MO WORKS TOGETHER
GRANT
POLICIES AND PROCEDURES

DISASTER RECOVERY DISLOCATED WORKER GRANT

COMBATING THE OPIOID CRISIS

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Overview

The Missouri Works Together (MOWorksTogether) grant is a collaborative effort to both: (1) provide temporary disaster-relief employment and career and training services to workers impacted by the opioid crisis; and (2) develop a stronger workforce provider professions network able to better address individuals needing substance abuse and counseling services. To accomplish this, the following steps will take place in counties identified as most impacted by the opioid crises in the State:

**Track One (Temporary Employment)**
1. Up to 24 eligible individuals will undergo a 5-day training course to become Certified Peer Specialist (CPS) and placed into temporary employment opportunities at participating worksites in the designated regions.
2. During the course of temporary employment, or after, these individuals may go on to receive additional services under the track two option (see below).

**Track Two: (Employment and Training)**
1. Services will include career and training services to assist in reintegrating eligible individuals back into the workforce and/or transitioning individuals into professional fields that could impact the opioid crisis.
2. Following an assessment, interview, evaluation, and career planning services, individuals will be placed into occupational skills training, preferably training intended to impact the opioid crisis, however, other career paths and training will be allowed, following each individual’s skills, interests, and aptitudes.

The MO Works Together grant is a Disaster Recovery DWG, implemented as a result of the U.S. Department of Health and Human Services’ (HHS) public health emergency declaration regarding the opioid crisis. As a result, the U.S Department of Labor Employment and Training Administration (USDOL/ETA) is making disaster recovery grant funds available until the HHS’ health emergency declaration expires. Despite the focus of the national health emergency, the grant follows conditions associated with TEGL 2-15 for Disaster Recovery Dislocated Worker Grants, as well as conditions set forth in TEGL 4-18.

**Manual Intent**
The intent of this manual is to provide frontline workforce staff with an in-depth overview of the operational guidelines required for the MO Works Together grant, including eligibility determination of participants, required case management actions, as well as the general requirements and other responsibilities of all partners involved in the operations of this grant.

**Adhering to Grant Policies**
All policies outlined in this Manual must be adhered to by the Region(s) participating in the grant, even if local policies contradict certain portions. These policies were defined with local input from previous disaster grants and ensure operations are consistent statewide. The consistency will assist in USDOL, State, and local monitoring processes. This manual provides clear guidelines when providing supportive services and imposes a limitation on funding availability for training.
Participants

Eligible Participants
Individuals eligible to receive services through this grant must be one of the following:
1. A dislocated worker as defined in WIOA Section 3(15);
2. Individual temporarily or permanently laid off as a consequence of the opioid disaster;
3. A self-employed individual who became unemployed or significantly underemployed as a result of the opioid disaster; or
4. Long-term unemployed*

*For the purpose of this grant, long-term unemployed is defined as any individual who is:
- Unemployed at time of eligibility determination; and
- Has been unemployed for 15 or more nonconsecutive weeks over the last 26 weeks; and
- Has made specific efforts to find a job.

For the intent of this definition, 30 hours or more constitutes a week and does not include individuals who have held part-time jobs on a regular basis during the last 26 weeks.

Eligible Participants and Opioid History
This grant seeks to reintegrate individuals with a history of opioid use into the workforce, however, participants are not required to have or disclose that such a history exists.

Per guidance found in TEGL 4-18, eligible participants for opioid-crisis Disaster Recovery DWGs are not required to have a history of opioid abuse or otherwise be personally affected by the opioid crisis to participate in grant-funded employment, activities, and services. However, to the extent that eligible participants are impacted by the opioid crisis, Regions and their subcontractors must not reject or otherwise negatively treat participants who do have a history of opioid abuse or are otherwise personally affected.

Participants’ disclosure of impact by the crisis must be voluntary. Regions and/or their subcontractors may ask participants if they have been affected by the crisis as part of the process of determining what supportive services and other needs the participant may have, but these inquiries must follow guidelines listed on the Confidential Inquiry form. Additionally, participants cannot be required to disclose whether they have been impacted the opioid crisis as a condition of their participation in grant-funded employment, activities, and services.¹

Eligibility Documentation

Documentation for eligibility for the grant is as follows:

1. **Dislocated Worker**
   Individuals who meet the definition of a dislocated worker (DW) as defined in WIOA Sec 3(15) must have their eligibility fully documented in either an electronic or hard copy file. Staff must select the appropriate category (category 1 through category 8),

¹ TEGL 4-18, [https://wdr.doleta.gov/directives/attach/TEGL/TEGL_4-18_Acc.pdf](https://wdr.doleta.gov/directives/attach/TEGL/TEGL_4-18_Acc.pdf), pg. 5
on the WIOA Application, for which the individual meets eligibility. Staff are required to co-enroll DW eligible participants into the DW program.

Dislocated Worker categories and their respective eligibility requirements and required documentation can be found in the current DWD Issuance on Adult and Dislocated Worker Eligibility and Documentation Technical Assistance Guide (DWD Issuance 08-2018).

2. Temporarily or Permanently Laid Off as a Consequence of the Opioid Disaster
An individual who is dislocated because their employment was adversely affected by the opioid disaster is eligible for the grant under category 12 on the WIOA Application.

Two documents are required for verification for eligibility under this category. Adequate documentation must clearly show that the individual (1) was employed and (2) is now temporarily or permanently laid off as a consequence of the opioid disaster.

- Allowable documentation for employment can be paystubs or other payroll records; a bank statement indicating direct deposit from the most recent employer; and/or a letter from the most recent employer. A case note documenting phone verification from the employer would also be acceptable.
- Documentation expressing the layoff was a result of the disaster is collected through the signed Self Attestation form.

3. Self Employed Individuals Temporarily or Permanently Laid Off as a Result of the Opioid Disaster
A self-employed individual who is now unemployed as a result of the applicable disaster is eligible for the grant as a dislocated worker under category 12 on the WIOA Application.

Two documents are required for verification for eligibility under either subcategory. Adequate documentation must clearly show that the individual (1) was self-employed and (2) is now unemployed:

- Evidence of self-employment may be provided though a business tax return, or a business license, or any other legal document which shows self employment and which could be verified by phone.
- Documentation to show temporary or permanent unemployment due to the opioid disaster is provided through the Self Attestation form.

4. Long-Term Unemployed
For the purpose of the NDWGs, long-term unemployed is defined as any individual who is unemployed at the time of eligibility determination and has been unemployed for 15 or more nonconsecutive weeks of the last 26 weeks (30 hours or more constitutes a week) and has made specific efforts to find a job. As a reminder, the intent of this definition does not include those individuals who have held part-time jobs on a regular basis in the last 26 weeks. Those who meet the definition of long-term unemployed are eligible to participate in the grant under Category 12 on the WIOA Application.

A participant can attest that s/he meets the definition of long-term unemployed using the “Self-Attestation” form. The participant must also include employment history for the last seven
months on the Self Attestation form. In all cases, the individual’s employment record should be reviewed. Additionally, if s/he has filed a UI claim in the three years prior to the date of eligibility determination, the participant should print proof of the claim from the Division of Employment Security’s claim system, UnInteract.

If a long-term unemployed individual meets the definition of a Dislocated Worker, the qualifying eligibility is due to the dislocated worker status and the long-term unemployed eligibility criteria should NOT be pursued. In this situation, the “Self-Attestation” form, if already signed, should be updated by drawing a line through the attestation for long-term unemployment, accompanied by staff and the participant’s initials. The correct eligibility status should be documented in case notes.

**Category 12**

**Category 12: Dislocated Worker Grant (DWS) eligibility:** Individual does not meet criteria outlined for Dislocated Workers in categories 1 - 8 above, but is an individual that meets DWS eligibility outlined under WIOA Title II National programs, Sec 170 National dislocated worker grants, relating to Sec 170(b)(1)(A) workers affected by major economic dislocations OR Sec 170(b)(1)(B) workers affected by an emergency or major disaster.

Every participant determined eligible using the category 12 option in MoJobs will have an additional section appear, labeled **Dislocated Worker Grant Eligibility**. These questions are used to indicate which reason supports eligibility.

**Dislocated Worker Grant Eligibility**

- Is unemployed due to general economic conditions in the community lived in, or worked in, or related to a military installation realignment:
  - Yes
  - No
  - Not Provided

- Is unemployed as a result of an emergency or major disaster in the community lived in, or worked in:
  - Yes
  - No
  - Not Provided

- Is considered long term unemployed, as defined by the state in the NDWG grant:
  - Yes
  - No
  - Not Provided

Workers, including the self-employed, temporarily or permanently dislocated as a result of the disaster will answer YES to question #2.

Long-term unemployed individuals will answer YES to question #3.

**WIOA Application Details**

Eligibility for the MO Works Together Grant is recorded in the MoJobs system through the use of the WIOA Dislocated Worker Application.

**Dislocated Worker Eligibility:**

- Yes

**Dislocated Worker Eligibility Date:** 04/09/2018 (mm/dd/yyyy)
On the Employment Section of the application, staff must ask if the participant has recently been to an Employment Transition Team (ETT) meeting (Missouri’s term for Rapid Response), as a result of a company layoff. If so, this information should be recorded on the Employment Tab of the Dislocated Worker application, with the respective employer event number recorded. All fields below must be recorded:

- You can use the ‘Find Rapid Response Event’ lookup table to search for the corresponding Rapid Response Event Number. Use the search field ‘Company Name’ to easily locate the company associated with the individual’s layoff. If multiple dates are listed for the individual’s employer, select the best fit for the separation.
- An individual’s most recent Rapid Response service date can be determined by observing the date associated with the event number in the look up table or by looking up the individual’s Case Notes and finding the ETT Meeting Service case note.
- **NOTE:** These details are imperative for Rapid Response reporting for the State of Missouri, as performance is based upon how many eligible participants are served through either the WIOA DW, WIOA NDWG, or Trade Adjustment Assistance programs. Any questions about Rapid Response/Performance Reporting may be directed to: ETT@ded.mo.gov.

Upon completion of the eligibility application, the system will indicate if all eligibility requirements have been met or why the application does not indicate eligibility for Dislocated Worker.

<table>
<thead>
<tr>
<th>Program</th>
<th>Eligible</th>
<th>Priority</th>
<th>Calculated Exception/Limitation</th>
<th>Reason(s) Not Eligible</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>Adult</td>
<td>Undetermined</td>
<td></td>
<td>No Adult Eligibility Date.</td>
<td>[inactive]</td>
<td>Action</td>
</tr>
<tr>
<td>Dislocated Worker</td>
<td>Yes</td>
<td></td>
<td></td>
<td>[inactive]</td>
<td>Action</td>
</tr>
</tbody>
</table>

- **If problems exist, common troubleshooting ideas** include issues with the selective service or veteran’s information, originally marking the application to save a partial application and the verify documentations have not been recorded, or data entry does not support actual eligibility for the program selected at start.
- The system will indicate a participant is eligible for Dislocated Worker regardless of what category was selected. If a participant is eligible under Category 12, then s/he is not eligible for the WIOA Dislocated Worker (DW) formula program. In these instances,
to avoid accidentally enrolling someone into WIOA DW, it is recommended that the DW program be marked as ‘Inactive’.

### Eligibility Summary (WIOA Application)
On the last section/tab of the WIOA Application, labeled ‘Eligibility Summary’, staff must record that the participant meets NDWG eligibility and which grant the participant will be participating in.

First, record eligibility for the National Dislocated Worker Grant:

- **National Dislocated Worker Grant NDWG:** [Yes] [No] [Not Applicable]

Second, record the grant by adding the “MO Works Together” grant to the record.

To confirm that the grant code was added, verify that a date is displayed under the ‘Date Added’ column.

### Initial Job Center Process
Regardless of point of entry, all potential participants are required to be determined eligible and enrolled through the appropriate Missouri Job Center. The following steps are to be completed as part of this process.

1. Participant creates or updates MoJobs profile, to include the **General Information** and **Background** sections.
2. Participant creates and/or updates MoJobs resume.
3. Participant is enrolled into Wagner-Peyser.
4. Participant meets with designated grant staff for grant eligibility determination and enrollment.

### Assessments
Staff must complete an appropriate **assessment** of all participants. Assessments must be able to determine a person’s barriers to completing activities, determine career interests to assist in formulating appropriate goals, supportive service needs, and is required for training level services.
justifications. After completing an assessment, staff must enter the 213-Comprehensive Assessment service to the participant’s record.

The DWD’s electronic case management system has a built in assessment, called the Objective Assessment Summary (OAS), which can be used for this piece. The OAS can be found under Staff Profiles → Case Management Profile → Plan → Create Objective Assessment Summary. Other locally used assessments are allowable.

**Employment Plans**

All participants must have an employment plan recorded in the MoJobs system, regardless of which track they are receiving services under. An EP is an individualized career service that the participant and the case manager/career planner develop jointly. The EP is an ongoing strategy to identify employment goals, achievement objectives, and the appropriate combination of services necessary to enable a participant to achieve their employment goals.

At a minimum, the EP must contain:

- A short-term (training or employment) goal;
- A long-term (employment) goal that clearly documents the career pathway
- Objectives required to meet the goals listed, and required training components
- A justification why the short-term and long-term goals are appropriate for the participant:
  - This must be based on assessment information, an interview with the participant, and skills obtained from previous employment.
  - This must include an explanation of the skills gap that the EP is designed to overcome. Skills gap is defined as the significant gap between the skills required by the employer, and the current capabilities of the applicant.
  - This must include barriers to employment and/or participant needs, if applicable.

DWD’s electronic case management system has a built in EP that staff must use to record the long-term goals, short-term goals, and objectives, as required. The EP can be found under Staff Profiles → Case Management Profile → Plan → Create Individual Employment Plan/Service Strategy.

After completing an employment plan, staff must enter the 205-Development of IEP/ISS service to the participant’s record.

Frontline workforce staff are responsible for updating the EP as necessary, such as when objectives are achieved or supportive services are needed. Such changes are to be made only in conjunction with the participant.

Refer to the Statewide Individual Employment Plan Development Policy and supporting Frequently Asked Questions PDF for further guidance on EP requirements, such as specific requirements addressing short and long term goals, as well as the required documentation for addressing the identified skills gap.

**Equal Opportunity and WIOA Complaint and Grievance Notification**

WIOA regulations require that participants receive notification of the right to pursue complaints or grievances related to Equal Opportunity issues or programmatic delivery of programs and services. To ensure that the participant has been properly notified and provided with a copy of
his/her rights and responsibilities, DWD requires a signed attestation on all participants, regardless of which track they are receiving services under. Form EO-15 must be used for this information, marking the participant as a participant in the correct corresponding section. The participant will retain pages 1 and 2, while page 3 is maintained in the participant’s file. Refer to the current DWD Issuance regarding EO and WIOA Complaint and Grievance for full guidance.

**Confidential Inquiry Form**

This grant seeks to serve those impacted by the opioid crisis and reintegrate individuals who have had a history of opioid use. All participants being determined for the MO Works Together grant will be asked to answer the question regarding opioid history provided on the Confidential Inquiry Form. This is a voluntary response and will have no impact on eligibility.

Following strict regulations provided in TEGL 4-18, and due to the confidential nature of the question, USDOL will only allow staff to ask the following question:

“Do you, a friend, or any member of your family have a history of opioid use?”

The only answers on this form are either a yes, or a no. To collect this answer, participants will complete the designated Confidential Inquiry Form. To protect confidentiality of medical information, this form must be stored in a separate, secure file as required by DWD Issuance 13-2016, Confidentiality and Information Security Plan. Such information is not to be mentioned directly in case notes. Allowable case note language should be similar to “individual has been determined eligible for the MOWorksTogether grant. See secure file for additional information.”

**Case Notes**

**Mandatory Initial Service Note**

All participants are to have the mandatory Initial Service Note at time of enrollment. The Initial Service Note must include information regarding the (1) summary of eligibility, (2) the position the participant was referred to (if applicable), (3) the plan of activities to be offered, (4) how the plan will be implemented, and (5) the evaluation of services. For additional information on the mandatory initial service note, see DWD Issuance 02-2017: Case Note Policy, or its current version.

**Case Note Requirements**

Case Notes provide a fact-based description of a participant’s interaction with the workforce system. Accurate, adequate, and timely recording of Case Notes is critical to provide quality participant service, track funding costs, and assist in compliance monitoring.

Case Notes should be entered on the date of discussion with the participant or the date services are provided. This real-time data entry allows for continuous and seamless service delivery. If time of day or caseload does not allow for creating a Case Note immediately, it should be completed the next business day, or as soon as possible. Anyone with access to MoJobs can see any note in a participant’s file. Since MoJobs does not have a place for confidential notes, notes with confidential/sensitive information about chemical dependency, mental health, family violence, or any medical condition or diagnosis must not be entered. These types of documentation must be
kept in the secure, confidential case file and the file cabinet must be locked when not being accessed.

When writing Case Notes, keep in mind:

- Case Notes are part of the permanent record;
- Monitors and other staff providing services will read Case Notes; and
- The participant (or, in the case of a youth, the guardian) has the right to receive copies of Case Notes.

If you enter a note incorrectly, use the MoJobs Change Request Form to submit a deletion request. Deleting notes requires a written request and a reason for deletion. Remember that any entry made may become public record, so make your notes both accurate and able to withstand public scrutiny.

All guidance regarding case notes can be found in the DWD Issuance 02-2017: Case Note Policy, or its most current version. Additionally, DWD has released a Case Note Manual and Frequently Asked Questions sheet to assist with the development of case notes. All resources are to be used as equal guidance for case note purposes.

**Temporary Employment**

The MO Works Together Grant intends to place up to 24 individuals in humanitarian temporary employment. Temporary employment participants will go through a five-day course to be trained as Peer Support Specialists to provide services designed at alleviating suffering associated with the opioid crisis. Peer Support Specialists specifically are individuals who have a lived experience of recovery and are able to assist others towards achieving specific goals towards recovery.

**Job Descriptions/Job Orders**

Each region will enter a job order for each temporary employment position at the worksite(s) in their respective area. These job orders are to be posted internally and not available online to job seekers. This is done to prevent confusion or frustration, since grant eligibility is required for these positions. When entering the job order into the labor exchange system, staff must indicate that the job order information will not be displayed online to job seekers.

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**Job Order Information to be Displayed Online**

<table>
<thead>
<tr>
<th>Display online to job seekers:</th>
<th>Yes ☐ No ☑</th>
</tr>
</thead>
<tbody>
<tr>
<td>Display your company name:</td>
<td>Yes ☐ No ☑</td>
</tr>
<tr>
<td>Display worksite address:</td>
<td>Yes ☐ No ☑</td>
</tr>
<tr>
<td>Have a local workforce staff member screen your applicants:</td>
<td>Yes ☐ No ☑</td>
</tr>
</tbody>
</table>
Job descriptions must reflect the disaster-related work to be completed at the worksite and not “regular” worksite duties. If job descriptions are used from the worksite, the information must be modified to reflect the actual disaster-related duties only.

The rate of pay must be matched with like-employees at the worksite. If the position does not exist at the worksite, local Labor Market Information (LMI) data must be used to determine the wage.

All participants entering temporary employment must be referred to the respective job order and given a job description prior to starting. The job order referral should only be issued to a participant who is qualified to do the work. If the participant is officially hired, the job order referral status must be updated to reflect “Hired”.

The easiest way to update the job order referral status is to 1) assist the employer record where the job order is posted, 2) click ‘Applicants’ 3) check all the applicants that need to be marked as hired, 4) click ‘Status’ at the bottom of the list, 4) under ‘Applicant’s Recruitment Stage’ select the ‘Yes’ radio and record the start date in all required fields, 5) click ‘Save Status.

**Participant Orientation**
Prior to starting temporary employment, individuals must complete a program orientation. At the time of this orientation, the participant should sign the “Participant Orientation” form. The signed original should be kept in the participant file and a copy given to the participant for his/her records.

Participant must also review and sign the “Media Consent” form, the “Emergency Contact” form, and the “Medical Disclaimer” form at this point.

**Pre-employment Screenings**
Worksites chosen for this grant may have required pre-employment screenings, such as a drug screening or a background check. If such requirements exist, the participant must successfully complete the screenings before employment can begin. If a participant is unable to complete the pre-employment screenings, the participant should be offered to continue grant activities under Track #2.

**Worksite Orientation & Policies**
The Worksite must give the participant an orientation on worksite policies just as the Worksite would do for any other employee. At a minimum, the worksite orientation must include the elements listed on the “Worksite Orientation” form. In addition, any training required by the Worksite must be provided. If the participant is unable to successfully complete any worksite training requirements or adhere to worksite rules, s/he is terminated from temporary employment. If terminated, career and training services are still available through the MO Works Together grant.

If the Worksite does not have policies to address certain situations (i.e. sexual harassment or drug-free workplace), participants must follow the Employer of Record’s policies. All Employers of Record under the DWG must have policies in place to address these situations.
**Safety Training**
Safety training is not required for humanitarian positions prior to working on the actual worksite. However, if the worksite provides any sort of safety training to like employees, then it must also be provided to the temporary employees following the worksite’s normal schedule.

**Duration Limits for Temporary Employment Positions**
All grant temporary positions have a maximum duration of 2,040 hours or 12 months of employment\(^2\), whichever occurs first, which is less than the allowable hours under DWD’s Disaster Recovery Jobs Program.

Participants will work no less than a “normal week,” generally 40 hours, unless there are unforeseen circumstances (i.e. weather) that prohibit working a specific day. Part-time positions are acceptable only if needed by the worksite. Participants may work overtime provided that regular employees of the worksite are also working overtime.

Local WDBs must track each participant’s employment, to ensure the 12-month duration or the 2,040-hour cap is not exceeded. Regions may find it necessary to establish an earlier cutoff to ensure timesheets are correct and that the maximum duration is not exceeded. If a participant exceeds the maximum duration due to internal tracking processes, the Region is responsible for paying the additional hours and required to establish a process to prevent future occurrences.

If a participant misses work for an extended period of time at the Worksite, the staff should determine (1) the reason for the absence, (2) if supportive services are needed to participate in the grant, and (3) if employment needs to be terminated.

No participant will be allowed to continue temporary employment if s/he is not actively engaged and working on a regular basis. If a participant has not received a service funded by the grant for 90 consecutive calendar days, enrollment in the MO Works Together grant must be closed.

TEGL 4-18 states that a participant may be terminated from temporary employment if the individual returns to using illegal drugs.\(^3\)

**Wages**
Participants in temporary employment will be paid the same wages as employees in like positions at the worksite, commensurate with experience and skills. Raises extended to regular employees must also be extended to grant participants working within the same job class. State Prevailing Wage Law does not apply to the MO Works Together grant.

**Evaluations**
An evaluation must be completed on each participant every 90 days during the temporary employment phase of the DWG. The Worksite must provide information on the participant’s performance, both positive and negative, in order to track progress. Use the “Evaluation” form to document performance and enter performance into case notes.

\(^2\) TEGL 4-18, [https://wdr.doleta.gov/directives/attach/TEGL/TEGL_4-18_Acc.pdf](https://wdr.doleta.gov/directives/attach/TEGL/TEGL_4-18_Acc.pdf), Pg 5.

\(^3\) TEGL 4-18, [https://wdr.doleta.gov/directives/attach/TEGL/TEGL_4-18_Acc.pdf](https://wdr.doleta.gov/directives/attach/TEGL/TEGL_4-18_Acc.pdf), Pg 18 & 19.
Recording Temporary Employment Service
Staff must record the 330-NDWG Temporary Employment activity the day the participant begins temporary employment.

Worksites

Eligible Counties
Worksites are limited to public entities and private non-profit facilities located in the geographic area covered by the grant application. Counties designated eligible are all counties in the Central, Ozark, Southeast, and South Central Regions only. Worksites will include Community Treatment Centers, Emergency Rooms, and Recovery Housing in these participating counties. Each worksite must complete a “Worksite Agreement” before workers can be placed at the site.

Each worksite must be documented on the Worksite Worksheet. The Worksite Worksheet and the Worksite Agreement(s) must be sent to the DWD Grant Coordinator before participants can be placed at a Worksite. Regions are to maintain a file for each worksite established to store other required paperwork as mentioned in this manual.

Equal Opportunity & Complaint and Grievance Notice
Each worksite being considered for the MOWorksTogether Grant is to have the Equal Opportunity and Program Complaints and Grievances information presented to them. A signed DWD-EO-15 form must be collected and kept with the appropriate worksite documents. For full guidance, refer to the current DWD Issuance regarding EO & WIOA Complaint and Grievance Notification.

Worksite Supervisor Orientations
To ensure the grant guidelines are followed, staff must provide the worksite supervisor(s) with a worksite orientation delivered in the most efficient manner possible, which may include going to the worksite. At minimum, the information outlined in the “Worksite Supervisor Orientation” must be covered. The worksite supervisor is required to sign the form and must be kept in the worksite file. If the worksite supervisor is a grant participant, a copy of this form must also be kept in the participant’s file.

Unions
A “Union Concurrence Statement” must be signed before any worksite can be activated where labor unions are represented.

Worksite Closures
If a worksite is closed for the day due to inclement weather or other unforeseen circumstances, the worksite must follow the same protocol when notifying other employees. All participants who are affected by the closure must record the day on their Timesheet as “Worksite Closed.”

Disciplinary Action
Any required disciplinary action or termination of a temporary employment participant will follow the same rules and guidelines of the Worksite, as these participants are to be treated as other employees. Termination of participants by the worksite are reported to the “Employer of Record.”
All disciplinary action must be documented on the “Evaluation” form. A copy of the evaluation form is given to the Local Workforce Development Board and a copy also kept in the participant’s file. If situations should occur where a participant is terminated or receives disciplinary actions, the DWD Grant Coordinator must be apprised of the situation.

**First Aid Kits**
First Aid Kits are required on site, within reach of the participants and not stored in an office located away from the actual worksite. If a worksite does not have a transportable First Aid Kit, the Regions may provide such kits under this grant.

**Contracts**
All contracts entered into by the WDB and subcontractors must include exit clauses and indemnifications to protect the Regions. In addition, all contracts should be through the grant timeframe or when the funding will be expended, whichever is first.

**Accident Reports**
In the event that a participant sustains injuries on the job, the law requires that a claim report of the injury be filed. Accidents or injuries should be reported immediately to the Worksite Supervisor. The Worksite Supervisor must report the accident or injury to the grant staff so necessary paperwork can be completed. Additionally, staff must also notify the Grant Coordinator at the DWD.

**Timesheets**
The “Timesheet” form is used to record the days, number of hours worked, and the total amount of time spent on individual projects within each two-week period. The participant and supervisor must sign the timesheet in ink. It is the responsibility of both the participant and the supervisor to make sure the timesheet is submitted to the worksite office on time. Payroll cannot be processed until the signed time sheet is received. In the event that a final timesheet is received with no participant signature, best efforts should be made to contact the participant for signature, documenting such attempts in MoJobs. The final time sheet must be paid out by the next payroll period and requires the worksite supervisor’s signature, at minimum.

If a worksite is closed for the day due to inclement weather or other unforeseen circumstances, participants who are affected by the closure must record the day on their Timesheet as “Worksite Closed.”

Every paycheck must be documented through case notes in MoJobs. Documentation must include payroll period, number of hours, gross wages, and number of hours remaining for temporary employment.

**Employer of Record**
The “Employer of Record” rests with the entity paying the participant wages and will depend on the contractual agreement within the Region. Employers of Record for temporary workers are limited to public entities, not-for-profit organizations, and private for-profit entities, such as a staffing agency.
All participants must complete and provide documentation for the I-9 and W-4. In addition, all participants must be checked through E-Verify before starting work (or within 3 business days of the start date). The Employer of Record must retain all of these forms.

**Fringe Benefits**
At minimum, each participant employed in temporary employment activities will be covered by Workers’ Compensation in accordance with State law through the program funding. Participants shall be provided fringe benefits according to the Employer of Record’s temporary employee policy.

**Unemployment Insurance**
For UI tax purposes, Missouri governmental entities and entities with 501(c)(3) not-for-profit status, acting as the employer of record, are not required to report the wages of authorized participants in work-relief or work-training programs, provided that those programs are assisted or financed in whole or in part by federal, State, or local governmental agency. As such, participants in the MO Works Together grant will not be covered by unemployment insurance compensation as stated in DWD Issuance 06-2016.

**Career & Training Services**

Participants who will not be placed in temporary employment activities, will receive services following track #2. The goal with track #2 is to:

1. Reintegrate eligible individuals back into the work field and/or transition individuals into professional fields that could impact the opioid crisis.
2. Place eligible individuals into occupational skills training, preferably training intended to impact the opioid crisis. Other career paths and training will be allowed, however, following each individual’s skills, interests, and aptitudes.

**Career Services** are services that aid participants in retaining or obtaining employment. Examples include, resume building, in-depth interviewing and evaluation to identify employment barriers, development of employment plans, career planning, job coaching, and job matching services. All services provided must have the respective activity code recorded and a case note must be entered, following applicable DWD Issuances.

**Training services**, specifically occupational skills training, will be provided to individuals who need additional training to obtain employment. When determining eligibility for training services, staff must inform participants of opportunities in the healthcare field and supporting career ladder opportunities that aid others affected by the opioid crisis, such as Certified Peer Specialist (primary), Certified Reciprocal Prevention Specialist, and Missouri Recovery Support Specialist. However, if this does not line up with the participant’s interest and abilities, other career paths/training areas will be allowed. Other such training areas are to be in high-growth, in demand occupations.

**Training Eligibility**
This grant is funded through Workforce Innovation and Opportunity Act (WIOA) funding; therefore, WIOA criteria apply to training services. All participants eligible for this grant will have training
services paid using grant funds. It is possible that additional funding may be needed beyond MoWorksTogether funds. If this is the case, Regions should tap into other formula funds, depending on eligibility. The long-term unemployed do not qualify for Dislocated Worker funding; therefore, if additional funds are required for these participants other sources will need to be considered, such as WIOA Adult.

In order to have access to training services, individuals must also be determined eligible for training services. Under the WIOA and the implementing regulations, training services may be provided to participants who meet all five training eligibility criteria.

Staff must determine, after an interview, evaluation, or assessment, and career planning that the individual:

1. Is unlikely, or unable, to obtain or retain employment that leads to economic self-sufficiency or wages comparable to—or higher than—wages from previous employment through career services; and
2. Is in need of training services to obtain or retain employment leading to economic self-sufficiency or wages comparable to—or higher than—wages from previous employment; and
3. Is in possession of the skills and qualifications to participate successfully in training services; and
4. Has selected a program of training services that is directly linked to the employment opportunities in the local area or the planning region, or in another area to which the individual is willing to commute or relocate; and
5. Is unable to obtain grant assistance from other sources to pay the costs of such training [including such sources as State-funded training funds, Trade Adjustment Assistance, and Federal Pell Grants established under Title IV of the Higher Education Act of 1965] or requires WIOA assistance in addition to other sources of grant assistance (including federal Pell Grants).

All five of these eligibility requirements for training services must be met and documented before an individual can receive classroom training services. Staff are to document these requirements in Case Notes in the DWD's statewide electronic case management system, at minimum.

The case file must contain a determination of need for training services as determined through the interview, evaluation, or assessment, and career planning informed by local labor market information and training provider performance information; or through any other career service received. Explanations must include a clear description of the information, such as MERIC or Bureau of Labor Statistics (BLS) labor market information to prove the training chosen by the participant is linked to an employment opportunity.

Training programs must be directly linked to employment opportunities in the local area or in another area in which the participant is willing to relocate. Employment opportunities are to be determined using local labor market information, not state. If an employer agrees to hire the participant, a letter to this affect is acceptable.
Training Limitations
Training provided to grant participants should be short-term in nature as the grant is only “guaranteed” through the date on the approval letter from the USDOL. All training for grant participants paid through the MOWorksTogether grant is capped at $10,000.00 per participant.

Education-Related Expenses
Education-related expenses to enable participants to participate in training after s/he has successfully completed the temporary job are permissible after a needs-based analysis is completed. This could include testing fees, items required for the training program (i.e. stethoscope), etc. Approval for education-related expenses will follow requirements listed under the Supportive Service Policy for the MO Works Together grant.

Pell Grant
DWD Issuance 18-2016 addresses the “Coordination of Workforce Innovation and Opportunity Act Title I-B Training Funds with Other Available Funding”. This Issuance must be adhered to when determining funding amounts, including Supportive Services. If a participant is eligible for Pell Grant, this amount must be applied towards the cost of training. Braiding of funds are to be clearly documented in the participant’s record to understand all sources of funding.

Individual Training Accounts
Training will be paid through the use of individual training accounts (ITA). Regions may use their locally developed ITA forms for this purpose, following the $10,000 cap and other funding source limitations discussed in this manual.

Eligible Training Provider Requirement
All training providers utilized for training under MO Works Together grant must be listed on the state’s eligible training provider list (ETPL) and approved by the region before the participant begins training. A copy of this documentation must be kept in the participant’s file. The State’s ETPL is contained on a searchable database, located at https://jobs.mo.gov/community/missouri-eligible-training-provider-system.

Labor Market Information
All participants entering into classroom training must first be provided with labor market information on professions aimed at boosting the number of qualified professionals available to impact the opioid crisis. Such professions include occupations in addiction treatment, mental health treatment, and pain management. Additionally, participants should be made aware of occupations available within a career ladder. See the Missouri Credentialing Board (MCB) Career Ladder Diagram for such options.

After reviewing LMI and career ladder options, staff must record the 107-Provision of Labor Market Information service to the participant’s record.

Occupational Skills Training Service
Staff must record the 300-OCCupational Skills Training service onto the WIOA Application when a participant begins classroom training. Entering the correct actual begin date and closing the
service with the correct actual end date is important for performance reporting. A change request will be required to address training service dates if they are not accurate.

Additionally, the ETPS provider must be entered on the service entry, to include the corresponding O*NET code.

**Measurable Skill Gains**

Measurable skill gains is one of the six core measures tracked and reported to the federal government for WIOA performance purposes. This indicator measures the interim progress of participants enrolled in education and training services for a specified reporting period. This measure is not exit based; it tracks and records progress made throughout participation. Regardless of how many gains a participant actually achieves, only one Measurable Skill Gain (MSG) per participant, per program year, will count towards performance.

TEGL 10-16, Change 1, defines a Measurable Skill Gain as “…documented academic, technical, occupational, or other forms of progress, [toward] such credential or employment.”

There are five types of Measurable Skill Gains that the USDOL counts for performance purposes. Depending upon the type of education or training program in which a participant is enrolled, documented progress is defined as one of the following:

1. Documented achievement of at least one educational functioning level of a participant who is receiving instruction below the postsecondary education level;

2. Documented attainment of a secondary school diploma or its recognized equivalent*;

3. Secondary or postsecondary transcript or report card for a sufficient number of credit hours that shows a participant is meeting the State unit’s academic standards*;

4. Satisfactory or better progress report, towards established milestones, such as completion of OJT or completion of one year of an apprenticeship program or similar milestones, from an employer or training provider who is providing training; or

5. Successful passage of an exam that is required for a particular occupation or progress in attaining technical or occupational skills as evidenced by trade-related benchmarks, such as knowledge-based exams*.

*denotes which MSGs will be most common under the MO Works Together Grant.

If a MSG is achieved, documentation to support the MSG must be obtained for the participant’s file and the MSG must be recorded on the WIOA Application, under the Measurable Skills Gain header. See DWD Issuance 08-2018 for allowable source documentation. Any questions on allowable MSGs should be addressed to DWDPolicy@ded.mo.gov.

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**Credential Attainment**

Credential attainment is one of the six core measures reported to DOL for WIOA performance. Credential attainment refers to those participants in an education or training program who

1. Obtain a "recognized postsecondary credential" while participating in, or within one year after exit from, that program; or

2. Obtain a secondary school diploma—or its equivalent—while participating in, or within one year after exit from, that program. Individuals meeting this criteria must also have a successful outcome associated, to be either entered employment or entered postsecondary credential program.

If a participant completes training and earns a credential, documentation to support this credential must be obtained for the participant’s file and it must be recorded on the WIOA Application. See DWD Issuance 08-2018 for source documentation required for credential attainment. Any questions on allowable credentials should be addressed to DWDPolicy@ded.mo.gov.

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**Point of Exit**

Following the current DWD Issuance for ‘Point of Exit for Reporting Indicators for Performance’, all exit information must be completed according to guidance provided for the case management system. This includes, but is not limited to, entered employment, credential obtainment, and the information below.

**Closing Services**

All services are to be closed the same day the service has ended. Services are to be closed with the most appropriate outcomes. Should a training level service be allowed to system closed, a change request will be required to record the activity with the correct end date and outcome of the service.

**Employment Plan Closure**

The employment plan is to be closed if the individual has been successful and no longer needs job center services.

**Recording Grant Outcomes**

When a participant has finished grant participation, and all services have been closed, the Grant Outcome must be completed. The Grant Outcome will record basic closure information to include completion information and employment at completion.
To record the Grant Outcome, click the ‘Create Grant Outcome’, found under the Grant Outcome bar of the WIOA Application.

All fields must be completed, as well as any supporting employment information. To add supporting employment information, click Add/Edit Entered Employment.

**Grant Outcome Information**

- **Grant:** MO42 -MO42-Spring 2018
- **Grant Outcome Date:** 02/05/2018
- **Employed at Grant Outcome:** Yes

**Closure Tab**
The closure tab must be completed on the record if the individual has been successful in activities and no longer needs job center services.

**Follow Up Services**
Per TEGL 19-16, follow up services will be made available to all dislocated worker participants through the WIOA Dislocated Worker program following state and local policies. Project operators will be responsible for providing these follow up services and documenting services received through DWD’s electronic case management system accordingly. Project operators will also be responsible for providing comparable follow up services and documentation for participants who qualify as long term unemployed.

**Supportive Services**
Supportive Services will be an available resource for participants enrolled in both the temporary employment track and career and training services track. Supportive services under the MOWorksTogether grant must comply with MO Works Together Supportive Service Policy, which is found as an attachment at the end of this manual.
Recording Grant Services

All services provided to grant participants must be recorded under the WIOA application, tied to the MO Works Together-National Health Emergency Grant code. Specific service details are below:

Customer Group: 80-National Dislocated Worker Grant
Grant: MO Works Together (MO – National Health Emergency DWG)

All required fields must be completed per service code requirements. If there are any questions regarding what fields need to be completed or how to answer contact the DWG Coordinator.

Case Management System Requirements

Completing entries into MoJobs accurately and in “real-time” is necessary for successful local, state, and federal monitoring reviews. In addition, the information contained in this database is essential for the participant’s success.

Following are helpful reminders/tips regarding case management entries. Some apply only to this grant, while others are overall program reminders.

- Real-time data entry must be completed.
- An application for Dislocated Worker must be created in order to determine eligibility for the DWG. When the DW application is complete, the system will indicate the person is eligible as a DW, regardless of the correct eligibility status. For all grant participants who are not eligible as Dislocated Workers, staff can mark the DW program as inactive to avoid inadvertently adding services to the DW program.
• All case notes for the grant are to be tied to the WIOA program.
• Case notes must indicate worksite observations or evaluations to ensure the participant is receiving regular contact and assistance from the case manager and the worksite supervisor.
• If a participant is enrolled in the DWG and then determined ineligible due to lack of documentation, the enrollment should be closed as “Did Not Complete,” not as “Void.”
• Same day services should be opened and closed on the same day it was provided.
• Supportive Service codes are only be posted on the day the service was paid.

**Case Management Guide**
A quick-reference guide for what is required of all grant participants is below:

- Completed *MoJobs* profile, including updated *General Information* and *Background* sections.
- Wagner-Peyser enrollment.
- Eligibility documentation.
- NDWG Enrollment.
- Assessment and Employment Plan completed.
- Equal Opportunity and WIOA Complaint and Grievance Notification (Form EO-15).
- “Participant Orientation” form (for those in temporary employment only).
- “Worksite Orientation” form (for those in temporary employment only).
- Completion of all hiring documentation: W-4, I-9, and E-verify (for those in temporary employment only).
- “Media Consent” form (temporary employment only).
- “Emergency Contact” form (temporary employment only).
- “Medical Disclaimer” form (temporary employment only).
- Proof of other worksite requirements as applicable (background check or drug screening). (temporary employment only).
- Referral to applicable grant job order. (temporary employment only).
  - Marked as “Hired” to job order, *if hired*.
- Completed “Evaluation” form every 90 days. (temporary employment only)
- Case notes on each participant, including:
  - Date of any pre-employment screenings, such as drug testing and background check (if applicable).
    - **Note:** Do not include medical information; only indicate that these requirements were met.
  - Any Supportive Service information.
  - All payroll documentation, including total hours worked and totals hours worked to date.
  - Training justification for those entering into training services.
- Accurate posting of all applicable Services.
- Co-enrollment into the WIOA DW, if eligible.
Responsibilities

Local Workforce Development Board (WDB)
The Local WDB, and/or its subcontractor, is responsible for administering the grant at the local level.

- Verifying staff are enrolling participants in the DWG and entering services correctly and accurately in MoJobs.
- Retaining all work-related papers and electronic documentation, including the Worksite Worksheets, Worksite Listings, and Worksite Agreements.
- Conducting internal monitoring of 100% of files.
- Verifying adherence to state and local policies.
- Reconciling local records and case management records.
- Verifying only eligible expenses are paid.
- Verifying Supportive Services are paid according to the MoWorksTogether Supportive Service policy.
- Verifying workers are performing grant activities only.
- Entering job orders.
- Providing all Participant and Employer Orientations.
- Providing information to the DWD for all required reports.
- Directing any programmatic questions not addressed in policy to the DWD Grant Coordinator.

Monitoring & Oversight

LWDB
Monitoring must be conducted by the Local WDB to ensure that the participants, worksites, and related activities are consistent with the provisions of applicable Federal statutes, regulations, and the terms and conditions of the grant award letter.

The monitoring must include a review of all Local WDB responsibilities listed above. In addition, the on-site monitoring process must include questionnaires and procedures for interviewing participants, the employer of record, the worksite supervisors, and must include on-site visits to worksites. Each review must verify that every worksite is conducting disaster-related work only. The “Humanitarian Worksite On-Site Monitoring” form must be used to conduct monitoring and should be retained locally, not sent to the DWD. Worksite monitoring must begin within two weeks of the first participant beginning employment and conducted monthly thereafter.

If any items are not in compliance at the worksite, the Region must forward this report to the DWD Grant Coordinator and the DWD Quality Assurance Unit.

Participant files for the Mo Works Together Grant must be monitored at 100% by the LWDB.
Division of Workforce Development
The DWD Grant Coordinator will perform periodic desktop monitoring of grant participants. Technical assistance and guidance will be provided to the Regions as needs are discovered. Worksite monitoring and programmatic monitoring will also be conducted throughout the lifetime of the grant.

DWD’s Quality Assurance team will conduct annual programmatic monitoring for this grant, and DWD’s Financial Team will conduct annual financial monitoring, as well.

Financial

Accruals must be reported on the Contract Progress Report (CPR). Calculating accruals will include contacting vendors who have not submitted invoices to verify what the costs are and/or extrapolating the costs based on the agreement. In addition, the payroll costs must be reported each time. Accrual reporting is required by USDOL, and failure to report accruals could result in the DWD not requesting additional funding in a timely manner.

Regions will not be allowed to borrow or receive funds from other sources to temporarily cover any costs associated with the DWG while waiting for incremental increases from the USDOL. As an additional reminder, all information associated with current expenditures should be up-to-date and reported in a timely manner.

The DWD Financial Unit will conduct monitoring visits annually. Prior to the visit, the Financial Unit will request payroll and other records. If costs not associated with the MoWorksTogether grant are identified at that time, they will have to be reallocated to the appropriate funding source and/or repaid to the grant.

USDOL Reports & Grant Modifications

The USDOL requires quarterly financial, performance, and narrative reports. The Regions must report all information required for fiscal expenditures monthly on the CPR in DWD’s Financial Reporting System (FRS). All information required for performance reports are collected from participant records in MoJobs.

Regions must also submit a quarterly narrative report to the Grant Coordinator, using the quarterly narrative report template, by the 15th following the end of a quarter. This information is compiled by the Grand Coordinator into a larger report for the USDOL.

The USDOL requires grant modifications for a variety of reasons, such as requesting an extension, requesting additional funding, and adding a Project Operator. If a modification is going to be requested, Regions must be able to provide information as quickly and accurately as possible.

The MO Works Together grant has been awarded funds incrementally from the USDOL. There is availability to request additional funds, if the need is there. DWD cannot submit a request for additional funding until grant expenditures reach 70%. Planning for an increment request will begin prior to that mark, if needed.
Questions

Questions regarding the following topics can be directed to the contact below.


Eligibility questions for regular Dislocated Worker, Measurable Skill Gains, Credential Attainment: Quality Assurance team at dwdpolicy@ded.mo.gov.

Technical Support Questions regarding MOJobs: Technical Support Unit at dwdsupport@ded.mo.gov
**Related Guidance**

**DWD ISSUANCES** can be found online at [https://jobs.mo.gov/dwdissuances](https://jobs.mo.gov/dwdissuances). The below list did not an exhaustive list of applicable state policies. All DWD issuances must be followed, regardless of being listed below.

06-2016: Exemptions from UI Wage Reporting for Participants

18-2016: Coordination of WIOA Funds with other Available Funding

01-2017: Co-Enrollment and Allowable Services Policy

02-2017: Statewide Case Note Policy

16-2017: Disseminating Notices for EO Complaints and WIOA Complaints & Grievances

17-2017: Point of Exit for Reporting Indicators of Performance

18-2017: Statewide Individual Employment Plan Policy

19-2017: Measurable Skills Gain Policy

28-2017: Credential Attainment Policy

04-2018: Participant Activity Codes, Durations, & Definitions

08-2018: Adult and Dislocated Worker Eligibility and Documentation Technical Assistance Guide

**USDOL TRAINING AND EMPLOYMENT GUIDANCE LETTERS**

TRAINING AND EMPLOYMENT GUIDANCE LETTER No. 2-15

TRAINING AND EMPLOYMENT GUIDANCE LETTER No. 4-18

TRAINING AND EMPLOYMENT GUIDANCE LETTER No. 19-16

TRAINING AND EMPLOYMENT GUIDANCE LETTER No. 10-16, Change 1

**MANUALS** can be found online at [https://jobs.mo.gov/dwdprograms](https://jobs.mo.gov/dwdprograms).

Individual Employment Plan Manual

Case Notes Manual
Forms Listing

All forms, with the exception of the DWD-EO15 form, can be found at https://jobs.mo.gov/dwdprograms#moworksgrant.

ALL PARTICIPANTS FORMS

EO & WIOA Complaint and Grievance Notification .......................................................... DWD-EO-15
Confidential Inquiry Form ..................................................................................................
Self-Attestation....................................................................................................................

TEMPORARY EMPLOYMENT-RELATED FORMS

Worksite Worksheet ............................................................................................................
Worksite Agreement .........................................................................................................
Participant Orientation .................................................................................................
Worksite Orientation ......................................................................................................
Media Consent .................................................................................................................
Emergency Contact ......................................................................................................
Union Concurrence Statement ......................................................................................
Timesheet .........................................................................................................................
Evaluation .........................................................................................................................
Worksite Supervisor Orientation ....................................................................................
Humanitarian Worksite On-site Monitoring Tool ...........................................................

REGION/WDB FORMS

Quarterly Narrative Report ..............................................................................................
SUPPORTIVE SERVICES FOR MOWORKSTOGETHER

Description
Supportive Services are those services necessary to enable an individual to participate in activities authorized under the MOWorksTogether Dislocated Worker Grant (DWG), as made allowable under the terms and conditions of this grant award. Supportive services should be made available to assist grant participants in removing or reducing barriers to participate in the grant’s activities.

Supportive Services may include, but are not limited to:

- Transportation;
- Childcare;
- Dependent care;
- Housing costs; and
- Emergency aid.
- Linkages to community services;
- Assistance with educational testing;
- Legal-aid services;
- Referrals to health care;
- Assistance with acquiring occupational attire or personal protection devices;
- Assistance with books, fees, schools supplies, and other necessary items for postsecondary education;
- Payments for employment and training-related applications, tests, and certifications; and
- Reasonable accommodations for individuals with disabilities

Assistive technology/equipment may be included if staff document the participant needs the technology/equipment in order to participate in the grant activity and is unable to obtain it from other resources. The extent of Supportive Services provided will vary based on the participant’s need and the Region’s availability of funds and resources.

Supportive Services are only to be provided to MOWorksTogether participants who meet all of the following:

- Are in a temporary job assignment or enrolled in career and training services associated with the MOWorksTogether grant;
- Are unable to obtain Supportive Services themselves or via their support network;
• Are unable to obtain Supportive Services through other programs including community agencies that provide these services; and
• Demonstrate a need for assistance to enable participation in the grant’s activities.

Supportive Service payments are authorized based on available funding and are limited to $2,000 per participant under the MOWorksTogether Grant. If a participant’s need is above the maximum limit, the additional amount must be approved by the DWD. Requests are first reviewed by the Region to verify justification and then emailed to the DWD Grant Coordinator for final approval.

No Supportive Service can be authorized until the participant has been enrolled into allowable grant activities. Each Supportive Service payment must be documented in MoJobs along with a case note that includes the type of supportive service, justification, reason, date, and amount of the payment. Add the appropriate supportive service code to the participant’s record for the date the supportive service was actually received.

**Needs-Based Analysis**
Individuals must request Supportive Services for specific needs. Supportive Service payments are made on a case-by-case basis only when they have been determined necessary and reasonable. Payments must not be made for non-grant activities or for items that are not necessary for participation in the grant activity. A statement alone that states a participant “needs” a supportive service will not justify the payment of these expenses.

Due to funding limitations, supportive services are the last resort. All other sources of funding must be sought first. All attempts to find other supportive service funding and the reasons for needing grant funding must be documented thoroughly in case notes. Each Region should keep an up-to-date listing of other resources to make referrals to prior to paying supportive services.

Possible community resources include faith-based organizations, non-profit organizations, women’s shelters, community clothing centers, pro bono medical, dental, and legal services, government assistance such as local health departments, WIC, assistive technology reimbursement programs, and MO HealthNet, local transportation programs, and statewide and nationwide organizations such as United Way, Goodwill, and Salvation Army.

When a workforce is concentrated in one area and a community organization will be contacted multiple times, the Region should obtain a statement once a quarter that the organization is unable to provide the requested assistance.

**Specific Supportive Service Guidance**
The below named supportive services impose limitations which could include a maximum duration, maximum award amount, or other requirements. Supportive services are not limited to the only the named categories below, however, full documentation is required for all types of supportive services received.
Needs Related Payments

Needs Related Payments are not allowable under the MOWorksTogether Grant at this time. Should such a need occur, Regions may fund NRPs through WIOA Dislocated Worker for eligible participants following the Region’s local policy.

Transportation

Transportation reimbursement is allowable for grant participants after a needs-based analysis and justification is completed. If transportation supportive services are provided, mileage will be reimbursed at $0.37/per mile. Because the mileage reimbursement amount is below the Internal Revenue Service (IRS) mileage reimbursement rate, other vehicle expenses are allowable under the Emergency Aid category.

Mileage from the participant’s home address to the grant activity is to be determined using MapQuest or another standardized program. In the participant’s file, document the initial determination and the total timeframe associated with the determination. Transportation supportive services must be determined every 90 days. The ‘181-Support Service Transportation Assistance’ service is to be opened and closed the day the participant is paid the reimbursement.

Child Care

Childcare payments are permissible for grant participants after a needs-based analysis and justification is completed. This Supportive Service is only available for participants not eligible for assistance through the Family Support Division (FSD); the grant participant must provide documentation that FSD would not pay childcare expenses. Childcare must be provided from a State Approved Day Care. If a participant’s family member wishes to provide childcare, approval from FSD must be obtained.

If FSD requires a co-payment, Supportive Services may be used. Child care referrals and payments are available to grant participants with children under thirteen (13) years of age, children incapable of self-care, and/or children under court order who need care while participant is attending his/her authorized grant activity. Verification of emotional, mental, or physical incapacity or court order must be provided if the child is older than 13. These documents must be kept in a separate and secure location.

Payment for child care is based on the Regional Market Rates (RMR) provided by Department of Social Services (DSS) found at https://apps.dss.mo.gov/childcarerates/.

Housing

To support participants in becoming self-sufficient, this grant allows for up to 3 months of housing supportive service allowance for those in Recovery and Sober Housing. A needs-based analysis and full justification must be completed and documented.

The participant must provide appropriate documentation for proof of residency and proof of ownership (landlord). Documentation must be kept in the participant’s record to note approval, proof that the participant lives at the address, proof that the landlord owns the property, and proof of the amount due. The landlord is to be paid directly for the rent. Proof of residency may
include a lease, a phone bill, cable bill, voter’s registration card, or driver’s license. Proof of ownership may include a lease, a property tax receipt, a title, or a trash or sewer receipt.

**Emergency Aid**

Emergency Aid is a one-time or rare expense to allow a grant participant to participate in grant-allowable activities. If the participant is having extreme financial difficulty, staff must be assisting him/her with needed financial information (such as development of a budget, credit counseling, debt management, etc.). Emergency aid must be well documented in case notes. However, staff should avoid receiving or obtaining confidential (i.e., financial, medical, criminal, domestic violence) documentation, or entering it directly into case notes, unless it is pertinent and necessary information, the case note should contain a general explanation of the information; how it is related to employment and/or training; and identify the secure location of the complete information (usually, the “confidential file”).

Examples of emergency aid include payment of utility bills, a car insurance payment, a rent payment, and vehicle repairs.

Rent, for participants who are not living in Sober Housing, can be provided only if the address is used as the primary residence and allows the participant to take part in the allowable grant activities. The participant must provide appropriate documentation for proof of residency and proof of ownership (landlord). Documentation must be kept in participant’s record to note approval, proof that the participant lives at the address, proof that the landlord owns the property, and proof of the amount past due. The landlord is to be paid directly for the rent. Proof of residency may include a lease, a phone bill, cable bill, voter’s registration card, or driver’s license. Proof of ownership may include a lease, a property tax receipt, a title, or a trash or sewer receipt.

Vehicle repairs can only be provided on the vehicle used as the primary transportation for the participant to take part in the allowable grant activities. The participant must provide proof of ownership. Documentation and approval must be kept in participant’s record. Repair costs must be directly linked to an authorized activity. The vendor is to be paid directly for the repair.

As with other Supportive Services funding, all other resources must be sought first. For example, heating and cooling assistance could be pursued through Low Income Home Energy Assistance Program (LIHEAP), Salvation Army’s “Heat Share”, local programs, and faith-based organizations. Rent assistance might be obtained through the U.S. Department of Housing and Urban Development (HUD).

**Healthcare Related Supportive Services**

In alignment with the allowable activities described in TEGL 4-18, Section 6, supportive services may include healthcare, mental health treatment, addiction treatment, or other forms of outpatient treatment that may impact opioid addiction and related, underlying, or complicating conditions. Before authorizing payment for such services, thorough documentation must be in place to ensure no state agency or other grant partner has assistance available for these services.
Additionally, per the terms listed in the grant award under Section 12 ‘Cost Limitation Restrictions’, sub section c “In-patient Costs”, indicates that DWG funds may not be used to pay the costs of in-patient drug treatment and rehabilitation programs.

**Case Notes**
All Supportive Services must be documented in the case notes sections of MoJobs and include at a minimum all of the following:

- The type of Supportive Service paid (e.g., transportation, childcare, etc.),
- The amount of Supportive Service paid and total amount paid in Supportive Services to date,
- The timeframe or duration the Supportive Service was paid for,
- The justification for the Supportive Service (not required for expendable items), and
- Documentation of the lack of availability of alternatives or other community resources.

In all cases, staff must review case notes prior to making any Supportive Service payments to avoid duplicate payments.

**Supportive Services Activity Code**
All supportive services are to be opened and closed in MoJobs the day the actual service was received or paid for. Supportive services are not to be opened for a duration of time. For questions, contact the Grant Coordinator.

**Responsibilities**
It is the responsibility of staff to provide accurate information to the customer including:

- If s/he is eligible for requested Supportive Services.
- If s/he is no longer eligible to receive the Supportive Service for any reason (i.e. cap met, no longer has a need, etc.).
- The requirements (e.g., paperwork, employment, etc.) to receive the Supportive Services.

Staff are to maintain all supporting documentation of Supportive Services in the participant’s file.

**Cost Limitations Restrictions per Region**
Per the terms listed in the grant award under Section 12 ‘Cost Limitation Restrictions’, sub section b “Supportive Services”, indicates that grantees must not spend more than 20% of the DWG award on supportive services. As such, the DWD imposes an 18% limitation on participating regions to ensure this cap is not exceeded.
Missouri Credentialing Board (MCB) Career Ladder Diagram
Revised 2/15/18

HOW TO USE THIS DOCUMENT: Page one lists the names of all the credentials the MCB offers and their acronyms. Pages 2-5 lists credential standards based on Education/Degree level. For complete information, access a credential application under the Application link at www.missouricb.com.

Prevention Credentials:
MPS - Missouri Prevention Specialist
CRPS - Certified Reciprocal Prevention Specialist
MAPS - Missouri Advanced Prevention Specialist

Counseling Credentials:
MAADC I - Missouri Associate Alcohol Drug Counselor I
MAADC II - Missouri Associate Alcohol Drug Counselor II
CADC - Certified Alcohol Drug Counselor
CRADC - Certified Reciprocal Alcohol Drug Counselor
CRAADC - Certified Reciprocal Advanced Alcohol Drug Counselor
CCJP - Certified Criminal Justice Addictions Professional
CCDP - Co-Occurring Disorders Professional (NA)
CCDP-D - Co-Occurring Disorders Professional – Diplomate (NA)
RADC-P - Registered Alcohol Drug Counselor - Provisional
RADC - Registered Alcohol Drug Counselor (NA)

Substance Abuse Traffic Offender Program (SATOP) Credentials:
SQP - SATOP Qualified Professional
SQP-R - SATOP Qualified Professional – REACT
SQI - SATOP Qualified Instructor
SQI-R - SATOP Qualified Instructor - REACT

Batterer Intervention Credential
BIP - Batterer Intervention Professional

Gambling Credential
CGDC - Certified Gambling Disorder Credential

Recovery Support Credentials:
MRSS - Missouri Recovery Support Specialist
CRPR - Certified Reciprocal Peer Recovery
CPS - Certified Peer Specialist

CADC, CRADC, CRAADC, CCJP, CCDP, CCDP-D, RADC, and RADC-P are considered Qualified Addiction Professional Credentials

Applicable Degrees Accepted by the MCB
(A degree must be from a college or university found in the US Dept. of Education’s database of accredited schools. The US Dept. of Education’s database can be found at http://ope.ed.gov/accreditation.)


*If your Degree is in one of the above areas but has a different transcript title, please contact the MCB office at 573-616-2300 to discuss.
<table>
<thead>
<tr>
<th></th>
<th>Work ✓</th>
<th>Education</th>
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<td>MCB Peer Training Program</td>
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<td>Recovery Statement</td>
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<td>20 Hours - 2 Years</td>
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<td>None</td>
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<tr>
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<tr>
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<td>Hold Treatment Certification or License</td>
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<td>14 Hours - 2 Years</td>
</tr>
<tr>
<td>SQP</td>
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<td>Must hold a CADC or higher credential / License 6 Hrs Live Ethics / **** Perform 10 OMU Assessments / Trained on the ADEP workbook / Observe 1 OEP &amp; WIP class / Perform 2 WIP Individual Sessions</td>
<td>None</td>
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<td>40 Hours - 2 Years</td>
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<td>SQP-R</td>
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<td>**** Same as SQP requirements plus Perform 3 REACT Screening Unit RSU Assessments / Observe 1 REACT Educational Program REP Class</td>
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<tr>
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<td>Current driving record</td>
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<tr>
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<td>40 Hours - 2 Years</td>
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</table>

✓ Work experience obtained in the last 10 years prior to the day the MCB receives your application.

* Ethics cannot be from online or home study. Other education hours relates to performance domains for that credential.

** Supervised Practicum Form must be completed by a MCB Qualified Supervisor

*** Supervised Practicum Form must be completed by a MCB Qualified Prevention Supervisor

**** OMU, ADEP, OEP, WIP must be done under the direct supervision of a MCB Qualified SATOP Supervisor
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<th>Degree</th>
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<td>20 Hours-2 Years</td>
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<tr>
<td>CPS</td>
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<td>MCB Peer Training Program</td>
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<tr>
<td>BIP</td>
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<td>None</td>
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<td>36 Hours - 2 Years</td>
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<tr>
<td>MAADC I</td>
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<td>3 Hours Live Ethics*</td>
<td>None</td>
<td>Prof Dev Contract &amp; Supvr Agreement</td>
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<td>Prof Dev Contract &amp; Supvr Agreement</td>
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<td>SQP-R</td>
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<td>40 Hours - 2 Years</td>
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<tr>
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<td>Current driving record</td>
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</table>

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**Applicable Bachelor Degree:**

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<th>Credential</th>
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<td>MCB Peer Training Program</td>
<td>None</td>
<td>Recovery Statement</td>
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<td>20 Hours-2 Years</td>
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<tr>
<td>CRPR</td>
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<td>20 Hours-2 Years</td>
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<tr>
<td>BIP</td>
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<td>50 BIP Hours/3 Hrs Live Ethics/MCB TIP 25</td>
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<td>None</td>
<td>No</td>
<td>36 Hours - 2 Years</td>
</tr>
<tr>
<td>MAADC II</td>
<td>None</td>
<td>3 Hours Live Ethics*</td>
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<td>Prof Dev Contract &amp; Supvr Agreement</td>
<td>No</td>
<td>20 Hours Annual</td>
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<td>SQP</td>
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<td>None</td>
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✔ Work experience obtained in the last 10 years prior to the day the MCB receives your application.

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+ 4,200 Hours in Counseling Performance Domain
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<th>Credential</th>
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<td>20 Hours-2 Years</td>
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<td>MCB Peer Training Program</td>
<td>None</td>
<td>Recovery Statement</td>
<td>Yes</td>
<td>20 Hours-2 Years</td>
</tr>
<tr>
<td>CRPR</td>
<td>500 Hours</td>
<td>46 Hours</td>
<td>25 Hours</td>
<td>Reference Form</td>
<td>Yes</td>
<td>20 Hours-2 Years</td>
</tr>
<tr>
<td>BIP</td>
<td>24 Hours</td>
<td>50 BIP Hours/3 Hrs Live Ethics/MCB TIP 25</td>
<td>None</td>
<td>None</td>
<td>No</td>
<td>36 Hours - 2 Years</td>
</tr>
<tr>
<td>MAADC II</td>
<td>None</td>
<td>3 Hours Live Ethics*</td>
<td>None</td>
<td>Prof Dev Contract &amp; Supvr Agreement</td>
<td>No</td>
<td>20 Hours Annual</td>
</tr>
<tr>
<td>CADC</td>
<td>1000 Hours</td>
<td>180 Hrs/6 Hrs Live Ethics/20 Hrs in last 12 months*</td>
<td>300 Hours**</td>
<td>Competency Rating Form</td>
<td>Yes</td>
<td>40 Hours - 2 Years</td>
</tr>
<tr>
<td>CRADC</td>
<td>2000 Hours</td>
<td>300 Hrs/6 Hrs Live Ethics/20 Hrs in last 12 months*</td>
<td>300 Hours**</td>
<td>Competency Rating Form</td>
<td>Yes</td>
<td>40 Hours - 2 Years</td>
</tr>
<tr>
<td>RADC-P</td>
<td>4000 Hours+</td>
<td>3 Hours Live Ethics*</td>
<td>None</td>
<td>Only valid for 2 years</td>
<td>No</td>
<td>None</td>
</tr>
<tr>
<td>CRAADC</td>
<td>2000 Hours</td>
<td>180 Hrs/6 Hrs Live Ethics/20 Hrs in last 12 months*</td>
<td>300 Hours**</td>
<td>Competency Rating Form</td>
<td>Yes</td>
<td>40 Hours - 2 Years</td>
</tr>
<tr>
<td>MPS</td>
<td>None</td>
<td>Live SAPST Course/3 Hrs Live Ethics*</td>
<td>None</td>
<td>Hold CRADC or CRAADC First</td>
<td>Yes</td>
<td>40 Hours - 2 Years</td>
</tr>
<tr>
<td>CRPS</td>
<td>2000 Hours</td>
<td>120 Hrs/6 Hrs Live Ethics/24 Hrs ATOD Prevention</td>
<td>120 Hours***</td>
<td>None</td>
<td>No</td>
<td>5 Hours Annual</td>
</tr>
<tr>
<td>MAPS</td>
<td>6000 Hours</td>
<td>Must hold the CRPS credential</td>
<td>None</td>
<td>Hold Treatment Certification or License</td>
<td>No</td>
<td>40 Hours - 2 Years</td>
</tr>
<tr>
<td>CGDC</td>
<td>None</td>
<td>30 Gambling Related Hours/6 Hrs Live Ethics*</td>
<td>None</td>
<td>Current driving record</td>
<td>No</td>
<td>40 Hours - 2 Years</td>
</tr>
<tr>
<td>SQP</td>
<td>None</td>
<td>Must hold a CADC or higher credential/License 6 Hrs Live Ethics/****Perform 10 OMU Assessments/ Trained on the ADEP workbook/Observe 1 OEP &amp; WIP class/Perform 2 WIP Individual Sessions</td>
<td>None</td>
<td>None</td>
<td>No</td>
<td>40 Hours - 2 Years</td>
</tr>
<tr>
<td>SQP-R</td>
<td>None</td>
<td>****Same as SQP requirements plus Perform 3 REACT Screening Unit RSU Assessments/ Observe 1 REACT Educational Program REP Class</td>
<td>None</td>
<td>Current driving record</td>
<td>No</td>
<td>40 Hours - 2 Years</td>
</tr>
<tr>
<td>SQI</td>
<td>None</td>
<td>Must hold a MAADC II or higher credential/License 6 Hrs Live Ethics/****Observe 1 OEP &amp; WIP class/ Trained on the ADEP workbook</td>
<td>None</td>
<td>Current driving record</td>
<td>No</td>
<td>40 Hours-2 Years</td>
</tr>
<tr>
<td>SQI-R</td>
<td>None</td>
<td>****Same as SQI requirements plus Observe 1 REACT Educational Programs REP Class</td>
<td>None</td>
<td>Current driving record</td>
<td>No</td>
<td>40 Hours-2 Years</td>
</tr>
</tbody>
</table>

✔️ Work experience obtained in the last 10 years prior to the day the MCB receives your application.

* Ethics cannot be from online or home study. Other education hours relates to performance domains for that credential.

** Supervised Practicum Form must be completed by a MCB Qualified Supervisor

*** Supervised Practicum Form must be completed by a MCB Qualified Prevention Supervisor

**** OMU, ADEP, OEP, WIP must be done under the direct supervision of a MCB Qualified SATOP Supervisor

+ 2,800 Hours in Counseling Performance Domain