

Regional Program Standards

Focus: WorkSource Centers Youth Program Services
 Other: Community Construction Training Programs

Topic: Community Construction Training Programs

Date: July 1, 2023

New Revised

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Overview

Worksystems' Community Construction Training Program (CCTP) is designed to increase diversity in construction careers and invest in BOLI-Registered Pre-Apprenticeship Training Programs (PATPs). These PATPs increase the available pool of qualified and diverse candidates that possess the skills necessary to enter and be retained in Registered Apprenticeships. CCTP services are targeted to increase the number of women and people of color entering construction career pathways.

There are four service elements within the CCTP program:

- **Outreach Only:** Contractors that provide Outreach Only services recruit potential candidates and provide access to self-directed services, including referrals to career coaching, pre-apprenticeship and apprentice services.
- **Outreach and Career Coaching:** Candidates are recruited for target construction career pathways, prioritizing women and people of color. Program design includes plans to identify and communicate with diverse candidates, including specific recruitment channels and communication platforms.

Outreach and Career Coaching can include a deeper level of services including career exploration, career coaching and support services to support the success of participants, and referrals to Registered Apprenticeship or PATP services as appropriate. Outcomes for Outreach and Career Coaching services may include employment or entry into a Registered Apprenticeship program.
- **Pre-apprenticeship Training:** Provided through PATPs, pre-apprenticeship program services are provided, prioritizing women and people of color. These services provide participants with the necessary occupation-specific hard and soft skills to meet construction industry pre-requisites to obtain employment as Registered Apprentices or in comparable construction careers. Services include core PATP training, occupational career coaching and support services as necessary to support the success of participants.
- **Apprenticeship Retention Support:** Services are targeted to early-term (0-2 years) registered apprentices in construction trades, prioritizing women and people of color. Contractors engage with apprentices who indicate a need for support to remain and succeed in their chosen apprenticeship.

A variety of funding partners participate in the CCTP program and therefore eligibility may adjust slightly depending on the funding used to support the participant. These regional program standards identify the different funding partners and the differences in eligibility or program services.

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Quality Jobs Initiative

The Department of Labor and Worksystems are prioritizing advancing quality jobs in the workforce system through guidance, performance measurement, strategic use of funding opportunities, and provision of technical assistance to support quality jobs workforce strategies.

A Quality Job helps workers achieve economic stability and mobility, while prioritizing diversity and worker voice. The Columbia-Willamette Workforce Collaborative convened a Quality Jobs Council, comprised of 19 cross-sectoral participants representing businesses, workers, labor, service providers and government agencies to develop a regional definition of Quality Job to include 1) self-sufficiency wages, 2) safe working conditions/worker engagement, 3) predictable hours, 4) comprehensive benefits, 5) accessible hiring and onboarding practices and 6) training and advancement opportunities. The full CWWC Quality Jobs Framework can be found at this [link](#).

Worksystems will continually engage with employers to increase quality job opportunities for populations that have been historically underrepresented in careers with elements of high job quality and build partnerships that raise job quality in meaningful ways for all residents in our region. Additional guidance and training regarding career coaching with an emphasis on job quality will be provided by Worksystems.

Additional information and guidance can be found below in the Additional Performance and Data Guidance section.

Eligibility

Eligibility Determination and Documentation

A variety of funding sources fall within CCTP. Funding sources may have eligibility and/or documentation requirements in addition to the CCTP Basic Eligibility. The CCTP funding sources covered by these regional program standards include:

- City of Portland – Community Opportunities and Enhancements Program (COEP)
- Metro – Construction Careers Collaborative
- Multnomah County – Construction Diversity and Equity Fund (CDEF)
- Multnomah County – Construction Career Funder Collaborative
- Port of Portland – PDX TCore Project
- US Department of Labor – Construction Trades Expansion Project (CTEP)
- Washington County – Construction Workforce Pipeline

Following are additional funder eligibility requirements and data elements which require documentation for eligibility determination, including a list of acceptable documents to verify eligibility. All documentation is to be uploaded in I-Trac following the Customer Secure Document Upload Tools instructions found on the I-Trac Resources/user Instructions tabs.

Where Self Attestation is the allowable source, the signed application will be the documentation of the applicant attestation. Obtain applicant signature utilizing the eSignature process in I-Trac. If an eSignature is unable to be obtained print the application from the I-Trac Customer Documents menu for signature and upload to I-Trac.

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Basic Eligibility

To participate in CCTP, all participants must:

- Be 18 years of age or over.
- Be Legal to Work in the US as outlined by Federal I-9 requirements.

Participants receiving Apprentice Retention Support must also be early term Registered Apprentices, defined as being enrolled in a Registered Apprenticeship and in their first 2 years of the apprenticeship.

Additional Funder-Based Eligibility

Contractors will make funding decisions and follow the additional eligibility requirements of the funding source(s) that are being utilized for the participant's services as outlined below.

City of Portland – COEP

- 75% of the total number of Participants enrolled in a program year must reside within the city limits of Portland.
- Participants must identify interest in at least one of the following Rate Payer Trades: Laborer, Power Equipment Operator, Truck Driver, Carpenter, Flagger, Cement Mason, Electrician, Plumber.
- Self-Attestation of residence and Trades interest is accepted.

Metro – Construction Careers Collaborative

Participants must reside in Clackamas, Multnomah, or Washington counties. Self-Attestation of residence is accepted.

Multnomah County – CDEF

No additional eligibility requirements.

Multnomah County- Construction Career Funder Collaborative

No additional eligibility requirements.

Port of Portland – PDX TCore Project

No additional eligibility requirements.

US Department of Labor – CTEP

Participants must reside in Washington County. Self-Attestation of residence is accepted.

Veteran Priority of Service

When serving participants through the US Department of Labor funding, priority of service is to be provided to Veterans and Eligible Spouses of Veterans. This means that in circumstances where there are multiple qualified applicants for the program, priority must be given to eligible Veteran's for enrollment.

An eligible Veteran is a person who served at least one day in the active military, naval or air service who was discharged or released under conditions other than dishonorable. Active service also includes full-time Federal service in the National Guard or a Reserve component.

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Eligible Spouse is defined as the spouse of any of the following:

- A Veteran who died of a service-connected disability.
- A Veteran who is missing in action, captured in the line of duty or forcibly detained or interned in the line of duty by a foreign government.
- A Veteran who has a total disability that is service connected.

Documentation with the Veteran's 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.

Washington County – Construction Workforce Pipeline

Participants must reside within Washington County. Self-Attestation of residence is accepted.

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. Reasonable efforts should be made to assure that the information regarding SSN Disclosure and complaint procedures are understood by potential participants.

Social Security Number (SSN) Disclosure

A participant's SSN is required for their inclusion in some performance cohorts. Participants must be provided with 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.

Enrolled Participant

Once all elements of eligibility determination and registration have been completed, obtain applicant signature on the application utilizing the eSignature process in I-Trac. If an eSignature is unable to be obtained print the application from the I-Trac Customer Documents menu for signature and upload to I-Trac. The applicant must begin participation in program services within 45 days of registration to set the Participation Date and become an Enrolled Participant.

Note: Outreach Only customers have access to self-directed services with a submitted application; no eligibility determination or enrollment is required, and no signature is required on the application.

Ineligible Customers

Applicants who do not meet the CCTP eligibility requirements for enrollment are to be referred to other programs in the local area that may be available to provide similar services. WorkSource Center services must be

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reviewed and discussed, and the participant referred to MyWorkSource for additional service options. Formal referrals are not required.

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

Transferring Participants

Participants may be transferred from one CCTP service provider to another when it is in the best interest of the participant. When a transfer occurs, the current service provider must:

- Confirm in writing from the participant that they agree to the transfer and document through a case note in I-Trac.
- Obtain approval from both the current CCTP contractor program manager and transferring program manager. This is documented in the transfer record in I-Trac on the Outcomes Tab.
- Case note the reason for the transfer.
- If applicable, upload to I-Trac all eligibility and performance documentation obtained prior to the transfer date.
- Enter a transfer record on the Outcomes Tab in the CCTP I-Trac record.

All eligibility documentation for the CCTP enrollment remains the responsibility of the service provider that collected and validated the documents. If there are eligibility documentation questions that arise during monitoring that lead to questioned or disallowed costs, the service provider that managed the eligibility documentation process is responsible for the questioned/disallowed costs. All performance is the responsibility of the new service provider.

Service Definitions

Apprentice Retention Support

Apprentice Retention Support is designed to aid in the retention of the Registered Apprentices in their career progression through Career Coaching services and efforts to improve jobsite culture.

Career Coaching

CCTP Career Coaching may be provided as part of Outreach services or included in a PATP.

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. 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:

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

Career Coaching for participants engaged in outreach services is entered by the Outreach service provider. Career Coaching for participants engaged in a PATP is entered by the PATP service provider.

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.

Occupational Skills Training

Refer to Training Services section below.

Outreach Program – Additional Service Definitions

The following services may apply to participants enrolled in Outreach Program Services.

PATP – Applies

Participant applies to a PATP.

PATP – Referred To

Participant is referred to enroll in a PATP.

Referred to Comparable Construction Career

Participant is referred to apply for construction-related unsubsidized employment.

Referred to Construction-Related Occupational Skills Training

Participant is referred to enroll in a construction-related Occupational Skills Training program.

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Referred to Registered Apprenticeship Program (RAP)

Participant is referred to enroll in a Registered Apprenticeship program.

Pre-Apprenticeship Training Program

A program designed to prepare participants to enter and succeed in a Registered Apprenticeship Program.

PATPs are Oregon BOLI registered and should have at least one, if not more, documented partnership(s) with a Registered Apprenticeship Program that will assist in placing participants who complete the pre-apprenticeship program into their Registered Apprenticeship Program.

Pre-Apprenticeship Training Program – Additional Service Definitions

The following services may apply to participants enrolled in PATP programs.

Applies to Registered Apprenticeship

Participant applies to a Registered Apprenticeship program.

Applies for Comparable Construction Career Employment

Participant applies to construction-related unsubsidized employment.

Training Services

Training services may be needed when a participant requires new or upgraded skills to secure, retain or advance in employment in a demand occupation or growth industry that provides a career path leading to economic self-sufficiency.

The CCTP service providers may refer participants to WorkSource Portland Metro (WSPM) to fund a training service while they are receiving CCTP services (not available as a Follow-Up service or payment) or may pay for training from CCTP grant funds (where available and allowable). Refer to contract budget and Tuition Payment section below.

Training services funded by the CCTP service provider are entered into the CCTP I-Trac record. Training services that are funded by WSPM are entered into the participant's WSPM Adult/DW record by WorkSource staff and copied into CCTP record.

Classroom Training

Training paid by WSPM must be on the Portland Metro Eligible Training Provider List.

Occupational Skills Training

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

- Be instructor-led in either an in-person or virtual format.
- Be outcome-oriented and focused on an occupational goal specified in the Training Plan.
- Be of sufficient duration to impart the skills needed to meet the occupational goal.

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- Lead to the attainment of a recognized, DOL-defined credential.

Eligible Training Provider List

The statewide roster of training programs and providers that are specifically certified to meet the requirements of WIOA. The Local Workforce Development Board establishes a WSPM ETPL that is a subset of the State's ETPL, and lists training programs directly linked to in-demand occupations in the local area that provide a career path leading toward self-sufficiency. All training funded through WSPM must be on the WSPM ETPL. Refer to WSPM Regional Program Standards for more information.

Tuition Payments

Applies where the CCTP project includes Training funding. Service providers may directly pay for training and must make the purchase following their agency procurement policy. The detailed invoice from the training provider which is equal to or greater than the tuition payment amount is required to be in the fiscal file.

Training Completer

A participant who completes a planned program of training with a "complete" or "pass" designation from the school. Training completion must be reflected in the I-Trac record with a service end date and status of Completed. The training end date is the last date the participant attended any service provided as part of that training program. Credentials obtained by completing training must be entered in I-Trac and a copy uploaded to the I-Trac participant record.

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. Participants cannot receive a support service post-exit. Support services are considered payments and do not extend program participation; therefore, every support service should be delivered with an appropriate staff service on the same day (e.g., Career Coaching).

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 are responsible for assisting participant exploration of resources from community sources and/or within the participant's personal support system.

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

Prerequisites

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

- Enrollment in the CCTP program
- Prosperity Planner Budget that reflects need

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Note: The Prosperity Planner Budget is required only for those participants receiving Career Coaching – Outreach services or PATP services. A budget is not required for participants only receiving Apprentice Retention Support, however documentation of need of the support service is required.

Definitions

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.

Child and Dependent Care

Childcare costs are for a child(ren) age 12 and under during the time the participant is engaged in program services — including travel to and from the service delivery site. Due to the high cost and limited resources this support should only be considered on a case-by-case basis.

A spouse, sibling, or other family member residing within the same household may not be paid with Support Service funds to provide childcare for the participant's children. Costs for care of an individual age 13 or over may only be paid if there is a documented disability stating the individual may not be left alone.

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

Clothing/Personal Care

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

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

Credit Repair

Credit counseling and other services necessary to assist participants with critical skills related to household budgeting, managing money, accessing a personal credit report, and resolving personal credit problems that will contribute to the participants' work readiness. Credit repair services are to assist the participant to be ready to enter training, job search and/or maintain employment. Whenever possible, community resources should be utilized.

This assistance does not include the payment or modification of a debt.

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

Employment Documentation

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

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

Housing Assistance

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

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

Where community resources are available and the participant eligible, those resources must be used before support service payments can be utilized.

Housing Payment

Grant funds may be used to assist with housing payments (current and arrears) that will contribute to the participants' readiness to enter training, education, or employment.

Note: WIOA funds may not be used to pay late fees associated with past-due rent or mortgage payment.

CDBG funds may not be used to pay any mortgage expense.

Required Documentation: Clear verification (copy of rental agreement, mortgage statement, voucher or detailed receipt) of charges due and participant residency is required. For mortgage assistance the participant must be one of the named borrowers/homeowners on the mortgage statement. For rent assistance, the address on the lease must match the participant I-Trac record if the participant is not named on the lease agreement. Payment must be made to the leaseholder/owner or mortgage holder.

Housing Stability Education

Grant funds may be used to pay the costs associated with community housing stability education services that will contribute to the participants' work readiness through stabilized housing.

Required Documentation: An invoice from the community service provider is required. Payment must be made directly to the education provider.

Moving Costs

Payments for services or items necessary to move into stable housing may be considered and approved. Examples include but may not be limited to: Application and move-in fees, security deposits, motel

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vouchers for temporary housing, fees for access to Community Warehouse, household items, temporary storage unit costs, U-Haul or similar truck or van rental to move furniture. Whenever possible, community resources such as Goodwill and Community Warehouse should be utilized.

Required Documentation: Direct payment from an invoice to landlord/rental company or itemized receipt from the motel, store or merchant where the purchase was made.

Laptop Computer

Purchase of a basic laptop computer when needed to participate in program services, engage in training or secure and/or maintain employment (when not provided by the employer or training provider).

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

Legal Services

When necessary to assist a participant in expunging a criminal record or to maintain legal to work documentation to secure employment or participate in a training. Where community resources are available and the participant eligible, those resources must be used before support service payments are utilized.

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

Medical/Dental/Optical

This Includes medical/dental/optical testing/treatment, prescriptions, mental health testing, counseling. Funds may only be used for co-payments and expenses of the participant and cannot be used for costs of family members. Due to the high cost and limited resources, efforts should be made to first utilize Oregon Health Plan, County health care resources, and/or sliding scale fee structures with providers and support service should be limited to the minimum required to permit the person to participate in training, job search, accept employment, or maintain employment.

Note: WIOA funds cannot be used for drug-use testing.

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

Professional Test/License/Organization Fees

When professional licenses/certifications/test/test preparation fees or membership/professional event registration are required or necessary to ensure a participant obtain employment or provides increased access to employment opportunities in the associated sector. Support may include the cost for professional licenses; certifications; test fees and/or test preparation materials, including GED; business, technical and professional organization fees; professional event registration fees, etc.

Required Documentation: Original receipt(s).

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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.

Tools

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

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

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

Transportation

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

Auto or Bicycle Repair

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

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

Auto Insurance

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

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

Auto Registration

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

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

Bicycle Purchase

When a participant chooses and it is determined that the purchase of a bicycle is as, or more, cost effective than other types of transportation assistance, support service funds may be used to purchase a bicycle, including an appropriate bike helmet if the participant does not own one. If appropriate staff may require the participant engage in a bicycle safety class or may purchase a child's helmet or seat if the bicycle transportation is being used to drop children at school or child care to allow participant to work or attend training, and this cost may also be covered through support service payment.

Service providers should develop a relationship with Community Cycling Center where consultation assistance on the decision and purchase, education and repair options are available (<https://communitycyclingcenter.org/>) for reasonable costs.

Staff due diligence is required to determine and document:

- Using a bicycle as a means of transportation to and from the participant's job, school or training location is reasonable and, over time, more cost effective and convenient than other forms of transportation. Staff determine reasonableness by evaluating with the participant things like distance, times, work schedule, long-term viability.
- The participant does not currently own a bicycle or have other modes of transportation available.
- The purchase price is reasonable based on some form of price comparison documentation (price quotes, including refurbished when available) for the type of bicycle being purchased.
- The type of bicycle being purchased is appropriate for the intended use (e.g., distance, night riding).

Once purchased no other forms of Transportation assistance may be provided via support services.

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

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Parking

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

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

Public Transportation, Car Share, Fuel

Includes all modes of transportation (e.g., public transportation passes or tickets, gas for a personal vehicle, car share service, Uber/Lyft/taxi service, bicycle/scooter share service) to help participants engage in services and activities that support training and education, job search and/or employment

Staff are required to determine that assistance provided is not duplicated, such as a bus pass for a month and gas purchase during the same month. Additionally, funds should not pay for the monthly cost of share vehicle services but can reimburse for the month(s) that the participant uses the service for allowable activities. This should be managed through verification of attendance logs and communication with the participant documented in file.

Required Documentation: A log must be kept that tracks activities supported with transportation assistance. A signature on the log for bus passes, bus ticket packages (not individual tickets), and gas card distribution to participants that includes the participant's signature acknowledging receipt can be used as documentation. For other types of transportation, a detailed receipt showing date and time must support reimbursement payment and must align with activities noted in the log. A signed receipt for each instance of transportation support payment in the file can replace a log as long as the tie to services is noted. Receipts are required for gas cards and must show allowable and approved purchase (i.e. gasoline and not items from the mini mart).

Utilities

Utility assistance may be provided to assist a participant in stabilizing their living situation and to conduct an efficient job search, maintain employment or participate in training. This includes past due utility payments, utility deposits, internet cell phones and cell phone bills (but does not include any sort of television/cable expenses). Prepaid cell phone service may be paid for with Support Services funding.

The original bill must be provided before payment can be approved, with verification that the utilities/phone are for the participant's personal residence or in the participant's name (in the case of cell phones).

Note: 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.

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Performance

Outreach Only

Performance Measure	Performance Measure Definition	Reporting Cohort
Number of people who receive Outreach Only services.	Number of participants with an Application Date in I-Trac.	Quarter of the Application Date

Outreach and Career Coaching

Performance Measure	Performance Measure Definition	Reporting Cohort
Number of people enrolled and receiving Outreach and Career Coaching services.	Number of participants with a Participation Date in I-Trac.	Quarter of the Participation Date
Referred to construction-related Occupational Skills Training, PATP, Registered Apprenticeship or comparable construction career.	Number of participants with a Referred to Construction-related Occupational Skills Training; Referred to PATP; Referred to RAP; and/or Referred to Comparable Construction Career service in I-Trac.	Quarter of the service start date
Begin construction-related Occupational Skills Training, PATP, Registered Apprenticeship or comparable construction career. <i>(Continued on next page)</i>	Number of participants with one of the following: Occupational Skills Training or PATP service with a status of Started. Services Tab. Education & Training Placement Confirmation: Placed in Registered Apprenticeship Program. Outcomes Tab. Employment Confirmation: Placed in Employment or Placed in Registered Apprenticeship Program. Outcomes Tab.	Quarter of the service start date or Confirmation date

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Performance Measure	Performance Measure Definition	Reporting Cohort
<p><i>(Continued)</i></p> <p>Begin construction-related Occupational Skills Training, PATP, Registered Apprenticeship or comparable construction career.</p>	<p>Registered Apprenticeship Placement: Enter the record in the Education & Training Placement Control when a participant is accepted into a Registered Apprenticeship. Outcomes Tab.</p> <p>Enter the record in the Employment Information Control when a participant is first dispatched with a training agent in a Registered Apprenticeship. Outcomes Tab.</p>	<p>Quarter of the service start date or Confirmation date</p>
<p>Complete PATP or construction-related Occupational Skills Training during program engagement.</p>	<p>Number of participants with an Occupational Skills Training or PATP service with a status of Completed.</p>	<p>Quarter of the service end date.</p>

Pre-Apprenticeship Training Program

Performance Measure	Performance Measure Definition	Reporting Cohort
<p>Total number of people who begin PATP.</p>	<p>Participants with a PATP service with a status of Started.</p>	<p>Quarter of the service start date</p>
<p>Total number of people who complete PATP.</p>	<p>Participants with a PATP service with a status of Completed and have obtained the BOLI certificate.</p>	<p>Quarter of the service end date</p>
<p>Total number of people who apply to a BOLI Registered Apprenticeship program or comparable construction career.</p>	<p>Number of participants with one of the following services: Applied to Comparable Construction Career, Applied to Registered Apprenticeship.</p>	<p>Quarter of the service start date</p>

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Performance Measure	Performance Measure Definition	Reporting Cohort
<p>Total number of people who successfully begin BOLI Registered Apprenticeship or comparable construction careers.</p>	<p>Number of participants with one of the following:</p> <p>Education & Training Placement Confirmation: Placed in Registered Apprenticeship Program. Outcomes Tab.</p> <p>Employment Confirmation: Placed in Employment or Placed in Registered Apprenticeship Program. Outcomes Tab.</p> <p>Registered Apprenticeship Placement: Enter the record in the Education & Training Placement Control when a participant is accepted into a Registered Apprenticeship. Outcomes Tab.</p> <p>Enter the record in the Employment Information Control when a participant is first dispatched with a training agent in a Registered Apprenticeship. Outcomes Tab.</p>	<p>Quarter of the Confirmation date</p>
<p>Total number of people who successfully begin BOLI Registered Apprenticeship</p>	<p>Number of participants with an Education & Training Placement Confirmation or Employment Confirmation: Placed in Registered Apprenticeship Program.</p> <p>Enter the record in the Education & Training Placement Control when a participant is accepted into a Registered Apprenticeship. Outcomes Tab.</p> <p>Enter the record in the Employment Information Control when a participant is first dispatched with a training agent in a Registered Apprenticeship. Outcomes Tab.</p>	<p>Quarter of the Confirmation date</p>

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Apprentice Retention Support

Performance Measure	Performance Measure Definition	Reporting Cohort
Number of diverse participants served.	Number of participants with an Apprentice Retention Service who are women and/or people of color.	Quarter of Participation Date
Number of participants who complete retention services.	Number of participants with an Apprentice Retention Service with a status of Completed	Quarter of the service end date
Number of enrolled participants who are retained in a Registered Apprenticeship Program for 6 months after Participation Date.	Number of participants with an Employment Confirmation Type of Retained in Registered Apprenticeship Program.	Quarter of the Confirmation Date
Average wage per hour at program Participation Date.	Average wage per hour at program Participation Date.	Quarter of Participation Date
Average wage per hour 6 months after program Participation Date.	Average wage of participants with an Employment Confirmation Type of Retained in Registered Apprenticeship Program.	Quarter of the Confirmation Date.

Demographics

To help increase the number of people of color and women entering construction careers, providers will prioritize the recruitment of diverse candidates that have been underrepresented in the construction trades. Based on local regional demographic data, service providers will have specific targets outlined in their contract Statement of work.

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 as outlined in service provider contract terms and conditions for each activity, payment, credential attainment or receipt of employment information.

Additional Performance and Data Guidance
Case Notes

All data entered in the I-Trac system is defined as a case note. Narrative case notes entered 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 towards program goals. Narrative case notes should not include any medical or treatment information, or personal information that is not relevant to their career plan activities.

Comparable Construction Career

Unsubsidized employment in a job related to the Construction sector.

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Education and Training Placement

Contractor staff is responsible for collecting confirmation of education and training placement details and entering the information into I-Trac on the Outcomes Tab. Communication from the participant of the confirmation details is acceptable; no additional documentation is required.

Education and Training Placement Data Entry

Education and training placement data entry requires the collection of the following data in the Education & Training Placement control on the Outcomes tab of I-Trac:

- Start Date
- Placement Type: Registered Apprenticeship
- Training Provider

For the verification to be reported and used in performance tracking, the placement must be confirmed and documented in the Education and Training Placement Confirmation control in I-Trac.

Employment Placement

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

Employment Data Entry

Employment data entry requires the collection of the following data in the Employment Information control on the Outcomes tab of I-Trac:

- Employment Start Date
- Employment Type
- Employer Name
- Industry (NAICS)
- Position (ONET)

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

Employment data entry in I-Trac is a two-step process. Enter the first line of Employment Information and then click the add button to enter the second line of information. Hourly Pay; Hours/Week and Benefit information is required to be entered.

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add Employment Information						
Start Date	End Date	Employment Type	Employer	Industry (NAICS)		
10/11/2022		Unsubsidized Employment	Worksystems Inc.	Administrative and Support and Waste Management and Remediation Services		
add	Date	Position (ONET)	Hourly Pay	Hours/Week	Benefits	
	10/11/2022	Administrative Services Managers	\$15.00	20.00	No Benefits	

Enrolled Participant

A customer who has completed the CCTP Eligibility and Registration process and has received one CCTP funded service. For the service to count and trigger participation it must be data-entered into I-Trac.

Exit

Exit a participant when they have completed all program services.

Auto-Exit

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

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.

- **Reserve Forces-Called to Active Duty:** The call to active duty must be for more than 90 days, and a case note is to be entered which documents the information provided by the participant.
- **Deceased:** A case note that documents how staff received notification is required.
- **Health/Medical:** Used when the participant is going for any form of medical treatment that is expected to last more than 90 days. A case note that states how information was received is required. Absolutely no medical details should be included in the participant file or I-Trac case note – just the notification information.
- **Institutionalized:** When a participant becomes incarcerated in a correctional institution or is a resident of an institution or facility providing 24-hour support such as a hospital or treatment center during services. A case note that states how the information was received by staff is required. Absolutely no medical details or institution name should be included in the participant file or I-Trac case note – just the notification information.

Quality Job Standards

A quality job helps workers achieve economic stability and mobility, while prioritizing diversity and worker voice. The Quality Job Standards below should be incorporated into to career planning discussions with participants:

- **Self-Sufficiency Wages:** A quality job provides sufficient income to afford a decent standard of living. For example, jobs that offer pay consistent with published self-sufficiency standards that consider family composition and cost of living.

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- **Safe Working Conditions/Worker Engagement:** A quality job offers employees dignity and respect and welcomes engagement in workplace operations. For example, quality jobs uphold and enforce anti-harassment and anti-discrimination policies and provide reasonable accommodation to employees with disabilities.
- **Predictable Hours:** A quality job offers employees predictability on the number of hours they are offered per week to minimize hardship on employees and their families.
- **Comprehensive Benefits:** A quality job provides basic benefits that increase economic security, improve health and overall well-being. Quality jobs include healthcare, childcare, transportation, wellness programs and access to retirement savings programs, among other supports.
- **Accessible Hiring and Onboarding Practices:** A quality job offers transparent and accessible hiring and onboarding practices to ensure that employer and employee are set for success.
- **Training and Advancement Opportunities:** A quality job provides opportunities to build skills and access new roles and responsibilities in a workplace. For example, quality jobs offer internal pathways to support career progression and professional development opportunities.

The Quality Jobs Framework and Quality Job Standards should be utilized keeping in mind each program participant's unique career goals, education goals, and circumstances while developing an individualized career plan. The Framework should be used by career coaches to inform and facilitate discussions when exploring career path options and evaluating employment opportunities.

Situations may arise in which an employment opportunity does not meet all or only meets some of the quality job standards. Worksystems recognizes that getting on a pathway to a quality job is, at times, a necessary first step toward the attainment of a quality job. Supporting program participants while they remain on their career journey toward a quality job is the primary goal of a Career Coach when it comes to advancing quality jobs, and coaching job seekers in how to recognize a quality job is the key to accomplishing that goal. In the Follow-up phase, career coaches may support participants in refining the middle and longer-term goals in their career plans.