

FY25 Commerce WorkFirst Support Services Directory

Revised August 15, 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,
 - (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.

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eJAS Code/ Service Definition	Limits	Activity	Notes
<p>(04) Educational Expenses</p> <p>All expenses related to or required by training or education programs.</p> <p><u>Commerce billing category:</u> Other</p> <p>Other Sources of payment should be reviewed.</p> <ul style="list-style-type: none"> Examples: Pell grants, SEOG, or Work-Based Tuition Assistance 	<p>\$300 per class or training</p>	<p>Work Other</p>	<p>Must be an approved activity in the IRP.</p> <p>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.</p> <p>High schools, community colleges, and community-based organizations may provide no-cost assistance for students. Explore and use these resources first.</p> <p>Includes, but not limited to:</p> <ul style="list-style-type: none"> Tuition Books GED tests Uniforms Tutoring Specialized clothing Tools <p>Commerce Note: Contractors must enter clear documentation in case notes and on the eJAS Payments Screen to show that other resources are not available.</p>
<p>(05) Services for Internet and Phone Data</p> <p>This includes fees for setup and maintenance of internet services.</p> <p><u>Commerce billing category:</u> Other</p>	<p>\$350 per program year</p> <p><i>ETR is always required</i></p>	<p>Work Safety Other</p>	<p>Necessary to work or participate in WorkFirst activity.</p> <p>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.</p> <p>Commerce Note: An ETR is required and Contractors may only offer this support service upon receipt of written Commerce approval.</p> <p>Contractors must enter clear documentation in the ETR and the eJAS Payments Screen to show that other resources are not available.</p> <p>Phone hardware is not an allowable expense.</p>
<p>(06) Computer Equipment</p> <p>This includes the purchase of hardware to allow for virtual participation.</p>	<p>Firm Limit: \$500</p>	<p>Work Safety Other</p>	<p>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:</p> <ul style="list-style-type: none"> Computers or laptops,

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<p>(06) Computer Equipment Continued</p> <p><u>Commerce billing category:</u> Other</p>	<p><i>ETR is always required</i></p>		<ul style="list-style-type: none"> • Tablets, • Printers, • Software, • External hard drives, thumb drives, • Webcams, • Laptop bags, etc. <p>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.</p> <p>ETR will outline the participant's:</p> <ul style="list-style-type: none"> • Technology need, • Program engagement, and • Lack of an available computer. <p>Participants will be eligible for one (1) computer purchase per lifetime enrollment in any Commerce WorkFirst Program.</p> <p>Commerce Note: Contractors must enter clear documentation in the ETR and the eJAS Payments Screen to show that other resources are not available.</p> <p>Commerce Note: An ETR is required and Contractors may only offer this support service upon receipt of written Commerce approval.</p>
<p>(14) Clothing for Employment</p> <p><u>Commerce billing category:</u> Other</p> <p>Necessary to seek, accept, and maintain employment or participate in a work-like activity.</p>	<p>\$300 per program year</p>	<p>Work</p>	<p>Includes:</p> <ul style="list-style-type: none"> • Uniforms • Special shoes • Protective devices • Underclothing • Other apparel as needed • Bicycle Accessories <p>Commerce Note: Use this category for Personal Protective Equipment (PPE) such as facemasks and gloves.</p> <p>Examples of bicycle accessories:</p> <ul style="list-style-type: none"> • Safety lights, • Bike bell, • Handlebar mirror, • Mudguard/Fender, • Safety reflective vest, • Protective rain gear and shoes.

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<p>(14) Clothing for Employment Continued</p>			<p>For bicycle purchases, refer to category (44) Private Transportation/Gasoline. For bicycle repairs, refer to category (19) Car Repair.</p>
<p>(15) Tools for employment</p> <p><u>Commerce billing category:</u> Other</p> <p>Includes tools or equipment that are required by an employer.</p> <p>Must have an employer statement of what tools are required.</p>	<p>\$750 per program year</p>	<p>Work</p>	<p>Requirements:</p> <ul style="list-style-type: none"> • 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: <ul style="list-style-type: none"> ○ Carpentry tools, ○ Parking passes, ○ Mechanic tools, ○ Passport, ○ Work boots, ○ Raingear, ○ Hard hat, ○ Safety vest, ○ Toolbox, and ○ Chef knives.
<p>(19) Car Repair</p> <p><u>Commerce billing category:</u> Transportation</p> <p>Repair of the vehicle (<u>registered to the participant</u>) is necessary to return it to operable condition.</p> <p>Vehicles include automobiles and bicycles.</p> <p>The use of public transportation would cause hardship or there is no access to public transportation.</p>	<p>\$600 per program year</p>	<p>Work Safety Other</p>	<p>Necessary to work or participate in WorkFirst activity.</p> <p>Car Repair:</p> <ul style="list-style-type: none"> • A minimum of two (2) written estimates from different businesses are always required. Whether or not an ETR process is required, retain two estimates in the client's file. If for some reason you use the higher quote, the reasoning should be clearly documented. <ul style="list-style-type: none"> ○ 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. <p>Bicycle Repair:</p> <ul style="list-style-type: none"> • A minimum of two (2) written estimates from different businesses are always required. Whether or not an ETR process is required, retain two estimates in the client's file. If for some

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<p>(19) Car Repair Continued</p>			<p>reason, you use the higher quote, the reasoning should be clearly documented.</p> <ul style="list-style-type: none"> ○ 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.
<p>(31) Relocation</p> <p><u>Commerce billing category:</u> Other</p> <p>Expenses necessary to enable a participant to accept or maintain unsubsidized employment.</p> <p>It is required that the employment wage allows the participant to exit TANF.</p> <p>These expenses can include the cost of rent and deposit associated with the relocation to keep or accept employment.</p>	<p>\$1,500 per lifetime</p> <p><i>ETR is always required</i></p>	<p>Work</p>	<p>Requires the following:</p> <ul style="list-style-type: none"> • Bona fide offer of employment and • Written confirmation of start date and wages from the employer. <p>Expenses include:</p> <ul style="list-style-type: none"> • 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. <p>Note: May not be used for pet or utility deposits.</p> <p>Commerce Note: An ETR is required and Contractors may only offer this support service upon receipt of written Commerce approval.</p>
<p>(34) Testing Diagnostic</p> <p><u>Commerce billing category:</u> Other</p> <p>Testing may include, but is not limited to, literacy levels, aptitude, or skills proficiency.</p>	<p>\$250 per request</p>	<p>Work Safety Other</p>	<p>Contractors must ensure that testing is not available through WorkFirst or from other free or low-cost sources.</p>
<p>(37) Medical Exams/Services</p> <p><u>Commerce billing category:</u> Other</p>	<p>\$350 per exam</p>	<p>Work Safety Other</p>	<p>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:</p>

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<p>(37) Medical Exams/Services continued</p> <p>Necessary to accept employment or participate in WorkFirst activities.</p>	<p><i>*ETR is always required</i></p> <p><i>*see COVID-19 Rapid-Testing</i></p>		<ul style="list-style-type: none"> • 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. <p>Commerce Note: An ETR is required and Contractors may only offer this support service upon receipt of written Commerce approval.</p> <p>If applicable, Contractors must ensure consent forms allow for special record information.</p> <p>*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.</p>
<p>(43) Public Transportation</p> <p><u>Commerce billing category:</u> Transportation</p> <p>Includes bus, vanpool, train, ferry, taxis, Uber, Lyft, commuter train/rail, etc.</p>	<p>\$200 per month</p>	<p>Work Safety Other</p>	<p>Transportation for non-privately owned vehicles.</p> <p>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.</p> <p>An example would be:</p> <ul style="list-style-type: none"> • The participant was issued public transportation, and later in the same month, gas was issued because their car was fixed.
<p>(44) Private Transportation/Gasoline</p> <p><u>Commerce billing category:</u> Transportation</p>	<p>\$200 per month for gasoline</p> <p>Firm limit: \$600 per program year for Bicycle purchases.</p>	<p>Work Safety Other</p>	<p>Gasoline: Payment for gas for any privately owned vehicle.</p> <p>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.</p> <p>An example would be:</p>

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<p>(44) Private Transportation/Gasoline Continued</p>	<p><i>ETR is <u>always</u> required for bicycle purchase.</i></p>		<ul style="list-style-type: none"> 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. <p>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:</p> <ul style="list-style-type: none"> Bicycle repair kit, Spare tire(s), and Bicycle bag. <p>Bicycle purchases may not exceed \$600.00 per program year.</p> <p>For bicycle repair, refer to category (19) Car Repair. For other bicycle accessories, refer to category (14) Clothing for Employment.</p>
<p>(46) Haircut/Styling</p> <p><u>Commerce billing category:</u> Other</p>	<p>\$100 per request</p>	<p>Work</p>	<p>When the participant needs a haircut or needs to restore their hair.</p>
<p>(61) Transportation-Related Licenses/Fees</p> <p><u>Commerce billing category:</u> Transportation</p> <ul style="list-style-type: none"> Restricted to adults or teen heads of households. Liability insurance may only be purchased for vehicles registered to participants. 	<p>\$230 per program year for all costs except liability insurance</p> <p><i>ETR is <u>always</u> required for liability insurance</i></p>	<p>Work Safety Other</p>	<p>This includes:</p> <ul style="list-style-type: none"> 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). <ul style="list-style-type: none"> 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. The Contractor must break down the costs in the backup documentation to show the total cost for three months of coverage. <p>Costs <u>not</u> allowed under TANF rules:</p> <ul style="list-style-type: none"> Fees, tickets, fines, etc. Taxes and fees associated with a vehicle purchase. <p>Commerce Note:</p>

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<p>(61) Transportation-Related Licenses/Fees Continued</p>			<p>An ETR is required, and Contractors may only offer liability insurance as a support service upon receipt of written Commerce approval.</p> <p>Only three (3) months of paid coverage are allowable.</p> <p>Commerce Contractors are required to adhere to the following for Liability Insurance:</p> <ul style="list-style-type: none"> • 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. <p>For broad form liability insurance:</p> <ul style="list-style-type: none"> • 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.
<p>(62) Employment Licenses and Fees</p> <p><u>Commerce billing category:</u> Other</p> <p>Professional, Trade, Association, Union dues, Bonds, and Certification Costs</p>	<p>\$300 per program year</p>	<p>Work Other</p>	<p>Union dues may be paid for the first month of employment.</p> <p>Testing is necessary to acquire a license or certification but is not included in a license fee.</p> <p>Examples include:</p> <ul style="list-style-type: none"> • Food handler’s card, • Birth certificate, • State issued identification, • Background check fees, and • Nursing licenses and renewals.
<p>(64) Counseling</p> <p><u>Commerce billing category:</u> Other</p> <p>*Doesn’t count towards the yearly limit*</p>	<p>No Limit</p> <p><i>ETR is always required</i></p>	<p>Work Safety Other</p>	<p>Includes professional counseling and classes such as anger management and self-esteem.</p> <p>Commerce Note: An ETR is required and Contractors may only offer this support service upon receipt of written Commerce approval.</p>
<p>(65) Personal Hygiene</p> <p><u>Commerce billing category:</u> Other</p>	<p>\$250 per program year</p>	<p>Work Safety Other</p>	<p>Items reasonably needed by the participant include:</p> <ul style="list-style-type: none"> • Soap, • Shampoo,

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<p>(65) Personal Hygiene continued</p> <p>Items needed to maintain personal appearance and grooming in order to participate or accept employment.</p>			<ul style="list-style-type: none"> • Toothpaste, • Mouthwash, • Deodorant, • Shaving supplies, • Menstrual hygiene supplies, • Makeup, • Laundry supplies, • Hair color, and • Cleaning supplies.
<p>(66) Accommodation</p> <p><u>Commerce billing category:</u> Other</p> <p>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.</p>	<p>\$1,000 per request</p> <p><i>ETR is always required</i></p>	<p>Work</p>	<p>A request for an accommodation requires documentation from a medical professional such as a doctor or physical therapist.</p> <p>Commerce Note: An ETR is required and Contractors may only offer this support service upon receipt of written Commerce approval.</p>
<p>(68) Diapers</p> <p><u>Commerce billing category:</u> Other</p> <p>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.</p>	<p>\$150 per month, per child</p>	<p>Work Safety Other</p>	<p>Items reasonably needed include:</p> <ul style="list-style-type: none"> • Diapers, • Wipes, • Diaper creams, and • Ointments.