Washington State
Department of
Commerce

WorkFirst Programs Guidelines

SFY 2024 & 2025

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Program Descriptions

Community Jobs (CJ)

The CJ Program is a WorkFirst activity that provides TANF and TANF LEP participants with up to nine (9) months of paid, temporary employment combined with intensive case management and stacked activities. The goal is to assist participants resolve barriers and gain sustainable employment.

CJ participants gain experience in an employment setting while increasing their income, skills, and self-confidence. They also build references, develop networks, and demonstrate their work skills while working in their field of interest.

Limited English Proficient (LEP) providers: LEP participants must be provided with culturally and linguistically appropriate services to help stabilize and support their families. Executive Order 13166 – *Improving Access to Services for Persons with Limited English Proficiency,* mandates that agencies receiving federal funding must provide, develop, and implement a system by which LEP persons can meaningfully access services generally provided in English.

There are three (3) options for the CJ Program:

Full-time CJ
- Subsidized employment at 20 hours a week.
- Wages are at the state or local minimum wage, whichever is highest.
- Issue resolution (barriers) from two (2) to 10 hours a week that may or may not be coded.
- A minimum of one (1) case managed barrier open throughout the program. Barriers may change depending on the participant's goals and needs.
- Documented twice monthly contact required.
- Stacked activities coded from 10 to 18 hours a week. The combination of barrier removal and stacked activities cannot exceed 20 hours a week.
- Worksites must be at a non-profit, tribal, or public entity.
- CJ participation can combine with unsubsidized employment, not to exceed 20 hours of employment. See the Combining Community Jobs and Unsubsidized Employment section for more information.

Part-time CJ
- Available to single parents with a child under six (6).
  - When the child reaches the age of six (6), contact DSHS to determine the next appropriate activity.
- Subsidized employment at 20 hours a week.
- Wages are at the state or local minimum wage, whichever is highest.
- A minimum of one (1) case managed barrier open throughout the program. Barriers may change depending on the participant's goals and needs.
- Documented twice monthly contact required.

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- Stacked activities coded at a minimum of three (3) hours a week can be one of the following, or a combination of both:
  - The participant should start in Life Skills (LS) unless case notes document why LS is not the most appropriate activity.
  - Coded barrier removal (such as mental or physical health, chemical dependency, and family violence)
- Worksites must be at a non-profit, tribal, or public entity.
- CJ participation can combine with unsubsidized employment, not to exceed 20 hours of employment. See the [Combining Community Jobs and Unsubsidized Employment](#) section for more information.

Career Jump

- The intent is to transition the participant onto the employer's payroll at 32 hours or more per week with pay above minimum wage.
  - Participants can transition to the Career Jump Program at any time, even if they have already engaged in the full-time CJ, part-time CJ, or Community Works Programs.
  - If the IDP goes beyond nine (9) months, please contact Commerce for a new IDP.
- Provides up to 433 hours of subsidized wages before the Career Jump employee transitions to the employer's payroll. That's about:
  - 21 weeks at 20 hours per week.
  - 10 weeks at 40 hours per week.
- Community Jobs Career Jump subsidized wages are at the employer's established hourly rate for the position. The rate must be equal to or more than the state or local minimum wage (whichever is highest).
- Career Jump participants must have a minimum of one (1) case managed barrier open for the duration of the program. The only exception to this is if their Career Jump work hours are 40 hours a week.
- Documented twice monthly contact required.
- Full-time participation is required, and stacked activities may be needed.
- Worksites can be at for-profit, non-profit, tribal, or public entity.
- If the participant switches from a Career Jump to a CJ, the days spent in Career Jump will count against the 9-month CJ time limit.
- If the participant is terminated from a Career Jump site and then placed at a new Career Jump site, the hours spent in the initial Career Jump will be subtracted from the 433-hour limit.
- If the participant switches from a CJ to a Career Jump, the days spent in the CJ will not count against the Career Jump time limit.
- WorkFirst requirements state that participants can only refuse work for specific reasons, and quitting a Career Jump may start the sanction process.

Qualifications for Community Jobs and Career Jump Programs are found in the [DSHS WorkFirst Handbook (8.3)](#).

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Community Works (CW)

The CW Program is an unpaid work activity that supports engagement in an education pathway, assists in gaining recent work experience, and provides a core work activity that meets TANF requirements.

- The Fair Labor Standards Act (FLSA) regulates the allowed hours of unpaid work.
- Participation is a minimum of one (1) month up to 12 months at the worksite.
- Work activity must be at least five (5) hours a week.
- The participant is able to earn non-cash financial incentives during their program. See the Community Works Incentives section.
- Documented twice monthly contact required.
- If attending school, worksites should be co-located on the campus when possible.
- If not attending school, the worksite placement should increase their knowledge and skills to match their post-program employment goal.
- **Not available to LEP participants served with the LEP budget.**

Qualifications for the Community Works Program are found in the DSHS WorkFirst Handbook (8.4).

Program Timelines - see the Commerce WorkFirst Timelines and Program Flow Chart

TANF Status and Program Engagement

Community Jobs and Career Jump Programs:

- If the TANF Status is Pending, the participant may engage in stacked activities, but cannot start on a worksite until the TANF Status is Open.

Community Works Program:

- If TANF Status is Pending, the participant may engage in the program and start on a worksite.

Combining Community Jobs and Unsubsidized Employment

Participants with an unsubsidized job, that is 15 hours or less, are eligible for the CJ program. The combination of CJ worksite hours and unsubsidized employment hours **must not exceed** 20 hours per week.

CJ participants can remain with the same employer for both unsubsidized employment and CJ employment if the work schedule, job duties, and supervisors are different. There must be a clear separation of the two positions to avoid complications with wage and L&I premiums.

Process:
1. DSHS refers the CJ Component
2. Contractor ensures the CJ Component has the correct number of hours
   o Example: the part-time UE is five (5) hours per week. The CJ Component must be 15 hours per week.
3. Contractor reviews the PT UE Employment Screen to ensure the employment and PT component hours match
   o If the PT UE Employment Screen or PT component is incorrect, contact the DSHS WorkFirst Program Staff (WFPS) to request an update
4. Contractor engages the participant in program activities and worksite engagement efforts
5. Upon Worksite Placement the contractor will
   o Enter the CJ Employment Screen at 20 hours per week and submit a TA ticket requesting Commerce to update the CJ Employment Screen hours to the correct number
   o Enter the Worksite Placement Screen in the IDP per requirements

DSHS Consent Form

Participant consent to the use of confidential information is required **before** contractors provide services.

Contractors cannot pre-fill any checkboxes in the DSHS Consent Form. Contractors can pre-fill their agency name and address, but cannot check the box next to their agency information. **Participants must choose what information they want to disclose and to whom. Participants can complete a new consent form as needed.**

Specific Records Note
Do not enter or disclose any information about the following topics, unless the participant has provided specific consent for these records:
- Mental Health
- HIV/AIDS and STD Test Results Diagnosis or Treatment
- Substance Use Disorder (Chemical Dependency)

eJAS areas include, but are not limited to:
- Barriers
- Special Record Client Notes
- General Client Notes
- E-Messages

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DSHS Consent Form continued.

Consent Methods

There are two (2) methods to get consent. The first method is the DSHS Consent Form DSHS 14-012, which requires a written or electronic signature. If a written or electronic signature is not possible, participants must provide verbal consent via Attachment O Verbal Consent Form.

- DSHS Consent Form DSHS 14-012 at https://www.dshs.wa.gov/office-of-the-secretary/forms?field_number_value=14-012&title
  - o The form is available in multiple languages. Contractors must provide the form in the participant's preferred language. The participant must sign the form to enroll in the program.
  - o **Important note**: if a participant does not release special record(s) information, any eJAS entry or paperwork related to those subjects are not allowed.
    - ▪ Contractors and participants can complete new consent forms as needed.
  - o Keep the signed form in the participant's case file, and the form must be available upon request.
  - o Electronic signature methods include:
    - ▪ PDF electronic signatures,
  - o Picture of the signed form, and
    - ▪ Mailed or emailed signed form.

- Verbal Consent Form Attachment O.
  - o Prior to receiving verbal consent, providers must send participants a copy of the DSHS 14-012 Consent Form in the participant's preferred language via email or mail.
  - o Verbal consent does not apply to Substance Use Disorder, Mental Health, Physical Health, or other protected health information or data. This requires written consent using the DSHS 14-012 Consent Form.
  - o Keep the completed form in the participant's case file, and the form must be available upon request.

Address Confidentiality Program

The Address Confidentiality Program (ACP) provides protection and mail forwarding services to survivors of crime.

If a participant is enrolled in the ACP program, the contractor must ensure that the participant's substitute address is used in lieu of the participant's home, work, school, or other addresses. This includes, but is not limited to:

- Paperwork and forms
- eJAS – worksite, stacked activity, and unsubsidized employment addresses

For more information:

- Washington Secretary of State, Address Confidentiality Program
- Chapter 40.24 RCW and Chapter 434-840 WAC

Individual Development Plan and Community Works Plan

Initial CJ IDP or CW Plan

<mark>Reminders</mark>

- <mark>Complete the CJ IDP and CW Plan in the same month the Contractor or Commerce opens the IDP or Plan.</mark>
- <mark>Do not enter any barrier updates until the participant starts on a worksite.</mark>

Expectations and Documentation Requirements

- At minimum, the Initial CJ IDP or CW Plan includes the following sections:
  - Work Skills and Education
  - Career Planning
  - Transportation
  - Childcare
- The participant must sign, or acknowledge agreement to, the IDP or Plan on or before they start in any program activity. This includes contractor stacked activities, partner stacked activities, worksites, and/or barriers.
- The participant's signature, or verbal acknowledgement, indicates that they have agreed to the activities outlined in the IDP or Plan.
- Verbal Acknowledgement cannot be used if there are Substance Use Disorder data, protected health information, or special record information in the IDP or Plan.
- If the participant's CJ IDP or CW Plan contains confidential information, the consent form must have relevant areas checked. See the DSHS Consent Form section for more information.

Methods to get Initial CJ IDP or CW Plan Acknowledgement from Participant:

- Signature
  - Print a copy of the initial CJ IDP or CW Plan
  - Review the initial CJ IDP or CW Plan
  - Participant will sign the copy to document agreement
  - Provide a copy of the IDP or plan to the participant
  - Retain the signed initial CJ IDP or CW Plan in the participant's file
- Verbal Acknowledgement (Attachment K)
  - Complete the CJ IDP or CW Plan Verbal Acknowledgement Form with the participant (Attachment K)
    - **Do not use Verbal Acknowledgement if there are Substance Use disorder data, protected health information, or special record information in the IDP or plan.**
  - Case note the participant's agreement to the CJ IDP or CW Plan using the 'Participation' case note type
    - Example: On [date], reviewed [CJ IDP or CW Plan]. Participant verbally agreed. This does not include approval for special records information. The completed Commerce WorkFirst Plan Verbal Acknowledgement Form is on file.
  - Mail or email the participant a copy of the IDP or plan. Contractors must redact participant's name from the mailed or emailed copy.
  - Maintain a copy of the Verbal Acknowledgement Form and the CJ IDP or CW Plan in the participant's file.

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Individual Development Plan and Community Works Plan continued.

Subsequent CJ IDPs and CW Plans:

Expectations and Documentation Requirements

- If there is any change to the participant's program activities or schedules, the CJ IDP and CW Plan must be updated.
  - Examples of changes that require an updated plan: starting at the worksite, starting in a stacked activity, worksite schedule change, returning from a hold, stacked activity schedule change, etc.
- The participant must agree to the updated IDP or plan, and their agreement must be documented. There are two options to document agreement.
- If the participant's CJ IDP or CW Plan contains confidential information, the consent form must have relevant areas checked. See the [DSHS Consent Form](#) section for more information.

Methods to get subsequent CJ IDP or CW Plan Agreement from Participant:

- Signature
  - Print a copy of the subsequent CJ IDP or CW Plan
  - Review the subsequent CJ IDP or CW Plan
  - Participant will sign the copy to document agreement
  - Provide a copy of the IDP or plan to the participant
  - Retain the signed subsequent CJ IDP or CW Plan in the participant's file
- Verbal Acknowledgement (Attachment K)
  - Complete the CJ IDP or CW Plan Verbal Acknowledgement Form with the participant (Attachment K)
    - **Do not use Verbal Acknowledgement if you are adding Substance Use disorder data, protected health information, or special record information in the IDP or plan.**
    - You can use a new Verbal Acknowledgement form for any other type of subsequent IDP/Plan update (ex. worksite schedule change).
    - This applies when a previous IDP/Plan with a hard signature agreement included Substance Use disorder data, protected health information, or special record information.
  - Case note the participant's agreement to the CJ IDP or CW Plan using the 'Participation' case note type
    - Example: On [date], reviewed [CJ IDP or CW Plan]. Participant verbally agreed. This does not include approval for special records information. The completed Commerce WorkFirst Plan Verbal Acknowledgement Form is on file.
  - Mail or email the participant a copy of the IDP or plan. Contractors must redact participant's name from the mailed or emailed copy.
  - Maintain a copy of the Verbal Acknowledgement Form and the CJ IDP or CW Plan in the participant's file

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Billing Guide - CJ IDP Create and CW Plan Create	
If one (1) area does not meet requirements, then the pay point does not meet requirements to bill	

Work Skills & Education

☐ Personal & Professional Strengths
  o information entered

☐ Work Skills Matrix
  o minimum one (1) box checked

☐ Education
  o information or "N/A" entered

Career Planning

☐ Dream job
  o information entered

☐ Post-program goal
  o information entered
  o does not have to be a job goal

☐ Labor market
  o information entered
  o should be related to the Dream Job –OR– Post-program goal
  o does not have all details and can be simplified such as "job growth predicted in this field"

☐ Positive effects
  o information entered
  o should be related to the Dream Job –OR– Post-program goal

☐ Negative effects
  o information entered
  o should be related to the Dream Job –OR– Post-program goal

Transportation

☐ Transportation type
  o minimum one box checked

☐ Current transportation
  o information entered

☐ Backup transportation
  o information entered
  o can be the same as the current plan
  o can say "same"

☐ Post-program transportation plan
  o information entered
  o can be the same as current or backup plan
  o can say "same"

Child Care

☐ Child care type
  o minimum one box checked

☐ Current child care
  o information entered
  o if "None Needed" checked in the child care type, information does not need to be entered

☐ Backup child care
  o information entered
  o can be the same as the current plan
  o can say "same"
  o if "None Needed" checked in the child care type, information does not need to be entered

☐ Post-program child care plan
  o information entered
  o can be the same as current or backup plan
  o can say "same"
  o if "None Needed" checked in the child care type, information does not need to be entered

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Worksites/Program Start

Worksite placements must increase skills and employability towards the participant's employment goal or support their education pathway. Worksites accomplish this by providing an opportunity for participants to learn and practice the skills necessary to succeed in the workforce.

- Community Jobs and Community Works worksites must be a non-profit, tribal, or public entity.
- Career Jump worksites can be at a for-profit agency, a non-profit, tribal, or public entity.

Expectations

- Follow the "Employment Conditions" and "Employment Laws" found in the WorkFirst Scope of Work.
- Within ten (10) business days after the first contact, the participant begins at a worksite.
- If the participant cannot start within ten (10) business days of the first contact, document the reason in the client notes section of eJAS and continue worksite placement efforts. Continue to document worksite engagement efforts. Do not refer the component back if worksite engagement efforts are in progress.
- If the participant's work schedule is more than five (5) hours each day, a 30-minute unpaid lunch break is mandatory.
  - *Exception: if the participant declines a lunch break, they may waive their lunch break. In these cases, a "lunch break waiver form" must be signed by the participant and worksite supervisor. This form must be kept on file.*
- Case managers receive, review, and document the participant's monthly evaluation completed by the worksite supervisor.
- Case managers contact the worksite supervisor once a month to:
  - Follow up on monthly evaluation
  - Review successes and challenges
  - Identify the skills gained
  - For identified issues, the case manager should follow up with the participant
- Case managers receive and review timesheets.
- Timesheet Changes
  - The person or persons who makes changes on a timesheet must initial and date the change they made.
  - Examples of when timesheet changes may happen:
    - Changing start or end times due to a typo
    - Changing hours worked due to a miscalculation
    - Entering absences per the worksite schedule
  - Example methods to note timesheet changes:
    - Each individual change may be initialed and dated
    - Timesheets may include one area where all changes are identified, initialed, and dated by the person who made the change(s)
    - An electronic system can assign a code to an individual and timestamp any changes they make
- Contractors must provide training and needed materials to the worksite employer.
- Contractors must ensure the worksite supervisors have a thorough understanding of the Worksite Agreement (see below).
- No placements with employers that have a record of anti-union activities.

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Worksites/Program Start continued.

Documentation Requirements
- Worksite placement information is recorded in the worksite placement section of the Commerce Program Plan/IDP.
  - <u>For Career Jump Only</u>: in the IDP, indicate that it is a Career Jump placement by including the phrase "Career Jump" in the job title. Example: *Admin Assistant – Career Jump.*
- **Program Actual Start Date:**
  - The Program Actual Start Date and the original component start date must match.
    - The Worksite Placement Screen Program Actual Start Date is static throughout the duration of the program. It does not change when a new worksite is entered, a participant returns from hold, or a participant engages as a resume and complete.
- For CJ and Career Jump, also enter the worksite placement information in the Employment Information section in eJAS.
  - The worksite supervisor and participant must sign the job description before the participant starts on the worksite.
- Monthly evaluations, worksite supervisor contacts, and skills progression must be recorded in the "Worksite Evaluations" section of the Commerce Program Plan/IDP.
- File documentation includes:
  - Signed Worksite Agreement, see the Worksite Agreement Section
  - Signed Job Description
  - Attendance records
  - Monthly evaluations
- Worksite schedule is accurate and updated. See the Worksite and Stacked Activity Schedules section.

Required Worksite Documents
To meet documentation, reporting, and service provision for state WorkFirst and federal TANF requirements, the following documents and content must be in place before worksite placement. Contractors should add any agency-specific documents or content as needed.

<u>Job Description:</u>
- The worksite supervisor and participant must sign the job description **before** the participant begins work.

At minimum, job descriptions must include the following:
- Detail job duties
- Detail the work schedule, including lunch breaks (if applicable), and maximum hours per week.
- Document if the work schedule varies due to business needs.
- Copies should be given to the participant and the supervisor, and maintained in the participant's file.

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Worksites/Program Start continued.

Worksite Agreement:
- One worksite agreement per worksite per contract period meets requirements.
- The worksite representative and contractor must sign the worksite agreement <u>before</u> participants begin work.
- Worksite agreements must be renewed at the start of every contract cycle.

At minimum, worksite agreements must include the following:
- Displacement Conditions as per the Scope of Work.
- Employment Conditions criteria as described in [WAC 388-310-1500](WAC 388-310-1500) as per the Scope of Work.
- Will follow all state-recognized holiday requirements per the Scope of Work
- Will follow all other employment laws (e.g., breaks, safety) and safety rules and requirements.
- Provide materials and tools required to perform the job.
- Provide daily supervision and ensure the participant is learning new skills throughout their work experience.
- Give feedback to the participant on work quality and quantity, areas for improvement, and progress.
- Provide participant performance feedback to contractor staff.
- Work with contractor staff and the participant to resolve issues and skill gaps.
- Maintain, verify, and submit work attendance records at least once per month.
- Ensure participants work no more than the number of hours per week listed on the job description.
- If a shift is more than five (5) hours, the participant must receive a 30-minute lunch break unless there is an approved lunch break waiver on file.
- Report all participant absences to the contractor immediately.
- Complete a monthly evaluation and engage in monthly worksite supervisor contacts.

Additional Content for Career Jump:
May be included in either the Worksite Agreement or the Job Description
- List the state or local minimum wage and document the employer's established hourly rate for the position.
- Date of transition to employer payroll with the work schedule, hours, wages, and benefits.
- Written approval from any unions present at the worksite.
- Written agreement from the worksite documenting that paid employees have not been laid off to make space for Career Jump participants.
- Positions shall provide benefits within 12 months or within a comparable time to other employees doing the same job. The 12 months includes the time spent in the Career Jump.
- Upon transitioning to the employer's payroll, the employer's personnel policies shall cover the participant.
- An employer may not have planned layoffs or closures of the business to include seasonal work.
- Career Jump participants cannot represent more than 10 percent of the total labor force for employers with 10 or more employees***
- One (1) Career Jump participant may be placed with an employer with fewer than ten (10) employees***
  ***Exceptions require documented Commerce approval

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Worksites/Program Start continued.

Career Jump Worksite Agreements Not Fulfilled

Worksites can request a 30-day trial evaluation of the program with no penalties to ensure the best fit for both the worksite and the participant. Contact Commerce if the worksite terminates the agreement for inappropriate reasons or violates the worksite requirements. Commerce will determine if the worksite will be ineligible for future placements.

Career Jump Wages

- Community Jobs Career Jump subsidized wages are at the employer's established hourly rate for the position. The rate must be equal to or more than the state or local minimum wage (whichever is highest).

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If one (1) area does not meet requirements, then the pay point does not meet requirements to bill

Worksite Placement Screen meets requirements

☐ Business Name, Address, Phone, and Supervisor Name
 o information entered

☐ **CJ Only:** Will the participant work 20 hours per week?
 o Yes or no checked
 o If no, an explanation must be entered
  ▪ Ex. CJ + PT UE combo or Career Jump

☐ Job title:
 o information entered
  ▪ Ex. Admin Assistant-Career Jump

☐ Job Duties:
 o information entered
 o Tools & equipment is not required

☐ Worksite support post-program employment goals?
 o Information entered needs to relate to their Dream Job –OR– Post-program goal
 o Can be transferrable skills

Program Actual Start Date and Component Start Date

☐ Program Actual Start Date must match the CJ/CW component's Actual Start Date

Work Schedule Matches the Component Hours

☐ Original/first work schedule start date matches the program actual start date
 o Check the work schedule history if the current work schedule start date is different than the program actual start date

☐ Work schedule equals the component hours
 o If the participant's shift is more than five (5) hours, they must have a 30 minute break.
 o Lunch breaks **must** be included in the schedule.
  ▪ Ex. participant works three (3) days, and has three 30 minute lunch breaks. The schedule may be a 21.5 hours.

☐ Rotating schedule
 o Does not have to be filled in unless the work schedule is blank.
 o May include other information (ex. meal break waiver on file, when their lunch is, etc.)

Employment Screen (CJ Only)

☐ Employer/Worksite name, address, city, state, zip, contact person, contact phone → Information must be entered

☐ Employment Code → P – part time

☐ Subsidized Code → C – community jobs

☐ Hours per week → 20*
*Less for PT UE + CJ combos; the PT UE and CJ hours must equal 20

☐ Reported wage:
 o Local or state minimum wage

☐ Actual Start Date
 o Match the component Actual Start Date

☐ Effective Date
 o Same as the Actual Start Date (for the first time the worksite employment screen is entered)

☐ Job Type → Classic CJ

☐ Transaction Date (date information entered)

 o Updated within 10 business days of the Program/Component Actual Start Date

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Billing Guide - Career Jump (CJ Only)	
If one (1) area does not meet requirements, then the pay point does not meet requirements to bill	

Billed for correct pay point?

☐ Started in a classic CJ worksite and then transitioned into a Career Jump worksite/program

☐ Went straight into a Career Jump worksite

Worksite Placement Section meets requirements

☐ **Note:** if transferring from a classic CJ. The classic CJ worksite placement screen must be closed and a Career Jump worksite placement screen must be opened.

☐ Business Name, Address, Phone, and Supervisor Name
  o information entered

☐ **CJ Only:** Will the participant work 20 hours per week?
  o Yes or no checked
  o If no, an explanation must be entered
    ▪ Career Jump

☐ Job title:
  o Career Jump noted in job title
    ▪ Ex) Admin Assistant – Career Jump

☐ Job Duties:
  o Info entered
  o Tools & equipment is not required

☐ Worksite support post-program employment goals?
  o Information entered needs to relate to their Dream Job –OR– Post-program goal

Worksite Placement Screen → Program Actual Start date and Component start date match

☐ May not apply if the participant transitioned from a Classic CJ to Career Jump

☐ If they transitioned, depending on timeframes, the program actual start date may match the classic CJ component that they started with.

Worksite Placement Screen → Work Schedule match Component Hours

☐ Work schedule equals the component hours
  o If the participant's shift is more than 5 hours, they must have a 30 minute break.
  o Lunch breaks **must** be included in the schedule.
    ▪ Ex. participant works 3 days, and has three 30 minute lunch breaks. The schedule may be a 21.5 hours.

☐ Rotating schedule:
  o Does not have to be filled in unless the work schedule is blank.
  o May have random additional info in it (ex. meal break waiver info)

Employment Screen

☐ Employer/Worksite name, address, city, state, zip, contact person, contact phone:
  o Information entered

☐ Employment Code:
  o F – full time or
  o P – part time
  o Should correspond with component hours

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(Billing Guide - Career Jump (CJ Only) continued)

☐ Subsidized Code → C – community jobs

☐ Hours per week → Match component hours

☐ Reported wage →
  ○ Local or state minimum wage, or
  ○ Reflects the employer's established hourly rate for the position

☐ Actual Start Date:
  ○ Match the Career Jump component actual start date
  ○ First day on the Career Jump

☐ Effective Date:
  ○ Same as the Actual Start Date (for the first time the screen is entered for the worksite)
    ▪ Exception: For participants who transition from a CJ to a Career Jump at the same worksite, the effective date is the date they started the Career Jump Program

☐ Job Type → Career Jump Sub

☐ Transaction Date:
  ○ Updated within 10 business days of the Career Jump Program Actual Start Date

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Worksite and Stacked Activity Schedules

Worksite and Stacked Activity Schedules must be current and accurate. These schedules intersect with absences, holidays, actual hours, payroll, and employment law.

Worksite and Stacked Activity Schedules

Schedules must be current and accurate in the Worksite Placement Screen or Stacked Activity Screens in the CJ IDP or CW Plan. A few reason why this is required:

- Determines excused and unexcused absence hours
- Determines holiday hours
- Supports state and federal employment laws
- Supports participant's WorkFirst participation requirements
- Ensures employers meet FLSA requirements if a timesheet cannot be verified and the employee must be paid per their worksite schedule. In the case of unpaid participants, it ensures they are credited hours per the worksite schedule.

The Work Schedule Start Date or Stacked Activity Schedule is updated when the participant:

- Worksite work schedule **permanently** changes,
- Returns from a hold,
- Returns to the program as a "Resume and Complete," or
- Engages at a new worksite.

Permanent Schedule Change Definition

- A schedule change is considered permanent if it lasts for more than one (1) month

Worksite Schedules - Flexible and Rotating Schedules

- Contractors must document if the participant has a rotating or flexible schedule. Document this information in the Rotating Schedule section of the Worksite Placement Screen. Ensure that the documentation clearly states how many hours per work week.

Other Notes

- The Work Schedule Start Date is not the same as the Program Actual Start Date. The Program Actual Start Date is static and will not change.
- Follow Subsequent IDP requirements to get the participant's agreement to the worksite or stacked activity schedule changes.

CJ and CW Barrier Action Planning and Monthly Plan Updates

Intensive case management is essential to Commerce WorkFirst Programs. Case managers and participants work together to develop action plans, resolve, reduce, or manage issues that prevent securing and maintaining employment.

- Barriers represent un-coded participation hours. This is why full-time CJ participants may only have coded components up to 38 hours per week.
- Part-time and full-time CJ participants are required to have a minimum of one (1) case managed barrier open the duration of the program.
  - Barriers should be individualized for each participant. Participants may have the same barriers; however, situations may differ.
  - Barriers may change to reflect changes in the participant's goals and needs.
  - Participants must work on barriers every week.
  - Monthly updates are entered in the CJ IDP or CW Plan, if applicable for CW Participants
- Career Jump participants must have a minimum of one (1) case managed barrier open the duration of the program. The only exception to this is if their Career Jump work hours are 40 hours a week.
- Barriers are optional for CW, and limited to work-related barriers.

Consent and Specific Records Note
Do not enter or disclose any information about the following topics, unless the participant has provided specific consent for these records:
- Mental Health
- HIV/AIDS and STD Test Results Diagnosis or Treatment
- Substance Use Disorder (Chemical Dependency)

eJAS areas include, but are not limited to:
- Barriers
- Special Record Client Notes
- General Client notes
- E-Messages

Participants can complete a new consent form as needed.

Expectations and Documentation Requirements
- The barrier/action planning process starts in Month 1. Commerce WorkFirst defines Month 1 as the month when a participant starts on a worksite.
- **Do not enter barrier update information until they start on the worksite.**
- Contractors and participants can move through this process faster if appropriate. The process below is designed as a minimum expectation.
  - By month 3, the contractor and participant will have developed a specific goal statement.
- The process below should be followed for any case managed barrier that is opened with the participant.

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Programs Guidelines

CJ and CW Barrier Action Planning and Monthly Plan Updates continued.

- o This includes times when (a) the participant wants to change goals (close and open a new barrier), or (b) add on an additional goal (open another barrier).
- Monthly updates will have a standard format that all contractors will follow:
  - o Meeting dates
  - o Summary of meetings
  - o Participant next steps
  - o Case manager next steps
  - o Next meeting
- Monthly worksite updates for all programs include: Worksite Evaluation, Worksite Supervisor Contact, and Worksite Skills Progression.
  - o Worksite Skills Progression must include hard and technical skills gained and /or new job responsibilities.

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Billing Guide - CJ Monthly IDP Updates and CW Monthly Plan Updates	
If one (1) area does not meet requirements, then the pay point does not meet requirements to bill	
Minimum of one (1) case managed barrier (CJ only)	**Participant is placed at a worksite**
Barrier Update Format ☐ All headers must be included and have some information o Meeting dates o Summary of meetings o Participant next steps o Case manager next steps o Next meeting	**Barrier Update Meets Content Requirements** ☐ Requirements vary depending on the month ☐ Contractors may move through the requirements more quickly Minimum Requirements by month: ☐ Month 1-2 documentation of: o Meeting dates o Summary of meetings o Participant next steps o Case manager next steps o Next meeting ☐ Month 3 documentation of: o Meeting dates o Summary of meetings ▪ Required to have a specific goal statement (this can be located in month 1 or month 2 vs. month 3) o Participant next steps o Case manager next steps o Next meeting ☐ Month 4-10 documentation of: o Meeting dates o Summary of meetings o Participant next steps o Case manager next steps o Next meeting
Worksite Evaluation & Supervisor Contact ☐ Information entered	**Worksite Skills Progression** ☐ Include: o Hard and technical skills gained or increased and/or o New/increased job responsibilities

2Gen Family Support Weekly Documentation Pay Point

The 2Gen Family Support Weekly Documentation Pay Point (2Gen) applies to the Community Jobs, Career Jump, and Community Works Programs. This is an optional service that contractors can provide to participants.

The 2Gen documentation provides an additional opportunity for contractors to check-in and provide coaching to participants and the whole family. Case managers and participants work together discussing, planning, and supporting 2Gen activities in the participant's household.

The weekly documentation case note must be individualized for each participant and contain a clear and concise summary of what topics and plans were developed during the conversation.

A discussion with the participant about 2Gen activities and resources may include, but is not limited to:
- Checking/assisting with dependents education and how the participant is involved/supporting their dependents
- Providing resources related to parenting, child development, or family-friendly activities
- Checking on participant's other caregiving responsibilities and providing coaching/resources (ex. for their parents or other relatives/household members they provide care for)

Documentation expectations:
- A week is defined as Sunday through Saturday.
- If the week crosses months, only one (1) documentation note is required.
- Entering the note into the eJAS Client Notes:
  - All notes must start with the following header →"2GEN WEEKLY REPORTING FOR WEEK OF (MM/DD/YY):"
  - Use the "Customer Contact" case note type, and complete the "Type of Contact" drop-down menu.
  - Notes must state the day the contact with the participant took place.
  - Case notes cannot be reused or consist of canned or template language.
  - The weekly case note cannot include any special or consent specific record information

Examples

Meets requirements
- 2GEN WEEKLY REPORTING FOR WEEK OF (01/15/2023): Spoke with client 01/19/2023. Client stated they and their child are finding creative activities around the house to stay active during winter. Child is also going to childcare part time so he has been getting social interaction there. She said they built an obstacle course in the living room. Client is worried about having enough books at home to support child's reading. Provided client local library resources and contact to the Lion's Club who has donated books in the past.
- 2GEN WEEKLY REPORTING FOR WEEK OF (01/22/2023): Emailed back and forth with parent on 01/27/2023. Parent and their family have confidential issues happening at this time. Special records case note has been entered, consent form approval is on file. We brainstormed possible resources and CJ CM suggested that the parent make contact with a DSHS Social Worker through the DSHS call center.

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2Gen Family Support Weekly Documentation Pay Point continued.

Examples

<u>Does not meet requirements</u>

- 2GEN WEEKLY REPORTING FOR WEEK OF (6/04/2023): On 06/7/23, I spoke with the participant and asked them how everything was going. They stated everything was good. I provided them with a handout called, "How to Stay Calm in Stressful Situations.
  - o Does not meet requirements because the note does not describe a 2Gen activity
- 2GEN WEEKLY REPORTING FOR WEEK OF (01/15/2023): 12/19/2022 sent the participant a handout and together we filled out the 2Gen questionnaire allowing me to better serve their family. This questionnaire has the children's age, birthdate, name, and a variety of activities that the family likes to do, along with an opportunity for them to write down struggles and other things that they could use to better their life and family dynamics.
  - o Does not meet requirements because the check-in date was prior to the weekly case note date
- Case Review Community Jobs; 2Gen Weekly Reporting 1/15-1/21: Client and Case manager created a plan, discussed 2 gen notes, and let the client know that the Case manager would be talking about different activities and resources in the area. Let the client know about an activity at the local library that they could check out with the younger kids while the older kids were in school.
  - o Does not meet requirements because of the incorrect case note type, incorrect header, and missing the check-in date

Billing Guide - CJ and CW 2GEN Weekly Family Support	
If one (1) area does not meet requirements, then the pay point does not meet requirements to bill	

Weekly Case Note
 	
☐ Week is defined as Sunday through Saturday
 	
☐ If the week crosses months, only one note is required for that week. The note will count for both months.
	Case Note Format
	
	☐ Header
	   o 2GEN Weekly Reporting for Week of (MM/DD/YY):
	
	☐ Note Type
	   o Customer Contact
	   o Type of contact (ex. phone, etc.)
	
	☐ Note includes check-in date

2GEN Information ☐ Individualized to the participant ☐ Includes 2GEN discussion, activities, or resource(s) o 2GEN includes the entire household; parents, kids, etc.	**No Special Record Information** ☐ Special or Specific Consent Records include chemical dependency, mental health, family violence, and HIV/AIDS/STD information

**FY24.25 Commerce WorkFirst
Programs Guidelines**

Stacked Activities and Participation

Stacked Activities provide participants with a variety of opportunities that increase skills, education, training, and employability. Contractors are responsible for ensuring that participants in the Community Jobs (part-time and full-time) and Career Jump programs are engaged in stacked activities with their agency or with other providers.

To receive federal benefits, the government requires most TANF recipients to participate in work or work-related activities. Washington State requires recipients to engage in activities close to 40 hours per week, with a minimum of 32 hours per week.

DSHS determines and is responsible for Community Works stacked activities. Stacked activities in the CW Program cannot be coded with the Commerce Contractor's code.

Expectations
- Full-time Community Jobs and Career Jump - the contractor's responsibility is to ensure participants meet participation requirements through a combination of subsidized employment, coded/un-coded barrier/issue resolution time, and stacked activities.
- Community Jobs (FT and PT), Career Jump, and Community Works – there should be no gap in services. Plan stacked activities, and worksite start dates accordingly.
  - Example: If a client ends their Life Skills class on Tuesday, their next stacked activity should begin on Wednesday.
  - Contractors should case note requests to DSHS – this includes requests for new components and component updates/corrections
- Community Jobs (PT) – Stacked activities coded at a minimum of three (3) hours a week can be one of the following, or a combination of both:
  - Stacked Activity
    - Note: The participant should start in Life Skills (LS), unless case notes document why LS is not the most appropriate activity.
  - Coded barrier removal (such as mental or physical health, chemical dependency, and family violence)
- Connect participants with meaningful stacked activities that increase employability and resolve barriers. Activities may be offered through a community partner that does not have a contractor code with DSHS. However, the contractor may need to track and report engagement. See "Stacked Activities that are provided by a community partner that does not have a DSHS contractor code" section below.
- Monitor, track, and record attendance.
- Ensure proper eJAS coding for all components and stacked activities.
- Enter monthly updates in the Commerce Program Plan/IDP for all activities coded to the Contractor's eJAS code
- Enter monthly attendance for all activities coded to the Contractor's eJAS code (see Actual Hours section).
- For Job Search, conduct monthly reviews of the participant's job search activities.
- For Job Search, follow the 1% Job Search Verification Review requirement.

FY24.25 Commerce WorkFirst
Programs Guidelines

Stacked Activities and Participation continued.

Stacked Activities that are provided by a community partner that does not have a DSHS contractor code

Example of when this applies:
- Education and training activities that are not with a WorkFirst provider (ex. CDL , NAC, parenting class)

Component Coding
- Request a component to the Contractor's contract code and ensure the component is accurate

CJ IDP Requirements
- Ensure the correct stacked activity section in the CJ IDP is completed
- All IDP agreement and stacked activity entry requirements apply

Support Services
- Support Services may be used to pay tuition and related expenses

Actual Hours Reporting
- The contractor will collect, verify, and report monthly actual hours
- All stacked activity log requirements apply

Billing and Pay Points
- The contractor cannot claim the Stacked Activity point because they do not provide the activity
- The contractor can claim the Monthly Attendance Reporting pay point because they track, verify, and report Actual Hours. All Monthly Attendance Reporting pay point requirements apply.

1% Job Search Verification Reviews

Washington State's Work Verification Plan requires service providers to verify 1% of job search activities. The 1% applies to the contractor's entire job search caseload. If 1% is less than one (1), the contractor will review a minimum of one (1) participant's Job Search activities.

Commerce WorkFirst requires that contractors have written procedures to verify client's participation and conduct random monthly reviews. Documentation of completed reviews must be maintained on file.

- Example: A contractor has 20 Job Search clients. One percent (1%) of 20 is 0.2, the contractor will verify one (1) Job Search participant's activities. The contractor checks five (5) entries from the Job Search logs.

Methods used to verify job search efforts can include, but are not limited to:

- Review completed applications
- Evidence provided that an interview took place.
- Electronic acknowledgments from an online application.

If entries cannot be verified, try to verify an additional five (5) entries, then discuss with the participant the unverified entries. The contractor would not report participation hours for the activities that could not be verified.

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Stacked Activities and Participation continued.

Documentation Requirements

- Complete all fields in the stacked activities sections for Education (JT, GE, BE, HS, or ES), Life Skills (LS), & Job Search (JS). See Billing Guide - Stacked Activity (CJ Only), for details.
- Monthly updates must be completed in the Commerce IDP (field title in eJAS is monthly or milestone achievements). See Billing Guide - Stacked Activity (CJ Only), for details.
- Attendance and activity logs must be signed by the contractor and kept in the participant's file.
- Activity hours entered into the Actual Hours screen in weekly increments (see Actual Hours section).

Resources for participation and stacked activity requirements

- DSHS WorkFirst Handbook, Section 1.2, Required Participation
- Program Descriptions
- Participation Requirements Chart
- Participation Overview Chart
- Stacked Activities Chart (includes definitions)

FY24.25 Commerce WorkFirst
Programs Guidelines

Billing Guide - Stacked Activity (CJ Only)
If one (1) area does not meet requirements, then the pay point does not meet requirements to bill

All fields completed

☐ Minimum of one (1) stacked activity
  - o Does not apply if the participant is a PT CJ with a minimum of three (3) hours XX component(s)
  - o For stacked activities not coded to or provided by the contractor:
    - ▪ Information must be entered

☐ Activities are in the correct section:
  - o Life Skills and Job Search
    - ▪ LS – Life Skills
    - ▪ JS – Job Readiness/Job Hunting
  - o JT and other education – Education

☐ Provider address and contact information
  - o Information entered

☐ Information is entered in each section for each stacked component (ex. JS informal = expectations)

Actual Start Date match component Actual Start Date

☐ Actual Start Date match <u>original</u> component start date
  - o May need to look in component history

  - o Some components are only open for a period of time before a new component is needed
    - ▪ Ex. JS is a 90-day component

  - o The IDP and component Actual Start Dates may not match if the original component expired or was referred back, and DSHS sent a new component.
    - ▪ This only applies when the participant is continuing in the same activity without a break in service or hold.

  - o If a contractor runs out of achievement note space, the contractor will add a "New Record" and close out the current record/section
    - ▪ Close out the record/section:
      - ☐ End date = of the last day in the month of their latest update
      - ☐ Outcome = Transferred to other activity
    - ▪ In the new record/section
      - ☐ Start date = date after the old section's end date

Components coded to the contractor meets coding requirements

☐ Stacked activity components must be three (3) hours per week minimum
  - o **Exception:** PT CJ's may have less than three (3) hours if they are also stacked with XX components.

Minimum of one (1) hour of participation

☐ Review in the client monthly participation screen

☐ Cannot be excused, unexcused, or holiday hours

Achievements or Milestones meet Requirements

☐ Must be provided by, and coded to, the contractor

☐ JS:
  - o Summarize what the participant has completed and how the case manager provided assistance

☐ LS:
  - o Describe activities completed and/or topics learned

Schedule

☐ Schedule must equal the component hours – for all stacked activities

☐ JS
  - o Can be unsupervised
  - o No homework time allowed

☐ LS
  - o Must be supervised

FY24.25 Commerce WorkFirst
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(Billing Guide - Stacked Activity (CJ Only) continued)	

☐ JT/other education:
  o Describe activities completed and/or topics learned
 	
☐ For stacked activities not coded to, or provided by, the contractor:
  o Do not enter monthly achievements/updates – contractors are not paid for this activity
	o Can be supervised online through an online tracking platform
	o No homework time allowed
	
	☐ JT
	  o Must have supervised time
	  o Unsupervised homework time is optional
	    ▪ If there is unsupervised homework time:
	      ☐ Number of hours must be detailed
	      ☐ Homework hours can be up to the number of supervised and scheduled classroom time
	  o Can be supervised online through an online tracking platform
	
	☐ XS/VS
	  o All hours must be supervised
	  o Must be at a worksite
	  o Must follow all worksite agreement and job description requirements
	  o Worksite cannot:
	    ▪ Have the same CJ worksite supervisor
	  o Cannot exceed FLSA

Part-time CJ only: are all stacked activity requirements met ☐ Minimum three (3) hours per week → Can include XX components ☐ Started in an LS → if the participant did not start in an LS, was the reason documented in client notes?

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Program Exit and Unsubsidized Employment

At the end of the Community Jobs or Community Works Program, the exit section and narrative is filled out to provide an overview of the participant's program and next activity. No confidential information can be shared in the narrative section.

Expectations

- Components must be referred back as soon as appropriate.
- The exit section of the IDP should not be left open while waiting to re-verify unsubsidized employment.
- Complete the program exit section of the IDP within ten (10) business days of the Program Exit Date (see Exit Process below).
  - Exception: When a participant was placed on hold, and it was determined they are not returning to the program, the Exit section is required to be closed out within ten (10) business days of the Hold Actual End Date.
- Follow the requirements for documenting the exit process.

Exiting CJ IDPs or CW Plans due to Program Transition or Back-to-Back CJ

- Before requesting a new IDP or Plan, ensure all updates are completed in the IDP or Plan that is being exited. This includes, but is not limited to:
  - Barrier reporting
  - Worksite Evaluation and Supervisor Contact
  - Stacked Activity updates
- If an IDP or Plan is exited without all updates or entries, and a new plan is opened, Commerce will not be able to fix errors in the closed plan. The contractor cannot claim pay points that were not completed in the closed plan.
- Monthly Update I-Statements: I-statements are only open from the 25th to the 10th of the month. Due to this, a Contractor may not be able to complete an I-statement in a closed plan. This is not considered an error. In this case, submit a TA request to have the I-statement changed from "No" to "Yes" after completing the Monthly Update review.

Exit Process

Complete all applicable steps:
1. Notify the worksite and participant.
2. Refer back the components – enter the exit reason in the refer back case note.
3. Collect timecards, worksite evaluations, supervisor contacts, and skills progression from the worksite supervisor.
4. Collect job search logs, attendance records, and barrier updates from the participant.
5. Complete Monthly Updates and Actual Hours reporting.
6. Close the worksite placement screen and stacked activities in the IDP and CW Plan.
7. Close the Employment Screen (CJ and Career Jump only).

FY24.25 Commerce WorkFirst
Programs Guidelines

Program Exit and Unsubsidized Employment continued.

Exit Process continued.

8. Complete the Exit Section in the IDP and CW Plan; the exit section should include the following information:
   o Program Exit Date

Scenario	Exit Program Date
Participant started on a worksite or stacked activity	Last day participating in a coded Commerce WorkFirst component
Participant did not start on a worksite or stacked activity	Last day of documented contact or attempted contact

   o Exit Reason
   o Include the following in the exit narrative:
      ▪ One (1) to three (3) sentence program summary, can include, but <u>limited</u> to:
         ✓ Worksite information
         ✓ Stacked activities
         ✓ Goals achieved
         ✓ Future goals and/or suggested next steps
   o Do not include any confidential information

Claiming Unsubsidized Employment (UE)

- Full time UE:
  o Participant must retain the UE for 14 calendar days
  o 32 to 40 hours per week or income equivalent
  o Participant must start UE within 45 days from the Program Exit Date (see Exit Process above).
- Part time UE:
  o Participant must retain the UE for 14 calendar days
  o 20 to 31 hours per week or income equivalent
  o Participant must start UE within 45 days from the Program Exit Date (see Exit Process above).
- Seasonal or temporary UE:
  o The participant must retain the UE for 90 calendar days.
- If a participant obtains a UE and returns to a Commerce paid program within six (6) months of the last paid program exit date, the UE pay point may be required to be repaid:
  o If the participant obtains a second UE after the return to this program, payment for the UE requires Commerce approval.
- If a participant obtains a UE, but did not start on a worksite:
  o Participant must have completed a minimum of three (3) hours in a stacked activity
  o Stacked activity documentation must clearly demonstrate how the contractor assisted the participant in a way that supports gaining or maintaining unsubsidized employment
- Subsidized training/volunteer programs with no intent to hire at the end of service may not be claimed (e.g., AmeriCorps, work-study).

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Billing Guide - Unsubsidized Employment (FT & PT) (CJ Only)	
If one (1) area does not meet requirements, then the pay point does not meet requirements to bill	

Exit Section meets requirements	**Unsubsidized Employment started within 45 days of Exit Program Date (from the exit section)**
☐ Completed within 10 business days of the exit program date or hold end date. The exit section of the IDP should not be left open while waiting to re-verify unsubsidized employment. ☐ Exit Program Date is correct ☐ Exit with employment checked ☐ Explanation for Exit must include: o No confidential information o One (1) to three (3) sentence program summary, can include, but limited to: ▪ Worksite information, stacked activities, goals achieved, future goals, or suggested next steps	☐ Started employment within 45 calendar days of exit program date ☐ If the participant was not placed on a worksite: o Minimum of three (3) participating hours in a stacked activity o Stacked activity achievement note must detail how the contractor assisted the participant with obtaining or maintaining a UE (ex. job search assistance)
PT or FT hours/income requirements met	**Retention period met**
☐ PT = 20 to 31 hours per week or income equivalent ☐ FT = 32 to 40 hours per week or income equivalent ☐ For income equivalent: Compare the monthly amount to the participant's monthly amount ☐ For determining full time monthly amount: o FT amount based on the state/local min wage: ▪ \$Min Wage x 32 x 4.3 = monthly amount ▪ Example: \$15.74 x 32 x 4.3 = \$2,165.82 o PT amount based on the state/local min wage: ▪ \$Min Wage x 20 x 4.3 = monthly amount ▪ Example: \$15.74 x 20 x 4.3 = \$1,353.64 ☐ For determining participant's monthly amount: o Review the UE employment screen to locate the wage o \$Wage x #participant hours per week x 4.3 = monthly amount o \$15.74 x 27 x 4.3 = \$1,827.41 ▪ Would be a PT UE because it is less than the full time minimum of \$2,165.82 o \$19.50 x 27 x 4.3 = \$2,263.95 ▪ Would be a FT UE because it is more than the full time minimum of \$2,165.82	☐ 14 calendar day retention completed OR Temp/Seasonal 90 calendar day retention completed ☐ 14 or 90 calendar days from the unsubsidized employment start date ☐ First day is the day they start on the UE ☐ Date Duration Calculator: Days Between Dates

FY24.25 Commerce WorkFirst
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Billing Guide - Unsubsidized Employment (FT & PT) (CJ Only) continued.	
CJ Employment Screen closed (if they started on a worksite)	**UE Employment Screen completed**

☐ Termination Date:
    o <mark>Last day on the worksite – same date as the Actual End Date in the IDP Worksite Placement Screen</mark>
	☐ Employer/Worksite name, address, city, state, zip, contact person, contact phone:
	    o Information entered

☐ Effective Date:
    o <mark>Last day on the worksite– same date as the Actual End Date in the IDP Worksite Placement Screen</mark>
	☐ Employment Code:
	    o P – part time
	    o F – full time
	    o T – temporary

☐ Termination Code:
    o Information entered
	☐ Subsidized Code:
	    o N – not subsidized

☐ Transaction Date:
    o Within 10 business days of Exit Program Date
	☐ Hours per week:
	    o Number of hours should equal the exit section's part time or full time categories

	☐ Reported wage: o Information entered
	☐ Actual Start Date: o Actual Start Date must match the UE information in exit section

	☐ Effective Date:
	    o Effective must match the Actual Start Date
	    o Match the UE information in the exit section

	☐ Job Type: o Unsubsidized Employment

**FY24.25 Commerce WorkFirst
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Community Works – Component Hours and FLSA

Community Works participants cannot work more hours than the component hours that are determined by DSHS under the Fair Labor and Standards Act (FLSA). FLSA hours are subject to change each month and component hours must reflect FLSA changes. FLSA hours are the equivalent of a participant's cash and food benefits divided by the state or local minimum wage rate (whichever is highest).

Expectations

- Support DSHS in ensuring that the participant has the correct component hours by communicating information such as:
  - The worksite location if that worksite location's local minimum wage is higher than the state minimum wage.
  - Changes to the state or local minimum wage.
  - eJAS shows that the participant's FLSA hours changed.
- Review FLSA hours each month:
  - DSHS is responsible for determining the exact hours and updating the component. If the FLSA hours are not available in eJAS, contact the DSHS WorkFirst Program Staff (WFPS) after the FLSA lock date and request the hours be calculated and entered into eJAS.
    - Note: The FLSA lock date typically takes place the last Monday of the previous month.
- Document in eJAS client notes requests sent to DSHS to adjust the FLSA component hours.

Reminders about Monthly FLSA Max
- It is important that CW participants do not exceed their monthly FLSA Max
- How to calculate the participant's monthly FLSA Max
  - Component hours x 4.33 = monthly FLSA Max (rounded down)
    - Example: 10 hours x 4.33 = 43.3
      - ✓ Monthly FLSA Max = 43 hours per month

Accessing FLSA Hours

On the participant's main screen:

1. Select the "Component/IRP Information" link.
2. Select the "History" link located in the second tan box under "FLSA Hours."
   - The FLSA hours for the last 30 months are displayed.
3. If no FLSA hours are showing in "History," request that DSHS WFPS calculates FLSA hours and document in case notes. See WorkFirst Handbook, section 3.3.2.7, 3.b.iii for policy information.

For more information about FLSA:

- WorkFirst Handbook, section 3.3.2 Stacking Activities, sub-section 3.3.2.5-6
- Wages and the Fair Labor Standards Act | U.S. Department of Labor (dol.gov)

**FY24.25 Commerce WorkFirst
Programs Guidelines**

Timesheets, Paystubs, and Paid Sick Leave

Timesheet expectations:

The following information must be documented on paper or electronic timesheets:

- Worksite supervisor signature on or after the last working day in the time period. This verifies the information on the timesheet.
- Clearly show start and end times for the work shift and unpaid lunch breaks
- Must include total hours worked in the pay period.
- A minimum of one (1) pay period is required per month
- Make up hours must be noted on the timesheet.
- Timesheets must indicate the absence hours and absence type (excused or unexcused).
  - If participant is using paid sick leave, this must be noted on the timesheet.
- The participant's hours worked must match the worksite work schedule in the IDP.
- Maintain, verify, and submit work attendance records at least once per month.
- Identify holiday hours
  - IDP worksite schedules determine which holidays and how many hours can be credited to a participant.
- Timesheet Changes
  - The person or persons who makes changes on a timesheet must initial and date the change they made.
  - Examples of when timesheet changes may happen:
    - Changing start or end times due to a typo
    - Changing hours worked due to a miscalculation
    - Entering absences per the worksite schedule
  - Example methods to note timesheet changes:
    - Each individual change may be initialed and dated
    - Timesheets may include one area where all changes are identified, initialed, and dated by the person who made the change(s)
    - An electronic system can assign a code to an individual and timestamp any changes they make

Paystub expectations:

- Match the timesheet
- Meets all other employment and tax law requirements

Paid Sick Leave: Paid Sick Leave (wa.gov)

- All Paid Sick Leave requirements must be met.
- Per Paid Sick Leave Minimum Requirements (wa.gov), at least once a month, you must give participants a notice (paper or electronic) that explains:
  - The amount of paid sick leave they accrued since the previous notice,
  - The amount of paid sick leave used since the previous notice, and
  - The employee's current, unused paid sick leave balances available for use.

State Holidays

Review individual Guidelines sections for specific expectations and documentation requirements regarding state holidays. IDP and CW Plan worksite and stacked activity schedules determine which holidays and how many hours can be credited to a participant.

For state holidays that fall on a weekend and the participant is scheduled to work:
- The participant will receive credit for the hours scheduled on that day.

For state holidays that fall on a weekend and the participant is not scheduled to work:
- If the holiday falls on a Sunday, the following Monday shall be the holiday.
- If the holiday falls on a Saturday, the preceding Friday shall be the holiday.

Resources: State holiday schedule | Washington Department of Revenue

Participation and Absences

An absence is any time away from the schedule worksite or stacked activity outlined in the IDP or CW Plan; whether excused or unexcused. This includes full and partial absences.

Expectations
- Contractors should ensure that worksites and participants are reporting absences immediately to the WorkFirst case manager.
- Client notes document all participating, holiday, and absence hours.
- Once there are two (2) absences in a month, contractors will send an Immediate Notify to the DSHS case manager. See Immediate Notify Section below.
- Timesheets must indicate the hours of absences and absence type (excused or unexcused).
- Absences are determined by the worksite or stacked activity schedule in the CJ IDP or CW Plan.
  - For example:
    - Diane misses work on Tuesday. The supervisor records six (6) hours of excused absences. Per the IDP, Diane is scheduled to work seven (7) hours on Tuesday. The contractor will report seven (7) hours per the worksite schedule.
    - Diane turns in her Job Search log with five (5) hours of activity. Her stacked activity schedule is 15 hours per week. The contractor will report 10 absence hours per the stacked activity schedule.
- Participants are allowed to make up missed hours.
  - Makeup hours must be identified on timesheets. Note: Absences should remain on timesheets.
  - Paid participants: makeup hours must be within the same pay period.
  - Unpaid participants: makeup hours must be within the same reporting month.

FY24.25 Commerce WorkFirst
Programs Guidelines

Participation and Absences continued.

- Document stacked activity schedules in the CJ IDP so that holiday hours can be appropriately assigned.
  - If the participant's scheduled stacked activity hours **do not** fall on a state holiday, the participant cannot get credit for holiday hours.

Documenting Participating and Absence Hours in Client Notes
- At a minimum, by the 10th of the month contractors will complete the following reporting for the previous month:
  - Report all participating, holiday, excused, and unexcused hours in one client note at one time. Excused absence information will include date, number of hours, and reason.
- Absences include:
  - Partial absences
    - Example: starting later than their schedule start time and not working the full shift.
  - Absences that were made-up at a later date
    - Example: missed Wednesday and made up the hours on Thursday

Example Monthly Client Note Template
- Contractors are not required to use this template.

Case Note Type: Participation
CJ/CW Participation for the month of (MM/YY)
- Participating hours: ##
- Holiday hours: ##
- Excused hours: ## (MM/DD, reason)
- Unexcused hours: ##

JS Participation for the month of (MM/YY)
- Participating hours: ##
- Holiday hours: ##
- Excused hours: ## (MM/DD, reason)
- Unexcused hours: ##

Participation Community Jobs
ARRIE HANSON DEPT OF COMMERCE 04/20/2023 16:44:25
CJ/CW Participation for the month of (03/2023)
** Participating hours: 45
** Holiday hours: 0
** Excused hours: 5 (03/30, personal), 5 (3/31, childcare)
** Unexcused hours: 5

JS Participation for the month of (03/2023)
** Participating hours: 15
** Holiday hours: 0
** Excused hours: 3 (03/30, personal), 5 (3/31, childcare)
** Unexcused hours: 15

Immediate Notify Process
- At a minimum, upon the second absence in the month contractors will complete **one** immediate notify. Contractors are not required to complete additional immediate notifies for additional absences within that month.
  - The absences can be excused, unexcused, or a combination of both
  - The absences are cumulative across all components
  - Use only one component to complete the immediate notify

FY24.25 Commerce WorkFirst
Programs Guidelines

Participation and Absences continued.

- <mark>Examples of when to use an Immediate Notify:</mark>
  - <mark>Immediate Notify needed:</mark>
    - <mark>The participant had one (1) partial excused absence at the worksite and one (1) unexcused absence in life skills</mark>
    - <mark>The participant had three (3) excused absences at the worksite and one (1) unexcused absence in life skills</mark>

Worksite Closures and Hours

The following conditions apply to worksite closures. Other situations that may cause a participant to be absent (e.g., public school or daycare closures) do not apply to the following.

- Unscheduled Closures (e.g., inclement weather, power failure, wildfire smoke, the Borg)
  - Paid participants get paid for these hours and do not have to make up hours.
  - Unpaid participants must be credited with an "excused absence" in Actual Hours and are not required to make up hours.
  - Timesheets must indicate the number of hours and the reason why the site closed.
  - If the worksite will be closed for longer than one (1) week, contractors must request an extension to this guidance as soon as they are made aware of the extended closure, preferably prior to the closure. This request must be submitted to the Commerce TA Ticketing System: https://app.smartsheet.com/b/form/00b52f6645514c3db6c9ca45771627b3 or arrange a temporary worksite.
- Scheduled Closures (e.g., construction, non-state holidays)
  - Participants must make up hours for scheduled closures.
  - A temporary worksite is an option if necessary.
  - Paid participants: makeup hours must be within the same pay period.
  - Unpaid participants: makeup hours must be within the same reporting month.

Make-up Hours

CJ and CW Participants may make-up hours for excused and unexcused absences and scheduled worksite closures. Contractors are responsible for ensuring that makeup hours do not impact the participant's part-time status or FLSA max.

- For stacked activities, CJ participants must make up the hours within that reporting month.
- CJ participants must make up hours within the same pay period of the absence.
- CW participants must make up the hours within the same reporting month.

All <mark>full and partial</mark> make up hours must be clearly marked on timesheets and stacked activity logs.

**FY24.25 Commerce WorkFirst
Programs Guidelines**

Attendance and Payroll Reporting

Contractors and worksites enter into a dual-employer partnership. Contractors are the employer of record and responsible for reporting the participant's worksite attendance and payroll monthly. This is an optional pay point.

At minimum, Contractors must:

- Maintain, verify, and submit work attendance records at least once per month.
- Process payroll for the participant for any time worked during a pay period.
- Ensure participants work no more than the number of hours per week listed on the job description.
- Follow the "Employment Conditions" and "Employment Laws" found in the WorkFirst Scope of Work.
- If a shift is more than five (5) hours, the participant must receive a 30-minute lunch break unless there is an approved lunch break waiver on file.
- Ensure participant does not work on state holidays.
- Follow absence reporting guidelines. See the Participation and Absences section.

Billing Guide –Attendance and Payroll Reporting (CJ Only)
If one (1) area does not meet requirements, then the pay point does not meet requirements to bill
Participant is enrolled and has been paid for time worked during the month. Contractor has documented all worksite absences.
☐ Participant must have documented work attendance during the month.
☐ Timesheet must be verified and process at least once per month.
☐ All absences are documented and follow documentation guidelines (if applicable).

FY24.25 Commerce WorkFirst
Programs Guidelines

Actual Hours

Actual Hours refer to the number of hours spent at a worksite for CW participants and the hours of participation in a stacked activity for CJ participants.

- For paid participants, Actual Hours refer ONLY to hours of participation in stacked activities. Do not include the hours spent at the worksite.
- For CW participants, Actual Hours refer ONLY to hours completed at the worksite.

Expectations
- Report Actual Hours in the Client Monthly Participation Screen by the 10th day of the following month.
- Hours received after the 10th must be entered immediately.
  - Note: actual hours can be entered for the current month and for the two (2) preceding months.
- Reported Actual Hours must match timesheets or stacked activity logs.
  - Reported hours should be supported by the schedule in the IDP.
- Enter Actual Hours in one (1) week time frames. A week begins on Sunday and ends on Saturday.
- Account for all excused, unexcused, and holiday hours.
  - Enter "0" in the participating hours box for any date(s) after the participant stopped engaging, but the component had not been closed out by DSHS.
  - Timecards must indicate the date and number of hours for all absences.
  - Excused and unexcused hours are included on stacked activity attendance logs, with the exception of Job Search Logs.
  - Holiday hours should be included on stacked activity attendance logs.
- Stacked activity logs are reviewed and signed by the contractor case manager. The case manager's signature will indicate that they have reviewed and approved the hours.
- Maintain copies of the logs in the participant's file.

Billing Guide – Monthly Attendance Reporting	
If one (1) area does not meet requirements, then the pay point does not meet requirements to bill	
eJAS Client Monthly Participation Screen ☐ Entry covers entire component date range during that month o Note: in the monthly participation screen, hover over the component to see the date range for that month	**All participating, excused absences, unexcused absences, and holiday hours are entered correctly** ☐ Total weekly hours equal the component hours ☐ Hours are calculated correctly per the timesheet or activity log ☐ Absences and holiday hours are calculated based on the set schedule in the IDP/Plan worksite schedule

Immediate Notify Process
☐ After the second absence in the month, use the Immediate Notify process per above guidance
	Timesheets and Activity Logs meet contract requirements
	☐ Verification signature requirements:
	   o For stacked activities: signed by contractor staff.
	   o For timesheets: signed by the worksite supervisor on or after the last day worked in pay period.

Hours entered follow the weekly (Sunday – Saturday) format	

FY24.25 Commerce WorkFirst
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Community Works Incentives

Community Works participants are eligible to receive two (2) non-cash incentives. The incentive is in the form of a store-specific issued gift card of the participant's choice (e.g., Amazon, Old Navy, Walmart, Build-A-Bear, Ace Hardware, T-Mobile).

- The 30-day Incentive is $200.00
- The 90-day Incentive is $300.00

Participants must achieve 80% of their scheduled worksite hours to receive an incentive. An optional tool, on the Commerce WorkFirst SharePoint Site, can be used to calculate when the 80% of scheduled hours requirement has been met.

A store-specific gift card will not impact the participant's TANF or food grants. The store-specific incentive is issued directly to the participant, and is not included on the Diverse Spend spreadsheet.

Multiple store-specific gift cards can be issued for an incentive payment, e.g., Participant reaches criteria for the first incentive and is provided two (2) gift cards: $75.00 to Build-A-Bear and $125.00 to Amazon = $200.

Expectations
- Attendance rate includes participating hours and holiday hours. It does not include excused or unexcused absences.
- The contractor is responsible for tracking and confirming when a CW participant is eligible to receive the first and second non-cash incentives.
- Documentation is required in the billing workbook.
- Contractors will need to use their current budget to fund incentives.
- Participant must indicate that they received the store-specific gift card(s) and documentation must be retained in the participant's file and with billing documents. Participant can indicate receiving the store-specific gift card(s) a variety of ways. Examples include:
  - Signed and dated copy of the store-specific gift card.
  - Email or text attestation from the participant.
- For the 30-day incentive, if month one (1) hours are missed and they do not meet the 80% attendance rate, the "Incentive Clock Start Date" will re-start. They will need to complete an additional 30 consecutive days.
- For the 90-day incentive, month two (2) and month (3) hours are a cumulative 80%. If the participant does not meet the 80% attendance rate, they will need to complete an additional 60 consecutive days. They will not need to re-do the 'first 30-days' since they already met that requirement and have received the 30-day incentive.
  - Note: if a participant is out due for an extended time to an excused absence, this time will not count against them. Extend the 60-day end date as appropriate.
- For CW participants who are engaged in a CW Resume and Complete, the 30 and 90 days must be consecutive.
  - Note: the participant is only eligible to receive one 30 day and one 90 day incentive per program.

FY24.25 Commerce WorkFirst
Programs Guidelines

Holds

Holds are for participants who need to temporarily stop their WorkFirst program. See the DSHS WorkFirst Handbook, section 8.3.13, for examples of temporary hold reasons.

Expectations

- Use the hold as an alternative to exiting participants from the program.
- In the hold section, document the hold reason, hold start date, and hold expected end date. When holds extend beyond the expected end date, update the hold section to reflect the new date.
- All documentation (the "hold" narrative, eJAS notes, etc.) regarding the hold need to specify that the participant will return to the program at the end of the "hold."

Initiating a Hold

1. Schedule a Continuous Action Planning (CAP) meeting with the DSHS case manager to discuss the reason and projected length of the hold. If appropriate, the participant should join this meeting.
2. If the DSHS case manager agrees with the hold, determine the length of the hold:
   - **Holds that last less than one (1) week -** DSHS will decide if the components should be referred back.
   - **Holds lasting more than one (1) week -** refer **all** components back to DSHS and complete the hold section in the Commerce Program Plan.
     - *Note***:** *Once a participant is placed on hold, this ends the WorkFirst case manager's responsibility to work with them until they return to the program.* All program activities stop. *Because there are no open components, Support Services may not be issued.*
   - Notify the worksite about the hold.
3. Document the CAP meeting and projected length of the hold in eJAS client notes using the "Continuous Activity Planning" client note type.
4. Complete the hold section of the CJ IDP or CW Plan
   a. **Hold Start Date:** last day the participant stopped participating in a Commerce WorkFirst coded component. Examples:
      i. Last day on a worksite
      ii. Last day they participated in a stacked activity
5. For holds longer than one (1) week:
   - Notify the worksite and collect all timecards, worksite evaluations, supervisor contacts, and skills progression.
   - Collect job search logs, attendance records, and barrier updates from the participant.
   - Complete all monthly updates and Actual Hours reporting.
   - Close the worksite placement screen and any applicable stacked activity sections in the IDP.
   - Close the Employment Screen (CJ and Career Jump only).

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Programs Guidelines

Holds continued.

Extending a Hold

Staff should be communicating with either DSHS staff and/or the participant to confirm when the participant will return to the program. If the return date is extended:

- In the IDP hold section, update the Hold Projected End Date to reflect the new expected end date.

Staff should review the Contractor Caseload Management Report (CLMR), Section 5 "Plans on Hold with Hold Projected End Date within 14 Calendar Days" on a weekly basis. E.g., #12345 has a Hold Scheduled End Date of 12/30/2023. This section of the CLMR will display #12345 starting on 12/16/2023.

Returning from a Hold

1. Request the appropriate components from the DSHS case manager.
2. Update the hold section by entering the Hold Actual End date.
   - Only enter an Actual End Date when the participant has re-started at the worksite; even if they have resumed stacked activities for the program.
   - Once a Hold's Actual End Date is entered, you are now required to resume monthly reporting in eJAS.
   - The Hold Actual End Date should be the day prior to the date the participant returned to the worksite.
3. Reopen the Worksite Placement Screen, if returning to the same worksite, or create a new worksite placement. The schedule section should reflect when the participant started back on the worksite.
4. Create the Employment Screen (CJ and Career Jump only).
5. Resume program services and create the stacked activities section(s).
6. Participants must sign or verbally agree to these changes. See the Individual Development Plan and Community Works Plan Section.

Closing a Hold when the participant will not return to the program

If it has been determined that participant will not return to the program, do the following:

1. Update the hold section by entering the Hold Actual End date, using the date information was received that the participant was not returning to the program.
2. Close the plan. Follow the information outlined in the Program Exit section.

Process if the CJ IDP or the CW Plan will not have enough reporting months:

eJAS CJ IDPs have ten (10) months and CW Plans have thirteen (13) months of reporting available for monthly updates. Depending upon how many times a participant has done a resume and complete or has been on hold, there may be a need for more than ten (10) or thirteen (13) monthly reporting sections.

- After completing the final month of reporting, contact Commerce to open a new IDP or CW Plan, and include why more months of reporting is required.
- Contractors will not bill for a new CJ IDP, CW Plan, or Worksite Placement. Contractors will need to request approval to remove this from their billing.

Resume and Complete

A resume and complete only applies if:

- The participant is returning to the same provider.
    - For contractors with multiple service areas – if a participant moves service areas that are under the same contract, they are considered a resume and complete. Commerce will not open a new IDP.
        - For example: Joyce lives in Service Area number 35 and moves to service area number 36. One service provider has a contract for both areas. Since Joyce will be staying with the same service provider, she will not get a new IDP.
- The participant is going to a new provider within the same consortium.
- If it has been six (6) months or less since the participant left the program and there are at least three (3) months remaining in the program.

Contractors are to contact Commerce to reopen the IDP. If the participant exited the program with unsubsidized employment and a pay point was previously claimed, Commerce reserves the right to require repayment of that pay point or deny a subsequent UE pay point.

eJAS Process for a Resume and Complete
If the participant is a resume and complete, and Commerce re-opens the IDP. Commerce will enter an administrative Hold to preserve reporting months. Contractors will enter a Hold End Date that is the day before the participant starts at a worksite.

Process if the CJ IDP or the CW Plan will not have enough reporting months:
eJAS CJ IDPs have ten (10) months and CW Plans have thirteen (13) months of reporting available for monthly updates. Depending upon how many times participants have done a resume and complete or have been on hold, there may be a need for more than ten (10) or thirteen (13) monthly reporting sections.

- After completing the final month of reporting, contact Commerce to open a new IDP or CW Plan, and include why more months of reporting is required.
- Contractors will not bill for a new CJ IDP, CW Plan, or Worksite Placement. Contractors will need to request approval to remove this from their billing.

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Programs Guidelines

Back to Back Community Jobs Programs

The Back to Back CJ program is an option for participants who complete one (1) CJ Program and would benefit from a second CJ Program. The Back to Back CJ is approved by DSHS.

Criteria

All three (3) criteria must be reviewed and met to be considered a Back to Back CJ.

1. The participant exited the CJ Program within the last two (2) months from a new CJ referral date.
   o How to calculate:
     ▪ The new CJ component Scheduled Start Date (minus) the Program Exit Date of the most recently completed CJ program
       1. The Program Exit Date is in the Worksite Placement Section of the IDP
     ▪ If the time is less than 3 months → go to criteria #2
     ▪ If the time is more than 3 → it is not a back to back CJ and the DSHS Regional Coordinator approval is not needed. Commerce staff will open a new IDP.
2. The participant has **not** engaged in any other activity post CJ exit
   o This includes any type of activity, to include, but limited to: XX, JS, LS, UE, GE, etc.
   o The activity must have an actual start date. Duration does not matter – if the participant only engaged in the activity for a few days, they will not be a back to back CJ.
3. The participant has two (2) months or **less** left in the most recently exited program.
   o How to calculate:
     ▪ Go to https://www.timeanddate.com/date/dateadd.html
     ▪ Enter the CJ Actual Start Date
     ▪ Under the "Add/Subtract" section, add 9 months
     ▪ Click and use the "Calculate New Date" result and minus the CJ Program Exit Date.

Process Summary

1. Contractor and DSHS WorkFirst Program Staff (WFPS) CAP and agree that the back to back CJ is the best fit for the participant
   o If applicable, this needs to happen two weeks before the participant engages in the back to back CJ
2. DSHS WFPS completes their paperwork
3. DSHS WFPS sends request to the DSHS WF Supervisor
4. DSHS WF Supervisor approves/rejects
5. If approved, DSHS WF Supervisor submits request to the DSHS Regional Coordinator
6. DSHS Regional Coordinator approves/rejects
7. If approved, DSHS Regional Coordinator enter an approval note in the client notes section of the participant's case
8. Notification is sent down the chain through DSHS
9. DSHS WFPS will send the referral to the Commerce Contractor
10. If applicable, Contractor will close out the IDP following the Program Exit Section requirements

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Programs Guidelines

- o If the IDP is closed and all updates are not completed before a new plan is opened, missed pay points cannot be claimed for the closed plan.

Back to Back CJ Program continued.

Process Summary continued.
11. Contractor will submit a request to Commerce for a back to back CJ IDP
12. Commerce will review eJAS:
    - o Double check back to back CJ criteria
    - o Review the new CJ component in the component screen
    - o Ensure all old employment screens are closed
    - o Review client notes to ensure the DSHS Regional Coordinator approval case note is documented
13. Commerce will open a new CJ IDP and enter Admin documentation.

Example:

Joyce started her CJ program on 01/22/2020. Her Program Exit Date is 09/01/2020. She is referred to a new CJ on 10/15/2020.

Back to Back Scenario
1. Did Joyce exit a CJ Program within the last two months of the new CJ referral date?
    - o **Yes** o New referral date minus most recent CJ program exit date
        - ▪ 10/15/2020 – 09/01/2020 = 44 days (1 month and 14 days)
2. Has Joyce engaged in any other activity post CJ exit?
    - o **No** o The Component History Screen does not show any other activities after she exited the CJ program on 09/01/2020. It does show an exemption, but that does not count since it is not an activity.
3. Does Joyce have 2 months or less left in her most recently exit program?
    - o **Yes** o (Most recent CJ Program start date + 9 months) minus Most recent Program Exit Date
        - ▪ 10/22/2020 – 09/01/2020 = 1 month and 21 days
4. Contractor will work with DSHS to do the Back to Back CJ process.

NOT A Back to Back Scenario
1. Did Joyce exit a CJ Program within the last two months of the new CJ referral date?
    - o **Yes** o New referral date minus most recent CJ program exit date
        - ▪ 10/15/2020 – 09/01/2020 = 44 days (1 month and 14 days)
2. Has Joyce engaged in any other activity post CJ exit?
    - o **Yes** o Joyce engaged in another activity so she is not a back to back CJ.
        - o The Component History Screen shows that Joyce did JS from 09/07/2020 to 09/16/2020
3. Does Joyce have 2 months or less left in her most recently exit program?
    - o **N/A** o Joyce did not meet criteria #2 and is already not considered a back to back CJ.
4. Joyce will get a new CJ IDP and Regional Coordinator approval is not needed.

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Resources

- [WorkFirst Handbook, Section 8.3.19](#), "Re-referrals to the Community Jobs Program – for DSHS Staff Only."

Support Services

Support Services are used to help participants overcome barriers that keep them from engaging in activities.

Expectations

- Contractors can only request reimbursement for the actual expense.
- Support Services are only for participants coded for Commerce provided core activities.
  - For paid participants, Support Services may support work and stacked activities.
  - For unpaid participants, Support Services may only support work activities.
- Use Attachment J – FY24.25 Support Service Directory and follow all instructions (e.g., categories, limits, ETRs).
- Do not exceed the limits for the program year or the support service category.
  - If the dollar amount exceeds the support service code category limit, you must follow the Exception to the Rule requirements listed on the Attachment J – FY24.25 Support Service Directory.
- Review the eJAS Payments Screen and Client Notes for DSHS and other WorkFirst Partner entries. This can affect the support services you provide and the dollar amounts available. Avoid duplicative support services.
- Support Services can be provided up to 14 calendar days after the last day on the worksite for participants who leave the program with unsubsidized employment (UE) **if their TANF grant is still open.**

Documentation

- Enter a case note in the eJAS Client Notes Screen.
- Keep a receipt on file for expenses in the amount of $50.00 or more.
- Support Services must have a corresponding Support Services form on file.
- Enter Support Services in the payments section of the participant's case in eJAS.
  - Include in the Specific Information section a case note detailing the support service (e.g., type, vendor, reason, date dispensed)
  - If the support service required an Exception to the Rule (ETR), check the "Over the Limit" box.
  - Contractors will contact Commerce to review and authorize the payment in eJAS, so it will display on the eJAS Support Services report.

Exception to the Rule (ETR)

Contractors can request an ETR to provide services that exceed the support service limit or if the needed support service is not listed in the support service directory. Follow the ETR process outline in Attachment M.

Blanket ETRs:

Blanket ETR's must be approved or re-approved at the beginning of each fiscal year. Blanket ETR's approved from previous fiscal years will not meet requirements.

Gift Cards/Pre-paid Merchant Cards and Vouchers

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Contractors must ensure that they request reimbursement for actual expenses and not for voucher or gift cards/pre-paid merchant card amounts.

- This does not apply to CW Incentives as they are not a support service.

Support Services continued.

Ride-share – Transportation Support Service

Using a ride-share service such as Uber and Lyft is allowable for transportation support services. Commerce recommends that the contractor purchase single-use money gift cards to load funds onto the participant's account.

Procedures for using single-use money gift cards to load support service dollars on a participant's Uber or Lyft account:

1. Contractor purchases single-use money gift card (ex. Visa gift cards). This gift card is used as a method of payment for the support service.
2. Contractor uses the single-use money gift card to load transportation support service dollars onto the participant's Uber or Lyft account
   - **Notes:**
     - The single-use money gift card cannot be directly provided to the participant because the Contractor cannot ensure that the dollars are used only for that support service.
     - All support service contract requirements apply.
3. Documentation:
   - Contractor enters the support service into eJAS using the following criteria:
     - Contractors will code the support service as (43) Public Transportation. In the justification section, please include that it supports WorkFirst activities and is "transportation for a non-privately owned vehicle."
   - **Notes:**
     - The $50.00 receipt requirement still applies. If $50.00 or more is loaded onto the participant's account at one time, the contractor must retain receipt documentation in the participant's file.
     - Contractors will need to ensure that all funds are used. Similar to a voucher, contractors can only bill Commerce for actual dollars spent.
     - All support service contract requirements apply.

**FY24.25 Commerce WorkFirst
Programs Guidelines**

Program Billing

Please review individual sections of the Commerce WorkFirst Programs Guidelines for a comprehensive explanation of expectations and documentation requirements.

For participants who transition between programs (ex. CW to CJ, or vice versa)
Contractors can claim all pay points in both programs, as long as all pay point criteria is met in both programs.

Back-to Back CJ Reminder:
- The CJ Pay Point Report will only display one set of pay points per month.
- Back-to-back CJ Programs will need to be added to the tracker in the billing workbook. This applies to the following pay points:
  - Monthly Updates
  - Monthly Attendance Reporting
  - Stacked Activity
- Contractors have blanket approval to add these pay points to their tracker if there is a back-to-back CJ

Contractors Serving Multiple Services Areas
If a participant moves to a new service area during the service month, and is served by the same contractor, only one (1) contractor code will be used to enter updates and bill for that month's services. Once the billing is completed, adjust the contractor code in the participant's IDP.

Example

Job Station Nation has one contract for service areas 75 (contractor code 4ZZ) and 76 (contractor code 5ZZ). A participant moves from service area 75 to 76 during April 2023. The participant is continuing their CJ Program. Job Nation Station leaves the contractor code 4ZZ in the IDP and completes the April monthly updates. After April monthly updates are completed and billing is submitted, they change the contractor code in the IDP to 5ZZ.

Blanket Approvals
Contractors have blanket approval to add the following pay points to the CJ or CW tracker, as long as all documentation requirements are met.
- CJ and CW 2Gen Family Support Weekly Documentation
- Back-to-back CJ Programs pay points:
  - Monthly Updates
  - Monthly Attendance Reporting
  - Stacked Activity
- Career Jump:
  - Worksite Placement/Program Start (If Program Start Pay Point ALREADY claimed)
  - CJ Main - Career Jump Worksite Placement/Program Start (If Program Start PP HAD NOT BEEN claimed)
    - Includes a "-1" for the corresponding CJ Plan Create to account for the eJAS pay point report
- CJ and CW Attendance and Payroll Reporting

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Programs Guidelines

Program Billing continued.

Under or Over Billed Pay Points, Support Services, or Wages/Benefits
Include information on the current month's invoice for any under or over billing.

1. Contact Commerce via the WorkFirst Technical Assistance Ticketing System at
   https://app.smartsheet.com/b/form/00b52f6645514c3db6c9ca45771627b3 to request permission to add or
   subtract the under or over billed, pay points, wages/benefits, or support services to the current months billing.
   o Provide the JASID, the under or over billed item, and the reason the item was under or over billed.
   o Keep email documentation on file and submit this email with your billing.
2. In the billing workbook, add the over/under billed amount to the pay point trackers or the support services and
   wage adjustment tracker.

Submitting invoices
Contractor must submit invoices through Commerce's Contract Management System (CMS) online portal. Ensure all
participant confidential information (names, initials, social security numbers, address, etc.) is removed from any billing
document.

Upload **only** the following documentation into CMS with your monthly billing submission **(only use JASID numbers on
billing information)**:

- Attachment H – FY24.25 Main & LEP Billing Workbook
- Attachment N – FY24.25 Diverse Spend
- Email documentation of Commerce approval to remove or add any pay points and reimbursements (if
  applicable)

Note: The budget categories in CMS are pre-filled with budget amounts. When entering monthly billings in CMS, it is
okay to enter amounts over the category budget amounts. Commerce will monitor CMS and adjust accordingly.

Required Billing Documentation (kept by contractor)
The contractor must retain the following billing documentation, and the information must be available upon request.

Not all documentation contractor's keep will be uploaded to Commerce through CMS. If Commerce requests the
additional documentation, documents will be uploaded through MFT.

Community Jobs and Career Jump:
1. Attachment H – FY24.25 Main & LEP Billing Workbook
2. eJAS Pay Point Report
3. Email documentation of Commerce approval to remove or add any pay points and reimbursements (if
   applicable)
4. Stacked Activity logs and attendance records

FY24.25 Commerce WorkFirst
Programs Guidelines

Program Billing continued.

Required Billing Documentation continued.
5. eJAS Support Services Report
   o Separate transportation and other expenses
6. Support Services forms
7. Support Services approved ETRs (if applicable)
8. Support Services receipts for any payment $50 or more
9. Payroll documentation includes:
   o Timecards
   o Wage stubs
   o Ledgers showing paid wages, taxes, benefits, and Labor and Industries Workers Compensation insurance
   o Extract ledgers from the contractor's fiscal accounting system

Community Works:
1. Attachment H – FY24.25 Main & LEP Billing Workbook
2. eJAS Pay Point Report
3. Email documentation of Commerce approval to remove or add any pay points and reimbursements (if applicable)
4. Timecards
5. eJAS Support Services report
   o Separate transportation and other expenses
6. Support Service forms
7. Support Service ETR's (if applicable)
8. Support Service receipts for payments of $50 or more
9. Payroll documentation includes:
   o Ledgers showing paid Labor and Industries Workers Compensation Insurance.
   o Extract ledgers from the contractor's fiscal accounting system.
10. Incentive Documentation
   o Incentive receipts from store-specific gift cards
   o Copy of the store-specific gift card with the participant's eJAS number, signature, and date received from the contractor

**FY24.25 Commerce WorkFirst
Programs Guidelines**

Program Monitoring

Commerce will annually monitor all contractors. Monitoring provides contract compliance feedback and accountability. Examples of all monitoring documents are available on the Commerce WorkFirst SharePoint.

Annual Monitoring Timeline Overview

Tentative period	Contractor Actions	Commerce WorkFirst Actions
July – August		Prep and send monitoring notices
August	Collect and upload file and organization documentation	Begin billing reviews
September		Download file and organization documentation. Continue billing reviews. Begin review of organizational procedures and participant files.
October – December		Continue and complete billing, organizational procedures and file reviews.
January		Collate and review individual and statewide monitoring results. Prep contractor monitoring results letters.
February		Send monitoring results letters.
February – May	Create and implement Corrective Action Plans (CAP). CAPs must be submitted no later than 90 days after receipt of monitoring results letter. Optional: submit questions, re-review areas, and individual meeting requests.	Meet with contractors. Respond to questions and re-review areas.
May		Review CAPs and determine compliant or non-compliant rating per rubric.
June		Prepare and send close-out letters to contractors

Monitoring Ratings and Scores and Contract Cycle Year

During the first year of a contract cycle, the annual monitoring will result in Monitoring Ratings and Scores. During the second year of a contract cycle, the annual monitoring will result in Monitoring Scores. During both years, a corrective action plan may be required based on results.

Example:

- FY 2024 is year one of the contract cycle. Monitoring results will include Ratings and Scores. A corrective action plan is required for any areas that are rated as a Monitoring Discrepancy or Monitoring Finding.
- FY 2025 is year two of the contract cycle. Monitoring results will include Scores. A corrective action plan is required:

FY24.25 Commerce WorkFirst
Programs Guidelines

Program Monitoring continued.

Monitoring Areas

Commerce will monitor the following areas:

1. Billing review
    a. July – November billing reviews are incorporated into the annual monitoring.
    b. Commerce WorkFirst staff conduct reviews using the same billing criteria included in these program guidelines.
    c. Pay points that do not meet billing requirements will be denied. If any area in a pay point's billing guide does not meet requirements, the pay point does not meet requirements.
    d. Contractors will receive a monthly feedback form that provides detailed information.

    Scoring Methodology
    a. Contractors will receive an aggregate score for all pay points reviewed from July - November

Example	Total Number of reviewed pay points	Number meeting all requirements	Number not meeting all requirements
July	5	3	2
August	7	6	1
September	8	6	2
October	9	7	2
November	8	7	1
Totals	37	29	8
Aggregate Score	78% (29 ÷ 37 = 0.78)		

    Pay Point Selection
    a. Commerce WorkFirst staff will review 3% or one (1), whichever is highest, of each pay point billed by the contractor. Commerce will use the total number billed per pay point. This includes all service areas, Main CJ, and LEP CJ.
        i. For example, if the contractor bills for 30 Monthly Updates, Commerce WorkFirst staff will review one (1) Monthly Update pay point. If the contractor bills for 60 Monthly Updates, Commerce WorkFirst staff will review two (2) Monthly Update pay points.

2. File review
    a. The number of files reviewed is determined by the contractor's contract size. Commerce WorkFirst staff will review three (3), five (5), or seven (7) files depending on contract size.
    b. Contractors will receive a score for each file review area. File review areas include:
        i. CJ or CW Eligibility, Program, and Component Management, Scored
        ii. Stacked Activity Component Management (CJ and Career Jump Only), Scored
        iii. File and Paperwork Documentation, Scored

FY24.25 Commerce WorkFirst
Programs Guidelines

Program Monitoring continued.

Monitoring Areas – File Review continued.

  iv.   File and Paperwork Documentation, Pass/Fail
   v.   Actual Hours, Scored
  vi.   Payroll (CJ and Career Jump Only), Scored
 vii.   Payroll (CJ and Career Jump Only), Pass/Fail
viii.   Support Services, Scored
  ix.   Support Services, Pass/Fail
   x.   CW Incentives, Scored
  xi.   CW FLSA, Pass/Fail

3. Organizational Information and Procedures
   <u>Note:</u> review the Scope of Work for details on required procedures

   <u>Scoring Methodology</u>
   a. Contractors will receive an aggregate score for all Organization Review areas. This section is pass/fail.

Example (not all areas)	Pass or Fail
Records retention Procedure	Pass
Records destruction Procedure	Pass
1% Job Log Verification Procedure	Pass
Support Services Procedure	Fail
Section Score	Fail

4. Consortium review:
   a. Budget/15% Admin Charge Implementation
   b. Monitoring Review

5. Questionnaire
   a. All contractors, consortium leads and sub-contractors – pass/fail areas include:
      i.   File Storage Procedures
      ii. LPA Involvement
      iii. Earned Income Tax Credit promotion
   b. Consortium leads – pass/fail areas include:
      i. 2CFR Part 200, Subpart F, audit requirements if required per contract

6. Performance review:
   a. Includes:
      i.   Community Jobs/Career Jump Employment Placement Rate
      ii. <u>Not rated, FYI only:</u> Community Jobs/Career Jump Worksite Placement Rate
      iii. <u>Not rated, FYI only:</u> Community Works Worksite Placement Rate

FY24.25 Commerce WorkFirst
Programs Guidelines

Program Monitoring continued.

Rating and Scoring

All scores are calculated by the Commerce WorkFirst Monitoring Workbook. The Monitoring Workbook will be provided with the results summary so contractors can pinpoint specific improvement areas.

Scored vs. Pass/Fail

Some areas were deemed as a pass/fail based on the impact of non-compliance. Examples include: correctly paying participants, correctly completing employment authorization paperwork, the DSHS Consent Form, FLSA, etc.

Rating	Definition	Billing and File Areas	Organization Areas	Performance, Employment Placement Rate
Best Practice	Notice of compliance or performance beyond the norm. This is typically seen when the contractor's monitoring review scores are between	91 – 100%		70% – 100%
Meets Requirements	Contract standards are regularly met. There does not appear to any existence of inefficient activity, process, or policy. A Corrective Action Plan is not required.	71 – 90%, or pass	Pass	40% – 69%
Recommendation	Notice of the existence of an inefficient activity or process, lack of a useful policy, activity or process. No contractor response necessary.	61 – 70%		N/A
Discrepancy	Notice of non-compliance with a contractual requirement that in our judgment does not warrant a Monitoring Finding. Contributing factors include, but are not limited to, the type of requirement, compliance history, frequency of non-compliance, extent of non-compliance, cost effectiveness to correct and/or the extent of control over circumstances. A Corrective Action Plan is required.	31 – 60%	Fail	30% – 39%
Monitoring Finding	Lack of compliance with a significant contractual requirement requiring immediate correction. A Corrective Action Plan is required.	0 – 30%, or fail		0 – 29%

FY24.25 Commerce WorkFirst
Programs Guidelines

Program Monitoring continued.

Corrective Action Plans

A Corrective Action Plan (CAP) requirements are determined based on the rating or score.

Area	CAP required if rating is at or below:	CAP required if score is at or below:
Billing	Discrepancy	60%
File Reviews	Discrepancy	60%, or Fail
Organization Reviews	Discrepancy	Fail
Performance, Unsubsidized Employment Placement Rate	Discrepancy	39%

CAP Close-out Definitions	
Compliant	The Corrective Action Plan evaluation shows that compliance issues have been addressed and will not recur.
Non-Compliant	The Corrective Action Plan evaluation does not show that compliance issues have been addressed and issues are likely to recur.

**FY24.25 Commerce WorkFirst
Programs Guidelines**

eJAS Reports

There are several eJAS reports to assist with program management and invoicing.

CJ Pay Point Report

This report shows most part-time CJ, full-time CJ, and Career Jump pay points earned during the selected service month. To access the report:
1. In the eJAS "Home" screen, select "Commerce Reports/Payments Reports."
2. Select "Community Jobs Pay Point Report."
3. Enter your contractor code and the service month.

CW Pay Point Report

This report shows most Community Works pay points earned during the selected service month. To access the report:
1. In the eJAS "Home" screen, select "Commerce Reports/Payments Reports."
2. Select "Community Works Pay Point Report."
3. Enter your contractor code and the date range.
    a. Note: the CW Pay Point Report can display one or multiple service months and one or more contractor codes

Support Services Report

Shows all Support Services dispensed during the selected service month. To access the report:
1. In the eJAS "Home" screen, select on "Commerce Reports/Payments Reports."
2. Under "Other Commerce Reports," select "Support Services Report."
3. Select the correct contractor ID and enter the month (MMYYYY format).

Caseload Management Report (CLMR)

The CLMR is used to monitor and manage the overall caseload and available for use by program managers and case management staff. Use this report to monitor the program and participation requirements. Commerce uses this report to monitor contractor caseloads for contract compliance requirements. To access the report:
1. In the eJAS "Home" screen, select "WorkFirst Reports."
2. Select "2. WorkFirst Reports Menu."
3. Select "3. Commerce Caseload Management Report (Daily)."
4. Enter your contractor code.

Timelines and Program Flow

What	When	
First Contact	Five (5) business days from referral date	• Accept or reject the referral • Case note all attempts to make contact • Case note all contact
Individual Development Plan	May be at First Contact; must be completed in the service month being billed	• Complete all applicable sections of the IDP
Worksite Placement	Ten (10) business days from the first contact date	• Enter the program actual start date for the CJ or CW component • Enter the worksite placement in the IDP • Enter the Employment Information for CJ or Career Jump
Stacked Activity Placement	Ten (10) business days from the first contact date	• Enter the program actual start date for the stacked activity • Enter the stacked activity section in the IDP
Monthly Updates and I-Statement	I-Statement opens on the 25th of the current service month and must be completed by the 10th of the month following the service month	• Contractor staff must complete all monthly updates in the appropriate section of the IDP o Barriers, Worksite Evaluation, Supervisor Contact, Skills Progression, and Stacked Activity Achievements/Milestones • The program manager or designee must verify and complete the I-statement once all updates are complete
Actual Hours	10th of the month following the service month	• Must be updated in the Client Monthly Participation screen in eJAS
Holds (if applicable)	At the time of the hold	• See Hold section of program guidelines • Conduct CAP with DSHS and enter into case notes • Complete Hold section of IDP
Refer Back Components	At program exit or hold – whichever is applicable	• Refer back components in eJAS and enter case note
Exit Plan	Ten (10) business days from the Program Exit Date	• Close out all applicable sections in the Commerce Program Plan • Complete Exit section in the IDP • Close the Employment Screen (if applicable)
Monthly Billing Due	20th of the month following the service month	• Submit billing through Commerce Contracts Management System (CMS) • Upload Billing Workbook and any necessary attachments to CMS. • Ensure all participant names and confidential information is removed from all documents uploaded to CMS. If submitting back up documentation, submit via Managed File Transfer (submit a TA ticket to notify Com WF Team, if information is submitted via MFT).

WorkFirst Participation Requirements

Who	Core Activity Requirements	Core or Non-Core Requirements	Total
Each parent or needy caretaker relative	20 hrs/week	12-20 hrs/week	32-40 hrs/week
Qualifying parents in a two-parent household	30 hrs/week	5 hrs/week	35 hrs/week
Single parent w/ child under 6 yrs. Old	20 hrs/week	3 hrs/week	23 hrs/week

Participation Overview

Program	eJAS Code	Worksite Hours per Week	eJAS Form	Length	Hours of Stacked Activities
Full-time Community Jobs	CJ	20 hours	IDP	Up to 9 months	2-10 hrs/week of issue resolution AND 10-18 hrs/week of coded stacked activities *The combination of barrier removal and stacked activities cannot exceed 20 hours per week.
Part-time Community Jobs	CJ	20 hours	IDP	Same as FT CJ	3 hrs/week
Career Jump	CJ	up to 40 hours	IDP	Up to 433 hours	Up to 18 hrs/week if work hours are less than full time
Community Works	CW	Monthly hours cannot exceed FLSA maximum. *Requires at least 5 hours per week.	CW Plan	Up to 12 months	N/A Stacked activities are determined DSHS

Stacked Activities Overview

Stacked Activity	Core?	eJAS Code	Min. hours/week	CJ	PT CJ	Career Jump	Description
Life/Soft Skills	Yes	LS	3	X	X	X	• Prepares participants to meet the demands of everyday life and employment. • Example topics include communication skills, money management, parenting, workplace conflict resolution, etc.
Job Readiness Job Hunting (a.k.a. Job Search)	Yes	JS	3	X	X	X	• Assists participants to complete job search activities. • Should be offered as a combination of independent job search, employment coaching, and workshops.
Job Skills Training Skills Enhancement	No	JT	3	X	X	X	• Teaches participants job skills in selected occupations • May include specific job skills training (e.g., CNA, Excel) or basic education (e.g., ESL, writing, math).
Education	No	GE	3	X	X	X	• Provides high school equivalency activities • Participants should be 20 years or older (unless HS component is unavailable)
Education	Yes	HS	3	X	X	X	• Provides high school completion or high school equivalency activities • Participants should be 19 years of age or younger
Education	No	BE	3	X	X	X	• High school completion activities, includes High School 21+ • Participants should be 20 years or older • Typically not coded to Commerce Contractors
Community Service – court ordered	Yes	XS	3	X		X	• Any community service activities that are court mandated
Community Service – Voluntary	Yes	VS	3	X		X	• For participants to volunteer in activities with **their** child's licensed child care, preschool, elementary school, Head Start, and/or ECEAP

File Requirements

*Hard or electronic files can be maintained for participants. Both file types must follow all contract requirements for appropriate storage, retention, and destruction.

Document	CJ, PT CJ	C Jump	CW
Initial IDP and Subsequent IDPs	X	X	X
Consent form DSHS 14-012(X) (Confidentiality Agreement); includes Verbal Consent Form	X	X	X
Emergency contact information	X	X	X
Grievance Procedure (see Scope of Work for Information)	X	X	X
Tax information/documentation per payroll requirements	X	X	
I-9 Form	X	X	
Documentation required per I-9 Form listed under the "Lists of Acceptable Documents"	X	X	
Timesheets	X	X	X
Attendance and job logs for all stacked activities as required	X	X	
Monthly worksite evaluations	X	X	X
Worksite agreement	X	X	X
Job description	X	X	X
Support Service records: to include receipts that are $50 or more, Exception to the Rule (ETR) documents, and additional supporting documentation	X	X	X
Copies of wage statements must be available for cases that Commerce reviews during monitoring	X	X	
CW Incentives documentation			X