

PARENTAL RESPONSIBILITY INITIATIVE FOR THE DEVELOPMENT OF EMPLOYMENT

1 R (3/1/17)

FORMS

SFN 54317 *PRIDE Activities* – Optional

SFN 54318 *RETURNED PRIDE REFERRAL* – Optional (This form is used in certain locations when requested or required by the CSE and/or States Attorney to accompany returned referrals due to non-compliance.)

SFN 58227 *PRIDE Requirements* – Required

SFN 19610 *Assessment* (Assessment of participant need is required, but this form is optional. Complete the OAS under the Plan tab in the MIS or retain a paper copy in participant file.)

SFN 51525 *Contact Information* – Required

SFN 1059 *Authorization to Disclose Information (DHS form)* – Required

(Find the form on nd.gov, click on Forms, then Dept of Human Services DHS Public)

SFN 50410 *Release of Information*

SFN 53860 *Equal Opportunity and Grievance Procedures* – Required

SFN 54334 *Employment Information Verification* – Optional

SFN 53755 *Disclosure of Information Authorization* (Medical release) – Required (when medical condition exists)

SFN 58962 *PRIDE Medical Statement* – Optional

SFN 53880 *Short-Term Prevocational Services Agreement* - Optional

SFN 16764 *Classroom and Short-Term Prevocational Monitoring* –Required for Short-term Prevocational Training

SFN 19229 *Telephone Verification* – Optional

SFN 53990 *Weekly Job Search Log* – Required

SFN 54338 *Employment Solutions Worksheet* - Optional

PURPOSE

The primary purpose of PRIDE is to work with non-custodial parents who are residents of North Dakota and who are or may become delinquent in the payment of court ordered child support by providing useful and effective employment assignments as a strategy to increase child support payments to non-custodial persons referred by Child Support or District Court.

The PRIDE program follows a work-first policy whereby job ready participants will be immediately placed in monitored job search activities. The program utilizes a case management approach to move participants into full time employment as quickly as possible. Support Services may be utilized to aid in the removal of impediments to gainful employment. In some cases, the PRIDE program may provide skill development opportunities to enable participants to obtain higher paying employment opportunities.

When it is determined by all partner agencies involved that short-term prevocational or occupational training is needed by the participant to obtain employment, the PRIDE program staff may work in conjunction with other federally funded employment and training programs such as the Workforce Innovation and Opportunity Act (WIOA).

PARENTAL RESPONSIBILITY INITIATIVE FOR THE DEVELOPMENT OF EMPLOYMENT

2 R (3/1/17)

PRIDE INDICATORS OF SUCCESS

Worktrack

Job Service North Dakota will track and report the successful completion of “Worktrack.” This is the rate of individuals who remain in unsubsidized employment for a six-month period. A Worktrack enrollment occurs in the Job Service Management Information System when a PRIDE participant obtains unsubsidized employment. PRIDE Coordinators follow the employment status for a six-month period. Once a participant achieves six months of unsubsidized employment, and he/she is making consistent child support payments, the participant is exited from the PRIDE program with a successful completion code in Job Service’s MIS and with an exit reason in FACSES.

REFERRALS

Referrals to the PRIDE program must be residents of North Dakota. If the individual being referred is temporarily out-of-state (less than one full calendar month) they are considered a resident.

PRIDE Coordinators can accept referrals from all counties in a region, but the coordinator will not be present in court. The coordinator will attempt to meet the PRIDE participant in person at least once and will provide case management over the telephone or via mail.

PRIDE is funded by TANF/DHS. Therefore, if a PRIDE participant owes a debt to JSND, it will not affect an individual’s eligibility in PRIDE.

TANF does not require individuals to register with Selective Service, so you may provide PRIDE services including support services if the PRIDE participant is not registered.

REFERRED NOT ENROLLED TRACKING REPORTS

PRIDE Coordinators are required to document attempts to contact individuals who have been referred to the PRIDE program. You must make at least two attempts to contact the referred individual. Contact with the individual referred in court may be tracked as the first attempt.

Participants referred in the month prior to the report month and are not yet enrolled in VOS by the 20th due date of the report, must be included on the report even if two attempts at contact have not yet been made. For example, the July 20th Referred But Not Enrolled report will include all referrals made between June 1st and June 30th, 2016, but NOT enrolled in VOS by July 20th. If the first or second attempt has not been made by the 20th for participants referred in the month prior to the report, PRIDE Coordinators will record the current status of the participant’s referral in the Notes/Action Taken by PRIDE Coordinator column of the report.

The Referred Not Enrolled Tracking reports must be completed by the 20th day of the subsequent month of referral by the PRIDE Coordinator and will be sent to DHS by Systems Management staff.

PARENTAL RESPONSIBILITY INITIATIVE FOR THE DEVELOPMENT OF EMPLOYMENT

3 R (3/1/17)

REFERRAL AND ELIGIBILITY

Referrals of eligible individuals to the PRIDE program will come from the following sources:

- District Court as a result of action to determine that an individual should be found in contempt for non-payment of child support.
- Regional Child Support Unit as a result of enforcement action and as an effort to provide assistance to non-custodial parents who contact the unit indicating they are having a difficult time meeting their child support obligation for employment reasons.

NOTE: Self/voluntary referrals must go to the Child Support office and be referred to the PRIDE program by a Child Support caseworker.

Referrals of qualified applicants to the PRIDE Coordinator will be made using the FACSES (Fully Automated Child Support Enforcement System) electronic referral.

- All individuals referred to the program will be expected to participate in the assessment process and comply with the recommendations of the PRIDE Coordinator.
- Individuals referred must contact the PRIDE Coordinator to schedule an appointment for program orientation and to begin the assessment process. Both the contact and appointment must occur within 7 calendar days from the system generated referral date in FACSES electronic referral, unless directed to other action by the court or Child Support.
- If the participant fails to contact the PRIDE Coordinator within the 7 calendar day time period, the PRIDE Coordinator will report such failure to the referral agency by email or a telephone call and will enter an appropriate exit reason in FACSES.

EXCEPTION: If participant/PRIDE Coordinator discuss failure to report and the reason is appropriate and legitimate, the PRIDE Coordinator will document the reason for failure to report in MIS case notes and reschedule new appointment.

- If the participant fails to report to subsequent scheduled appointments, fails to follow the recommendations of the PRIDE Coordinator as determined by the employability plan or fails to attend or follow through on scheduled program activities, the referral agency will be immediately notified by email or a telephone call. An appropriate exit must also be entered in FACSES.

A copy of the FACSES referral must be printed and placed in the participant file.

CONSEQUENCES OF FAILURE TO REPORT/COMPLY

NOTE: The following consequences of failure to report/comply should be used as applicable based on local area operations and at the discretion of the PRIDE Coordinator.

The consequence of failure to report/comply will be dependent on the agency making the referral. These consequences *may* be as follows:

PARENTAL RESPONSIBILITY INITIATIVE FOR THE DEVELOPMENT OF EMPLOYMENT

4 R (3/1/17)

- Referrals from District Court who fail to report/comply could be subject to a contempt citation.
- Referrals from Child Support who fail to report/comply, and who had a pending enforcement action could face the consequence of the removal of the PRIDE alternative presented when they agreed to enter the program. (i.e. Loss of driver's license).
- Referrals that were voluntary, including those seeking assistance to meet their obligations would face regular enforcement remedies.
- PRIDE Coordinator will close all MIS services/activities, achievement objectives and enrollment using the date of the return of referral and select the appropriate Activity Closure reason. Wagner-Peyser services are available to the participant. Incarceration that is longer than 6 months and with no possible work release will be evaluated for appropriateness by the court and will be re-referred if necessary.
- Once the individual has participated in the order to show cause hearing, the court will determine if an additional referral into the PRIDE program will be allowed. The participant may be re-referred to the PRIDE program if there is compelling reasoning that he/she will comply. If the participant is re-referred to participate in the program, the new referral is required to be entered in the FACSES electronic referral. The dates will be recorded accordingly in the MIS for PRIDE activities to begin again.
- The PRIDE Coordinator has the right to reject re-referrals and/or close a participant's case under the following circumstances:
 - A participant is returned to the referral source 3 times for non-compliance issues during the course of a year from the initial referral date.
 - A participant displays threatening behavior at any time directed towards any Job Service staff member on or off the premises.
 - **NOTE:** Exceptions to these circumstances may be granted by the CSO Manager upon request of the PRIDE Coordinator.

REPORTING BETWEEN REFERRAL AGENCY AND THE JOB SERVICE PRIDE COORDINATOR

General reporting activities will be carried out between the Referral Agency and the Job Service North Dakota (JSND) PRIDE Coordinator using the FACSES electronic referral.

- Non-Compliance will be reported immediately after the PRIDE Coordinator becomes aware of a situation.
- An evaluation of program continuation will be made through the agreement of the referral agency and the JSND PRIDE Coordinator if the program is in effect 6 months after the date of referral.
- Individuals can be re-referred after intervening employment or other circumstances and reporting will follow the same schedule as for initial referrals.
- Copies of the Assessment and the Employment Plan and other forms related to the program will not normally be provided to the referral agency. However the referral agency can request to review these documents in special circumstances by submitting a written or verbal request to the PRIDE Coordinator.

PARENTAL RESPONSIBILITY INITIATIVE FOR THE DEVELOPMENT OF EMPLOYMENT

5 R (3/1/17)

- When an individual has been returned to the referral source three times for non-compliance issues, a letter may be generated from the Job Service Office Manager, with the recommendation from the PRIDE Coordinator that any future referrals may be rejected and the case will remain closed unless an exception is granted by the CSO manager based on extenuating circumstances.

ORIENTATION

JSND will provide orientation to the participant within 7 calendar days from the system generated referral date on the FACES electronic referral, unless directed to other action by the court or Child Support. The orientation will include the following:

- Information related to employment objectives.
- General information on supportive services.
- Responsibilities, rights, and duties of the participant. (SFN 58227 *PRIDE Requirements*)
- Plans to transition to employment.

ASSESSMENT

All individuals referred by the referral agencies will be expected to participate in the assessment process to determine the most suitable PRIDE assignment for the individual and to identify appropriate employment and training objectives.

The Workforce Programs Customer Service Guide, Chapter 1, [Assessment](#) will be used as the guide to conduct assessment and develop the individual's employability plan. The assessment can be entered in the Objective Assessment Summary (OAS) in VOS or a paper copy can be retained in the participant's file.

The assessment must address the following minimum requirements:

- The assessment/reassessment shall be made in partnership with each individual.
- The individual's skills, talents, training, work history, and capabilities must be considered.
- Appropriate employment or training objectives should be identified.
- Needed support services should be identified.
- The assessment and/or reassessment must be the basis for the employment/training plan.
- The assessment can be the basis for the employment assignment, however if other work is available which relates to the individual's abilities, the participant should be referred to that employment.

Criminal Background. Job Service ND does not conduct criminal background checks. However, if the PRIDE participant self-discloses a criminal background and the PRIDE Coordinator knows it is relevant to the type of training or employment the participant is seeking, the PC must do the following:

- Allow the participant to present all the facts and circumstances surrounding the criminal offense(s). Give participants the opportunity to explain or show that the criminal background will not prohibit them from obtaining employment in a specific occupation.

If the PRIDE participant asks to view their record on the ND Courts site, the PC may access the site and discuss the participant's information found on the site while the participant is present.

PARENTAL RESPONSIBILITY INITIATIVE FOR THE DEVELOPMENT OF EMPLOYMENT

6 R (3/1/17)

Consider the following when criminal background is addressed:

- Employment or character references (Ask the participant to contact 3 or more employers in order to prove he/she would be hireable after the training. If hireable, the employer needs to communicate this and any other information regarding fitness for the particular position, directly with the case manager.);
- Bond status: are they bonded under a federal, state, or local bonding program?
- Evidence that the individual performed the same type of work, post-conviction with no known incidents of criminal conduct;
- The length and consistency of employment history before and after the offense;
- Rehabilitation efforts, e.g., education/training;
- The number of offenses for which the individual was convicted.

DEVELOPING EMPLOYMENT PLANS

The Employment Plan, or EP, serves as an outline of the customer's employment goals and how they will be reached. The plan is developed with and for the customer. The plan must be consistent with the results of the assessment and should be easily understood.

The development of an employment plan may begin any time during enrollment in PRIDE when steps have been outlined to establish or move toward a goal. An employment goal may be substituted with a career exploration goal when an individual has not determined an occupational goal; however participants must still be available for suitable employment during this period. *A plan must be fully developed and agreed upon prior to the start of other training components. If applicable, the training services, location and duration must be entered in the plan.*

The PRIDE Coordinator must sign and date the original plan. Participants are required to sign and date the plan. By asking an individual to read and sign the plan, we are reminding him or her that the plan is established to provide guidance and direction.

In addition to the employment goal, the plan includes the training/work search plan and the individual service strategies implemented to support meeting the employment goal. The plan will be written and documented into the file or the MIS according to established procedures.

Examples of strategies to assist an individual include:

- Referrals to other agencies.
- Steps to be taken to overcome barriers.
- Availability of support services.
- Partnering forms of assistance, such as Vocational Rehabilitation.
- Plan for ongoing contact to monitor the individual's progress and needs.
- Follow-up activities after completion of training to assist with employment.

Updating the Employment Plan

Update the plan as follows:

- Unemployed Participants – Review and update the plan monthly
- Employed Participants – Review and update the plan based on PRIDE Coordinator discretion, but must be reviewed quarterly, at a minimum.

PARENTAL RESPONSIBILITY INITIATIVE FOR THE DEVELOPMENT OF EMPLOYMENT

7 R (3/1/17)

When reviewing and updating the employment plan (based on the participant's employment status as stated above), the plan is reviewed for the following purposes:

- To evaluate the progress of each participant in meeting the objectives of the service strategy
- To determine each participant's potential for transition to employment, to determine the appropriateness of each participant's current employment assignment
- To review progress made toward meeting their employment objective.

Upon completion of each review, alternative employment opportunities should be analyzed to determine:

- If different employment assignment will provide greater opportunity for the use of a participant's skills and aptitudes.
- If an alternative assignment will provide work experience, which will enhance the potential for employment.
- If an alternative employment assignment will otherwise serve the best interests of the participant and enable the participant to enter the job market more quickly.

When a participant refuses to accept referrals or a job offer to employment consistent with his or her EP/ISS and there are no extenuating circumstances, the referral agency will be notified by email or telephone call of the non-compliant status and an appropriate exit reason will be entered in FACES.

If the participant is on track with the employment plan and no change is needed, a case note must be entered indicating the plan was reviewed and the reason no update occurred.

NOTE: For instructions on adding the Employment Plan in the MIS see the *PRIDE Program MIS Requirements* section later in this document.

PRIDE SERVICES

PRIDE Services are designed to inform and educate participants about the labor market, their employment strengths and weaknesses, and the range of services appropriate to their situation. These staff-assisted services are designed to assist with job seeking and improved prevocational skills.

PRIDE Services that are informational include:

- Labor Market Information
- Information on supportive services and referral to supportive services
- Information regarding filing for Unemployment Compensation
- Assistance in establishing eligibility for other training and education programs
- Resource room usage
- Internet browsing (job, information and training searches)
- Workshops and job clubs

PRIDE Services to assist with job seeking and improved short-term prevocational skills:

- Staff assisted job search and placement assistance, including career counseling

PARENTAL RESPONSIBILITY INITIATIVE FOR THE DEVELOPMENT OF EMPLOYMENT

8 R (3/1/17)

- Staff assisted job referrals
- Staff assisted job development
- Staff assisted workshops and job clubs
- Short-term prevocational Skills Improvement
- Job Search Assistance/Job Readiness
- Supportive Services

PRIDE Funded Short-Term Prevocational Training

The purpose of short-term prevocational training is to provide participants with either basic skills training or short-term training necessary to obtain a job. Short-term prevocational training may be used to help participants obtain the skills necessary to prepare for entry into subsequent training activities. Short-term prevocational training will be limited to 6 months in duration.

The SF53880, *Short-Term Prevocational Services Agreement* identifies the approved training and defines participant responsibilities. It must be signed and dated by the participant and JSND customer service office representative prior to the start of training.

The following are examples of short-term prevocational training:

- Basic Skills Training which includes reading, writing, or math skills training for individuals with basic skills deficiencies. Basic skills training may also be used for English-as-a-Second Language (ESL) Training. Utilize Adult Learning Center programs when available.
- Soft Skills Training includes, but is not limited to: services which develop soft skills or basic skills necessary to prepare individuals for employment, such as learning skills, communication skills, interviewing skills, punctuality or professional conduct.
- Hard skills training such as computer keyboarding, or similar training to obtain a skill level necessary to enter employment.
- Continuing education courses necessary to maintain an occupational credential.

For monitoring short-term prevocational training, utilize the SFN 16764 Classroom and Short-Term Prevocational Monitoring. Additional information can be found in the Customer Service Guide, Chapter 1, Monitoring manual.

PRIDE Allowable Supportive Services (TANF Funded)

[NOTE: Any supportive services provided to an individual dually participating in the JOBS and PRIDE programs will be requested through the JOBS program as TANF is payer of first resort in these situations. Duplicate supportive services cannot be approved for these dually enrolled individuals under the PRIDE program as that would be considered ‘double dipping.’ For additional information, see section later in this document titled “Dual Enrolled JOBS Participants and PRIDE Participants.”]

The Department of Human Services (DHS) will approve payment for the following supportive services/vendor payments to a participant who, but for supportive services would be unable to enter into or remain in the PRIDE program activities. PRIDE Coordinators are responsible for keeping proper records of support services made. This includes copies of the SFN 471, invoices, bills, etc.

PARENTAL RESPONSIBILITY INITIATIVE FOR THE DEVELOPMENT OF EMPLOYMENT

9 R (3/1/17)

These records may be requested by DHS auditors when auditing the support services. JSND is required to provide copies of the records if requested.

In addition, PRIDE Coordinators are required to track the amount of supportive services paid to each participant and ensure that dollar amount limits are not exceeded. DHS will not pay beyond the designated limits and JSND does not have a mechanism in place to pay for overpayments. If an overpayment occurs, the PRIDE participant will be responsible for the payment.

PRIDE Coordinators are required to do the following:

- A case note is required for each support service payment – **check to ensure it is within the SFY or monthly limits**. Explain what was purchased, the support service category and how much was paid. **And**
- Complete the Support Service Payments <I:\65PoliciesProcedures\65-01Manuals\WorkforceSolutions\Chapter-1-Job-Seeker-Services\PRIDE\PRIDE Support Service Payments Form.xlsx> document that is required to be in each file.
- All support services must be reviewed by a payment authorizer in the same JSND office (or CSA) to verify the appropriateness and accuracy of the support service. The payment authorizer is required to initial the SFN 471 Vendor Payment Authorization. This 2nd set of eyes is responsible for the accuracy and appropriateness of payments prior to submitting the SFN 471 to DHS for payment.

PRIDE Supportive Services are paid by DHS through use of the SFN 471 Vendor Payment (TANF) Authorization and Request for Payment for Goods and Services. Inform vendors of the expected time frame for receipt of payment and that payment will come from DHS. The time frame for payment to vendors or participants is a minimum of 2 weeks from the point when payment is approved. All completed forms and documentation must be received prior to approval. If the vendor is new and the W-9 needs to be entered in the database, the time frame may be up to 4 weeks. By agreeing to become a registered vendor with the State of ND, where payments are guaranteed, it is expected that the vendor will waive any late fees.

PRIDE Coordinators are encouraged to ask vendors to accept the MasterCard (P-Card) credit card payments which will cut processing time in half.

- If the business will accept a credit card payment, they must be willing to accept it over the telephone. (The credit card holder is located at the state capitol in Bismarck, ND)
- Payments can be received within 3 business days after the credit card holder contacts the vendor.

Case managers must collect and submit all supportive service documents directly to DHS for processing. When submitting requests for multiple supportive services, a brief explanation of each service must be included in the SFN 471 - Description of Services.

The following actions are required for EVERY supportive service request:

1. The word “PRIDE” must be indicated on the top of every SFN 471 and the PRIDE check box must be checked. This form must be signed by the vendor, PRIDE Coordinator and

PARENTAL RESPONSIBILITY INITIATIVE FOR THE DEVELOPMENT OF EMPLOYMENT

10 R (3/1/17)

initialed by the payment authorizer. Participant information must also be completed.

<http://www.nd.gov/eforms/Doc/sfn00471.pdf>

- 
2. Both the physical address and mailing address of the individual are required to be on the SFN 471. (A physical address must be included from which to verify mileage.)
 3. There must be an indication on the SFN 471 as to whether transportation assistance is for traveling to work or for job search.
 4. In the description box on SFN 471, include the category of allowable support service. For example, Job prep vs Job readiness; Housing/Shelter; License, certification and exam fees; Relocation assistance; etc.
 5. A screen print of the Child Support computer system (FACSES) PRIDE Referral screen must accompany every SFN 471. To access that screen enter an “R” in the PRIDE field at the bottom of the CFIN screen and click on Enter.
 6. If the service provider has never provided services to ND DHS, the appropriate W-9 must accompany the SFN 471 form. The acceptable W-9 is available here:
<http://www.irs.gov/pub/irs-pdf/fw9.pdf>.
- SFN 53656 Registry for U.S. (Domestic) Businesses Substitute IRS Form W-9. This form is used only in cases where vendors request payment via direct deposit. For other payments, the W-9 will suffice. The SFN 53656 can be found here:
<http://www.nd.gov/eforms/Doc/sfn53656.pdf>

NOTE: The ‘Request for Taxpayer Identification Number and Certification’ (W-9) from the U.S. Department of the Treasury is not acceptable.

NOTE: The W-9s for Transportation payments directly to participants are to be kept in the participant files. You do not have to send them to DHS.

7. All supportive service requests for housing or shelter must be pre-approved by DHS. Approval is obtained by sending an e-mail request to dhseapvendpmt@nd.gov.
8. All supportive services will require verification documentation. See each type of support below for examples of required documentation. Vendor payments must be based on invoices, not estimates. If estimates are provided, the payment will not be made. Payment can only be made based on an attached bill or invoice.
9. Request for payments must be made on or after the first (1st) day of the month and can only be for the current month the supportive service covers. Requests cannot be made for future months.

NOTE: All Vendor Payment requests, with the exception of Transportation Assistance based on mileage, must be accompanied by a receipt and a copy of the

PRIDE

PARENTAL RESPONSIBILITY INITIATIVE FOR THE DEVELOPMENT OF EMPLOYMENT

11 R (3/1/17)

PRIDE screen from FACES dated the same month as the supportive service was incurred.

The following are allowable supportive services that can be paid for PRIDE participants:

1. Housing/Shelter Expense

Supportive services may be used to pay rent or mortgage payments, a deposit on a rental unit, or utility shut-off and must be the payer of last resort. Assistance is limited to \$300 per participant, per state fiscal year (*July 1 through June 30*) and may only be approved when the expenses are necessary to help the individual achieve his/her employment goal.

Following is the criterion for Housing/Shelter Expenses to be paid:

- a. Payment of Housing/Shelter Expense may be utilized any time during the PRIDE participant's involvement in the PRIDE program.
- b. The individual/family must be able to demonstrate that they can sustain payment of these expenses for future months AND the calculation for sustainability must accompany the pre-approval request to TANF policy;
- c. All Housing/Shelter Expenses must be pre-approved by DHS before submitting the vendor payment. Send an e-mail request to dhseapvendpmt@nd.gov when seeking pre-approval. Once pre-approval is obtained, gather the necessary documentation and send to DHS.

Verification Documentation Needed

Verification can consist of, but not limited to: a lease agreement or a statement from the landlord identifying the monthly rent expense.

2. Job Readiness Assistance

Job readiness assistance is intended to reimburse participants for expenses associated with their preparation for work. Assistance is limited to \$250 per participant, per state fiscal year (*July 1 through June 30*) and may only be approved when the expenses are necessary to help the individual achieve their employment goal.

Job readiness assistance includes the following:

- Lodging and per diem (meals) for out-of-area employment interviews.
- One \$50 prepaid phone per participant every 4 years. (*DHS tracks phone purchases and should be contacted if you need to know the date of the original purchase.*)
- Three (3) months of prepaid minutes can be purchased in a SFY. (*Minutes can be purchased one time per month, up to 3 times in a state fiscal year*)
- Effective 03/12/2014, the E911 fee which is required when purchasing phone cards can be paid as a Support Service.

NOTE: Before paying to reconnect a telephone, DHS requires the following: The individual must pursue assistance under the Link-up Program administered through the Public Service Commission. Below is the website address for the Link-up Program:

<http://www.psc.nd.gov/public/consinfo/jurisdictiontelephone.php>

PARENTAL RESPONSIBILITY INITIATIVE FOR THE DEVELOPMENT OF EMPLOYMENT

12 R (3/1/17)

PRIDE Supportive Services should be the last resort. If the individual can verify that they were unable to obtain assistance through the Link-up Program, DHS will look at the reason for the reconnection request to determine whether or not the individual can sustain the monthly costs of the telephone.

- Chemical and alcohol dependency evaluations.

NOTE: Based on information from the DHS Fiscal Administration Unit, DHS cannot pay for chemical or alcohol evaluations at a Human Service Center. If a Human Service Center is the only evaluation option in the area, the participant must make the payment and submit a receipt before DHS can reimburse them. For evaluations completed at a non-DHS funded facility such as Heartview Foundation or the New Freedom Center, DHS will make payments directly to the facility.

- Interview/Employment Related Clothing

NOTE: DHS Policy currently states payment of clothing is limited to employment related clothing (which may include work boots) or clothing necessary for employment interviews. Payment is not allowed for the purchase of undergarments or feminine products.

Based on this policy, assistance with the purchase of coats, scarves, gloves and snow boots can only be approved for individuals whose work requires them to be outdoors (other than going to and from work), or for those individuals who walk long distances to and from their Work Activity, AND then only after all other sources have been exhausted.

The following job readiness items will only be approved when the support service request includes an explanation indicating the reason for the purchase and the type of employment/activity the individual is involved in.

- Personal grooming for employment or interviews.
- Examination fees (GED, CNA, Professional) (*To be used **only** when the amount under License/Certification/Examination Fees has been exhausted.*)
- Union dues may be paid when the participant has been guaranteed a job and payment of the dues is required before they start working.
- Obtaining a Driver's License/Reinstatement of a Driver's License (*Payment by check or money order is preferred and a receipt from NDDOT is required. If a credit card is used for payment, DHS requires an additional statement from NDDOT explaining the purpose of the payment*)

NDDOT will not accept vendor payments. Supportive services for DOT associated payments may be paid to PRIDE participants directly after the participant provides the PRIDE Coordinator with a receipt verifying the expense.

Verification Documentation Needed

PARENTAL RESPONSIBILITY INITIATIVE FOR THE DEVELOPMENT OF EMPLOYMENT

13 R (3/1/17)

Verification can consist of, but not limited to: store receipts, monthly utility bill, hotel lodging receipt, and receipt from NDDOT.

3. License, Certification, and Examination Fees

Assistance with professional license, certification, or examinations fees including GED testing fees may be allowed when a license, certificate, or examination is necessary for the participant to become employed. License, certification, and examination fee assistance is limited to \$150 per participant, per state fiscal year (*July 1 through June 30*) and cannot exceed actual cost.

Verification Documentation Needed

Verification can consist of, but not limited to: Examination Fee Schedule from School/Agency, copy of bill from professional association.

4. Relocation Assistance

Relocation assistance can be approved for a PRIDE participant and is limited to \$1000 per household, per state fiscal year, (*July 1 through June 30*).

- Deposits, rent, hook-ups
- Mileage related to relocation
- Relocation of a mobile home
- Transportation of household items

Relocation assistance can be provided to a PRIDE participant if the individual:

- a. Has a bona fide offer of employment, verified by the PRIDE coordinator, which will increase the individual's potential for increased earnings, job advancement, or permanent employment; or
- b. Requests and receives approval from the PRIDE coordinator to move from an area of the state with few employment opportunities to another area of the state with greater employment opportunities, or to an area out of state with greater employment opportunities.

Verification Documentation Needed

Verification can consist of, but not limited to: lease agreement, U-Haul truck rental receipts, utility bills, gas receipts.

5. Tools for Employment

The PRIDE Coordinator may approve direct vendor payments for the purchase of tools and/or equipment required for a participant to accept or retain employment. If tools are provided by the employer, tools and/or equipment cannot also be purchased. If tools are lost or stolen, it is the individual's responsibility to replace them. The tools become the property of the participant. Assistance for tools shall not exceed \$150 per participant, per state fiscal year (*July 1 through June 30*) and cannot exceed actual cost.

Verification Documentation Needed

PRIDE

PARENTAL RESPONSIBILITY INITIATIVE FOR THE DEVELOPMENT OF EMPLOYMENT

14 R (3/1/17)

Verification can consist of, but is not limited to: store receipts.

6. Transportation Assistance

Transportation assistance can only be provided to PRIDE participants to allow for work search activities and continued program participation including assessment, participation in an approved work activity or to attend appointments that must be kept as part of the Employability Plan. Transportation assistance of \$.45/mile up to \$150 per month may be paid to a PRIDE participant for the following:

- Mileage for personal vehicle
- Payment for rides
- Bus passes
- Taxi expenses

DHS requires transportation assistance to be calculated on a calendar month basis for vendor payment requests. Request for payments must be made on or after the first (1st) day of the month and can only be for the current month the supportive service covers. Requests cannot be made for future months.



Transportation assistance is provided based on a mileage calculation for each month. A monthly stipend or flat amount is not allowed. The calculation must be identified on SFN 471 in the description of items or services. To calculate a transportation assistance, multiply the number of actual miles based on a mapping feature such as MapQuest from the individual's residence to the Job Service office, times the realistically estimated number of days in the month the individual will drive, times \$.45 per mile. This calculation must be included on all documents needed in order for a vendor payment to be made. See EXAMPLES for Calculating Transportation Payments at the end of this subject.

Gas stations cannot be paid by vendor payment.

Transportation assistance may be utilized for monthly public transportation passes, cab fares or rides provided through an informal arrangement if the individual has no vehicle.

NOTE: When public transportation or informal transportation arrangements are used, the participant must review his/her transportation needs and plan with the PRIDE Coordinator, and the PRIDE Coordinator must approve the individual's plan.

The SFN 471 for transportation to a PRIDE participant must:

- Be fully completed. In Section I, the 'Name of Vendor' and 'Services Provided For' must both be completed with the name of the participant.
- Contain a statement of how the total dollar amount was calculated.
- Include a statement indicating the time period covered by the payment in the 'Description of Items or Services' portion of the form.

Verification Documentation Needed

Verification can consist of, but not limited to:

PARENTAL RESPONSIBILITY INITIATIVE FOR THE DEVELOPMENT OF EMPLOYMENT

15 R (3/1/17)

- Statement from individual providing rides to the participant (Statement can include drivers address and schedule or frequency of trips. Use a mileage formula for calculation such as home to participant to destination and back)
- Transit Ticket Receipt
- Bus Pass Receipt
- Taxi Cab Receipt

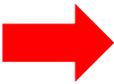
EXAMPLES for Calculating Transportation Payments:

A. A participant begins participation in the PRIDE program on September 3rd, the transportation calculation would need to be done for the period of September 3rd through September 30th as follows:

- 
- September 3rd thru September 30th has 20 working days in the month. It is realistically estimated the individual may need assistance with transportation on 10 of the 20 days. The individual's mileage from their residence to the JSND office is 6.5 miles per day. Calculating the individuals need, multiply 10 days times 6.5 miles per day equals 65 miles, times \$.45 per mile equals \$29.25.

B. A participant begins participation in the PRIDE program on September 27th, the transportation calculation would need to be done for the period of September 27th through September 30th. If the need for a transportation allowance continues for October, the transportation allowance would be calculated for the period of October 1st through October 31st. The individual drives 8.7 miles per day.

- 
- September 27th thru September 30th has 4 working days remaining in the month. It is realistically estimated the individual may need assistance with transportation on 2 of the 4 days. The individual's mileage from their residence to the JSND office is 8.7 miles. Calculating the individuals need, multiply 2 days times 8.7 miles per day equals 17.4 miles, times \$.45 per mile equals \$7.83.

- 
- October 1st thru October 31st has 21 working days in the month. It is realistically estimated the individual may need assistance with transportation on 10 of the 21 days. The individual's mileage from their residence to the JSND office is 8.7 miles. Calculating the individuals need, multiply 10 days times 8.7 miles per day equals 87 miles, times \$.45 per mile equals \$39.15.

Note: The request for payment can include the amount for both months, but as you can see, the calculation was completed by calendar month.

7. Vehicle Repair and Insurance

Financial assistance for necessary vehicle repair and auto insurance for basic liability coverage may be provided to participants in the PRIDE program.*Payment of basic liability

PARENTAL RESPONSIBILITY INITIATIVE FOR THE DEVELOPMENT OF EMPLOYMENT

16 R (3/1/17)

coverage is limited to 3 months in a state fiscal year. Vehicle repair/insurance is limited to \$500 per state fiscal year (*July 1 through June 30*).

In rare cases, a participant may be able to utilize supportive services for vehicle insurance under both Vehicle Repair/Insurance and Transportation. For assistance with these cases, please contact dhseapvendpmt@nd.gov.

The following conditions must be met prior to approval under the supportive service category of Vehicle Repair and Insurance:

- a. The vehicle is registered to the PRIDE participant or a member of the PRIDE participant's household;
NOTE: Member means a spouse.
- b. The PRIDE participant has an 'active' policy for liability insurance coverage on the vehicle;
- c. The PRIDE participant has a valid North Dakota driver's license;
- d. The vehicle is needed by the PRIDE participant to get to work or search for work; and
- e. The general condition/value of the vehicle justifies the repair cost;
- f. To determine the current value of the vehicle, the Kelly Blue Book located on the web at <http://www.kbb.com/> may be utilized.
- g. The \$500 maximum available under the vehicle repair support service category has not been met by the PRIDE participant during the current state fiscal year.
- h. The vendor must sign the SFN 471 **AFTER** the repair has been made. Attach an invoice or bill. No payment will be made based on an estimate.

Verification Documentation Needed

Verification can consist of, but not limited to: quotes from insurance agencies, estimates from vehicle repair shops.

PRIDE participants are not eligible for Follow-up Services. All support services must be paid during the program participation period. All requests for payment of support services for PRIDE participants must accompany a copy of the PRIDE screen from FACSES dated the same month the supportive service was incurred.

Misuse of support services/funds will result in an attempt to recapture the funds from the participant and may also result in suspended support service provision during the participant's enrollment in PRIDE. A Report of Findings will be generated from the PRIDE Coordinator and submitted to the Manager of Workforce Programs. DHS will be informed of and consulted with regarding the situation and collection action.

PARENTAL RESPONSIBILITY INITIATIVE FOR THE DEVELOPMENT OF EMPLOYMENT

17 R (3/1/17)

MONITORING OF PROGRAM PARTICIPATION

During the enrollment period, it is important to periodically verify that PRIDE participants are complying with program requirements. This verification can be done in a variety of ways through a Case Management approach to providing services. It is recommended that PRIDE Coordinators and program participants have regular, periodic telephone or in-person contact as identified in the Employment Plan. Program participation can also be determined by:

- Verification of Payment of Child Support Payments Using Simplified Payment (Financial) Ledger
 - Utilize the FACSES MIS to verify that Child Support Payments are being made. See Apx-1 FACSES Quick Guide.
- Verification of employment.

The following program participation verification is required:

- Work Search – For participants who are unemployed, it is required that participants complete 10 job contacts each week or the required number of job contacts determined at the discretion of the PRIDE Coordinator. (See exception below.) Participants who are working part-time must complete 5 job contacts each week or the required number of job contacts determined at the discretion of the PRIDE Coordinator. (See exception below.) Documentation of contacts is required on the SFN 53990 Daily Job Search Log.

EXCEPTION – When extenuating circumstances occur, such as involvement in a treatment plan or if an individual resides in a rural area with limited employment opportunities, the PRIDE Coordinator may allow less than the required number of job contacts. A case note will be entered in VOS justifying the reduction.

- Worktrack Activity - Verification of Employment – During the first 30 days of a Worktrack Activity, verify employment and maintain documentation. Notify Child Support of employment so action can be taken in the collection of Child Support payments. In addition to verifying employment, PRIDE Coordinators should verify that the participant is making consistent child support payments. Employment and payment verification can be done based one of the following:
 - Utilize SFN 54334 Employment Information Verification form. Provide the form to the employer or give to participant to have employer complete.
 - Verification from CSE staff
 - Verification from FACSES system. See Apx-1 FACSES Quick Guide
 - Verification from Employer

Documentation of this verification may be one of the following:

- SFN 54334 Employment Information Verification
- SFN 19228 Telephone Document Verification
- Copy of e-mail from CSE staff or employer
- Hard copy document from CSE FACSES system, CSE staff or employer
- PRIDE Coordinator Case Notes recorded in VOS on Participant Record

PRIDE

PARENTAL RESPONSIBILITY INITIATIVE FOR THE DEVELOPMENT OF EMPLOYMENT

18 R (3/1/17)

BEST AND CHILD SUPPORT PAYMENT REDUCTION PROGRAM

Effective October 1, 2009, if an individual is referred to both the BEST and PRIDE programs, DHS requires that he/she participate in the PRIDE program and follow the PRIDE guidelines for employment search. These job search guidelines are very similar to that of the BEST program. This eliminates the need for duplication on the part of the program participant and JSND staff. Very few individuals qualify for both programs.

The participant requirements for the PRIDE program are:

- Program compliance with the PRIDE Coordinator and requirements of the Employment Plan.
- Active job seeking making 10 job contacts per week. If employed part-time, 5 job contacts are required.

Once a participant obtains and retains unsubsidized employment for six months, he/she is exited from the PRIDE program.

If an individual is exempt from BEST, but still required to participate in PRIDE, the PRIDE requirements are applied.

DUAL ENROLLED JOBS PARTICIPANTS AND PRIDE PARTICIPANTS

It is possible there will be instances when an individual who is receiving services under the PRIDE program may also be a TANF recipient and required to participate in the JOBS program in exchange for a TANF grant. In these situations, the court order requiring the individual to participate in the PRIDE program will generally define the 'activity' the individual must participate in under the JOBS program. In these situations, it is imperative that the PRIDE Coordinator, the TANF Eligibility Worker and the JOBS Employment Contractor all work together to achieve a common goal for the mutual participant and ensure that the court order is followed.

If a PRIDE coordinator receives a referral who is a Native American on TANF, follow the instruction below provided by DHS:

“In situations where a Native American applies for TANF and the individual resides in a reservation county where the individual meets the requirement of the Tribal NEW Memorandum of Understanding (MOU) and must be referred to a Tribal NEW Program, the court order would 'trump' the Tribal NEW MOU criteria for referral. The individual needs to be referred to the JOBS Program in order to engage in a work activity that meets the requirements of the court order.”

Any support services provided to the individual participating in dual programs (PRIDE and TANF) would be requested through the JOBS program as TANF is payer of first resort in these situations. Duplicate supportive services cannot be approved for this individual under the PRIDE program as that would be considered 'double dipping.'

NOTE: Individuals in receipt of Post-TANF benefits are not considered TANF recipients and are not required to participate in the JOBS Program. Therefore, these individuals would be considered a PRIDE only participant and will receive PRIDE support services. The JOBS & PRIDE coordinators can work separately on these cases.

REFERRALS TO OUTSIDE AGENCIES

When PRIDE participants are in need of services offered by outside agencies including Vocational Rehabilitation, counseling, drug and alcohol evaluations, food pantries, etc, enter a case note on the participant's record in VOS.

SERVICES REQUIRING CO-ENROLLMENT INTO WIOA

The following service availability will require an eligibility determination and enrollment into the Workforce Innovation and Opportunity Act program.

- Paid Work Experience
- On-the-Job Training
- Out of Area Job Search
- Relocation Assistance
- Short Term Occupational Training

Paid Work Experience - See Customer Service Guide Chapter 1, Work Based Learning

On-the-Job Training - See Customer Service Guide Chapter 1, Work Based Learning

Out-of-Area Job Search - See Customer Service Guide Chapter 1, WIOA Support Service/Out of Area Job Search

Relocation Assistance - See Customer Service Guide Chapter 1, WIOA Support Service/Relocation Assistance

Short Term Prevocational Training - See Customer Service Guide Chapter 1, WIOA Career Services – General Information

PRIDE PROGRAM MIS REQUIREMENTS

Enrollment

Step #1 Wagner Peyser Enrollment

Create Wagner Peyser (WP) Application

Create Wagner Peyser Participation record

The following services must be recorded under the WP Service record: (These services may also be recorded on the PRIDE record if the PRIDE Coordinator wants to duplicate them, but this is not required.)

101 – Orientation (**REQUIRED***)

102 – Initial Assessment (**REQUIRED***)

103 – Provision of information on Training Providers, Performance Outcomes

104 – Workshops and Job Clubs

107 – Provide Labor Market Information (**REQUIRED***)

115 – Resume Preparation Assistance

123 – Job Development Contacts-Use this service when bringing to the attention of an employer a job seeker who is available for job when the employer has no job order listed.

PARENTAL RESPONSIBILITY INITIATIVE FOR THE DEVELOPMENT OF EMPLOYMENT

20 R (3/1/17)

- 124 – Received Bonding Assistance
- 125 – Job Search Planning (Record on WP record if service is short-term or 1 day service)
- 141 – Skills Development
- 202 – Career Guidance, Planning or Counseling
- 203 – Objective Assessment
- 204 – Interest Inventory or Aptitude Testing
- 205 – Development of IEP/ISS (**REQUIRED***)
- 214 – Adult Literacy, Basic Skills or GED Preparation
- 504 – Refused Referral to Job Training

When services are recorded on the Wagner-Peyser record, the Wagner-Peyser enrollment will remain active for 90 days from the date of service. After the initial requirement of the 101, 102, 107 and 205 services, if no additional services (staff assisted or participant self-service) are recorded on the Wagner-Peyser record, it will close 90 days after the last recorded service. This practice is acceptable. The Wagner-Peyser record does not need to remain open for the duration of the PRIDE enrollment.

Step #2 PRIDE Program Enrollment

Create Generic Application

NOTE: The generic PRIDE Enrollment must be completed immediately following the Wagner-Peyser enrollment. The following services are recorded on the PRIDE record.

- 001 - Hold/Waiting for activities/health/medical – **Optional** – This service can be used when PRIDE participant is having health related issues or medical treatment and service is on hold.
- 205 - Development of IEP/ISS – **Required** – You will need this service to be added to be able to select the PRIDE program on the Employment Plan/Program Affiliated field. Also, if you want to use the 001 service, an activity must be open with no end date on the Generic Application. This service will meet that need so the 001 code will be available in the drop down list.)
- 125 – Job Search Planning – (Record on PRIDE record for a projected period of service) When recording this service, set the projected end date for a 1-3 month period. Update the projected end date based on participant progress.
- 234 - Worktrack - Record the Worktrack service each time a participant adds or changes employment. When recording this service, set the projected end date for a 6-month period. Update the projected end date based on participant progress.

Note: The following services require eligibility determination and enrollment into WIOA. These services may only be provided under WIOA and must be tied to the WIOA enrollment.

- 216 – Out-of-Area Job Search Assistance
- 217 – Support Services – Relocation Assistance
- 218 – Internships
- 219 – Work Experience
- 222 – English as a Second Language (ESL)

PARENTAL RESPONSIBILITY INITIATIVE FOR THE DEVELOPMENT OF EMPLOYMENT

21 R (3/1/17)

226 – Literacy Testing

300 – Occupational Skills Training – Approved Provider (ETP)

301 – On-the-Job Training

302 – Entrepreneurial Training

Employment Plan

To create a new plan, click on the “Create Individual Employment Plan/Service Strategy” on the Case Management Profile.

Plan Tab

Scroll down to “Plan Information” and enter all required fields.

Click “Next”

Goal Tab

Click “Add New Goal”

Scroll to “Goal Information” and enter all required fields

Goal type will primarily be Employment

Enter a Goal Description Ex. – “Find and Maintain Permanent Employment”

Enter Comments for “justification” Ex. – “Jon was court ordered to participate in PRIDE program for employment services so Jon can pay his child support.”

Click “Save”, Click “Next”

Objectives Tab

Click “Add New Objective”

Scroll to “Objective Information” and complete all required fields.

Click “Save”, Click “Next”, Click “Finish”

Print the plan for signatures.

For additional information related to MIS procedures on Employment Plan Entries, refer to [VOS User Guide](#) in the Workforce Programs Customer Service Guide.

EMPLOYMENT RETENTION SERVICES

Employment retention services will be available to PRIDE participants when they are placed in employment while enrolled in PRIDE Worktrack and documented in a case note. Employment retention services will be conducted as needed to assure satisfactory entry and progress in the job position. Employment retention services may consist of the following:

- Support Services if required to keep an individual in the job.
- Workshops to assist with job retention or job growth issues.
- Referral for counseling services.

PRIDE

PARENTAL RESPONSIBILITY INITIATIVE FOR THE DEVELOPMENT OF EMPLOYMENT

22 R (3/1/17)

WHEN AND HOW TO CLOSE A PRIDE CASE

The following are reasons to close a PRIDE case:

- 6 full months of employment/enrollment in Worktrack activity. The 6-month period can be from one consistent job or a combination of several jobs.

NOTE: In the case of a PRIDE participant showing signs of non-compliance, yet still working and making CSE payments, keep the Worktrack activity open for the required 6-month period. If the participant quits working and paying CSE payments, close the Worktrack activity and the PRIDE enrollment and return as non-compliant.

Circumstances such as a lapse in employment, may result in a participant needing more time in Worktrack. In these cases, you may change the projected end date. Add a case note briefly explaining why the timeframe has been extended. If DHS or Child Support requests that you keep the Worktrack open, explain the request and the length of time the record will be open in the case note.

- Non-compliance – When a PRIDE participant is not complying with the requirements of the PRIDE program as documented on the SFN 58227 PRIDE Requirements or in the Employment Plan, the the PRIDE Coordinator may return the referral through the FACES system, attempt to notify the participant verbally or in writing, and close the PRIDE case.
NOTE: If your local presiding district court states the participant needs to continue with program services can be suspended until the order to show cause hearing determines outcome. If the Order to Show Cause (OTSC) hearing indicates termination from program, or if participant does not report for OTSC hearing, participant’s case is closed.
- Moved Out of State - Upon verification of move to another state through resources such as Child Support or the court. Participant may also indicate move by providing address. **NOTE:** If a participant moves within ND, follow the Transfer of PRIDE Case Protocol below in this procedure.
- If the Child Support IV-D case closes, the PRIDE case must be closed as well. If the participant is successfully complying and/or working, close as successful.
- Receipt SSDI (not SSI) by a PRIDE Participant – If a PRIDE Participant is successful in the receipt of SSDI, the PRIDE case may be closed as successful.

NOTE: For participants not in a Worktrack activity, review their records periodically. If you are providing assistance and the quarterly report shows there has been no activity for more than 30 days, add the appropriate activity code and write a case note explaining why the record is still open/active. Closing a PRIDE case in the MIS is completed by:

- entering end dates and activity closure reason* on **all services and activities**
- clicking on Create Outcome and choosing the office location and exit reason**
- closing the goals, objectives and the Employment Plan

PRIDE

PARENTAL RESPONSIBILITY INITIATIVE FOR THE DEVELOPMENT OF EMPLOYMENT

23 R (3/1/17)

*Activity Closure Reasons

Successful Completion
Unsuccessful Completion
Institutionalized/Health Medical Issues
Incarcerated
Cannot Locate
Moved from Area
Noncompliance Missed Appointment
Noncompliance Absent from worksite
Noncompliance Unwilling to participate
Noncompliance Failure to report
Noncompliance Unsatisfactory progress
Noncompliance Failure to comply with EP
Noncompliance Refused employment
Noncompliance Job Quit

**Exit Reason

Successful Completion
Unsuccessful Completion
Deceased
Incarcerated
Noncompliance Missed Appointments
Noncompliance Failure to Report
Noncompliance Failure to Comply with EP
Health/Medical Issues-Hospitalized
Successful Completion-Failed to Report Due to Employment
Health/Medical Issues-Not Hospitalized
Moved Out of State
Paid in Full/Arrears No Longer Owed/No Monthly Obligation

For additional MIS instruction, see the VOS User Guide located in Chapter 4 of the Customer Service Guide.

TRANSFER OF PRIDE CASE

When a PRIDE participant, CSE staff or the Court informs the PRIDE Coordinator (PC) that the PRIDE participant (PP) is moving to another location within the state that has the PRIDE program, the following should occur:

- Upon determination of necessity to transfer the case to the PC in the new location, the following will occur:
 - PC updates the FACSES electronic referral by adding the new region and worker.
 - Send an email to the new PC notifying of transfer and provide the CSE Investigator's name.
 - Provide letter to PRIDE Participant notifying him/her of the requirement to contact the new PC within 7 days from date of form. Letter should include the new PC's

PARENTAL RESPONSIBILITY INITIATIVE FOR THE DEVELOPMENT OF EMPLOYMENT

24 R (3/1/17)

name, address and telephone number. A FORM CAN BE DESIGNED FOR THIS IF NECESSARY.

- Send electronic copy to PC in new location
- Send electronic copy to CSE IV-D worker assigned to the case
- Assuming the PP makes contact with the new PC, service continues to be provided as usual.
- If the PP fails to make contact with the new PC, the new PC will notify the CSE IV-D worker who will arrange to have the civil file transcribed to the county where the PP lives. The CSE IV-D worker will also notify the new CSE IV-D region of the transcription.
 - The new CSE IV-D unit will request and attend an OTSC hearing to address the PP's failure to comply with the requirement to cooperate and participate in PRIDE.
- A case note is required for each support service payment – **check to ensure it is within the SFY or monthly limits**. Explain what was purchased, the support service category and how much was paid.
- Transfer the **entire file** to the new case manager rather than keeping it in the originating office and update assigned case manager in the MIS.
- Complete the Support Service Payments document that is required to be in each file. I:\65PoliciesProcedures\65-01Manuals\Customer-Service-Guide\Chapter-1-Job-Seeker-Services\PRIDE\PRIDE_Support_Service_Payments.xlsx
- The new PC must not pay for any PRIDE related service including support services until the file is received.

PARTICIPANT WAGES AND FRINGE BENEFITS

Participants enrolled in the PRIDE program will NOT be paid for time spent in program activities including orientation, job search, etc. If a PRIDE Participant is co-enrolled in the WIOA Adult, Dislocated Worker or Youth program where payment of wages may be received by a participant based on an appropriate program activity, the participant will be informed that court ordered garnishments of wages might affect wages received in the program.

EQUAL OPPORTUNITY COMPLIANCE REQUIREMENTS

Participants shall not be subject to discrimination because of race, color, religion, sex, national origin, age, disability, political affiliation or belief. Obtain signed copy of SFN 53860 Equal Opportunity and Grievance Procedures for each PRIDE participant.

COMPLAINT/GRIEVANCE PROCEDURES

The Job Service North Dakota complaint/grievance system will be used. Obtain signed copy of SFN 53860 Equal Opportunity and Grievance Procedures for each PRIDE participant.

NEPOTISM

JSND may not hire, and no worksite may be used for a person, in an administrative capacity, staff position, or community service or Work Experience employment position funded under PRIDE if a member of that person's immediate family is engaged in a decision making capacity (whether compensated or not) for JSND or a worksite. For information refer to the [Glossary](#) of the Workforce Customer Service Guide.

PARENTAL RESPONSIBILITY INITIATIVE FOR THE DEVELOPMENT OF EMPLOYMENT

25 R (3/1/17)

REQUEST FOR INDEPENDENT CASE REVIEW AT VOC REHAB STATE LEVEL

When faced with a situation where a participant is also receiving services from Voc Rehab and Voc Rehab indicates the individual is unable to work, but there is no medical doctor supporting documentation, the following should occur:

- Send an email to Ruth Lacher with the name, DOB, SSN and a brief recap of the facts.
- Ruth will request that Jim Fleming refer the file for an independent case review at the state Voc Rehab level.
- This independent case review will result in a decision that may either support the regional VR decision or contradict the regional VR decision resulting in different action at the regional level.

SIGNING AFFIDAVITS

If PRIDE coordinators are asked to sign affidavits or give testimony, do the following:

- Cooperate with the court officials (if you refuse you may be held in contempt of court)
 - Do not feel pressured to sign anything. An affidavit is written sworn testimony, so it should be reviewed for accuracy.
 - If the information is inaccurate, request that it is changed before you sign it.
 - You may also ask for a review period so your supervisor or legal representative can read and approve it.
 - Once the changes you requested have been made you must sign it.

SAFETY PROTOCOL

- If you experience any threats or threatening behavior, call law enforcement immediately
- Do not meet with an individual in a closed area
- If you are unsure about an individual:
 - Request that a supervisor or office manager be present during the meeting
 - If necessary, request that law enforcement be present during the meeting

PROVIDING TESTIMONY/DISCLOSURE OF INFORMATION

PRIDE Coordinators may be asked to provide testimony or disclose information regarding participants who are not working. Frequently, the participant is not working due to medical issues which is confidential information. Consequently, JSND legal counsel was consulted on this issue and provided the following advice:

- If you are present in the court room and ordered to testify you must comply with that order. Because you have been court ordered to testify you may share a participants' medical information if it is relevant to the case.
- If Child Support staff or other entities working with the participant, ask why the participant is not working and the reason is medical, you must have a signed SFN 53755 Disclosure of Information Authorization in their file. The entity requesting the information must be designated on the form prior to disclosing any medical information to them.

PARENTAL RESPONSIBILITY INITIATIVE FOR THE DEVELOPMENT OF EMPLOYMENT

26 R (3/1/17)

CHILD SUPPORT AND REMOVAL OF DRIVER'S LICENSE

Communication between the CS worker and the PRIDE Coordinator is vital when determining if a PRIDE participant's driver's license is removed. A best practice is for communication to occur between the CS worker and PRIDE coordinator before a driver's license is removed. This will allow for explanation and discussion. If this does not occur and the PRIDE Coordinator learns of the removal after the fact, contact the CS worker to discuss both sides of the situation. CS may be more lenient in allowing the individual to keep a driver's license when the individual is working with PRIDE; however, he/she may have reason for it to be removed. Be sure you have open lines of communication with your CS workers to aid in the communication exchange.