

JOBS PLUS CONTRACTOR HANDBOOK



ROLE OF SITE DEVELOPER

- The role of a Site Developer is to balance knowledge of individual participants, their background, interest, and skillset.
- Developers will use their knowledge of the community and available employers to facilitate the process.
- Participants gain temporary employment in a real job, providing a meaningful employment experience and a current reference
- Information about developing a JOBS Plus site
- Site developers work with participants on identifying possible work site options.
- Developers assist participants in identifying and supporting realistic, attainable career pathways.
- Knowledge of employers specific to sector strategies for each district. Take into consideration high-wage, high demand jobs.
- Gender Equity and inclusion must be considered when placing participants with specific employment sectors.
- Knowledge of local second chance employers and strategies for placing participants with criminal backgrounds.

GENERAL GUIDANCE FOR SITE DEVELOPERS

- Site Developers work with employers and participants to provide the necessary accommodations pertaining to the participants needs. Example: ADA accessibility and documented and/or reported disability.
- Site developer must understand work site schedules and times of operation in reference to participants' availability based on participant-specific needs such as childcare.
- Childcare costs can be covered by the JOBS Plus program. Participants need to coordinate childcare needs with their Family Coach.
- Site developers are encouraged to communicate with potential work sites to address participant-specific challenges such as transportation or pre-scheduled appointments.
- Site developers will assist to support the employer with helping participants to be successful on the job site such as regular work site check-ins.
- Support service payments are available to help the participant be successful on the job and can be issued by the family coach.
- Occupational Safety and Workers Compensation is the employer's responsibility. *Refer to P.2 of the JOBS Plus contract. Workers' compensation coverage is partially reimbursed by ODHS.
- JOBS Plus participants fill a temporary position. It must be a payroll position. No self-employment or independent contractors.
- Employers must pay a wage that is equivalent to wages paid for similar jobs.
- An on-the-job mentor should be established for the participant. It can be a coworker and does not have to be a manager.

- The workplace is responsible for assigning a supervisor who is responsible for teaching job skills, offering support, and providing feedback to the worker.
- The workplace is encouraged to have a peer mentor to aide in teaching job skills, however this doesn't mean someone constantly with them, but someone of whom they can ask questions.

MARIJUANA PLACEMENTS

- As regulations evolve, check with ODHS Central Office regarding hemp industry placements.
- As of 2020, Federal law prohibits placements in marijuana industries, including legal dispensaries, but excluding the hemp industry. Support services cannot be used to support an employment goal in this sector. All hemp industry placements must be staffed with ODHS Central Office for approval.

CONFIDENTIALITY

- JOBS Plus employees must be treated the same as a temporary employee, and their JOBS Plus status should be kept confidential.
 - Allow participants to share information as needed with Site Developer and address issues as needed with supervisors and Family Coach. Although Site Developers do their best to maintain confidentiality, it is not guaranteed due to factors such as site visits and participant self-disclosure.
 - Confidentiality is related to protecting the participant, not creating barriers to the exchange of information between the family coach and the JOBS contractor.

NEW JOBS PLUS EMPLOYER

- Support the employer with answering questions and guiding them through the JOBS Plus process; reimbursements/billing, Work Opportunity Tax Credit (WOTC), payroll taxes and Worker's Compensation.
- Support JOBS Plus Employer with understanding the transition from TANF to JOBS Plus.
- Ensure the employer understands the 6-month time period should benefit the worker. Starting at the first of the month and ending the 6 months before the end of a month is a best practice so that TANF and SNAP can reopen in the event that they are not hired permanently. JOBS Plus can be 5 months and 24 days, or 6 months and 12 days, etc.

- If a new JOBS Plus employer is having difficulty setting up payroll, the JOBS Contractor can contact ODHS Central Office Employment and Training Policy for assistance with DOR payroll for new employers as needed.
- The Department of Revenue (DOR) can help employers who have never had payroll employees before and walk them through what they need to do. Contact ODHS Central Office for help connecting with DOR.

JOBS PLUS EMPLOYEES IN THE WORKSITE

- The number of Jobs Plus placements at a worksite is not to exceed a 1 to 10 ratio of JOBS Plus participants to regular employees. Every employer can have at least one JOBS Plus participant regardless of the number of employees (i.e., an employer with 1 employee or no employees can still have one placement).
- Exceptions can be made for number of placements. However, they must be given approval first from the district and final approval from ODHS Central Office.
- Work Experience is a recommended placement prior to starting a JOBS Plus to determine a participant's readiness and further develop their skillset.

WORK OPPORTUNITY TAX CREDIT (WOTC)

- WOTC provides employers an incentive, in the form of federal tax credits, to hire and retain veterans and individuals from other target groups with barriers to employment. The employer must apply for and receive a WOTC certification in order to qualify. This is issued by the Oregon Employment Department (OED) through its WOTC Unit.
- The full tax credit ranges from \$2,400 to \$9,600, and is based on the target group of the new employee, hours worked, and the amount of qualified wages paid. For most WOTC certified employees who work a minimum of 400 hours, the tax credit is based on 40 percent of up to \$6,000 in qualified first-year wages paid ($.40 \times \$6,000 = \$2,400$). If the employee worked between 120 and 399 hours, the tax credit is figured at 25 percent of qualified wages paid. The WOTC is claimed by completing IRS Form 5884 and attaching the document to the employer's federal tax return.
- Eligible New Hires
Targeted populations include:
 - Unemployed Veterans
 - TANF Recipients
 - SNAP Recipients
 - Vocational Rehabilitation Referrals
 - An individual convicted of a felony or released from prison after a felony conviction during the year period ending on the hire date.
 - Long Term Unemployment Recipient

- Applications must be submitted within 28 days of the start date.
 - Submitting a WOTC application is now easier than ever through the WOTC Online Portal at https://or.wotc-web.net/wa_login_emp.html
- WOTC is a 12-month tax credit program that can be used in tandem with JOBS Plus. During the six-month JOBS Plus period the employer will see a small amount of tax credits due to the payroll reimbursements, but if they hire the participant permanently the full tax credits will kick in for the following 6 months.

PLACEMENT GUIDELINES

- Worksites are not to change the job title or significantly change the job duties of a JOBS Plus placement. If a participant is to take on new responsibilities that require a new job title, a new JOBS Plus Program Work Site Agreement will need to be drafted. The expiration date of the new agreement will remain the same as the original agreement.
- A JOBS Plus experience can be with private businesses or public agencies. Best practice is to send participants to interviews for jobs that best fit their interest.
- JOBS Plus placements must be payroll positions with an employer/employee relationship with state and federal tax withholding. Independent contractor or gig work is not allowable.
- JOBS Plus employees are considered temporary workers. They are subject to the same benefits as other temporary employees in the business. Businesses are not allowed to create a separate category for JOBS Plus workers.
 - Sick leave, holidays and vacations are subject to the JOBS Plus employer guidelines for a temporary employee. JOBS Plus workers do not get state holidays off unless the employer covers them for temporary employees.
 - JOBS Plus placements cannot displace regular employees or fill vacant, established positions.
- Placements are limited to six months. The exception process can be used to extend the placement for
 - Exceptions may be made, so check with ODHS Central Office regarding completing the exception form.
- Positions must be at least 30 hours per week.
 - At 30 hours per week, an employee is considered to be full time- thus requiring employers to offer health insurance benefits under the ACA.
 - The 30 hours per week minimum also ensures most participants will not fall below their combined TANF and SNAP benefit, which would result in the issuance of a supplement. See supplement section below for more information.

- Employees cannot be required to work more than 40 hours however they can agree to work overtime. Employers will not be reimbursed for overtime wages beyond the regular 40-hour work week.
- Supplements: If the gross wages of the participant fall below the combined TANF and SNAP amounts, a supplement will be issued to make the participant whole. This supplement is issued after the fact and follows the payroll reimbursement cycle. This means that there is a lag between the time that the participant receives their paycheck. For example, for a period from the 16th of one month to the 15th of the current month the participant would not be issued their supplement until the first of the following month.
- If an employer would like to hire a JOBS Plus participant permanently prior to the end of the 6-month agreement, they are encouraged to do so.
- If a JOBS Plus participant is hired before the end of the six-month agreement, the worksite may still collect the wage reimbursement through the end of the six-month agreement. DPU will honor the remaining time left and the employer may collect wage reimbursements for the remaining time, continuing the reimbursements.
- An employer can continue to receive reimbursements with intent to hire before the end of the 6 months. A conversation must be had with the family coach to ensure that the JOBS Plus activity stays open with the intent to hire permanently.

PAID JOB SEARCH TIME

- If the employer is unsure if they can hire the participant or doesn't plan to hire the participant at the end of 6 months, they will be given eight hours per week of paid job search time at the beginning of the 5th month in the program.
- The eight hours of job search can be used to seek employment or develop work related skills either on their own or through agency such as Worksource Oregon.
- Job search time is unsupervised and the employer's workers compensation policy continues to cover the participant while they do their job search.
- If the employer intends to hire the participant, they will remain a full-time employee at the worksite and continue skill development. The participant (not the employer) can waive the eight hours of job search time if they have been offered a permanent position. The employer cannot waive the job search time.
- If the participant is offered a permanent job and still wants the eight hours of job search time this should be addressed with the family coach and the participant. The participant can elect to use the eight hours of job search time for skill building with the employer if training is offered.
- Complications can be staffed with ODHS Central Office.
- At the end of the JOBS Plus period and there is not a permanent job offer there may be other opportunities through On the Job Training (OJT)

through WIOA Title 1. Title 1 OJTs are generally aligned with sector strategies. Check with your local WorkSource Office for more information.

- When the participant is ready for a JOBS Plus placement, the participant continues in other appropriate activity steps related to their goals while awaiting placement. Using work preparation activities including job preparation and work habits (SW) or job search (JO) in the focus field of work interest may be helpful. Some participants may also be actively participating in a Work Experience (WE) prior to the JOBS Plus placement.

JOBS PLUS EXCEPTION PROCESS

- Exceptions to regular JOBS Plus rules can be requested from ODHS Central Office when there is a compelling reason for an allowable exception. Examples of exceptions that can be requested are:
 - Extending the JOBS Plus experience for up to 3 months past the original 6 months
- Doing a placement for less than 6 months
- Doing a placement for less than 30 hours per week
- Exception to the 10% rule, where employers can only have ten percent of their workforce as JOBS Plus employees
- Exceptions are to be staffed with ODHS local leadership before being sent to Central Office using the proper form. Central Office will only approve the exception if there is a compelling reason:
- Extensions:
 - The employer will be hiring the participant into a permanent position after an extension
 - The participant will learn a new set of skills during the extension that will increase employability
 - The participant needs extra time to complete a training program or certification offered by the employer
- Other Exceptions:
 - For hours below 30 the wages must be significant and not be resulting in a subsidy each month
 - For positions of less than 6 months there should be a clear reason as to the benefit to the participant of working less time
 - Exceptions to the 10% rule should show that the placement is of a significantly higher wage or that the participant will learn robust skills and/or the placement will result in a permanent job
 - Exceptions for those nearing the 60-month time limit (55 months or more), or where the youngest child is about to turn 18, must show a clear reason why the participant is indeed job ready and how this will result in permanent employment. Exceptions close to 60 months must be applied for by month 55.

- JOBS Plus placements at 60 months or more are not allowable.
- JOBS Plus exceptions must be sent to the Direct Pay Unit after Central Office approval.
- For the current exception form and process, connect with ODHS staff or reach out to Central Office at jobs.worksite@odhsoha.oregon.gov,

PARTICIPANT PLACEMENT ESSENTIALS

- It is best practice for the family coach and contractor to have a staffing about the appropriateness of the JOBS Plus placement prior to preparing the participant for the placement.
- Some TANF participants may not be appropriate referrals for JOBS Plus:
 - TANF families serving a SNAP disqualification for a member of the benefit group
 - A TANF household where one or more members is on the SNAP benefits but not on the TANF case
 - TANF participants receiving unemployment insurance
 - TANF two-parent families. If the other parent finds regular employment during the JOBS Plus period of the first parent TANF will likely close and the JOBS Plus experience will end abruptly.
 - TANF participants who are on the SSI track in their case plan
 - Those who have “timed out” having reached 60 months of TANF but still have TANF open for the minors in the household
- There are many things to consider when placing a JOBS Plus participant at a work site, such as:
 - ID (support services can pay for ID in sequence, for example getting the birth certificate, then Oregon ID card, then Oregon Driver License, etc.)
 - Justice history (may need coaching on explaining background, see justice friendly employer list)
- Find resources here on collateral consequences: <https://niccc.nationalreentryresourcecenter.org>
- Federal Bonding is available as a free resource to uninsurable job seekers due to justice backgrounds: <https://www.oregon.gov/EMPLOY/Businesses/Pages/Federal-Bonding-Program.aspx>
 - Employment pre-screening (drug test)
 - Education (discussion of occupational requirements, i.e. GED, degrees, etc.)
 - Childcare
 - Transportation
 - Stable housing:
 - discuss cost of rent

- How JOBS Plus income may impact their housing (ex. subsidized housing)
- Bring Family Coach into the discussion
- Conflict of interest (participant/employer are relatives or friends)
 - Adult youth wants to work at the business of the parent
 - Adult wants to work where their uncle is the manager
 - Staff these situations with ODHS Central Office for guidance
- 2 Parent Household
 - Employability of 2nd parent
 - Staff with local leadership and complete exception request
 - Cannot do JOBS Plus for both parents at the same time
- Gaps in employment history (consider using Work Experience to create recent work history)
- Learning opportunity for people with a lack of experience
- Job specific skillset needed
- Citizenship and refugee status
- Diversity, language, and cultural considerations
- Be mindful of work schedule

FINANCIAL LITERACY

- What will happen to benefits?
- Once an employer hires a participant, they begin to earn a paycheck. At that point, TANF and SNAP benefits will be on hold until the subsidized employment experience ends and if a permanent job is not offered.
- Participants will continue to receive medical benefits while placed in JOBS Plus.
 - If medical ends during JOBS Plus, contact the family coach. If the family coach cannot restore OHP, they can contact ODHS Central Office.
- Participants will receive all current child support payments while placed in a JOBS Plus.
- JOBS Plus participants are subject to garnished wages through Department of Child Support, for unpaid child support or Court Ordered fees and fines.
- If a participants' monthly income falls below their combined calculated TANF and SNAP benefits due to garnished wages, the participant will receive supplemental benefits.
- While not required, it can be beneficial to address the costs of goods and services in the contractor's region, such as housing, in relationship to earning a paycheck.
- If transitioning from SI or VT, does the participant have financial aid? Will JOBS Plus income impact their financial aid in anyway?

TRANSITIONING TO JOBS PLUS

- QRG for setting up or ending JOBS Plus:  [QRG JOBS Plus.pdf](#)

IF HIRED:

- Participant to check with FC regarding income limit
 - Under Income Limit → TANF w/ JOBS component
 - SNAP w/ E&T
 - Over income → TANF closes – transitional benefits (EP, TBA, RCP, JPI)

IF NOT HIRED:

- JOBS Contractor to note the PL Hire date & first date of pay:
 - Report pertinent PL hire information as well as end date information to the FC to avoid underpayment or overpayment.
 - Contractors should be mindful of the timing of the last paycheck to cover that month's bills/avoid an underpayment

INDIVIDUAL EDUCATION ACCOUNTS

- After the first month on JOBS Plus the wage reimbursement to the employer is reduced by \$1.00 per hour. This amount is put into an Individual Education Account for the participant to access once JOBS Plus ends and unsubsidized (non-JOBS Plus) employment is gained for a period of 30 days.
- At the end of JOBS Plus, the Direct Pay Unit automatically issues an application form to the participant. If the form does not arrive or becomes lost DPU can reissue the form or the family coach or the contractor can contact ODHS Central Office.
- The amount will vary based on the number of actual hours worked. For example, an estimated 168 hours x 5 months x \$1 = \$840.
- The IEA fund is available to the participant for use by them or a member of their immediate family for higher education purposes for a period of 5 years from the date on which JOBS Plus ends.
 - A business cannot require participants to use their IEA for training that would otherwise secure a permanent position. However, they can encourage the participant to use their IEA for career advancement or to meet employment qualifications required of all new hires.
 - Example: Someone is hired as an office clerk and they get hired permanently – employer knows of the IEA account and employer asks to improve their skills and suggests they use their funds to get that training.

CAPTURING ATTENDANCE

- Maintain consistent communication with participants and worksite supervisors. Allowing TRACS to auto-populate without having correct weekly hours of attendance may affect monthly billing for childcare.
 - Possible tools for collecting weekly attendance
 - Consider using attendance tracking sheets
 - Report by phone
 - Accommodation needs may be necessary including reporting by phone with follow up verification.
 - Via text message (screenshot or picture of timesheet)
 - E-mail
 - Refer to JOBS Activity Guidelines (JAG) for further information on attendance documentation
- When a JOBS Plus worker is absent, determine if it will be a paid absence using the regular rules that apply to all other temporary employees.
 - Examples of paid absences could be:
 - An illness if the employee qualifies for sick leave.
 - Participation in the Oregon National Guard during scheduled work hours.
- If the employer determines it is a paid absence, they should include the time under “regular hours paid” when they fill out the Wage Reimbursement Billing form.
- If the employer determines it is not a paid absence, the family coach will determine if the absence is “excused” or “unexcused.”
- The following are some examples to gather context to report to the family coach:
 - If a worker is absent because of a death in the family, company rules may say they do not get paid, but the absence would be considered excused due to the circumstances.
 - Missing work without calling in or having a doctor’s note would be considered unexcused. Advise the employer to report that absence as unexcused in the space provided on the Wage Reimbursement Billing form.
- ODHS needs information about unpaid absences to determine whether JOBS Plus employees should receive a supplemental payment to equal the level of their former benefits.
- JOBS Plus placement will be full time and last for six months.
- During the last two months, the participant may spend up to eight hours of paid job search activity.
- Close attention should be paid for start and end dates. JOBS Plus end dates should not end in the first 2 weeks of the month.
- JOBS Plus can be slightly adjusted to match a pay period start/end, so as not to negatively affect the participant.
- DPU has software that holds PL for 6 months, but there is a way to add in a few days or a week or two to adjust pending ODHS Policy approval
- TANF grant begins on the 1st of each month
- Familiarize yourself with the last page of the Work Site Agreement.

JOBS PLUS EMPLOYER REIMBURSEMENTS

- JOBS Plus employers are reimbursed for the following:
 - The wages paid to the employee. These wages will be based on the applicable Oregon minimum wage for a maximum of 40 hours per week.

Oregon Minimum Wage Rate Summary

Date	Standard	Portland Metro	Nonurban Counties
January 1, 2016	\$9.25	\$9.25	\$9.25
July 1, 2016	\$9.75	\$9.75	\$9.50
July 1, 2017	\$10.25	\$11.25	\$10.00
July 1, 2018	\$10.75	\$12.00	\$10.50
July 1, 2019	\$11.25	\$12.50	\$11.00
July 1, 2020	\$12.00	\$13.25	\$11.50
July 1, 2021	\$12.75	\$14.00	\$12.00
July 1, 2022	\$13.50	\$14.75	\$12.50

- Starting on July 1, 2023, the minimum wage is decided by the Labor Commissioner based on the Consumer Price Index
 - A portion of the employer's share of Social Security, Unemployment Insurance and Workers' Compensation premiums for the *JOBS Plus* employee. This will be reimbursed at the rate set in your *JOBS Plus* agreement. The standard rate is 11.7% of the wage reimbursement. The number of deductions claimed by the worker does not affect the reimbursement rate. An employer can require a higher reimbursement percentage, but this must be approved by ODHS Central Office.
 - ODHS reimburses employers once a month. The employer will automatically receive a Wage Reimbursement Billing form on the 10th of each month. After filling it out, the employer needs to return the form to ODHS for payment.
 - Supplements issued follow the wage reimbursement cycle, which is the 16th of the previous month through the 15th of the next month.
- Employers complete one Wage Reimbursement Billing form every month for each JOBS Plus worker.

RETURNING THE FORM TO THE DIRECT PAY UNIT (DPU)

- The employer signs and dates the form, and returns it by the 20th of the month, to:

Direct Pay Unit
Jobs Plus

P.O. Box 14850
Salem, OR 97309-0850
jobs.plus@odhsoha.oregon.gov

- Payroll records regarding the *JOBS Plus* participant should be maintained at the worksite according to state law. Employers should check with BOLI for questions regarding records retention periods. These records do not need to accompany the *JOBS Plus* Wage Reimbursement Billing form.
- Typically, the employers can expect to receive reimbursement within 10 days of the time ODHS receives the billing.
- If employers have any questions about the status of their request for reimbursement, call 503-378-5500 or 1-800-699-9074.

HOUSING GUIDANCE

- If the *JOBS Plus* income is to be considered against housing assistance, the family coach and/or the *JOBS* coach can contact the organization to explain that the income is temporary and ask for it not to be considered in the housing assistance eligibility.
- Housing resources: <https://www.nwpilotproject.org/useful-forms/>

EARNED INCOME TAX CREDIT

- Because the participant will be working, they may qualify for state and federal tax credits. For example, they may be eligible for the earned income tax credit (EITC). EITC can be claimed automatically by filing taxes for the previous year.

TAX INFORMATION

- For tax purposes, an employer would treat the *JOBS Plus* employee like any other temp employee. *JOBS Plus* employees' wages and payroll taxes will be treated, like other employees, as

- an expense.
- ODHS reimbursements should be treated as income. Employers will receive a 1099 confirming the *JOBS Plus* reimbursement in the previous calendar year. DPU can be contacted to reissue the 1099 in the case that the employer misplaces it or does not receive it in the mail.
 - Should help PL understand the basics to completing W-2 prior to starting PL.
 - PL Wages can be garnished for purposes of Unpaid Child Support, Court Ordered fees and fines, as well as credit card debt and other unmet financial obligations. A conversation should be had with the participant in case there are garnishments.
 - A subsidy will be issued if the gross wages fall below the TANF and SNAP amounts. TANF and SNAP are not garnishable.
 - Some participants may wish to still engage in JOBS Plus with a standing garnishment in order to pay down the amount.
 - Employers who have other questions should contact an accountant or other tax professional.

**FOR FURTHER INFORMATION PLEASE CONTACT ODHS CENTRAL
OFFICE AT JOBS.WORKSITE@ODHSOHA.OREGON.GOV**