

Regional Program Standards

Focus: WorkSource Centers Youth Program Services
 Other: Economic Opportunity Programs

Topic: Economic Opportunity Programs

Date: July 1, 2021

New Revised

Page 1 of 27

Overview

The Economic Opportunity Programs (EOP) are a suite of program services offered through community-based organizations and built on the career coaching model that systemically ties long-term, relationship-based career coaching for workforce preparation and training to employment resources delivered through WorkSource Portland Metro (WSPM) – the region’s publicly-funded workforce development system. .

EOP has a set of standards for all programs implemented under this model. Programs designed to serve specific target populations may have additional regional program standards to outline the specifics of that program; and programs may operate under multiple regional program standards concurrently, depending on the projects’ structure.

Contents

Overview	1
Eligibility.....	4
Standard EOP Eligibility Requirements.....	4
Low Income	4
Age	4
WIOA Eligibility	4
Eligibility Process – WorkSource Registration.....	4
Step 1: WOMIS Registration	4
Step 2: WIOA Documentation for WorkSource.....	5
Date of Birth/Age	5
Legal to Work in the US.....	5
Selective Service	5
Dislocated Worker.....	7
Priority of Service Documentation	7
WIOA Documentation for WorkSource Checklist	9
Step 3: EOP Eligibility Determination and Documentation	9
Low Income	9
Required Disclosures	9
Enrolled Participant.....	10
Program Design and Service Delivery.....	11
Intensive Services	11
Retention and Advancement Services.....	11
Data Entry Requirements	11
Service Definitions	11
Career Coaching – Standard	11
Career Coaching – Occupational	12

Regional Program Standards
Topic: Economic Opportunity Programs
Date: July 1, 2021
Page 2 of 27

Career Coaching – Dual Coaches	12
Career Mapping Workshop	13
Career and Resource Plan Development.....	13
Career Track Employment.....	13
Case Notes.....	13
Job Search Assistance.....	13
Workforce Preparation Activities	14
Support Services	14
Overview.....	14
Prerequisites.....	14
Administrative Requirements.....	14
Documentation.....	14
Administrative	15
Support Service Definitions	16
Auto or Bicycle Repair	16
Auto Insurance	16
Auto Registration.....	16
Books and Fees.....	16
Child and Dependent Care	17
Clothing/Personal Care.....	17
Laptop Computer	17
Employment Documentation	17
Housing Assistance.....	17
Legal Services	18
Medical/Dental/Optical.....	18
Parking.....	18
Professional Test/License/Organization Fees	18
Relocation.....	19
Rent Assistance & Housing Stability Education	19
Tools	19
Transportation.....	20
Utilities	20
WorkSource Portland Metro Services	20
National Career Readiness Certificate	21
Overview.....	21
Applied Mathematics	21
Reading Workplace Documents	21
Graphic Literacy.....	21
Portland Metro NCRC Program Requirements.....	21
Practice Testing and Skilling-Up	21
Testing to Earn a Certificate	21
Performance	22
Additional Performance Guidance	22
Exit to Retention and Advancement	23
Auto-Exit.....	23

Regional Program Standards

Topic: Economic Opportunity Programs

Date: July 1, 2021

Page 3 of 27

Full Program Exit 23

Placed in Unsubsidized or Career Track Employment..... 23

Employment Retention 23

Advancement in Employment 23

Credentials..... 23

Attainment of National Career Readiness Credential (NCRC)..... 25

Work Ready Certification 25

Global Exclusions for Performance..... 25

 Reserve Forces–Called to Active Duty..... 25

 Deceased 25

 Health/Medical..... 25

 Incarcerated/Institutionalized..... 25

Documentation Requirements26

Addendum A – Selective Service.....27

Eligibility

To participate in EOP a participant must:

- Meet standard EOP eligibility requirements and any additional eligibility requirements of the specific EOP project.
- Complete WIOA enrollment, including WIOA Documentation.
- Sign the EOP Application for Services (printed from I-Trac registration).
- Receive the EEO/Grievance and Social Security Number Use disclosures.
- Begin participation in program services within 45 days of the registration date.

Standard EOP Eligibility Requirements

Low Income

The participant's total household income for the six-months prior to eligibility determination cannot exceed 50% of the Median Family Income for Portland Metropolitan Statistical Area for the participant's household size. Household is defined as individuals who reside in the home and form one economic unit for purposes of tenancy or homeownership, regardless of whether they are legally related.

Specific grant funded EOP projects may have additional and/or different income requirements. The low-income requirement outlined above is the one to be used where there are not additional income requirements of the grant.

Age

Participants must be age 18 or over.

WIOA Eligibility

Participant must also meet the eligibility requirements for Oregon's WIOA Adult or Dislocated Worker program, which minimally includes registration for Selective Service (if applicable) and ability to meet the Federal requirements to work in the US. This is managed through the WIOA Documentation for WorkSource process outlined below.

Eligibility Process – WorkSource Registration

Step 1: WOMIS Registration

All customers seeking services must complete the WorkSource registration process as defined by the State of Oregon. Tracking of registration process completion is managed through the WorkSource Oregon Management Information System (WOMIS). The customer's acceptance of the disclosure information and data submission is their electronic WIOA application signature.

Regional Program Standards

Topic: Economic Opportunity Programs

Date: July 1, 2021

Page 5 of 27

Once the WOMIS registration is complete, the customer must complete an iMatchSkills Profile and provide staff with an approved document that validates the date of birth entered in WOMIS. Staff enter the ID number or name in the appropriate field on the staff WOMIS screen and click the Welcome Complete box to finalize the process.

Step 2: WIOA Documentation for WorkSource

The following eligibility elements share documentation for the WorkSource enrollment and the EOP enrollment. The WIOA Documentation for WorkSource is to be collected and either:

- Uploaded using the tool and process provided through I-Trac. Follow Customer Secure Document Upload Tools instruction found on the I-Trac Resources/User Instructions tabs.
- Copied and maintained in a customer file, secured in locked cabinets onsite at Contractor/Center business location or scanned to an electronic file on a secure server with limited and password protected access.

Note: Completing the Welcome process and WIOA Documentation is the responsibility of the Contractor/Center where the documents are collected and data-entered in I-Trac. If there are eligibility documentation questions that arise during monitoring that lead to questioned or disallowed costs, the Contractor or Center that managed the process is responsible for the questioned/disallowed costs.

Date of Birth/Age

A participant must be 18 years of age or older. A photocopy of one of the allowable documents which reflects a birth date that supports the participant's age is required:

Baptismal certificate	Passport
Birth certificate	Public assistance record
DD-214 Military Separation Record	School record or identification card
Government issued ID	Driver's License
Hospital record of birth	Tribal record

Legal to Work in the US

Participant attestation at registration is accepted. An affirmative answer must be reflected in the WSO Registration Tab data in I-Trac.

Selective Service

Documentation of compliance with the Selective Service registration requirement must be collected from all participants who are required to register – defined as:

- Sex-assigned male at birth
- **AND** a US Citizen **OR** immigrant residing in the US between the ages of 18 and 25
- **AND** are age 18 or older
- **AND** were born on or after January 1, 1960

Regional Program Standards

Topic: Economic Opportunity Programs

Date: July 1, 2021

Page 6 of 27

Where the participant is required to have registered and has done so, documentation must be one of the following:

- Selective Service Online Verification Printout (web address <https://www.sss.gov/verify/>)
- Selective Service Registration Card
- Stamped post office receipt of registration

If documentation under one of the categories outlined below cannot be collected, the participant is not eligible to receive WIOA services. Participants who would like additional information regarding Selective Service registration may be referred to this website: <https://www.sss.gov/Registration-Info>.

Selective Service Exempt

Participants exempt from Selective Service registration:

- Sex-assigned female at birth
- **OR** born before 1960
- **OR** currently under the age of 18 (will be required to register within 30 days of 18th birthday)
- **OR** are a seasonal agricultural worker on a H-2A visa
- **OR** are a lawful non-immigrant on a current non-immigrant visa
- **OR** were incarcerated/hospitalized/institutionalized continuously between my 18th and 26th birthdays
- **OR** were not living in the United States between their 18th and 26th birthdays
- **OR** was on active US Military, Coast Guard duty or a student in an Officer Procurement Program continuously between 18th and 26th birthdays

Not Required/Exempt Documentation Requirements

Sex assigned female at birth; participant currently under age 18; participant born before 1960 – Customer attestation through the WOMIS registration data is adequate documentation for these three exemption reasons.

Non-Immigrant/Immigrant Status – Regardless of current U.S. Citizenship status, some immigrants may be exempt from registration:

- Participant sex-assigned male at birth and holding a valid seasonal agricultural worker H-2A visa must provide a copy of the visa.
- Participant sex-assigned male at birth who are between the ages of 18 and 26 may be exempt if they are on a current non-immigrant visa. Acceptable forms of supporting documentation are shown on Addendum 2 to these Regional Program Standards (and can be found at this website [Non-Immigrant/Immigrant Allowable Documents](#)).
- Participant sex-assigned male at birth who came into this country for the first time after their 26th birthday is not required to register for Selective Service. Acceptable forms of supporting documentation that establish first date of entry into the United States are shown on Addendum 2 to these Regional Program Standards (and can be found at this website [Non-Immigrant/Immigrant Allowable Documents](#)). The appropriate supporting document must show an entry date after the participant's 26th birthday.

Regional Program Standards

Topic: Economic Opportunity Programs

Date: July 1, 2021

Page 7 of 27

Incarceration/Hospitalization/Institutionalization – Participants who were required to register but can provide documentation that they were incarcerated, hospitalized and/or institutionalized from their 18th birthday to their 26th birthday are exempt from registration. ***However, please note:*** If at any time between their 18th and 26th birthday the participant was not incarcerated, hospitalized or institutionalized then they were required to register, and the exemption does not apply. If the participant did not register, then follow the requirements for documenting under “Required to Register and Did Not.”

Military Service – If the participant was in the US Military, Coast Guard or Officer Training between their 18th and 26th birthday they are not required to register and their DD214 Military Separation Record is the documentation. ***However, please note:*** If at any time between their 18th and 26th birthday the participant was not in the US Military, Coast Guard or Officer Training, then they were required to register, and the exemption does not apply. If the participant did not register, then follow the requirements for documenting under “Required to Register and Did Not.”

Required to Register and Did Not

Participants who are required to be registered, who are over age 26, and cannot document that they are registered through one of the means listed above must complete the Selective Service System’s [Request for Status Information Letter](#) and attach copies of the documentation required for their reason for non-registration.

Request Completed and Not Yet Submitted – A copy of the letter and supporting documents is to be provided to WorkSource, and a WIOA program manager must review it to determine that the participant has established by a preponderance of the evidence that the failure to register was not knowing and willful. If this determination is made the Request for Status Information Letter and documents are to be filed with all other eligibility documentation with the WIOA program manager approval signature, and the choice “Request for Status Information Letter & Support Documentation” selection in I-Trac is to be used.

The participant should be instructed to submit the Letter and documents as directed on the form for a formal determination by the Selective Service System. **Note:** It is not required that staff follow up to assure the submission occurs nor is it required that the Selective Service System response be returned and filed. The WIOA program manager is authorized to make the determination at the time of WIOA documentation.

Request Submitted/Selective Service Response Received – If the participant already completed the Status Information Letter Request process with the Selective Service and has their Status Information Letter determination returned from Selective Service which says that they are found to be exempt from the requirement, a copy of the Response Letter is to be maintained as documentation and “Selective Service Status Information Letter (returned from Selective Service)” selection in I-Trac is to be used.

Dislocated Worker

Participant attestation at registration of the qualifying dislocation date is accepted. The Dislocated Worker designation must be reflected in the WSO Registration Tab data in I-Trac.

Priority of Service Documentation

Veteran’s status and Low Income/Public Assistance receipt provide participants with WIOA priority of service consideration when that status can be documented as outlined below. Lack of documentation does not preclude participants from receiving Individualized Career Services or Training but does eliminate the priority of service benefit. Documentation requirements to be considered for Priority of Service benefits are:

Regional Program Standards

Topic: Economic Opportunity Programs

Date: July 1, 2021

Page 8 of 27

Veteran Status

A photocopy of the DD-214 Military Separation Record is required. If no document is provided services can be provided but the participant will not report at the Federal level as a Veteran and priority of service will not apply.

Low Income

Participant attestation is accepted and must be reflected in the WSO Customer Registration maintained in WOMIS.

Public Assistance

All types of public assistance (TANF, General Assistance, Refugee Cash Assistance, Food Stamps, SSI) requires a photocopy of the verification from Oregon Department of Human Services. The verification must be in the participant's name. If no document is provided services can be provided but the participant will not report at the Federal level as having the characteristic and priority of service will not apply.

Deficient in Basic Skills

Adults seeking services through a WorkSource Center or one of the Economic Opportunity Programs will be assessed to determine their basic skill level at the point of program eligibility determination and enrollment. Participants who are determined to be Basic Skills Deficient will receive WIOA priority of service considerations. Basic Skills Deficient is defined as:

Unable to compute or solve problems, or read, write or speak English at a level necessary to function on the job, in the individual's family, or in society. This may be determined by staff during the enrollment process while working with the applicant when at least one of the following elements are observed (and therefore assessed):

- Is enrolled in a Title II Adult Education and Family Literacy Act program, this also includes enrollment in English as a Second Language (ESL) class.
- Determined to be Limited English Skills proficient through staff-engagement and observation.
- Staff make observations of deficient functioning in completing forms, assisting in the development of a service strategy, or behaviors in group discussion settings.
- Information (in writing or through discussion with the participant) that an educational institution the participant engages or engaged with determined them to have a GPA at D or below within the previous six months.
- Qualifies for Special Education services or has an Individual Education Program (IEP) plan.

This assessment by staff is to be noted in the appropriate section of the WorkSource Adult/DW Documentation Checklist. If no basic skills deficiency is noted services can be provided but the participant will not report at the Federal level as having the characteristic and priority of service will not apply.

For purposes of participant co-enrollment across local workforce areas in Oregon, WorkSource Portland Metro will accept a basic skills deficient assessment/determination by any other Oregon local workforce area contractor.

Regional Program Standards

Topic: Economic Opportunity Programs

Date: July 1, 2021

Page 9 of 27

WIOA Documentation for WorkSource Checklist

The checklist is designed to ensure the documentation required by the US Department of Labor (DOL) for WIOA Adult/Dislocated Worker eligibility and priority of service is collected and maintained to support the correlating data elements in the customer registration system at the time documentation was verified and collected. Complete the checklist as documents are collected and uploaded.

Documentation information is maintained in I-Trac in the Documentation Tab. As documents are collected and uploaded, the appropriate information is entered in the I-Trac record. When the Documentation Results Control reflects no missing information, the Documentation Completion Control can be data-entered, and the documentation tab will lock. At this point an Eligibility Determination Report (EDR) should be printed.

The documents are to be stapled together in this order and filed in a secure (locking) file at the location where documentation occurred, and retrievable for funder monitoring:

- Completed documentation checklist
- Document(s) that did not have I-Trac upload available (if any)
- EDR

Step 3: EOP Eligibility Determination and Documentation

Low Income

When determining low income for eligibility, these types are excluded from the calculation:

- Unemployment insurance payments.
- Child support.
- Public assistance benefits (SNAP, TANF).
- Social Security old-age and survivors' insurance benefits.

Participant attestation of the accuracy of the income information reported is their signature on the Application for Services.

Required Disclosures

The participant will acknowledge receipt of these disclosures when they sign the Application. No copies of the forms need be maintained in the customer file.

Social Security Number (SSN) Disclosure

A participant's SSN is required for their inclusion in some performance cohorts. Participants must be provided the disclosure (Standard SSN 2018-03-01) that describes how their SSN will be used and the program's commitment to confidentiality. Where the participant agrees to the use of their SSN for reporting purposes, the indication is noted through I-Trac on the Application for Services and the consent is the participant's signature on the application.

EEO/Grievance Disclosure

The Equal Opportunity Statement and Grievance Procedure (October 2017) is to be given to the participant during the eligibility determination interview meeting. Reasonable efforts should be made to assure that the information and complaint procedures are understood by potential participants.

Regional Program Standards

Topic: Economic Opportunity Programs

Date: July 1, 2021

Page 10 of 27

Enrolled Participant

Once all elements of eligibility determination and registration have been completed, the applicant must begin participation in program services with 45 days of the registration date. Participation begins with the first EOP Intensive Phase service entered into I-Trac.

Program Design and Service Delivery

Service delivery and the subsequent performance will happen during two distinct program phases: Intensive Services (Services) and Retention and Advancement Services (Follow-Up). Refer to the section Service Definitions in these regional program standards for additional detail.

Intensive Services

In intensive services participants receive career coaching designed to support them in overcoming barriers to employment and achieve their employment and career goals. Services occur from the point of EOP eligibility and enrollment until a participant obtains employment that meets their career plan goals and are assessed as ready to transition to Retention and Advancement services. Intensive services will also cease when 90 days has elapsed without a service being provided and documented in I-Trac, and the participant will be automatically moved to Retention and Advancement. The transition date (Exit Date) is always the date of the last Intensive service.

Retention and Advancement Services

Retention and Advancement services are designed to assist participants in stabilizing their employment, identify employment advancement opportunities, and/or secure new employment that is in line with their career plan. Retention and Advancement begins at the point of transition from Intensive Services (exit) and the services will continue for a period of one year. Employment information and confirmations are tracked during Retention and Advancement.

Data Entry Requirements

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

Service Definitions

Career Coaching – Standard

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

Elements of Career Coaching include:

- Assist in identifying career and education goals.
- With the participant, develop a plan that incorporates a customized set of WorkSource services and outside resources that will assist them in meeting their goals.
- Coach participants in the personal and interpersonal (“soft” or “life”) skills required to obtain and retain employment.

Regional Program Standards

Topic: Economic Opportunity Programs

Date: July 1, 2021

Page 12 of 27

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

An element of Career Coaching is conducting Career Planning Sessions – refer to Career and Resource Plan Development for more detail.

Career Coaching – Occupational

In addition to career coaching that uses the elements outlined above, certain discretionary grant projects provide career coaching with an occupational focus that includes orientation to industry specific occupations, referrals to tutoring and basic skills remediation needed to enter certain occupational training, and intensive support towards success in that training. Occupational career coaching may be provided by a Career Coach when the participant is part of a grant-specific occupational skills training program.

Career Coaching – Dual Coaches

EOP participants may simultaneously receive Career and Occupational coaching through different staff when they express interest and are assessed as ready to participate through multiple programs designed to support their industry-specific training completion. Prior to dual coaching, participants must meet the eligibility requirements and be fully enrolled in all the grant-funded programs.

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

- Define, review, and inform participant of their individual roles.
- Coordinate, review, and regularly update participant's Career Plan. The Career Plan must be shared with all the participant's coaches after each revision using the secure communication method (I-Trac file exchange functionality).
- Coordinate participant's access to all services and resources available through all programs.
- Establish and maintain regular communication regarding participant progress. Communication must be case noted in I-Trac within five business days.

Career coaching is provided during both Intensive and Retention and Advancement services.

Regional Program Standards

Topic: Economic Opportunity Programs

Date: July 1, 2021

Page 13 of 27

Career Mapping Workshop

This workshop is the first step of the career mapping process. Participants identify their strengths, gifts, capacities, and qualities that will enable them to be successful in the work environment and potential jobs.

After the workshop, the Career Coach meets individually with participants to create a Career Plan that articulates these goals, identifies resources and outlines next steps. Refer to the Career Mapping Manual for additional information and detail.

Career and Resource Plan Development

The Career and Resource Plan is to be completed within the first 90 days of program participation and is developed with each participant using the Career Mapping process. The Plan documents career interests, strengths and challenges, short- and long-term education and employment goals and the steps and supports needed to meet these goals.

Prior to Plan development, appropriate assessments should be conducted to provide critical information about the participant's career goals, interests, aptitudes, basic academic skill level, occupational skills, work history, work and college readiness, attributes, personal strengths, developmental needs, and support service needs. The analysis and application of this assessment information is critical to guiding and coaching the participant and assisting them to develop a realistic Plan to reach their career goals. During Intensive Services, the Plan should be reviewed and updated at least every 120 days as the participant completes (or is unable to complete) activities as planned and should drive program participation.

Additionally, assisting the participant in creating a Prosperity Planner budget is an element of the Career Plan. This will help inform them on the type of salary they need to become self-sufficient, as well as provide the budget back-up for any support services necessary to assist them through their service and training activities.

The Plan is a dynamic document that will change as the participant is provided opportunities to explore optional careers of interest, through meetings in which the participant receives advice and guidance and through a variety of work and community-based experiences exploring a range of occupational areas. The plan should be developed as a professional collaboration between the participant and Career Coach.

Career Track Employment

A job or position within an occupation that is part of an articulated career path that provides ongoing opportunities to advance skills and increase earnings over time, such that a participant can earn a living wage that meets their self-sufficiency standard goal.

Case Notes

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

Job Search Assistance

Coaching to or teaching strategies which can be used to increase job search effectiveness. Assistance may include a variety of strategies for conducting on-line job searches, networking, and the role of resumes, cover letters, and interviews in a successful job search. Service can be provided one-on-one or in a group setting.

Regional Program Standards

Topic: Economic Opportunity Programs

Date: July 1, 2021

Page 14 of 27

Workforce Preparation Activities

Workforce preparation activities include short term instructional courses that lead to a certificate needed for employment such as Forklift, Flagger, OLCC, First Aid, and Food Handlers certifications. The service is tracked in the WIOA enrollment and copied down to the EOP enrollment. Fees associated with Workforce Preparation activities are covered by the EOP contractor and payment information is entered into the EOP participant record.

Support Services

Overview

Support services are financial assistance to offset expenses necessary for a participant to engage in program activities or to seek or retain employment.

Prior to considering support service payments, efforts must be made to identify resources in the community or from other grant resources that may provide the same support and use those available resources first. Processes must be in place at each site for appropriate referrals to such services as food stamps, community-based social services and housing agencies. Staff is responsible for assisting participant exploration of resources from community sources and/or within the participant's personal support system.

When other resources are not available, and based on individual assessment and availability of funds, support services may be provided through EOP services.

Prerequisites

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

- WorkSource Registration and Welcome Process
- WIOA enrollment and documentation
- EOP Enrollment
- Prosperity Planner budget

In addition, the support must be necessary to enable the participant to engage in education, training, job search activities or employment.

Administrative Requirements

Documentation

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

Regional Program Standards

Topic: Economic Opportunity Programs

Date: July 1, 2021

Page 15 of 27

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

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

A support service payment does not extend participation. EOP grant-funded support services are available during both Intensive and Retention and Advancement services unless otherwise noted in grant-specific Regional Program Standards.

Administrative

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

Documentation of support service payments is maintained in the financial records attached to the payment record. A copy of the customer's Prosperity Planner enrollment budget documenting the participant's financial need must be saved in I-Trac.

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

Note: Support service purchases administered with pre-purchased (gift) cards must be allowable under the Federal Cost Principles (unless specifically allowed for by a specific grant, which allowability will be outlined in the Regional Program Standards for the grant).

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

Regional Program Standards

Topic: Economic Opportunity Programs

Date: July 1, 2021

Page 16 of 27

Support Service Definitions

EOP contractors may provide the following types of support service (unless noted otherwise in grant-specific regional program standards). If the support is not defined below it is not allowable for payment under this policy, either due to local area restrictions or because the support is not allowable by funding source(s).

Auto or Bicycle Repair

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

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

Auto Insurance

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

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

Auto Registration

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

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

Books and Fees

Costs associated with required books, school supplies and fees for participants enrolled and officially registered in post-secondary education or training, including testing fees, or books and fees required for occupational skill training.

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

Regional Program Standards

Topic: Economic Opportunity Programs

Date: July 1, 2021

Page 17 of 27

Child and Dependent Care

Childcare costs are for a child(ren) under age 11 during the time the participant is engaged in program services — including travel to and from the service delivery site. Due to the high cost and limited resources this support should only be considered on a case-by-case basis.

A spouse, sibling, or other family member residing within the same household may not be paid with Support Service funds to provide childcare for the participant's children. Costs for care of an individual over age 11 may only be paid if there is a documented disability stating the individual may not be left alone.

Required Documentation: A care log (completed by the participant and signed by the care provider verifying dates, times and cost) is to be used to track the costs being reimbursed. The log must be retained in the financial documentation for the payment.

Clothing/Personal Care

Clothing and/or related footwear or incidentals for interview (including grooming and hygiene products), work or training. This may include such items as a uniform/safety attire, or a type of work shoe or protective eye wear required for the job by an employer (and not provided by the employer) or required of trainees by the training provider. Utilize community resources for interview attire whenever possible.

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

Laptop Computer

Purchase of a basic laptop computer when needed to participate in program services, engage in training or secure and/or maintain employment (when not provided by the employer or training provider). Up to \$500 may be used for the purchase; exceptions to this limit may be considered when circumstances support. Contractor manager approval is required for exceptions.

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

Employment Documentation

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

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

Housing Assistance

Payments for services or items necessary to move into stable housing. Examples include fees for access to Community Warehouse, household items, U-Haul or similar truck or van rental to move furniture. Whenever possible, community resources such as Goodwill and Community Warehouse should be utilized.

Required Documentation: Itemized receipt from the store or merchant where the purchase was made.

Regional Program Standards

Topic: Economic Opportunity Programs

Date: July 1, 2021

Page 18 of 27

Legal Services

When necessary to assist a participant in expunging a criminal record or to maintain legal to work documentation to secure employment or participate in a training. Documentation that community resources (Legal Aid, etc.) were reviewed and considered before approving support service payment is required.

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

Medical/Dental/Optical

This Includes medical/dental/optical testing/treatment, prescriptions, mental health testing, counseling. Funds may only be used for co-payments and expenses of the participant and cannot be used for costs of family members. Due to the high cost and limited resources, efforts should be made to first utilize Oregon Health Plan, County health care resources, and/or sliding scale fee structures with providers. Note: WIOA funds cannot be used for drug-use testing.

This service should be limited to the minimum required to permit the person to participate in training, job search, accept employment, or maintain employment. All reasonable alternatives should be researched by the participant, including lower cost providers, such as Oregon Health Plan, County Health Department, Care Oregon, etc.

Required Documentation: Co-payments may be reimbursed to the participant and require a receipt from the health care/service provider showing date and amount of payment. All other payments must be made directly to the health care/service provider based on an original detailed invoice (no statements)

Parking

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

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

Professional Test/License/Organization Fees

When membership, professional event registration and/or licenses/certifications/test/test preparation fees are required or necessary to ensure a participant is prepared for employment or provides increased access to employment opportunities in the associated sector. Support may include the cost for professional licenses (including a state-issued driver's license when required for the job); certifications; test fees and/or test preparation materials, including GED; business, technical and professional organization fees; professional event registration fees, etc.

Required Documentation: Original receipt(s).

Regional Program Standards

Topic: Economic Opportunity Programs

Date: July 1, 2021

Page 19 of 27

Relocation

When a participant accepts a job offer at a location out of Multnomah or Washington County and more than 50 miles away, grant funds may be used to share in the cost of moving to that location (e.g., U-Haul costs, etc.).

Required Documentation: A written, bona fide job offer must be documented to qualify for relocation support. Original receipt(s) of all approved relocation expenses must be maintained with the payment record.

Rent Assistance & Housing Stability Education

Grant funds may be used to assist with rent payments or nominal costs associated with community housing stability education services that will contribute to the participants' work readiness. Funds may not be used to pay interest charges or late fees associated with past-due rent expense.

To be considered for a support service payment, staff must determine that the situation would impede the participant's ability to conduct an efficient job search, maintain employment or participate in training without the rent assistance, and that the participant has a plan for future payments.

Where community rent assistance resources are available and the participant eligible, those resources must be used before support service payments can be utilized. Documentation that the participant is not eligible for community resources must be included with the support service payment record.

Mortgage or other payments that contribute to the purchase of real property that the participant owns are not allowed (e.g., house, condominium, car, boat, etc.).

Required Documentation: Clear verification (copy of rental agreement, voucher or detailed receipt) of charges due and participant residency is required; the address on the lease must match the participant I-Trac record if the participant is not named on the lease agreement. Payment must be made to the leaseholder/owner. For housing education, an invoice from the community service provider is required with documentation of the participants' attendance.

Tools

When participants are required to purchase their own tools for employment or training, this cost may be covered by support service payments. Examples include mechanic, shop, electrician tools, etc.

Tools or equipment that is supplied by the employer, e.g., desk computers, industrial equipment, stationary, machinery, safety equipment, etc., may not be paid with support services.

Required Documentation: Original itemized receipts that reflect the allowable and agreed upon item(s). In addition, for tool purchases for training, documentation from the training provider of the required items is to be maintained in the file. For employment, a bona fide, written job offer that shows the requirement of employees providing their own tools or equipment (must be specific) must be provided prior to the approval of funds.

Regional Program Standards

Topic: Economic Opportunity Programs

Date: July 1, 2021

Page 20 of 27

Transportation

Participants may receive only one type of transportation assistance – bus pass/tickets or gas card – at any given time for travel to training and educational activities, job interview, or employment (i.e. a participant may not receive a bus pass and gas card at the same time).

Passes or gas cards should be used to support participants engaged in occupational skills training or for their initial employment time, and tickets are used to assist participants in returning to the contractor to access workshops and appointments with staff.

Required Documentation: A log must be kept of bus passes, bus ticket packages (not individual tickets), and gas card distribution to participants that includes the participant's signature acknowledging receipt. A signed receipt for each instance of transportation support payment in the file can replace a log. Receipts are required for gas cards and must show allowable and approved purchase (i.e. gasoline and not items from the mini mart).

Utilities

Utility assistance may be provided to assist a participant in stabilizing their living situation in order to conduct an efficient job search, maintain employment or participate in training. This includes internet and cell phone bills (but does not include any sort of television/cable expenses). Prepaid cell phone service may be paid for with Support Services funding. Up to \$75 total may be spent on a phone set-up and then minute purchases may be made in line with program engagement.

The original bill must be provided before payment can be approved, with verification that the utilities/phone are for the participant's personal residence or in the participant's name (in the case of cell phones). WIOA funds may not be used to pay interest charges or late fees associated with past due utility expense.

Required Documentation: Clear verification (copy of detailed utility invoice that matches participants address in I-Trac) of charges due. Payment must be made to the vendor.

WorkSource Portland Metro Services

Services provided through the WorkSource Portland Metro centers are to be coordinated with center staff. Please refer to the WorkSource Portland Metro regional program standards for detailed information, policy and procedures related to Training and Work Experience Services.

National Career Readiness Certificate

Overview

The Oregon National Career Readiness Certificate (NCRC) is a portable certificate which documents an individual's career readiness skills. To earn the certificate, individuals are assessed on three foundational workplace skills which have been found to be highly important to most jobs in the workplace.

The NCRC is comprised of assessments in three areas:

Applied Mathematics

Measures the skill people use when they apply mathematical reasoning, critical thinking and problem-solving techniques to work-related problems.

Reading Workplace Documents

Measures the skill people use when they read and use written text to perform job tasks. The written texts include memos, letters, directions, signs, notices, bulletins, policies and regulations.

Graphic Literacy

Measures the skill people use when they work with workplace graphics, including comparing, summarizing and analyzing information found in charts, graphs, tables, forms, flowcharts, diagrams, floor plans, maps and instrument gauges.

Certificates are awarded at four different levels based on the scores of each assessment area:

- Bronze = Level 3 scores on all assessments
- Silver = Level 4 scores on all assessments
- Gold = Level 5 scores on all assessments
- Platinum = Level 6 scores on all assessments

Portland Metro NCRC Program Requirements

Practice Testing and Skilling-Up

Individuals interested in taking the NCRC are strongly encouraged to first complete the Initial Skills Review (ISR), as it serves as an indicator for potential success on the NCRC. Additionally, the Worldwide Interactive Network (WIN) courseware provides an opportunity for participants to improve their skills and potentially test at a higher level.

Testing to Earn a Certificate

All three assessments must be successfully completed to earn an NCRC. All three assessments do not need to be completed in a single sitting, but any participant who takes an assessment should attempt the remaining assessments within one year.

Regional Program Standards
Topic: Economic Opportunity Programs
Date: July 1, 2021
Page 22 of 27

Performance

EOP performance measures apply to all participants unless they exit under a Global Exclusion reason (see below for more detail). All performance is tracked, managed and reported to EOP funders through I-Trac.

Measure	Calculation Methodology
Placed in Unsubsidized Employment	<p>Denominator: All exited participants that were not employed at registration.</p> <p>Numerator: The participants employed by the end of Q4 following the exit date.</p>
Placed in Career Track Employment	<p>Denominator: All exited participants.</p> <p>Numerator: The participants that are employed by the end of Q4 following the exit date in a position that aligns with the Career Track Employment goal identified in their Career Plan.</p>
Employment Retention	<p>Denominator: All participants that exit Employed.</p> <p>Numerator: The participants that are employed in any two quarters of the four quarters following the exit date.</p>
Advancement in Employment	<p>Denominator: All participants that were employed at enrollment or who are in the Unsubsidized or Career Track Employment numerator.</p> <p>Numerator: The participants that have at least one advancement (defined below) in employment by the end of Q4 following the exit date.</p> <p>Advancement Definition: An increase in wage, hours worked, or availability of benefits. The base from which advancement is calculated is the employment elements at enrollment or employment elements with the job secured during program engagement. The benefit start date is not considered an advancement if a position is offered and accepted that includes a benefit package, but the benefits do not become effective immediately (i.e., probationary period completed, 30-day grace period, etc.).</p>

Additional Performance Guidance

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

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

Additional guidance to consider when managing data for performance follows.

Regional Program Standards

Topic: Economic Opportunity Programs

Date: July 1, 2021

Page 23 of 27

Exit to Retention and Advancement

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

Auto-Exit

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

Full Program Exit

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

Placed in Unsubsidized or Career Track Employment

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

Employment Retention

Continued employment can be determined based on follow-up conversations with participants; it is the contractors' responsibility to accurately follow and account for employment retention by maintaining ongoing contact with participants during the follow-up year.

Advancement in Employment

Participants that report a gain in wage, hours worked per week or employer-offered benefits are counted in the advancement in employment performance measure. Advancement detail may be based on follow-up conversations with participants; it is the contractors' responsibility to accurately account for the details that inform this measure.

Note: The benefit start date is not considered an advancement if a position is offered and accepted that includes a benefit package, but the benefits do not become effective immediately (i.e., probationary period completed, 30-day grace period, etc.).

Credentials

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

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

Regional Program Standards

Topic: Economic Opportunity Programs

Date: July 1, 2021

Page 24 of 27

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

Credential	Additional Definition
High School Diploma	
GED or High School Equivalency Diploma	
Associates Degree	
Bachelor's Degree	
Post Graduate Degree	
Other Recognized Diploma, Degree or Certificate	To report in this category the Credential must be awarded from an accredited post-secondary institution. Example: Human Resource Management certificate from Portland State University.
Occupational Certification awarded by a certification body	A Credential awarded <u>by a certification body</u> based on an individual demonstrating through an examination process that they have acquired the designated knowledge, skills, and abilities to perform a specific job. The examination can be either written, oral, or performance based. Examples: Microsoft, Apprenticeship, Security Certifications, BankWork\$, CareerWork\$ Medical.
Occupational Skills License awarded by a government agency	A Credential awarded <u>by a government agency</u> that grants legal authority to do a specific job. Licenses are based on some combination of degree or certificate attainment, certifications, assessments, or work experience; are time-limited; and must be renewed periodically. Examples: A license from the Oregon State Board of Nursing to be a practicing RN, LPN, or CNA.
Occupational Skills Certificate Awarded by an education institution	A Credential awarded by an <u>educational institution</u> based on completion of all requirements for a program of study, including coursework and test or other performance evaluations. Certificates are typically awarded for life (like a degree). Certificates of attendance or participation in a short-term training (e.g., 1 day) are not in the definitional scope for these certificates. Example: Career Pathways certificate.

Regional Program Standards

Topic: Economic Opportunity Programs

Date: July 1, 2021

Page 25 of 27

Attainment of National Career Readiness Credential (NCRC)

Career coaches are encouraged to assist their participants in accessing preparation materials and services available to WSPM customers to complete the assessments required for the NCRC.

Work Ready Certification

The Work Ready Certification in the Portland Metro local area is Talent Link, which is both a skills validation and an element of the Integrated Placement Process. Skills validation services are an essential function of WorkSource to ensure that participants referred for employment meet business needs and the requirements for the positions to which they are referred. Talent Link validates that a customer has:

- Clear career objectives
- Core employment skills: A GED or high school diploma plus a Credential or NCRC.
- A completed iMatchSkills Profile
- A Resume
- Interview Ready
- Necessary soft skills

Achievement of these elements results in Work Ready Certification. Following Talent Link certification, staff developed job opportunities are provided to the participant. Placement must result in permanent and unsubsidized employment consistent with the participant's vocational objective as defined in their employment plan.

Global Exclusions for Performance

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

To exit a participant for any of these global exclusion reasons requires file documentation supporting the exit reason recorded.

Reserve Forces-Called to Active Duty

A case note is required that includes the name and title of the military representative that verified the call, or a copy of the military orders must be in the file.

Deceased

A copy of the death certificate or a copy the obituary or newspaper article must be in the file.

Health/Medical

A case note that includes the name and contact information of the family member or agency staff person providing the exclusion information (do not put specific medical diagnoses or specific medical information into either the file or the I-Trac record).

Incarcerated/Institutionalized

A copy of public information verifying the incarceration, or a case note that includes the name and contact information for the family member or agency staff person providing the exclusion information.

Regional Program Standards
Topic: Economic Opportunity Programs
Date: July 1, 2021
Page 26 of 27

Documentation Requirements

The following are documentation requirements for all EOP projects.

Requirement	Detail	Location
Participant Information Enrollment Agreement	A completed and signed Application is required. The application is developed from the participant registration data entered in I-Trac. Print the Application from the Customer Documents link once all Registration data is entered.	I-Trac: Customer documents Participant File: Signed application Customer documents (optional/if not in I-Trac)
Eligibility Elements	Required documentation of program eligibility elements as noted in appropriate Regional Program Standards. The signed application serves as documentation of all participant eligibility attestation where a separate document is not required.	Participant File: Signed application
Career Plan	Original plan and updates	Participant File
Case Notes	Notes relative to participant's progress in their plan. Case notes are either a service and/or narrative case note tracked in I-Trac or a service in I-Trac and narrative case note in an agency's case noting system. Narrative case notes should not include any medical or treatment information, or personal information that is not relevant to their career plan activities.	I-Trac Agency narrative case note system
Required Disclosures	At the time of registration, the participant should be provided with the social security number use disclosure and the EEO Grievance disclosure.	Participant File: Signed application (SSN/EEO receipt acknowledgement)

Regional Program Standards

Topic: Economic Opportunity Programs

Date: July 1, 2021

Page 27 of 27

Addendum A – Selective Service

LIST OF ACCEPTABLE DOCUMENTS

DO NOT send original documents.

COPIES ONLY

IMMIGRANTS/NONIMMIGRANTS may present a combination of

[One selection from List A AND one from List B] OR [One Selection from List A AND one from List C AND one from List D].

Documents that Establish IDENTITY		Documents that Establish FIRST DATE OF ENTRY into the United States. Documents must cover entire duration in the United States				
LIST A	AND	First Date of Entry to U.S. after reaching 26 years of age LIST B	OR	First Date of Entry to U.S. was before turning 26 YEARS OLD Provide proof from first entry and any others. LIST C	AND	LIST D
1. Foreign Passport containing photograph, Visa, and U.S. Customs and Border Protection (CBP) Entry stamp.		1. Students on an F or M category U.S. Visa can submit a USCIS I-20 Form.		1. Foreign Passport with U.S. Customs and Border Protection (CBP) Entry stamp.		1. Students on an F or M category U.S. Visa can submit a USCIS Form I-20.
2. USCIS issued Resident Card (Green Card)		2. Nonimmigrants on a U.S. Visas can submit a USCIS I-94 Form with Entry stamp or Electronic I-94 showing First Date of Entry.		2. USCIS Form I-94 with Entry stamp or Electronic I-94 showing First Date of Entry.		2. Certified copy of school records/transcript issued by a school accredited by a U.S. state, jurisdiction or territory. A report card is not accepted.
3. Driver's license or ID card issued by a State or outlying possession of the United States provided it contains a photograph or information such as name, date of birth, gender, height, eye color, and address		3. Official letter from U.S. Citizenship and Immigration Services (USCIS) indicating that the individual's First Date of Entry and lawfully in the U.S. under a valid, nonimmigrant visa status.		3. Boarding passes the individual used to enter the U.S. It must show the Date of Entry/Arrival. (Can only be used if submitting Foreign Passport off of List A)		3. USCIS Form I-797 (A/B/C/D) Notice of Action displaying individual's name. (Depending on the purpose and nature of the form, the I-797 may not be accepted. The I-797 for an I-765 petition is not accepted.)
4. ID Card issued by federal, state, or local government agencies or entities, provided it contains a photograph or information such as name, date of birth, gender, height, eye color, and address		4. Official school letter from school registrar's office indicating that the individual's Enrollment Date and status as an International Student.		4. Official letter from U.S. Citizenship and Immigration Services (USCIS) indicating that the individual's First Date of Entry and lawfully in the U.S. under a valid, nonimmigrant visa status.		4. Official company letter from company's human resource office indicating the individual's employment start date and employment status.
5. Driver's license issued by Canadian government authority		5. Boarding passes the individual used to enter the U.S. It must show the Date of Entry/Arrival. (Can only be used if submitting Foreign Passport off of List A)				5. Those traveling on Department of State issued BCV and in the U.S. more than 30 days, must provide all entry and exit dates.
6. USCIS issued I-766 Employment Authorization Card		6. USCIS Form I-797 (A/B/C/D) Notice of Action displaying individual's name. (Depending on the purpose and nature of the form, the I-797 may not be accepted. The I-797 for an I-765 petition is not accepted.)				
7. Department of State issued Border Crossing Card (BCC).		7. Documentation indicating residence was in another country; outside the United States. Accepted evidence with name and foreign address includes, but not limited to: a) Dated pay slip or vouchers from an employer; b) Certified copy of school records/transcript issued by a school outside the U.S.; c) Photocopies of entry or exit stamps in passport to indicate entry into another country after departing U.S.; d) Dated bank records showing transactions in your home country to indicate you were not in the U.S.				
8. Department of State issued Border Crossing Visa (BCV).						

LIST OF ACCEPTABLE DOCUMENTS

NONIMMIGRANT VISAS CATEGORIES	
A/G – Diplomatic and International Organization Personnel	I – Media Representatives
B – Visitors for Business or Tourism	L – Intracompany Transferees
O – Individuals of Extraordinary Ability or Achievements	J – Exchange Visitor
Q – Cultural Visitor	P – Athletes and Entertainers
E-1/E-2 – Treaty Traders and Treaty Investors	R – Religious Workers
H-1B/E-3 – Special Occupation Workers	TN – NAFTA Professional
H-2 – Temporary Agricultural and Non-Agricultural Workers	K/V – Nonimmigrants Intending to Adjust Status
H-3 – Trainees	F/M – Student; Academic, Vocational

*If you entered the United States with the last five (5) years, you can access your CBP arrival/departure record information (Form I-94) online at <https://i94.cbp.dhs.gov/i94/#/history-search>.