



Washington State
Department of
Commerce

WorkFirst Programs Guidelines

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FY25 Commerce WorkFirst Programs Guidelines

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Program Descriptions

Community Jobs (CJ)

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

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

Commerce WorkFirst Contractors assist participants with identifying challenges to employment and disadvantages in the labor market and work with the participants on solutions and strategies. The goal of this program is to assist participants to resolve barriers and obtain unsubsidized, sustainable employment.

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 must be 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.
- The worksite 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.
- Stacked activities coded at a minimum of three (3) hours a week can be one of the following, or a combination of both:

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- 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, or 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 to the employer's payroll at 32 hours or more per week with pay above minimum wage.
 - The participant 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 extends beyond nine (9) months, please contact Commerce for a new IDP.
- The program provides up to 433 hours of subsidized wages before the Career Jump employee transitions to the employer's payroll. This is equivalent to approximately:
 - 21 weeks at 20 hours per week.
 - 10 weeks at 40 hours per week.
- Community Jobs Career Jump subsidized wages are set at the employer's established hourly rate for the position. The rate must be equal to or higher than the state or local minimum wage (whichever is highest).
- Career Jump participants must have at least one (1) case-managed barrier open for the duration of the program, except when 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.
- The worksite can be at a for-profit, non-profit, tribal, or public entity.
- If a 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 a 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 a participant can only refuse work for specific reasons ([WAC 388-310-1600](#)), 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 provides a core work activity for the WorkFirst participant that counts toward federal participation requirements, meets TANF requirements, supports engagement in an education pathway and builds work skills and experience.

- The Fair Labor Standards Act (FLSA) regulates the allowed hours of unpaid work.
- Participation is required for a minimum of one (1) month and up to 12 months at the worksite.
- Work activity must be at least five (5) hours a week and will be determined by FLSA.
- 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, the worksite placement should be co-located on the campus when possible.
- If not attending school, the worksite placement should increase the participant's 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.

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Combining Community Jobs and Unsubsidized Employment

Participants with an unsubsidized job, that is 15 hours or less **a week**, 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 (2) positions to avoid complications with wages and L&I premiums.

Process:

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

DSHS Consent Form

Contractors must review the DSHS Consent form with each participant before providing services but can enroll those who refuse to sign it. If a participant refuses, inform them:

- Their information will be shared with DSHS to the extent allowed by law.
 - This includes, but is not limited to, their name and other identifying information, and their participation in the program.
- Without a signature, the Contractor cannot share special records or category 4 information with DSHS.
- Signing allows the case manager to communicate barriers affecting participation to the DSHS case manager.
- Participants have the right to communicate special records or category 4 information directly to DSHS. The participant will need to ensure that the DSHS staff has the information they need to make informed decisions on their case.

If the participant refuses to sign, the Contractor should note this on the form and keep the form in the participant's file.

Contractors cannot pre-fill any checkboxes in the DSHS Consent Form. Contractors may 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 may complete a new consent form as needed.**

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Contractors must handle and share participant information in a manner that respects the privacy and dignity of the participants, even when consent to share has been given.

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)

Specific Records may be included in the following eJAS areas with written consent as outlined on the DSHS Consent Form:

- Barriers
- Special Record Client Notes

Specific Records must not be included in other areas of eJAS even with consent.

Consent Methods

There are two (2) methods to obtain 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](#)
 - The form is available in multiple languages. Contractors must provide the form in the participant's preferred language.
 - **Important note:** if a participant does not release special record(s) information, any eJAS entry or paperwork related to those subjects is not allowed.
 - Contractors and participants can complete new consent forms as needed.
 - Keep the signed form in the participant's case file. The form must be available upon request.
 - Electronic signature methods include:
 - PDF electronic signatures,
 - Picture of the signed form, or
 - Mailed or emailed signed form.
- Verbal Consent Form Attachment 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.
 - 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.
 - Keep the completed form in the participant's case file. The form must be available upon request.

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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

Reminders:

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

Expectations and Documentation Requirements

- At a minimum, the Initial CJ IDP or CW Plan must include the following sections:
 - Work Skills and Education
 - Career Planning
 - Transportation
 - Childcare
- The participant must sign, or acknowledge agreement to, the IDP or Plan 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 Obtain 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 signs 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.

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- 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.**
 - Document the participant's agreement to the CJ IDP or CW Plan in the case notes 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 the 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.

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 are 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 detailed in the section below.
- 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 signs the copy to document their 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 the following data is being added to the IDP or Plan: substance use disorder data, protected health information, or special record information.**
 - A new Verbal Acknowledgement form can be used 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.
 - Document the participant's agreement to the CJ IDP or CW Plan in the case notes using the 'Participation' case note type.

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- 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	
<p>Work Skills & Education</p> <ul style="list-style-type: none"> ○ Personal & Professional Strengths <ul style="list-style-type: none"> ○ information entered ○ Work Skills Matrix <ul style="list-style-type: none"> ○ minimum one (1) box checked ○ Education <ul style="list-style-type: none"> ○ information or "N/A" entered 	<p>Career Planning</p> <ul style="list-style-type: none"> ○ Dream job <ul style="list-style-type: none"> ○ information entered ○ Post-program goal <ul style="list-style-type: none"> ○ information entered ○ does not have to be a job goal ○ Labor market <ul style="list-style-type: none"> ○ information entered ○ should be related to the Dream Job –OR– Post-program goal ○ does not have all details and can be simplified such as "job growth predicted in this field" ○ Positive effects <ul style="list-style-type: none"> ○ information entered ○ should be related to the Dream Job –OR– Post-program goal ○ Negative effects <ul style="list-style-type: none"> ○ information entered ○ should be related to the Dream Job –OR– Post-program goal
<p>Transportation</p> <ul style="list-style-type: none"> ○ Transportation type <ul style="list-style-type: none"> ○ minimum one box checked ○ Current transportation <ul style="list-style-type: none"> ○ information entered ○ Backup transportation <ul style="list-style-type: none"> ○ information entered ○ can be the same as the current plan ○ can say "same" ○ Post-program transportation plan <ul style="list-style-type: none"> ○ information entered ○ can be the same as a current or backup plan ○ can say "same" 	<p>Child Care</p> <ul style="list-style-type: none"> ○ Child care type <ul style="list-style-type: none"> ○ minimum one box checked ○ Current child care <ul style="list-style-type: none"> ○ information entered ○ if "None Needed" is checked in the child care type, the information does not need to be entered ○ Backup child care <ul style="list-style-type: none"> ○ information entered ○ can be the same as the current plan ○ can say "same" ○ if "None Needed" is checked in the child care type, the information does not need to be entered ○ Post-program child care plan <ul style="list-style-type: none"> ○ information entered ○ can be the same as a current or backup plan ○ can say "same" ○ if "None Needed" is checked in the child care type, the information does not need to be entered

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Worksites/Program Start

Worksite placements must enhance skills and employability, and support the participant's employment goal or education pathway. Worksites achieve this by providing opportunities for participants to learn and practice the skills necessary for workforce success.

- Community Jobs and Community Works Worksites: These must be non-profit, tribal, or public entities.
- Career Jump Worksites: These can be at for-profit agencies, non-profits, tribal, or public entities.

Expectations

- Follow the "Employment Conditions" and "Employment Laws" outlined in the WorkFirst [Attachment A-1 FY25 Scope of Work](#).
- Within ten (10) business days after initial contact, the participant should begin at a worksite.
- If the participant cannot start within ten (10) business days of initial contact, document the reason in the client notes section of eJAS and continue worksite placement efforts. Document ongoing worksite engagement efforts. Do not refer the component back if worksite engagement efforts are in progress.
- If the participant's work schedule exceeds five (5) hours per day, a 30-minute unpaid lunch break is mandatory.
 - *Exception: if the participant declines a lunch break, they may waive their lunch break by signing a "lunch break waiver form." The form must be signed by the participant and the worksite supervisor. This form must be kept on file.*
- Case managers receive, review, and document the participant's monthly evaluations completed by the worksite supervisor.
- Case managers must contact the worksite supervisor once a month to:
 - Follow up on monthly evaluations
 - Review successes and challenges
 - Identify skills gained
 - Address any identified issues by following up with the participant
- Case managers receive and review timesheets.
- Timesheet Changes
 - Any changes to timesheets must be initiated and dated by the person making the changes.
 - Examples include correcting start or end times due to typos, adjusting hours worked due to miscalculations, and recording 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 necessary training and materials to worksite employers.
- Contractors must ensure worksite supervisors have a thorough understanding of the Worksite Agreement (see below).
- No placements with employers known for anti-union activities.

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Worksite/Program Start Documentation Requirements:

- Record worksite placement details in the worksite placement section of the Commerce Program Plan/IDP.
 - For Career Jump Only: Specify “Career Jump” in the job title in the IDP (e.g., 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 fixed 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, enter the worksite placement information in the Employment Information section in eJAS.
 - Worksites must have the participant and worksite supervisor sign the job description before the participant starts.
- Record monthly evaluations, worksite supervisor contacts, and skills progression in the “Worksite Evaluations” section of the Commerce Program Plan/IDP.
- Maintain documentation including:
 - Signed Worksite Agreement (see the Worksite Agreement Section),
 - Signed Job Description,
 - Attendance records, and
 - Monthly evaluations,
- Ensure worksite schedules are accurate and updated. See the [Worksite and Stacked Activity Schedules](#) section.

Required Worksite Documents

To meet state WorkFirst and federal TANF requirements, ensure the following documents are in place before worksite placement. Add agency-specific documents as needed.

Job Description:

- The worksite supervisor and participant must sign the job description **before** the participant begins work.

Job descriptions must include the following:

- Detailed job duties.
- Work schedules, including lunch breaks, maximum weekly hours, and any variations due to business needs.
- Provide copies to the participant and supervisor, and maintain them in the participant’s file.

Worksites/Program Start – Worksite Agreement Requirements:

- One (1) worksite agreement per worksite per contract period.
- Worksites must sign agreements with Contractors before participants begin work, renewing them at the start of each contract cycle.
- **Ensure worksite agreement requirements are based on local, state, and federal employment laws and must be followed by both the worksite and the Contractor as the Employer of Record.**

At a minimum, worksite agreements must include the following **requirements for the worksite:**

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- Displacement and employment conditions criteria as described in [WAC 388-310-1500](#) as per the Scope of Work.
- Follow all state-recognized holiday requirements per the Scope of Work.
- Follow all other federal and Washington State 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 communication with Contractor staff.

Additional Content Requirements for Career Jump:

These must 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 (must be 32 hours or more per week), 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 will 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 will 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 (ten) 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

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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Billing Guide - CJ and CW Program Start	
If one (1) area does not meet requirements, then the pay point does not meet requirements to bill	
<p>Worksite Placement Screen meets requirements</p> <ul style="list-style-type: none"> ○ Business Name, Address, Phone, and Supervisor Name <ul style="list-style-type: none"> ○ information entered for all ○ CJ Only: Will the participant work 20 hours per week? <ul style="list-style-type: none"> ○ Yes or no checked ○ If no, an explanation must be entered <ul style="list-style-type: none"> ▪ Ex. CJ + PT UE combo or Career Jump ○ Job title: <ul style="list-style-type: none"> ○ information entered <ul style="list-style-type: none"> ▪ Ex. Admin Assistant-Career Jump ○ Job Duties: <ul style="list-style-type: none"> ○ information entered ○ Tools & equipment is not required ○ Worksite support post-program employment goals? <ul style="list-style-type: none"> ○ Information entered needs to relate to their Dream Job –OR– Post-program goal ○ Can be transferrable skills 	<p>Program Actual Start Date and Component Start Date</p> <ul style="list-style-type: none"> ○ Program Actual Start Date must match the CJ/CW component's Actual Start Date
<p>Work Schedule Matches the Component Hours</p> <ul style="list-style-type: none"> ○ Original/first work schedule start date matches the program actual start date <ul style="list-style-type: none"> ○ 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 <ul style="list-style-type: none"> ○ If the participant's shift is more than five (5) hours, they must have a 30-minute break. ○ Lunch breaks must be included in the schedule. <ul style="list-style-type: none"> ▪ Ex. The participant has a 20-hour CJ Component. They work three (3) days per week and have three (3) 30-minute lunch breaks, so their schedule may be 21.5 hours. ▪ Exceptions are allowed with a lunch break waiver ○ Rotating schedule <ul style="list-style-type: none"> ○ Does not have to be filled in unless the work schedule is blank. ○ May include other information (ex. meal break waiver on file, when their lunch is, etc.) 	<p>Employment Screen (CJ Only)</p> <ul style="list-style-type: none"> ○ 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* <ul style="list-style-type: none"> *Less for PT UE + CJ combos; the PT UE and CJ hours must equal 20 ○ Reported wage: <ul style="list-style-type: none"> ○ Local or state minimum wage ○ Actual Start Date <ul style="list-style-type: none"> ○ Match the component Actual Start Date ○ Effective Date <ul style="list-style-type: none"> ○ 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) <ul style="list-style-type: none"> ○ Updated within 15 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	
<p>Billed for the correct pay point?</p> <ul style="list-style-type: none"> ○ Started in a classic CJ worksite and then transitioned into a Career Jump worksite/program ○ Went straight into a Career Jump worksite 	<p>Worksite Placement Section meets the requirements</p> <ul style="list-style-type: none"> ○ 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 <ul style="list-style-type: none"> ○ information entered for all ○ CJ Only: Will the participant work 20 hours per week? <ul style="list-style-type: none"> ○ Yes or no checked ○ If no, an explanation must be entered <ul style="list-style-type: none"> ▪ Career Jump ○ Job title: <ul style="list-style-type: none"> ○ Career Jump noted in job title <ul style="list-style-type: none"> ▪ Ex) Admin Assistant – Career Jump ○ Job Duties: <ul style="list-style-type: none"> ○ Info entered ○ Tools & equipment is not required ○ Worksite support post-program employment goals? <ul style="list-style-type: none"> ○ Information entered needs to relate to their Dream Job –OR– Post-program goal
<p>Worksite Placement Screen → Program Actual Start date and Component start date match</p> <ul style="list-style-type: none"> ○ 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. 	<p>Worksite Placement Screen → Work Schedule match Component Hours</p> <ul style="list-style-type: none"> ○ Work schedule equals the component hours <ul style="list-style-type: none"> ○ If the participant's shift is more than 5 hours, they must have a 30 minute break. ○ Lunch breaks must be included in the schedule. <ul style="list-style-type: none"> Ex. Participant has a 20 hour CJ Component. They work three (3) days per week, and have three 30 minute lunch breaks. Their schedule may be 21.5 hours. ▪ Exceptions are allowed with a lunch break waiver ○ Rotating schedule: <ul style="list-style-type: none"> ○ Does not have to be filled in unless the work schedule is blank. ○ May have random additional info in it (ex. meal break waiver info)
<p>Employment Screen</p> <ul style="list-style-type: none"> ○ Employer/Worksite name, address, city, state, zip, contact person, contact phone: <ul style="list-style-type: none"> ○ Information entered for all ○ Employment Code: <ul style="list-style-type: none"> ○ F – full time or ○ P – part time ○ Should correspond with component hours ○ Subsidized Code → C – community jobs 	

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Billing Guide – Career Jump (CJ Only) – Continued Employment Screen – Continued

- 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 15 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 in eJAS. This is required because it:

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

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

- Has a **permanent** change to their worksite work schedule,
- 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 workweek.

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.

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CJ and CW Barrier Action Planning and Monthly Plan Updates

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.

- Barrier reduction hours represent uncoded participation hours, limiting full-time CJ participants to coded components totaling up to 38 hours per week.
- Both part-time and full-time CJ participants must maintain at least one (1) case-managed barrier open for the duration of the program.
 - Barrier reduction plans should be individualized for each participant. While participants may share common barriers, individual situations may vary.
 - Case-managed barriers may change to align with the participant's evolving 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 also have a minimum of one (1) case-managed barrier open for the duration of the program unless their Career Jump work hours are 40 hours a week.
- Barriers are optional for CW participants and are limited to work-related barriers.

Consent and Specific Records Note

Do not enter or disclose any information on the following topics unless specific consent is provided by the participant:

- Mental Health,
- HIV/AIDS and STD Test Results Diagnosis or Treatment, and
- Substance use disorder (chemical dependency).

Specific Records may be included in the following eJAS areas with written consent as outlined on the DSHS Consent:

- Barriers
- Special Record Client Notes

Specific Records may not be included in other areas of eJAS, even with consent.

Participants can complete a new consent form as needed.

Barrier and Monthly Plan Updates Expectations and Documentation Requirements:

- Commerce WorkFirst defines Month 1 as the month when a participant starts on a worksite. The barrier/action planning process starts in Month 1 and is detailed in the Billing Guide below.
- Do not enter barrier update information until the participant starts at the worksite.
- Contractors and participants may expedite this process if appropriate, following the outlined minimum expectations below:
 - By month 3, the Contractor and participant should have developed a specific goal statement.
- The following process should be followed for any case-managed barrier opened with the participant.
 - This includes instances where:
 - (a) the participant wants to change goals (close and open a new barrier),

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- or (b) add on an additional goal (open another barrier).
- Monthly updates will have a standard format that all Contractors must follow:
 - Meeting dates
 - Summary of meetings
 - Participant next steps
 - Case manager next steps
 - Next meeting
- Monthly worksite updates for all programs must include: Worksite Evaluation, Worksite Supervisor Contact, and Worksite Skills Progression.
 - Worksite Skills Progression should outline both 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	
<p>Minimum of one (1) case-managed barrier (CJ only)</p>	<p>The participant is placed at a worksite (CJ & CW)</p>
<p>Barrier Update Format (CJ only)</p> <ul style="list-style-type: none"> ○ All headers must be included and have some information <ul style="list-style-type: none"> ○ Meeting dates ○ Summary of meetings ○ Participant's next steps ○ Case manager's next steps ○ Next meeting 	<p>Barrier Update Meets Content Requirements (CJ only)</p> <ul style="list-style-type: none"> ○ Requirements vary depending on the month ○ Contractors may move through the requirements more quickly <p><u>Minimum Requirements by month:</u></p> <ul style="list-style-type: none"> ○ Month 1-2 documentation of: <ul style="list-style-type: none"> ○ Meeting dates ○ Summary of meetings ○ Participant's next steps ○ Case manager's next steps ○ Next meeting ○ Month 3 documentation of: <ul style="list-style-type: none"> ○ Meeting dates ○ Summary of meetings <ul style="list-style-type: none"> ▪ Required to have a specific goal statement (this can be located in month 1 or month 2 vs. month 3) ○ Participant's next steps ○ Case manager's next steps ○ Next meeting ○ Month 4-10 documentation of: <ul style="list-style-type: none"> ○ Meeting dates ○ Summary of meetings ○ Participant's next steps ○ Case manager's next steps ○ Next meeting
<p>Worksite Evaluation & Supervisor Contact (CJ & CW)</p> <ul style="list-style-type: none"> ○ Information entered 	<p>Worksite Skills Progression* (CJ & CW)</p> <ul style="list-style-type: none"> ○ Include: <ul style="list-style-type: none"> ○ Skills gained or increased and/or ○ New/increased job responsibilities

**Even-numbered evaluation months only*

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2Gen Family Support Documentation Pay Point

The 2Gen Family Support Documentation Pay Point (2Gen) applies to the Community Jobs, Career Jump, and Community Works Programs. Contractors can provide this optional service to participants.

The goal of 2Gen discussions is meaningful dialogue between Contractors and participants to support the participant's household goals, with a focus on multigenerational issues and needs.

The twice-monthly case note documentation must demonstrate collaborative, and specific, individualized support provided by the case manager.

A 2GEN discussion with the participant may include, but is not limited to:

- Checking in about dependents' education, how the participant is involved/supporting their dependents, and local supportive resources
- Discussing and providing support around family transitions including children starting in school or childcare
- Discussing and providing support around establishing work/life balance and individualized, sustainable family routines, i.e. meal planning, boundaries, and self-care to support others
- Providing individualized resources related to parenting, child development, or family activities in support of household goals
- Checking on participants' other caregiving responsibilities and providing coaching/resources (ex. for their parents or other relatives/household members they provide care for)
- Discussing financial literacy and financial health for the household, notes must clearly outline multigenerational involvement (ex. creating a family budget with input from all family members, or multiple generations of household members attending a family-friendly financial literacy workshop)

Documentation expectations:

- Entering the note into the eJAS Client Notes:
 - All notes must start with the following header → "2GEN REPORTING FOR (MONTH):"
 - Use the "Customer Contact" case note type, and complete the "Type of Contact" drop-down menu.
 - Case notes cannot be reused or consist of canned or template language.
 - The twice-monthly case notes cannot include any special (e.g. family violence) or consent specific (e.g. mental health) record information.
 - Each 2GEN case note should include:
 - Date the discussion happened (e.g. 07/06/2024, 7/6/24, 7/6)
 - Discussion is defined as a two-way communication between the participant and Contractor.
 - A discussion can take place in person, over the phone, via email, or other means.
 - The need, issue, or goal the participant communicated
 - Do not include special or consent specific record information
 - The supportive measures the Contractor provided in response to the communicated need, issue, or goal
 - The next steps for the Contractor and participant

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- The twice-monthly case notes should occur in separate weeks unless there is a documented reason why 2GEN support was appropriate twice in the same week.
 - A week is defined as Sunday through Saturday.

2GEN Documentation Examples

Meets requirements

- 2GEN MONTHLY REPORTING (September): The participant and I had a remote meeting on 09/15/1999. This was our first 2GEN discussion so we talked about their overall goals for their family and household. Then we prioritized the goals. Right now, they are most concerned about their child adjusting to being in daycare while they work. We talked about ways to set their child and themselves up for success with this change. We set up a time to check in closer to when their child starts.
- 2GEN MONTHLY REPORTING (May): Talked to the participant on 05/21/2021. They and their child attended a financial literacy workshop from the 2GEN newsletter I sent earlier in the month. The two have been working on a family budget. I commended them on their work. We set up a time at the beginning of next month to check in and see how budgeting this month went.
- 2GEN MONTHLY REPORTING (January): Spoke with client 01/19/2023. Client stated they and their child are finding creative activities around the house to stay active during winter. The child is also attending childcare part-time for social interaction. Client said they built an obstacle course in the living room. Client is worried about having enough books at home to support the child's reading. Provided client with local library resources and contact information for the Lion's Club, which has donated books in the past. The client plans to connect with the resources. I will follow up later this month.
- 2GEN MONTHLY REPORTING (January): Emailed back and forth with parent on 01/27/2023. Parent and their family have confidential issues at this time. Special records case note has been entered, and 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. We set up a time to follow up on this later in the month.
- 2GEN MONTHLY REPORTING (August): I talked with a participant during job club on 8/28/2023. The participant mentioned feeling overwhelmed at home, so I engaged in active listening. We discussed the method of listing everything out and creating priorities to help manage, and I shared information on the important/urgent method. We agreed that I would call the participant later in a week to check in again and support their efforts to prioritize.
- 2GEN MONTHLY REPORTING (September): I talked with the participant on the phone on 9/4/23. The participant is caring for their elderly mother. I inquired about balancing those responsibilities with program responsibilities. The participant said it was okay most of the time. I asked if they knew about the resources at their local area agency on aging. Provided some information as the participant was unaware. We agreed to check in about the caregiving again when the participant comes in for job club.
- 2GEN MONTHLY REPORTING (October): Emailed back and forth with participant on 10/19/2023. The participant commented that they feel out of touch with their family since starting the program. I suggested nightly meals at the table could be a great connection point. I sent information on meal planning as a family. The participant replied that they liked the idea of dinners but worried about having time. I followed up with additional information on meal planning and how it helps save time. The participant will try it this week and we will check in again later in the month.
- 2GEN MONTHLY REPORTING (July): Participant came in to sign some paperwork on 07/05/2024. We talked about how things are going. They talked about all the changes they want to make right now – including making

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some changes in the way their family communicates and handles issues. We talked about some techniques for making household changes including positive discipline. I sent a follow up email with a few resources that I have. I will check back with them in a week to see if they got the email and if anything was helpful.

2GEN Documentation Examples

Does not meet requirements

- 2GEN MONTHLY REPORTING FOR AUGUST: On 06/7/23, I spoke with the participant and asked how everything was going. They stated everything was good. I provided them with a handout called, "How to Stay Calm in Stressful Situations."
 - This does not meet requirements because the note does not indicate the conversation was individualized to the needs of the participant. It also does not reference the participant's household.
- 2GEN MONTHLY REPORTING FOR JANUARY: On 12/19/2022, I sent the participant a handout, and together, we filled out the 2Gen questionnaire. This allowed 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 lives and family dynamics.
 - This does not meet requirements because the check-in date was prior to the Monthly case note date.
- Case Review Community Jobs; 2GEN Monthly Reporting 1/15-1/21: Client and Case manager created a plan, discussed 2GEN 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.
 - This does not meet requirements because of the incorrect case note type, incorrect header, and missing the check-in date.

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Billing Guide - CJ and CW 2GEN Family Support	
If one (1) area does not meet requirements, then the pay point does not meet requirements to bill	
<p>Twice Monthly Case Note</p> <ul style="list-style-type: none"> ○ There are two (2) case notes for the month. ○ These notes occur in separate weeks unless there is a documented reason why 2GEN support was appropriate twice in the same week. ○ A week is defined as Sunday through Saturday. 	<p>Case Note Format</p> <ul style="list-style-type: none"> ○ Header <ul style="list-style-type: none"> ○ 2GEN Reporting for (Month): ○ Note Type <ul style="list-style-type: none"> ○ Customer Contact ○ Type of contact (ex. phone, etc.) ○ Note includes check-in date
<p>2GEN Documentation</p> <ul style="list-style-type: none"> ○ 2GEN case notes clearly reflect that 2GEN discussions were a two-way exchange focused on the individualized needs and of the participant's household and include: <ul style="list-style-type: none"> ○ The need, issue, or goal the participant communicated ○ The supportive measures the Contractor provided in response to the communicated need, issue, or goal ○ The next steps for the Contractor and participant 	<p>No Special Record Information</p> <ul style="list-style-type: none"> ○ Special or Specific Consent Records include chemical dependency, mental health, family violence, and HIV/AIDS/STD information.

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Stacked Activities and Participation

Stacked Activities provide participants with a variety of opportunities to 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 engage in stacked activities with their agency or other providers.

To receive federal benefits, the government requires most TANF recipients to participate in work or work-related activities. Washington State, recipients must 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 code.

Expectations

- For full-time Community Jobs and Career Jump participants– the Contractors must ensure participants meet participation requirements through a combination of subsidized employment, coded/un-coded barrier/issue resolution time, and stacked activities.
- For 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 document requests to DSHS in the case notes – this includes requests for new components and component updates/corrections.
- For 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, or family violence).
- Connect participants with meaningful stacked activities that increase employability and resolve barriers. Activities may be offered through a community partner without a DSHS contractor code, but 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. **Contractor staff needs to review and initial each log.**
- For Job Search, follow the 1% Job Search Verification Review requirement below.

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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 provided by a WorkFirst provider (e.g., Commercial Driver's License, Certified Nursing Assistant, parenting class).

Component Coding

- The Contractor must 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 pay 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. This 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 clients' participation and conduct random monthly reviews. Documentation of completed reviews must be 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 should not report participation hours for the activities that could not be verified.

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Stacked Activities and Participation Documentation Requirements:

- Complete all fields in the stacked activities sections for Education (JT, GE, BE, HS, or ES), Life Skills (LS), and 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 must be 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 \(includes definitions\)](#)

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Billing Guide - Stacked Activity (CJ Only)	
If one (1) area does not meet requirements, then the pay point does not meet requirements to bill	
<p>All fields completed</p> <ul style="list-style-type: none"> ○ Minimum of one (1) stacked activity <ul style="list-style-type: none"> ○ Does not apply if the participant is a PT CJ with a minimum of three (3) hours of XX component(s). ○ For stacked activities not coded to or provided by the Contractor: <ul style="list-style-type: none"> ▪ Information must be entered ○ Activities are in the correct section: <ul style="list-style-type: none"> ○ Life Skills and Job Search <ul style="list-style-type: none"> ▪ LS – Life Skills ▪ JS – Job Readiness/Job Hunting ○ JT and other education – Education ○ Provider address and contact information <ul style="list-style-type: none"> ○ All information entered ○ Information is entered in each section for each stacked component (for ex., JS informal = include expectations). 	<p>Actual Start Date match component Actual Start Date</p> <ul style="list-style-type: none"> ○ Actual Start Date matches <u>original</u> component start date. <ul style="list-style-type: none"> ○ May need to look in component history. ○ Some components are only open for a period of time before a new component is needed. <ul style="list-style-type: none"> ▪ Ex. JS is a 90-day component ○ 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. <ul style="list-style-type: none"> ▪ This only applies when the participant is continuing in the same activity without a break in service or hold. ○ If a Contractor runs out of achievement note space, the Contractor will add a "New Record" and close out the current record/section. <ul style="list-style-type: none"> ▪ Close out the record/section: <ul style="list-style-type: none"> <input type="checkbox"/> End date = the last day in the month of their latest update <input type="checkbox"/> Outcome = transferred to other activity ▪ In the new record/section: <ul style="list-style-type: none"> <input type="checkbox"/> Start date = date after the old section's end date
<p>Components coded to the Contractor meet coding requirements</p> <ul style="list-style-type: none"> ○ Stacked activity components must be three (3) hours per week minimum. <ul style="list-style-type: none"> ○ Exception: PT CJ's may have less than three (3) hours if they are also stacked with XX components. 	<p>Minimum of one (1) hour of participation</p> <ul style="list-style-type: none"> ○ Review the client's monthly participation screen. ○ Cannot be excused, unexcused, or holiday hours.
<p>Achievements or Milestones meet Requirements</p> <ul style="list-style-type: none"> ○ Must be provided by, and coded to, the Contractor. ○ JS: <ul style="list-style-type: none"> ○ Summarize what the participant has completed and how the case manager provided assistance. ○ LS: <ul style="list-style-type: none"> ○ Describe activities completed and/or topics learned. ○ JT/other education: <ul style="list-style-type: none"> ○ Describe activities completed and/or topics learned. <p>Billing Guide – Stacked Activity (CJ Only) – Continued</p>	<p>Schedule</p> <ul style="list-style-type: none"> ○ Schedule must equal the component hours – for all stacked activities. ○ JS <ul style="list-style-type: none"> ○ Can be unsupervised. ○ No homework time allowed. ○ LS <ul style="list-style-type: none"> ○ Must be supervised. ○ Can be supervised online through an online tracking platform. ○ No homework time allowed.

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<p>Billing Guide - Stacked Activity (CJ only) – Continued</p> <p>Achievements or Milestones Meet Requirements - Continued</p> <ul style="list-style-type: none"> ○ For stacked activities not coded to, or provided by, the Contractor: <ul style="list-style-type: none"> ○ Do not enter monthly achievements/updates – Contractors are not paid for this activity. 	<p>Schedule Continued</p> <ul style="list-style-type: none"> ○ JT <ul style="list-style-type: none"> ○ Must have supervised time. ○ Unsupervised homework time is optional. <ul style="list-style-type: none"> ▪ If there is unsupervised homework time: <ul style="list-style-type: none"> <input type="checkbox"/> Number of hours must be detailed. <input type="checkbox"/> Homework hours can be up to the number of supervised and scheduled classroom time. ○ Can be supervised online through an online tracking platform. ○ XS/VS <ul style="list-style-type: none"> ○ All hours must be supervised. ○ Must be at a worksite. ○ Must follow all worksite agreements and job description requirements. ○ Worksite cannot: <ul style="list-style-type: none"> ▪ Have the same CJ worksite supervisor. ○ Cannot exceed FLSA.
<p>Part-time CJ only: are all stacked activity requirements met</p> <ul style="list-style-type: none"> ○ 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 **15 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 **15 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).
8. Complete the Exit Section in the IDP and CW Plan; the Exit Section should include the following information:

FY25 Commerce WorkFirst Programs Guidelines

○ Program Exit Date

Scenario:	Exit Program Date Will Be:
Participant started on a worksite or stacked activity.	The last day participating in a coded Commerce WorkFirst component.
Participant did not start on a worksite or stacked activity.	The last day of documented contact or attempted contact.

○ Exit Reason

○ Include the following in the exit narrative:

- One (1) to three (3) sentence program summary, can include, but limited to:

- ✓ Worksite information
- ✓ Stacked activities
- ✓ Goals achieved
- ✓ Future goals and/or suggested next steps

○ Do not include any confidential information.

9. If a participant exits with unsubsidized employment, the Contractor is responsible for the creation of a Unsubsidized Employment Screen in eJAS.

Claiming Unsubsidized Employment (UE):

- Full-time UE:
 - Participant must retain the UE for 10 business days.
 - 32 to 40 hours per week or income equivalent.
 - Participant must start UE within 45 days from the Program Exit Date (see Exit Process above).
- Part-time UE:
 - Participant must retain the UE for 10 business days.
 - 20 to 31 hours per week or income equivalent.
 - Participant must start UE within 45 days from the Program Exit Date (see Exit Process above).
- Seasonal or temporary UE:
 - The participant must retain the UE for 90 calendar days.
 - The UE must be within the Full-time and Part-time hours requirements stated above.
- Self-employment UE:
 - Contractors should work with DSHS and the participant to verify self-employment. Once verified, DSHS should create the employment screen. Contract should then complete Attachment L Income Verification Form for Unsubsidized Employment.
- 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. If a participant obtains a UE, but did not start on a worksite:
 - The participant must have completed a minimum of three (3) hours in a stacked activity.
 - Stacked activity documentation must clearly demonstrate how the Contractor assisted the participant in obtaining 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).

FY25 Commerce WorkFirst Programs Guidelines

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	
<p>Exit Section completed and meets requirements</p> <ul style="list-style-type: none"> ○ Completed within 15 business days of the exit program date. The exit section of the IDP should not be left open while waiting to re-verify unsubsidized employment. <ul style="list-style-type: none"> ○ If the hold end date is after the program exit date, then completing the exit section within 15 business days of the hold end date meets the requirements. ○ The Exit Program Date is correct. ○ The “exit with the employment” box is checked. ○ Explanation for Exit must include: <ul style="list-style-type: none"> ○ No confidential information ○ One (1) to three (3) sentence program summary, can include, but limited to: <ul style="list-style-type: none"> ▪ Worksite information, stacked activities, goals achieved, future goals, or suggested next steps 	<p>Unsubsidized Employment started within 45 days of the Exit Program Date (from the exit section)</p> <ul style="list-style-type: none"> ○ Started employment within 45 calendar days of the Exit Program Date. ○ If the participant was not placed on a worksite: <ul style="list-style-type: none"> ○ Minimum of three (3) participating hours in a stacked activity. ○ Stacked activity achievement note must detail how the Contractor assisted the participant with obtaining or maintaining a UE (ex. job search assistance).
<p>PT or FT hours/income requirements met</p> <ul style="list-style-type: none"> ○ 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: <ul style="list-style-type: none"> ○ FT amount based on the state/local min wage: <ul style="list-style-type: none"> ▪ \$Min Wage x 32 x 4.3 = monthly amount ▪ Example: \$16.28 x 32 x 4.3 = \$2,240.12 ○ PT amount based on the state/local min wage: <ul style="list-style-type: none"> ▪ \$Min Wage x 20 x 4.3 = monthly amount ▪ Example: \$16.28 x 20 x 4.3 = \$1,408.08 ○ For determining the participant's monthly amount: <ul style="list-style-type: none"> ○ Review the UE employment screen to locate the wage. ○ \$Wage x #participant hours per week x 4.3 = monthly amount ○ \$16.28 x 27 x 4.3 = \$1,890.11 <ul style="list-style-type: none"> ▪ Would be a PT UE because it is less than the full-time minimum of \$2,240.12 ○ \$19.50 x 27 x 4.3 = \$2,263.95 <ul style="list-style-type: none"> ▪ Would be a FT UE because it is more than the full-time minimum of \$2,240.12 	<p>Retention period met</p> <ul style="list-style-type: none"> ○ 10 business day retention completed OR Temp/Seasonal 90 calendar day retention completed ○ 10 business days or, for Temp/Seasonal only 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

FY25 Commerce WorkFirst Programs Guidelines

Billing Guide - Unsubsidized Employment (FT & PT) (CJ Only) CONTINUED

CJ Employment Screen closed (if they started on a worksite)

- Termination Date:
 - Last day on the worksite – the same date as the Actual End Date in the IDP Worksite Placement Screen.
- **CJ Employment Screen** Effective Date:
 - Last day on the worksite– the same date as the Actual End Date in the IDP Worksite Placement Screen.
- Termination Code:
 - Information entered
- Transaction Date:
 - Is within **15 business** days of the Exit Program Date.

UE Employment Screen completed

- Employer/Worksite name, address, city, state, zip, contact person, contact phone:
 - Information entered
- Employment Code:
 - P – part-time
 - F – full-time
 - T – temporary
- Subsidized Code:
 - N – not subsidized
- Hours per week:
 - Number of hours should equal the exit section's part-time or full-time categories.
- Reported wage:
 - Information entered
- Actual Start Date:
 - The Actual Start Date must match the UE information in the exit section.
- Job Type:
 - Unsubsidized Employment

FY25 Commerce WorkFirst Programs Guidelines

Community Works – Component Hours and FLSA

Community Works participants cannot work more hours than the component hours 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.
 - When 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 that the hours be calculated and entered into eJAS.
 - Note: The FLSA lock date typically takes place on 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 (2nd) 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 calculate FLSA hours and document them 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 \(dol.gov\)](#)

FY25 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 marked start and end times for the work shift and unpaid lunch breaks.
 - 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 the 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 make 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 (1) 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:

- Must match the timesheet.
- Must meet all other employment and tax law requirements.

Paid Sick Leave: [Paid Sick Leave \(wa.gov\)](https://www.wa.gov)

- All Paid Sick Leave requirements must be met.
- Per [Paid Sick Leave Minimum Requirements \(wa.gov\)](https://www.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.

FY25 Commerce WorkFirst Programs Guidelines

State Holidays

State-recognized holidays are paid days off for CJ/Career Jump participants and CW participants get credit for holiday hours. Pay and hours credited are based on the participant's IDP/CW Plan.

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.

Additional considerations:

- If the worksite is open and the participant is scheduled to work on both the actual holiday and the observed day, the participant should work on the observed day unless other circumstances call for an excused absence (e.g., they are sick that day). The actual holiday is a paid day off for CJ/Career Jump and CW participants should get credit for holiday hours.
- If the worksite is closed for any non-state recognized holiday, and the participant is scheduled to work, these hours are coded as excused absence and arrangements are made for makeup hours.

Resources: [State holiday schedule](#) | [Washington Department of Revenue](#)

Participation and Absences

An absence is any time away from the scheduled 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:

FY25 Commerce WorkFirst Programs Guidelines

- 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.
- 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 the date, number of hours, and reason.
- Absences include:
 - Partial absences
 - Example: starting later than their scheduled 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:

FY25 Commerce WorkFirst Programs Guidelines

- 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

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

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](#) 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 make up 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 full and partial make up hours must be clearly marked on timesheets and stacked activity logs.

FY25 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 monthly payroll.

At a 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 Attachment A-1 FY25 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 documented work attendance during the month. Contractor has documented all worksite absences.

- Participant must have documented work attendance during the month in a CJ/Career Jump program.
- All absences are documented and follow documentation guidelines (if applicable).

FY25 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. They 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.
 - 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 (2nd) absence in the month, follow the Immediate Notify process as described above.

Timesheets and Activity Logs meet contract requirements

- Verification signature requirements:
 - For stacked activities: signed by Contractor staff.
 - 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

FY25 Commerce WorkFirst Programs Guidelines

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, etc.).

- 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 calculate when this requirement has been met.

A store-specific gift card will not affect 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. For example, if a participant meets the criteria for the first (1st) incentive, they may receive two (2) gift cards: \$75.00 to Build-A-Bear and \$125.00 to Amazon, totaling \$200.00.

Expectations:

- The attendance rate includes participating hours and holiday hours but 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 (1st) and second (2nd) non-cash incentives.
- Documentation is required in the Attachment H-1 Main and LEP Billing Workbook.
- Contractors will need to use their current budget to fund incentives.
- Participant must confirm that they received the store-specific gift card(s), and documentation must be retained in the participant's file and with billing documents. Participants can confirm receipt of the store-specific gift card(s) in various ways. Examples include:
 - A signed and dated copy of the store-specific gift card, or
 - An email or text attestation from the participant.
- For the 30-day incentive, if hours are missed in month one (1) and the 80% attendance rate is not met, the "Incentive Clock Start Date" will re-start. They will need to complete an additional 30 consecutive days.
- For the 90-day incentive, hours for month two (2) and month (3) must total 80% cumulatively. If the participant does not meet the 80% attendance rate, they will need to complete an additional 60 consecutive days. They do not need to repeat the 'first 30-days' since they have already met that requirement and have received the 30-day incentive.
 - Note: If a participant is absent for an extended period due to an excused absence, this time will not count against them. Adjust the 60-day end date accordingly.
- For CW participants engaged in a CW Resume and Complete, the 30 and 90 days must be consecutive.
 - Note: Each participant is eligible to receive only one (1) 30-day and one (1) 90-day incentive per program.

FY25 Commerce WorkFirst Programs Guidelines

Holds

Holds are for participants who need to temporarily suspend their WorkFirst program participation. For examples of temporary hold reasons, see the [DSHS WorkFirst Handbook, section 8.3.13](#).

Hold 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. Update the hold section if holds extend beyond the initially expected end date.
- All documentation (the "hold" narrative, eJAS notes, etc.) regarding the hold needs 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 its length:
 - **Holds lasting less than one (1) week:** DSHS will decide whether 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 Contractor case manager's responsibility to work with them until they return to the program. All program activities stop, and no Support Services may be issued as there are no open components.*
 - Notify the worksite about the hold.
3. Document the CAP meeting and projected hold length 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:** the day after the participant's last day in a Commerce WorkFirst coded component.
 - Examples:**
 - i. The day after the last day on a worksite
 - ii. The day after the 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).

FY25 Commerce WorkFirst Programs Guidelines

Extending a Hold:

Staff should be communicating with 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. For example, #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 restarted at the worksite, even if they have resumed stacked activities for the program.
 - Once a Hold 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 the 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 you received information 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 additional reporting months are 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.

FY25 Commerce WorkFirst Programs Guidelines

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 between 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 35 and moves to Service Area 36. One (1) service provider has a contract for both areas. Since Joyce will be staying with the same service provider, she will not need 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 [via the ticketing system](#). 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's plan 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 the reason additional reporting months are required.
- Contractors may not bill for a new CJ IDP, CW Plan, or Worksite Placement. They must request approval to remove this from their billing [through the Commerce WorkFirst ticketing system](#).

FY25 Commerce WorkFirst Programs Guidelines

Back-to-Back Community Jobs Programs

The Back-to-Back CJ program is an option for participants who have completed one (1) CJ Program and would benefit from a second (2nd) CJ Program. The Back-to-Back CJ program requires approved by DSHS.

Criteria:

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

1. The participant exited the CJ Program within the last two (2) months from a new CJ referral date.
 - 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 three (3) months → go to criteria #2
 - If the time is more than three (3) months → 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.
 - This includes any type of activity, including, but limited to XX, JS, LS, UE, GE, etc.
 - 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.
 - How to calculate:
 - Use the [Time and Date Calculator](#).
 - Enter the CJ Actual Start Date.
 - Under the "Add/Subtract" section, add nine (9) months.
 - Click and use the "Calculate New Date" result and subtract the CJ Program Exit Date.

Process Summary:

1. Contractor and DSHS WorkFirst Program Staff (WFPS) CAP and agree that the Back-2-Back CJ is the best fit for the participant.
 - 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 the request to the DSHS WF Supervisor.
4. DSHS WF Supervisor approves/rejects.
5. If approved, DSHS WF Supervisor submits the request to the DSHS Regional Coordinator.
6. DSHS Regional Coordinator approves/rejects the request.
7. If approved, DSHS Regional Coordinator enters 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 closes out the IDP following the [Program Exit Section requirements](#).
 - 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.
11. Contractor submits a request to Commerce for a Back-to-Back CJ IDP.
12. Commerce reviews eJAS and checks the following:

FY25 Commerce WorkFirst Programs Guidelines

- Double-checks Back-to-Back CJ criteria.
 - Reviews the new CJ component in the component screen.
 - Ensures all old employment screens are closed.
 - Reviews client notes to confirm the DSHS Regional Coordinator approval case note is documented.
13. Commerce opens a new CJ IDP and enters 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 (2) months of the new CJ referral date?
 - **Yes** ○ 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?
 - **No** ○ 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 two (2) months or less left in her most recently exited program?
 - **Yes** ○ (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. The Contractor will work with DSHS to complete the Back-to-Back CJ process.

NOT A Back-to-Back Scenario

1. Did Joyce exit a CJ Program within the last two (2) months of the new CJ referral date?
 - **Yes** ○ 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?
 - **Yes** ○ Joyce engaged in another activity, so she is not eligible for Back-to-Back CJ.
 - The Component History Screen shows that Joyce did JS from 09/07/2020 to 09/16/2020.
3. Does Joyce have two (2) months or less left in her most recently exited program?
 - **N/A** ○ Joyce did not meet criteria #2 and not considered eligible for Back-to-Back CJ.
4. Joyce will get a new CJ IDP and Regional Coordinator approval is not needed.

Resources

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

FY25 Commerce WorkFirst Programs Guidelines

Support Services

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

Support Services Expectations:

- Contractors can only request reimbursement for the actual support service expense.
 - The purchase of a gift card does not qualify for reimbursement.
- 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-1 – FY25 Support Services 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 in Attachment J-1 – FY25 Support Services 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 10 business 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.

Support Services Documentation:

- Enter a case note in the eJAS Client Notes Screen.
- All support services of \$50.00 or more require itemized point-of-sale receipts. Receipts for the purchase of gift cards do not meet support service documentation requirements.
 - Receipts must be retained in the client file and available upon Commerce request.
- 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 a case note in the Specific Information section detailing the support service (e.g., type, vendor, reason, date dispensed).
 - If the support service requires an Exception to the Rule (ETR), check the “Over the Limit” box in eJAS.
 - 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 outlined in Attachment M.

Blanket ETRs:

Blanket ETRs must be approved or re-approved at the beginning of each fiscal year. Blanket ETRs 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 cards.

- This does not apply to [CW Incentives](#) as they are not a support service.

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. The Contractor purchases single-use money gift cards (e.g., Visa gift cards). The gift card is used to pay for the support service.
2. The 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.

FY25 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 they meet all pay point criteria.

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 Service 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). In April 2023, a participant moved from service area 75 to 76, continuing their CJ Program. Job Nation Station leaves the Contractor code 4ZZ in the IDP and completes the April monthly updates. After the 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 has ALREADY been 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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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](#) to request permission to add or subtract the under or over billed pay points, wages/benefits, or support services to the current month's billing.
 - Provide the eJAS ID, the under or over billed item, and the reason the item was under or over billed.
 - 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, addresses, 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-1 – FY25 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 Contractors keep will be uploaded to Commerce through CMS. If Commerce requests additional documentation, the documents will be uploaded through MFT.

Community Jobs and Career Jump:

1. Attachment H-1 – FY25 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
5. eJAS Support Services Report
 - Separate transportation and other expenses
6. Support Services forms
7. Support Services approved ETRs (if applicable)

FY25 Commerce WorkFirst Programs Guidelines

8. Support Services **itemized point-of-sale** receipts for any payment \$50.00 or more
9. Payroll documentation must include:
 - Timecards
 - Wage stubs
 - Ledgers showing paid wages, taxes, benefits, and Labor and Industries Workers' Compensation insurance
 - Extract ledgers from the Contractor's fiscal accounting system

Community Works:

1. Attachment H-1 – FY25 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
 - Separate transportation and other expenses
6. Support Service forms
7. Support Service ETRs (if applicable)
8. Support Service **itemized point-of-sale** receipts for payments of \$50 or more
9. Payroll documentation must include:
 - Ledgers showing paid Labor and Industries Workers' Compensation Insurance
 - Extract ledgers from the Contractor's fiscal accounting system
10. Incentive Documentation
 - Incentive receipts from store-specific gift cards
 - Copy of the store-specific gift card with the participant's eJAS ID number, signature, and date received from the Contractor

FY25 Commerce WorkFirst Programs Guidelines

Program Monitoring

Commerce will annually monitor all Contractors, providing contract compliance feedback and ensuring 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	Update internal procedures and participant documents to reflect FY25 contract amendments.	
August		Begin billing reviews starting with the July billing.
September		Prep and send monitoring notices.
October	Collect file and organization documentation.	
November	Upload file and organization documentation by November 15, 2024.	Download file and organization documentation. Continue billing reviews. Begin review of organizational documentation and participant files. Review organizational documentation and participant files.
December		Review organizational documentation and participant files.
January		Review organizational documentation and participant files. Prepare billing review summaries for the first five months of FY25
February		Collate and review individual and statewide monitoring results. Prep Contractor monitoring results letters. Send monitoring results letters. Respond to questions and re-review areas.
March	Create and implement Corrective Action Plans (CAP). CAPs must be submitted no later than 45 days after receipt of monitoring results letter. Optional: submit questions, re-review areas.	Meet with Contractors.

FY25 Commerce WorkFirst Programs Guidelines

Tentative period	Contractor Actions	Commerce WorkFirst Actions
April	<p>Create and implement Corrective Action Plans (CAP). CAPs must be submitted no later than 45 days after receipt of monitoring results letter.</p> <p>Optional: submit questions, re-review areas.</p>	<p>Review CAPs and determine compliant or non-compliant rating per rubric.</p> <p>Meet with Contractors.</p>
May		<p>Review CAPs and determine compliant or non-compliant rating per rubric.</p>
June		<p>Prepare and send close-out letters to Contractors.</p>

Monitoring Ratings and Scores and Contract Cycle Year

During the first (1st) year and second (2nd) year of a contract cycle, the annual monitoring will result in Monitoring Scores (e.g. pass/fail, 80%). During the second (2nd) year of a contract cycle, these scores will determine your overall Monitoring Rating (e.g., Best Practice, Meets Requirements, and Recommendation). During both years, a Corrective Action Plan (CAP) may be required based on results.

Monitoring Areas

Commerce will monitor the following areas:

1. Billing review
 - a. Commerce WorkFirst staff conduct reviews using the same billing criteria included in these program guidelines.
 - b. 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.
 - c. Contractors will receive a monthly feedback form that provides detailed information.

After the second quarter of FY25, Contractors will receive a summary of all reviewed pay points from July to 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
<i>Totals</i>	37	29	8

Pay Point Selection

- a. Commerce WorkFirst staff will review three percent (3%) or one (1), whichever is higher, 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.

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- 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
 - 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

Note: Review the Scope of Work for details on required procedures.

Scoring Methodology

- 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

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6. Performance review:

a. Includes:

- i. Community Jobs/Career Jump Employment Placement Rate
- ii. Not rated, FYI only: Community Jobs/Career Jump Worksite Placement Rate
- iii. Not rated, FYI only: Community Works Worksite Placement Rate

Rating and Scoring

All scores will be provided in the Commerce WorkFirst Monitoring Workbook.

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	Scores		
		File Areas	Organization Areas	Performance, Employment Placement Rate
Best Practice	Notice of compliance or performance beyond the norm.	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%

Corrective Action Plans (CAP)

CAP requirements are determined based on the rating or score.

Area	CAP required if rating is at or below:	CAP is required if score is at or below:
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FY25 Commerce WorkFirst Programs Guidelines

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.

FY25 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 is 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	Actions Required
First Contact	Five (5) business days from referral date	<ul style="list-style-type: none"> • Accept or reject the referral • Record all attempts to make contact in the case notes • Record all contact in the case notes
Individual Development Plan	May be at First Contact; must be completed in the service month being billed	<ul style="list-style-type: none"> • Complete all applicable sections of the IDP
Worksite Placement	Ten (10) business days from the first contact date	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • 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 25 th of the current service month and must be completed by the 10 th of the month following the service month	<ul style="list-style-type: none"> • Contractor staff must complete all monthly updates in the appropriate section of the IDP <ul style="list-style-type: none"> ○ 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	10 th of the month following the service month	<ul style="list-style-type: none"> • Must be updated in the Client Monthly Participation screen in eJAS
Holds (if applicable)	At the time of the hold	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • Refer back components in eJAS and enter case note
Exit Plan	Fifteen (15) business days from the Program Exit Date	<ul style="list-style-type: none"> • 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	20 th of the month following the service month (Exception: June's billing is due by July 10th)	<ul style="list-style-type: none"> • 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 caretaker relative	20 hours/week	12-20 hours/week	32-40 hours/week
Qualifying parents in a two-parent household	30 hours/week	5 hours/week	35 hours/week
Single parent w/ child under 6 years old	20 hours/week	3 hours/week	23 hours/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 hours/week of issue resolution AND 10-18 hours/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 hours/week
Career Jump	CJ	Up to 40 hours	IDP	Up to 433 hours	Up to 18 hours/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 by 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	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> Provides high school equivalency activities. Participants should be 20 years or older (unless HS component is unavailable).
Education	Yes	HS	3	X	X	X	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> High school completion activities, including 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	<ul style="list-style-type: none"> Any community service activities that are court-mandated.
Community Service – Voluntary	Yes	VS	3	X		X	<ul style="list-style-type: none"> 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 itemized point-of-sale 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