



**WILLAMETTE WORKFORCE**  
PARTNERSHIP  
**GRIEVANCES AND COMPLAINTS**

**Revised: March 1, 2018**

**Policy: A01**

## **PURPOSE**

This policy provides guidance and procedures under which Willamette Workforce Partnership (WWP) and its sub-recipients accept and process grievances and complaints. Grievances and complaints allege violation of the Workforce Innovation and Opportunity Act (WIOA), grants, or agreements and their applicable laws, regulations and non-discrimination provisions.

## **REFERENCES**

Code of Federal Regulations 20 CFR 683.600, 610 & 620

Code of Federal Regulations 29 CFR 38.35

WIOA Sec. 181(c) & 188

## **POLICY**

Willamette Workforce Partnership (WWP) shall operate all workforce programs in conformance with Workforce Innovation and Opportunity Act (WIOA) and all other applicable laws and regulations. No program or provision of services shall allow discrimination on the basis of race, color, religion, sex (including pregnancy, childbirth, and related medical conditions, transgender status, and gender identity), national origin (including limited English proficiency) age, disability, political affiliation or belief, citizenship status, or participation in any Workforce Innovation and Opportunity Act (WIOA) Title I-financially assisted program or activity as prohibited by WIOA or this part. Should a suspected violation of this policy occur, the grievance or complaint shall be addressed as follows:

### Who May File

Any applicant, participant, service provider, One-Stop Operator, WSO Partner, or other interested party may file a complaint alleging a violation of Workforce Innovation and Opportunity Act (WIOA), grants, agreements or non-discrimination laws.

### Where to File

Grievances and Complaints may be filed with the sub-recipient/program provider EO Officer, the Willamette Workforce Partnership (WWP) EO Officer or the Willamette Workforce Partnership (WWP) Executive Director. In the interest of expediency, filing with the person closest to the alleged violation is preferable.

### Resolution Process

Sub-recipients/program providers and employers of participants must have procedures in place to process complaints related to the terms and conditions of the participant's training or employment. Sub-recipients/program providers and employers of participants may elect to utilize the process establishes herein or operate their own complaint procedures that are compliant with Workforce Innovation and Opportunity Act (WIOA) and its applicable laws, regulations and non-discrimination provisions. If a complaint process



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covered under a collective bargaining agreement is required, then those procedures may be used. Any hearings conducted by an employer must comply with all provisions for hearings described in this policy.

### Complainants with Disabilities

Accommodations in methods of communication, and accessibility of locations will be made in compliance with ADA requirements for those with disabilities.

## **PROCEDURES**

### **General Provisions**

Written complaint procedures shall be made available to every applicant of Workforce Innovation and Opportunity Act (WIOA) services. Reasonable efforts will be made to ensure that complaint procedures are understood by participants, individuals and recipients of federal assistance under Workforce Innovation and Opportunity Act (WIOA). The written complaint procedure will include notice that the complainant and respondent have the right to be represented by an attorney or other individual of their own choice. Complaints alleging violations of Workforce Innovation and Opportunity Act (WIOA) laws and regulations other than alleged act of discrimination must be filed within one year from the date of the alleged occurrence. Discrimination complaints must be filed within 180 days from the date of the alleged act of discrimination. All references to days shall be defined as calendar days, with timelines beginning on the day a complaint is received by the appropriate party as outlined herein. Time frames may be extended by the Assistant Secretary of the U.S. Department of Labor for good cause.

An EO Officer receiving a grievance or complaint will immediately notify the Willamette Workforce Partnership (WWP) Executive Director and the Willamette Workforce Partnership (WWP) EO Officer (if a sub-recipient EO Officer received the complaint). The Willamette Workforce Partnership (WWP) Executive Director will determine if the complaint relates to an alleged violation of Workforce Innovation and Opportunity Act (WIOA) laws and regulations or alleged discrimination, or is more appropriately referred to another program or organization offering services through the WorkSource Oregon system.

## **PROCESS**

In addition to the process outlined below, allegations of discrimination will adhere to the process requirements as outlined at 29 CFR Part 38, Subject Group 88. Complainants alleging discrimination may at any time prior to issuance of a Final Decision choose to pursue Alternative Dispute Resolution (ADR).

### **Complaint Receipt**

Upon receipt of a grievance or complaint, the EO Officer will establish a file to contain the following:

- The complainant's application and enrollment forms;
- Completed complaint form or written statement documenting the alleged violation;



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- Chronological log of events related to the alleged violation;
- Any relevant correspondence;
- Record of any attempted resolutions prior to the filing of the complaint.

Complaints alleging discrimination must be filed in writing, either electronically or in hard copy, and must contain the information as outlined at 29 CFR 38.70.

### **Informal Resolution**

An attempt should be made to reach a resolution to the satisfaction of all the parties through informal agreement. The informal resolution process must be completed within 10 days of receiving the complaint. If all parties are satisfied, the complaint is considered resolved and the terms and conditions of the resolution must be documented in the complaint file.

### **Formal Resolution**

When an informal resolution is not possible, Willamette Workforce Partnership (WWP) will issue a determination within 20 days of receiving the complaint. If an appeal of the determination is not requested within 14 days from the date of determination, the complaint is considered resolved and the complaint file is documented accordingly.

### **Hearing**

If the Formal Resolution is appealed, the Willamette Workforce Partnership (WWP) Executive Director will refer the complaint to the Higher Education Coordinating Commission State Grievance Coordinator for designation of a hearing officer to ensure the complaint receives fair and impartial treatment. The hearing must be conducted within 45 days of the date the grievance was filed by the complainant. The hearing officer will schedule a formal hearing and mail a written notice to the complainant, respondent, and any other interested party at least seven days prior to the hearing.

Parties may present witnesses and documentary evidence and question others who present evidence and testimony. The complainant may request that records and documents be produced. Attorneys or other designated representatives may represent each party. All testimony will be taken under oath or affirmation.

The hearing will be recorded either by audiotape or writing. The hearing officer's recommended resolution will include a summary of factual evidence presented during the hearing and the conclusions upon which the recommendation is based.

### **Final Decision**

The Willamette Workforce Partnership (WWP) Executive Director will review the recommendation of the hearing officer and issue a final decision within 60 days of the date the grievance was filed by the complainant.



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**Appeal**

Any party dissatisfied with the Final Decision, or any party who does not receive a Final Decision or resolution within 90 days of the complaint being filed, may request an appeal. Appeals may be submitted to:

Higher Education Coordinating Commission  
Office of Workforce Investments (HECC-OWI)  
255 Capitol St. NE, 3rd Floor  
Salem, OR 97310

HECC-OWI will review the complaint file, the hearing record, and all applicable documents and issue a final decision within 30 days of receipt of the appeal.

**Further Appeal**

Any party that receives an adverse decision after appeal, may seek further appeal with the US Department of Labor. All appeals must be submitted by certified mail, return receipt requested, and addressed to:

Secretary of Labor  
Attention: ASET  
U. S. Department of Labor  
Washington, D.C. 20210



**WILLAMETTE WORKFORCE**  
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**DISASTER RECOVERY**

**Revised: March 1, 2018**

**Policy: A02**

## **PURPOSE**

The purpose of this policy is to document expectations for staff and sub-recipients in the event of a disaster.

## **POLICY**

Any number of occurrences may disrupt normal business activities for a period of time. Staff and sub-recipients are to ensure that negative impacts of any disruption are addressed immediately and effectively to minimize the potential impact on customers, employees, partners and Willamette Workforce Partnership (WWP).

A disaster is defined as an occurrence that impacts one or more business activities of the Willamette Workforce Partnership (WWP) to the extent that the capability to perform normal operations is impaired. In the event of a disaster, staff and sub-recipients will, to the best of their ability:

- Minimize interruptions to the normal operations.
- Limit the extent of disruption and damage.
- Minimize the economic impact of the interruption.
- Establish alternative means of operation, if required.
- Minimize loss of participant records.
- Resume normal business operations, as soon as possible after the event.



**WILLAMETTE WORKFORCE**  
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**RECORD CONFIDENTIALITY AND RETENTION**

Revised: March 1, 2018

Policy: A03

## **PURPOSE**

Willamette Workforce Partnership (WWP) and sub-recipients are required to maintain and retain records of all fiscal and program activities funded under the Workforce Innovation and Opportunity Act (WIOA) in a confidential manner with appropriate safeguards.

## **REFERENCES**

Code of Federal Regulations 2 CFR 200.333-337  
Code of Federal Regulations 29 CFR 38.41-45  
Code of Federal Regulations 29 CFR 97.42  
WIOA Sec. 185(a)

## **DEFINITIONS**

**Retention Period:** The retention period for the records of each funding period starts on the day the grantee (State of Oregon) submits to the awarding agency (Department of Labor) its single or last expenditure report for that period.

**Final Expenditure Report:** Submitted with the annual settlement for the program year in which the final expenditures for the funding period are reported.

## **POLICY**

Willamette Workforce Partnership (WWP) and any sub-recipient of WIOA funds will incorporate into their management systems the following procedures for the management of all WIOA records.

1. Retain all records and documents pertinent to participants, grant agreements, interagency agreements, contracts or any other award—including financial, statistical, or other pertinent records, and supporting documentation—for a period of at least three years after the original submittal by the State of Oregon Higher Education Coordinating Commission Office of Workforce Investments of the final expenditure report (closeout) for that funding period to the Federal Department of Labor, the awarding agency;
2. Retain all records of non-expendable personal property for a period of at least three years after final disposal of property;
3. Retain indirect cost records such as computations or proposals, cost allocation plans, and supporting documentation for three years from the date the indirect cost rate package is submitted for negotiation. If not submitted for negotiation, the three -year period identified in (1) above shall apply;



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4. Retain all records pertinent to applicants, registrants, eligible applicants/registrants, participants, current employees, terminated employees, and applicants for employment for a period of not less than three years from the close of the applicant program year; or until program year participant records are called for by Willamette Workforce Partnership (WWP) to take into its possession. Such records must be maintained as a whole record system, and in a manner that ensures the confidentiality and safekeeping of records.
5. Retain records regarding complaints and action taken on the complaints for a period of not less than three years from the date of resolution of the complaint;
6. Retain all records beyond the required three years if any litigation or audit has begun or a claim is instituted involving the grant or agreement covered by the records. The records shall be retained until the litigation, audit or claim has been resolved or the required three years, whichever period is longer.
7. In the event that sub-recipients are unable to keep their records, Willamette Workforce Partnership (WWP) will take custody and be responsible for the maintenance and retention of the records of any fiscal agent or recipient.
8. No records addressed in this policy shall be disposed of without instruction from or approval by Willamette Workforce Partnership (WWP). Willamette Workforce Partnership (WWP) will provide instructions and timelines for disposing of records. Any records that are confidential in nature, including participant records, must be shredded, or similarly destroyed. Non-confidential records may be recycled. If there is any outstanding litigation or audit claim begun on records prior to termination of retention, the records will be retained until resolution of litigation or audit claim.



**WILLAMETTE WORKFORCE**  
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**PUBLIC RECORDS REQUESTS**

**Revised: March 1, 2018**

**Policy: A04**

## **PURPOSE**

This policy provides guidance to ensure that Willamette Workforce Partnership (WWP) and its sub-recipients handle all requests for public information in a manner that is consistent with and complies with the public records law, while maintaining the confidentiality of program applicants and participants.

## **REFERENCES**

Code of Federal Regulations 29 CFR 97.42(f)  
Freedom of Information Act (5.U.S.C. 552)  
Oregon Administrative Rules 635-001-0301, 0311, 0321 and 0331  
Oregon Revised Statutes Chapter 192

## **POLICY**

Public records, except those exempt from disclosure, shall be made available upon request for review, and copies shall be provided at a fee reasonably calculated to reimburse Willamette Workforce Partnership (WWP) for the actual costs incurred in making the records available.

A person or organization may request to inspect or receive copies of public record or information from public records by mail, fax, or e-mail. The request must identify as specifically as possible the type of records, subject matter, approximate dates, names of persons involved and the number of copies requested. Requests must include the name, address and telephone number of the person requesting the public records. Requesters may indicate the format in which copies are desired, and any date by which the records are needed. Requests should be directed to:

Willamette Workforce Partnership  
Attention: Public Records Request  
626 High Street NE, Suite 305  
Salem, OR 97301  
Phone: (503) 581-1002  
Fax: (503) 581-4999

Willamette Workforce Partnership (WWP) shall respond to the requestor in a timely manner after receipt of the request. The response will acknowledge the request, provide an estimated cost of meeting the request, give the expected date when the information will be available, and state the method for supplying the requested records.

Payment for the cost of meeting the request must be paid prior to the release of the records.





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**MONITORING**

Revised: March 1, 2018

Policy: A05

## **PURPOSE**

The purpose of this policy is to outline procedures Willamette Workforce Partnership (WWP) will use to conduct monitoring of sub-recipients and contractors to ensure compliance of programs receiving Workforce Innovation and Opportunity Act (WIOA) funding.

## **REFERENCES**

Code of Federal Regulations 29 CFR 683.410  
WIOA Sec. 183

## **POLICY**

Willamette Workforce Partnership (WWP) will conduct annual monitoring of each sub-recipient and contractor to ensure compliance with WIOA and Willamette Workforce Partnership (WWP) rules and regulations. This monitoring will consist of an on-site review and desk audit.

## **PROCEDURE**

Willamette Workforce Partnership (WWP) will contact sub-recipients and contractors approximately one month prior to the visit to establish the date and time that the on-site monitoring will take place. During the 30-day period, sub-recipients and contractors will be asked to respond to the monitoring guide. Concurrently, Willamette Workforce Partnership (WWP) will conduct a desk audit including contract scope of work, budget activity, and participant data.

**On-Site Visit:** Upon initiation of the on-site review, Willamette Workforce Partnership (WWP) will conduct an entrance conference with the appropriate personnel to convey the focus of the visit and go over specific tasks to be completed during the visit. A tour of the site will be conducted to assess the adequacy of the facility as it relates to, health and safety, accessibility for the disabled, comfort, adequacy of training equipment and materials, and any other issues affecting programmatic compliance.

During the on-site visit, documentation to be reviewed may include, but not be limited to, administrative records, contract files, fiscal records, and participant files. Interviews may be conducted with program provider staff, participants and employers to obtain information about program administration, operations, and the quality and effectiveness of training.

The review will determine contractual compliance and any area(s) of non-performance.



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An exit conference will be conducted by Willamette Workforce Partnership (WWP) with the program administrator and fiscal manager to discuss monitoring results, identify any required corrective actions, and offer technical assistance.

**Monitoring Report:** A final monitoring report will be provided within 30 calendar days after completion of the review. Sub-recipients and contractors will have 30 days to respond or appeal any area of the report. Willamette Workforce Partnership (WWP) Executive Director will issue a final decision on the appeal, in writing, to the sub-recipient or contractor.

The Willamette Workforce Partnership (WWP) may also issue corrective action plans as a result of monitoring results. Timelines and parameters for compliance with corrective action will be spelled out in corrective action documents, which may be separate from the final monitoring report.



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**PROTECTION OF CONFIDENTIAL INFORMATION AND DATA**

Revised: May 17, 2018

Policy: A06

## **PURPOSE**

To establish guidelines and instruction for sub-recipients, one-stop centers, and WorkSource Oregon partners related to the protection of confidential job seeker, employer and wage information, in carrying out official duties for the workforce system.

## **REFERENCES**

Code of Federal Regulation 2 CFR 200.79  
Oregon Administrative Rule 471-010-0105  
Oregon Administrative Rule 589-020.0320  
Oregon Administrative Rule 589-020-0330  
Oregon Revised Statutes §162.425  
Oregon Revised Statutes §676.17  
Oregon Revised Statutes §192.001  
Oregon Revised Statutes §657.665  
Oregon Revised Statutes. §660.339  
Training and Employment Guidance Letter (TEGL) 39-11

## **BACKGROUND**

**Personally Identifiable Information (PII):** The Office of Management and Budget (OMB) defines PII as information that can be used to distinguish or trace an individual's identity, either alone or when combined with other personal identifying information that is linked or linkable to a specific individual. Any information that if disclosed could result in harm to the individual whose name or identity is linked to that information. Examples of protected PII include but are not limited to social security numbers (SSN), credit cards numbers, bank account numbers, ages, birthdates, medical history, financial history and computer passwords.

As an important and inherent part of the services provided to customers, sub-recipients and WorkSource staff must necessarily collect a wide variety of PII from customers. While the information collected as a matter of routine is often critical to effectively serving customers and providing the best possible services, the collection of protected PII also brings with it a statutory responsibility to safeguard customers' protected PII from unauthorized use or disclosure.

Maintaining confidential records is important for obvious reasons to the individual, including the prevention of identity theft. Protecting the confidentiality of customer information accessed by staff in carrying out official functions of the workforce system, is imperative to its overall integrity. Policies and procedures regarding confidentiality and data access must ensure that all necessary and legally permissible data are available to all staff and partner staff who are legally authorized to make use of the data in the discharge of their official duties. All data included in Oregon workforce and employment Management Information Systems (MIS) databases, as well as other information data sources available through other partners, such as the Department of Human Services (DHS), community colleges, etc. are subject to the requirements of these confidentiality statutes. Particular care must be taken to assure that the information and data



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accessible through the MIS system as well as other data and information sources accessible by providers and staff is protected and used appropriately. Although an employee may be authorized to access confidential data, the employee may access the data only in connection with the performance of his/her official duties.

**POLICY**

As used in this policy the term confidential refers to entire record systems, specific records or individually identifiable data that are not subject to public disclosure under Oregon Revised Statutes 192, Records, Public Records and meetings. When applicable, confidentiality covers all documents, papers, hard copy participant files, computer files, letters and all other notations of records or data that are designated by law as confidential.

Documents that contain protected PII (participant or family members) social security numbers, driver's license, birth certificates, I-9 documents, TANF, etc., must be stored in a confidential, locked file cabinet which is only accessible by appropriate staff. Computers that have access to customer data should be locked when not in use and anytime a staff person is away from their workstation.

Given the integration and merging of services within the WorkSource Oregon Centers, confidential information that is received by one WorkSource Oregon partner from another partner agency retains its confidentiality unless otherwise provided by law. The requirement of the program that provides the information shall apply.

In Oregon, the initial participant's electronic information data is stored in WorkSource Oregon Management Information System (WOMIS) on servers maintained by Oregon Employment Department (OED) and administered under the rules of the Oregon Department of Administrative Services (DAS) WIOA participant's electronic information is kept secure on the I-Trac data servers and administered by Worksystems Inc.



**WILLAMETTE WORKFORCE**  
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**BOARD MEMBERSHIP**

Revised: October 2, 2018

Policy: A07

## **PURPOSE**

The purpose of this policy is to outline criteria and processes for Workforce Board Member appointment and Board Member expectations in compliance with federal and state laws, regulations, policies, and guidance.

## **REFERENCES**

WIOA Sec. 107  
OWTDB Policy 107(b)

## **POLICY**

### **BOARD COMPOSITION AND APPOINTMENT**

The Mid-Willamette Jobs Council (MWJC), a consortium of county commissioners from Linn, Marion, Polk and Yamhill Counties as established by an intergovernmental agreement, serve as the local elected officials (LEO) for the workforce region comprised of the four counties. The MWJC appoints a chair from among their membership to act as the chief local elected official (CLEO). The MWJC appoints members to the Willamette Workforce Partnership (WWP) Board in accordance with the Workforce Innovation and Opportunity Act (WIOA) and State of Oregon Workforce and Talent Development Board policies to be the visionary driver of workforce development in the local area.

WWP Board members shall have the qualifications for membership consistent with the requirements of WIOA as supplemented by any qualifications for board membership established by the governor in partnership with the State of Oregon Workforce and Talent Development Board. The composition and makeup of the WWP Board shall comply with federal and state regulations and directives under WIOA.

The Members of the WWP Board shall be appointed by the MWJC, in accordance with the appointment procedures as set by WIOA and its implementing regulations.

WWP Board members fall into three categories as defined in the WIOA: a representative of business, a representative of workforce (includes labor and community-based organizations), and a representative of education and training. Workforce Board members may be appointed as a representative of more than one entity if the individual meets all the criteria for representation, including the criteria described in WIOA for each entity. WWP Board members will be appointed as necessary to maintain the appropriate balance of membership as outlined in WIOA and State Workforce Board policy.

The WWP Board shall have an Executive Committee whose membership shall consist of at a minimum the WWP Board officers, and one commissioner from each of the four counties. The CLEO shall be one of the four commissioners on the Executive Committee. The Executive Committee is designated by the full WWP Board to conduct business on behalf of the entire board when time does not permit full board action.

### **NOMINATION AND APPLICATION PROCESS**

Prospective members are appointed as follows:



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- Business Representatives are appointed from among individuals nominated by local business organizations and trade associations.
- Labor Representatives are appointed from individuals nominated by local labor organizations.
- The Higher Education Representative is appointed from nominations submitted by the institutions of higher education within the workforce region.
- The Adult Education and Literacy Representative is appointed from nominations submitted by local providers of those services.

### BOARD MEMBER TERMS, REMOVALS, AND VACANCIES

Workforce Board members serve renewable three-year terms from the date of appointment. Three-year terms are staggered amongst board members. Workforce Board members who no longer hold the position or status that made them eligible for workforce board membership must resign with written letter or email to the WWP Executive Director or be removed by the MWJC immediately as a representative of that entity. WWP Board members must be removed by the MWJC if any of the following occurs:

- Documented violation of Code of Conduct;
- Documented proof of fraud and/or abuse; and
- Other factors as outlined in the WWP By-Laws

Any vacancy occurring during the terms shall be filled as soon as possible by the MWJC.



**WILLAMETTE WORKFORCE**  
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**TRAVEL & EXPENSE REIMBURSEMENT**

**Revised: March 1, 2018**

**Policy: F01**

## **PURPOSE**

The policy clarifies allowable travel and business expenses and the process of applying for reimbursement.

## **REFERENCES**

Code of Federal Regulations 2 CFR 200.474

## **DEFINITIONS**

- **Mileage:** Mileage is reimbursed at the federally approved rate. The federally approved rate can be found at [www.gsa.gov](http://www.gsa.gov).
- **Travel Status:** An individual is on travel status from the time they start from, and return to, their assigned work location. The assigned work location can be a physical location or a geographical location.
- **Per Diem:** Per Diem for lodging, meals and incidental expenses will be paid at applicable federal rates as posted at [www.gsa.gov](http://www.gsa.gov).
- **Meal Per Diem:** The per diem meal allowance is a fixed amount and not a reimbursement of *actual costs*.

## **POLICY**

Willamette Workforce Partnership (WWP) funds should be used whenever possible to cover travel and other business-related expenses. In instances when this is not a viable option, employees and board members may be reimbursed as prescribed above. Prior supervisor approval is required for reimbursements of lodging and air travel.

Employees and Board Members will complete and submit a Travel & Expense Report signed by their supervisor to receive reimbursement.

When staff is required to travel overnight, a per diem may apply for each night spent away from home. Staff should not provide receipts for per diem. Per diem may be paid in advance of travel.

Receipts are not required for meals if claiming per diem with overnight travel. Meals for overnight travel are based on where lodging takes place. Meals that are provided (for example, at a conference) will be subtracted from the daily per diem. For the purpose of calculating adjustments to per meal per diem the following percentages will be used:

Breakfast equals 25% of the allowed daily meal per diem;  
Lunch equals 25% of the allowed daily meal per diem;  
Dinner equals 50% of the allowed daily meal per diem.

Meal allowances when there is no overnight stay are taxable income to the traveler. A meal per diem is permitted under the following conditions during non-overnight travel, within or outside of



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Oregon.

Breakfast – Staff must be on travel status for two hours or more before the beginning of their scheduled shift to receive breakfast allowance.

Lunch – No allowance is provided for lunch during non-overnight travel unless the employee is attending an official business meeting and the meal is an agenda item, that is not included in the fee, and the cost and choice of having the meal were beyond the control of the employee. A receipt is required.

Dinner – Staff must be on travel status for two hours or more beyond the end of their scheduled work shift to receive a dinner allowance.

If airline travel is required, all staff will fly coach class unless the difference is paid with the traveler's personal funds. Fees incurred for baggage that would be appropriate for the length of stay will be reimbursable.

**Reimbursement:** All expenses in excess of \$25.00 each must be supported by a receipt.

Local travel for official purposes is reimbursable, and shall begin and end at the assigned work location. Travel must be the most direct route. Travel from an employee's home to and from the employee's assigned work location is not reimbursable.

Expense items not reimbursable under this policy:

- Parking tickets or other fines
- Delinquency fees or finance charges for personal credit cards
- Excess baggage charges
- Expenses for travel incurred by companions or family members
- Expenses related to vacation or personal days while on a business trip
- Loss / Theft of personal funds or property or lost baggage
- Avoidable "No-Show" charges for hotel or car service
- Non-compulsory insurance coverage
- Rental car upgrades
- Repairs due to accidents
- Mini-bar charges





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**DEBT COLLECTION**

**Revised: March 1, 2018**

**Policy: F02**

## **PURPOSE**

This policy sets forth procedures for collection of any debt due and owed to Willamette Workforce Partnership (WWP). It establishes procedures for the recovery of unallowable and disallowed expenditures under the Workforce Innovation and Opportunity Act (WIOA) or other grants to help ensure that all funds administered by Willamette Workforce Partnership (WWP) are properly accounted for, and whenever feasible, recoverable.

## **REFERENCES**

Code of Federal Regulations 2 CFR 200.426 & 200.428  
WIOA Sec. 184

## **POLICY**

Once it has been determined that a debt is owed to Willamette Workforce Partnership (WWP) by any sub-recipient or contractor, the following procedures will be followed:

### **Notification Process**

If the debt lies with a sub-recipient or contractor, the sub-recipient or contractor will initiate collection procedures using their internal debt collection processes. Should the sub-recipient or contractor be unsuccessful in recovering the debt from their subcontractor after using their own internal processes, they may forward documentation and a request for assistance to Willamette Workforce Partnership (WWP). Assistance from Willamette Workforce Partnership (WWP) does not relieve the sub-recipient or contractor from liability of debt.

Once Willamette Workforce Partnership (WWP) is asked for assistance, Willamette Workforce Partnership (WWP) may send up to three debt collection letters to the sub-recipient at no less than 30 calendar day intervals, or until the debt is collected. The debt collection letters will be sent Certified Mail-Return Receipt Requested. If the sub-recipient grieves the existence of a debt, it will be encouraged to seek legal advice.

The first and second (which shall be more strongly worded than the first) collection letters will include the following:

- Amount of the debt
- Basis for the debt
- Date debt will be considered delinquent
- Interest Rate to be charged after the delinquency date
- Administrative Appeal Rights of the debtor

The third collection letter will include the same information as the first two letters and will also indicate Willamette Workforce Partnership (WWP) intention to impose one or more of the following sanctions:

Withholding payments due the sub-recipient or contractor;



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- Initiation of litigation against the sub-recipient or contractor;
- Withholding of future funding
- Termination of current agreements
- Initiation of debarment

If the debt is due to an unallowable/disallowed cost by sub-recipient or contractor, the sub-recipient or contractor shall be notified in writing of the existence and the basis of the debt. The same Willamette Workforce Partnership (WWP) procedures explained above will apply to debt collection from sub-recipient or contractor.

### **Debt Settlement**

In the event sub-recipient or contractor desires to compromise and settle the debt for less than the full amount, Willamette Workforce Partnership (WWP) shall make a determination as to whether or not the compromise is in its best interests. In making that determination Willamette Workforce Partnership (WWP) shall consider the following factors:

- Amount of the debt
- Possible repayment methods
- Debtor's repayment history to date
- Debtor's ability to satisfy the terms of the compromise
- Cost of further debt collection proceedings
- Probable success of any litigation

Prior to any debt being compromised or terminated, an approval will be obtained from the appropriate governmental authorities with oversight of the affected funds.

### **Litigation of Debt**

Willamette Workforce Partnership (WWP) shall seek legal counsel to determine if litigation is in its best interests. If, after considering the probable success of litigation, Willamette Workforce Partnership (WWP) determines to proceed, legal counsel will be retained to carry out the litigation. If, after consultation, it is determined that litigation is not in the best interests of Willamette Workforce Partnership (WWP), a request for waiver may be submitted to the proper authority for any disallowed cost.

### **Record of Debt Collection Process**

Willamette Workforce Partnership (WWP) must maintain a record of all actions taken during the collection process, including any supporting documentation. These records shall include any information supporting the outcome of any decisions made regarding courses of action during the collection process.



**WILLAMETTE WORKFORCE**  
PARTNERSHIP  
**PROCUREMENT**

**Revised: May 1, 2018**

**Policy: F03**

## **PURPOSE**

The purpose of this policy is to provide guidance on the procurement of goods and services by Willamette Workforce Partnership (WWP). This policy is intended to supplement but not replace any applicable federal and state laws governing the procurement of goods and services.

## **REFERENCES**

Code of Federal Regulations 2 CFR 200.317-326

Code of Federal Regulations 2 CFR 200.67

## **POLICY**

Procurements are to be made using the following methods related to the total anticipated cost of the procurement. Cost is defined as the one-time cost of a single item or service procurement, or the annual cost of the same contracted services.

Willamette Workforce Partnership (WWP) procurements will:

- Use the appropriate competitive selection process as outlined in the Methods of Procurement contained in this policy, to ensure maximum open and free competition.
- Provide documentation of any cost/benefit, lease vs. purchase, or other analysis applicable to the selection process.
- Contain clear and accurate written descriptions of the requirements for the goods and services to be procured.
- Provide the criteria to be used in the selection process.

## **PROCEDURE**

### **Methods of Procurement**

The amounts that are listed below refer to the purchase of a single item or service. Multiple purchases of the same items or services within a fiscal year are taken in the aggregate to determine the method of procurement.

### **Micro Purchases: \$0 - \$3,500**

Procurement of goods or services within the Federal Micro-Purchase Threshold (currently \$3,500) may be awarded in any manner deemed practical and expedient, and in accordance with applicable procurement procedures. Recurring purchase of small items such as office supplies may be procured on an annual basis. This method is not intended to eliminate competitiveness, but rather to expedite the purchasing process to minimize the associated administrative burden and cost.

### **Intermediate Purchases: \$3,501- \$99,999**

Procurement of goods or services greater than \$3,500 but not exceeding \$99,999 generally require at least three informally solicited competitive price quotes from three providers or



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vendors or a cost/benefit analysis of the products or services to be purchased. A written record of the three quotes or the cost/benefit analysis must be on file. In situations where the goods or services are only provided by one vendor or a specific need fulfillment is required, a sole source justification statement must accompany the procurement and a cost/benefit analysis must be completed. Procurement of grant sub-recipients (contracts for the delivery of program services) requires following the Large Purchase Method.

**Large Purchases: \$100,000 or Greater**

Procurement of goods or services of \$100,000 or greater, requires a formal procurement process. A formal procurement process is a public process that solicits proposals or bids from potential contractors and utilizes a formal evaluation and selection process. All purchases in excess of \$100,000 also require board approval.



**WILLAMETTE WORKFORCE**  
PARTNERSHIP  
**EQUIPMENT & SUPPLIES MANAGEMENT**

**Revised: March 1, 2018**

**Policy: F04**

## **PURPOSE**

This policy provides guidance on the management, control, transfer, and safeguarding of property procured using Workforce Innovation and Opportunity Act (WIOA) or other granted funds, by Willamette Workforce Partnership (WWP), its sub-recipients. This policy is intended to supplement but not replace any applicable federal and state laws and regulations governing the management of property purchased with WIOA or other granted funds.

## **REFERENCE**

Code of Federal Regulations 2 CFR 200.310 – 316

## **DEFINITIONS**

- **Real Property:** Land, buildings and building improvements.
- **Renovations/Rearrangements:** Repairs, alterations and capital improvements to real property.
- **Equipment:** Tangible, non-expendable personal property having a useful life of more than one year and an acquisition cost, or depreciable value at acquisition of \$5,000 or more.
- **Fixed Assets:** Real property or equipment with an acquisition cost or depreciable value of \$5,000 or more.
- **Materials & Supplies:** All tangible personal property other than real property, renovations/rearrangements, and equipment.
- **Personal Property:** Tangible non-expendable personal property having a useful life of more than one year and an acquisition cost of less than \$5,000.

## **POLICY**

Sub-recipients will maintain a detailed listing of all items of personal property, equipment and renovations. It should include all purchases made in-part or entirely with WIOA or other granted funds. At a minimum the listing must include item description, serial number if applicable, location of item, date of purchase, and purchase price.

Purchases of fixed assets and all renovations, alterations and capital improvements to real property, shall appear as separate line items in proposals and budgets. These purchases must be pre-approved by the state agency overseeing Title I fund distribution and Willamette Workforce Partnership (WWP). Pre-approval requests are to be routed through Willamette Workforce Partnership (WWP) during the proposal, budget or budget modification process. Those in possession of property covered under this policy must ensure adequate safeguards to prevent loss, damage or theft of property. Any loss, damage or theft of property covered under this policy shall be investigated, fully documented and immediately reported to



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**Revised: March 1, 2018**

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Willamette Workforce Partnership (WWP). In the case of possible theft, a copy of the report made to local law enforcement authorities must also be provided.

Sub-recipients must notify Willamette Workforce Partnership (WWP) prior to the disposal or relocation from one address to another of any property covered under this policy. All Fixed Assets and supply inventories with an aggregate market value greater than \$5000 must be disposed of in accordance with federal standards for the disposition of property purchased with WIOA or other granted funds.

On an annual basis, and/or at grant closeout, Willamette Workforce Partnership (WWP) will conduct a physical inventory of personal property, equipment and renovations/rearrangements purchased with WIOA or other granted funds.

Personal property includes, but is not limited to desks, chairs, tables, file cabinets, and other items of furniture; computers (with keyboard and mouse), laptops, servers, monitors, printers, copiers, fax machines, calculators, and other electronic devices; telephones and phone systems, cell phones, personal digital devices, and other similar communication devices; any other item which is not expendable and has a useful life on more than one year. Small desk top items such as staplers, hole punches, tape dispensers, in boxes, etc. are not considered personal property.



**WILLAMETTE WORKFORCE**  
PARTNERSHIP  
**AUDIT REQUIREMENTS & RESOLUTION**

**Revised: March 1, 2018**

**Policy: F05**

## **PURPOSE**

This policy provides audit requirements and procedures for the resolution of audit or review findings. The audit requirements and resolution procedures apply to Willamette Workforce Partnership (WWP) and all its sub-recipients.

## **REFERENCES**

Code of Federal Regulations 2 CFR 200 Subpart F

## **POLICY**

Non-federal entities receiving awards of federal funds of \$750,000 or more from all federal sources combined during its fiscal year must have a single audit conducted in accordance with Scope of Audit requirements described in Uniform Grant Guidance 2CFR Part 200.514. Willamette Workforce Partnership (WWP) will ensure adherence to this requirement for Willamette Workforce Partnership (WWP) and its sub-recipients.

Willamette Workforce Partnership (WWP) will review audit reports of sub-recipients to ensure compliance with federal and state requirements. This may be conducted as part of program monitoring.

The auditee is responsible for follow-up, corrective action, and resolution of all audit findings or questioned costs.



**WILLAMETTE WORKFORCE**  
— PARTNERSHIP —  
**YOUTH SERVICES ELIGIBILITY**

Revised: March 1, 2018

Policy: P01

## **PURPOSE**

The purpose of this policy is to address registration of youth participants into Workforce Innovation and Opportunity Act (WIOA) programs to ensure that only eligible individuals are served with WIOA youth funds; in compliance with federal and state laws, regulations, policies, and guidance.

## **REFERENCES**

Code of Federal of Regulations 20 CFR 675.300  
Code of Federal of Regulations 20 CFR 681.210; 220; 290; 230; 240  
Section 3 of American with Disabilities Act of 1990  
Section 41403 (6) of Violence Against Women Act of 1994  
Training and Employment Guidance Letter (TEGL) 21-16;  
WIOA Sec. 129 (a)(1)(b)(ii)-(iii); Sec. 129 (a) (1)(c)(iv);  
WIOA Sec. 3 (36)(b); Sec. 3 (36)(A)(ii)

## **DEFINITIONS**

**Basic Skills Deficient:** Defined as:

- A youth, that the individual has English reading, writing, or computing skills at or below the 8<sup>th</sup> grade level on a generally accepted standardized test; or
- A youth or adult, that the individual is 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.

**Family:** Two or more persons related by blood, marriage, or decree of court, who are living in a single residence, and are included in one or more of the following: A married couple and dependent children, a parent or guardian and dependent children; a married couple.

**Homeless individual:** An individual who lacks a fixed, regular, and adequate nighttime residence and includes individuals who share the housing of other persons due to loss of housing, economic hardship, or a similar reason, a homeless child or youth as defined in McKinney-Vento Homeless Assistance Act or a runaway;

**Lower Living Standard Income Level (LLSIL):** The income level (adjusted for regional, metropolitan, urban and rural differences and family size) determined annually by the Secretary of Labor and based on the most recent lower living family budget issued by the Secretary.

**Requires Additional Assistance:** Defined as an individual who:

- Has no work history or has history of being terminated from employment;





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**YOUTH SERVICES ELIGIBILITY**

**Revised: March 1, 2018**

**Policy: P01**

- Is at risk of dropping out of school; or
- Treated by, or has successfully completed, treatment with an agency for a substance abuse or mental health disorder.

## **POLICY**

To be eligible to participate in activities carried out under the WIOA, an individual shall at the time the eligibility determination is made, be an out-of-school youth (OSY) or an in-school youth (ISY). Participants must also comply with Selective Service registration requirements and legal to work requirements. Eligibility requirements are applied equally to all applicants in a program to avoid discrimination.

## **PROCEDURE**

### **Out of School Youth Eligibility:**

An OSY is an individual who meets all three criteria below:

1. Not attending any school:
  - a. An individual who does not have a GED or secondary diploma and is not enrolled in secondary education; or
  - b. An individual who has a GED or secondary diploma and is not enrolled in a credit-bearing postsecondary class; or
  - c. An individual attending Adult Basic Education provided under Youth Build, Job Corps, or dropout re-engagement programs not funded by the public K-12 school system.
2. Not younger than age 16 or older than age 24 at time of enrollment. Eligibility is based on age at enrollment; therefore, participants may continue to receive services beyond the age of 24 once they are enrolled in the program.
3. The individual has one or more of the following barriers:
  - a. A school dropout; or
  - b. An individual who is within the age of compulsory school attendance, but has not attended school for at least the most recent complete school year calendar quarter; or
  - c. A recipient of a secondary school diploma or its recognized equivalent who is a low-income individual and is either basic skills deficient or an English Language Learner;
  - d. An individual who is subject to the juvenile or adult justice system; or
  - e. A homeless individual
  - f. An individual in foster care or who has aged out of the foster care system, or who has attained 16 years of age and left foster care for kinship guardianship or adoption; a child eligible for assistance under section 477 of the Social Security Act, or in an out-of-home placement;
  - g. An individual who is pregnant or parenting; or



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- h. An individual who is an individual with a documented disability as defined by Section 3 of Americans with Disabilities Act of 1990; or
- i. Requires additional assistance

**In-School Youth Eligibility:**

An ISY is an individual who meets all four criteria below:

1. Attending school including secondary and post-secondary school; and
2. Not younger than age 16 or older than age 21 at the time of enrollment. Eligibility is based on age at enrollment, therefore participants may continue to receive services beyond the age of 21 once they are enrolled in the program;
3. A low-income individual:
  - a. An individual who is eligible to receive free lunch - WIOA sec 3(36), receives, or is a member of a family that receives cash payments under a federal or state public assistance program in the last 6 months; or
  - b. An individual who received an income or is a member of a family whose 6-month income is 70% of the Lower Living Standard Income Level (LLSIL); or
  - c. An individual who is homeless; or
  - d. A foster child on behalf of who state or local government payments are made; or
  - e. An individual with a disability whose own income meets the 6-month income which is 70% of the Lower Living Standard Income Level (LLSIL) requirement but who is a member of a family whose income does not; or
  - f. An individual who lives in a high poverty area.
4. The individual has one or more of the following barriers:
  - a. Basic Skills Deficient
  - b. Is an English language learner; or
  - c. An individual who is subject to the juvenile or adult justice system; or
  - d. A homeless individual
  - e. An individual in foster care or who has aged out of the foster care system, or who has attained 16 years of age and left foster care for kinship guardianship or adoption; a child eligible for assistance under sec. 477 of the Social Security Act, or in an out-of-home placement;
  - f. An individual who is pregnant or parenting; or
  - g. An individual who is an individual with a documented disability as defined by Section 3 of Americans with Disabilities Act of 1990; or
  - h. Requires additional assistance

**Exception for Individuals who are not Low-Income**

The WIOA allows a low-income exception where not more than 5 percent of WIOA youth participants are individuals who meet all other eligibility criteria except the low-income



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**YOUTH SERVICES ELIGIBILITY**

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criteria. Registration of over-income individuals requires approval from Willamette Workforce Partnership (WWP) staff prior to being determined eligible.



**WILLAMETTE WORKFORCE**  
— PARTNERSHIP —  
**EQUAL OPPORTUNITY**

**Revised: March 1, 2018**

**Policy: P02**

## **PURPOSE**

The purpose of this policy is to ensure compliance with equal opportunity and non-discrimination regulations by Willamette Workforce Partnership (WWP) staff and sub-recipients.

## **REFERENCES**

Code of Federal Regulations 29 CFR 37 & 38  
WIOA Sec. 188

## **POLICY**

Willamette Workforce Partnership (WWP) and Workforce Innovation and Opportunity Act (WIOA) services are subject to Equal Opportunity (EO) rules and regulations. Services must be available to eligible participants regardless of race, color, religion, sex, national origin, age, disability, political affiliation, or belief. In addition, for beneficiaries, applicants, and participants only, WIOA prohibits discrimination because of citizenship status, or because of an individual's participation in WIOA Title I-financially assisted program or activity. Willamette Workforce Partnership (WWP) will designate an EO Officer.

Programs are required to inform each participant of EO rights and grievance procedures, in accordance with this policy, at the time of program enrollment. Sub-recipients are required to post EO posters in a prominent location where applicants and participants gather. Posters will be available in Spanish and English at each service location.

Recruitment brochures and other materials (including pamphlets, flyers, and other publications distributed or communicated in written or oral form, electronically or on paper, for customers, staff or the general public) that describe WIOA Title I-funded programs or activities will include the following approved EO Tagline:

- English: Willamette Workforce Partnership/"SUB-RECIPIENT NAME" is an equal opportunity program/employer. Language assistance is available to individuals with limited English proficiency free of cost. Auxiliary aids or services are available upon request to individuals with disabilities. Oregon Relay 1-800-735-2900.
- Spanish: Willamette Workforce Partnership/"SUB-RECIPIENT NAME" es un programa/empleador que respeta la igualdad de oportunidades. Hay asistencia de idiomas para personas con conocimiento limitado del inglés sin costo y servicios auxiliares disponibles a pedido para discapacidades. Oregon Relay 1-800-735-2900.

Grievances or will be handled in accordance with Willamette Workforce Partnership (WWP), state, and federal policies on grievance reporting.



**WILLAMETTE WORKFORCE**  
PARTNERSHIP  
**YOUTH STIPENDS AND INCENTIVES**

Revised: May 17, 2018

Policy: P03

## **PURPOSE**

The purpose of this policy is to provide guidance on stipends and incentives allowable under the Workforce Innovation and Opportunity Act (WIOA) for eligible youth participants.

## **REFERENCES**

Code of Federal Regulations 20 CFR 681.640  
Training and Education Guidance Letter (TEGL) 21-16  
WIOA Sec. 129 (c)

## **POLICY**

Incentives and stipends are allowable to youth enrolled into the WIOA Title I Youth Program. They are intended to be used to encourage and motivate WIOA youth to reach specific goals and obtain positive outcomes. Incentive and stipend awards are not entitlement nor should be considered a supportive service. All incentives and stipends will be subject to the availability of WIOA Youth funds and will be in accordance with the requirements contained in 2 CFR part 200.

**Stipend:** A Stipend is a fixed or regular payment made to a WIOA Youth participant for services rendered during a work experience. The stipend may include a living allowance, personal expenses, or reimbursement for personal costs such as a person's time or transportation. Stipend amounts must be below Oregon minimum wage. Sub-recipients who offer stipends to participants must develop a model for insuring equitable payments.

**Incentive:** Incentives are payments to youth participants for recognition and achievement directly tied to training activities and work experiences. The incentive must be linked to an achievement of a milestone and tied to training and education, Measurable Skill Gains, or employment goals as identified in the Individual Service Strategy. All incentives must be earned and paid during the period of Youth participation. Incentives do not include supportive services items such as childcare, transportation, or reimbursement of work-related expenses.

Stipends and Incentives can only be awarded upon equitable and non-discriminatory standards ensured by the sub-recipient. For stipends, each stipend payment must include a record of the youth's participation and basis for payment and a receipt of stipend payment being received by the participant. For incentives, sub-recipients must show documentation of completion of the goal, form of incentive, and a receipt of the incentive being received by the participant.

Willamette Workforce Partnership (WWP) aims to ensure that the value of a stipend or incentive is tied to the size and nature of the achievement for which they are awarded and scaled to inspire participants to work toward the associated achievements. All stipends



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and incentive records must be maintained in accordance with record retention requirements so that Willamette Workforce Partnership (WWP) staff is able to verify accuracy and timeliness of payments. Duties of staff dispersing wages or stipend payments to participants must be separated so that no one individual has complete authority or control over an entire financial transaction.



**WILLAMETTE WORKFORCE**  
— PARTNERSHIP —  
**PRIORITY OF SERVICE**

Revised: May 17, 2018

Policy: P04

## **PURPOSE**

The purpose of this policy is to establish the priority of service with respect to Workforce Innovation and Opportunity Act adult funding of individualized career services and training services.

## **REFERENCES**

Code of Federal Regulations 20 CFR 1010.200-250

Code of Federal Regulations 20 CFR 680.600 – 680.660

Oregon Workforce Investment Board Priority of Service Policy

Training and Education Guidance Letter (TEGL) 19-16; 10-09

WIOA Sec. 3 (5); (50); (53); (36)(a)

WIOA Sec. 134 (c)(3)(E)

## **DEFINITIONS**

- **Veteran:** An individual who served in the active military, naval, or air service, and who was discharged or released from such service under conditions other than dishonorable.
- **Eligible Spouses of Veterans:** The spouse of a veteran who is a member on active duty at the time of application 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 or power for a total of more than 90 days, or a veteran with a total disability from a connected service, or died from a service connected disability.
- **Recipients of Public Assistance:** An individual who receives, or in the past six months has received, or is a member of a family that is receiving or in the past six months has received public assistance through Temporary Aid for Needy Families (TANF), Supplemental Nutrition Assistance Program (SNAP), General Assistance or Refugee Cash Assistance, or Supplemental Security Income (SSI).
- **Low-Income Individual:** An individual who receives, or in the past six months has received, or is a member of a family that is receiving or in the past six months has received public assistance through SNAP or is in a family where the total family income does not exceed the Federal Poverty line or 70% of the Lower Living Standard Income Level (LLSI).



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- **Basic Skills Deficient:** An individual who is 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.

## **POLICY**

Under WIOA, priority of service means that a "covered" person shall be given priority over a "non-covered person" for the receipt of employment, training, and placement services provided. Depending on the type of service or resources provided, priority means that the "covered" person receives access to the service or resource earlier in time than the "non-covered person" or if the service is limited, the covered person receives access to the service or resource instead of, or before, the "non-covered person." A "covered" person includes veterans and eligible spouses of veterans, recipients of public assistance, other low-income individuals, and individuals who are basic skills deficient.

Priority of Service for veterans applies to all qualified job-training programs. Veteran's will be identified and made aware of their entitlement to priority of service, full range of program services under priority of service, and all applicable eligibility requirements during the point of entry. For other priority populations, priority is determined during eligibility and enrollment into Title 1B adult services. During that time, paperwork verifying priority eligibility must be documented within the participant's file.

Willamette Workforce Partnership (WWP) may identify additional priority populations at its discretion, based on local plan priorities, labor market information, and community/customer needs. These will be communicated to sub-recipients as they are approved.





**WILLAMETTE WORKFORCE**  
PARTNERSHIP  
**INDIVIDUAL TRAINING ACCOUNTS**

**Revised: May 17, 2018**

**Policy: P05**

## **PURPOSE**

The purpose of this policy is to establish guidelines for the issuance of Individual Training Accounts for participants engaged in approved training.

## **REFERENCES**

Code of Federal Regulations 20 CFR 680.210; 230; 310

Oregon State Workforce Policy: 122 (a)

Training and Employment Guidance Letter (TEGL) 10-09, 19-16

WIOA Sec. 122 (a)(3)

WIOA Sec. 134 (c)(3)(a); 134 (d)(4)(g)

## **POLICY**

An Individual Training Account (ITA) is intended to provide financial assistance for training services that provide participants with the sustainable skills necessary for competitive employment. ITAs are not necessary for short-term prevocational services, such as GED or workforce preparation classes and/or individualized career services. ITA funds are available to purchase training services from eligible training providers for Adults and Dislocated Workers. Eligible training programs are established through the Eligible Training Provider List (ETPL).

ITAs for training services are allowable for Adults, Dislocated Workers, and/or Out-of-School Youth (ages 18-24). Participants are expected to make a self-informed choice about their own employment future and training services needed. Sub-recipients are expected to provide information, assessments, and resources to participants in order for the participant to have an active role in managing their employment goals and future ITA.

### **ITA Obligations and Authorization**

Before any ITA training funds are expended, an ITA application must be approved by sub-recipient staff. The following criteria for the award of a scholarship will consider:

#### **Need for Training**

The award of an ITA is not an entitlement, therefore, even though a participant may be eligible (including priority of service participants), the provision of training must be needed for the participant to obtain employment that leads to economic self-sufficiency.

Furthermore, the participant must express the desire to complete a training program directly linked to the employment opportunities in the local area or show willingness to commute.

#### **Use of Assessments**

Individuals who indicate a need for training through the ITA must receive an interview, evaluation, or assessment *and* a career plan (IEP) prior to ITA obligations. During the assessment, Sub-recipient staff will verify the need for training and if the person is unlikely or unable to obtain or retain employment that leads to economic self-sufficiency or wages



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comparable to or higher than wages from previous employment. Assessments must also verify if the participant has the skills, qualifications, and means to participate successfully in training services. Utilizing assessment conducted within the last six months are allowable.

### **Strategic Occupations**

All ITAs need to consider the connection between the employment goal of the applicant and positions that lead to self-sufficiency or within the regionally emerging industries.

### **Eligible Training Provider**

ITA funding may only be obligated and paid toward training programs located on the Eligible Training Provider list (ETPL). This includes programs found on Washington, Idaho, and Utah's ETPL. Eligible training programs approved by Washington, Idaho, or Utah are only eligible to Oregon participants if the Out-of-State programs are not offered in Oregon and the participant agrees to attend training through the out-of-state training program.

Sub-recipient will notify participants of training program eligibility expiration dates. If a training program is removed from the ETPL prior to the first day of class, that program is not eligible for ITA funding. If the removal of a training program takes place after the first day of class, the ITA funds can pay for the completion of the training program.

### **Registered Apprenticeship**

ITAs may be developed for participants enrolled into a Registered Apprenticeship program that has registered with U.S. Department of Labor or with Oregon's Bureau of Labor and Industry, Apprenticeship and Training Division. ITA funding does not cover the on-the-job portion of the program; however, can cover, some or all, of the classroom portion of the Registered Apprenticeship. A combination of ITA and OJT funding to completely fund the Registered Apprenticeship is allowable.

### **Time and Funding Limits**

Willamette Workforce Partnership (WWP) does not have a time limit for ITA completion. Participants who need to prepare for a training program, such as completing math, reading, writing prerequisites, are not considered to have started the training program and cannot be funding by an ITA award unless the prerequisite class is a part of the overall training program.

WIOA Title 1 ITA funding is defined in the ITA Standard and includes tuition and fees. The amount and duration of an ITA award shall be determined on an individual basis with consideration of other financial assistance available to the participant.

### **Coordination of ITA Funds and Financial Aid**



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ITA funding is limited to participants who are unable to obtain grant assistance from other sources to pay for the entire cost of training or require assistance beyond available grants. Participants need to apply for financial aid each year and a copy of the award or denial notification must accompany the ITA application. Participants who require WIOA assistance in addition to other grants, such as Federal Pell Grants, will require the sub-recipient to make funding arrangements with the other funding entities. A WIOA participant may enroll in a WIOA-funded training program while the participant's Pell grant is pending as long as the Sub-recipient has arrangements with the training provider. Arrangements must include reimbursements. If the Pell Grant covers the entire training, the training provider must reimburse the sub-recipient the WIOA funds that were used to underwrite the training for the amount the Pell Grant covered, including fees the training provider charges to attend training.

### **Coordination of ITA Funds and Other Federal Assistance**

Sub-recipients are to consider other sources of funding for training (excluding loans) to pay for training costs to ensure WIOA funds can supplement, but do not replace, other sources.

Educational funding for Veterans who receive training benefits administered through the Department of Veterans Affairs are not required to exhaust benefits to receive WIOA training.

### **ITA Payments**

Sub-recipients may write a Purchase Order (PO) or voucher for each individual identified to receive an ITA award. Sub-recipients have the flexibility to decide when to bill actual expenditures with the training provider. PO or vouchers are required to address deobligations as individuals receive additional resources and/or leave the training program prior to completion.

### **Training and Satisfactory Progress**

Participants must be able to demonstrate the necessary skills to complete the training and enter employment and has no legal barriers to entering the occupation for which the training is targeted. Participants enrolled in an ITA must maintain at least a 2.0 grade average in graded courses or programs, and at least a satisfactory rating in ungraded courses, each quarter/semester/term. If a participant has two consecutive quarters/semesters/terms where the grade falls below a 2.0 GPA, Willamette Workforce Partnership (WWP) approval is required prior to further training payments.

Willamette Workforce Partnership (WWP) will consider the following prior to approval:

- Cause of failure such as; illness, injury, or disability of the participant or member of the family;
- Weather conditions/natural disasters prevented participant from completing training;



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- Training is delayed or cancelled;
- Employment that caused the participant to disengaged from training;
- Advice from academic personnel that recommended student “dropping” from the training program
- Modification to the training request

**ITA Modifications**

Sub-recipient staff can change the participant’s occupational goal when a participant decides after attending one quarter of school if the occupational chosen is not right-fitting for the participant. The participant must complete the same activities, such as labor and wage information, prior to the approval of the ITA modification.



**WILLAMETTE WORKFORCE**  
— PARTNERSHIP —  
**INCUMBENT WORKER**

Revised: March 1, 2018

Policy: P06

## **PURPOSE**

The purpose of this policy is to clarify criteria by which the Willamette Workforce Partnership (WWP) determines eligibility for incumbent worker services and the cost sharing required for incumbent worker training projects, in accordance with the Workforce Innovation and Opportunity Act (WIOA).

## **REFERENCES**

Code of Federal Regulations 20 CFR 680.780-820  
Training and Education Guidance Letter (TEGL) 19-16  
WIOA Sec. 3 (23) and (24)  
WIOA Sec. 134 (d)(4-13)

## **POLICY**

Willamette Workforce Partnership (WWP) may reserve and expend up to 20 percent of its combined adult and dislocated worker formula allotments for incumbent worker training. To qualify as an incumbent worker, the individual must be employed, meet the Fair Labor Standards Act requirements for an employer-employee relationship, and have an established employment history with the employer for 6 months or more. If there is a cohort training, not all employees must be employed for the 6 months. The training must satisfy the requirements in WIOA and increase the competitiveness of the employee or employer. An incumbent worker does not necessarily have to meet the eligibility requirements for career and training services for Adults and Dislocated Workers under WIOA.

## **PROCEDURE**

### **Employer Eligibility Criteria**

The Willamette Workforce Partnership (WWP) must document the following factors when determining the eligibility of employers to receive the WIOA share of funds to provide training to incumbent workers using local Adult and/or Dislocated Worker formula funds:

1. The characteristics of the incumbent workers to be trained, specifically, the extent to which they historically represent individuals with barriers to employment as defined in WIOA Section 3(24), and how they would benefit from retention or advancement;
2. The quality of the training (e.g., industry-recognized credentials, advancement opportunities);
3. The number of participants the employer plans to train or retrain;
4. The wage and benefit levels of participants (before and after training);



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5. The occupation(s) for which incumbent worker training is being provided must be in demand as defined by WIOA Section 3(23) and as determined by workforce development area-specific labor market information.
6. The industry, to which the employer is assigned, as determined by its North American Industry Classification System (NAICS) code, must be in demand as defined by WIOA Section 3(23) and as determined by workforce development area-specific labor market information.
7. The employer must not have laid off workers within 12 months to relocate to Oregon from another state;
8. The employer must attest, in writing, that it is not delinquent in unemployment insurance or workers' compensation taxes, penalties, and/or interest.
9. Sub-recipients must document these factors in approving an incumbent worker training project with an employer.

### **Employer Share of Training Cost**

Employers participating in incumbent worker training are required to pay the non-WIOA (non-federal) share of the cost of providing training to their incumbent workers. The employer share is based on the size of the workforce as follows:

- At least 10 percent of the cost for employers with 50 or fewer employees
- At least 25 percent of the cost for employers with 51 to 100 employees
- At least 50 percent of the cost for employers with more than 100 employees



**WILLAMETTE WORKFORCE**  
PARTNERSHIP

**SUPPORTIVE SERVICES AND NEEDS RELATED PAYMENTS**

**Revised: May 17, 2018**

**Policy: P07**

## **PURPOSE**

The purpose of this policy is to provide guidance for the provision of supportive services and needs-related payments to youths, adults, and dislocated workers participating in Workforce Innovation & Opportunity Act (WIOA) funded programs in compliance with federal and state laws, regulations, policies and guidance.

## **REFERENCES**

Code of Federal Regulations 20 CFR 680.900-970; 681.570  
Code of Federal Regulations 20 CFR Part 200  
Code of Federal Regulations 26 CFR 1.21-1  
Federal Register/Vol. 80. Number 73: Proposed Rulemaking  
Training and Employment Guidance Letter (TEGL) 19-16  
WIOA Sec. 134 (d)(3)(b) & 134 (c)(3)  
WIOA Sec. 3 (59)

## **POLICY**

Supportive Services may be provided to enable an individual to participate in WIOA activities. Participants must be enrolled in a WIOA youth program or WIOA Adult/Dislocated Worker individualized or training-level services in order to receive supportive services. The justification and documentation for all supportive services must be included in electronic and hard copy participant records.

Supportive services are intended to be provided in situations where a participant would otherwise be unable to successfully participate in WIOA-authorized activity. Supportive services will be provided on a case-by-case basis, only when determined necessary, and reasonable through a needs-based analysis, and dependent on funds availability.

Supportive services are not intended to take the place of public assistance and income maintenance payments provided by social service agencies and should only be utilized when it has been determined that other sources or services outside the WIOA are not available to the participant, including all local workforce partners, community services providers, and other public and/or private agencies. Provision of supportive services will be coordinated with these organizations, when appropriate.

Documentation for each supportive service payment must be maintained in the participant file. Sub-recipients will develop protocols for distribution and provision of Supportive Services that include:

- Internal controls that result in equitable treatment of participants;
- Documentation of "last resort"





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- Assurance of coordination with and non-duplication of other community resources.

**Allowable Supportive Services:**

The following list includes allowable supportive services as guided by WIOA. This list is not exhaustive.

**Community Services:** Community services is defined as local resources that can assist participants in overcoming barriers to employment. This includes, *but is not limited to*; birth certificates and government identification. For youth, supportive services can pay for fees to organizations that provide opportunities to develop leadership skills through service to their respective communities is allowable.

**Transportation:** Transportation assistance may include: bus passes, mileage reimbursement, emergency car repairs, tire purchases, car payments, vehicle licenses, driver's licenses, and parking passes. Requests for transportation assistance by check or gas voucher/card can be made for participants in ongoing job search, training or employment activities, or WIOA program services.

**Child Care:** Child care services can only be paid for dependent children, under the age of 13, who receive services from state registered child care facilities or providers. Tutoring centers, summer school, and summer camps are not allowable child care services. The number of child care hours and the rates negotiated with the child care provider shall be documented. WIOA program will pay child care costs up to the rates established by the State of Oregon Department of Human Services. Payments for child care will be made only for actual hours of child care required to participate in an approved activity. This shall include not more than one-hour travel time to a training site (two-hour round trip). The participant is liable for payment of any child care costs incurred over and above the amount authorized by the WIOA program.

**Dependent Care:** Supportive Services for dependent care are only allowable for costs associated with care of a legal dependent who is unable to dress, clean, or feed themselves *or* if the dependent must have constant attention to prevent the dependent from injuring themselves or others. Dependent Care will be subject to the same hour limitations and documentation requirements as child care and payments for care cannot be paid to the participant's spouse, parent of qualifying person, or other family members in the home. Application fees for the care of a qualified





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individual is an allowable expense. Dependent care centers are allowable expenses; however, overnight care centers or camps are not.

**Housing:** Housing support payments include application fees and rent that supports participation in approved WIOA activities. Utilities such as electricity, water, and sewage are considered necessary housing expenses and allowable. WIOA programs are required to coordinate with appropriate agencies and/or social service organizations to provide emergency services.

**Educational Testing:** Fees and other costs associated for educational testing are allowable expenses. This includes testing for high school equivalency tests, occupational certifications, and credentials.

**Reasonable Accommodations for Individuals with Disabilities:** Qualified participant with a disability to can request reasonable accommodation in order to effectively participate in education or employment.

**Referrals to Health Care:** Allowable expenses include medical testing/treatment prescriptions, mental health testing, or counseling. Health care costs are only allowable for the participant who is engaging in WIOA services and the health care cost directly permits the person to participate in training, job search, or employment.

**Legal Aid Services:** Legal aid services must be able to assist the participant in removing certain barriers to employment.

**Uniform or Appropriate Work Attire and Work-Related Tools:** When employees are required to purchase uniforms or tools, this cost is allowable. Tools, equipment, or clothing that is normally supplied by the employer are not allowable. Clothing and/or footwear for interviewing or training are allowable. Clothing items must be directly related to the participant's occupational goal.

**Books, Fees, and School Supplies:** Supplies necessary to complete secondary or post-secondary educational training are allowable if the participant is not receiving other funding, such as Pell Grants or scholarships that cover these costs.

**Training Related Applications, Tests, and Certificates:** Professional license fees, certificates, applications, and test preparation materials that ensure participant is prepared for a job interview, entering employment, and/or obtaining or renewing a licensure for employment opportunities are allowable.



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**Needs-Related Payments:** Needs-Related Payments (NRPs) are financial supports that may be made available to eligible participants who are unable to participate in, or complete an approved training program without such assistance. NRPs are one of the supportive Services authorized by WIOA and are intended to provide cash assistance to participants. This assistance would be contingent upon the availability of funds and the number of requests received. All NRPs must be approved by WWP prior to being provided. The Willamette Workforce Partnership (WWP) may limit or eliminate the availability of NRPs, at its sole discretion, at any time based on funding availability. Needs Related Payments should be provided when it is determined that ongoing resources and income from all other sources are not adequate to support the participant while in WIOA-approved training.

To qualify, a participant must meet the eligibility requirements;

- Be enrolled in an eligible training program within required timeframes
- Be unemployed and have not qualified for or exhausted their unemployment compensation; and
- Not have been disqualified from receiving unemployment insurance benefits because of fraud or overpayments, and must have received unemployment insurance benefits within the last 12 months.

Note: Dislocated workers enrolled in approved training who are unemployed but who receive payments as a member of a reserve component of the U. S. Armed Services, or as a member of the National Guard, for periods of duty of 72 consecutive hours or less, shall be considered unemployed for purposes of qualifying for NRPs.

Participants who qualify may be eligible to receive NRPs for up to 52 weeks, at an amount not to exceed the participant's most recent weekly unemployment insurance benefit amount at the time the participant exhausted their weekly benefit. For participants who did not qualify for unemployment compensation, the weekly payment level may not exceed the poverty level for an equivalent period.

**Limits and Restrictions**

Willamette Workforce Partnership (WWP) supportive services limit is defined in the Supportive Service Standard. Sub-recipients are required to manage supportive services



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funding which includes implementing protocols that ensure the equitable disbursement of supportive services to participants.

Supportive Services are not limited to the allowable list. Adult, Dislocated Worker, and Youth programs can offer other supportive services with pre-approval from Willamette Workforce Partnership (WWP). The following list includes disallowed supportive service costs.

- Payment toward goods or services incurred or received prior to the participant's enrollment in WIOA.
- Fines and penalties may not be paid with WIOA funds under any circumstances
- Alcohol or Tobacco
- The purchase of goods or services that are illegal under federal, state, local law or statute
- Union dues, participant memberships, subscriptions (unless it is a specific requirement of a training program or necessary and reasonable condition of employment)

**Re-Enrollment**

Former participants who re-enroll shall be eligible for all supportive services; however, no participant shall be re-enrolled expressly for the purpose of obtaining supportive services.



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**ADULT AND DISLOCATED WORKER ELIGIBILITY**

**Revised: March 1, 2018**

**Policy: P08**

## **PURPOSE**

The purpose of this policy is to identify WorkSource Oregon Management Information System (WOMIS) as the State of Oregon's designated system for the determination of eligibility for the Workforce Innovation and Opportunity Act (WIOA) Adult and Dislocated Worker Programs.

## **REFERENCE**

Code of Federal Regulations 20 CFR 680.110

## **POLICY**

The State of Oregon and Higher Education Coordinating Commission has established a standard for paperless WIOA Adult and Dislocated Worker Program registration, eligibility determination, and initial program participation based on the definition of self-attested and is implemented through the WOMIS Customer Registration program.

Registrants must self-attest to the truth and accuracy of the data they provided in the WOMIS Customer Registration program and WorkSource staff must examine an eligible registrant's acceptable document(s) to attest that the registrant's date of birth on the document(s) matches the date of birth record in the WOMIS Customer Registrant program.

Eligible registrants may access all self-service and basic career services available at the WorkSource locations, but may not receive any WIOA funded individualized career services or training services until additional WIOA eligibility documentation is completed. This includes Equal Opportunity data that must be collected on every individual who is interested in being considered for WIOA Title 1 financially assisted aid, benefits, services, or training.

HECC assumes the liability for disallowed costs associated with questioned WIOA Adult and Dislocated Worker Program eligibility determined by WOMIS.



**WILLAMETTE WORKFORCE**  
— PARTNERSHIP —  
**ON-THE-JOB TRAINING**

**Revised: January 10, 2018**

**Policy: P09**

## **PURPOSE**

The purpose of this policy is to provide guidance for the provision of On-the-Job Training (OJT) contracts funded through the Workforce Innovation and Opportunity Act (WIOA) and other discretionary fund sources in compliance with federal and state laws, regulations, policies, and guidance.

## **REFERENCES**

Code of Federal Regulations 20 CFR 680.700-720; 830-840  
Code of Federal Regulations 20 CFR 683.200; 250; 255; 270; 275  
Code of Federal Regulations 29 CFR Part 97.35  
Oregon State Workforce Policy 122 (a)  
Training and Employment Guidance Letter (TEGL) 19-16  
WIOA Sec. 181 (a)(1)(A); 181(b)(7)  
WIOA Sec. 3 (44)  
WIOA Sec. 134 (c)(3)(D) ii

## **POLICY**

An OJT is provided under a contract with an employer or registered apprenticeship program sponsor in the public, private non-profit, or private sector. Through the OJT contract, occupational training is provided for the WIOA participant in exchange for the reimbursement, typically up to 50 percent of the wage rate of the participant, for the extraordinary costs of providing the training and supervision related to the training.

The OJT activities are defined in a contract with the employer and should be viewed as an alternative to more traditional classroom-based learning that allows participants to learn in their real work environment. The contract will include a structured training plan with a commitment of supervision and continued employment following successful completion of the training period.

On-the-Job training (OJT) is a hire-first job training program that benefits both participant trainees and local employers. An OJT is not an entitlement program for employers and WIOA participants. The decision to enter into contract with an employer is at the discretion of Willamette Workforce Partnership (WWP) and its contracted programs.

### **Strategic Occupations**

All OJTs need to consider the connection between the employment goal of the applicant and positions that lead to self-sufficiency or within the regionally emerging industries.

### **Employer Eligibility**

OJTs agreements may only be executed with eligible employers and positions. In order for an employer to be eligible, the following must occur:



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- The OJT employer is registered with the Internal Revenue Service (IRS), reports to the Oregon State Employment Department for Unemployment Insurance, and carry Workman's Compensation Insurance.
- The employer is financially solvent and has an adequate payroll record keeping system that tracks hours worked, gross pay, deductions, and net pay.

### **Placement Restrictions**

All OJT agreements must comply with WIOA, State of Oregon, and Willamette Workforce Partnership (WWP) guidelines which include:

- OJTs cannot be placed in employment that carries out the construction, operation, or maintenance or any part of a facility used for sectarian instruction or as a place for religious worship with the exception of maintenance of facilities that are not primarily used for instruction or worship.
- The business has not been debarred or suspended in regard to federal funding.
- OJTs must not be entered into with an employer who has received payments under WIOA or WIA and exhibits a *pattern of failing* to provide OJT trainees with continued long-term employment as regular employees with wages and employment benefits (including health benefits) and working conditions at the same level and to the same extent as other employees working a similar length of time and doing the same type of work.
- The business cannot be involved in a labor dispute, has employees in layoff status, or is in violation of Davis Bacon Labor practices that govern prevailing wage rates for government construction contracts.
- The business cannot have a member of the OJT participant's immediate family engaged in the administrative capacity for the employer or supervise the OJT participant.
- The OJT agreement cannot impair existing contracts for services or collective bargaining agreements. When an OJT agreement is being considered for positions under a collective bargaining agreement, the appropriate labor organization and employer must provide written concurrence before the OJT can be finalized.
- The OJT would not assist, promote, or deter union organizing.
- The employer does not illegally discriminate in training or hiring practices because of race, color, sex, national origin, religion, physical or mental handicap, political beliefs, or affiliations, or age.
- OJTs cannot be placed in jobs that pay by commission or piecework. Furthermore, seasonal and temporary employment are not considered appropriate placements because the OJT outcome is focused on long-term employment.
- The OJT trainee would not be engaged in partisan political activities.
- The employer does not have individuals on layoff from the same or any substantially equivalent job. This includes ensuring the employer has not



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terminated the employment of any regular employee or reduce the workforce of the employer with the intention of filling the vacancy with an OJT trainee.

- The OJT would not infringe in any way upon the promotional opportunities of currently employed individuals (as of the date of the participation).
- The OJT does not encourage the relocation of a business or part of a business if such relocation would result in a loss of employment for any employee at the OJT placement location.
- The OJT cannot be placed if a fee has been charged to the participant for referral or placement of the OJT.
- All OJTs cannot be less than four (4) weeks or more than twenty-six (26) weeks unless an exception has written approval by Willamette Workforce Partnership (WWP).

### **Trainee Eligibility and Guidelines**

All OJT trainees must be determined eligible for Adult or Dislocated Worker programs, even if funding is from specialized grants. All Willamette Workforce Partnership (WWP) Standards for Adult and Dislocated Worker participants apply to OJT candidates.

Trainees are only eligible for OJTs when the following occur:

- The trainee is unemployed
- The trainee does not already possess a substantial portion of the skills required to perform the job
- The trainee is employed and is not earning a self-sufficient wage or wages comparable, or higher than, previous employment. The OJT position must provide an increase wage, hours, and/or benefits that **leads** the participant to self-sufficiency.
- The trainee is employed and must be able to learn new technologies, new production or service procedures, or able to upgrade to a new job that requires additional skills or workplace literacy.

Eligible trainees who have been assessed as having the skills and qualifications to participate successfully in an OJT contract may be provided services through the OJT program. OJT may be sequenced with other WIOA program services; such as work experience or classroom training.

### **OJT Contract and Training Plan**

OJT opportunities can only be executed with approved employers who have completed an Employer Eligibility Checklist. Every OJT must consist of an OJT contract and Training Plan. The contract or training plan must be completed and signed by all parties (sub-recipient staff, employer, and trainee) before the OJT employee may begin training.

An OJT contract must be limited to the period of time required for a participant to become proficient in the occupation to which the training is being provided. As part of the





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contract, the training plan is a formal and written program of the structured job training that provides participants with a combination of instruction in job-ready skills (where indicated), general employment competencies and occupational skills.

### **Registered Apprenticeship and OJT**

OJTs may be developed for participants enrolled into a Registered Apprenticeship program that has registered with U.S. Department of Labor or with Oregon's Bureau of Labor and Industry, Apprenticeship and Training Division. OJT contracts may be with the employer or the Registered Apprenticeship sponsor. OJT funding does not cover the classroom portion of the program; however, can cover, some or all, of the on-the-job portion of the Registered Apprenticeship. A combination of ITA and OJT funding to completely fund the Registered Apprenticeship is allowable.

### **Ending of an OJT**

An OJT Training Plan is considered ended when of the following occurs:

- The trainee successfully completed the OJT and retained by the employer
- The OJT Training Plan reached ending date or the completion of the training; however, the trainee was not retained by the employer.
- The trainee quits or is terminated prior to training end date.

Sub-recipient may terminate an OJT training plan when the following situations occur:

- The employer fails to provide the training that was specified in the training plan
- The employer violates terms and conditions of the Training Agreement, this includes general violations of Federal and/or State regulations such as significant safety violations or failure to pay wages.

If sub-recipient terminates an OJT training plan because of the violations by the employer, staff must notify Willamette Workforce Partnership (WWP).

### **Payment and Limits**

The total OJT payment may not be more than 50% of the actual gross wages earned during the training period (not including sick, holiday, or vacation time). Employers may not pay less than Oregon minimum wage.

Payments can only be made when all the training plan competencies have been scored at a passing level. Any refunds made to the participant account must be electronically noted with paper verification of refund located in participant file.





**WILLAMETTE WORKFORCE**  
PARTNERSHIP  
**LAYOFF ASSISTANCE**

**Revised: March 1, 2018**

**Policy: P10**

## **PURPOSE**

The purpose of this policy is to provide guidance for the provision and the implementation of layoff assistance activities funded through Workforce Innovation and Opportunity Act (WIOA).

## **REFERENCES**

Code of Federal Regulations 20 CFR 682.320-330

Code of Federal Regulations 20 CFR 682.350

WIOA Sec. 133 (a)(2)

WIOA Sec. 134 (2)(A)

WIOA Sec. 3 (63)(b)

## **POLICY**

Willamette Workforce Partnership (WWP) and its sub-recipients will comply with Higher Education Coordinating Committee Office of Workforce Investments (HECC-OWI) policy and state-issued guidance to layoff assistance activities for participants who are registered WIOA dislocated workers and eligible under specific conditions of the grant. These activities include: Rapid Response, Additional Assistance Projects, and National Dislocated Worker Grants (DWG).

### **Rapid Response**

The Willamette Workforce Partnership (WWP) will coordinate with HECC-OWI, sub-recipients, and other partners to implement Rapid Response activities for mass layoffs, plant closures, disasters, trade events, or other dislocation events that substantially increase the number of dislocated workers.

The local board will coordinate Rapid Response services to workers and employers in a timely fashion that is tailored to the unique circumstances of each dislocation event. This policy also ensures that required information is provided to dislocated workers during Rapid Response layoff orientations.

Rapid Response services will be provided to workers and employers prior to dislocation events if possible or immediately following notification of the dislocation event provided that such actions would not adversely impact any ongoing collective bargaining negotiations related to the dislocation event. Local Rapid Response teams must consult with appropriate labor representatives when WIOA programs will serve union members.

### **Additional Assistance**

If a qualifying event results in the dislocation of fewer than 50 employees, Willamette Workforce Partnership (WWP) may apply for an Additional Assistance Project. The request will be made to HECC-OWI for a one-year grant to fund services to affected workers.



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### **Gap Fill Funds**

Along with the submission of a National Dislocated Worker Grant (DWG) application, Willamette Workforce Partnership (WWP) may apply for Gap Fill funds. Upon approval from the state, Gap Fill funds will be utilized to begin providing services to affected workers while the DWG application is being processed.

If the National Dislocated Worker Grant (DWG) is not approved by the Department of Labor, the state will move the Gap Fill funds into an Additional Assistance Project. This will ensure that funds are available for at least one year to assist affected workers.

### **National Dislocated Worker Grants**

The Willamette Workforce Partnership (WWP) policy will comply with the state and federal guidance to apply for and implement DWG funds. DWG are discretionary grants awarded by the Department of Labor for the purpose of responding to large, unexpected layoff events causing significant job losses. This is done through temporarily expanding capacity to ensure affected workers are able to find reemployment.

### **Application**

The Willamette Workforce Partnership (WWP) may apply for DWG funds when:

- One of the following events occur:
  - Mass layoff or closure of one or more companies results in the dislocation of 50 or more workers;
  - Two or more companies with the same North American Industrial Classification System (NAICS) experience layoffs. At least one company must have at least 50 affected workers;
  - Multiple small dislocations occur over a period of up to 12 months that have significantly increased the total number of unemployed individuals in a designated regional or local workforce area (The project application must impact at least 50 affected workers);
  - At least 50 or more recently separated veterans do so within 48 months of separation as defined by WIOA section 3(63)(B);
  - An emergency or major disaster is declared by the Federal Emergency Management Agency (FEMA);
  - There is a federal agency declaration that qualifies the event for a DWG; or
  - Circumstances where 50 or more individuals relocate to another area from a disaster area.
- If the event was a closure or layoff, WorkSource Oregon staff conduct Rapid Response activities;
- For closure or layoff situations 70% of Willamette Workforce Partnership (WWP) Dislocated Worker fund for the previous program year must be expended or allocated;



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- Based on the availability of local resources and the extent of need, staff analysis will determine if a DWG is necessary to ensure services to affected workers.

The decision to apply will be made within 30 days of the event or Rapid Response, whichever occurs later. Applications will be submitted within 120 days of a qualifying event(s).

### **Implementation**

If a DWG is awarded, staff will implement the grant according to the award terms and conditions. DWG funds will be used solely to assist individuals who are eligible as determined by the grant. Eligible participants will be co-enrolled in an appropriate WIOA funded programs as well as other discretionary grants available at the time of enrollment.

Willamette Workforce Partnership (WWP) will monitor each DWG to ensure compliance with the discretionary grant award. Monitoring will be conducted in alignment with Willamette Workforce Partnership (WWP) policies.

### **Veteran's Priority**

DWG are subject to the priority of service to veterans and certain eligible spouses. To obtain priority of service the veteran must meet the program eligibility requirements for the DWG project and must be a dislocated worker from the approved target population.



**WILLAMETTE WORKFORCE**  
— PARTNERSHIP —  
**SELECTIVE SERVICE**

**Revised: March 1, 2018**

**Policy: P11**

## **PURPOSE**

The purpose of this policy is to establish guidelines for participants in Workforce Innovation and Opportunity Act (WIOA) programs regarding Selective Service Registration requirements.

## **REFERENCES**

Training and Employment Guidance Letter (TEGL) 11-11 Change 2  
WIOA Sec. 189 (h)

## **POLICY**

In order to participate in a program established by or receiving assistance under WIOA Title I, all males 18 years old or older must be registered for Selective Service. Male applicants who are 18 years or older must be registered at the time of application. Male participants who turn 18 years old while receiving services must register within 30 days in order to continue receiving services. Women, males who were born before January 1, 1960, or males who have not yet reached their 18th birthday are not allowed to register with the Selective Service System and are therefore not required.

Males who reach their 26th birthday and have not registered with Selective Service are no longer eligible to register and may be unable to access many federally funded services. Applicants who failed to register must provide proof that the failure was not knowing and willful in order to be considered for receiving WIOA funded services. The Willamette Workforce Partnership (WWP) is responsible for evaluating the evidence presented by the applicant to determine whether the failure to register was knowing and willful.

For transgendered participants, compliance with selective service is predicated on the individual's gender as assigned at birth/as recorded on a birth certificate.

For participants receiving Adult and Dislocated Worker funded services, self-attestation of Selective Service registration is sufficient for a participant to receive core services. Collection of additional hard copy documentation is required prior to a participant being enrolled in intensive or training services.

For participants in WIOA Youth programs, hard copy paper documentation must be collected at enrollment or upon the participant's 18<sup>th</sup> birthday to determine eligibility.



**WILLAMETTE WORKFORCE**  
PARTNERSHIP  
**ONE-STOP CERTIFICATION**

**Revised: March 1, 2018**

**Policy: P12**

## **PURPOSE**

Under WIOA, local boards are required to establish criteria and procedures to assess the effectiveness, physical and programmatic accessibility, and continuous improvement of one-stop centers. The purpose of this policy is to establish these criteria and the process for the assessment and certification of Mid-Valley WorkSource Oregon (WSO) centers in accordance with the Workforce Innovation and Opportunity Act (WIOA).

## **REFERENCES**

Oregon State Workforce Policy: 121(g)  
Training and Education Guidance Letter (TEGL)16-16  
WIOA Sec. 116  
WIOA Sec. 121  
WIOA Sec. 188

## **POLICY**

Willamette Workforce Partnership (WWP) will assess all Mid-Valley WorkSource centers annually as part of program monitoring processes. At a minimum, all comprehensive and affiliate sites will be certified as a result of the assessment once every three years beginning June 30, 2017.

## **PROCEDURE**

The process for assessing/certifying Mid-Valley one-stop centers follows:

- All Mid-Valley WSO centers will be assessed utilizing the Mid-Valley WorkSource Certification Checklist (Attachment A) no later than June 15<sup>th</sup>.
- The completed assessment will be evaluated in-person by Willamette Workforce Partnership (WWP) staff for all comprehensive and affiliate center sites every three years, at a minimum. Staff will conduct the review on-site at each center to determine if the center meets the certification requirements outlined in Attachment A. Staff will conduct the evaluation of physical accessibility as part of annual monitoring, in accordance with Willamette Workforce Partnership (WWP) monitoring and EEO policies and regulations, and will utilize the outcomes of that evaluation as a component of center certification. An additional assessment will not be conducted as part of center certification processes.
- In the event that a center does not meet certification criteria, technical assistance and/or a corrective action plan will be documented that includes the actions to be taken and the allotted period of time to meet the conditions for certification. These documents will be maintained with the certification documentation and in accordance with record retention policies and procedures. Willamette Workforce



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Partnership (WWP) staff will re-evaluate, as required by these documents, to determine center compliance with certification criteria.

- At the discretion of Willamette Workforce Partnership (WWP), a center may be certified/re-certified while concurrently receiving technical assistance or completing corrective action. Certifications are documented using Attachment A and reported to Higher Education Coordinating Commission in compliance with its One-Stop Center Certification Policy.

## **ATTACHMENT A**

### **Mid-Valley WorkSource Certification Checklist**

<b>Center Name:</b>	
<b>Center Address:</b>	
<b>Center/Site Type:</b>	<input type="checkbox"/> <b>Comprehensive Center</b> <input type="checkbox"/> <b>Affiliated Center</b> <input type="checkbox"/> <b>Partner/Specialized Site</b>
<b>Certification Period:</b>	<b>July 1, xxxx – June 30, xxxx</b>
<b>Outcome of Review:</b>	<input type="checkbox"/> <b>Certified</b> <input type="checkbox"/> <b>Technical Assistance Required (attached)</b> <input type="checkbox"/> <b>Corrective Action Required (attached)</b> <b>*more than one box may be checked</b>
<b>Name of Reviewer:</b>	
<b>Signature of Reviewer:</b>	
<b>Date of Review:</b>	



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**OVERVIEW:**

In compliance with the Willamette Workforce Partnership (WWP) policy on one-stop center certification, the Mid-Valley one-stop centers will be assessed annually as part of program monitoring, and certified no less than every three years, beginning July 1, 2017. All assessment and certification documents will be kept on file in accordance with applicable records retention rules and regulations. Any technical assistance or corrective action will be documented to include the actions to be taken, as well as dates by which actions must be taken. Willamette Workforce Partnership (WWP), staff will re-evaluate for compliance, as outlined in these documents.

**EVALUATION:**

In the event that a center is not compliant with a line-item of the evaluation, technical assistance and/or corrective action will be documented. Centers may be certified even when technical assistance/corrective action is imposed, at the discretion of the evaluator(s).

**Part I: Programmatic Access**

The following list includes the required One-Stop Partners, in accordance with the Mid-Valley one-stop Memorandum of Understanding (MOU), and WIOA Sec. 121 (b)(1)(a). Each required partner/program and its agreed-upon level of access is listed. Evaluators are to assess compliance with the agreed-upon level of access and indicate results in the table below.

Access Definitions:

1. Physical presence at the centers.
2. Partner program staff physically staffed at the One-Stop are appropriately trained to provide information regarding programs, services and activities available through partners.
3. Direct and available linkage through technology to program staff that can provide meaningful information or services. This does not include providing phone numbers, website address, pamphlets, or materials.
4. Not applicable. The program/partner is not offered in the local area and/or is not included in the MOU.



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Program/Partner	Access	Compliant	Notes
Title I Adult and Dislocated Worker Services			
Title I Youth Program Services			
Title II Adult Education and Literacy Services			
Title III Wagner-Peyser Employment Services			
Title IV Vocational Rehabilitation Services			
DHS Self-Sufficiency Programs			
Carl D. Perkins Postsecondary Programs			
Community Service Block Grant E&T			
Housing and Urban Development E&T			
Job Corps			
Jobs for Veterans State Program			
Migrant Seasonal Farmworker Program			
National Farmworker Jobs Program			
Native American Programs			
Second Chance Act Re-Entry (sec. 212)			
Senior Community Employment Programs			
Trade Adjustment Assistance Program			
Unemployment Compensation Program			
YouthBuild Program/Services			
Other:			

**Part II: Center Effectiveness**

Center effectiveness is defined in WIOA as performance accountability in WIOA section 116. The primary indicators of performance for Mid-Valley WSO centers are those activities provided under the Adult and Dislocated Worker programs, as follows. Targets are negotiated with and approved by the Higher Education Coordinating Commission.





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Performance Measure	Target	Compliant	Notes
Percentage of program participants who are in unsubsidized employment during the second quarter after exit from the program.			
Percentage of program participants who are in unsubsidized employment during the fourth quarter after exit from the program.			
Percentage of program participants who obtain a recognized postsecondary credential, or a secondary school diploma or its recognized equivalent, during participation in or within one year after exit from the program.			
Percentage of program participants who, during a program year, are in an education or training program that leads to a recognized postsecondary credential or employment and who are achieving measurable skill gains toward such a credential or employment.			
Indicators of effectiveness in serving employers			

**Part III: WorkSource Oregon Operational Standards**

WSO Centers report their progress toward full implementation of the WSO Standards via self-assessment checklists on a quarterly basis. These evaluations include the following categories and will be considered as the baseline for compliance with this section of the one-stop certification. Compliant indicators are those other than “not yet started.” If the indicator is “in process” the center must have an implementation strategy in order to be compliant.

Indicator Definitions:

1. Not yet started
2. In process
3. Implemented
4. Best Practice Identified (and is fully implemented)

Standard	Indicator	Compliant	Notes
Co-Location			
Align Services			
Branding (WSO and AJC)			
Technology			
Local Leadership Team			
Four Services			



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Labor Market Information			
Continuity of Service			
Work Ready Criteria			
Talent Development			
Skills Validation			
Placement Assistance			
Recruitment Services			
Feedback Mechanisms on Referrals			
Feedback Mechanisms on Training			
Target Populations			
Sector Partnerships			
Populations to Sector Industries			

**Part IV: Physical Accessibility**

All centers must be assessed for compliance with requirements for physical accessibility outlined in WIOA section 188 and the Americans with Disabilities Act of 1990. These requirements are assessed in their entirety as part of the Willamette Workforce Partnership (WWP) annual monitoring process of its contracted sub-recipients. The following indicators are considered for center certification.

<b>Indicator</b>	<b>Yes</b>	<b>No</b>	<b>Notes</b>
Center has been assessed for physical access as part of annual monitoring process.			
The physical assessment conducted resulted in satisfactory compliance with all requirements.			
If the physical assessment conducted resulted in unsatisfactory results, technical assistance/corrective actions have been documented as part of the monitoring report.			
A copy of the physical access assessment used in annual monitoring has been obtained, reviewed on-site as part of the certification process, and a copy of is in included in the certification documentation.			



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**SELF-SUFFICIENCY**

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**Policy: P13**

## **PURPOSE**

The purpose of this policy is to establish the definition and provide guidance on determining self-sufficiency wages for enrolled adults and dislocated workers receiving Training Services under the Workforce Innovation and Opportunity Act (WIOA).

## **REFERENCES**

Code of Federal Regulations 20 CFR 675.300  
Code of Federal Regulations 20 CFR 680.140; 680.210  
Code of Federal Regulations 26 CFR 54.4980H-3  
Federal Register Lower Living Standard Income Level Guidelines  
Training Employment and Guidance Letter (TEGL) 19-16  
WIOA Sec. 133 (b); 133 (b)(2)(B)  
WIOA Sec. 134 (c)(3)(A)(I)(aa)

## **DEFINITION**

**Family:** Two or more persons related by blood, marriage, or decree of court, who are living in a single residence, and are included in one or more of the following: A married couple and dependent children, a parent or guardian and dependent children; a married couple.

**Full-Time Employment:** An employee who is employed an average of at 30 hours or more of service per week during the standard work week.

**Part-Time Employment:** An employee who is employed less than 30 hours of service per week during the standard work week.

**Underemployed:** Individuals who meet one or more of the following:

- Employed less than full-time who are seeking full-time employment;
- Employed in a position that is inadequate with respect to skills and training
- Employed, but meet the definition of low-income
- Employed, but whose current job's earnings are not sufficient compared to their previous job's earnings from their previous employment



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## **POLICY**

WIOA requires that the self-sufficiency wage standard will be utilized to determine the eligibility of employed workers to receive funds for Training Services. Self-sufficiency is referred to as the income needs of the family in order to meet his/her most basic expenses without public or private assistance. This income is determined by family size, the number and ages of children in the family, the sub-state geographical location, and special considerations resulting from the location.

Willamette Workforce Partnership (WWP) defines self-sufficiency wage as 200% of the Lower Living Standard Income Level (LLSIL). Up to date information can be located at <https://www.doleta.gov/lisil/>.

An individual who has full-time employment at a pay rate at or above the designated self-sufficiency wage, shall be considered to have achieved employment that allows for self-sufficiency. Therefore, the individual shall be considered to be self-sufficient and unable to receive Training Services. Regardless of full-time or part-time status, individuals who meet the underemployed status can receive Training Services.