information is ready to publish (This starts the approval process)
12. Click Submit

## Entering Volunteer Information

1. Go to <http://or.cis-connection.org>
2. Login with your username & password \_\_\_\_\_ & \_\_\_\_\_
3. From the Administrator Tools click on
  - a. Volunteer Exchange, then click
  - b. Continue to Enter Volunteer Information
4. Click on
  - a. The volunteer links of the areas or activities that you are interested in.
5. Click on
  - a. Submit after answering the questions in each volunteer area.
6. Continue to sign up for as many volunteer jobs that you wish. When completed, you may view, edit, or delete any of your choices at any time.

## Registration Codes:

This registration code will only allow employees and colleagues to set up their own username/password and then enter personal information and sign up to volunteer. Give this code your employees or colleagues along with the directions for them to access CIS-Connection on their own.

As the administrator for your business, you are the only person who has access to the business information and all volunteer listings. This includes the usernames and passwords of those who have signed up to volunteer.

## Protocol to Access Employers/Volunteers

***Plan Ahead*** – most business request a one month notice to get activities on their schedules.

To locate volunteers, CIS Connection recommends that you go to "Find Volunteers" and search by occupation. This way you can see if the volunteer is in the occupation that you are looking for and offers the activity, i.e., job shadow, guest speaker, mock interview, mentor, etc. that you need. These can be sorted by activity type or location if you like.



Once you have located a volunteer/business and before you send an email request:

1. Go to the "View Reports" section and "Volunteer Request Summary Report" to see if the volunteer/business was recently sent a request. This is so multiple requests are not going to one volunteer all at the same time. If you click on details you can see when the request was sent and what date the last activity was requested. ***We do not want to send more than one request per month, or have more than one activity per month per volunteer unless they indicate they will do more in the comment section.*** It adds another step, but will help with response rate and saves our volunteers.
2. Check "comments" section in CIS-Connection for any restrictions, i.e. area, schools, availability, etc. This is where the company will state that they have a restriction on how many activities they will do per year. Some will only do 1 or 2 per year, while others will do more, so please check.
3. Send email request – tailor it to sell the student, i.e. this student has completed course work in related field, math, science, have volunteered doing XYZ, or their hobby is XYZ (related to request) or interested in XYZ because..., etc. Sell event, community benefit, etc. \*Check to get a "Read request" notice on your email if possible to do so. Subject line can also be tailored to your request.
4. If no response within 1 week, send 2<sup>nd</sup> request.
5. If still no response at the end of the second week, call the Youth Services Coordinator at Job Growers Incorporated to follow up for response. The coordinator will check to see if the contact information is correct, or requires updating, if they received the email, or just ignored it, or if there are other problems that caused them not to respond.
6. The coordinator will communicate with school/provider about this business/organization and how to proceed; send another request, select another volunteer, etc.

### Determining if Work Experience is Employment or Not

There are factors a provider must consider to determine if the work experience is employment that requires wages, or just an internship that does not require payment. The following are considerations and information to guide in making that determination.

### Fair Labor Standards Act (FLSA) and Child Labor Laws

Understanding labor laws and their implications can seem overwhelming at first. Being able to understand, interpret and enforce these laws, however, is extremely important to maintaining both the integrity of the program and the welfare of the young people being served within the YOS.

Child labor laws were put into place to assure that minors were not working too early, too late or too many hours, or working in conditions or performing tasks that could cause injury or illness. Students engaged in work-based learning experiences may or may-not be considered “employees” and covered by child labor laws, however if a student is in a paid position, then the laws always apply. Labeling an experience as an “internship”, “mentorships” or “work-based learning experience” has no impact whatsoever on the employment relationship. Semantics play no part in deciphering whether or not a youth is employed. Whether the Fair Labor Standards Act sees youth as employees depends on their activities on the premises of the employer.

**The FLSA sees all youth as employees unless all of the following criteria are met.** If all of the criteria are met, then they are not deemed employees.

- s A planned program exists for job training and work experience for the youth, appropriate to her abilities. Much like a vocational curriculum, training is included that relates to pre-employment and employment skills to be mastered at progressively higher levels. The training is coordinated with learning in a school-based learning component and leads to the awarding of a skill certificate.
- s The learning experience encompasses a sequence of activities that build upon one another, increasing in complexity and promoting mastery of basic skills.
- s The learning experience has been structured to expose him to all aspects of an industry and promotes the development of broad, transferable skills.
- s The learning experience provides for real or simulated tasks or assignments that push youth to develop higher-order critical thinking and problem-solving skills.
- s The youth receives ongoing instruction at the employer's work site and receives close on-site supervision throughout the learning experience, with the result that any productive work performed is offset by the burden to the employer from the training and supervision provided.
- s The placement of the youth at a work site during the learning experience does not result in the displacement of any regular employee. In other words, her presence at the work site does not result in an employee being laid off, does not result in the employer not hiring an employee it would otherwise hire, and does not result in an employee working fewer hours than he would otherwise work.

- s The youth is not entitled to a job at the completion of the learning experience—but this does not mean that employers are to be discouraged from offering employment to youth who successfully complete the training.
- s The employer, youth, and parent or guardian understand that she is not entitled to wages or other compensation for the time spent in the learning experience--although she may be paid a stipend for expenses such as books or tools.

**When all of these criteria are met, it is not employment.**

### **When a Youth is an Employee**

When a youth is determined to be an employee, all employment related laws apply. These include workers' compensation, wage and hour (including child labor), civil rights, OSHA, and unemployment insurance, as well as any other laws that govern the relationship between an employer and employee. When the employee is a minor, the child labor regulations, as part of the Wage and Hour Laws, must be complied with. For purposes of wage and hour law, a minor is any employee under the age of 18.

## On-the-Job Training Employer Eligibility Checklist

### Information Items

1. Business Name, Address and Contact Information  
 Name:  
 Address:  
 Contact Name:
2. How long have you been in business in this area?
  - Is the business being sold or merging with another company?  Yes  No
3. What is your chief product or service?
  - What is your NAICS Code? Find your NAICS code at <http://www.census.gov/eos/www/naics/>
4. How many full-time employees do you have?
  - How many new hires do you anticipate making in the next two (2) years?
  - What job titles/job descriptions will need to be filled? (attach job descriptions if available).
5. Do you plan to use a staffing agency for this OJT position?  Yes  No  
 If so, please answer the following questions:
  - Do you use a staffing agency as your primary method of hiring?
  - Which staffing agency do you plan to use?
6. What skills will your current workers and new hires need to acquire to be fully productive?
7. What are your turnover patterns and causes, and could we do anything to help lower turnover?
8. What licenses or qualifications do your workers need?
9. What are the expected shift times and days?
10. Do any jobs pay based upon commissions, tips, piece work or incentives?  Yes  No
  - Is there a base wage that commissions, tips, piece work or incentive pay is added to?  Yes  No
  - If yes to either of the above, what entry earnings may be expected for each job?
11. Which fringe benefits are provided to regular employees?
  - When are these benefits made available?
12. Do you have a payroll system which records pay checks including amount, hours worked and rate of pay?  
 Yes  No
13. Do you, or the staffing agency if you are using one, have valid Workers' Compensation coverage that will cover all OJT trainees?  Yes  No
14. Will any of the OJT trainee positions be independent contractors?  Yes  No
15. Is the OJT position(s) in a promotional line that may infringe on promotional opportunity of a current employee?  
 Yes  No
16. Are OJT trainee positions expected to last more than one year?  Yes  No
17. How many hours per week are trainees expected to work?
18. Do you have sufficient equipment, materials and supervisory time and expertise to provide necessary training?  
 Yes  No
19. Are any of these jobs covered by a collective bargaining agreement?  Yes  No If so, provide a concurrence letter from the union(s).
20. Are any employees currently on layoff or a recall list?  Yes  No
  - Job Classification of employees currently on layoff:
21. Will each trainee be provided pay, benefits and working conditions at the same level and to the same extent as other employees similarly employed?  Yes  No
22. Are there any outstanding wage and hour, health and safety, or discrimination complaints; or a history of adverse decisions?  Yes  No Within how many years?



**PURPOSE**

The purpose of this policy is to provide guidance for the provision of On-the-Job Training (OJT) contracts funded through the Workforce Investment Act (WIA) and other discretionary fund sources.

The On-the-Job training (OJT) program allows an employer to hire an individual, or upgrade an eligible employed worker, who would not otherwise qualify for the job and to teach the skills needed to perform at the entry level for the position (or at the appropriate level for the promotion). The activity is based upon a contractual exchange with the employer. It is an alternative to more traditional classroom-based learning, and allows participants to learn in their real work environment with a structured training plan, under the supervision of their employer, and with a commitment of continued employment following successful completion of their training period.

OJT is a hire-first program. In consideration of the extra costs to the employer of hiring and training a new employee or promoted employee onsite, a portion of the employee's wages may be reimbursed for a limited duration. OJT is not a subsidized employment program. OJTs are intended to encourage the development of in-company training programs that lead to transferrable skills for eligible individuals who would not otherwise be hired or promoted to a given position.

The purpose of an OJT contract is to assist businesses in training and retaining skilled, productive workers; and to assist businesses with the extraordinary costs of providing the training and additional supervision related to the training. It is not an entitlement program for employers. The decision to enter into contract with an employer is at the discretion of Job Growers and its contracted program providers.

**REFERENCES**

WIA Section 101(31)

20 Code of Federal Regulations Part 663.700, 705, 710 & 730

**POLICY**

Eligible participants who have been assessed as having the skills and qualifications to participate successfully in an OJT contract may be provided services through the OJT program in order to obtain or retain employment that leads to self-sufficiency.

Program providers will have a process in place for executing OJT agreements and contracts. This must include processes to ensure:

- the training provides knowledge or skills essential to the full and adequate performance of the job;
- documentation of employer and participant eligibility;
- development of agreements, contracts, and training plans;
- employer reimbursements rates do not exceed the percent allowed by the funding source.



**JOB GROWERS**  
INCORPORATED

**POLICY  
P32**

**ON-THE-JOB TRAINING**

**Date: Jun. 6, 2014**

**New**

**Revised**

**Page 2 of 2**

- adequate employer reimbursement documentation is obtained and retained;
- all training plans specify the occupation, skills and competencies to be learned;
- all training plans specify the time frame for acquiring skills and competencies and that the duration of the contract is limited as appropriate to the occupation for which the participant is being trained ;
- sufficient documentation to demonstrate that workers receive bona fide training and acquire competencies, and that no individual who is fully skilled and/or possesses the government-recognized license required to enter the occupation, is placed in an OJT in that occupation. An exception to placing a participant with a government-recognized license in an OJT may be granted at the discretion of Job Growers staff.

OJT's may be used to help train newly hired employees (within two weeks of the hire date) or, where the funding source allows and when approved by Job Growers, eligible current employees.

OJT agreements, contracts and training plans will be developed and managed in accordance with all applicable Job Growers policies and guidance, including minimum and maximums determined for length of time allowable for training plans, number of OJTs allowable per employer, employer reimbursement amounts, and hourly wage rates for participants.

Providers will enter into OJT agreements only with eligible employers. Some fund sources restrict OJTs with public sector employers, casinos, gaming establishments, swimming pools, aquariums, zoos, golf courses and faith-based organizations.

Employers benefitting from an OJT will be reviewed at least annually to determine if they have exhibited a pattern of continued long-term employment with wages, benefits, and working conditions equal to those provided to regular employees who have worked a similar length of time and doing the same type of work, as required by 20 CFR 663.700(b).



**INDIVIDUAL TRAINING ACCOUNTS**

Date: Apr. 23, 2014

New

Revised

Page 1 of 2

**PURPOSE**

The purpose of this policy is to establish guidelines for the issuance of individual training accounts known regionally as Vocational Scholarships, for participants engaged in approved training.

**REFERENCES**

Workforce Investment Act (WIA) §134 (d)(4) Training Services

WIA Sections 122 and 134 (d)

Community Colleges and Workforce Development (CCWD) Policy 589-30.6 Access to Training for WIA Participants; Issuance of Individual Training Accounts

**POLICY**

An ITA is intended to provide opportunities for adults and dislocated workers to gain and sustain skills necessary for competitive employment by financing training services. WIA program participants who are in need of training and who can benefit from that training may be offered an ITA in the form of a vocational scholarship. ITAs should be short-term in nature, and focused on skills relevant to job opportunities in the current economy that provide or lead to a self – sufficient wage.

Individual training accounts support the achievement of skill enhancements as appropriate to applicant eligibility, the requirements of each funding stream and funding availability.

At a minimum, the criteria for the award of a scholarship will consider:

- The connection between the employment goal of the applicant and regionally targeted high demand, high skill or high wage occupations or strategic emerging industries identified within the local unified plan; or
- The connection between the employment goal of the applicant and a career pathway leading to self-sufficiency; and
- The connection between the training requested and the employment goal or career pathway of the applicant; and
- Whether the applicant is willing to re-locate to find employment if the employment goal of the applicant does not relate to the high demand growth, or wage occupation within the region; and
- Whether the applicant has sufficient resources to successfully complete the training program, including Pell and other sources of financial aid or resources; and
- The availability of resources to fund the scholarship; and
- The applicant demonstrates the necessary skills to complete the training and enter employment and has no legal barriers to entering the occupation for which the training is targeted





**JOB GROWERS**  
INCORPORATED

**POLICY**  
**P28**

**INDIVIDUAL TRAINING ACCOUNTS**

**Date: Apr. 23, 2014**

**New**

**Revised**

**Page 2 of 2**

Job Growers may add additional criteria and funding priorities.

A list of entities eligible to receive WIA Title IB funds to provide training services to eligible adults and dislocated workers is established as the Eligible Training Provider List (ETPL). All ITAs funded by WIA must be on the ETPL, except when otherwise noted in CCWD policy 589-30.6.



Work Source Oregon  
605 Cottage St NE  
Salem, OR 97301  
Ph. (503) 378-4846  
Fax (503) 378-6480

WorkSource Oregon  
120 E. Lincoln St., Suite 115B  
Woodburn, OR 97071  
Ph. (503) 982-2817  
Fax (503) 982-1839

WorkSource Oregon  
580 Main St, Suite B  
Dallas, OR 97338  
Ph. (503) 831-1950  
Fax (503) 831-1952

WorkSource Oregon  
370 NE Norton Lane  
McMinnville, OR 9712  
Ph. (503) 472-5118  
Fax: (503) 472-5804

**WORKFORCE INVESTMENT ACT (WIA)  
WORKSOURCE OREGON VOCATIONAL SCHOLARSHIP PROCESS  
(FOR POTENTIAL APPLICANTS)**

- A. WorkSource Oregon awards vocational training scholarships to residents eligible for the Workforce Investment Act (WIA).** These awards are for training programs ending in one year or less. They are for occupations that are in demand and for which there are job openings in the area. Applicants must be residents of Marion, Polk and Yamhill counties seeking training that will lead to full-time employment. Scholarship awards will vary depending on funding and demonstrated need.
- B. Training that commonly leads to self-employment will not be supported with these funds. WorkSource Oregon will not fund training for the following occupations:**
  - \*Massage Therapists
  - \*Cosmetologists
  - \*Tattoo Artists
  - \*Bartenders
  - \*Floral Designers
  - \*Real Estate Agents

**C. To apply:**

1. Complete the Welcome Process at your nearest WorkSource Center.
2. Attend a WIA Orientation.
3. Commit to working with a Talent Development Specialist and develop an Individual Employment Plan (IEP) in cooperation with WorkSource Oregon.
4. Sign up to earn a National Career Readiness Certificate (NCRC) at your nearest WorkSource Center. This is a test that consists of three parts, 55 minutes each, in Reading for information, Applied Math, and Locating Information. Please let Job Growers Staff know if you require an accommodation for the NCRC.

You must register for the NCRC by the submission deadline unless an exception is granted with scholarship approval. Scholarship funds will not be dispersed until the NCRC has been completed. The NCRC is a nationally recognized credential and will demonstrate to potential employers your skills in reading, math, and locating information.

5. Complete the application and submit all documents to the Talent Development Specialist assigned. Any submissions that are incomplete will not be considered.

If you have questions during the application process, please contact a Talent Development Specialist for clarification. Work Source staff can assist you by explaining required documents and navigating career and education-related resources.

Work Source Oregon is an equal opportunity program/employer. Auxiliary aids or services are available upon request to individuals with disabilities. Contact your nearest Work Source Oregon Center for assistance.

## SCHOLARSHIP APPLICATION

Completed applications must be hand delivered to WorkSource Oregon.

Application MUST BE completed in Black or Blue INK. Please write clearly. Incomplete or illegible applications will be rejected.

Have you been awarded a WIA scholarship in the past?     Yes     No     Unknown\*

If Yes:    Date awarded \_\_\_\_\_    Award amount \_\_\_\_\_

\*If unknown, see a staff member in the WorkSource Center.

### APPLICANT INFORMATION

First: \_\_\_\_\_ Last: \_\_\_\_\_ Job Seeker ID: \_\_\_\_\_

Mailing Address: \_\_\_\_\_  
(Street)

\_\_\_\_\_ (City) \_\_\_\_\_ (State) \_\_\_\_\_ (Zip)

Phone Number: \_\_\_\_\_ E-mail: \_\_\_\_\_

Directions to the Applicant: Please consider the following when completing your application. The scholarship process has been designed to address all of the following factors.

- Must be eligible for training services under the Workforce Investment Act (WIA).
- Must apply for Pell Grant through Federal Financial Aid (fasfa.gov) prior to applying for scholarship.
- Must include all required documentation at the time of scholarship submission.
- Must demonstrate why your current skills are not leading you to employment.
- Training program must be on Eligible Training Provider List ([www.odccwd.state.or.us/etp/etplist.asp](http://www.odccwd.state.or.us/etp/etplist.asp)).
- Awards may only be used for tuition and fees.
- Must demonstrate that training will lead to employment in an industry projected to grow.
- Must be able to perform the essential functions of the target job and pass employer hiring criteria (drug screen, background check, etc...).
- If training cost exceeds Scholarship Award, must have additional resources to complete training.
- Veterans and Veterans' spouses will receive priority with documentation.

WorkSource Oregon is an equal opportunity program/employer. Auxiliary aids or services are available upon request to individuals with disabilities. Contact your nearest WorkSource Oregon Center for assistance.

Do you have a high school diploma or GED? [ ] Yes [ ] No

Your highest education level attained: AA BA BS MA Ph.D.

Completed in what year(s): \_\_\_\_\_ Major(s): \_\_\_\_\_

Are you currently in default status on a federal student loan? [ ] Yes [ ] No

Please list all professional certificates and /or licenses you have earned.  
(check which ones are current/valid today)

\_\_\_\_\_

\_\_\_\_\_

1. Are you currently in school? [ ] Yes [ ] No

- a. If yes, name of school: \_\_\_\_\_
- Name of program: \_\_\_\_\_
  - Start date: \_\_\_\_\_
  - Projected completion date: \_\_\_\_\_

- b. If *no*, name of *intended* school: \_\_\_\_\_
- Name of intended program: \_\_\_\_\_
  - Projected start date: \_\_\_\_\_
  - Anticipated completion date: \_\_\_\_\_

2. Please list all Certificates / Degrees / Licenses that you will earn upon completion.

\_\_\_\_\_

\_\_\_\_\_

3. Does the program accept Federal Financial Aid: [ ] Yes [ ] No

If yes: date you submitted FAFSA application: \_\_\_\_\_  
MM/YR

**Grants** amount awarded from other sources: \$ \_\_\_\_\_

4. Total cost of training to complete program: \$ \_\_\_\_\_

5. Remaining cost of training: \$ \_\_\_\_\_  
Tuition and Fees:

*Amount indicated in question #5 is the amount you are requesting through this application.  
WorkSource Oregon will not reimburse training costs that have been paid prior to approval.*

**Instructions:** *You will find labor market information on your occupation of choice at [www.qualityinfo.org](http://www.qualityinfo.org).*

- Under "Data Tools" click on "Occupations" then "Occupational Information Center."
- Enter the occupational title, or drill down to it from the occupational categories.
- Choose Region 3 for the region-specific information for this occupation.
- Choose the full report to obtain the complete occupational profile, including wages and labor market outlook.

**TARGET OCCUPATION AND WAGE INFORMATION**

1. What position(s) do you expect to be qualified for upon training completion?

\_\_\_\_\_

2. Projected employment date in target occupation \_\_\_\_\_

3. Approximate entry wage in target occupation: \$ \_\_\_\_\_ /hour  
10% to 25% percentile from OLMIS or O\*Net

4. Are you currently employed?  Yes  No

a) If yes, what is your occupation and wage now?

Job Title: \_\_\_\_\_ \$ \_\_\_\_\_ /hour

b) If no, what was your occupation and wage at your most recent job?

Job Title: \_\_\_\_\_ \$ \_\_\_\_\_ /hour

5. Projected wage increase or decrease in target occupation:

• Entry level target occupation wage: \$ \_\_\_\_\_ /hour

• Current or most recent job wage: \$ \_\_\_\_\_ /hour

• Wage increase or decrease: \$ \_\_\_\_\_ /hour

If your target wage is less than what you were making at your most recent position, please explain what impact this will have on you and how you plan to live at this wage.

\_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

## TRAINING AND EMPLOYMENT PLAN

Please respond to the following four questions. You may respond to the questions in the space provided on this page or you may attach your responses. Please limit your responses to one page per question. Your responses will be scored and your overall score will determine your award amount.

### TRAINING NEED

1. Please explain why your current skills are not leading you to employment. Why do you need to be trained or retrained?

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### EMPLOYMENT GOAL

2. Please explain how you decided on your occupational goal and how it will increase your earning potential and employment opportunities in Marion, Polk or Yamhill counties. Describe how you plan to move forward after entering this new occupation. (If you are planning to work outside the area, you must explain your decision and provide labor market information for area indicated.)

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**PERSONAL INFORMATION**

1. Are you currently receiving, or have you applied for services from SSI, Vocational Rehabilitation, Department of Human Services, or any other agencies / insurance carriers?

**YES      NO**

If YES, please indicate below:

**Agency:**

**Services Received:**

\_\_\_\_\_

\_\_\_\_\_

2. Do you have felony or misdemeanor conviction(s)?

**YES      NO**

If YES, Date(s): \_\_\_\_\_

For some convictions you may need to provide additional documentation explaining how your criminal background will not be a barrier to gaining employment in your chosen occupation. If you have a conviction you must meet with a WorkSource staff person to determine if you need to provide additional documentation.

3. Are you currently involved in, or are you aware of any pending legal issues?

**YES      NO**

If YES, explain: \_\_\_\_\_

4. Do you have an Oregon Driver's License

**YES      NO**

-----

**\*\*If applying for a job that requires a CDL, please answer the following questions\*\***

5. In the last five years, have you been convicted of more than three moving violations or received a speeding ticket(s) in excess of 15mph?

**YES      NO**

If YES, explain: \_\_\_\_\_

6. Have you been involved in more than one motor vehicle accident in the past 5 years?

**YES      NO**

If YES, explain: \_\_\_\_\_

\_\_\_\_\_

7. Have you been convicted of any major traffic violations in the past 5 years? (careless, negligent, reckless, hit & run, eluding, etc.)

**YES      NO**

If YES, explain: \_\_\_\_\_

8. Have you been convicted of alcohol related charges such as DUII, DWI, MIP, Diversion, etc., in the past 5 years?

**YES      NO**

If Yes, explain: \_\_\_\_\_

9. Has your driver's license been suspended or revoked in the past 5 years?

**YES      NO**

If Yes, explain: \_\_\_\_\_



**MONTHLY HOUSEHOLD BUDGET INFORMATION WORKSHEET-PART 1**

APPLICANT NAME: \_\_\_\_\_ DATE: \_\_\_\_\_

<b>HOUSEHOLD MONTHLY INCOME</b>	
CALCULATE MONTHLY	AMOUNT
Unemployment Insurance: When does your current claim expire? _____	\$
TANF, General Assistance:	\$
Child Support: (only if actually paid to applicant)	\$
Spousal Support: (only if actually paid to applicant)	\$
GI Bill/VEAP: (if being used to pay household expenses)	\$
Work-Study:	\$
Food Stamps:	\$
SSI/Social Security:	\$
Disability Payments:	\$
Worker's Compensation:	\$
Are you receiving help from your gas/electric company to pay your bill?	<b>YES or NO</b>
Money from relatives, friends, etc. for the purpose of household expenses:	\$
National Guard/Reserve Pay:	\$
Business or Farm Income:	\$
Interest or Dividends:	\$
Private Insurance Benefits:	\$
Savings: (if you are withdrawing from your savings for living expenses)	\$
Spouse's Take-home pay: (after taxes) Applicant Take-home pay: (after taxes)	\$
Other (Specify)	\$
<b>Total Household Income:</b>	<b>\$</b>

<b>HOUSEHOLD MONTHLY EXPENSES</b>	
CALCULATE MONTHLY	AMOUNT
Rent/House Payment:	\$
House Insurance:	\$
Property Taxes:	\$
Utilities: (electric, gas, garbage, water, all phones)	\$
Health, Car Insurance or other type of insurance:	\$
Medical Expenses: (doctor, dentist, prescriptions)	\$
Gas for Car(s):	\$
Car Payment(s):	\$
Car Repairs:	\$
Cable TV and/or Internet:	\$
Food, Household Supplies:	\$
Personal: (clothing, haircuts, laundry)	\$
Credit Payments: (including credit cards, back taxes, etc.)	\$
Child Care:	\$
Recreation/Entertainment: (movies, restaurants, etc.)	\$
Savings: (for retirement, 401K, IRA, etc.)	\$
Child Support Payments:	\$
Other: (specify)	\$
<b>TOTAL HOUSEHOLD EXPENSES:</b>	<b>\$</b>

Total Household Income: (from page 8)	\$
<i>Subtract</i> Total Household Expenses: (from page 9)	-\$
<b>Total:</b>	<b>\$</b>

## ATTACHMENT CHECKLIST

### **REQUIRED SCHOLARSHIP DOCUMENTATION**

*Provide a copy of the following:*

- NCRC certificate, NCRC scores, exception to NCRC request, or date registered to test \_\_\_/\_\_\_/\_\_\_.
- Copy of your household budget (*blank budget included in application*)
- Occupation Information Center Report (from OLMIS or O\*Net) for your desired occupation. Website: <http://www.qualityinfo.org> or <http://www.onetonline.org>
- Proof of school and program is on the Eligible Training Provider List website: <http://www.odccwd.state.or.us/etp/etplist.aspx>
- Current or future class schedule, if currently enrolled in school
- Proof of FASFA application, if training is eligible for financial aid
- Verification of acceptance or registration into the school / program, if not presently attending classes
- Pre-enrollment questionnaire from training provider and a copy of DMV driving record, if seeking CDL

I certify that all of the information I have provided is true and complete to the best of my knowledge. In addition, I understand that for my request to be considered, I must submit a fully completed application by the deadline indicated in this application. Furthermore, I understand that I must be determined eligible under federal Workforce Investment Act requirements in order to receive requested funds.

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SIGNATURE OF APPLICANT

DATE

**I have verified my email address provided on page one is correct and I understand all correspondence regarding this application will be through email.**

---

Applicant Initials

**FOR OFFICE USE ONLY**

**ITA Scholarship Reviewed and Recommended:**

Scorer I:	1	<input type="checkbox"/>	2	<input type="checkbox"/>	3	<input type="checkbox"/>	4	<input type="checkbox"/>	----- Scorer Initials
Scorer II:	1	<input type="checkbox"/>	2	<input type="checkbox"/>	3	<input type="checkbox"/>	4	<input type="checkbox"/>	----- Scorer Initials

Total Points \_\_\_\_\_

Amount Approved \$ \_\_\_\_\_

Approving Signature \_\_\_\_\_  
Bob Casarez, Project Director

Date: \_\_\_\_\_

**Scholarship Reviewed and Not recommended:**

Denying Signature: \_\_\_\_\_  
Bob Casarez, Project Director

Date: \_\_\_\_\_

- Applicant has not demonstrated that they have the skills and qualifications necessary to complete training.
- Application was received after scholarship deadline.
- Application was incomplete and missing information.
- Did not describe how occupational goal will increase earning potential and employment opportunities in the Region.
- OLMIS data for desired occupation indicates limited or no employment opportunities.
- Currently has a degree, certificate, or significant work experience in an occupation in which OLMIS data indicates a highly positive outlook and applicant has no barriers preventing a return to work in this occupation.
- Training program is not on the Eligible Training Provider list.
- Did not explain why current skills and experience are not leading to employment.
- Did not explain how to successfully complete training plan after the WIA Scholarship is exhausted.
- Laid off workers: Former employer has been filed for Trade Act funds; see a Trade Act representative for training assistance.
- Applicant has a conviction and did not document how criminal background will not be a barrier to gain employment in new occupation.
- Applicant is in default status for a federal student loan.
- Other: \_\_\_\_\_

WorkSource Oregon is an equal opportunity program/employer. Auxiliary aids or services are available upon request to individuals with disabilities. Contact your nearest WorkSource Oregon Center for assistance.



**Financial Aid Office**

P.O. Box 14007 • Salem, OR 97309  
503.399.5018 • Fax 503.399.5528



**Agency Educational Benefits**

Student Name: \_\_\_\_\_ Student ID Number: K\_\_\_\_\_

**Student Section:** The Financial Aid Office is required to document all educational benefits, when determining a student's financial aid eligibility. Our records indicate you will receive educational benefits from:

Agency Name: \_\_\_\_\_

*Sign this form, authorizing the agency to release information about your educational benefits, and take (or mail) this form to the agency. The agency will complete the form and return it to Chemeketa. We cannot process your file until the completed, signed form is received.*

*I authorize the agency listed above to release information for the purpose of determining my financial aid eligibility.*

Student Signature \_\_\_\_\_ Date \_\_\_\_\_

**Agency Section:** The Financial Aid Office is required to document all educational benefits a student receives. Please return the signed form to the address shown above. All information will be kept confidential and used only to determine the student's Title IV financial aid eligibility. *Thank you for your assistance.*

- Please provide the information indicated for all terms, even if the term has ended.
- If the student is not funded for a term(s), please enter N/A.

School year 2013-2014	Summer 2013	Fall 2013	Winter 2014	Spring 2014
Tuition and fees	\$ _____	\$ _____	\$ _____	\$ _____
Books and supplies	\$ _____	\$ _____	\$ _____	\$ _____
Subsidy/Stipend*	\$ _____	\$ _____	\$ _____	\$ _____
Uniforms/tools/etc.	\$ _____	\$ _____	\$ _____	\$ _____
Other _____*	\$ _____	\$ _____	\$ _____	\$ _____

Comments \_\_\_\_\_

If the student receives cash assistance (subsidy/stipend/unemployment), is it based on school enrollment?

- Yes**, the student is receiving the cash assistance because they are enrolled in school, and if they leave school the benefits would end.
- Yes**, the student will receive tuition waivers in lieu of cash.
- No**, the student would receive the cash assistance even if they weren't attending school.

Form completed by: \_\_\_\_\_ Agency Name and Address: \_\_\_\_\_

\_\_\_\_\_  
Name (Please print)

\_\_\_\_\_  
Title

\_\_\_\_\_  
Authorized Signature

\_\_\_\_\_  
Agency Name and Address

\_\_\_\_\_  
Date

\_\_\_\_\_  
Phone



**INDIVIDUAL TRAINING ACCOUNTS**

**Date: Apr. 23, 2014**

**New**

**Revised**

**Page 1 of 2**

**PURPOSE**

The purpose of this policy is to establish guidelines for the issuance of individual training accounts known regionally as Vocational Scholarships, for participants engaged in approved training.

**REFERENCES**

Workforce Investment Act (WIA) §134 (d)(4) Training Services

WIA Sections 122 and 134 (d)

Community Colleges and Workforce Development (CCWD) Policy 589-30.6 Access to Training for WIA Participants; Issuance of Individual Training Accounts

**POLICY**

An ITA is intended to provide opportunities for adults and dislocated workers to gain and sustain skills necessary for competitive employment by financing training services. WIA program participants who are in need of training and who can benefit from that training may be offered an ITA in the form of a vocational scholarship. ITAs should be short-term in nature, and focused on skills relevant to job opportunities in the current economy that provide or lead to a self – sufficient wage.

Individual training accounts support the achievement of skill enhancements as appropriate to applicant eligibility, the requirements of each funding stream and funding availability.

At a minimum, the criteria for the award of a scholarship will consider:

- The connection between the employment goal of the applicant and regionally targeted high demand, high skill or high wage occupations or strategic emerging industries identified within the local unified plan; or
- The connection between the employment goal of the applicant and a career pathway leading to self-sufficiency; and
- The connection between the training requested and the employment goal or career pathway of the applicant; and
- Whether the applicant is willing to re-locate to find employment if the employment goal of the applicant does not relate to the high demand growth, or wage occupation within the region; and
- Whether the applicant has sufficient resources to successfully complete the training program, including Pell and other sources of financial aid or resources; and
- The availability of resources to fund the scholarship; and
- The applicant demonstrates the necessary skills to complete the training and enter employment and has no legal barriers to entering the occupation for which the training is targeted



**JOB GROWERS**  
INCORPORATED

**POLICY**  
**P28**

**INDIVIDUAL TRAINING ACCOUNTS**

**Date: Apr. 23, 2014**  
 **New**       **Revised**  
**Page 2 of 2**

Job Growers may add additional criteria and funding priorities.

A list of entities eligible to receive WIA Title IB funds to provide training services to eligible adults and dislocated workers is established as the Eligible Training Provider List (ETPL). All ITAs funded by WIA must be on the ETPL, except when otherwise noted in CCWD policy 589-30.6.





**JOB GROWERS**  
INCORPORATED

**POLICY**  
**P26**

**SELF-SUFFICIENCY**

**Date: Jul. 1, 2011**  
 **New**       **Revised**  
**Page 1 of 1**

**PURPOSE:** The purpose of this policy is to align the Self- Sufficiency Policy of Job Growers Incorporated with the Self- Sufficiency Policy of the Oregon Workforce Investment Board (OWIB).

**REFERENCES:**

OWIB Worksource Oregon Self-Sufficiency Policy

**POLICY:** Job Growers adopts the OWIB policy that employment itself is not a guarantee of self- sufficiency. Due to the ever-increasing skill requirements of employment at all levels, all Oregonians can benefit from increased skills. Therefore, no Oregonian seeking assistance through WorkSource Oregon shall be considered to be self- sufficient.



## **ON-THE-JOB TRAINING PROGRAM PROCEDURES GUIDE**



## Table of Contents

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<b>6. Developing an OJT Agreement and Training Plan.....</b>	<b>p. 9</b>
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## 1. Purpose of the On-the-Job Training Program

On the job Training (OJT) is one of the allowable program activities authorized by the Workforce Investment Act (WIA). OJT is conducted by a private sector employer. It occurs while an individual is engaged in productive work learning the skills and information necessary for full and adequate performance on the job.

OJT is designed to provide an opportunity for WIA eligible individuals to receive the training necessary to acquire skills and knowledge that will enable them to maintain unsubsidized employment and job advancement.

An OJT program also provides employers who have difficulty filling their skilled labor force needs with qualified, experienced workers, or who want to upgrade their current workforce. Reimbursement is provided to the employer to pay for the extraordinary costs of such training.

The reimbursement is paid in one payment when the training is complete. However, the expectation is that the trainee is retained for at least six months. This will be verified, and will have an impact on whether an employer is considered for future OJT opportunities.

The two unique features of an OJT program are:

- The individual begins training as a new employee, or a worker already working at a company (called an incumbent worker) begins training for a new position.
- The individual receives training at the workplace, under appropriate supervision, thus acquiring occupational skills and knowledge in an “on-the-job” training environment.

## 2. EMPLOYER CONTACT AND ELIGIBILITY PROCESS

In general, employers are eligible to participate as an OJT employer if they have been unable to meet their skilled labor force needs through normal recruiting procedures. Employers who hire employees primarily through staffing agencies are eligible to be OJT employers, if their primary hiring process is through a staffing agency. Employers must also support the NCRC, see below.

**The process:** A Job Growers Incorporated (JGI) representative will attend the first meeting with an employer to discuss the OJT program and/or the potential of an OJT Agreement, and other employer services offered by Job Growers. The JGI representative will have the employer fill out the On-the-Job Training Employer Eligibility checklist, discuss any issues/problems at the meeting, and obtain a signed letter of commitment to the NCRC from the employer (additional resources for employers regarding the NCRC are at [www.act.org](http://www.act.org))

Note that some items on the Employer Eligibility Checklist are informational and designed to trigger discussion around the employer’s business and workforce needs. Most items are regulatory and the answers determine the employer’s eligibility to participate in the program.

Job Growers Incorporated is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. Oregon Relay 1-800-735-2900 Please contact Job Growers Incorporated if you need an accommodation.

Modified 12/01/11



They must be answered and verified as follows:

1. Business Name, Address and Contact Information

Name:

Address:

Contact Name:

*Sometimes a secondary contact is a good idea.*

2. How long have you been in business in this area?

*If the answer is less than 120 days, ask where the company moved from, why it moved, if layoffs occurred. Cross check this answer with answer to question 23 for consistency.*

Is the business being sold or merging with another company?  Yes  No

*If the answer is yes be very cautious moving forward to ensure that a company purchasing or taking on the company will agree to the terms of this contract.*

3. What is your chief product or service?

What is your NAICS Code? Go to <http://www.census.gov/cgi-bin/epcd/srchnaics02defs> to search for NAICS codes if company does not know.

4. How many full-time employees do you have?

How many new hires do you anticipate making in the next two (2) years?

What job titles/job descriptions will need to be filled? (attach job descriptions if available).

*Informational.*

5. Do you plan to use a staffing agency for this OJT position?  Yes  No

If so, please answer the following questions:

Do you use a staffing agency as your primary method of hiring?

*The answer to this question must be yes to be eligible for the OJT.*

Which staffing agency do you plan to use?

6. What skills will your current workers and new hires need to acquire to be fully productive?

*This information will help recruit appropriate OJT candidates from WSO Centers, writing the training plan, and identifying additional assistance that may be needed or available.*

7. What are your turnover patterns and causes, and could we do anything to help lower turnover?

8. What licenses or qualifications do your workers need?

*Helpful in recruiting candidates from the WSO Centers.*

9. What are the expected shift times and days?

*Informational.*

10. Do any jobs pay based upon commissions, tips, piece work or incentives?  Yes  No

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Is there a base wage that commissions, tips, piece work or incentive pay is added to?  Yes  No

If yes to either of the above, what entry earnings may be expected for each job?

*If the answer to any of these is "yes" the JGI representative must discuss the appropriate wage with JGI accounting. If base pay is at least \$10.75/hr. eligibility threshold is satisfied.*

11. Which fringe benefits are provided to regular employees?

When are these benefits made available?

*The same benefits must be made available to OJT trainees on the same schedule.*

12. Do you have a payroll system which records pay checks including amount, hours worked and rate of pay?  Yes  No

*The answer to this question must be yes to be eligible.*

13. Do you, or the staffing agency if you are using one, have valid Workers' Compensation coverage that will cover all OJT trainees?  Yes  No

*Must be yes to be eligible.*

14. Will any of the OJT trainee positions be independent contractors?  Yes  No

*Must be no to be eligible.*

15. Is the OJT position(s) in a promotional line that may infringe on promotional opportunity of a current employee?  Yes  No

*Must be no to be eligible.*

16. Are OJT trainee positions expected to last more than one year?  Yes  No

*Must be yes to be eligible.*

17. How many hours per week are trainees expected to work?

*Must be 32 to be eligible. If the employer cannot work trainees at least 32 hours per week for both the training and retention periods, an exception must be requested on the OJT Agreement and Training Plan section. The employer should be told at this point that approval of the exception will be required for the Agreement to move forward.*

18. Do you have sufficient equipment, materials and supervisory time and expertise to provide necessary training?  Yes  No

*Must be yes to be eligible.*

19. Are any of these jobs covered by a collective bargaining agreement?  Yes  No

If so, provide a concurrence letter from the union(s).

*If yes, documented concurrence from the union is required to be eligible.*

20. Are any employees currently on layoff or a recall list?  Yes  No

Job Classification of employees currently on layoff:



*If yes, the layoff cannot be in the same or substantially equivalent position as OJT trainee positions, even if the layoff occurred some time ago and the past employees are elsewhere employed. The classification must be different to be eligible.*

21. Will each trainee be provided pay, benefits and working conditions at the same level and to the same extent as other employees similarly employed?  Yes  No  
*Must be yes to be eligible.*
22. Are there any outstanding wage and hour, health and safety, or discrimination complaints; or a history of adverse decisions?  Yes  No      Within how many years?  
*Must be no to be eligible.*
23. Has your company relocated from another establishment in the U.S. within the last 120 days, and the relocation resulted in layoffs in that location?  Yes  No  
*Must be no to be eligible.*
24. What percentage of previous OJT trainees, over the last two (2) years, have completed training and been retained by your firm? Number of trainees retained      divided by Number of OJTs equals the percent retained      %. If the retention percentage is below 75%, what improvements are planned?  
*If the retention percentage is lower than 75%, there must be an acceptable reason for the low retention percentage. For example, trainee got fired for cause, moved to another job, etc.*
25. The trainee(s) involved in all OJTs will be required to complete a National Career Readiness Certificate assessment. Are you able and willing to release them from work time to accomplish this during the training period?  Yes  No  
*Must be yes to be eligible. A signed Employer Letter of Commitment must be obtained.*

The checklist must be signed by the employer, the Business Representative and, if applicable, the staffing agency that may be the employer of record of the trainee.

After the checklist is complete and signed by all parties, and a signed NCRC letter of commitment is obtained from the employer, and OJT Rules have been explained, the Business Representative will determine if an employer is eligible for the OJT program.

If the employer is determined eligible, the Business Representative will:

- a. Obtain a job description for the position(s) to be filled with an OJT, to be forwarded to the appropriate WSO OJT representative to conduct the job seeker search; AND/OR
- b. Get the contact information for any potential OJT trainee that the employer has in mind for the position. In this situation, the Business Representative will explain to the employer that WSO staff will contact the person to go through participant eligibility.

The checklist must be signed by the employer and the JGI OJT representative.

**NOTE:** *Employer Checklists are valid for one year. If a previous OJT relationship has existed with an employer the WSO OJT representative MUST make sure there is a current OJT*

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*Employer Checklist on file at the administrative office that is **no more than 12 months old** prior to initiating any new OJT agreement. If there is not a current checklist on file, a new one must be completed by the WSO representative.*

After the checklist is complete and signed by all parties, a signed NCRC letter of commitment is obtained from the employer, OJT Rules have been explained, and it has been determined that the employer is eligible, the JGI representative will obtain a job description for the position(s) to be filled with an OJT, to be forwarded to the JGI Center staff to conduct the job seeker search for appropriate OJT referrals from their WIA customers.

### **Forms Distribution:**

1. NCRC Employer Letter of Commitment: Original to NCRC Program lead at JGI administration.
2. OJT Training Agreement Checklist: **Original** into Employer file (administration central filing). A copy scanned into shared drive into Employer file, developed by the JGI OJT representative.
3. Job Descriptions: Scanned into shared drive employer file by JGI OJT representative. Hard copy placed in employer file.

After the meeting with the employer, the employer will be sent an email within one business day to re-cap the items agreed upon, and this email should include:

- Expectations discussed and verbally agreed to,
- Questions raised by the employer,
- That there was a review of the NCRC and receipt of a signed letter of commitment,
- That reimbursement amounts and requirements were reviewed (what they are),
- The completion of the employer checklist and the eligibility determination,
- Whether or not a staffing agency is expected to be involved,
- That OJT rules were provided to the employer
- Introduce the center OJT representative, providing full name, e-mail, and phone number,
- Inform the employer that the center representative staff will be contacting the employer to set a meeting to write up an OJT agreement,
- Include the sentence: "As indicated during our conversation, nothing is guaranteed or approved until an OJT agreement is drafted and signed by the JGI executive director
- Include a scanned attachment of the employer checklist, and
- Include a scanned attachment of any applicable job descriptions.

3. **JOB POSTING IN iMATCHSKILLS:** The JGI OJT representative will ensure the following job posting information is provided to Employment Department staff for placement into iMatchSkills, and make contact with the employer (within two business days):
  - a. Employer name and address
  - b. Contact person with e-mail and phone number
  - c. Job site, if different from address
  - d. Job Requirements
  - e. Hours per week and expected wage.

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#### 4. TRAINEE SELECTION: All trainees must be enrolled in WIA prior to being considered.

High-quality OJT placements contain the following four dimensions:

- The job is matched to the participant's interests;
- The working conditions are appropriate for the participant's needs;
- The wage rate is appropriate to the participant's needs and previous experience; and
- The job provides training in skills the participant needed to upgrade.

In order for a person to be considered appropriate to enter into an OJT as a trainee all the following must apply:

- The trainee meets the eligibility requirements for an adult or dislocated worker (may need to be dislocated worker or unemployed for some funding streams),
- The trainee's wage will be at least \$10.75/hour and not more than \$21.75/hr (unless exception is noted in the agreement),
- The trainee will work at least 32 hours per week averaged over the training period, unless exception is noted and approved on the agreement),
- The trainee must agree to complete the National Career Readiness Certificate assessment within the training period and share test scores with the employer.

If the trainee is an incumbent worker, the following conditions apply:

- The OJT will provide training for the:
  - Introduction of new technologies; **or**
  - Introduction to new production or service procedures; **or**
  - Upgrading to new jobs that require additional skills; **and**
- The trainee has been determined to need training in order to increase wages, or to advance to a new position, **and**
- There must be an expectation that at the successful completion of the OJT there will be:
  - A wage gain of \$0.50 or more by the end of the training period (unless exception is noted in the agreement); **or**
  - An upgrade to a new position and the job order for the "backfill" with a new hire for the employee's previous position is listed on the iMatchSkills system when training is complete; **or**,
  - On a case-by-case exception basis, an OJT may be entered into for an incumbent worker under other circumstances such as: a worker has a disability and needs retraining to retain employment; the employee will gain medical benefits or regular employment status as a result of the training; or, a layoff can be averted through retraining. All exceptions must be documented in the OJT Agreement and approved by the Executive Director.



## 5. Guidelines for Center Staff Considering Referral to OJT

The three essential elements of an appropriate OJT referral are that the potential OJT candidate:

- Meets the criteria for being Dislocated Worker eligible under WIA
- Has an Individual Employment Plan that documents that an OJT is appropriate for this person
- The OJT candidate must express an interest in the area and possess the ability and aptitude to learn the skills required.

Further criteria to use to determine whether or not a candidate is appropriate for an OJT:

- The candidate has identified an occupational area for which immediate employment is a realistic goal.
- The candidate has resolved or has plans to resolve such employment barriers as transportation, day care, housing, health, or other barriers that can prevent participating successfully in an OJT.
- The candidate has a positive attitude towards working and is eager to begin.
- The candidate will be able to approach program wage goals at the completion of the OJT contract.
- The candidate possesses the basic skills needed to perform the job; this may include math, reading, and understanding the English language.
- The candidate does NOT have significant prior experience or education in the occupational area of the OJT.
- The candidates DOES LACK the specific occupational skills required for employment.
- The candidates has completed the NCRC.

## 6. DEVELOPING AN OJT AGREEMENT

There will be a separate OJT Agreement developed for each on-the-job training position.

### **Completing the On-the-Job Training Agreement and Training Plan**

The JGI OJT representative will meet with the employer to obtain the information necessary to fill out the Training Agreement and Training Plan.

The Agreement Form has multiple sections: general provisions, key payment definitions, applicable laws and rules, information on trainees and their wages and benefits, records retention, contract modification/termination, and the training plan. Be sure to go over the requirements sections with the employer.

**Completing the training plan part of the OJT agreement** is the most detailed part of the agreement that must be filled out. It outlines the planned training activities to be accomplished, and the specific skill requirements for the job. It is also used as the tool to document which skills



the trainee lacks at the start of the training and to measure skill attainment during the course of training.

High quality OJT training follows these general principles:

- The training has clear objectives in logical order;
- The training matches participant's basic skills level and abilities;
- The skills learned are transferable to similar jobs with other employers; and
- The participant receives interactive training at the worksite through expert demonstration or by being observed and corrected while working.

Specific instructions on filling out the training plan follow.

Specific Instructions for the training plan section of the agreement:

**NOTE:** *Make sure to print the Training Plan Information and Instructions then provide them to the employer.*

1. Enter the trainee name, eligibility date (**eligibility date must never be after training period start date and should match the date from the supporting documentation in the file such as the WOMIS status screen**), supervisor, phone number and e-mail.
2. The staff, working with the employer, determines the job title for the position to be trained for, referencing the Occupational Network (O\*Net) <http://online.onetcenter.org>. Enter these in the appropriate spaces. **NOTE:** *Entering the job title in the search box may bring up an array of job titles from which to choose the most applicable.*
1. Enter the training start and end date.  
**The training period start date should be at least a week later than the employer meeting. Ask when the payroll date is and begin the training period on a payroll start date.**
4. Enter hours per week to be worked. (The hours must be at least 32 hours per week, or requires the exception request box be checked).
5. Mark whether the employee is a current employee or new hire. A current employee (incumbent worker) is someone who has worked for the company more than 20 working days. A new hire is an employee who has worked fewer than 21 working days. **NOTE:** *For some funding streams, the trainee must be unemployed prior to placement at the company. If the trainee is determined eligible for a funding stream where this is required, a self- certification from the employee stating they were unemployed or a print of the WOMIS status screen showing unemployed at registration is required.*
6. Enter starting wage per hour and expected wage per hour at end of training plan. (If the wage at end of training is less than \$10.75/hour, the exception box must be checked. For a current



employee OJT, the wage to be earned during the retention period must be at least \$.50 more than the starting wage or the exception box must be checked.)

7. The duration of the training period should be estimated as follows:

- From the O-Net code identified for the position, obtain the Specific Vocational Preparation (SVP) parameters. The SVP is the amount of lapsed time required by a typical worker to learn the techniques, acquire the information, and develop the facility needed for average performance in a specific job-worker situation. These are the minimum and maximum parameters allowable to train a person in that specific position.

Those parameters, together with the supervisor's assessment of the individual described in number 8, to determine the number of weeks necessary to train the individual in this position. Employees who score all ones in this occupation are likely to need the maximum training period. Those who score all twos are likely to need the minimum training period.

- An OJT must be limited to the period of time required for a participant to become proficient in the occupation for which training is being provided. In determining the appropriate length of the contract, consideration must be given to the skill requirements of the occupation, the academic and occupational skill level of the participant, prior work experience, and any disability or other barrier to employment.

(Training periods will not be less than six weeks or more than 26 weeks. If a training period of a different length is requested by the employer, check the appropriate exceptions box for the Director's consideration and approval.)

**EXAMPLE-Determining Training Length:**

*The employer job title is bookkeeper but the job duties involve mostly payroll and timekeeping. Go to <http://online.onetcenter.org/find/>. Enter Bookkeeper in the search box and then pick Payroll & Timekeeping Clerk from the job titles and go to the Payroll & Timekeeping Clerk summary report at: <http://online.onetcenter.org/link/summary/43-3051.00>*

*This page gives you the O\*Net Code, 43-3051.00, which can be entered on the Training Plan form. Scroll down the summary report to the Job Zone section. This section shows the SVP code for this occupation is 6.0 to 7.0.*

*The SVP hours can then be determined from the chart below. Since the SVP for a Payroll & Timekeeping Clerk is above the maximum allowed ("5" which translates to 26 weeks), the training plan period for this position is limited to 26 weeks.*

*Fill in the maximum hours for training according to the SVP Code:*

**SVP                      Maximum      Maximum**

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	<u>Hours</u>	<u>Weeks</u>
1	0	0
2	240	6
3	520	13
4	800	20
5+	1,040	26

**NOTE:** The training hours noted on the scale above give the maximum allowable hours for a given SVP. The training time may be determined on the basis of the variables of the job, the actual demands of the job stated in the job description and the training plan, and the previous education, training, skills, and/or experience of the trainee. The training hours may also be adjusted for barriers or disabilities which may affect the number of hours the trainee needs to acquire skill. The SVPs above represent the average amount of time required to learn the techniques, acquire information, and develop the facility needed for average performance in a specific job-customer situation. Training hours may not exceed the SVP hours unless special needs are documented, and approval is granted through the exceptions process. The training time should also take into account that the trainee may have experience in a particular occupation but not in the context of the OJT employer's business. For example, a bookkeeper at a dry cleaner may meet the basic requirements of a bookkeeping position, but would need additional training for bookkeeping in another business or industry such as a trucking company; a trainee with previous experience in the same type of business may need training on specific employer's application.

8. EXCEPTIONS: From time-to-time a trainee or work conditions may not fit the "OJT" model. Exceptions should not become the norm but may be made when appropriate. Recognized exceptions include:

- The trainee is not expected to be fully skilled (all "3"s on the Ending Capability score) at the end of the training period, but substantial training has occurred and the trainee is expected to be retained and trained further by the employer. The trainee should have gained a significant number of score points overall: "1"s to "2"s and some "2"s to "3"s, for example. An extension of the training period past the 26 weeks may be warranted, or the employer may deem the participant "trained" to a satisfactory level to maintain employment in the position.
- A current employee (incumbent worker) trainee will not achieve a wage gain of 50 cents per hour or more, and no upgrade and "backfill" is expected. If there are other considerations, such as benefits or lay-off aversion, an exception may be warranted.
- The job will pay less than \$10.75 per hour at the end of the Training Plan period but a special participant or employer circumstance exists; e.g.: the job is in a targeted industry such as manufacturing and there are opportunities for advancement in that industry; medical benefits will be provided to a single mother on public assistance; or a trainee has



had a recent prison stay. In no case will an exception be made if the job does not pay at least \$9.00 per hour at the end of the training period.

- Training is critically needed and results can be measured, but may be for a very short (less than 6 weeks) or a very long (more than 26 weeks) period of time. A trainee's individual circumstances should also be considered. For example, the OJT length or amount may be adjusted to reasonably accommodate learning or other disability.

For all exceptions requested, mark the appropriate box on the template. Notify the employer that you will continue the process of completing the agreement, but that it is at the sole discretion of the Director to approve the exception to policy. Every attempt should be made for the employer to accommodate the requirement of the OJT without requesting an exception.

9. List the skills needed to perform the job to the standards specified by the employer. Copy job tasks/skills to be learned from the tasks listed on the O\*NET job code/title summary page in O\*NET and/or write in tasks/skills from the employer's job description. Skills should be stated as specifically and briefly as possible, identifying the skill to be learned. Put the "skills" in plain English.

Training is presumed to be needed when the Skills to be Learned "Starting Capability" scores are either a "1" (beginning) or a "2" (intermediate) and can be raised to "3"s (skilled) by the end of the training period. Skills to be learned cannot include those types of training normally provided by the employer for new employees, such as orientation to the job/business, safety procedures, etc.

Along with the employer, the staff member should pick out the 5 to 7 most important job tasks for which the trainee needs to be trained. The trainee's assessment is then used to determine the skill level of each task and the length of the training plan, as described below.

10. Trainee's Starting Capability: The site supervisor is expected to assess the trainee's skill level for each skill to be learned. The assessment should happen near the beginning of the training period and document skill deficiencies which will be addressed through training. Fill in the trainee's skill level for each job skill/task for which the trainee will receive training through the OJT contract. The skill level for each task must be at 2 or below. The skill level should be determined from an assessment of the trainee's prior education, training and work history. The skill level is determined based on the following scale:

**Skill Level 1:** The trainee can do only simple parts of the task and has either basic or no prior education, training or experience in performing this task.

**Skill Level 2:** The trainee can do most parts of the task and has some prior education, training or experience in performing this task. The amount of prior education, training or experience should determine the number of hours needed to acquire skill in this task.



11. Trainee's Ending Capability: the site supervisor is expected to assess a trainee's skills at the end of the training period. Record the date on which the "Ending Capability" assessment is made and the skill level which has been obtained using the following rating scale:

- |                 |   |
|-----------------|---|
| 1. Beginning    | Can do only simple parts of the task.   |
| 2. Intermediate | Can do most parts of the task.  |
| 3. Skilled      | Meets the Employer's standard for the task, has demonstrated skill in performing this task and will not need any additional training hours. |

The Agreement and instructions for completion are attached.

### **Processing, Signatures and Approvals**

The Agreement will be printed for signature, and the unsigned electronic version will be saved in the employer folder on the shared drive.

The OJT Agreement and Training Plan must be signed by an individual who is authorized to sign contracts for the employer (and the staffing agency, if applicable). After these signatures have been obtained, the OJT representative will forward the agreement for approval to administration (Senior Accountant).

The OJT Agreement and Training plan needs to be assigned a number. To assign a number, enter the trainee's name, last four of SSN, and employer in the OJT agreement log on the shared drive and assign the next available number (It is a three digit number-year: xxx-xx), then type it in the space provided on the top of the first page of the agreement. Save the document as OJT# and last name of participant.

**OJT agreements with current Job Growers Board members will be forwarded to the executive director for signature. Also, OJT agreements that are exceptions, or any other unusual circumstance, will also be forwarded to the ED for signature.** All other will be signed, on behalf of Job Growers by administration (Senior Accountant).

Once signed by the appropriate persons, the original packet will be forwarded to Accounting.

### **Distribution**

Once all appropriate signatures are obtained, the agreement will be scanned and saved in the electronic employer folder. Save file as "OJT###-## Last Name Signed".

The **original** agreement will be placed in the employer file at administration central filing.

An e-mail will be sent to the center OJT representative, and appropriate manager with an electronic version of the executed agreement.

The OJT representative will print one copy and place it in the participant file.

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The OJT representative will send one electronic copy to the employer.

The OJT representative will enter the appropriate information into I-Trac.

### **MODIFICATION TO OJT AGREEMENTS**

Modifications to the OJT are allowed. The most common modification is extension of the training period. Other common modifications are due to work conditions shifting, or trainee skills requiring new work duties or a position change.

If a change to the OJT Agreement is necessary, the OJT representative will complete an OJT Agreement Modification Request and have it signed by the employer/staffing agency, and forward the Modification Request to the Executive Director. Once signed, the original form will be sent to Accounting.

### **7.MONITORING**

The OJT representative will visit the trainee at least once during the training period, to inquire if training is going well, if tasks are being assigned that are outside the scope of work, if there are safety concerns, how many hours are being worked, if the trainee is being paid expected pay and benefits, if the NCRC has been completed, that the skill levels targeted have been or will be attained within the designated timeframe, etc. The meeting should be held with the training supervisor present as well. The monitoring meeting will be briefly noted in a casenote in the electronic file.

#### **Invoice for Training Period**

Once all of the "Skills to be Learned" listed in the Training Plan have been scored a "3" ("skilled"), an invoice may be submitted for the Training Period (payment may not exceed 50% of the gross wages paid during the training period, or \$2,500, whichever is less.) The standard for scoring a "3" is "Meets the Employer's standard for the task." Scoring should consider the employer's normal expectation for an employee in the same position at the same pay grade and with similar job tenure.

The trainee must still be employed, must be at the wage rate specified in the OJT Agreement and must be expected to work at least thirty-two (32) or more hours each week in the normal course of business after the training period and retention period. The trainee must have completed the NCRC assessment, and the scores reported to the employer. No material compliance issues may be outstanding.

Instruct the employer to complete all components of the invoice to compute the appropriate billing amount. The original invoice along with the accompanying documentation of pay roll records indicating wage rate and hours worked during training period should be mailed to Job Growers accounting staff, as instructed in the contract.





Acceptable documentation must clearly delineate:

- The total number of hours worked
- The gross amount earned by the trainee
- The total amount paid to the trainee by the employer
- Other payroll deductions

Example of acceptable documentation:

- Payroll check stubs or payroll records that show the gross wage amount that the employer paid the trainee, along with other payroll deductions
- In addition the check stubs or payroll records must show clearly the dates of training.

Examples of unacceptable documentation are:

- Timesheets or other documents that include only the hours an employee has submitted to an employer.

Additional restrictions and requirements:

- Employers may be reimbursed only for the portion of the trainee's wages agreed upon in the OJT contract.
- Overtime pay is not eligible for OJT reimbursement.
- Employers may be reimbursed only for time the trainee was actually on the job and receiving training.
- Exact hours and/or wages paid to the trainee must be detailed.

**In the case of a staffing agency, the trainee must be on the payroll of the company, and not the staffing agency, before any training reimbursements are paid. A copy of the pay stub demonstrating this must be sent to the OJT representative who will forward it on to accounting so that the reimbursement can be paid.**

Before payment is made to the employer, Job Growers OJT representative will also:

- Verify that an approved contract exists between Job Growers and the employer.
- Verify that the costs submitted for reimbursement were incurred during the contract period.
- Verify that the documentation supporting the reimbursement includes payroll check stubs or payroll records that show the gross amount paid the participant.
- Verify that the reimbursement is no more than 50% of the participants wage rate multiplied by the number of hours worked excluding overtime pay, if applicable.
- Verify that the maximum contract amount for reimbursement has not been exceeded.

Once these steps have been performed an the invoice approved, payment can be made.

## 8. Retention Period

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It is expected that the employer will retain the trainee, after training is completed, for at least sixty days after completion. This will be monitored by the JGI OJT representative. If the employee is not retained for at least six months, this may have an adverse effect on the employer's ability to arrange further OJTs with Job Growers.

(503) 581-1002 phone  
(503) 581-4999 fax

626 High Street NE, Suite 305  
Salem, OR 97301

Exhibit Q-11a



JOB GROWERS  
INCORPORATED

# I-Trac Supplementary Data Entry Manual

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Version 1: Effective June 2013  
Revised 10/1/2013 JS

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**DRAFT**  
**I-Trac Staff Supplementary Data Entry Manual**

**Introduction:** These supplementary instructions accompany the “WIA Adult/ Dislocated Worker Data Entry Manual” provided by Worksystems Inc. Use the Manual and this supplement together in order to have a complete understanding of how to enter your customer’s information.

**Data Security note:** When you pull reports or extract any participant specific information from I-Trac, it must be handled with care. Participant information should not be emailed, rather reports should be placed on the organization’s shared drive with a link emailed out to others who might need that information.

**How to get started with enrolling a customer into intensive or training services:**

1. Log in to I-Trac (Your manager will provide you with the link to I-Trac including your user name and password allowing access to the I-Trac system)
2. Choose **I-Trac** from the four green tabs up in the left hand corner. (The **Resources** tab contains the **WIA Adult/DW Data Entry Manual** provided by Worksystems Inc. If you do not have a copy, you may download and print the Manual from this tab in I-Trac).
3. Enter your customer’s name. Your customer will be in the I-Trac system if they have completed the WOMIS process (WOMIS is the registration process that a customer completes upon first coming in to the WorkSource Center – the answers to the WOMIS questions determine whether or not the customer is eligible for WIA services). If you do not find a customer, check to see if they have completed the WOMIS process. If they haven’t, they will need to begin with registration in the WOMIS system. When they register in WOMIS, the information is automatically filled into I-Trac, along with the customer’s eligibility for services. Their eligibility is determined automatically from the answers to the WOMIS questions – that’s why the WOMIS process is important.
4. After you locate your customer, click the **select** button under **Search Results/Add Customer** to access the customer. Click **select** again, and nine tabs will display across the top. Now you are ready to enroll your customer for a service.

The order of the tabs across the top is:



## A. **Providers** tab (pages 18-20 in I-Trac Manual):

find customer | providers Logged in as: JSe

Name: [REDACTED]  
 WIA WS Adult - WSO Salem Center - WSO Salem Center, Customer Of Donna Brown, [REDACTED]

Providers						
	Service Provider	Customer Of	Application Date	Registration Date	Participation Date	Exit Date
<a href="#">edit</a>	WIA WS Adult - WSO Salem Center - WSO Salem Center	Brown, Donna	4/20/2012	4/20/2012	4/20/2012	

1. **Providers** control: This section records the customer's current and past enrollments.
  - a. In the **Service Provider** field, information is prefilled with the name of the WorkSource Center where the date of birth verification was completed.
  - b. In the **Customer Of** field click on the drop-down menu box and select the name of the staff person working with the customer then click **save**.
 

**\*NOTE: It is mandatory that one staff person is identified in I-Trac as the staff person working with the customer.** If that staff person is absent and a different staff person works with the customer for a day, do not change the name of the original staff person who has assigned himself/herself to that customer, unless the file is being transferred permanently to a new staff person.
  - c. In the **Application Date** field, the information is pre-filled.
  - d. In the **Registration Date** field, the information is pre-filled.
  - e. In the **Participation Date** field, the information is pre-filled.
  - f. In the **Exit Date** field, the information is auto-filled upon exit. The I-Trac system calculates the exit date as follows: On the 90<sup>th</sup> day after your customer's last recorded service, the system goes back to the date of the last recorded service, and makes that date the exit date.

## B. WSO Registration tab (pages 21-23 in I-Trac Manual):

Home | I-Trac | Resources | Reports

Providers | WSO Registration | WIA Documentation | Assessments | Services | Payments | Outcomes | Prosperity Budget | Case Notes

[find customer](#) | [providers](#) | wso registration

Name: [REDACTED]  
 WIA WS Adult - WSO Salem Center - WSO Salem Center, Customer Of Donna Brown, [REDACTED]

WIA Adult/DW Program Status						
WS Job Seeker ID	Application Date	Registration Date	Participation Date	Exit Date	WIA Documentation Date	
[REDACTED]	4/20/2012	4/20/2012	4/20/2012		11/14/2012	
LQ OED Service Date	LQ Fund Service Date	LQ Partner Fund Service Date				
1/22/2013	1/22/2013	Fund Name	Last Service Date	Fund Status		
		WIA WS Adult	1/22/2013	Active		

Customer Contact				
Mailing Address	City	State	Zip	
[REDACTED]	Salem	OR	973062356	
Email	Home Phone	Cell Phone	Message Phone	
[REDACTED]	[REDACTED]			

WSO Eligibility	
Fund	Status
WIA DW	No
WIA Adult	Yes
Wagner-Peyser	Yes

1. **WIA Adult/DW Program Status** control: the information in each field comes down from the customer's WOMIS registration and fields are pre-filled.
2. **Customer Contact** control: the information in each field comes down from the customer's WOMIS registration and fields are pre-filled.
3. **WSO Eligibility** control: the information in each field comes down from the customer's WOMIS registration and fields are pre-filled.

**\*NOTE:** You will not be able to edit anything in this section. All the fields in this tab are pre-filled in I-Trac and your customer's eligibility is determined automatically.

**C. WIA Documentation tab** (pages 24-30 in I-Trac Manual): This section must be completed accurately as this is where “data validation” happens. Staff **MUST** obtain paper copies of documents that verify identity and status and place them in the customer’s hard copy file, and enter that information into I-Trac. When you select a document name from a drop-down box in I-Trac, you are “swearing” that the paper copy of the document is in the customer’s hard copy file, so please make sure it is.

The lists of items in the document drop-downs are prescribed by federal Workforce Investment Act regulations and state and local policy so there is no discretion to change the items on the lists related to eligibility.

**\*NOTE:** this tab is the only place in I-Trac where you will see the customer’s date of their last qualifying service – it is located under the Adult/DW Program Status Control. Make sure to review this to determine whether or not your customer is in danger of exiting sooner than they should!

There are three places where the Last Qualifying (LQ) Service Dates are listed. The overall last date of service (or the most recent incidence of a customer interaction with either OED or WIA services) is the date from which the anticipated exit date is calculated (see diagram below).

The screenshot shows the 'WIA Adult/DW Program Status' section of the I-Trac system. The navigation bar includes Home, I-Trac, Resources, Reports, Providers, WSO Registration, WIA Documentation, Assessments, Services, Payments, Outcomes, Prosperity Budget, and Case Notes. The breadcrumb trail is 'find customer | providers | wia documentation'. The customer name is redacted, but the address is 'WIA WS Adult - WSO Salem Center - WSO Salem Center, Customer Of Donna Brown, [redacted]'. The 'WIA Adult/DW Program Status' table is as follows:

WS Job Seeker ID	Application Date	Registration Date	Participation Date	Exit Date	WIA Documentation Date
[redacted]	4/20/2012	4/20/2012	1/22/2013		11/14/2012
<b>LQ OED Service Date</b>	<b>LQ Fund Service Date</b>	<b>LQ Partner Fund Service Date</b>	<b>Fund Name</b>	<b>Last Service Date</b>	<b>Fund Status</b>
1/22/2013	1/22/2013	1/22/2013	WIA WS Adult	1/22/2013	Active

Below the table, there are sections for 'Birth Date' (12/12/1993), 'Legal To Work' (Yes - Citizen), 'Selective Service' (Not Required - Female), and 'Dislocated Worker'. Annotations include:

- OED Service Date**: Points to the LQ OED Service Date (1/22/2013).
- WIA Service Date**: Points to the LQ Fund Service Date (1/22/2013).
- Typically OED Service**: Points to the LQ Partner Fund Service Date (1/22/2013).



Home I-Trac Resources Reports

Providers WSO WIA Assessments Services Payments Outcomes Prosperity Case Notes  
Registration Documentation

find customer | providers | wia documentation

Name: [REDACTED]  
WIA WS DW - WSO Polk Center - WSO Polk Center, [REDACTED]

WIA Adult/DW Program Status						
WS Job Seeker ID	Application Date	Registration Date	Participation Date	Exit Date	WIA Documentation Date	
[REDACTED]	4/9/2012	4/9/2012	4/9/2012			
LQ OED Service Date	LQ Fund Service Date	LQ Partner Fund Service Date				
5/13/2013	4/9/2012	Fund Name	Last Service Date	Fund Status		
		WIA WS DW	4/9/2012	Active		

[edit](#) **Birth Date**

DOB	DOB Documentation
9/1/1975	

[edit](#) **Legal To Work**

Legal to Work	Legal to Work Documentation
Yes - Citizen	

[edit](#) **Selective Service**

Selective Service	Selective Service Documentation
Not Required - Female	Not Required

[edit](#) **Dislocated Worker**

1. **WIA Adult/DW Program Status** control: the information in each field comes down from the customer's WOMIS registration and fields are pre-filled.
2. **Birth Date** control: pre-filled. Identify from the drop-down menu box which piece of Date of Birth (DOB) documentation is being provided, and make a copy of that document for the customer's hard copy file.  
**NOTE:** if DOB is incorrect, the customer must go through WOMIS registration again in the WorkSource Center to correct it.
3. **Legal to Work** control: pre-filled. Click **edit** and select **WSO Registration Self Attestation**. This is because, during the WOMIS process, the customer has attested that they are legal to work.
4. **Selective Service** control: pre-filled. If it is indicated that the customer is registered for Selective Service, click **edit** and identify the type of documentation in the drop-down menu box and make a copy of the appropriate documentation for the customer's hard copy file.

For further help on this topic, see Job Growers Selective Services Documentation Procedures located on the shared drive at: Z:\Administration\Procedures\WorkSource Center Procedures\General Procedures\Selective Service Registration Procedure Requirements 6 4 12.docx

<a href="#">edit</a> Dislocated Worker		
	Dislocation Date	Dislocation Type
	3/30/2012	UI Recipient
Dislocated Worker Documentation		
Veteran Status		
	Veteran Status	No
	Documentation	Not Required
	Campaign Veteran	No
	Disabled Veteran	No
	Recently Separated Veteran	No
<a href="#">edit</a> Low Income		
	Low Income	Low Income Documentation
	Yes	
Public Assistance		
	Public Assistance	Public Assistance Documentation
<a href="#">edit</a>	Food stamp recipient anytime in last six months	

5. **Dislocated Worker** control: pre-filled. If the customer is not dislocated worker eligible, you will not be able to edit this field. If they are eligible click **edit** then select **WSO Registration Self- Attestation** from drop-down menu box.

6. **Veteran Status** control: pre-filled. If it is indicated that the customer is a Veteran then click **edit**. A drop-down menu box will appear with two choices: **DD214 provided** (*DD214 is the official certificate of release or discharge from active duty in the armed services*) or **no documentation provided**.

If the customer brings the DD214, select that option in the drop-down, and make a copy of it for the customer's hard copy file. Veterans have priority of service (they go to the front of the line for all services) but only when a copy of the DD214 has been placed in the file.

**\*NOTE:** If no selection is made in the drop-down, the registration will not be able to proceed.

7. **Low Income** control: pre-filled. If it is indicated that the customer is Low Income, click **edit** and select **WSO Registration Self-Attestation** in the drop-down box.

8. **Public Assistance** control: pre-filled. In the event that funds are limited, customers on public assistance who provide documentation of that fact will receive priority of service, meaning that they will be first in line for funding.

If it is indicated that the customer is on Public Assistance then click **edit**. A drop-down box will appear with three choices: **Agency Record**, **Benefits Letter**, and **No Document/Not Prioritized** (see definitions below).

- **“Agency Record”** means any official record of the Oregon Department of Human Services (DHS) that indicates the person's income. The most common are the FSRN (this is a verification of income by DHS) and the FSUP (this is from Food Stamps, and it also contains a verification of income).

- “**Benefits Letter**” means a letter from most likely a case manager at DHS that says the customer is on public assistance.
- “**No Document/Not Prioritized**” means exactly that.

If your customer is on Public Assistance and has an Agency Record, or a Benefits Letter, select that option in the drop-down and make a copy of the document for the customer’s hard copy file.

**\*NOTE:** If no selection is made in the drop-down, the registration will not be able to proceed.

Documentation Results		
Missing Information	Priority Of Services	
Dislocated Worker Documentation, DOB Documentation, Legal to Work Documentation, Low Income Documentation, Public Assistance Documentation	(None)	
Documentation Completion		
Control is locked: there is Missing Information		
Date	Documented By	Documentation Location

9. **Documentation Results** control: this control identifies what documents are missing, if any. Refer to Job Growers’ Priority of Services policy for more information: <http://www.jobgrowers.com/sites/default/files/policy300-25.pdf>.
10. **Documentation Completion** control: this control is locked until all documentation is completed in the above steps. Staff will not be able to proceed until all fields are complete. If a participant does not bring in their Veteran or Public Assistance documentation upon enrollment into Intensive Services, staff must select **no documentation**. Staff may collect documentation later from the participant. **However, once this field is completed you will NOT be able to change information on this tab.**

If priority of service documentation (such as a DD-214) is collected after enrollment, you must contact the MIS Users Group (MUG) staff person at your center to submit a change request. You will not be able to change the status from **no documentation** to **documentation provided**.

Once all the documentation fields are complete, click **edit** and enter the date the documentations were received, the name of the staff person who collected the documentations, and the center location.

**\*IMPORTANT NOTE:** Do not delay a customer’s registration because they do not bring in a required document at the first meeting. Select **no documentation** and register them, always!

#### D. **Assessments** tab (pages 31-33 in I-Trac Manual):

Application Date	Registration Date	Participation Date	Exit Date	LQ Fund Service Date
4/20/2012	4/20/2012	4/20/2012		1/22/2013

Date	Applied Mathematics	Locating Information	Reading for Information

Date	Test Name	Score	Location

1. **Initial Skills Review** control: There is no need to enter information in this control. This is captured on the WOMIS status screen.
2. **NCRC - National Career Readiness Certificate** control: This section records the customer's NCRC scores for each test section.

**NOTE:** ONLY follow the instructions below if you have a copy of the WorkKeys Score Report or a copy of the customer's NCRC certificate to verify the scores AND the customer completed the Release of Information form for ACT (the company that owns the NCRC). Make sure you include a copy of all of the above documents in the customer's hard copy file.

- a. Click the **add** button on the left hand side.
- b. In the **Date** field enter the date your customer took the NCRC.
- c. In the **Test Name** field click on the drop-down menu and select a test topic (Reading, Mathematics, and Locating Information).
- d. In the **Score** field click on the drop-down menu and select the score.
- e. In the **Location** field click on the drop-down menu and select the Center location where the customer took the NCRC test.
- f. Then click the **save** button and repeat the above steps until all information is entered.
- g. Click on the **Outcomes** tab. The credential will be automatically filled in as **NCRC (state reporting purposes)** and the Status field will be automatically filled in as **Attained**.
- h. In the **Documentation** field in the drop-down menu select **Transcript** (only if you have a copy of the WorkKeys Score Report) and select **Certificate** (only if you have a copy of the customer's NCRC certificate).
- i. Click on the **case note** button and enter a case note that includes the date you received the documentation, as this may be different from when the customer took the NCRC.

## E. **Services** tab (pages 34-41 in I-Trac Manual):

Home | I-Trac | Resources | Reports

Providers | WSO Registration | WIA Documentation | Assessments | **Services** | Payments | Outcomes | Prosperity Budget | Case Notes

find customer | providers | services

Name: [REDACTED]  
WIA WS Adult - WSO Salem Center - WSO Salem Center, Customer Of Donna Brown, [REDACTED]

Application Date	Registration Date	Participation Date	Exit Date	LQ Fund Service Date
4/20/2012	4/20/2012	4/20/2012		1/22/2013

[add](#) **Partnering Agency**

Start Date	End Date	Partner	Reference
------------	----------	---------	-----------

[add](#) **Staff Assisted**

Start Date	End Date	Service	Status	Location
<a href="#">edit</a> 11/30/2012	11/30/2012	Workshop – NCRC Testing	Completed	WSO Woodburn Center
4/20/2012	4/20/2012	WIAMIS Import Record	Completed	WSO Salem Center
4/20/2012	4/20/2012	Welcome Debrief	Completed	WSO Salem Center

[add](#) **Intensive**

Start Date	End Date	Service	Status	Location
<a href="#">edit</a> 12/10/2012	12/10/2012	Individual Service Plan	Completed	WSO Salem Center
11/14/2012	11/14/2012	WIA Documentation	Completed	WSO Salem Center
<a href="#">edit</a> 11/14/2012	11/14/2012	Individual Service Plan	Completed	WSO Salem Center

[add](#) **Training**

Start Date	End Date	Target End Date	Type	Service	Status
------------	----------	-----------------	------	---------	--------

1. **Partnering Agency** control: Only referrals from the Marion County Re-entry Initiative are being tracked at this time in this control. If the customer has been referred from the Re-entry Initiative, he/she should have a referral slip. If you think you are working with a customer who is receiving a partner service that needs to be tracked, please contact your manager for more information.
  - a. To indicate a partner relationship, click **add** and select the appropriate partner from the drop-down menu box.
2. **Staff Assisted** control:
 

**To add a staff assisted service-**

  - a. Click the **add** button then enter the **Start Date** and the **End Date** for the service (activities entered in this control start and end the same day the service occurred).
  - b. In the **Service** field click on the drop-down menu and select the appropriate service options include **Workshops** and **WIA Debrief** (WIA Debrief is for participants that attend orientations or meet with staff to discuss services but are not ready to be enrolled in intensive services).

**\*NOTE:** If you lead a workshop, it is your responsibility to enter the participant workshop attendance in the staff assisted service section for each participant. The dropdown contains a variety of workshop titles. The same applies to NCRC Proctors- you will need to enter customer attendance for the “NCRC Workshop”.

3. **Intensive control:** The following services are considered Intensive Services:
- Writing the Individual Service Plan (ISP) with your customer (1 day service)
  - Advising customers (1 day service)
  - Helping customers with information (called Career Coaching) (1 day service)
  - GED assessments (1 day service)
  - GED and ESL classes (open-ended service)
  - Trainings that are 39 hours or less (1 day or open-ended service)

**\*NOTE:** training that is more than 39 hours is entered into the I-Trac system under the next control called “Training”.

**To add an intensive service-**

- a. Click the **add** button then enter the **Start Date** and the **End Date** for the intensive service (Note: the Start Date and End Date may be the same date for some services, see list above).
- b. In the **Services** field, select the appropriate intensive service in the drop-down menu. These are:

- **Individual Service Plan (ISP):** is a plan that you create with your customer to help them attain their career goal. This can include workshops, career exploration, etc. You can find the ISP form on the shared drive at <Z:\Administration\Forms & Templates\Forms-WSO\Enrollment Forms\Individual Service Plan 07.10.2012.pdf>

**\*NOTE:** Choose ISP **ONLY ONCE**, when you initially create the ISP with your customer. If the customer comes in again for an informational meeting with you, **DO NOT USE** ISP again; use the **Career Coaching** tab as the service choice for this type of customer interaction. “Career coaching” is any kind of informational meeting you have with your customer.

- **Career coaching**
- **Pre-GED assessment**
- **Pre-ESL assessment**
- **Prevocational ABE**
- **Prevocational GED**
- **Prevocational ESL**
- **Short-term vocational** (39 hours or less of actual training time sometimes called a skill upgrade)

- c. In the **Status** field select one of the drop-down menu choices below:
  - **Next Step:** select this when the customer has not yet started the activity but it is planned. Then change it to **start** when the customer begins. **It is**



important to remember that until you put the customer into “start” none of the case notes for services will extend the 90-day clock.

- **Started:** select this when the customer begins the activity.
- **Completed:** select this when the customer completes the activity.
- **Not Completed:** select this when the customer started but did not complete the activity.
- **Cancelled:** select this when the activity was cancelled before the customer started the activity.

d. In the **Location** field, select the Center location in which the customer’s file is located.

e. If any relevant credentials are received enter this information in the **Outcomes** tab. See the Outcomes section (page 15) of this manual for more instruction.

4. **Training** control: Use this control to track ONLY two types of training activities; vocational scholarships (all training that is longer than 39 hours) or entrepreneurial scholarships (these are given out once a year at the Sparkle of Excellence awards dinner).

**\*NOTE:** If your customer is having his/her training (longer than 39 hours) supported by Job Growers scholarship funds, you need to access Vocational Scholarship Staff Procedures and Vocational Scholarship Applicant Procedures located in the shared at: Administration, Procedures, WorkSource Center Procedures, Vocational Scholarship Staff Procedures and Vocational Scholarship Applicant Procedures.

add Training						
	Start Date	End Date	Target End Date	Type	Service	Status
edit	11/14/2012	1/22/2013	12/31/2012	n/a	Vocational Scholarship	Completed
	Target Industry			Industry (NAICS)		
	n/a			Health Care and Social Assistance		
	Target Position (ONET)			Course of Study (CIP)		
	Nursing Aides, Orderlies, and Attendants			51.1614, Nurse/Nursing Assistant/Aide and Patient Care Assistant		
	Training Provider			Course Name		
	Providence Health System					
	Pell Recipient		Location			
	No		WSO Salem Center			

- Click the **add** button.
- In the **Start Date** field there are two possible scenarios, these are:
  - If the vocational scholarship was approved AFTER the training has already started, enter the date of the scholarship approval in this field.
  - If the training has NOT already started, enter the start date of the training (however if you enter the start date of the training, also add a case note that indicates the date of approval of the scholarship).
- In the **Target End Date** field enter the program end date used on the obligation form.

- d. In the **Type** field select **NA**.
- e. In the **Services** field select from the drop-down menu one of the following:
- **Entrepreneurial Scholarship** (not very common)
  - **Skill Upgrade/Retraining** (this option should NEVER be used without instructions from your manager)
  - **Vocational Scholarship** (most common selection)
- f. In the **Status** field select from the drop-down menu one of the following:
- **Next Steps**: if the customer has more than 1 week before the training begins.
  - **Started**: if the customer will begin training within one week or has already begun training.
  - **Not completed**: if the customer is no longer involved in training and did not complete it.
  - **Completed**: if the customer says they completed the program (a case note should be entered with this status change that indicates staff requested completion documentation). When documentation of training completion is received, it should be entered in the **Outcomes** tab and a copy placed in the customer's hard copy file.
- g. The **Target Industry** field is inactive and cannot be edited.
- h. In the **Industry (NAICS)** field, select the appropriate industry from the drop-down menu. If you have questions about which industry to select, please contact Pam Ferrara.
- i. In the **Target Position (ONET)** field, click the **find** button and a search box will appear. Enter your customer's occupational title and click on search. If unsure of which title to select, or if the desired title does not appear, do not guess. please contact Pam.
- j. In the **Course of Study (CIP)** field click the **find** button and a search box will appear. Enter in the code that corresponds to the program on the ETPL List. If you notice a discrepancy or have any problems locating a code, please contact Pam.
- k. In the **Trainer Provider** field click the **find** button and a search box will appear. Enter the training provider name that is listed on the ETPL. If a training provider cannot be located through the search option, staff should contact their MUG representative to verify that the training provider is not already in the system.
- \*NOTE:** Only MUG members are allowed to enter a new training provider's name.
- l. The **Course Name** field is not required. If you do chose to enter the course name, please enter the program name exactly as it is on the ETPL.
- m. In the **Pell Recipient** field select from the drop-down menu one of the following:



- **Yes:** if you have documentation that your customer has received a Pell Grant.
- **Unknown:** if the Pell Grant recipient status is pending or unknown.
- **No:** if the customer or the program is not eligible for a Pell grant (i.e. CNA1, CNA2, truck driver, or some Medical Assistant programs).

**NOTE:** Those in the Entrepreneurial training opportunities are not eligible for Pell grants, so for these, check no.

n. In the **Location** field, enter in the Center location where the hard file is stored.

5. **Internship/OJT control:** Only OJTs should be entered into this control. Check with OJT staff for instructions.

**F. Payments tab** (pages 42-43 in I-Trac Manual): The process begins with a customer’s request for funding. This typically occurs when a customer meets with a staff person for a “service.” A payment request is NOT a service. Meeting with a customer and discussing their household budget, financial aid package, or training progress, alone, or combined with a payment request, IS a service. Please see guidelines for “What is a Service” for more detail on this distinction.

Once there is a need to submit a payment request on behalf of a customer AND the required payment documentation is received (refer to the PAF Requirements matrix located on the shared drive at:

Z:\Administration\Procedures\WorkSource Center Procedures\PAF Procedures\PAF Reference Document.xlsx), and fill out a Payment Authorization Form (PAF).

Application Date	Registration Date	Participation Date	Exit Date	LQ Fund Service Date
4/20/2012	4/20/2012	4/20/2012		1/22/2013
<b>Total Direct Paid</b>		<b>Total Direct Planned</b>		
\$870.00		\$0.00		

Date	Status	Payment Type	Amount	Paid To	Location	Reference	Source
1/7/2013	Paid	Vocational Scholarship Tuition and Fees	\$870.00	Caregiver Training Institute	WSO Salem Center		WIA Adult

1. **Direct Payments control:**

- Click the **add** button and enter the date of the payment request (the date is always the next business day).
- In the **Status** field click the drop-down menu and select one of three options:
  - **Planned:** for all requests that require a PAF.
  - **Paid:** only select this status if you have a bus pass card that did not require a PAF. See the bus pass procedure for detail. Follow the file path and select the appropriate procedure for your Center.

Z:\Administration\Procedures\WorkSource Center Procedures\Support Services Procedures.

- **Unpaid:** only select this status if you have voided a payment and have confirmed that a check has been returned or was never sent out.
- c. In the **Payment Type** field click on the drop-down menu and select whichever payment type best describes your customer's request. **Do not select Other – see case notes** in the **payment type** drop-down menu. If you believe you need to select this option, see your manager first.
  - d. In the **Amount** field, enter the amount that is on the PAF.
  - e. In the **Paid To** field enter the vendor name then click the **find** button. If the vendor is not in I-Trac you may add them (you will need an address in order to do this).
  - f. In the **Location** field, select the Center location from the drop-down menu box.
  - g. The **Reference** field is not currently being used, and no entry is required.
  - h. In the **Source** field select one of the following from the drop-down menu box:
    - **WIA DW:** if the customer is both Dislocated Worker (DW) and Adult (AD) eligible.
    - **WIA Adult:** if the customer is only Adult eligible.
  - i. Click on the **case note** button and enter a case note for the payment. In the case note, justify why the payment is being requested. **DO NOT** put the amount of the PAF into the case note because often, the PAF amount and the amount that actually gets approved/paid are different, and this difference could cause confusion. See "Guidelines for Writing Case Notes" for details. The basics of what to write in the case note are: why the customer needs the money (briefly) and the time frame but **NEVER** the amount of the PAF.
  - j. After the bills are paid in administration. Every week accounting will add the amount that was actually paid into a spreadsheet, which is saved on the Z drive at: Z:\Administration\Management Info. System-MIS\I-Trac\Participant Payments\Actual Payments - Weekly.xlsx
  - k. Center Supervisors will retrieve the spreadsheet, go into I-Trac to find the customers whose bills have been paid, change the payment status from **Planned** to **Paid** for each, and will adjust the payment amount and fund source if needed.

**\*NOTE: If the customer exits prior to the payment status being changed to Paid, the customer record is locked and any payments remaining in the Planned drop-down change automatically to Unpaid. It is undesirable to have customers exit before they are actually finished receiving services.**

**\*\*\*\*\*Every effort should be made to make sure this doesn't happen\*\*\*\*\***

- I. When this does happen, the center supervisor will add an administrative case note dated on the last date of service, which will read “Actual Payment of \$(Amount) made to (Vendor) after participant exit due to internal billing process timelines. Please see fiscal records for more information.”

**NOTE for OJTs:** On the last day of training, a service should be “delivered” (i.e. some interaction has to happen between a staff and the customer) and noted in I-Trac.

**G. Outcomes tab** (pages 44-48 in I-Trac Manual):

1. **Program Status** control: is pre-filled upon WIA Documentation completion in I-Trac.
2. **Credentials** control: When a customer earns a credential, it must be documented in this control and corresponding hard copy documentation **must** be placed in the customer’s file.
  - a. Click the **add** button to add a credential.
  - b. In the **Date** field enter the date the credential was earned. If you collect this information at a later time, you can add a case note to record the date the information was collected.
  - c. In the **Credential** field click on the drop-down menu box and select one of the following selections (if in doubt as to which of the following to enter, check with your manager):

- **Associate Degree**: a two-year degree granted by an accredited educational organization. **Example**: Associate of Applied Science in Nursing.
- **GED or HS Equivalency Diploma**: a certificate of general education attainment. **Example**: A document of passing GED scores.
- **Industry Certification**: a certification to verify skill level and is industry-recognized. **Example**: a Certified Nurse Assistant, an electrician's license, and many types of IT certifications, etc.
- **Other Post-Secondary Degree/Diploma**: a certificate of completion for vocational training that is less than a two-year associate degree. **Example**: a diploma from the Institute of Technology, or a one-year certificate from Chemeketa.
- **Professional Organization Certificate**: a certificate offered by a professional organization. **Example**: a Society of Human Resource Professionals certification. This will be used very infrequently.

**Example scenario:** Often customers will earn more than one credential, please enter all credentials earned. If a customer earns an associate nursing degree, and passes the nursing exam, this is entered under both a degree attainment AND an industry certification. This is important to the federal Department of Labor as they put great emphasis on numbers of credentials attained by our customers.

1. In the **Status** field select **attained** from the drop-down menu box.
  2. In the **Documentation** field click the drop-down menu box and select one of the following three hard copy documentation options: **Copy of Credential or Certificate**, **School Cross-Match**, and **Transcript**.
    - **Copy of Credential or Certificate**: means exactly that, a copy of the actual credential.
    - **Transcript**: an official or unofficial copy of the transcript showing customer completion of training.
    - **School Cross-Match**: This option should never be selected! This will be automatically generated - I-Trac will run a match against the Community College Banner system.
  3. Click **save** on the left hand side.
3. **Employment Information** control: When a customer gets a job, you must document employment in this control.
    - a. Click **add** to enter new employment.
    - b. In the **start date** field, enter the date the customer started their employment (you cannot pre-date information in this control, if a customer is scheduled to start a job, you must wait until they begin to enter the information).
    - c. Disregard the **end date** field.

- d. In the **Employer** field enter the employer’s name and click **find**. Select the broad employer name that is appropriate. If you cannot find the employer name you may add it (please make sure you have searched for the employer under various names prior to adding a new employer).
- e. In the **Industry NAICS** click on the drop-down menu box and select the appropriate NAICS category. If you have questions on this NAICS, please call Pam for assistance.
- f. Click **save** on the left hand side and then select the **add** button that appears below. This opens another section for information about the employment. This section contains:
  - **ONET code** – select the appropriate code, if you have questions, please call Pam.
  - **Hourly Pay** – enter the hourly amount
  - **Hours per week** – enter if known
  - **Benefits** (if any), if a participant receives more than one benefit, select the most expensive benefit (likely health care).

4. **Employment Confirmation control: Do not enter anything in this control.** This information will eventually be cross-matched automatically with OED wage records and filled in.

H. **Prosperity Budget Tab** (page 52 in I-Trac Manual): We do not use the tab this at this time. This links to an interesting tool called Prosperity Planner at: <http://www.prosperityplanner.org>

I. **Case Notes tab** (pages 49-51 in I-Trac Manual): For information about the content of case notes and how and when to attach appropriate case notes to services, please see the supplemental document on Case notes at: <Z:\Administration\Procedures\WorkSource Center Procedures\iTrac Procedures\how to write a casenote.docx>

The screenshot shows the I-Trac Case Notes interface. At the top, there is a navigation menu with tabs for Home, I-Trac, Resources, Reports, Providers, WSO Registration, WIA Documentation, Assessments, Services, Payments, Outcomes, Prosperity Budget, and Case Notes. Below the menu, there is a search bar with the text "find customer | providers | case notes" and a "Name:" field. A table below the search bar shows application details:

Application Date	Registration Date	Participation Date	Exit Date	LQ Fund Service Date
4/20/2012	4/20/2012	4/20/2012		1/22/2013

Below the table is a "Case Notes Search" section with a "Keywords" field and a "Case Note Date Range" dropdown menu set to "OR: Last 90 days (1)". There is a "search" button and an "add" button. Under the "add" button, there is a "Case Note Extends Participation" section with "edit" and "delete" buttons. A table below shows a case note entry:

Date	Note
1/22/2013	CERTIFICATION Received: I obtained confirmation that [redacted] completed her CNA2 training and receive <a href="#">more&gt;&gt;</a>

Below the case note table is another table with columns for "Contact Type", "Staff", "Attachments", and "Service Delivered".

Contact Type	Staff	Attachments	Service Delivered
Email/In-writing	Donna Brown	Service - Vocational Scholarship, n/a, Outcome - Industry Certification	Yes

The **Case Notes** tab is one location where you can enter notes about your contacts with a customer. There is more than one method to enter case notes in I-Trac. On this screen, you will see case notes for the last 90 days by default.

- Under the Case Notes Search control you can change the date range that displays on the screen.
- You can also see all case notes by generating a case note report (look for the small reports button up in the right hand corner, right below your name as the person logged in to I-Trac).



- J. Reports:** In the upper right-hand corner you will find a **reports** button (see screen shot above). When selected it will provide the following options:
- **Eligibility Determination Review (EDR)**
  - **Program Participation Report (PPR)**
  - **Case Notes**
1. The **Eligibility Determination Review** should be printed upon enrollment in Intensive Services and placed in the customer's hard copy file.
  2. The **Program Participation Report** should be printed and included in the exited hard copy file.
  3. The **Case Notes Report** should be printed and included in the exited hard copy file.

## Chapter 18

### Participant Reporting Systems (I-Trac Supplementary Data Entry Instructions)

As stated in Chapter 5, records of eligibility and enrollment must be maintained for each youth served by the Youth Opportunity System. These records are expected to include:

- A hard copy file
- An electronic file which is maintained in the I-Trac system.

YOS staff may also require access to the WorkSource Oregon Management Information System (WOMIS) and iMatchSkills for participant outcomes management.

To maintain confidentiality and security, computer screens should not be visible from public areas. Passwords to participant tracking systems should not be shared or written down. All staff must go through the Oregon Employment Department confidentiality and security training prior to being given access to WOMIS and/or iMatchSkills. All staff will also receive training in the I-Trac system prior to being given access, including agreeing to all terms and conditions of its use as specified by WorkSystems Inc. If a provider hires new staff, contact the Job Growers Incorporated Program Manager for instruction and guidance to obtain training and access to these systems.

### Navigation

For the purposes of this chapter, the following icons are used to provide additional information:



NOTES: Important information to note to avoid mistakes.



RESOURCES: More information available in another chapter or document.

### Data Entry Requirements

It is expected that in the course of supporting youth as they work toward goals and plans, providers will maintain regular communication with youth. Providers are expected to note all communication with youth in the data management system, and include print outs of notes and participant performance information in the participant file, this can be in the form of the Participant Performance Report (available through the Reports link at the top of each I-Trac page). Providers may wish to develop additional tracking systems, but they may not replace the use of automated case notes and data management systems as prescribed in this chapter.

Data Entry of participant activities must be kept updated. Data will be kept current, entered **within two business days** of each activity or staff service.

Information that is maintained and updated regularly within I-Trac, such as activity tracking, case notes, and individual service plans, must be included with the files at any time they are called for review, including

program monitoring. To reduce duplication and minimize paper-handling, they are not required to be present in hard copy files at all times.

### Supplemental Data Entry Instructions

The supplementary instructions that follow accompany the I-Trac Youth Data Entry Manual provided by Worksystems Inc. Use the manual and this supplement together in order to have a complete understanding of how to enter and maintain participant information in the I-Trac system.

You can find information on how to sign on to I-Trac in the Youth Data Entry Manual, as well as information on updating your profile. If you have difficulty, contact the JGI Youth Program Manager for assistance.

### Overview

1. Log in to I-Trac (<https://www3.i-trac.org/>)
2. Choose **I-Trac** from the four green tabs up in the left hand corner.
3. Enter the participant/applicant's name and/or I-Trac ID number in the space provided and click **search**. Youth will be in the I-Trac system if they have completed the online application process, was previously or is currently enrollment with another provider or funding stream.
4. Click the **select** button under **Search Results/Add Customer** to display all current and past enrollments in WIA.
5. Click **select** again to access the participant record for the youth enrollment with your program and blue tabs will display across the top of the screen.

Order of the tabs across the top of page:



### PARTICIPANT SEARCH

When enrolling youth staff will follow step 3, above, to search for youth in I-Trac. This ensures there is not a current enrollment in another WIA stream or program.

- If the applicant is in the system with a current enrollment, staff will contact the current provider prior to entering a new youth enrollment into the system.
- If it is appropriate to enter the enrollment, select the applicant by clicking on **select** and proceeding with the online application.
- If the applicant is not in the system, proceed with entering the applicant into I-Trac by clicking **add** and proceeding with instructions for entering application information.



## ONLINE APPLICATION

Data entered into the online application will be stored in a customer record in the I-Trac database and will allow programs the ability to screen applicants that are appropriate. The data that is submitted through the Online Application will be saved in I-Trac and retrievable by staff for further program data collection. For more information regarding the online application process see page 18 of the I-Trac Youth Data Entry Manual.

Programs may choose to allow youth to complete the online application on their own. This practice is not recommended as a common practice as it can result in mis-information, typos, and the need for staff updates to data elements such as employment barriers. If programs choose to allow youth to enter information directly into the online application, staff should bring up the URL below on the computer prior to youth accessing the computer in order to eliminate the possibility of youth accessing I-Trac and confidential information of other participants, or any other program information, e-mail, etc.

Another option is for staff to access the online application and assist the youth with completion of the information in order to reduce the errors described above.

Access the online application through the Resource Tab and click the "R3 Youth" box under "Online Application" or via the URL specific to Region 3 youth programs:

<https://www3.i-trac.org/OnlineApplication/R3YouthOnlineApplication.aspx>

In order to complete the application, the following data elements will be required and should have been provided. If additional information is needed, staff will have an opportunity to gather that after the eligibility interview is conducted.

### Online Application Data Elements

- Referred By (Program Referral)
- Last Name
- First Name
- DOB
- SSN (optional – if left Blank, customer is refusing to disclose)
- SSN Disclosure Statement has been read checkbox
- Gender
- Email
- Home Address
- Mailing Address
- Primary Phone
- Ethnicity/Race

- Other Demographics
- Primary Language
- Legal to Work
- Veteran Status
- Education Status
- Highest Grade Completed
- Current/Last High School Attended
- Employment Characteristics (may check 'none apply')
- Family Size
- Family Income (optional – collecting income during this phase will assist in the screening process)
- Employment Status
- Employment History
- Employment Information (if Employment History is 'Never Employed' – not required)

Once the URL is entered, the following page will display:

## Youth Services Application

Thank you for your interest in education, training and employment services. Completing this online application is the first step in the application process for this program. Youth that are under the age of 18 may submit this online application; however, they will need a parent or guardian's signature approval to complete the application process and participate in the program. Once you have submitted this application, please print the confirmation page and make an appointment with program staff.

Information submitted will be kept confidential and only used by authorized program staff to conduct program eligibility, provide services, and track performance to funders.

**\* indicates required field**

---

**Referred By\*** (Please identify the organization that asked you to complete this application)

---

<b>Last Name*</b>	<b>First Name*</b>	<b>MI</b>	<b>Gender*</b>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="radio"/> Male <input type="radio"/> Female

<b>Birth Date*</b> (MM/DD/YYYY)	<b>Age</b>
<input type="text"/> / <input type="text"/> / 19 <input type="text"/>	<input type="text"/>

---

**SSN Disclosure:** This is a federally funded program and your SSN is used for performance tracking purposes. Providing your SSN is confidential. Please read our [SSN Disclosure Statement](#).

<b>Social Security Number</b> (No dashes)	<b>SSN Disclosure Statement and Consent to Release SSN*</b> (Check one of the following)
<input type="text"/>	<input type="radio"/> I have read the SSN Disclosure Statement and give my consent to use my SSN
<b>Confirm Social Security Number</b>	<input type="radio"/> I have read the SSN Disclosure Statement and do not give my consent to use my SSN
<input type="text"/>	

### Cancel Application

- If you or the customer leaves the URL in the middle of data entry, the application will NOT be saved or submitted.
- If you or the customer clicks the **cancel** button, the application will NOT be saved

### Submit Application

- The **submit** button at the bottom of the page must be clicked.

### Missing/Invalid Information

- The application cannot be submitted until all required information has been entered
- If **submit** is selected while there is still missing information, the page will specify the reasons why the application cannot be submitted and will highlight the relevant fields:

**Unable to Submit for the following reasons:**

- Please select Referred By.

---

**Referred By\*** (Please identify the organization that asked you to complete this application)

--Select One--

### Print Confirmation



- A confirmation number (CustomerID – EnrollmentID) will be provided once the online application is submitted.

Your application has been submitted successfully.

Your confirmation number is:  
**1529274-2201876**

Please click [here](#) to print the confirmation page.

This is an equal opportunity employer/program.  
Auxiliary aids and services are available upon request to individuals with disabilities. To place a free relay call in Oregon dial 711.  
This program is funded in whole or in part with public funds provided by the US Department of Labor.

- There will be a prompt to print a confirmation page for their records. This may be helpful for staff when trying to find the customer enrollment in I-Trac.

Confirmation Page	
<b>Confirmation Number</b>	1529274-2201876
<b>Referred By</b>	Beaverton School District – Merlo High School
<b>Name</b>	onlineYouthB Test
<b>Gender</b>	Male
<b>Social Security Number</b>	
<b>Birth Date</b>	1/1/1992
<b>Email Address</b>	test@test.com
<b>Home Address</b>	123 Portland, OR 97201 (Multnomah County)
<b>Mailing Address</b>	123 Portland, OR 97201 (Multnomah County)
<b>Primary Phone</b>	9999999999
<b>Cell Phone</b>	
<b>Message Phone</b>	
<b>Other Phone</b>	
<b>Alternative Contact Person</b>	home other
<b>Relationship</b>	Other
<b>Phone</b>	9999999999
<b>Ethnicity/Race</b>	Pacific Islander, White
<b>Other Demographics</b>	None Apply
<b>Primary Language</b>	English
<b>Legal to Work in the United States</b>	Yes, I am a US citizen and legal to work in the US
<b>Veteran Status</b>	Yes - 180 Days or Less (Not Dishonorable Discharge)
<b>Education Status</b>	Student - High School or Less
<b>Highest Grade Completed</b>	Certificate of HS Completion
<b>Characteristics</b>	Family receiving Refugee Assistance, Runaway
<b>Family Size</b>	3
<b>Six Months Income</b>	15

### Saved Data

The online application will be saved in I-Trac. I-Trac must determine if the customer already exists in I-Trac or whether the customer is new before it can add the enrollment.

### *New/Existing Customer Determination*

- I-Trac will try to match the customer with existing customer records
  - SSN provided through on-line application = I-Trac Customer SSN, or
  - Match Last Name/DOB/Gender = I-Trac Customer Last Name/DOB/Gender
- If I-Trac cannot match the customer, it will create a new customer record

### *New Enrollment*

- When data is entered through the online application process, I-Trac will automatically add the new enrollment to the customer record:
  - **Service Provider:** will be set to generic site called **Youth Online Fund – OnlineSite – Online System**. Later when customer is assigned to a location for application, this site will be edited to be **WIA Youth – ‘Your Service Provider Name’**
  - **Customer Of:** will be left blank, this can be assigned once the online site is specified and a case manager is assigned to the customer.

- **Application Date**: will be set to the Online Application Date which is the date the customer clicked submit. This date will need to be edited when the customer comes in for Eligibility Interview.
- **Registration Date**: will be blank until the review is complete on the Registration Tab. Customers that do not complete the Eligibility Process will not get a Registration Date.
- **Participation Date**: also known as the Enrollment Date will be blank until the first service is entered on the Services Tab. Customer that do not complete the Eligibility Process OR do not receive services within 45 days will not be enrolled or receive a participation date.
- **Exit Date**: will be blank until the participant exits from the program and enters follow up status.

### Expiration of Online Application

There are two ways that an online application can expire:

1. Youth does not complete an Eligibility Interview within 30 days of the Online Application Date. This application is expired and I-Trac will automatically exit these nightly. The application process must start over if still interested in services.
2. Youth completes the registration process and is found eligible but does not receive services for 45 days. The application becomes expired. In this case, there are two options:
  - a. Redo Eligibility Steps:
    - 1) Take expired Application and mark across the front 'EXPIRED'
    - 2) Review Date and Reviewer is removed from the Registration Control on the Registration Tab – requires admin level access
    - 3) The Application Date is modified to TODAY's date in the Providers Control on the Providers Tab
    - 4) All customer information is updated on the Registration Tab, including dates
    - 5) Print a new Application
    - 6) Collect customer/staff signatures again
    - 7) Review again – including new dates in I-Trac
    - 8) File new EDR with OLD EDR and documents. Keep all documents together in customer file.
  - b. Pre-Program Exit Steps
    - 9) Go to the Program Status control in the Outcomes Tab
    - 10) Add exit type of 'Pre-Program Exit'
    - 11) Exit date = Registration Date

## DIRECT ENTRY PROCESS

Providers may wish to direct enter participant information and not use the online application site. This can allow a provider to enter information at the eligibility interview and reduce the need to review or update information entered previously by the applicant. In order to enter a youth directly, a provider will first search for the youth to ensure a current enrollment does not exist—as explained previously on page 2. If not, the provider will click **add** and enter the name, social security number, date of birth, and gender of the applicant.

## PROVIDERS TAB

This section records the customer’s current and past enrollments. It includes:

- a. The **Service Provider** field
- b. The **Customer Of** field
- c. The **Application Date** field which is pre-filled.
- d. The **Registration Date** field which is pre-filled.
- e. The **Participation Date** field which is pre-filled.
- f. The **Exit Date** field which is auto-filled upon exit. It either pulls from the exit date entered on the Outcomes Tab or auto-fills on the 90<sup>th</sup> day after the last recorded qualifying service. This occurs if a youth is pre-program exited for not engaging in a service for 90 days.

### Online Application Access

To access an application entered through the online application process, follow step 3 from page 2, above, to find the record.

Once the applicant is located, **select** the youth and then click **edit** on the “Providers” tab. Change the “Providers” tab information as follows:

1. Service Provider: from “Youth Online Fund – OnlineSite – Online System” to “WIA Youth – ‘Your Service Provider Name’.”
2. Customer Of: from ‘Blank’ to ‘Case Manager as appropriate.’
3. Application Date: from ‘Online Application Date’ that is automated when Online Application is submitted to Eligibility Interview Date (Today’s Date).

<a href="#">find_customer</a>   providers <a href="#">edit</a> Name: Youthtraining Test (I-Trac ID: 1551540)						
<a href="#">add</a> Providers						
	Service Provider	Customer Of	Application Date	Registration Date	Participation Date	Exit Date
<a href="#">select</a>	Youth Online Fund - OnlineSite - OnlineSite		7/5/2012			

Once added, the provider information will be entered on the Providers Tab, including service provider, customer of and application date (today's date) and click save.

## REGISTRATION TAB

If the online application was used, the registration tab will be populated with the information provided by the youth (or staff) when it was completed. Staff will review this information and checked against eligibility verification documentation specified in Chapter 3 of the YOS Provider Manual.

If direct entry is being used, staff will enter information by clicking add or edit prompts provided for each section. Detailed information for each section/control on the registration tab is provided on pages 23-34 of the I-Trac Youth Data Entry Manual.

Addresses: Enter the address for the youth (home and mailing).



If the online application was used, click edit and update the date in Home and Mailing addresses to be the new Application Date (Eligibility Interview Date).

Phones: Enter phone numbers for the youth. Job Growers requires collection and entry of at least two phone numbers from separate residences/contacts. Programs can enter this under alternate, but these are best entered under secondary contact information, below. Phone numbers can be updated at any time, however, I-Trac does not maintain historical records of phone numbers.

E-mail addresses: If the youth does not have an e-mail address, the online application provides a prompt for the youth to click and access a free account. If staff is direct-entering data, they will need to assist youth with this process.

Secondary contact information: It is required that secondary contact information be entered.

Social Security Number: If a youth completed the online application process, he or she may have elected not to disclose the number or did not know the number. The social security number must match eligibility verification documentation provided.



If staff need to update the SSN, this may be done by clicking on the edit button next to the youth's name at the top of the page in the header. The social security number may not be edited by staff once the 30-day review is conducted.

Birth Date: Verification documentation is required in the hard copy file for date of birth, see chapter 3, and should match the documentation selected from the drop down list.

Legal to work: Staff is expected to know what appropriate I-9 documentation is acceptable to prove legal to work status. These can be found in the resources section of the YOS provider manual and must be copied and included in the hard-copy file.

Selective Service: All participants in WIA must comply with selective service registration requirements. These are also outlined in chapter 3 of the YOS provider manual. If required to register, proof of registration must be included in the hard-copy file.

Education: If the online application was used, youth often make errors on the highest grade completed if they are school dropouts.



Job Growers requires verification of education status to prove a youth as in or out-of-school. Data from the system should match hard-copy documentation.

Veteran status: If the youth is a veteran, verification documentation is required and programs must comply with priority of service policies regarding service to veterans.

Employment information: If the youth is employed, employment information will be required to be entered.

Basic skills Characteristic: Staff will enter whether or not the youth is basic skills deficient as determined by the CASAS appraisal conducted as part of the enrollment process. Verification documentation is required in the hard-copy file.

Employment characteristics: These are the barriers to employment, one of which is required for eligibility in WIA youth programs. If the online application process was used, youth may have selected barriers that are not legitimate or accurate. Staff may want to discuss these with youth and update as appropriate. Staff should mark all barriers/characteristics that apply to the youth. Verification of one of the selected characteristics is required in the hard-copy file. It is a good practice to use different barriers for verification with different individuals.

Economic characteristics: Enter any public assistance here. There must be verification in the file in accordance with specification of chapter 3 of the YOS provider manual.

Six month income: If income is calculated, copies of verification documentation must be in the hard-copy file for the family size reported.



Income waiver: If an income waiver is requested, the application will be complete and staff will send an e-mail to the JGI Youth Program Manager requesting a waiver. The request should include the youth's full name, I-Trac number, and a brief summary of why the youth would benefit from services. If waivers are available, the manager will click the request waiver button and will notify the requesting provider of approval.

Registration Results: Scroll to the bottom of the page to view Registration Results control. Any missing information will need to be entered for eligibility to be complete.

Registration Results	
Missing Information	Ineligible Reasons
DOB Documentation, Legal to Work Documentation, SSN Documentation, SSR Documentation, UI Status	Income
<a href="#">edit</a> Registration Completion	

If the online application process was used, staff will confirm all data elements with the applicant. Check for data entry errors entered during the online application process and make appropriate edits.



Sometimes youth have two last names. Enter the information as it is on the documentation. Hyphenate the last name, two last names with a space, etc. Do not enter it the way the youth "uses or writes" the names, match the documentation. Name, as well as DOB, SSN and gender, may be modified by clicking edit customer link in the header section of customer record.

<a href="#">find customer</a>   <a href="#">providers</a>   registration																								
<a href="#">edit</a> <b>Name: Youthtraining Test (I-Trac ID: 1550659)</b> Youth WDS - IRCO - IRCO, Customer Of AdminRole Training2, EID = 2247602																								
<table border="1"> <thead> <tr> <th>Online Application Date</th> <th>Application Date</th> <th>Registration Date</th> <th>Participation Date</th> <th>Exit Date</th> <th>LQ Fund Service Date</th> </tr> </thead> <tbody> <tr> <td>7/3/2012</td> <td>7/3/2012</td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <th>DOB</th> <th>Gender</th> <th>Age at Application</th> <th>Last 4 SSN</th> <th colspan="2">In/Out-of-school status</th> </tr> <tr> <td>1/10/1993</td> <td>Male</td> <td>19</td> <td>REFUSED</td> <td colspan="2">OSY</td> </tr> </tbody> </table>	Online Application Date	Application Date	Registration Date	Participation Date	Exit Date	LQ Fund Service Date	7/3/2012	7/3/2012					DOB	Gender	Age at Application	Last 4 SSN	In/Out-of-school status		1/10/1993	Male	19	REFUSED	OSY	
Online Application Date	Application Date	Registration Date	Participation Date	Exit Date	LQ Fund Service Date																			
7/3/2012	7/3/2012																							
DOB	Gender	Age at Application	Last 4 SSN	In/Out-of-school status																				
1/10/1993	Male	19	REFUSED	OSY																				



Data should be accurate as of the date of Eligibility Interview because this will date will become the Registration Date.

Registration Results	
Missing Information	Ineligible Reasons
(All required registration information has been entered)	(Eligible)

The Registration Control is updated with 'Registered By' only. (The 'Review Date' and 'Reviewed By' fields are entered after Review is complete).

The screenshot shows a 'Registration' form with the following fields: Application Date (6/1/2010), Registered By (Arnold, Dyanna), Review Date, and Reviewed By (--Select One--). The 'save' and 'cancel' buttons and the 'Registered By' dropdown are circled in red.

### Application Form

Print the Application Form from the reports link in the customer header *after* the customer has been determined eligible by I-Trac. This application will serve as the paper application for this customer.

The screenshot shows a 'Report Menu' dialog box with the following options: Universal Services Application Form, Eligibility Determination Review (EDR), Program Participation Report (PPR), Application (highlighted in yellow), and Case Notes. The 'reports' link in the header is also highlighted in yellow.

The screenshot shows a 'Youth Services Application' form with the following sections:

**Parent/Guardian Instructions:** Please review this application for accuracy and sign to approve. If you need to make a correction, please use ink and strikethrough incorrect data, handwrite correct data and initial next to changes.

**Customer Data**

Service Provider	Youth WDS / IRCO / IRCO					
Customer ID	1550659					
Name	Youthtraining Test					
DOB	1/10/1993					
Gender	Male					
SSN #	REFUSED					

**Online Application Date**    **Application Date**    **Registration Date**    **Participation Date**    **Exit Date**    **LQ Fund Service Date**

7/3/2012	7/3/2012				
DOB	Gender	Age at Application	Last 4 SSN	In/Out-of-school status	
1/10/1993	Male	19	REFUSED	OSY	

**Addresses**

Date	Address Type	Street Address	Zip Code	City	State	County
7/3/2012	Home	123 N	97203	Portland	OR	Multnomah
7/3/2012	Mailing	123 N	97203	Portland	OR	Multnomah



Customers under the age of 18 will need to acquire a parent/guardian signature prior to the customer completing the eligibility process. **Do not provide services until the application is signed by the**

participant, parent/guardian and staff. Eligibility and enrollment are not complete without these signatures. The signed application must be kept in the hard-copy file.

### Understanding Dates

- **Online Application Date** = Date customer submitted online application (if applicable)
- **Application Date** = Date of Eligibility Interview
- **Eligibility Interview** = Date of Eligibility Interview (calculated from the Application Date)
- **Registration Date** = Date of Application (Eligibility Interview Date)
  - **RULE:** Will not exist until Review is complete
- **Review Date** = Date of Review.
  - **RULE:** Must occur within 30 days of Application Date (Eligibility Interview Date)
  - **RULE:** When entered will set the Registration Date.
- **Participation Date** = Date of the FIRST service
  - **RULE:** Must occur within 45 days of registration date or the application will expire

I-Trac will automatically print appropriate dates on the Application. The participant and staff are signing that the information was true at the time of the Eligibility Interview (Application Date).

My signature below indicates that I certify the information on this application is true to the best of my knowledge as of the application date. I understand this information may be reviewed and verified and that providing false or inaccurate information could lead to removal from the program(s) and deem me liable for all costs expended on my behalf. I agree to provide documentation to confirm the information being used to determine my eligibility status for the publicly funded employment and training services.

I understand that if I am found ineligible after enrollment I will not be allowed to continue in the program and may be held responsible for the cost of services I received. By signing below, I further acknowledge that I have received and reviewed information about the use of my social security number and I have received and understand the Equal Opportunity statement and complaint procedures.

<b>Youthtraining Test</b>		<b>07/03/2012</b>
_____	_____	_____
Applicant Printed Name	Signature	Date
		<b>07/03/2012</b>
_____	_____	_____
Parent/Guardian Printed Name	Signature	Date
		<b>07/03/2012</b>
_____	_____	_____
<b>Bisrat Teshome</b>		<b>07/03/2012</b>
_____	_____	_____
Staff Registered Printed Name	Signature	Date
_____	_____	_____
Staff Reviewed Printed Name	Signature	Date

This is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. To place a free relay call in Oregon dial 711. This program is funded in whole or in part with public funds provided by the US Department of Labor.

- Customer Signature Date = Application Date (Eligibility Interview Date)
- Parent/Guardian Signature (if applicable) Date = Application Date (Eligibility Interview Date)
- Interviewer Signature Date = Application Date (Eligibility Interview Date)

- Reviewer Signature Date = BLANK – I-Trac will not automate since Review Date is entered AFTER customer signatures are collected.

### **Parent/Guardian Edits to Application**

Parents are not required to attend eligibility interviews; therefore, data that is collected may turn out to be inaccurate. Parents/Guardians are encouraged to make corrections to the Application.

Their edits should be entered into I-Trac and eligibility re-evaluated. As long as the customer is still found to be eligible, staff may print an Eligibility Determination Review (EDR) instead of printing another Application for signature. The EDR does not have signature lines. The EDR should be stapled to the Application form used to verify eligibility. The EDR must go with the original application with supporting documentation to the reviewer.

### **Expired Online Applications**

At this point there are two ways an application can expire:

3. The applicant does not complete an Eligibility Interview within 30 days of the Online Application Date. This application is expired and I-Trac will automatically exit these nightly. The application process must start over if still interested in services.
4. The applicant completes the registration process and is found eligible but does not receive services within 45 days.

If the application becomes expired, there are two options:

- a. Redo Eligibility Steps:
  - 12) Take expired Application and mark across the front 'EXPIRED'
  - 13) Review Date and Reviewer is removed from the Registration Control on the Registration Tab – requires admin level access
  - 14) The Application Date is modified to TODAY's date in the Providers Control on the Providers Tab
  - 15) All customer information is updated on the Registration Tab, including dates
  - 16) Print a new Application
  - 17) Collect customer/staff signatures again
  - 18) Review again – including new dates in I-Trac
  - 19) Staple new Eligibility Determination Review (EDR) to the top of the OLD EDR and documents. Keep all documents together in customer file.
- b. Pre-Program Exit Steps
  - 20) Go to the Program Status control in the Outcomes Tab
  - 21) Add exit type of 'Pre-Program Exit'
  - 22) Exit date = Registration Date

### 30-Day Review

The purpose of the Review is to confirm customer eligibility steps are complete and the customer is eligible. The review cannot occur before the customer, parent/guardian (if applicable) and interviewer signatures exist.

The review must be conducted by designated staff at each program. Only staff designated at the time of I-Trac training will be given reviewer authority in the system. A staff with authority to be a reviewer may not review a file for a participant record they registered. Reviews must be conducted by another authorized staff member.

Reviewers will:

1. Review the application and all eligibility verification documentation with both the hard file and I-Trac record.
2. Enter the review date into the I-Trac registration tab. The reviewer will ensure there is no missing documentation listed in the registration results section. Any missing information will need to be entered for eligibility to be complete.

Registration Results	
Missing Information	Ineligible Reasons
DOB Documentation, Legal to Work Documentation, SSN Documentation, SSR Documentation, UI Status	Income
Registration Completion	

3. Sign and date the hard-copy application. The review date on the application must match the date in I-Trac.
4. Enter the reviewer information in the Registration Completion section on the Registration Tab.



The review date **must** be within 30 days of Application Date (NOT Online Application Date)

### ASSESSMENTS TAB

The Assessments Tab tracks information on all objective assessments given to youth, those required by WIA for numeracy and literacy tracking as well as those utilized by program staff for ISP development, maintenance, and on going assessment.



Additional information on assessments can be found in the I-Trac data entry manual on pages 35-42, and in Chapter 6 of the YOS Provider Manual.

## Literacy and Numeracy Assessments

As indicated in Chapter 3, all youth will have an appraisal of basic skills using CASAS form 130. These scores determine if a youth is basic skills deficient for entry into the Registration Tab. **Appraisal scores are not to be entered into the Assessments Tab.** If the appraisal indicates basic skills deficiency for an OSY, pre-tests are required.

## Pre-Tests

A pre-test is expected to be given within 30 days of the date of application. An assessment score up to six months prior to the date of participation may be entered for the pre-test. An assessment taken prior to the date of application may not have been administered by WIA-funded program staff. I-Trac will not allow entry of the assessment until there is a participation date.

If a youth is skills deficient on a pre-test, the youth will be entered into the performance calculation for youth common measures. The logic for this control and tracking of common measures performance is very complex. I-Trac will display whether or not a youth is in the denominator and numerator for the numeracy and literacy performance measure.



See more information on youth common measures in Chapter 10.

## In-School Youth

JGI requires the appraisal of basic skills for all ISY as well. Any ISY found to be basic skills deficient is not required to adhere to the common measures protocols described above, but must be actively involved in remediation to improve basic skills.

## English as a Second Language

If a youth lacks English language proficiency, the CASAS ESL pre and post-tests will be utilized in lieu of the adult basic education assessments. For BSD OSY, this assessment information does apply to youth common measures and must be entered into the Assessments Tab.



There are WIA Common Measures Reports available through the green Reports Tab under Detailed Reports. Providers are encouraged to compare I-Trac data against the state-generated performance reports from CCWD in order to monitor performance and data entry. See Chapter 10 for additional information.

## Data Entry

### Literacy/Numeracy Assessments

To enter data, click on add. Enter the date the test was administered, the test name, and the test type. Enter the score and click on save. I-Trac will automatically calculate the education functioning level (EFL) as well as youth common measures performance.

### GED Tests

This can be used to monitor all GED tests for a youth. Job Growers would expect to see test results entered here for youth with an ISP goal of GED attainment. To enter a test, click on add and enter the date, test name and score. Once saved, I-Trac will calculate if this is a passing or failing score.

### COMPASS/Accuplacer

This control is used to track completion of college entry tests. The community college in Region 3 uses the COMPASS.

### National Career Readiness Certificate (NCRC)

Job Growers encourages the NCRC for all participants. Enter test information by clicking on add and entering the test name and score. Each of the three NCRC test modules will be entered separately.

### 10 Elements Assessment

This section allows programs to enter any of the ten elements accessed by a youth, separate from the services entered into the Services Tab. This is particularly helpful if a youth is referred out for a service, such as counseling, that is provided by a partner agency and not the provider.

Any activities entered in the 10 elements section of the assessments tab will populate onto the ISP. While documentation of all ten elements in the Assessments Tab is not required, it is highly encouraged that all activities not entered into the "Services" tab be entered here. Because these will print onto the ISP, utilizing this function ensures that a program monitor reviewing a participant file sees all pertinent activities reflected on the ISP and not just services provided by the program.

### Case Notes for Assessments

There is a notepad icon on the Assessments Tab for each test entered. Click on this to enter a case note that will be attached to the assessment data element. If a case note applies to the test and another data element such as an ISP, the note may be entered under the Case Notes Tab and attached to multiple data elements. See the Case Notes Tab section for more information.

## GOALS TAB

Data must be entered into the goals tab for each youth. Information entered here will populate the Individual Service Plan (ISP) that will be printed, signed, and placed into the permanent paper file.

### Long Term Goals

Click on **add** or **edit** next to “Long Term Goals.” Long term goals will be entered when the initial ISP is created and will be revisited and updated, as necessary, every 6-12 months. Long term goals may be edited, but the system will not retain previous long term goal information on the data entry page.

**Secondary Education Goal:** Select the appropriate education goal from the drop-down menu, if applicable for the participant.

**Career Goal:** Select an appropriate career goal from the drop-down menu. Click on **find** and type in key words for the occupation, then click on **search**. Choose the closest occupation from the list by clicking on **select**.



Military enlistment should be entered as a long term career goal.



It is not necessary to enter a target income. It may be entered as 0.00.

**Post-Secondary Training Goal:** Enter post-secondary goals for the participant, if applicable. Select a target start date by clicking on the calendar icon and selecting a date. Click on **find** to select a course of study. Type the course into the search criteria box and click **search**. Once displayed, click on **select**. Follow the same steps to select a training provider.

If the desired training provider is not displayed on the list, click on **add** to enter the new training provider.



Before adding a new training provider, have another staff in your program attempt to search for the desired provider. If that staff is also unable to locate the desired provider in the current list, then add a new



provider. It is a good practice to assign one staff at each program location to be the designated “adder” of new provider information in order to eliminate addition of duplicate information resulting in a long and cumbersome list.

### Short Term Goals

At least one short term goal will be added for each participant. Short term goals will be reviewed and updated with notes at each youth visit or at a minimum of every 90 days.

Click on **add** next to “Short Term Goals.”

Enter an appropriate start date.

Click on the drop down for “Goal Name” and select the correct category. This will bring up a customized set of option under the “Goal Type”, “Measurement of Improvement”, and “Strategies for Improvement” drop down menus. Select those that apply to the goal being entered.

Programs may choose which categories certain goals fit according to their program design and which measurements and strategies to use, however, a matrix of the most commonly used goals, how they are defined, and under which goal type they should be entered is included below.

Goal	Goal Type	Definition/Examples
Basic Skills	Earning Credits to HS completion/college program	
	Improvement in Math Skills	
	Improvement In Reading Skills	
	Improvement In Writing Skills	
	Pass Official GED Tests	
Life Skills	Basic Computer Skills	Increase typing speed Learn excel
	Financial Literacy	Learn Budgeting Complete JGI Mandate
	Self-Sufficiency	Apply for benefits Move out/rent apartment Obtain car insurance Complete drivers education Open a bank account
	Skills to Navigate Daily Living	Shopping Using Food Stamps Keeping House Clean Hygiene Telling Time/Time Management Using the Phone Using Public Transportation

	Obtain Documentation	Birth Certificate ID ODL/Permit SSN Card
Occupational Skills	Classroom Training	Welding, Nursing
	Online Training	Amatrol, Food Handlers
	Workplace Training	Set Up/Break Down Procedures Safety Record Keeping/Paperwork Tools/Equipment OJT
	NOTE: Credential/Certification is entered as a measurement of improvement for one of the categories above.	
Post-Secondary Readiness	Enroll in credit bearing, transferable, non-DE college course	Pre-requisite class enrollment
	Pass College Entrance Test	Take or pass SAT COMPASS ACT ASVAB
	Pre-apprenticeship Preparation	Testing Skills Placement testing Registration Counseling coursework
	Complete Preparation Tasks	Financial Aid FAFSA Complete applications Scholarships Meet with advisor College Tour
Retention and Advancement	Advancement in employment	Promotion Step up from underemployment Increase Hours/Income Extra Shifts Attain Credential
	Post-Secondary Persistence	Stay in college Enroll in Education
	Retention in employment	Maintain employment Increase Attendance
Secondary Education**	Credit recovery	
	GED	
	HS Diploma	
Workplace/Career Readiness	Proactive Communication	Facebook

		Not calling back Using the phone/leaving message
	Self-Management	Initiative Punctuality Making Appointments Being Appropriate Reliability Time Management Expunge Record
	Attend Program Workshops	Resumes Interviews Applications/Follow Up Letters Career Exploration Mock Interviews Job Application
	Volunteer	
	Work Experience	Job Shadow Internship Pass Entry Level Tests
	Entry-Level Job	



\*\* Secondary Education Information is entered into long term goals. It does not need to be entered in short term goals also unless incentives or monetary services are provided for completion.

When a short term goal is no longer relevant for a youth, an end date will be entered for the goal. A Status will be entered of "completed" or "not completed."

### Case Notes for Goals

Case Notes should be entered for short and long term goals each time they are reviewed, discussed, progress is made, or modifications are made to them or the ISP. It is recommended that notes regarding goals be entered from the Goals Tab rather than the Case Notes Tab to ensure that they are reflected on updated versions of the ISP. However, if a case note applies to an ISP goal and another data element such as a service, it may be easier to enter the case note from the Case Notes Tab.

A note added to a goal reflecting a conversation with a youth regarding progress toward a goal fulfills the requirement Job Growers has of contractors to review and update ISPs a minimum of every 90 days.

### Printing the ISP

In the upper right hand corner of the Goals Tab is a breadcrumb for [reports](#). It is from here that an ISP will be printed. Click on [reports](#) and then [Individual Service Plan](#).

Once printed, the ISP must be initialed and signed by the youth. This signed copy will be placed into the hard-copy file.



Additional Information on ISPs and expectations for hard-copy files is in Chapter 7. Additional information on the Goals Tab is on pages 43-44 of the I-Trac Youth Data Entry Manual.

## SERVICES TAB

Services are a very important part of data entry. Services entered not only reflect a participant's activities during enrollment in the program, some trigger performance outcomes and some keep the enrollment active (restarting the 90-day with no service clock). These rules are built into the I-Trac system are triggered by service types and dates.

Application Date	Registration Date	Participation Date	Exit Date	LQ Fund Service Date	In/Out-of-school status
5/28/2013			7/12/2013		ISP
<b>Partnering Agency</b>					
Start Date	End Date	Partner	Reference		
<b>Services</b>					
Start Date	End Date	Service	Status		
<b>Occupational Skills Training/Post-Secondary Education</b>					
Start Date	End Date	Service	Type	Status	
Industry (NAICS)	Training Provider		Targeted Occupation		
	Course of Study - CIP	Course Name	Credits Earned		
<b>Internship/Work Experience</b>					
Start Date	End Date	Service	Status	Worksite Name	
Industry (NAICS)	Position (ONET)	Total Hours	Hourly Rate		
<b>Follow-up Services</b>					
Start Date	End Date	Service	Status		

### Partner Agency Services

As with some of the ten elements, not all services provided to a participant during enrollment in WIA programs are provided by WIA programs and their staff. Some are provided by partnering agencies. It is often helpful for case manager to track services being provided by other organizations and entry of this information into the services tab can be particularly helpful for avoiding duplication of services to a participant. Entry of partnering agency services do not prolong participation—they will not stop or restart the 90-day clock.

To enter partnering agency services, click on **add** and select the appropriate agency from the drop down menu. Enter reference information such as the specific service provided or a contact person in the space provided. Click on **save**. Services may also be edited by selecting the **edit** button and updating a start date, entering an end date or including additional notes or information.

## Services

Job Growers expects provider staff to enter all services provided to youth into the Services Tab. Services rendered should align with goals in the ISP. Entry of services into the Services Tab will keep an enrollment active and restart the 90-day clock for exit without a service. Failure to enter services in a timely manner may result in the auto-exit of a participant who is still active in the program.



Remember that Job Growers expects data entry to be conducted within two business days of each activity and i-Trac requires entry within five business days. Failure to maintain timely data entry may result in documentation during monitoring visits and corrective action plans.

To enter a service, click on **add**.

Enter a start date for the service. This may be a future date and should be the actual start date of the service rendered.

Select the service from the drop down menu. Below is a list of all services. Those included in the dropdown menu have bolded titles:

List of Youth Services	Definition	Educational Service	Extend Participation
<b>Assessment/ Reassessment</b>	Assessment of career and skills goals including education-based assessments, self-assessments, and performance based evaluations.	No	Yes
<b>Basic Skills remediation/tutoring</b>	Service addressing a specific plan toward increasing basic skills. Including classes, tutoring in math, reading or other skills applicable to GED preparation, WIN, GAIN and other study materials, CASAS increases, or other academic testing.	No	Yes
<b>Career guidance</b>	Provision of career guidance assisting customer choice and engagement in job search, education and/or training. Includes college tours, completing FAFSA, school advising activities, scholarship application, OLMIS and CIS research, career fairs and conferences.	No	Yes
<b>Case management</b>	Ongoing participant contact and engagement in services. <i>This activity should be open during the entire enrollment.</i>	No	Yes
<b>ESL (English as a Second Language)</b>	Instruction in English language skills for limited English proficiency participants.	No	Yes

<b>Financial Literacy</b>	Education on money management, budgeting, banking, etc.	No	Yes
Follow up	Any service received while in follow up		<b>No</b>
<b>GED</b>	Instruction, tutoring, study skills and testing leading to GED attainment. <i>TIP: Add this activity once a youth is enrolled in a class or registered to take the GED test. A best practice is to add this activity once money has been spent on this service.</i>	<b>Yes</b>	Yes
<b>High School Diploma - ALT. School</b>	Secondary school (ALTERNATIVE) leading to high school completion for participants engaged in preparation for completion of a High School Diploma.	<b>Yes</b>	Yes
<b>High School Diploma - K-12</b>	Secondary school (TRADITIONAL) leading to high school completion for participants engaged in preparation for completion of a High School Diploma.	<b>Yes</b>	Yes
<b>Individual Service Plan</b>	A plan to identify and address employment goals, barriers, and services. <i>It is recommended that this activity be open for the duration of program enrollment like case management.</i>	No	Yes
Internships	A paid or unpaid opportunity for a youth to be placed in an organization and given responsibility for a specified period of time.	No	Yes
<b>Job search assistance</b>	Staff assistance for registrants engaged in job search in individual or group settings.	No	Yes
<b>Leadership development</b>	Opportunities that encourage responsibility, employability, and other positive social behaviors. These include volunteer projects, activities that promote social responsibility, and team building exercises/events.	No	Yes
<b>Mentoring</b>	Mentoring will team youth with responsible adults who will serve as role models to teach the youth skills, work habits, and/or responsible behavior.	No	Yes
Occupational Skills Training	Training designed to prepare an individual with the skills and knowledge to enter employment in a specific occupation or group of occupations.	<b>Yes</b> – if entered as “Skills Training – Leading to Certification”	Yes
Post-Secondary	Enrollment in college or university course(s).	<b>Yes</b>	Yes

Education			
<b>Summer employment opportunities</b>	Participation in summer employment opportunities that are directly linked to academic and occupational learning.	No	Yes
Supportive Services	Services that are necessary to enable an individual to participate in activities authorized by WIA and are not available from any other resource. <i>See "Youth Program Supportive Services" Policy for complete list of services and definitions.</i>	No	<b>No</b>
Work Experience	Opportunity in which a youth has a meaningful experience in real work environments. The purpose of work experience is to develop skills, learn about occupations, develop youth's resume, etc. Examples may include internships, apprenticeships, and skill training. Tours are not considered a work experience.	No	Yes
<b>Work Readiness – Life skills</b>	Training to develop marketable work habits such as provider-specific workshops and programs; financial literacy training; and WorkSource Oregon workshops.	No	Yes



Educational services and will place eligible youth in the denominator for the Attainment of a Degree or Certificate Common Measure.



For in-school youth, a service of High School Diploma Alt. School or High School Diploma K-12 must be entered.



"Extend Participation" means the youth has received a service that resets the 90 without service auto exit clock. Provision of supportive services are not a qualifying service that prolongs participation. Supportive services are tracked in the Payments Tab.



In order for services to accurately reflect in reports services must be opened and closed as they occur. Examples of services that may be left open are case management, ISP and career guidance.



If a service that has multiple episodes is open once and left open, case notes must be attached to the service each time there is an episode where the service is provided. Each time a staff meets with a youth, at least one service must be entered or a case note attached to an open service in order to keep the enrollment active.

Select the "Status" as follows:

Planned=for a service expected to begin in the future. Potentially a student is enrolled in school that will begin in two weeks. If the status is "planned" then the start date must be entered as a future date.

Started=the participant has begun and not ended the service. Some services that frequently occur during participation may be left open by entering the start date once. This may be helpful for a service such as case management that begins at program participation and continues throughout participation with multiple episodes or for basic skills remediation that occurs over a long period of time with multiple episodes.



Notes can be attached to an open service by clicking on the notepad icon to the right of the service, entering the information and clicking **add**. The service must be entered before a note can be attached to it. If a note pertains to multiple data elements such as a service and an ISP goal, the case note can be entered from the Case Notes Tab.

Completed: The participant successfully completed the service. An end date is required if "completed" is selected.

Not completed: The participant did not complete the service due to their own actions. For example, they failed to attend or end dates are being entered because the youth is being auto-exited from the program. An end date is not required if a youth does not complete the service activity.

Cancelled: A status of cancelled may be entered if the service/activity was entered, but never occurred or was not completed due to no fault of the participant. Examples include an activity that was cancelled due to inclement weather or the youth encounters a life situation that does not allow them to continue with the activity even though they would like to complete.

End Date: This is entered when the status is completed. Some activities may have the same start and end date if the activity is one day or less in duration.



Services may be deleted by clicking on the **delete** button to the left of the service. There is no follow-up message that asks if you are sure you want to delete the information so use caution when clicking in the services section.





See I-Trac Youth Data Entry Manual pages 45-46 and Chapter 8 of the YOS Provider Manual for more information on Services. See chapter 10 of the YOS Provider Manual for more information on common measures.

### **Occupational Skills Training/Post- Secondary Education**

Occupational Skills Training is defined as training that is required for a specific job. If occupational skills are entered as a service, they should align with the career goals on the ISP. Occupational Skills Training services are linked to youth common measures performance.

For youth not in-school at the date of participation, entry into occupational skills leading to a certification will enter the youth into the denominator for a credential attainment. Entry of the occupational skills training in the “Services” tab monitors activities during participation and is not to be confused with the attainment information to be entered into the “Outcomes” tab.

Post-secondary education should also align with the ISP and the long term goals. Information entered here reflects activities occurring during program participant, not placement in education outcomes for performance.

To enter Occupational Skills Training and post-secondary education services, enter a start date for the training.

Select a service from the drop down menu—leading to a certification or not.

Enter if it is paid with WIA funds in the box provided.

Enter the status the same as for other services described above.

For Occupational Skills Training, enter the industry (NAICS) and targeted occupation from the list provided. Click on **find** to open up the drop down list of targeted occupations.

Enter the course of study and the training provider by clicking on **find** and selecting the appropriate listing. As with instructions for entry of post-secondary training goals in the Goals Tab, have another staff search for a training provider if you cannot locate the one you are searching for. Programs are encouraged to designate one staff person to enter new training providers to the list. If known, enter the course name and credits earned.

Click on **save**.

## Internship/Work Experience

Job Growers' Youth Council requires that all youth have the opportunity to participate in at least one work experience during participation in the program and expect that at least one occur within the first year of participation. Work experiences are defined as: internships (paid or unpaid), job shadowing, or short-term placements. On-site industry tours, interviews or presentations where youth can see the work environment and speak directly with employers are strongly encouraged but should not be entered as work experience.

All work experience activities will be entered into the Services Tab.

To enter a work experience, click on [add](#).

Enter the "start date."

Select the type of work experience from the drop down menu.

Enter the "status" as instructed above.

Click on [find](#) to locate the worksite name by the name of the employer by typing in the space provided and clicking [search](#). If the employer is not found, have another staff search for the employer before adding information to this table. If an employer needs to be added, click [add \(detail\)](#).

Enter the Industry (NAICS) code and the Position (ONET) code from the menus provided.

Enter hours and rate of pay, if known.

Click on [save](#).

Enter a new service for each work experience.

To enter the end date of a work experience and/or change the status, click on [edit](#) and then [save](#).

Once added, notes may be attached to the work experience by clicking on the notepad icon to the right of the activity. If the note should be linked to other data elements such as the ISP, the notes can be entered from the Case notes Tab.



See Chapter 9 of the YOS Provider manual for work experience information.

### Follow-Up Services

Follow-Up Services are to be provided to youth for a minimum of 12 months after program exit. Once the youth is exited from active program participation, the **add** button will become available next to follow-up services with the exception of youth who are neutral exited from the program or exited due to failure to comply with selective service registration requirements. If a provider determines that follow-up services would benefit a youth in one of these excepted categories, and if compliance with all applicable regulations has been met, the provider may request that follow-up services be made available in the I-Trac system from the JGI Youth Program Manager. If in agreement with the provider, the Program Manager will send a request to I-Trac to have these services made available on a case-by-case basis.

Types and duration of follow-up services are designed and provided based upon the needs of the individual youth. Providers have broad discretion in determining the intensity and type of follow-up services made available to each youth. Any allowable WIA youth service is allowable as a follow-up service if it is determined an individual needs such a service.

Any services provided in follow-up must be reflected in the ISP. There may be multiple follow up activities for a youth. For each activity provided during follow-up, add the start date, service activity and status. Once entered, specific details about the activity should be entered in the notes by clicking on the notepad icon.



See chapter 12 for more information on follow-up services.

### PAYMENTS TAB

All payments related to the enrollment, including supportive services, will be tracked in the Payments Tab. The screen will display the pertinent date information for the participant, school status, and the total amounts paid during participation in the header of the screen.

Application Date	Registration Date	Participation Date	Exit Date	I/Q Fund Service Date	In/Out-of-school status
5/28/2013			7/13/2013		ISV
Total Direct Paid					
\$0.00	\$0.00	\$0.00	\$0.00	Total Support Planned	

Direct Payments						
Date	Status	Payment Type	Amount	Paid To	Location	Reference Source
Incentives						
Start Date	Target End Date	Actual End Date	Paid Date	Status	Funds	
Payment Type	Amount	Incentive Agreement				

To enter a payment, click **add**.

Enter the date of the payment.

Enter the status of planned, paid or unpaid. Programs may individually decide at which points in time the status is updated according to internal processes and protocols. In the rare occurrence of a refund, the payment status is to be changed to unpaid.

Select the payment type from the drop down menu.

Enter the amount of the payment. This must match the amount of the payment that will be found on the general ledger.

Click on **find** to search for entity to which the payment was made.

NOTE: If the payment was made directly to the participant, click "find" under "Paid To". Then search by participant name. The participants name should appear at the top of the list as Participant (name of participant).

The location and source fields will be entered as n/a.

Click on **save**.

Once the payment has been entered or updated, a note may be added by clicking on the notepad icon to the right of the payment information. Any specific information regarding the payment should be entered into the notes.



All payments made should clearly tie back to goals reflected on the ISP. If a note on a payment applies to services as well as ISP elements, it may be a good idea to add the note from the Case Notes Tab.

### **Incentives**

Incentives are added in the same way Direct Payments are added. Select the appropriate choice from the Incentive Agreement drop down menu according to the activity that is being incentivized. Incentives on the drop down menu align directly with which short term goals are defined or not defined for the participant. The drop down reflects the measurement of success the customer had to correlate with receiving an incentive.

If you wish to incentivize an activity not reflected on the drop down list, it must first be entered into the Goals Tab.



See page 47 of the WIA Youth Data Entry Manual for specific details.



All incentives given must align with a master incentives menu available for each provider every program year. They must be applied in a standardized and objective way.



If there is a need for an incentive on an individual basis outside of the standardized menu, the incentive agreement must be completed, printed and signed. The signed agreement will be placed in the participant file. A case note describing the reason for the individual incentive must be entered.



See Chapter 20 for more information about payments and financial management expectations.

## OUTCOMES TAB

The Outcomes Tab is where all information regarding participant exits, and common measures performance for placement in employment and education or attainment of certification/credential are entered and tracked.

The screenshot shows the 'Outcomes' tab in the WIA Youth Data Entry System. The interface includes a navigation menu at the top with options like Home, E-Trac, Resources, Reports, Providers, Registration, Assessments, Goals, Services, Payments, Outcomes, and Case Notes. The main content area is titled 'Program Status' and contains several data entry sections:

- Program Status:** Fields for Program Status and Date.
- Application:** Field for Application with a value of 1/22/2014.
- Education Status at Exit:** Fields for Date and Education Status.
- Selective Service After Registration:** Fields for Selective Service and Selective Service Documentation.
- Transfers:** Fields for Date, Transfer From, Transfer To, and Transferred By.
- Credentials:** Fields for Date, Credential, Status, and Documentation.
- Employment Information:** Fields for Start Date, End Date, Employer, and Industry (NAICS).
- Employment Confirmation:** Fields for Date, Confirmation Type, Status, Confirmation Detail, and Confirmation Period Staff.
- Education & Training Placements:** Fields for Start Date, End Date, Placement Type, Status, Course of Study - CIP, Institution, and Occupation - ONET.
- Education & Training Placements Confirmation:** Fields for Date, Confirmation Type, Placement Status, Placement, and Confirmation Period Credits.

## Program Status

Exits occur when a youth finishes WIA services for completing or because they cannot be contacted, have had 90 days without service, refuse to enlist in selective service, or don't want to be engaged in program any longer. When a participant exits the program, enters follow-up and/or has a full program exit at the end

of follow-up services, it will display in the Program Status section. Pre-program exits for participants who go 90 days without a service will enter automatically. Other information must be entered manually.

When exiting a youth from the system:

1. Close all services and short-term goals in the Services and Goals tabs.
2. Insert an exit case note to reflect the exit status, reason, and last qualifying service date (date of exit).
3. Enter the Program Status



Selecting any option other than “exit” is a neutral exit reason and will remove the participant from all performance. It will also cause the system not to enter the participant into follow-up services without a special request. Use the other program status codes—Active Duty, Deceased, Family Care (primary provider for family member who is ill or unable to care for themselves and so they don't have time to participate for 90 days or longer), Health/medical (participant is experiencing health/medical issues that prohibits them from participating for 90 days or longer), Institutionalized and Relocated to mandated residential program—with caution.

4. Select the appropriate educational status at exit (status as of last qualifying services date/exit date).
5. Open follow-up services as appropriate in the Services Tab.
6. Enter employment confirmation information or post-secondary education confirmation during the first quarter after exit.



If you have control over the exit, it is a best practice to exit the youth toward the end of the quarter for tracking purposes because the measures go by the quarter.



See Chapter 11 for more information about program exits.

### Selective Service After Registration

If a youth is not required to register for selective service at time of enrollment, but turns 18 during participation, the information must be entered into this section of the Outcomes Tab within 30 days of his eighteenth birthday. Failure to enter information will result in an automatic program exit without follow-up services being activated.

If a youth is exited, but registers with selective service during what would have been the follow-up period, a request may be sent to have the record un-exited so that services can be provided.

To enter information, select **edit** and input the requested information.



See Chapter 3, and policies 300-11 and 300-14 for more information on Selective Service registration.

## Credentials

The Credentials section is where you will enter information for the youth common measure of Attainment of Degree or Certificate. This outcome applies to any youth enrolled in education at the date of participation or at any point during the program. This outcome may be attained at any point during participation up to the end of the third quarter after the exit date.

GED, High School Diploma, Associate's Degree, Bachelor's Degree and Apprenticeship Certificate are all recognized credentials. Other credentials may be counted as long as they align with the ISP, long and short term goals, and other services rendered. Examples include: the JGI Entry Level Credential programs in metals and woods, SEDCOR, Certified Nursing, and career specific credentials such as welding or another trade. Food Handlers cards, National Career Readiness Certificates and Occupational Safety and Health (OSHA) certifications do not count toward credentials.



See Chapter 10 for more information on youth common measures and TEGL 17-05 for additional information on credentials.

## Employment Information

If at any time during participation a participant becomes employed, this information will be entered into the Employment information section of the Outcomes Tab.

This information is also necessary for reporting performance outcomes for the youth common measure of Placement in Employment or Education: This outcome applies to any youth that was not in post-secondary education or employment (including the military) at the date of participation.

1. Enter the current employment information.
2. When a participant is exited, Employment Confirmation will be completed in the first quarter after exit.

Quarters are:

- Q1: July 1 – September 30
- Q2: October 1 – December 31
- Q3: January 1 – March 31
- Q4: April 1 – June 30

If there is no employment or post-secondary education to report in the first quarter after exit, leave these sections blank.



See pages 49-55 of the I-Trac Youth Data Entry Manual for more information on the Outcomes Tab.

## CASE NOTES TAB

The case notes tab is where specific information regarding each participant interaction and/or service is detailed. In I-Trac, there are case notes icons throughout the system, allowing a note to be added to a specific data element as it is entered (i.e. clicking on the case note icon to add a note about a specific goal from the Goals Tab.)

Application Date	Registration Date	Participation Date	Exit Date	LQ Fund Service Date	In/Out of school status
1/22/2014					22Y

Case Notes Search

Keywords:  Case Note Date Range:

OR: Last 90 days (0)

Case Notes

Date	Note	Contact Type	Staff	Attachments	Service Delivered

The Case Notes Tab is useful for entering notes that should be attached to more than one data element throughout the system (i.e. there is a note that applies to the ISP from the Goals Tab and a service from the Services Tab). In this instance, it makes sense to enter the note from the Case Notes Tab and attach it to multiple data elements at once.

To add a case note, click **add**. Enter the date of the occurrence, not necessarily the date of data entry, and type in the note. Case notes may be back-dated.

Case notes should be objective. They should state only facts based on events or observations, not personal opinions, feelings, and thoughts. Case notes can never include medical information or the name of any other WIA participant. They should only pertain to the participant to whom the case note is attached.

Select the contact type from the drop down menu. In the attachment section, check the box by clicking the mouse on one or more data elements. On the service delivered box, check "yes" or "no." If "yes" is clicked, this will apply to the "last service date" calculation and may impact program exit.



The act of providing a supportive service itself is not a qualifying service for extending participation. This information is tracked in the Payments Tab.



See Chapter 4, for more information on Case Management and Case Notes.



## RESOURCES

The Resource Tab contains assistances provided by I-Trac. It includes I-Trac Data Entry Manuals, a link to the Online Application, and a report tutorial video.

## REPORTS

There are various reports available to help manage caseloads and information. Staff is encouraged to check the dashboard from the reports menu to closely monitor caseloads.

On the green Resources Tab, there is a Reports Manual and a Reports Video Tutorial.



There is also a breadcrumb in the top right corner of all navigation pages to allow you to print some reports such as the Participant Application, Individual Service Plan, Eligibility Determination Review, and Participant Performance Report.

All reporting information will come from I-Trac. Information for the Interim Performance Reports must be pulled uniformly and according to JGI Youth Manager guidance.

## DATA VALIDATION

The US Department of Labor (DOL) has mandatory data elements that are collected from the State of Oregon for each participant served under WIA. These data elements are known as WIA Standard Reporting Data (WIASRD). If any of the WIASRD elements are missing on a participant record when the data is sent to DOL, an error message is generated. These errors must be addressed at the local program level through data validations.



See Chapter 5 for information on data validation.

## Chapter 5 Information and File Management

### Applicant / Participant Confidentiality

Information provided to service providers by applicants and participants under the WIA, is considered to be **confidential information**. This information is to be treated in such a way as to protect applicants and participants from unreasonable invasions into their privacy. To this end, service providers are expected to adhere to the following guidelines with respect to applicant and/or participant information.

Applicant or participant records and personal information (name, names of parents, address, social security number, phone number, likeness, personal or physical characteristics, or other information that make the applicant's or participant's identity easily traceable) will not be released without the expressed consent of the applicant or participant, or their parent, legal guardian, or surrogate, except under the following conditions:

- An applicant or participant provides written consent for the examination or release of his records (or the consent of a parent or legal guardian or surrogate, in the case of a minor);
- The applicant or participant is a minor and the requester is the minor's parent or legal guardian, unless a court order exists to the contrary;
- The release of information is authorized by applicable state or federal law,
- As required to meet emergency medical or other unusual circumstances where the release of information is necessary to protect the health and safety of the applicant or participant or other individuals;
- When necessary among sub recipient staff and contractors to provide effective and efficient services;
- Pursuant to a court order or lawfully issued subpoena; or
- To an authorized federal, state, or local staff or designee, to determine compliance with nondiscrimination and equal opportunity requirements.

To maintain confidentiality of information, providers will ensure:

- Computer screens cannot be viewed by others
- MIS passwords are not shared
- Computers are locked when staff are not at work stations
- Participant files are kept in secured/locked locations
- Participant files are never left unattended when not secured
- Participant files are transported in locked cases or boxes when being transferred
- Participant files leave the provider site only when being transferred to another secure location and are never taken home, left in vehicles, or left unattended.
- Spreadsheets or lists of participant names are not sent as e-mail attachments.



When provider staff see participants in public outside of the youth program setting, providers should only communicate with youth if youth make contact with the provider staff first.

When a provider is speaking with a participant in a public place, no confidential information should be discussed, and specific information regarding the participant's program plan, progress, or participation should not be discussed or shared in the presence of others; unless the participant shares the information himself/herself.

A provider should never discuss or share information regarding a participant with others unless they are listed on the ROI. If a provider needs to discuss a particular situation regarding a youth with someone for clarification or to use as an example in training, the identity of the participant shall not be shared.

### **Confidentiality and Conflict of Interest**

It's always important that we remind ourselves of our confidentiality and conflict of interest obligations. We are all trying to help others find employment, get into a training program and/or remain hopeful about their job search efforts. And since we all have a family member or friend who has been affected by this recession, the potential for confidentiality breaches and conflict of interest violations has increased.

It is NOT okay to look at information of someone you know, NO matter what. To take this a step further, even in situations where you do not know the individual you must have a business reason aligned with your job duties to access the confidential information.

**Do not** do the following:

- Access your information or the information of a friend or family member;
- Refer yourself, a friend, or a family member to an Oregon Employment Department (OED) job listing; or
- Use your position and your access to I-Trac, WOMIS, iMatchSkills or Unemployment Insurance claim information to help someone you know.

**Do** the following:

- Let your friend or family member know that they need to speak to someone else in at WorkSource Oregon; and
- When in doubt, do not act. Stop! and ask your manager or program manager.

WorkSystems Inc., that owns our participant database, takes its responsibility seriously when it comes to protecting confidential data and professional relationships. All provider staff must read and adhere to WSI confidentiality policy and guidelines. These guidelines include the directive that no participant I-Trac data may be e-mailed as a file attachment if it includes participant names. These protocols are monitored. Violation of these protocols will result in access being revoked.



## Participant Records

Records of eligibility and enrollment must be maintained for each youth served by the Youth Opportunity System. These records are expected to include:

A hard copy file

An electronic file maintained in the local Management Information System (MIS).

All submitted applications (including those who are ineligible, those who do not complete the eligibility process or those who are not enrolled for other reasons) must be maintained for Equal Opportunity auditing. Note on the application the reason the applicant was not served, and batch with all applications for the program year. Archive as instructed by the Program Manager. (See Chapter 21 for more information on EO archiving requirements.)

For each youth who is determined to be eligible and receives one or more services beyond initial intake and eligibility, youth services providers will create a participant file, using an eight-section classification folder. Each folder will have the Youth Services File Cover Sheet completed and attached to the outside of the file.

Youth services providers will use Job Growers Incorporated documents for file management (see Chapter 17 and/or policy 300-13).

All youth service providers are responsible to ensure that all files are complete and up-to-date at any time that the files are called for review. Information that is maintained and updated regularly within the MIS customer-tracking system, such as activity tracking, case notes, and individual service plans, must be included with the files at the time they are called for review to reduce duplication and minimize paper-handling.

### Each participant file will include the following contents:

- Application printed directly from the I-Trac MIS system (signed dated, 30-day review)
- Eligibility Determination Review (EDR)—necessary when the parent/guardian has made changes to the printed application that was signed at the eligibility interview. Rather than print a new application, staff may update I-Trac and print an EDR that must be stapled directly to the application form.
- Eligibility Verification Documentation (legal to work, DOB, income, barrier, and selective service and veteran status if applicable)
- Release of Information (signed)
- Case Notes (showing all services, activities, expenditures, assessment results, no gaps in service, follow up)
- Assessments (Basic skills assessment results dated within 6 months of eligibility, and other training and career-related assessments)
- Individual Service Plan (signed original, updates do not require signature)
- Expenditures (copies of financial records that correspond to each expense case note)
- Budget-showing youth understanding of budgeting and exposure to financial literacy training
- Credentials/Certificates (earned during program participation that count toward performance)



- Documentation reflecting work experience, activities, training, accomplishments, learning)
- Exit Information and Performance Outcomes Attainment (may be on a printed Participant Performance Report)
- School Records (to verify school status or show completion of education)

**NOTE:** It is important to remember that the name of any other participant may not appear in a youth file at any time. If a participant refers another youth, do not include the name in case notes. If multiple youth names are listed on an expenditure receipt, the names of all youth other than that named on the file must be redacted using black ink to mark out the names in a manner that they cannot be identified or read.

### **File Format**

Providers will create a participant file, using an eight-section classification folder. Sections will be divided as listed on the File Section Guide (see Chapter 17).

### **File Transfer**

In the event that a transfer is required from a current service provider to another service provider in the YOS, the transferring and accepting providers will complete and sign the attached File Transfer Checklist. Upon completion of the File Transfer Checklist (see Chapter 17) by the transferring and accepting providers, the physical file and completed File Transfer Checklist will be reviewed and approved by the Job Growers Program Manager, then forwarded to the accepting provider for storage and use.

The file will also be transferred in the electronic management information system to ensure the new provider and case manager is reflected.

If transfer is disapproved, the physical file and File Transfer Checklist will be returned to the transferring (current) provider with the reason for disapproval documented in the comments section.

### **File Closure**

Upon completion of follow-up services, participant files will be closed using the Youth Services File Closure Checklist, and will be maintained on-site by the youth service provider. Job Growers Incorporated will identify when files are to be collected for archiving (typically 12 months), in accordance with state and federal regulations.

See Policy 300-13 for more information on File Management.

### **Case Notes and Communication**

It is expected that in the course of supporting youth as they work toward goals and plans, Youth Providers will maintain regular communication with youth. Providers are expected to note all interactions and communication with youth in the case notes section of the I-Trac MIS system--attaching the case note to all



appropriate active services, and include print outs of these notes in the participant file. Providers may wish to develop additional tracking systems, but they may not replace the use of automated case notes. Additional information on case notes and case management can be found in Chapter 4.

### Data Validation

The US Department of Labor (DOL) has mandatory data elements that are collected from the State of Oregon for each participant served under WIA. These data elements are known as WIA Standard Reporting Data (WIASRD). If any of the WIASRD elements are missing on a participant record when the data is sent to DOL, an error message is generated. These errors must be addressed at the local program level through data validations.

On approximately a quarterly basis, youth providers will be supplied with a data validation list. These will include errors such as “no test record found” or “school status at termination missing.” When providers receive this list from Job Growers they are expected to investigate and address all data validation errors in a timely manner. There are three ways this can be accomplished:

1. The data error cannot be cleared and is ignored. (An example of this is a basic skills deficient out-of-school youth who disengaged from the program after enrolling and receiving services, but before taking the appropriate assessment. There will be no way to enter a test score for this youth so the data validation error will be ignored.
2. The data error is investigated and corrected by program staff.
3. The data error is investigated and the correct information is obtained, but program staff can no longer edit the record. In this instance the information will be sent to the Job Growers manager for entry. (An example of this is a youth who automatically exited the program after 90 days without a service. The school status of the youth at program exit was not entered into the MIS. Since the record is exited, staff can no longer edit the record. This would be sent to JGI for entry.

Providers must address all data validation errors, as requested. Failure to address data validation errors, or patterns with data validation errors that imply a general oversight or failure to enter data according to contract expectations may result in a corrective action plan and/or written notation in the annual monitoring report.





**YOUTH SERVICES FILE MANAGEMENT**

**Date: Dec. 6, 2013**

**New**

**Revised**

**Page 1 of 2**

**PURPOSE**

The purpose of this policy is to provide guidelines for participant file management (specifically in the areas of file contents, file transfers, and file closure) for participants enrolled in Workforce Investment Act, Title IB youth services.

**REFERENCES**

Job Growers Policy 300-11 Youth Services Eligibility

Job Growers Policy 300-12 Youth Program Support Services

Department of Community Colleges and Workforce Development Policy 589-30.1

**POLICY**

It is the policy of Job Growers Incorporated that all youth service providers maintain files for all youth who receive services and have not yet been called for archiving. Each participant file will include the following:

- Application
- Eligibility Verification Documentation
- Contact Information
- Release of information
- School Records
- Case Notes
- Budget
- Credentials/Certifications
- Signed Individual Service Plan (ISP)
- Assessments (objective and basic skills)
- Portfolio & Activities Materials
- Work Experience Documentation
- Supporting Documentation for all Expenditures
- Exit/Follow-Up/Performance Measures

For each youth who is determined eligible and receives one or more services beyond initial intake and eligibility, youth services providers will create a participant file, using an eight-section classification folder.

Participant files should not contain any medical information. A separate medical file should be created for any document from a medical office that refers to a participant's medical care or status. If the medical information documents a participant's eligibility for the program, a case note must be entered noting the location of the medical information and an indication placed in the participant file as well.

All youth services providers must to ensure that all files are complete and up-to-date at any time that the files are called for review.

**YOUTH SERVICES FILE MANAGEMENT**

Date: Dec. 6, 2013

 New Revised

Page 2 of 2

Youth services providers will use the attached documents (Youth Services File Cover Sheet, Youth Services File Transfer Checklist, Youth Services File Closure Checklist).

Youth services providers will update files with appropriate documentation in accordance with Job Growers policies to ensure that files are up-to-date. Information that is maintained and updated regularly within the local Management Information System (MIS), the automated customer-tracking system such as activity tracking, case notes, and individual service plans, must be included with the files at the time they are called for review to reduce duplication and minimize paper-handling.

**FILE TRANSFER**

In the event that a transfer is required from a current service provider to another service provider in the Youth Opportunity System, the transferring and accepting providers will complete and sign the attached File Transfer Checklist.

Upon completion of the File Transfer Checklist by the transferring and accepting providers, the physical file and completed File Transfer Checklist will be reviewed and approved by the Job Growers Program Manager, then forwarded to the accepting provider for storage and use.

If transfer is disapproved, the physical file and File Transfer Checklist will be returned to the transferring (current) provider with the reason for disapproval documented in the *Comments* section.

**FILE CLOSURE**

Upon completion of follow-up services, participant files will be closed using the attached Youth Services File Closure Checklist, and will be maintained on-site by the youth service provider. Once closed, documents may be transferred from an eight-section folder to a plain manila folder for storage and archiving. Job Growers will identify when files are to be collected for archiving (typically 12-24 months after the end of the program year of exit), in accordance with state and federal regulations.

## Attachment:

1. Youth Services File Cover Sheet
2. Youth Services File Transfer Checklist
3. Youth Services File Closure Checklist



# Youth Opportunity System Youth Services File Cover Sheet

---

Participant Name: \_\_\_\_\_

Phone: \_\_\_\_\_

Case Manager: \_\_\_\_\_

Provider/Site: \_\_\_\_\_

School Status: :  In School

Out-of-School

Enrollment Date: \_\_\_\_\_ Exit Date: \_\_\_\_\_

1<sup>st</sup> Qtr after exit date: \_\_\_\_\_ 3<sup>rd</sup> Qtr after exit date: \_\_\_\_\_

Diploma/GED/Credential: \_\_\_\_\_

## File Contents Guide

Application  
Eligibility Documentation  
Contact information  
Release of information  
School records  
Case notes

Signed\_ISP  
Assessments  
Portfolio/Activities materials  
Work experience  
Expenditures  
Budget  
Credentials/Certifications  
Exit/Follow-up/Performance measures

## Reviews

Date Reviewed	Type:	Reviewer	_____
Date Reviewed	Type:	Reviewer	_____
Date Reviewed	Type:	Reviewer	_____
Date Reviewed	Type:	Reviewer	_____

# Youth Opportunity System

## Youth Services File Transfer Checklist

Name: \_\_\_\_\_

From: \_\_\_\_\_ To: \_\_\_\_\_  
(Provider/Case Manager) (Provider/Case Manager)

**Reason for Transfer:**

	Initials
<input type="checkbox"/> All paper file documents included in file:	_____
<input type="checkbox"/> Application signed & dated by participant (and parent if under 18)	_____
<input type="checkbox"/> Eligibility Section completed, signed & dated by staff. 30-Day review signed.	_____
<input type="checkbox"/> Citizenship/Eligibility to Work Documentation	_____
<input type="checkbox"/> Age Documentation	_____
<input type="checkbox"/> Selective Service Documentation (if required)	_____
<input type="checkbox"/> Income & Barrier Documentation	_____
<input type="checkbox"/> Social Security Number in MIS matches application and hardcopy documentation	_____
<input type="checkbox"/> Contact Information updated	_____
<input type="checkbox"/> Release of Information signed, updated as necessary for new provider	_____
<input type="checkbox"/> Case notes are up to date and reflect services provided i.e.:	_____
<input type="checkbox"/> Enrollment case note is present	_____
<input type="checkbox"/> Results of initial and on-going assessment are indicated	_____
<input type="checkbox"/> Services delivered / activities identified are addressed	_____
<input type="checkbox"/> Expenses for services, support services, and incentives are indicated	_____
<input type="checkbox"/> Exit case note present, if appropriate	_____
<input type="checkbox"/> Follow-up case notes present, if appropriate	_____
<input type="checkbox"/> Individual Service Plan present, <u>signed</u> , and updated	_____
<input type="checkbox"/> Assessment results in file	_____
<input type="checkbox"/> Significant portfolio components in file (resume, certificates, etc.)	_____
<input type="checkbox"/> Budget and all supporting documentation for expenses in file	_____
<input type="checkbox"/> Outcomes and performance documented	_____
<input type="checkbox"/> Employment information updated	_____

I have reviewed the file and ensured that it meets the minimum file standards. My signature below indicates that I accept the file transfer: \_\_\_\_\_

\_\_\_\_\_  
(Transferring Provider) (Date)

\_\_\_\_\_  
(Accepting Provider) (Date)

\_\_\_\_\_  
(Youth Services Program Manager) (Date)

**Comments:** (Identify and explain any missing or incomplete documents)

# Youth Opportunity System

## Youth Services File Closure Checklist

---

Name \_\_\_\_\_ Phone \_\_\_\_\_

Case Manager \_\_\_\_\_ Site \_\_\_\_\_

In School

Out of School

Enrollment Date \_\_\_\_\_ Exit Date \_\_\_\_\_

1<sup>st</sup> Quarter After Exit Dates \_\_\_\_\_

3<sup>rd</sup> Quarter After Exit Dates \_\_\_\_\_

Credential/Diploma/GED \_\_\_\_\_

### CLOSED File Guide

- Application & Eligibility Documentation
- Contact Information
- Release of information
- School Records
- Case Notes
- ISP/Goals/10 Elements
- Exit/Follow-Up/Performance
- Credentials/Certifications
- Assessments
- Expenditures
- Budget
- Portfolio & Activities Materials

## Chapter 8 Services and The Ten Elements

Throughout program participation, services are made available to youth in order to assist them in reaching their goals and overcoming their employment barriers. Some of these services are mandated to be provided to youth by YOS providers and others are required to be made available to youth while enrolled—known as the ten elements. Youth should be informed about services available to them during program participation, including the ten elements, at YOS program orientation. (See Chapter 3 for more information on Orientation.)

For data reporting purposes, **services** are defined as any program or partner-funded activity in which a participant is engaged during participation in order to reach short and long-term goals. Some services are qualifying services—extending participation—and some are not (i.e. the provision of supportive services). Services are a very important part of data entry. Services entered not only reflect a participant’s activities during enrollment in the program, some trigger performance outcomes and some keep the enrollment active (restarting the 90-day with no service clock). As stated in Chapter 11, providers must attempt to track participant services across the required DOL-funded American Jobs Center network programs until the individual exits all services. (Refer to TEGL 33-12 for additional information.)

**NOTE:** For a service to count as a qualifying service, it must be a meaningful and/or relevant engagement in services and a true interaction with the participant.

List of Youth Services	Definition	Educational Service	Extend Participation
Assessment/ Reassessment	Assessment of career and skills goals including education-based assessments, self-assessments, and performance based evaluations.	No	Yes
Basic Skills remediation/tutoring	Service addressing a specific plan toward increasing basic skills. Including classes, tutoring in math, reading or other skills applicable to GED preparation, WIN, GAIN and other study materials, CASAS increases, or other academic testing.	No	Yes
Career guidance	Provision of career guidance assisting customer choice and engagement in job search, education and/or training. Includes college tours, completing FAFSA, school advising activities, scholarship application, OLMIS and CIS research, career fairs and conferences.	No	Yes
Case management	Ongoing participant contact and engagement in	No	Yes



	services. <i>This activity should be open during the entire enrollment.</i>		
ESL (English as a Second Language)	Instruction in English language skills for limited English proficiency participants.	No	Yes
Financial Literacy	Education on money management, budgeting, banking, etc.	No	Yes
Follow up	Any service received while in follow up		<b>No</b>
GED	Instruction, tutoring, study skills and testing leading to GED attainment. <i>TIP: Add this activity once a youth is enrolled in a class or registered to take the GED test. A best practice is to add this activity once money has been spent on this service.</i>	Yes	Yes
High School Diploma - ALT. School	Secondary school (ALTERNATIVE) leading to high school completion for participants engaged in preparation for completion of a High School Diploma.	Yes	Yes
High School Diploma - K-12	Secondary school (TRADITIONAL) leading to high school completion for participants engaged in preparation for completion of a High School Diploma.	Yes	Yes
Individual Service Plan	A plan to identify and address employment goals, barriers, and services. <i>It is recommended that this activity be open for the duration of program enrollment like case management.</i>	No	Yes
Internships	A paid or unpaid opportunity for a youth to be placed in an organization and given responsibility for a specified period of time.	No	Yes
Job search assistance	Staff assistance for registrants engaged in job search in individual or group settings.	No	Yes
Leadership development	Opportunities that encourage responsibility, employability, and other positive social behaviors. These include volunteer projects, activities that promote social responsibility, and team building exercises/events.	No	Yes
Mentoring	Mentoring will team youth with responsible adults who will serve as role models to teach the youth skills, work habits, and/or responsible behavior.	No	Yes
Occupational Skills Training	Training designed to prepare an individual with the skills and knowledge to enter employment in a specific occupation or group of occupations.	Yes – if entered as “Skills Training –	Yes



		Leading to Certification"	
Post-Secondary Education	Enrollment in college or university course(s).	Yes	Yes
Summer employment opportunities	Participation in summer employment opportunities that are directly linked to academic and occupational learning.	No	Yes
Supportive Services	Services that are necessary to enable an individual to participate in activities authorized by WIA and are not available from any other resource. See "Youth Program Supportive Services" Policy for complete list of services and definitions.	No	No
Work Experience	Opportunity in which a youth has a meaningful experience in real work environments. The purpose of work experience is to develop skills, learn about occupations, develop youth's resume, etc. Examples may include internships, apprenticeships, and skill training. Tours are not considered a work experience.	No	Yes
Work Readiness – Life skills	Training to develop marketable work habits such as provider-specific workshops and programs; financial literacy training; and WorkSource Oregon workshops.	No	Yes

**Educational services and will place eligible youth in the numerator for the Attainment of a Degree or Certificate Common Measure.**

**Extend participation means the youth has received a service that resets the 90 without service auto exit clock.**

Services are also described in Chapters 10 and 18.

The WIA requires the availability of ten key service elements to all eligible and enrolled youth. These ten elements are identified as best practices in youth development; their presence within the YOS ensures that young people have everything they need to become healthy and employable citizens. The specific services each youth receives are based upon the youth's objective assessment and ISP. However, YOS contractors are intended to act as intermediaries, partnering with various publicly and privately funded organizations to ensure that all 10 youth elements are available to participants.

The **Ten Elements** are defined as those activities required by WIA to be made available to all youth enrolled in a youth program. These activities may or may not be services provided by the YOS program or



a partner agency. Programs are not responsible for providing all of the ten elements, however, they must be made available to youth, as needed.

The elements that must be available are:

- Adult mentoring, for a duration of at least twelve months, that may occur during and after program participation;
- Alternative secondary school offerings;
- Comprehensive guidance and counseling, including drug and alcohol abuse counseling, as well as referrals to counseling as appropriate to the needs of the individual youth; and,
- Follow-up services;
- Leadership development opportunities, which may include such emphases as positive social behavior and soft skills, decision-making, and team work;
- Occupational skill training;
- Paid and unpaid work experiences, including internships and job shadowing;
- Summer employment opportunities directly linked to academic and occupational learning;
- Supportive services;
- Tutoring, study skills training, and instruction leading to secondary school completion, including dropout prevention strategies.

The Ten Elements can be grouped into four over-arching areas: Employment preparation and success (paid & unpaid work experience, occupational skills training, summer employment); Educational achievement & success (alternative secondary school, tutoring & study skills training, including dropout prevention); Healthy Youth services (support services, mentoring, guidance and counseling, and follow-up services); and services that develop youths' connections to their communities (leadership and youth development). Each of these elements encompasses a broad range of services and each can be delivered to youth through a variety of methods. This section outlines the Ten Elements as well as reporting requirements related to youth participation in services.

**Adult Mentoring** is to be available to youth program participants for the period of participation and during follow-up. Mentors are mature and caring adults, who because of their life experience, positions within the community, occupations, or status in military, postsecondary education, advanced training, or apprenticeship, can provide youth with guidance and insights into addressing life, educational or career-related issues. Effective mentors:

- Have the ability to maintain appropriate boundaries with those they mentor;
- Receive training and understand expectations;
- Know who to go to for assistance; and,
- Commit to at least 12 months, with a level of contact with those they mentor that is appropriate to the type of mentoring needed.



Providers are encouraged to establish mentoring programs or collaborate with existing mentoring programs. Providers should ensure that internal or external mentoring programs have adequate levels of screening for potential mentors, to protect the safety of youth and increase the probability of a successful mentoring relationship. Programs should include, at a minimum:

- An interview with and background check of potential mentors;
- Training for mentors and mentees;
- An agreement for mentors and mentees which outlines responsibilities and expectations;
- A consideration of locations where mentoring meetings should occur; and
- A consideration of the level of information mentors should receive about youth that youth do not provide directly.

Mentoring must go beyond a relationship with the case manager.

**Alternative secondary school services** include services provided at alternative secondary school sites. This program element may also include activities for which a youth can earn high school credit. Education programs supported with WIA funds must be consistent with applicable state and local educational standards.

A comprehensive assessment of a youth's needs should reveal if she requires, or would benefit from **guidance and counseling services**. Such services are provided primarily to assist her in achieving educational and employment-related success, and may include:

- Career guidance and planning
- Drug or alcohol abuse counseling
- Mental health counseling
- Individualized life skills instruction and counseling

Counseling should be conducted by appropriately trained individuals and may be offered by provider staff or through referrals to other entities within the community

**Follow-up Services** must be provided for 12 months following exit from program participation. See Chapter 12 for more information on follow up services.

**Leadership development** opportunities are activities that provide youth with the chance to take on new roles and responsibilities. These activities encourage responsibility, employability and other positive social behaviors. Examples of leadership development opportunities include, but are not limited to:

- Exposure to postsecondary educational opportunities;
- Community and service learning projects;
- Peer-centered activities, including peer mentoring and tutoring;
- Organizational and teamwork training, including team leadership training;
- Training in decision-making, including determining priorities;





- Citizenship training, including life skills training such as parenting, work behavior training; budgeting of resources; and
- Other activities that lead to positive social behavior. Positive social behaviors are outcomes of leadership opportunities, often referred to as “soft skills”. Successful leadership development opportunities should look to the following as goals or outcomes of their programs:
  - Development of positive attitudes;
  - Self esteem building;
  - Openness to working with individuals from diverse racial and ethnic backgrounds;
  - Maintaining healthy lifestyles, including being alcohol and drug free;
  - Maintaining positive relationships with responsible adults and peers;
  - Contributing to the well being of one's community, including voting;
  - Maintaining a commitment to learning and academic success;
  - Avoiding delinquency;
  - Postponed and responsible parenting; and,
  - Positive job attitudes and work skills.

**Occupational skills training** provides youth with skills that are necessary to work successfully within an industry. Occupational skill training can include:

- Entry into an apprenticeship or internship program
- Completing a career specific, professional technical or advanced job skill-training program
- Completing a college degree or certificate program

Training may be within occupational clusters or for a specific occupation. Training in occupational clusters involves teaching a fairly standardized set of competencies that are generally applicable to a wide range of work settings. Training for a specific occupation or individual job prepares participants in-depth for particular job specifications.

Service providers may conduct either customized job skills training to meet the specifications of individual employers or occupational settings, or to teach more general transferable skills. Because the specific skills required for some jobs are quite complex and extensive, providers might choose to train participants for a sequence of jobs within a career area ranging from less skilled to more skilled. Skill clusters can be divided into entry level, intermediate and advanced skills.

**Paid and unpaid work experiences**, including internships and job shadowing enable youth to gain exposure to the working world. Youth can acquire employment requirements, personal attributes, industry-defined skill standards, and the knowledge needed to obtain a job and advancement in employment. Activities should be designed for progressive levels of mastery coordinated with school-based learning.

Work-based learning may also be included in this program element. WIA funds may be used to pay stipends, wages and related benefits for work experiences in the public, private, for-profit or nonprofit



sectors when the objective assessment and the ISP indicate that work experiences are appropriate. Work experiences:

- Are planned, structured learning experiences that take place in a workplace for a limited period of time. Local programs determine the length of time a youth may participate in work experience.
- May be paid or unpaid. WIA funds can be used to pay stipends, wages and related benefits for work experiences in the public, private, for-profit or nonprofit sectors. Paid work experience must, at a minimum, meet minimum wage requirements, and are subject to applicable labor laws.
- Are designed to enable youth to gain exposure to the working world and its requirements.
- Help youth acquire the personal attributes, knowledge, and skills needed to obtain a job and eventually advance in a career. Work experience also provides youth with exposure to various work environments and should assist the youth in their career development.
- May be subsidized or unsubsidized and may include the following elements which provide an opportunity for youth to learn and practice skills needed to succeed in the workplace:
  - Instruction in employability skills or generic workplace skills such as those identified by the USDOL Secretary's Commission on Achieving Necessary Skills (SCANS);
  - Exposure to various aspects of an industry;
  - Progressively more complex tasks;
  - Internships and job shadowing;
  - Integration of basic academic skills into work activities;
  - Supported work, work adjustment, and other transition activities;
  - Entrepreneurships;
  - Service learning;
  - Paid and unpaid community service; and
  - Other elements designed to achieve the purpose of work experience.

**Summer employment opportunities** link academic and occupational learning. These paid employment opportunities are intended to be well structured and include opportunities to apply academic learning and to learn career-related occupational skills. For year round program providers who do not distinguish summer separately, these opportunities will be made available year round.

**Supportive services are to be provided to youth who need additional aid to be successful in achieving their participation goals. Supportive services may include, but are not limited to:**

- Transportation;
- Child care;
- Work related expenses;
- Housing;
- Linkages to community services; and,
- Referrals to medical services.

To the greatest extent possible service providers should address support service needs through leveraging of resources and partnerships with other providers, agencies, and funding sources.



**Tutoring, study skills training, and instruction** leading to the completion of secondary school, including dropout prevention strategies, include:

- ▲ Academic tutoring by peers, staff, or community volunteers
- ▲ Summer education activities
- ▲ Summer academic activities to attain basic skills or achieve higher standards
- ▲ After-school activities either at the school or another community based setting, which are designed to assist youth with academic achievement and stress the importance of staying in school
- ▲ As they relate to dropout prevention strategies may include, but are not limited to pregnancy prevention activities and drug and violence prevention activities.

Education programs supported with WIA funds must be consistent with applicable state and local educational standards.

As a general rule, it is a good idea to include information regarding services and the ten elements in program orientation materials so that participants are aware of the range of services available to them.

See Chapter 18 for more information about entry and tracking of services, partner agency services and the ten elements.

