FY25 Commerce WorkFirst Support Services Directory
Revised July 1, 2024

Important Notes:

- **$5,000.00 per program year (July 1 to June 30) limit per participant** (DSHS, Commerce, SBCTC, and ESD combined).
- Before issuing support services, please ensure that you have reviewed all payments and client notes in eJAS to avoid duplicating support services or exceeding the program year limit.
- Commerce designates the support service limits and requirements listed in the table below.
- If a Contractor believes it is appropriate to issue support services above the established limits, they must follow the Commerce Exception to the Rule (ETR) process and obtain Commerce approval in writing before issuing the support service. The following categories always require the ETR process:
  - (05) Services for Internet and Phone Data,
  - (06) Computer Equipment,
  - (19) Car Repair,
  - (31) Relocation,
  - (37) Medical Exams/Services,
  - (44) Private Transportation/Gasoline – **specifically bicycle purchases**,
  - (61) Transportation Related Licenses/Fees – **specifically liability insurance**,
  - (64) Counseling, and
  - (66) Accommodation.
- The support services are restricted according to the participant's activity. The activity categories are:
  - Work-related: working, looking for work, work-like activities.
  - Safety-related: meeting significant or emergency family safety needs such as family violence.
  - Other activities: any other activity contained in the client's Individual Responsibility Plan (IRP).

Documentation Requirements:

- Please refer to the Attachment B-1 FY25 WorkFirst Programs Guidelines on documentation.
- 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 be available upon Commerce request.
- All ETRs must have backup documentation that supports the requested amount.

Additional Information:

- Activity categories by component can be found on the eJAS Component Code Chart.
- WorkFirst Handbook, section 8.3.10 – CJ and Support Services.
- WorkFirst Handbook, section 2.2 – Support Services.

Commerce Billing Categories:

In the "eJAS Code/Service Definition" column, the Contractor must note the Commerce billing category (transportation or other).

All support services requested, issued, or denied ***must be documented with justification*** in the client notes.

Commerce WorkFirst Programs Support Service Directory
Based on DSHS Support Service Directory – 07/01/2022
Commerce Updated – 07/01/2024

Page **1** of **9**

FY25 Commerce WorkFirst Support Services Directory
Revised July 1, 2024

eJAS Code/ Service Definition	Limits	Activity	Notes
(04) Educational Expenses All expenses related to or required by training or education programs. Commerce billing category: Other Other Sources of payment should be reviewed. • Examples: Pell grants, SEOG, or Work-Based Tuition Assistance	$300 per class or training	Work Other	Must be an approved activity in the IRP. Expenses for education programs must be listed in the participant's syllabus or education plan. All other students must meet the same requirement for educational expenses. High schools, community colleges, and community-based organizations may provide no-cost assistance for students. Explore and use these resources first. Includes, but not limited to: • Tuition • Tutoring • Books • Specialized clothing • GED tests • Tools • Uniforms ***Commerce Note***: Contractors must enter clear documentation in case notes and on the eJAS Payments Screen to show that other resources are not available.
(05) Services for Internet and Phone Data This includes fees for setup and maintenance of internet services. Commerce billing category: Other	$350 per program year ***ETR is always required***	Work Safety Other	Necessary to work or participate in WorkFirst activity. ***Commerce Note***: This can be offered during the full Commerce WorkFirst Program; however, only three (3) total months of paid internet can be requested and purchased at one (1) time. ***Commerce Note***: An **ETR is required** and Contractors may only offer this support service upon receipt of written Commerce approval. Contractors must enter clear documentation in the ETR and the eJAS Payments Screen to show that other resources are not available. Phone hardware is not an allowable expense.
(06) Computer Equipment This includes the purchase of hardware to allow for virtual participation.	Firm Limit: $500	Work Safety Other	Necessary to work or participate in WorkFirst activity, allowing for the purchase of computers, laptops, or tablets to best meet the needs of the participant when no other resources exist. This can include: • Computers or laptops,

FY25 Commerce WorkFirst Support Services Directory
Revised July 1, 2024

(06) Computer Equipment Continued Commerce billing category: Other	***ETR is always required***		• Tablets, • Printers, • Software, • External hard drives, thumb drives, • Webcams, • Laptop bags, etc. Requirements: An **ETR is required,** and Contractors may only offer this support service upon receipt of written Commerce approval. One itemized list of estimated costs from the vendor is required for the ETR process. ETR will outline the participant's: • Technology need, • Program engagement, and • Lack of an available computer. Participants will be eligible for one (1) computer purchase per lifetime enrollment in any Commerce WorkFirst Program. ***Commerce Note***: Contractors must enter clear documentation in the ETR and the eJAS Payments Screen to show that other resources are not available. ***Commerce Note***: An **ETR is required** and Contractors may only offer this support service upon receipt of written Commerce approval.
(14) Clothing for Employment Commerce billing category: Other Necessary to seek, accept, and maintain employment or participate in a work-like activity.	$300 per program year	Work	Includes: • Uniforms • Underclothing • Special shoes • Other apparel as needed • Protective devices • Bicycle Accessories ***Commerce Note***: Use this category for Personal Protective Equipment (PPE) such as facemasks and gloves. Examples of bicycle accessories: • Safety lights, • Bike bell, • Handlebar mirror, • Mudguard/Fender, • Safety reflective vest, • Protective rain gear and shoes.

FY25 Commerce WorkFirst Support Services Directory
Revised July 1, 2024

(14) Clothing for Employment Continued			For bicycle purchases, refer to category **(44) Private Transportation/Gasoline**. For bicycle repairs, refer to category **(19) Car Repair**.

(15) Tools for employment
 	
Commerce billing category: Other
 	
Includes tools or equipment that are required by an employer.
 	
Must have an employer statement of what tools are required.
	$750 per program year	Work	Requirements:
			• To accept a bona fide offer of employment.
			• To maintain employment.
			• All other employees must have the same requirement for tools.
			• **Cannot be used to purchase weapons.**
			• Examples include:
			  o Carpentry tools,
			  o Parking passes,
			  o Mechanic tools,
			  o Passport,
			  o Toolbox, and
			  o Chef knives.

(19) Car Repair
 	
Commerce billing category: Transportation
 	
Repair of the vehicle (<u>registered to the participant</u>) is necessary to return it to operable condition.
 	
Vehicles include automobiles and bicycles.
 	
The use of public transportation would cause hardship or there is no access to public transportation.
	$600 per program year
	
	ETR is always required
		Work
		Safety
		Other
			Necessary to work or participate in WorkFirst activity.
			
			Car Repair:
			• **A minimum of two (2) written estimates from different businesses are required.**
			  o When the car is inoperable, use the estimate from one (1) business and obtain a similar bid from another.
			• A licensed business must perform all work and replacement parts except for battery replacement.
			• Charges for diagnostics and repair may be included.
			• Towing is allowed for diagnostics, estimates, and car repairs if the vehicle is inoperable.
			
			Bicycle Repair:
			• **A minimum of two (2) written estimates from different businesses are required.**
			  o If only one (1) written estimate is available because two (2) businesses are not accessible, indicate this in the ETR.
			• For bicycle purchases, refer to category **(44) Private Transportation/Gasoline**. For other bicycle accessories, refer to category **(14) Clothing for Employment**.
			
			Commerce Note: An **ETR is required** and Contractors may only offer this support service upon receipt of written Commerce approval.

Commerce WorkFirst Programs Support Service Directory
Based on DSHS Support Service Directory – 07/01/2022
Commerce Updated – 07/01/2024

Page **4** of **9**

FY25 Commerce WorkFirst Support Services Directory
Revised July 1, 2024

(31) Relocation Commerce billing category: Other Expenses necessary to enable a participant to accept or maintain unsubsidized employment. It is required that the employment wage allows the participant to exit TANF. These expenses can include the cost of rent and deposit associated with the relocation to keep or accept employment.	$1,500 per lifetime ***ETR is always required***	Work	Requires the following: • Bonafide offer of employment and • Written confirmation of start date and wages from the employer. Expenses include: • Cost of a commercial carrier (obtain two (2) written estimates), • Common Carrier (receipts are required), • Cost of moving equipment, • Moving Trucks or vans, • Hand trucks/dollies, • Fuel, and/or • Mileage reimbursement for transporting the participant's privately owned vehicle by the most direct route from the participant's home to the new location. **Note:** May not be used for pet or utility deposits. *Commerce Note*: An **ETR is required** and Contractors may only offer this support service upon receipt of written Commerce approval.
(34) Testing Diagnostic Commerce billing category: Other Testing may include, but is not limited to, literacy levels, aptitude, or skills proficiency.	$250 per request	Work Safety Other	Contractors must ensure that testing is not available through WorkFirst or from other free or low-cost sources.
(37) Medical Exams/Services Commerce billing category: Other Necessary to accept employment or participate in WorkFirst activities.	$350 per exam ****ETR is always required*** *see COVID-19 Rapid-Testing	Work Safety Other	Includes services not paid for by Apple Health or available in free clinics. May include, but not limited to, diagnostics to identify medical or psychological barriers such as: • Vision, exam, and hardware, • Dental, • Depression, • Anxiety, • PTSD, • Medical exams required for a Commercial Driver's License (CDL), and • *COVID-19 Rapid-Testing, if required by Contractor or worksite.

Commerce WorkFirst Programs Support Service Directory
Based on DSHS Support Service Directory – 07/01/2022
Commerce Updated – 07/01/2024

Page **5** of **9**

FY25 Commerce WorkFirst Support Services Directory
Revised July 1, 2024

(37) Medical Exams/Services Continued			*Commerce Note*: An **ETR is required** and Contractors may only offer this support service upon receipt of written Commerce approval. If applicable, Contractors must ensure consent forms allow for special record information. *Commerce will waive the ETR process for COVID-19 testing if an employer required a non-vaccinated volunteer/employee to be tested. **REMINDER** There is a $5,000.00 Support Service limit annually (July 1 – June 30). Participants must be made aware that the testing costs will count towards their total support services allotment.
(43) Public Transportation Commerce billing category: Transportation Includes bus, vanpool, train, ferry, taxis, Uber, Lyft, commuter train/rail, etc.	$200 per month	Work Safety Other	Transportation for non-privately owned vehicles. *Commerce Note*: Public transportation and gasoline support services should not both be issued within the same month unless there is a clear justification in the eJAS Payments Screen and case notes. An example would be: • The participant was issued public transportation, and later in the same month, gas was issued because their car was fixed.
(44) Private Transportation/Gasoline Commerce billing category: Transportation	$200 per month for gasoline **Firm limit:** $600 per program year for Bicycle purchases. *ETR is always required for bicycle purchase*.	Work Safety Other	**Gasoline:** Payment for gas for any privately owned vehicle. *Commerce Note*: Public transportation and gasoline support services should not both be issued within the same month unless there is a clear justification in the eJAS Payments Screen and case notes. An example would be: • The participant was issued gasoline, and later in the same month, public transportation was issued because their car broke down and they needed alternative transportation. **Bicycle purchase:** *Commerce Note*: Before purchasing bicycles, an ETR must be submitted and approved. All purchases must include a bicycle, helmet, and lock. Other purchases can include:

FY25 Commerce WorkFirst Support Services Directory
Revised July 1, 2024

(44) Private Transportation/Gasoline Continued			• Bicycle repair kit, • Spare tire(s), and • Bicycle bag. Bicycle purchases **may not** exceed **$600.00** per program year. For bicycle repair, refer to category **(19) Car Repair**. For other bicycle accessories, refer to category **(14) Clothing for Employment**.
(46) Haircut/Styling Commerce billing category: Other	$100 per request	Work	When the participant needs a haircut or needs to restore their hair.

(61) Transportation-Related Licenses/Fees
 	
Commerce billing category: Transportation
 	
• Restricted to adults or teen heads of households.
• Liability insurance may only be purchased for vehicles registered to participants.
	$230 per program year for all costs except liability insurance
	
	ETR is always required for liability insurance
		Work Safety Other	This includes:
			• Vehicle license plates/tabs,
			• Driver's license,
			• Fees for the re-establishment of driver's license,
			• Title transfer,
			• Any costs necessary to license a vehicle.
			• Emissions testing, and
			• Liability insurance (must be authorized by an ETR).
			    o Documentation submitted in the ETR process must include: Premium Duration and Liability Limits (the maximum allowable amount of coverage per claim). The Premium Duration and Liability Limits must match each of the two (2) submitted estimates.
			    o The Contractor must break down the costs in the backup documentation to show the total cost for three months of coverage.
			
			Costs <u>not</u> allowed under TANF rules:
			• Fees, tickets, fines, etc.
			• Taxes and fees associated with a vehicle purchase.
			
			Commerce Note:
			An **ETR is required**, and Contractors may only offer liability insurance as a support service upon receipt of written Commerce approval.
			
			Only three (3) months of paid coverage are allowable.

Commerce WorkFirst Programs Support Service Directory
Based on DSHS Support Service Directory – 07/01/2022
Commerce Updated – 07/01/2024

Page **7** of **9**

FY25 Commerce WorkFirst Support Services Directory
Revised July 1, 2024

(61) Transportation-Related Licenses/Fees Continued			Commerce Contractors are required to adhere to the following for Liability Insurance: • Insurance is limited to liability coverage only, which includes Bodily Injury Liability and Property Damage Liability Coverage. • Optional coverage such as Personal Injury Protection (PIP), Underinsured Motorist, Comprehensive, or Collision is **not** covered. • A minimum of two (2) written estimates from different companies is required. **For broad form liability insurance:** • The vehicle owner must provide documentation of permission for the participant's use of their vehicle. • A copy of the car owner's registration is required.
(62) Employment Licenses and Fees Commerce billing category: Other Professional, Trade, Association, Union dues, Bonds, and Certification Costs	$300 per program year	Work Other	Union dues may be paid for the first month of employment. Testing is necessary to acquire a license or certification but is not included in a license fee. Examples include: • Food handler's card, • Background check fees, and • Nursing licenses and renewals.
(64) Counseling Commerce billing category: Other *Doesn't count towards the yearly limit*	No Limit ***ETR is always required***	Work Safety Other	Includes professional counseling and classes such as anger management and self-esteem. ***Commerce Note***: An **ETR is required** and Contractors may only offer this support service upon receipt of written Commerce approval.
(65) Personal Hygiene Commerce billing category: Other Items needed to maintain personal appearance and grooming in order to participate or accept employment.	$250 per program year	Work Safety Other	Items reasonably needed by the participant include: • Soap, • Shampoo, • Toothpaste, • Mouthwash, • Deodorant, • Shaving supplies, • Menstrual hygiene supplies, • Makeup, • Laundry supplies, • Hair color, and • Cleaning supplies.

Commerce WorkFirst Programs Support Service Directory
Based on DSHS Support Service Directory – 07/01/2022
Commerce Updated – 07/01/2024

Page **8** of **9**

FY25 Commerce WorkFirst Support Services Directory
Revised July 1, 2024

(66) Accommodation Commerce billing category: Other For use when the service is an accommodation, such as specialized equipment (e.g., a special chair, a large-letter computer screen, ramps), to enable a participant to work and is not available from any other sources.	$1,000 per request ***ETR is always required***	Work	A request for an accommodation requires documentation from a medical professional such as a doctor or physical therapist. ***Commerce Note:*** An **ETR is required** and Contractors may only offer this support service upon receipt of written Commerce approval.
(68) Diapers Commerce billing category: Other Diapers, pull-ups, and related items needed for a child to attend daycare which will permit the participant to seek, accept, or maintain employment or participate in a work-like activity.	$150 per month, per child	Work Safety Other	Items reasonably needed include: • Diapers, • Wipes, • Diaper creams, and • Ointments.