



Washington State  
Department of  
**Commerce**

# WorkFirst Programs Guidelines

State Fiscal Year (SFY) 2026 & 2027

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## FY26.27 Commerce WorkFirst Programs Guidelines

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### Background

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#### I. TANF Program

The Temporary Assistance for Needy Families (TANF) program is a federally funded initiative established under the 1996 Personal Responsibility and Work Opportunity Reconciliation Act (PRWORA). It replaced the former Aid to Families with Dependent Children (AFDC) program, shifting the focus from long-term assistance to helping families work toward financial stability. TANF provides temporary cash assistance and support services to eligible recipients.

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#### II. WorkFirst – Washington State’s TANF Program

WorkFirst is Washington State’s implementation of the TANF program, launched in 1997. WorkFirst emphasizes employment as the pathway to help families reach long-term financial stability.

The WorkFirst program engages participants in work training, job search activities, and education, helping them to successfully enter the workforce in fields they are interested in and to strengthen their financial independence. The program recognizes that participants may face barriers to employment and provides support to help address those challenges.

The WorkFirst program offers a wide range of services, including:

- Work experience and subsidized employment
- Case management and individualized career planning
- Job search and job readiness assistance
- Basic education and vocational training
- Childcare and transportation support
- Time-limited cash assistance (typically up to 60 months over a lifetime)

Limited English Proficient (LEP) TANF recipients are provided services in their primary language and in culturally appropriate ways.

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#### III. Program Partners and Key Players in WorkFirst

WorkFirst is a multi-agency partnership coordinated by the Department of Social and Health Services (DSHS). The success of WorkFirst depends on strong collaboration among state agencies, local offices, and community partners. The core partners in the WorkFirst program include DSHS, Department of Commerce (Commerce), Employment Security Department (ESD), and the State Board for Community and Technical Colleges (SBCTC).

##### Department of Social and Health Services (DSHS)

DSHS is the entry point for WorkFirst participants and plays a central role in program delivery. DSHS Community Services Offices (CSOs) determine eligibility for TANF, provide orientation to the WorkFirst program, and support participants

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throughout their journey by developing Individual Responsibility Plans (IRPs) and encouraging participation in employment-focused activities.

Importantly, DSHS also manages the referral process, connecting TANF recipients with other WorkFirst partners based on each participant's needs and goals.

### Department of Commerce (Commerce)

Commerce administers the Community Jobs (CJ), Career Jump, Community Works (WC) programs. We contract with community-based organizations to deliver direct program services to participants. Contractors provide work experience and other support to further employment opportunities and economic well-being for TANF recipients and their families.

### Employment Security Department (ESD)

ESD supports WorkFirst participants in making employment connections. Participants complete a comprehensive Work Skills Assessment to identify their interests, skills, and employment goals. Based on the results, participants engage in a range of work readiness activities such as Key Train learning modules, job hunting workshops, job clubs, and one-on-one coaching. Participants may also attend local job fairs and employer forums to connect with job opportunities in their area.

### State Board for Community and Technical Colleges (SBCTC)

SBCTC ensures that basic skills and vocational training opportunities are available to WorkFirst participants through Washington's community and technical colleges and select community-based organizations.

### Office of Financial Management (OFM)

OFM provides fiscal and performance oversight of the WorkFirst program. The agency is responsible for preparing WorkFirst budget recommendations for the Governor, forecasting TANF caseloads, and monitoring expenditures.

### The Department of Children, Youth, and Families (DCYF)

DCYF oversees the Working Connections Child Care (WCCC) and Seasonal Child Care programs. These services help eligible families, including WorkFirst participants, cover the cost of childcare while they are working or participating in approved work-focused activities that support their path to employment.

## III. Technology Tools in the WorkFirst Program

The WorkFirst program uses several key technology systems and tools to ensure consistent communication, documentation, and service delivery across all partners. These systems are used by state agencies, contractors, and community partners to manage participant data, monitor progress, and securely share information.

### Core Systems

- eJAS (electronic Jobs Automated System)
  - eJAS is WorkFirst's central case management and communication system. It is used by DSHS, ESD, SBCTC, Commerce, and Contractors to document participant activities, update IRPs/Individual Development Plans (IDPs), monitor progress, and exchange information across agencies.
- ACES (Automated Client Eligibility System)
  - Used by DSHS and DCYF staff to determine eligibility for TANF and other assistance programs.

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- DSHS WFHB (WorkFirst Handbook)
  - The DSHS WFHB is a comprehensive policy and procedure reference used by staff and partners to ensure consistency in program delivery and documentation.
- Secure Access Washington (SAW)
  - A secure login portal that provides authorized users access to systems like eJAS and ACES.

### Commerce Specific Tools

- CMS (Contract Management System)
  - Commerce Contractors use CMS to submit invoices, enter service and participant data (where applicable), and access contract-related documents and reporting tools.
- MFT (Managed File Transfer)
  - MFT is a secure file-sharing system used to exchange sensitive documents, such as participant data reports, invoices, and other confidential materials, between contractors and Commerce. All files shared through MFT must follow established data security and privacy protocols.

These tools work together to create a collaborative environment where each partner can contribute to the success of WorkFirst families. Commerce Contractors must train all appropriate staff on these platforms and use them regularly to ensure clear communication, accurate reporting, and compliance with program requirements.

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### IV. About This Guide

The Program Guidelines outline program expectations, roles, procedures, and tools to help Commerce WorkFirst Contractors navigate the Commerce WorkFirst programs with clarity.

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### Chapter 1: Program Descriptions


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#### 1.1 Community Jobs (CJ)

The CJ program is a core WorkFirst activity designed to provide Temporary Assistance for Needy Families (TANF) recipients, including those who are Limited English Proficiency (LEP) recipients, with up to nine (9) months of paid, temporary, subsidized employment. In addition to temporary, subsidized employment, this program combines intensive case management and Stacked Activities to support participants as they build employment skills, increase their income, and improve self-confidence.

The CJ program offers participants the opportunity to gain paid work experience, develop their professional networks, and gain references to enhance future employment opportunities. It's an ideal fit for those who are ready to transition into permanent, unsubsidized employment but need additional support to address employment barriers. Through supportive case management, Commerce WorkFirst Contractors assist participants in identifying and overcoming personal and structural barriers to employment. The goal is to help participants gain long-term, unsubsidized, and sustainable employment.

CJ participants receive subsidized wages for their work as they engage in actual job duties at eligible worksites. As they earn income, their TANF benefits may be reduced, but typically their overall household cash income increases, a key step toward economic stability and self-sufficiency.

 **Note:** LEP participants are TANF recipients who must be provided with culturally and linguistically appropriate services to help stabilize and support their families.

#### CJ Program Options

The CJ Program offers several participation options to meet the varied needs of TANF recipients. These options include full-time CJ, part-time CJ, and Career Jump, a subset of the CJ program. Each option is designed to help participants develop skills, gain experience, and address employment barriers, supporting them as they move toward long-term unsubsidized employment.

#### **Full-time CJ**

- Subsidized employment at 20 hours per week.
- Wages must meet the state or local minimum wage, whichever is higher.
- Barrier resolution activities range from two (2) to 10 hours per week and may be either coded (with an active eJAS component assigned) or uncoded.
  - Participants are expected to spend a minimum of two (2) hours per week on barrier resolution activities.
    - Contractors coach participants to help address coded and uncoded barriers.
- A minimum of one (1) case-managed barrier must remain open in the participant's Individual Development Plan (IDP) throughout the program. This barrier may change over time based on the participant's goals and evolving needs.
- Stacked Activities are coded for 10 to 18 hours per week; the combination of stacked activity hours and coded barrier removal hours cannot exceed 18 hours a week.

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- Barrier resolution activities will be determined by the Contractor and the participant. These activities can represent between two (2) and 10 hours of participation. These are documented through identified employment barriers in the IDP.
- Documented contact between the Contractor and participant is required twice per month.
- The worksite must be at a non-profit, tribal, or public entity.
  - For more information, see [Chapter 6, Subsection 6.1: Worksite Eligibility](#).
- CJ participation can be combined with unsubsidized employment, provided total employment does not exceed 20 hours per week.
  - For more information, see [Chapter 2: Combining Community Jobs and Unsubsidized Employment](#).

Full-time CJ is a good fit for participants who:

- Want to build job readiness while continuing to address barriers in a supportive, structured setting
- Can participate in the program 40 hours per week
- Are seeking experience to strengthen their skillset and build confidence toward future employment
- Have and are open to strengthening childcare and transportation plans as appropriate to support consistent participation
- Benefit from consistent structure and individualized support through case management and wraparound services
- Are working in unsubsidized employment, but still receiving TANF and are required to engage in WorkFirst activities

Please note this is not a comprehensive list, and participants are not required to meet all the criteria described above.

### Part-time CJ

- Available to single parents with a child under six (6).
  - When the child reaches the age of six (6), contact the Department of Social and Health Services (DSHS) to determine the next appropriate activity.
- Subsidized employment at 20 hours a week.
- Wages must meet the state or local minimum wage, whichever is higher.
- A minimum of one (1) case-managed barrier must remain open in the participant's IDP throughout the program.
  - Barriers may change based on the participant's goals and needs.
- Documented contact between the Contractor and participant is required twice per month.
- Stacked Activities are coded at a minimum of three (3) hours and a maximum of nine (9) hours per week. Stacked Activities can be one of the following or a combination of both:
  - The participant typically begins with Life Skills (LS), unless the Contractor and participant have identified a more suitable activity. The Contractor must then document in Client Notes in eJAS why a different Stacked Activity would better meet the participant's needs.
  - Coded barrier removal (e.g., mental or physical health, chemical dependency, or family violence).
- The worksite must be at a non-profit, tribal, or public entity.
  - For more information, see [Chapter 6, Subsection 6.1: Worksite Eligibility](#).
- CJ participation can combine with unsubsidized employment, provided total employment does not exceed 20 hours per week.

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- For more information, see [Chapter 2: Combining Community Jobs and Unsubsidized Employment](#).

Part-time CJ is a good fit for participants who:

- Are single parents with a child under the age of six (6) who are ready to begin rebuilding job readiness in a supportive, structured setting
- Would benefit from guided placement aligned with long-term career goals
- Can participate in the program for a minimum of 23 hours and a maximum of 29 hours per week
- Have and are open to strengthening childcare and transportation plans as appropriate to support consistent participation
- Are seeking experience to strengthen their skillset, build confidence, and move toward unsubsidized, long-term employment
- Are working in unsubsidized employment, but still receiving TANF and are required to engage in WorkFirst activities

Please note this is not a comprehensive list, and participants are not required to meet all the criteria described above.

### Career Jump

Career Jump is a pathway for participants who are ready to enter permanent employment but would benefit from temporary support while transitioning. It is a subset of the CJ program, designed to move participants into unsubsidized positions on an employer's payroll. Participants are placed directly with the employer and work toward transitioning to the worksite as a full-time hire at 32 hours or more per week, with compensation above minimum wage.

Career Jump Program Highlights:

- Offers up to 433 hours of subsidized wages before transitioning to employer payroll, equivalent to:
  - 21 weeks at 20 hours per week
  - OR
  - 10 weeks at 40 hours per week.
- Participants can transition to the Career Jump Program at any time, regardless of prior participation in the full-time CJ program, part-time CJ program, or Community Works (WC) program.
  - If the Individual Development Plan (IDP) extends beyond nine (9) months, contact the Commerce WorkFirst Team for a new IDP by submitting a Technical Assistance (TA) ticket via the [Commerce WorkFirst Technical Assistance Request Form](#).
- During the Career Jump Program, participant wages must equal the employer's established hourly rate for the position, which is required to equal or exceed the state or local minimum wage, whichever is higher.
  - When the participant transitions to the worksite's payroll, the Contractor must ensure that wages are above state or local minimum wage, whichever is greater, with wage progression and benefits comparable to other worksite employees.
- The worksite can be at a for-profit, non-profit, tribal, or public entity.
- A minimum of one (1) case-managed barrier must remain open for the duration of the program for Career Jump participants unless they are working 40 hours per week in the Career Jump program.
- Full-time participation is required, and Stacked Activities may be needed if the participant is not engaged on the worksite full-time (38 hours).

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- Documented contact between the Contractor and participant is required twice per month.
  - For more information, see [Chapter 6, Subsection 6.1: Worksite Eligibility](#).


Career Jump is a good fit for participants who:

- Are job-ready and need a little help getting hired, such as recent work history or additional support transitioning into employment
- Have completed vocational training or earned their high school diploma or GED, and are ready to apply their skills in an on-the-job setting
- Are motivated to transition quickly, with full-time availability to be employed between 32 and 40 hours per week within three (3) months of enrollment
- Can participate in the program full-time between 35 and 40 hours per week
- Have childcare and transportation plans in place to support consistent, full-time participation
- May already have an identified employer who is open to hiring them at the end of the training period
- Want to train for a job in a supportive environment while still receiving wraparound case management

Please note this is not a comprehensive list, and participants are not required to meet all the criteria described above.

Career Jump program transitions include:

- If a participant switches from a Career Jump to a traditional CJ, the days spent in the Career Jump will count against the 9-month CJ time limit.
- If the participant switches from a traditional CJ to a Career Jump, the days spent in the CJ will not count against the Career Jump time limit.
- If a participant is terminated from a Career Jump site and placed at a new site, the hours spent at the initial site will be subtracted from the 433-hour limit.
- Participants may refuse to work for reasons specified in [WAC 388-310-1600](#). Quitting a Career Jump position may initiate the sanction process.

 **Note:** For Community Jobs and Career Jump program qualifications, refer to [8.3 – Community Jobs](#) and [8.3.4 – Who Needs Career Jump?](#) in the DSHS WorkFirst Handbook.

### 1.2 Community Works (WC)

The WC program is a core WorkFirst activity designed to help participants build workplace skills, create structure, and prepare for future employment. It supports participants in meeting TANF participation requirements (please note: DSHS will determine if the participant needs any additional activities for full participation). This program is especially beneficial for individuals pursuing education or training pathways. WC can also benefit those who have other significant commitments outside of their TANF program, such as those who are unhoused, who have significant physical or mental health challenges, or who are caregiving for those who do, those who are in an intimate partner relationship, or who have recently exited one.

WC provides hands-on, on-the-job experience in public, tribal, or nonprofit settings. It offers a low-barrier, supportive environment where participants can develop skills like communication, time management, and teamwork. It also helps

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build routines, boost confidence, and provide résumé-building experiences and professional references, making it an ideal bridge toward opportunities like CJ or Career Jump.

Unlike the CJ/Career Jump programs, participants are not paid subsidized wages through WC. Instead, WC helps participants to meet the participation requirements to maintain their TANF grant. Additionally, WC offers a meaningful, community-based experience with the option to earn non-cash financial incentives that support continued engagement.


### Program Highlights:


- Counts towards federal TANF participation requirements
- Participation is required for at least 1 month, and may extend up to 12 months
- Participation hours governed by the Fair Labor Standards Act (FLSA), based on the value of TANF and food benefits
- Work activity must be a minimum of five hours (5) and not exceed the FLSA maximum
- Offers non-cash financial incentives during the program
  - For more information, see [Chapter 16: Community Works Incentives](#)
- Requires documented contact twice per month to support progress and address worksite achievements and challenges
- **Not available to LEP participants being served with the Commerce LEP budget**
- Worksites should align with the participant’s goals:
  - If attending school: prioritize co-located worksites on campus for accessibility
  - If not in school: focus on skill-building that supports career or employment goals

WC is a good fit for participants who:

- Are exploring or re-entering the workforce
- Need a supportive and structured environment to build daily routines, maintain accountability, and engage in structured activities while continuing to receive full TANF assistance
- Are rebuilding work habits or confidence after time away from work
- Are enrolled in school and need flexible, integrated work experience
- Are working in unsubsidized employment, but still receiving TANF and are required to engage in WorkFirst activities
- Want to develop skills in a low-pressure, community-based setting

Please note this is not a comprehensive list, and participants are not required to meet all the criteria described above.

 **Note:** For Community Works program qualifications, refer to [8.4 – Community Works](#) in the DSHS WorkFirst Handbook.

 **Note:** For detailed Commerce WorkFirst timelines and program flow, see [Table A.1 – Timelines and Program Flow](#).

### 1.3 TANF Status and Program Engagement CJ and Career Jump Programs

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- Contractors must ensure participants have an “Open” TANF status before enrolling them in Community Jobs or Career Jump programs.
- If a participant’s TANF status is “Pending,” the Contractor may engage them in Stacked Activities but cannot place them at a worksite until their TANF status changes to “Open.”
  - Contractors can use support services to engage a participant in work activities while the participant’s TANF status remains “Pending.”
- Contractors must regularly monitor participants’ TANF status.
  - If a participant’s TANF status changes to “Closed” while they are engaged in a CJ or Career Jump program, the Contractor must coordinate with the participant and DSHS to determine the appropriate next steps.
  - If a participant’s TANF status remains “Closed,” the Contractor may become ineligible for reimbursement for this participant.
- Contractors must refer components back to DSHS according to the timelines discussed in this document and in the DSHS WFHB.
  - Please note that eJAS will auto-close components and any associated IDP 60 days after the participant’s TANF closes or is denied. Contractors do not have access to closed plans and will be unable to make any changes or updates.

### WC Program

- If a participant’s TANF status is “Pending,” the Contractor may engage them in the WC Program and place them at a worksite.
- Contractors must regularly monitor participants’ TANF status.
  - If a participant’s TANF status changes to “Closed” while they are engaged in a WC program, the Contractor must coordinate with DSHS and the Commerce WorkFirst Team to determine the appropriate next steps.
  - If a participant’s TANF status remains “Closed,” the Contractor may become ineligible for reimbursement for this participant.
  - Contractors must refer components back to DSHS as soon as they determine it is appropriate.
    - Please note that eJAS will auto-close components and any associated IDP 60 days after the participant’s TANF closes or is denied. Contractors do not have access to closed plans and will be unable to make any changes or updates.

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### 1.4 Additional Resources

#### Department of Social and Health Services (DSHS)

- DSHS Workfirst Handbook
  - Section [8.3 – Community Jobs](#)
    - Sub-section [8.3.4 – Who Needs Career Jump?](#)
  - Section [8.4 – Community Works](#)

#### Washington State Legislature

- [WAC 388-310-1600, WorkFirst – Sanctions](#)

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Washington State Department of Commerce

- [Commerce WorkFirst Program SharePoint](#)
- [Commerce WorkFirst Video Trainings & How-To's](#)
- [Commerce WorkFirst Technical Assistance Request Form](#)

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### Chapter 2: Combining Community Jobs and an Unsubsidized Job

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Participants with an unsubsidized job of 15 hours or less per week are eligible for the Community Jobs (CJ) program. The combined total of unsubsidized job hours and CJ worksite hours **must not exceed** 20 hours per week.

CJ participants with an unsubsidized job can be placed with the same employer for CJ employment if they have different work schedules, job duties, and supervisors. There must be a clear separation between the two (2) positions to prevent complications with wages and Labor and Industries (L&I) premiums.

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#### 2.1 Process for Managing CJ and an Unsubsidized Job with the Same Employer

When a participant remains with the same employer for both types of employment, the following steps must be taken to ensure proper tracking and separation of an unsubsidized job and CJ:

1. DSHS Referral
  - The Department of Social and Health Services (DSHS) refers the CJ component.
2. Contractor Responsibilities:
  - The Contractor ensures the CJ component reflects the correct number of hours.
  - **Example:** If the participant has a part-time, unsubsidized job of five (5) hours per week, the CJ component must be 15 hours per week.
3. Verify Employment Screen in eJAS
  - The Contractor reviews the Employment Screen in eJAS to ensure the unsubsidized job hours are correct and that the CJ component hours are adjusted accordingly. They must add up to 20 hours total.
  - If the Employment screen or component hours are incorrect, the Contractor must contact the DSHS staff to request an update.
4. Engagement with Participant
  - The Contractor engages the participant in program activities and worksite engagement efforts.
5. Worksite Placement
  - Upon worksite placement, the Contractor must:
    - Enter the CJ Employment screen at 20 hours per week and submit a Technical Assistance (TA) ticket via the [Commerce WorkFirst Technical Assistance Request Form](#) requesting Commerce to update the CJ Employment screen hours to the correct number.
    - Enter the Worksite Placement screen in the CJ Individual Development Plan (IDP) per program requirements.

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#### 2.2 Additional Resources

Washington State Department of Commerce

- [Commerce WorkFirst Program SharePoint](#)
- [Commerce WorkFirst Video Trainings & How-To's](#)
- [Commerce WorkFirst Technical Assistance Request Form](#)

## FY26.27 Commerce WorkFirst Programs Guidelines

### Chapter 3: DSHS Consent Form

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Contractors must review the Department of Social and Health Services (DSHS) Consent Form (DSHS 14-012) with each participant before providing services. However, participants may still enroll in the program if they refuse to sign the form.

#### 3.1 DSHS Consent Form Review

##### Pre-Filling the DSHS Consent Form (DSHS 14-012)

Contractors **cannot** pre-fill any checkboxes in the DSHS Consent Form (DSHS 14-012). However, Contractors may pre-fill their agency name and address but **cannot** check the box next to their agency's information. **Participants must personally select what information they want to disclose and to whom. Participants may also complete a new consent form at any time as needed.**

#### 3.2 Handling Participant Information

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.

#### 3.3 Specific Records Note

Specific records refer to Category 4 information referenced on the DSHS Consent Form (DSHS 14-012). This category includes the most sensitive and legally protected information, requiring explicit participant consent for disclosure.

**Contractors cannot enter or disclose any information related to the following topics unless the participant has provided specific written consent on the DSHS Consent Form (DSHS 14-012):**

- Mental health
- HIV/AIDS and STD test results diagnosis, or treatment
- Substance use disorder (chemical dependency)

With written consent as specified in the DSHS Consent Form (DSHS 14-012), specific records may only be included in the following eJAS sections:

- Barriers
- Special Record Client Notes

**Specific records cannot be included in other areas of eJAS, even with participant consent.**

#### 3.4 Consent Methods

There are two (2) ways to obtain participant consent. The primary 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 at intake, participants may provide verbal consent using the Attachment G FY26.27 Verbal Consent Form. However, Contractors must make every effort to obtain a signed DSHS Consent Form (DSHS 14-012) before the participant exits the program. This may be

## FY26.27 Commerce WorkFirst Programs Guidelines

done in several ways, including by mailing the form to the participant with a prepaid return envelope for them to sign and return, or in person.

- DSHS Consent Form (DSHS 14-012):
  - Language Accessibility
    - The DSHS Consent Form is available in multiple languages and Contractors must provide it in the participant's preferred language.
    - The check available languages, refer to [Electronic DSHS Forms – Consent 14-012](#).
  - Special Records Information
    - **If a participant does not release special record(s) information, any related eJAS entries or paperwork related to those subjects are not permitted.**
  - Form Updates
    - Both Contractors and participants can complete new consent forms as needed.
    - The signed DSHS Consent Form (DSHS 14-012) must be retained in the participant's case file and available upon request.
  - Electronic signature methods include:
    - PDF electronic signatures
    - A picture of the signed form
    - A mailed or emailed signed form
- [Attachment G FY26.27 Verbal Consent Form](#):
  - Process
    - Providers must first send participants a copy of the DSHS Consent Form (DSHS 14-012) in their preferred language via email or mail.
    - Contractors must make every effort to obtain a signed DSHS Consent Form (DSHS 14-012) before the participant exits the program.
  - Exclusions
    - Verbal consent does not apply to substance use disorder, mental health, physical health, or other protected health information, which requires written consent via the DSHS Consent Form (DSHS 14-012).
  - Documenting Verbal Consent
    - The completed Attachment G FY26.27 Verbal Consent Form must be retained in the participant's case file and available upon request.

### 3.5 If a Participant Declines to Sign

Contractors must inform the participant of the following:

- Information Sharing with DSHS
  - Their information will be shared with DSHS as permitted by law, which includes but is not limited to:
    - Name
    - Other identifying information
    - Program participation
- Limitations Without Signed Consent

## FY26.27 Commerce WorkFirst Programs Guidelines

- Without a signed consent form, the Contractor **cannot** share special records or Category 4 information with DSHS, and the Contractor will limit the other participant information that they share.
- Communication of Participation Barriers
  - Signing the form allows the case manager to communicate participation barriers to the DSHS case manager.
- Right to Share Information Directly with DSHS
  - Participants have the right to share special records or Category 4 information directly with DSHS.
  - Participants must ensure that DSHS staff have the information they need to make informed case decisions.

### Documenting Refusal to Sign

If a participant refuses to sign, the Contractor should:

- Note the on the form.
- Retain the form in the participant's file.

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### 3.6 Additional Resources

#### Department of Social and Health Services (DSHS)

- Washington State Department of Social and Health Services
  - [Electronic DSHS Forms](#)
    - [Electronic DSHS Forms – Consent 14-012](#)

#### WorkFirst Program Guidelines Materials

- [Attachment G FY26.27 Verbal Consent Form](#)

#### Washington State Department of Commerce

- [Commerce WorkFirst Program SharePoint](#)
- [Commerce WorkFirst Video Trainings & How-To's](#)
- [Commerce WorkFirst Technical Assistance Request Form](#)

## FY26.27 Commerce WorkFirst Programs Guidelines

### Chapter 4: Address Confidentiality Program

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The [Address Confidentiality Program \(ACP\)](#) provides protection and mail forwarding services to survivors of crime. Contractors must follow the ACP guidelines to support participant safety and privacy.

#### 4.1 Use of a Substitute Address

If a participant is enrolled in the ACP program, the Contractor **must never record the participant's actual street address(es) in WorkFirst records (e.g. eJAS, contractor database, client file, etc.).** The Contractor must ensure that the participant's **ACP mailing address** is used in place of their home, work, school, or any other address. This includes, but is not limited to:

- Paperwork and forms
- eJAS entries, including:
  - Worksite information – **the ACP address must be used in place of the employer's name and address on worksite and employment screens**
  - Stacked activity information
  - Unsubsidized employment information

**The hourly wage and other non-disclosing information should be entered and updated as usual.**

#### 4.2 Additional Resources

Washington Secretary of State (SOS)

- [Address Confidentiality Program \(ACP\)](#)

Washington State Legislature

- [Chapter 40.24 RWC, Address Confidentiality for Victims of Domestic Violence, Sexual Assault, and Stalking](#)
- [Chapter 434-840 WAC, ADDRESS CONFIDENTIALITY PROGRAM](#)

Washington State Department of Commerce

- [Commerce WorkFirst Program SharePoint](#)
- [Commerce WorkFirst Video Trainings & How-To's](#)
- [Commerce WorkFirst Technical Assistance Request Form](#)

## FY26.27 Commerce WorkFirst Programs Guidelines

### Chapter 5: Community Jobs Individual Development Plan and Community Works Plan

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#### 5.1 Initial CJ IDP or WC Plan

The Initial CJ Individual Development Plan (IDP) or WC Plan sets the foundation for a participant's involvement in the Community Jobs (CJ) or Community Works (WC) program. It ensures that both the Contractor and participant align on program goals and activities.

#### Reminders

Please note the following when completing the Initial CJ IDP or WC Plan to ensure compliance with program requirements.

- Contractors must complete the CJ IDP or WC Plan in the same month the Contractor or Commerce opens/creates the IDP or Plan.
- Contractors **cannot** enter any barrier updates until the participant starts at a worksite.

#### Expectations and Documentation Requirements

To ensure the Initial CJ IDP or WC Plan meets program standards, Contractors must include specific sections and adhere to documentation requirements, as outlined below.

- The initial CJ IDP or WC Plan must include, at a minimum, the following sections:
  - Work Skills and Education
  - Career Planning
  - Transportation
  - Childcare
- Participant Agreement
  - The participant must sign or verbally acknowledge the agreement, with Attachment K FY26.27 IDP and Plan Verbal Acknowledgement Form, to the CJ IDP or WC Plan before starting any Commerce program activities. This includes:
    - Stacked Activities for CJ
    - Worksites for CJ and WC
    - Barrier resolution for CJ or for WC as applicable
  - The participant's signature, or verbal consent documented in Attachment K FY26.27 IDP and Plan Verbal Acknowledgement Form, confirms agreement to the activities outlined in the CJ IDP or WC Plan.
  - **Verbal consent cannot be used if the CJ IDP or WC Plan contains:**
    - Substance use disorder information
    - Protected health information
    - Special Records information.
  - The relevant areas of the Department of Social and Health Services (DSHS) Consent Form (DSHS 14-012) must be checked by the participant before confidential specific information can be included in the participant's IDP or WC Plan.
    - For more information, see [Chapter 3: DSHS Consent Form](#).

## FY26.27 Commerce WorkFirst Programs Guidelines

### Methods to Obtain Initial CJ IDP or WC Plan Acknowledgement

There are two (2) acceptable methods for documenting the participant's agreement with the Initial CJ IDP or WC Plan, each of which requires thorough documentation to confirm agreement.

- Signature Method:
  - The Contractor must review the initial CJ IDP or WC Plan with the participant.
  - The participant signs the copy to document their agreement.
  - The Contractor must provide a copy of the initial CJ IDP or WC Plan to the participant.
  - The Contractor must retain the signed initial CJ IDP or WC Plan in the participant's file.
  
- Attachment K FY26.27 IDP and Plan Verbal Acknowledgement Form:
  - The Contractor must complete the CJ IDP or WC Plan [Attachment K FY26.27 IDP and Plan Verbal Acknowledgement Form](#) with the participant.
  - Verbal consent **cannot** be used if the CJ IDP or WC Plan contains:
    - Substance use disorder information
    - Protected health information
    - Special Records information.
  - The Contractor must document the participant's agreement to the CJ IDP or WC Plan in Client Notes in eJAS using the 'Participation' Case Note type.
    - **Example:** On [date], reviewed [CJ IDP or WC Plan]. The participant verbally agreed. This does not include approval for special records information. The completed Attachment K FY26.27 IDP and Plan Verbal Acknowledgement Form is on file.
  - The Contractor must mail or email the participant a copy of the CJ IDP or WC Plan.
    - Contractors **must redact** the participant's name from the mailed or emailed copy.
  - The Contractor must maintain a copy of the Attachment K FY26.27 IDP and Plan Verbal Acknowledgement Form and the CJ IDP or WC Plan in the participant's file.
  - The Contractor must attempt to follow up with the participant to obtain a physical signature and retain a copy in the participant's file.

### 5.2 Subsequent CJ IDP or WC Plans

Subsequent CJ IDP or WC Plan updates must be completed whenever the participant's program activities change, ensuring that the plan remains accurate and reflects current goals and activities.

#### Expectations and Documentation Requirements

As participants' schedules or activities change, the Subsequent CJ IDP or WC Plan must be updated and properly documented to ensure the participant's continued agreement with the revised plan.

- The Contractor must update the CJ IDP and WC Plan if the participant's program activities or schedules change.
- Examples of changes requiring an updated plan include:
  - Starting at the worksite
  - Starting in a Stacked Activity
  - A change in the Worksite schedule
  - Returning from a Hold

## FY26.27 Commerce WorkFirst Programs Guidelines

- A change in the Stacked Activity and/or schedule
- The participant must consent to the updated CJ IDP or WC Plan, and their agreement must be documented.
- If the participant's CJ IDP or WC Plan contains confidential information, the relevant areas of the DSHS Consent Form must be checked.
  - For more information, see [Chapter 3: DSHS Consent Form](#).

### 5.3 Methods to Obtain Subsequent CJ IDP or WC Plan Agreement

Like the initial plan, documenting the participant's agreement to Subsequent CJ IDP or WC Plans requires either a signature or verbal consent, depending on the type of information in the plan.

- Signature Method:
  - The Contactor must print a copy of the subsequent CJ IDP or WC Plan.
  - The Contractor must review the subsequent CJ IDP or WC Plan with the participant.
  - The participant signs the copy to document their agreement.
  - The Contractor must provide a copy of the subsequent CJ IDP or WC Plan to the participant.
  - The Contractor must retain the signed subsequent CJ IDP or WC Plan in the participant's file.
- Attachment K FY26.27 IDP and Plan Verbal Acknowledgement Form
  - The Contractor must complete the CJ IDP or WC Plan Attachment K FY26.27 IDP and Plan Verbal Acknowledgement Form with the participant.
    - **Verbal consent cannot be used if the CJ IDP or WC Plan contains:**
      - Substance use disorder information
      - Protected health information
      - Special Records information
    - A new Attachment K FY26.27 IDP and Plan Verbal Acknowledgement Form can be used for any other type of subsequent CJ IDP or WC Plan update (e.g., worksite schedule change).
    - This applies when a previous CJ IDP or WC Plan with a hard signature agreement included substance use disorder information, protected health information, or special records information.
  - The Contractor must document the participant's agreement to the subsequent CJ IDP or WC Plan in Client Notes in eJAS using the 'Participation' case note type.
    - **Example:** On [date], reviewed [CJ IDP or WC Plan]. Participant verbally agreed. This does not include approval for special records information. The completed Commerce WorkFirst Plan Verbal Consent Form is on file.
  - The Contractor must mail or email the participant a copy of the subsequent CJ IDP or WC Plan.
    - The participant's name **must be redacted** from the mailed or emailed copy.
  - The Contractor must maintain a copy of the Attachment K FY26.27 IDP and Plan Verbal Acknowledgement Form and the subsequent CJ IDP or WC Plan in the participant's file.
  - The Contractor must attempt to follow up with the participant to obtain a physical signature and retain a copy in the participant's file.

## FY26.27 Commerce WorkFirst Programs Guidelines

### 5.4 Additional Resources

#### Department of Social and Health Services (DSHS)

- [Electronic DSHS Forms](#)
  - [Electronic DSHS Forms – Consent 14-012](#)

#### WorkFirst Program Guidelines Materials

- Attachment K FY26.27 IDP and Plan Verbal Acknowledgement Form
- [Table B.1: Billing Guide – CJ IDP Create and WC Create \(Reference for Chapter 5\)](#)

#### Washington State Department of Commerce

- [Commerce WorkFirst Program SharePoint](#)
- [Commerce WorkFirst Video Trainings & How-To's](#)
- [Commerce WorkFirst Technical Assistance Request Form](#)

## FY26.27 Commerce WorkFirst Programs Guidelines

### Chapter 6: Worksites/Program Start

Worksites must enhance participants' skills, improve their employability, and support their employment goals or education pathways. Worksites achieve this by offering opportunities for participants to develop and practice the skills necessary for workforce success.

#### 6.1 Worksite Eligibility

Different WorkFirst (WF) programs allow placements at different types of worksites:


- Community Jobs (CJ) and Community Works (WC) Worksites – Must be with non-profit, tribal, or public entities.
- Career Jump Worksites – Can be with for-profit businesses, non-profits, tribal, or public entities.

 **Note:** Contractors cannot place participants with employers known for anti-union activities.

#### Commerce Definitions and Examples of Eligible Worksites

- **Non-Profit Worksites:** Typically, 501(c)(3) organizations that benefit the community (e.g., Food banks, community centers, advocacy organizations).
- **Tribal Worksites:** Includes tribal governments, tribal enterprises, or tribally operated organizations that serve public or community functions (e.g., Tribal administration offices, tribal education programs, tribal community centers, and tribally operated organizations focused on public benefit).
- **Public Worksites:** Government-operated or publicly funded institutions that provide services to the public. This may include the following types of organizations:
  - I. **Local Government Offices:** City or county departments (e.g., Public Works, Parks & Recreation, Clerk's Office), libraries, and community centers.
  - II. **State Agencies:** Departments such as Health, Social and Health Services (DSHS), and Transportation, or state-run employment/training centers.
  - III. **Public Schools & School Districts:** K–12 schools (e.g., administration, custodial, and food services), and district offices.
  - IV. **Public Hospitals & Health Clinics:** County or state-operated hospitals, public health departments.
  - V. **Tribal Government and Organizations:** Offices or community centers, if they serve a public mission.
  - VI. **Public Universities & Colleges:** State-funded institutions, including administrative offices, libraries, or grounds maintenance roles.
  - VII. **Transit Agencies:** City bus systems or regional transit authorities, including administrative or maintenance support.
  - VIII. **Courthouses & Judicial Offices:** Clerk's offices, legal libraries, or facility maintenance departments.
  - IX. **Public Housing Authorities:** City or county housing offices or related housing maintenance departments.
  - X. **Environmental or Conservation Programs:** Park departments, natural resource agencies, Conservation Corps, and similar programs.

## FY26.27 Commerce WorkFirst Programs Guidelines

-  **Note:** Contractors must confirm that worksites meet these definitions prior to participant placement. When in doubt, Contractors should consult the Commerce WorkFirst Team for clarification by submitting a Commerce WorkFirst Technical Assistance (TA) ticket via the [Commerce WorkFirst Technical Assistance Request Form](#).

### 6.2 Worksite Expectations and Compliance

All worksites must comply with established employment laws, training requirements, and documentation standards to ensure a successful experience for participants. The following sections outline the responsibilities of Contractors, worksite supervisors, and case managers in supporting participants' skill development and workforce readiness.

#### General Worksite Requirements

- Follow the "Employment Conditions" and "Employment Laws" outlined in the WorkFirst [Attachment A FY26.27 Scope of Work](#).
- Contractors must provide necessary training and materials to worksite employers.
- Contractors must ensure that worksite supervisors have a thorough understanding and comply with the Worksite Agreement.
  - For more information, see [Chapter 6, Section 6.5: Required Worksite Documents](#).
- Worksites must not be with employers known for anti-union activities.
- Participants should begin at a worksite within 10 business days after initial contact.
  - If a participant cannot start within 10 business days of initial contact, the Contractor may continue placement efforts.
    - The Contractor must document the reason for the delay and all continued placement efforts in the Client Notes in eJAS.
    - Document ongoing engagement efforts and **do not** refer the component back if worksite engagement efforts are in progress.
- If a 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 must sign a [Meal Break Waiver](#). This form must be kept in the participant's file.

### 6.3 Case Manager Responsibilities

Case managers play a critical role in monitoring participants' progress, ensuring worksite compliance, and supporting both the participant and worksite supervisor.

#### General Responsibilities

- Contractors must provide necessary training and materials to worksite employers.
- Contractors must ensure that worksite supervisors have a thorough understanding of the Worksite Agreement (see below).

#### Monthly Tracking Responsibilities

Case managers must:

- Receive, review, and document the participant's monthly evaluations, completed by the worksite supervisor.

## FY26.27 Commerce WorkFirst Programs Guidelines

- Contact the worksite supervisor once a month to follow up on all elements of the monthly evaluations, including but not limited to:
  - Review successes and challenges.
  - Identify skills gained.
  - Address any identified issues by following up with the participant.
- Receive and review timesheets for accuracy and compliance.

### Timesheet Requirements & Changes

All timesheet changes **must be initialed and dated** by the person making the corrections.

- Common timesheet changes include:
  - Correcting start or end times due to typos.
  - Adjusting hours worked due to miscalculations.
  - Recording absences per the worksite schedule.
- Acceptable methods for noting timesheet changes:
  - Initialing and dating each individual change.
  - Using a designated section on the timesheet where all changes are recorded, initialed, and dated.
  - Using an electronic system that assigns a code to an individual and timestamps any changes.

### 6.4 Worksite/Program Start Documentation Requirements

Accurate and timely documentation ensures contract compliance, tracks participant progress, and supports successful worksite experiences. The following requirements outline the necessary steps for recording participant worksite placements, tracking participant activities, and maintaining proper records.

#### Participant Worksite Placement Details

- Select the Program Type and record worksite details in the Worksite Placement section of the Commerce Program IDP/Plan in eJAS.

#### Program Actual Start Date

- The Program Actual Start Date, and the original Component Start Date must match.
  - The Program Actual Start Date is the first day on the worksite, including orientation if applicable.
- The date on the Worksite Placement screen in eJAS remains fixed throughout the program, even if the participant:
  - Moves to a new worksite.
  - Returns from a hold.
  - Transitions into a Resume and Complete.

#### CJ & Career Jump Worksites

- For CJ and Career Jump, enter the worksite information in the Employment Information section in eJAS.

#### Worksite Schedules

- Ensure worksite schedules are accurate and up to date.
- For more information, see [Chapter 7: Worksite and Stacked Activity Schedules](#).

## FY26.27 Commerce WorkFirst Programs Guidelines

### 6.5 Required Worksite Documents

To ensure compliance with WorkFirst and federal TANF requirements, the following documents must be in place before a participant starts at a worksite.

#### Job Description Requirements

- The Job Description must be signed by both the participant and the worksite supervisor **before** the participant starts.
- Job descriptions must include:
  - Detailed job duties.
  - Work schedules, including lunch breaks, maximum weekly hours, and any variations due to business needs.
    - The participant’s work schedule may also be included in the Worksite Agreement, provided both the worksite supervisor and participant sign it **before** the participant starts.
  - Copies of the signed Job Description must be provided to both the participant and supervisor and kept in the participant’s file.

#### Monthly Evaluations & Progress Tracking

- Record monthly evaluations, worksite supervisor contacts, and skills progression in the Worksite Evaluations section of the Commerce Program CJ/Career Jump IDP or WC Plan.

#### Participant Files

The following documents must be maintained in the participant files to ensure proper tracking and contract compliance:

- Signed Worksite Agreement
- Signed Job Description
- Timesheet/Attendance Records
- Monthly Evaluations

#### Worksite/Program Start – Worksite Agreement Requirements

- One (1) Worksite Agreement per worksite per contract period.
- Worksite Agreements must be signed **before** participants begin work and renewed within six (6) months of the start of each biennium contract cycle.
- Worksite Agreements must comply with local, state, and federal employment laws, and both the worksite and the Contractor (Employer of Record) must adhere to these requirements.
- Written approval from any unions present at the worksite.
- At a minimum, Worksite Agreements must document the following requirements for the worksite:
  - Compliance with displacement and employment conditions criteria as outlined in [WAC 388-310-1500](#) and Attachment A FY26.27 Scope of Work.
  - Adherence to all state-recognized holiday requirements as per Attachment A FY26.27 Scope of Work.
  - Adherence to all federal and Washington State employment laws (e.g., breaks, safety, etc.).
  - Provision of materials and tools required to perform the job.
    - Please note: Contractors can provide support services as appropriate. See [Attachment J FY26.27 Support Services Directory](#)
  - Daily supervision to ensure the participant is learning new skills throughout their work experience.

## FY26.27 Commerce WorkFirst Programs Guidelines

- Provide feedback on work quality, areas of progress, accomplishments, and areas for improvement to the participant at a minimum once a month.
- Provide performance feedback to Contractor staff.
- Collaboration with the program participant and Contractor staff to resolve any issues or skill gaps.
- Review, verify, and submit timesheets/worksites attendance records at least once per month.
- Ensure participants work no more than the specified number of hours per week.
- If a participant's full-time work schedule exceeds five (5) hours per day, a 30-minute unpaid lunch break is required, unless a [Meal Break Waiver](#) is on file.
- Immediate reporting of absences to the Contractor.
- Completion of monthly evaluations and active communication with contractor staff.

### 6.6 Career Jump Additional Requirements

Career Jump placements have additional requirements to ensure participant success.

#### Additional Career Jump Work Site Agreements

- Employers must document in either the Worksite Agreement or Job Description for Career Jump Participants:
  - The state or local minimum wage and the employer's established hourly rate for the position **(which must equal or exceed the state or local minimum wage)**.
  - The process to transition to the employer payroll, including work schedule, hours (must be 32 hours or more per week), wages, and benefits.
  - That upon transition to the employer's payroll, the employer's personnel policies will apply to the participant.
  - Confirmation that paid employees were not laid off to accommodate Career Jump participants.
  - Benefits must be provided within 12 months or within a comparable time frame to other employees doing the same job. This includes time spent in the Career Jump program.
  - The employer must not have planned layoffs or business closures, including those due to seasonal work.
  - Career Jump participants cannot represent more than 10 percent of the total labor force for employers with 10 or more employees, except with documented Commerce approval.
  - Only one (1) Career Jump participant may be placed with an employer who has fewer than 10 employees. Any exceptions are subject to documented Commerce approval.

#### Career Jump Wages

- Career Jump subsidized wages must be set at the employer's established hourly rate for the position and must meet the state or local minimum wage, whichever is higher.

#### If Career Jump Worksite Agreement Requirements Are Not Met

- Contractors are responsible for ensuring that worksites are genuinely committed to hiring any participant placed in a Career Jump position.
- Worksites will evaluate the participant's performance and progress during the Career Jump period. If the participant is not meeting expectations, the following steps should be taken:
  - The worksite should promptly communicate the concerns to **both** the participant and the Contractor.

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- The worksite, Contractor, and participant should collaborate and make every effort to address and correct the situation.
- If the participant continues to not meet performance expectations, despite efforts to correct the issue, the worksite may terminate the participant from the Career Jump position.
- If a worksite terminates a Career Jump agreement for inappropriate reasons, fails to adequately communicate issues, does not attempt to correct the situation, or violates the worksite requirements, the Contractor must notify Commerce.
  - In this case, Commerce will assess whether the worksite remains eligible for future placements.

### 6.7 Additional Resources

#### Washington State Legislature

- [WAC 388-310-1500, WorkFirst – Employment Conditions](#)

#### WorkFirst Program Guidelines Materials

- Attachment A FY26.27 Scope of Work
- [Meal Break Waiver](#)
- [Table B.2: Billing Guide – CJ and WC Program Start \(Reference for Chapter 6\)](#)
- [Table B.3: Billing Guide – Career Jump \(CJ Only\) \(Reference for Chapter 6\)](#)

#### Washington State Department of Commerce

- [Commerce WorkFirst Program SharePoint](#)
- [Commerce WorkFirst Video Trainings & How-To's](#)
- [Commerce WorkFirst Technical Assistance Request Form](#)

## FY26.27 Commerce WorkFirst Programs Guidelines

### Chapter 7: Worksite and Stacked Activity Schedules

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Worksite and Stacked Activity Schedules must be current and accurate to ensure contract compliance with WorkFirst requirements.

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#### 7.1 Schedule Requirements

All Commerce WorkFirst activities require a schedule recorded in the participant's Community Jobs (CJ)/Career Jump Individual Development Plan (IDP), or WC Plan. Worksite and Stacked Activity schedules must be current and accurately recorded in the appropriate Worksite Placement screen or Stacked Activity Screens within the CJ IDP or WC Plan in eJAS.


Schedules should include:

- Days of the week
- Start and end times
- Hours per shift

Informal Stacked Activity schedules omit start and end times and only include days of the week, hours per shift, and total hours per week.

Keeping schedules updated is critical because it:

- Determines excused and unexcused absence hours and eligible makeup hours.
- Determines holiday hours.
- Supports state and federal employment laws.
- Supports participants' WorkFirst participation requirements.
- Ensures employers meet Fair Labor Standards Act (FLSA) requirements if a timesheet cannot be verified (for CJ or Career Jump participants).
  - In these cases, participants must be paid according to their worksite schedule.
- Ensures they are credited hours per the worksite schedule, and do not exceed FLSA monthly hours (for Community Works participants).

 **Note:** The 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 a hold, or a participant engages as a resume and complete. The Work Schedule Start Date may differ from the Program Actual Start Date.

For instructions on obtaining the participant's agreement before modifying their worksite or Stacked Activity schedule, see [Chapter 5, Subsection 5.2: Subsequent CJ IDP or WC Plans](#).

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#### 7.2 When to Update the Worksite or Stacked Activity Schedule

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

- Has a schedule change lasting more than one (1) month (i.e. permanent schedule change) to their worksite work schedule.

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- Has returned from a hold.
  - For more information, see [Chapter 17: Holds](#).
- Returns to the program as a Resume and Complete.
  - For more information, see [Chapter 18: Resume and Complete](#).
- Engages at a new worksite.

### 7.3 Worksite Schedules – Flexible and Rotating Schedules

- Contractors must document if the participant has a rotating or flexible schedule in the “Rotating Schedule” section of the Worksite Placement screen in eJAS. Flexible and/or rotating schedule requirements are included below:
  - Include detailed information about the flexible or rotating schedule in the “Rotating Schedule” section of the Worksite Placement screen in eJAS, including:
    - 1) how the schedule is structured, i.e., the participant works rotating hours Monday through Thursday,
    - 2) how frequently it will be changed or updated, and
    - 3) the cadence at which the participant and the Contractor will communicate about the schedule, i.e. the participant receives their schedule for the week on Sunday, they will email the schedule to the Contractor by Sunday at 5 pm.
  - Document the required number of hours per work week.
  - Describe what guardrails are in place to ensure participants do not exceed their allotted hours.
  - Include clearly defined shift start and end times.
  - Document schedule adherence and any adjustments monthly in the eJAS Client Notes.

### 7.4 Additional Resources

Washington State Department of Commerce

- [Commerce WorkFirst Program SharePoint](#)
- [Commerce WorkFirst Video Trainings & How-To's](#)
- [Commerce WorkFirst Technical Assistance Request Form](#)

## FY26.27 Commerce WorkFirst Programs Guidelines

### Chapter 8: Community Jobs and Community Works Barrier Action Planning and Monthly Updates

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

#### 8.1 Barrier Action Planning Requirements

##### General Requirements

- Community Jobs (CJ) participants must engage in barrier resolution from two (2) to 10 hours per week (coded or uncoded).
- All CJ participants (part-time and full-time) must maintain at least one (1) case-managed barrier open for the entire duration of the program.
- Career Jump participants must also have a minimum of one (1) case-managed barrier open for the duration of the entire program unless they work 40 hours per week.
- **For Community Works (WC) participants, barrier resolution is optional.**
- Barrier reduction hours are in part uncoded, limiting full-time CJ participants to 38 coded participation hours per week.
- The combination of barrier removal and Stacked Activities **cannot exceed** 18 hours per week.

##### Barrier Reduction Plans in eJAS

- 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 weekly.
- Monthly updates must be entered in the CJ Individual Development Plan (IDP) for all open barriers.

##### Barrier Modification Process in eJAS

The following process should be followed in eJAS for any case-managed barrier opened with the participant. This includes instances where:

- If the participant wants to change goals → Close the existing barrier and open a new one.
- If the participant wants to add an additional goal → Open another barrier.

#### 8.2 Monthly Updates

Monthly Updates are a required tool for tracking participant progress, addressing barriers, and ensuring program compliance. Contractors use the Monthly Update process to document key activities, progress, challenges, and outcomes throughout a participant's time at a worksite. Each update provides a structured opportunity to evaluate performance, communicate with worksites, support participant development, and maintain accurate records.

The Monthly Update consists of four (4) parts:

## FY26.27 Commerce WorkFirst Programs Guidelines

- Worksite Evaluation
- Barrier Updates (not required for WC)
- Attendance and Payroll Reporting
- Commerce WorkFirst Participant Survey (during month 3 only)

### Timeline

- Month One (1): Commerce WorkFirst defines month one (1) as the month when a participant starts at a worksite. The barrier/action planning process and worksite evaluations begin in Month one (1).
- **Do not enter** barrier update information or worksite evaluations **before** the participant starts at the worksite.
- and follows the steps outlined in the tables below.
- Monthly Updates must be completed by the 10<sup>th</sup> of the month following the service month.
- The I-Verify statement becomes available beginning on the 25<sup>th</sup> of the current service month. Once the Monthly Update is complete, the program manager or their designee must complete their review and verification by the 10<sup>th</sup> of the following month.


### Barrier Updates (CJ & Career Jump only)

- Monthly Meetings: Contractors must document monthly meetings in the format provided for every month that a participant is on a worksite.
- These monthly meetings are documented in the corresponding Service Month Report for the case-managed barrier(s) in eJAS.
- All Contractors must follow a standard format when documenting barrier updates:
  - Meeting dates
  - Summary of meetings
  - Participant's next steps
  - Case manager's next steps
  - Next scheduled meeting
- Barrier Goal Development:
  - By month three (3), Contractors and participants should have worked together to develop a specific barrier goal statement and document it in eJAS in the Barrier Service Month Report.
  - This process may be expedited when appropriate, but it must meet the minimum expectation above and be reported in months 1, 2, or 3.
- Commerce WorkFirst Participant Survey
  - During the third (3) monthly meeting, Contractors will provide the Commerce WorkFirst Participant Survey to the participant.
  - Contractors will document that they have provided the survey to the participant in the summary of the meeting in the Barrier Update in eJAS.
    - If more than one Barrier Updated is completed, issuing the survey only needs to be noted in one meeting summary.
    - For WC participants with no open barrier, Contractors will document in Client Notes that they provided the survey to the participant.

## FY26.27 Commerce WorkFirst Programs Guidelines

### Worksite Evaluations

- **Monthly Worksite Contact:** Contractors must document monthly contact with worksite supervisors to follow up on monthly evaluations, review successes and challenges, identify skills gained and address any identified issues by following up with the participant. This contact must be documented in the Worksite Evaluation in eJAS.
- The following sections of the eJAS Worksite Evaluation must be completed for every month that a participant is on a worksite:
  - Worksite Evaluation
  - Worksite Supervisor Contact
  - Worksite Skills Progression (Months 2, 4, 6, 8, 10 only)
    - This should outline hard skills, technical skills, and new job responsibilities gained.

 **Note:** Worksite Skills Progression is only required for even months based on month 1 being the first month on the worksite.

### Attendance and Payroll Reporting

Accurate attendance tracking and timely payroll processing are essential to program integrity and contract compliance. Contractors are responsible for the following:


- **Attendance Verification:** Maintain regular communication with worksites to collect and verify participant attendance records. Ensure reported hours reflect actual time worked.
- **Timely and Accurate Payroll Processing:** Process payroll in compliance with all applicable state and federal labor laws. Ensure participants are paid accurately and on time based on verified hours. For more information, see [Chapter 12: Timesheets and Payroll](#).
- **Attendance Documentation:** Record participant attendance and any absences in accordance with program requirements. For guidance on documenting participation and absence, see [Chapter 14: Participation & Absences](#).

### Commerce WorkFirst Participant Survey

The [Commerce Participant Survey](#) is a tool to gather direct feedback from participants about their program experience, with the goal of strengthening service delivery, identifying service gaps, and promoting continuous improvement.

### **Survey Requirements**

- Contractors must issue the Commerce Participant Survey during month three (3).
- Contractors must integrate the survey process into the Month 3 Monthly Update workflow.

 **Note:** Contractors may issue their own agency-level survey in addition to the Commerce survey.

### **Participant Information**

Contractors should inform participants that:

- Participation is voluntary. Participants may skip any questions or withdraw at any time.
- Participant names and email addresses are not collected.
- Survey responses are sent directly to Commerce.

## FY26.27 Commerce WorkFirst Programs Guidelines

- Information shared may be subject to public record. By completing this survey, participants voluntarily consent to participate.
- Commerce will share a summary of participant feedback with Contractors. Individual surveys will not be shared.

### Survey Administration

Contractors are encouraged to share the survey link or QR code below to make it easily accessible to participants.



### Survey Use

- Commerce will analyze survey results at least annually and share aggregated findings with Contractors.
- Survey results will be used to center participant and community voices, improve program services, and address identified disparities or issues.

### I-Verify Statement

- Program Managers or their designees are required to review the worksite evaluations and barrier updates entered by case managers by the 10<sup>th</sup> of the month following the service month.
- Once the worksite evaluations and barrier updates have been reviewed, the program manager or their designee will check off on the I-Verify statement in the Reporting History section on the barrier screen stating, "I have verified all worksite evaluations, worksite supervisor contacts, skill progression monthly updates and applicable barriers action plans have been updated."

## 8.2 Consent and Specific Records, and Special Records Note

### Definitions

- **Specific Records** refer to participant information that falls under a broader category of protected data but may be relevant for WorkFirst engagement and case planning. Specific Records can only be included in certain areas of eJAS and require a Department of Social and Health Services (DSHS) Consent Form (DSHS 14-012).
- **Special Records** are sensitive records related to topics such as mental health, HIV/STD status, substance use disorder, family violence, and confidential payments (i.e., documentation for confidential support services). To ensure legal compliance and proper data security, these must be recorded only in the Barriers section of the IDP or WC plan or in the designated Special Record Client Notes section of eJAS.

## FY26.27 Commerce WorkFirst Programs Guidelines

### Confidentiality Guidelines

To protect participant privacy and comply with state and federal laws, do not enter or disclose any information related to the following topics without the participant’s specific written consent:


- Mental health
- HIV/AIDS and STD test results diagnosis or treatment
- Substance use disorder (i.e., chemical dependency)

This type of information is considered special records and must be handled with heightened confidentiality. Special records require documentation in designated areas within eJAS to ensure they are stored and accessed appropriately.

### Recording Specific and Special Records Information in eJAS

With written consent as outlined on the DSHS Consent Form (DSHS 14-012), specific records may be included in the following eJAS areas:


- Barriers
- Special Record Client Notes


 **Note:** Even with consent, specific records **cannot** be entered in any other areas of eJAS.

Special records **must always** be recorded only in the Special Record Client Notes section in eJAS, even when written consent is provided. This protects the participant’s privacy and aligns with confidentiality requirements.

### Updating Consent Forms

Participants have the right to complete a new DSHS Consent Form (DSHS 14-012) at any time. Contractors must ensure the most current form is on file before documenting any specific or special records.

 **Note:** For more information on specific records, see [Chapter 3, Subsection 3.3: Specific Records Note](#).

 **Note:** For more information on special records, refer to [1.6.4 – What Does “Special Records” Mean?](#) in the DSHS WorkFirst Handbook.

## 8.4 Additional Resources

### Department of Social and Health Services (DSHS)

- DSHS WorkFirst Handbook
  - Section 1.6 – [Required Documentation](#)
    - Sub-section [1.6.4 – What Does “Special Records” Mean?](#)
- [Electronic DSHS Forms](#)
  - [Electronic DSHS Forms – Consent 14-012](#)

### WorkFirst Program Guidelines Materials

- [Commerce Participant Survey](#)

## FY26.27 Commerce WorkFirst Programs Guidelines

- [Table B.4: Billing Guide – CJ Monthly Updates and WC Monthly Updates \(Reference for Chapter 8\)](#)

Washington State Department of Commerce

- [Commerce WorkFirst Program SharePoint](#)
- [Commerce WorkFirst Video Trainings & How-To's](#)
- [Commerce WorkFirst Technical Assistance Request Form](#)

### Chapter 9: Stacked Activities and Participation

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Stacked Activities provide participants with various opportunities to increase their skills, education, training, and employability. Contractors are responsible for ensuring that participants in the Community Jobs (CJ) (both part-time and full-time) and Career Jump (if required for the person to be engaged 38 hours/full-time hours) actively engage in Stacked Activities, either through their agency or other providers.

Common Stacked Activities offered by Contractors include Life Skills (LS), Job Search (JS) and Job Skills Enhancement Training (JT), and include the following:

- Life Skills (LS)

Workshops or training designed to support personal development in areas such as:

- Communication
- Time Management
- Financial Literacy
- Goal Setting

 **Note:** Life Skills must be instructor-led or case manager supervised coursework and does not allow informal or homework hours (e.g., time spent on homework or self-study).

- Job Search (JS)

May be delivered in two (2) formats:

- **Formal:**
  - Structured sessions facilitated by the Contractor
  - Held at specific times on set days of the week
- **Informal:**
  - Flexible hours are scheduled across designated days of the week
  - Contractors must:
    - Assign the number of hours per day, not to exceed the component hours for the week
    - Not assign specific start and end times
  - Participation must be monitored using:
    - Activity Logs
    - Minimum monthly check-ins with the participant

- Job Skills Enhancement Training (JT)

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- Hands-on or classroom-based training aligned with employment goals or in-demand careers
- May include homework hours, with the following conditions:
  - Homework must be labeled as such in the eJAS schedule
  - Total homework hours cannot exceed the formal, scheduled training hours

 **Note:** For more information, see [Table A.4 – Stacked Activities Overview](#).

In Washington State, Temporary Assistance for Needy Families (TANF) recipients enrolled in full-time CJ must participate in 30 to 40 hours of coded work and work-related activities per week.

Community Works (WC) Stacked Activities are determined and managed by the Department of Social and Health Services (DSHS). These activities cannot be coded with the Commerce Contractor Code.

### 9.1 Expectations and Stacked Activities

#### General Expectations for CJ (Part-Time and Full-Time), Career Jump

Contractors are responsible for ensuring the following:

- Participants must meet participation requirements through a combination of:
  - Subsidized employment (20 hours per week)
  - Coded/uncoded barrier resolution time
  - Coded Stacked Activities
- No gap in services – Plan Stacked Activities and worksite start dates accordingly.
  - **Example:** If a client completes their Life Skills classes on Tuesday, their next Stacked Activity should begin Wednesday.
- Document all requests to DSHS (e.g., new components, updates, or corrections) in Client Notes in eJAS.
- Ensure Stacked Activities are meaningful for participants and designed to:
  - Increase employability
  - Resolve barriers
- Activities may start before a participant starts on a worksite.
- Activities may be offered through a community partner without a DSHS Contractor Code, but the Contractor may need to track and report engagement.
  - For more information, see [Chapter 9, Section 9.4: Stacked Activities Provided by a Community Partner Without a DSHS Contractor Code](#).
- Monitor, track, and record attendance for all activities.
- Ensure proper eJAS coding for all components and Stacked Activities.
- Enter monthly updates in the Commerce Program CJ Individualized Development Plan (IDP) in eJAS for all activities coded to the Contractor’s eJAS code.
- Enter monthly attendance for all activities coded to the Contractor’s eJAS code.
  - For more information, see [Chapter 15: Actual Hours Reporting](#).
- For Job Search (JS) Activities:
  - Conduct monthly reviews of the participant’s JS activities.
  - Contractor staff must:
    - review the job search log, calculate total log hours, and initial each JS log.

## FY26.27 Commerce WorkFirst Programs Guidelines

- Discuss with the participant before reporting participation hours.
- Not report participation hours that cannot be verified. Ensure a note has been added to JS log on why hours are not being reported.
- Enter hours into the Participant Monthly Participation section of eJAS
- Follow the 1% Job Search Verification Review process (see section below).

### 9.2 Stacked Activities and Participation Documentation Requirements

Contractors are responsible for maintaining the following documentation:

- Complete all fields in the Stacked Activities section(s) in eJAS (See [Table B.5: Billing Guide - Stacked Activity \(CJ Only\)](#) for more details):
  - Education – Component Codes: GE, BE, HS, or ES
  - Life Skills – Component Code: LS
  - Job Search – Component Code: JS
  - Job Skills Enhancement Training – Component Code: JT

 **Note:** For an overview, see [Table A.4 – Stacked Activities Overview](#).

- Record and complete monthly updates in the Commerce CJ IDP (eJAS field title: Monthly or Milestone Achievements).
  - For guidance, see [Table B.5: Billing Guide – Stacked Activity \(CJ Only\)](#).
- Keep signed Attendance and Stacked Activity Logs
  - Logs must be signed by the Contractor and retained in the participant’s file.
- Enter activity hours on the Client Monthly Participation screen in eJAS
  - Hours must be recorded in **weekly increments**.
  - Include hours of participation, excused/unexcused absences, and holidays, if applicable
  - For more information, see [Chapter 15: Actual Hours Reporting](#)

### 9.3 1% Job Search Verification Reviews

#### Work Verification Plan Requirements

Contractors are responsible for verifying the JS activities of 1% of the participants in their caseload who are enrolled in JS activities monthly. For additional information, see the [DSHS State of Washington Work Verification Plan](#).

- If 1% is less than one (1) participant, the Contractor must review at least one (1) participant’s Job Search activities.

#### Review of 1% of Job Search Process

Contractors must:

- Have written procedures for verifying client participation.
- Randomly select 1% of participants monthly for review of JS Activity Logs.
- If the participant has five (5) or more entries, verify five (5) JS Activity Log entries. If the participant has less than five (5) entries, verify all entries.

## FY26.27 Commerce WorkFirst Programs Guidelines

- If the first five (5) JS Activity Log entries cannot be verified, attempt to verify an additional five (5) JS Activity Log entries.
- If there is a discrepancy, discuss with the participant before reporting participation hours.
- Not report participation hours that cannot be verified.
- Maintain documentation of completed reviews

### Example Calculation

- If a Contractor has 20 JS participants, then:
  - 1% of 20 = 0.2 → The Contractor must verify at least one (1) of the participant's activities.
  - The Contractor verifies five (5) entries from the JS Activity Logs.

### Acceptable Job Search Verification Methods

Contractors can verify JS efforts using, but not limited to:

- Review completed applications.
- Confirm evidence of an interview.
- Review electronic acknowledgments from an online application.

## 9.4 Stacked Activities Provided by a Community Partner Without a DSHS Contractor Code

### When This Applies

Activities may be offered through a community partner without a DSHS contractor code, but the Contractor will be responsible for tracking and reporting engagement in Stacked Activities.

### Component Coding

Contractors are responsible for:

- Requesting DSHS for a component to the Contractor's contract code.
- Ensuring that the component is accurate.

### CJ IDP Requirements

Contractors must ensure the correct Stacked Activity section in the CJ IDP in eJAS is completed.

- All IDP agreements and Stacked Activity entry requirements must be followed.

### Support Services

Contractors can use support services to pay for tuition and related expenses for participants engaging in Stacked Activities.

For more information, see [Chapter 20: Support Services](#).

### Actual Hours Reporting

Contractors are responsible for:

- Collecting, verifying, and reporting Actual Hours monthly.
- Following all Stacked Activity Log requirements.
- Please note: Contractors should not check the Service Provider box.

For more information, see [Chapter 15: Actual Hours Reporting](#).

## FY26.27 Commerce WorkFirst Programs Guidelines

### Billing and Pay Points

Contractors must understand that:

- They **cannot claim** the Stacked Activity pay point because they do not directly provide the activity.
  - They **can claim** the Monthly Attendance Reporting pay point for tracking, verifying, and reporting Actual Hours.
  - All Monthly Attendance Reporting pay point requirements must be met.
- 

### 9.5 Additional Resources

Department of Social and Health Services (DSHS)

- [DSHS State of Washington Work Verification Plan](#)

WorkFirst Program Guidelines Materials

- [Table A.4 – Stacked Activities Overview](#)
- [Table B.5: Billing Guide – Stacked Activity \(CJ Only\)](#)

Washington State Department of Commerce

- [Commerce WorkFirst Program SharePoint](#)
- [Commerce WorkFirst Video Trainings & How-To's](#)
- [Commerce WorkFirst Technical Assistance Request Form](#)

## FY26.27 Commerce WorkFirst Programs Guidelines

### Chapter 10: Program Exit and Unsubsidized Employment

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At the end of the Community Jobs (CJ) or Community Works (WC) Program, Contractors must complete the “Exit Section” and “Narrative” in the CJ Individual Development Plan (IDP) or WC Plan in eJAS. This section provides an overview of the participant’s program and their next steps. **Confidential information must not be included in the exit narrative.**

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#### 10.1 Exit Process Requirements

Contractors must follow these expectations when exiting a participant from a CJ or WC program:

- Components must be referred back to the Department of Social and Health Services (DSHS) as soon as appropriate.
- Worksite and stacked activities sections should be updated and closed.
- The exit section in the IDP should not be left open while waiting to re-verify unsubsidized employment.
- Complete the Exit Section of the CJ IDP or WC Plan in eJAS within 15 business days of the Program Exit Date (See [Chapter 10, Subsection 10.4: Exit Process Steps](#) for more information).

 **Note:** An exception to this is if a participant was placed on hold and determined **not** to return, the Exit Section must be completed within 15 business days of the Hold Actual End Date.

- Follow all exit documentation requirements to ensure accuracy and compliance.

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#### 10.2 Exiting Community Jobs Individual Development Plans (CJ IDPs) or Community Works Plans (WC Plan) Due to Program Transition or Back-to-Back Community Jobs

Before requesting a new CJ IDP or WC Plan, Contractors must ensure that the exiting plan is fully updated. Updates should include, but are not limited to:

- Barrier Reporting
- Worksite evaluation and supervisor contact
- Stacked Activity updates

If a CJ IDP or WC Plan is exited without all required updates or entries, Commerce cannot correct errors in the closed plan.

Contractors **cannot claim** pay points for incomplete items in a closed plan.

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#### 10.3 Exit Process Steps Monthly Update of the I-Verify Statement in eJAS

To maintain accurate records, Contractors must update I-Verify statement as part of the exit process. Key considerations include:

- The I-Verify statement is open from the 25th to the 10th of each month.

## FY26.27 Commerce WorkFirst Programs Guidelines

- If a CJ IDP or WC Plan is closed before the I-Verify statement can be completed, this is not considered an error.
- In this case, Contractors should submit a Commerce WorkFirst Technical Assistance (TA) ticket via the [Commerce WorkFirst Technical Assistance Request Form](#) to have the I-Verify statement changed from "No" to "Yes" after completing the Monthly Update review.

### 10.4 Exit Process Steps

Contractors must complete the following steps when exiting a participant:

1. Notify the worksite and participant.
2. Refer component(s) back to DSHS and enter the exit reason under the 'Refer Back' case note type in Client Notes in eJAS.
3. Collect the following from the worksite supervisor:
  - Timecards
  - Worksite evaluations
  - Supervisor contacts
  - Skills progression reports
4. Collect the following from the participant:
  - Job search logs
  - Attendance records
  - Barrier updates
5. Complete Monthly Updates and Actual Hours reporting in eJAS.
6. Close the following in the CJ IDP or the WC Plan in eJAS:
  - Worksite Placement screen
  - Stacked Activities screen
7. For CJ and Career Jump only: Close the Employment screen in eJAS
8. Complete the "Exit" section in the CJ IDP or WC Plan. Exit Section details in eJAS including:
  - Program Exit Date

Scenario	Exit Program Date
Participant started at a worksite or Stacked Activity.	Last day participating in a coded Commerce WorkFirst component.
Participant did not start at a worksite or Stacked Activity.	Last day of documented contact or attempted contact.

- Exit Reason & Narrative Requirements
 

The exit narrative should include:

  - A brief program summary (1-3 sentences), which may include:
    - Worksite information
    - Stacked Activities

## FY26.27 Commerce WorkFirst Programs Guidelines

- Goals achieved
- Future goals and/or suggested next steps
- **Do not** include participant confidential information

### 10.5 Claiming Unsubsidized Employment

If the participant exits with unsubsidized employment (UE), the Contractor must:

1. Create an Unsubsidized Employment screen in eJAS
2. After a participant has retained the unsubsidized employment for the required days, the Contractor must:
  - i. Verify employment
  - ii. Complete the Attachment L FY26.27 Employment Income Verification Form for Unsubsidized Employment
  - iii. Enter the verification date in eJAS

For a Contractor to claim an Unsubsidized Employment (UE) Pay Point, the participant must meet the following criteria:

- Full-Time Unsubsidized Employment
  - Retained for at least 10 business days
  - 32 to 40 hours per week (or income equivalent)
  - Must start within 45 days from the Program Exit Date (The 45-day count starts on the day of the Exit Program Date.)
- Part-Time Unsubsidized Employment
  - Retained for at least 10 business days
  - 20 to 31 hours per week (or income equivalent)
  - Must start within 45 days from the Program Exit Date (The 45-day count starts on the day of the Exit Program Date.)
- Seasonal or Temporary Unsubsidized Employment
  - Retained for at least 90 calendar days
  - Must meet the Full-Time or Part-Time hours requirement above
- Self-Employment Unsubsidized Employment
  - Contractor must work with DSHS and the participant to verify self-employment
  - DSHS must create the Employment screen in eJAS

### 10.6 Pay Point Considerations

- If a participant obtains unsubsidized employment and returns to a Commerce-paid program within six (6) months of their last program exit date:
  - The Contractor must notify Commerce.
  - Commerce will determine if the Contractor is eligible for the subsequent UE Pay Point.
- If a participant obtains unsubsidized employment but did not start at a worksite, they must:
  - Have completed at least three (3) hours in a Stacked Activity
  - Provide documentation demonstrating how the Contractor assisted in obtaining or maintaining UE.

## FY26.27 Commerce WorkFirst Programs Guidelines

- Subsidized training or volunteer programs (e.g., AmeriCorps, work-study) cannot be claimed if there is no intent to hire at the end of service.
- 

### 10.7 Additional Resources

#### WorkFirst Program Guidelines Materials

- Attachment L FY26.27 Employment Income Verification Form
- [Table B.6: Billing Guide – Unsubsidized Employment \(FULL-TIME & PART-TIME\) \(CJ Only\) \(Reference for Chapter 10\)](#)

#### Washington State Department of Commerce

- [Commerce WorkFirst Program SharePoint](#)
- [Commerce WorkFirst Video Trainings & How-To's](#)
- [Commerce WorkFirst Technical Assistance Request Form](#)

## FY26.27 Commerce WorkFirst Programs Guidelines


### Chapter 11: Community Works – Component Hours and FLSA

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Community Works (WC) participants **must not exceed** the component hours determined by the Department of Social and Health Services (DSHS) under the Fair Labor Standards Act (FLSA). These hours are subject to change each month and must be updated accordingly.

FLSA Hours Calculation:

$$\frac{\text{Participant's cash benefits} + \text{food benefits}}{\text{Highest applicable minimum wage}}$$

 **Note: Contractors do not have all the necessary information to calculate FLSA hours and must work with DSHS to obtain this information.**

#### 11.1 Expectations for Contractors

DSHS is responsible for determining FLSA hours and updating component hours in eJAS. Contractors must support DSHS in ensuring participants have accurate component hours by:

1. Communicating Key Information
  - Provide updates to DSHS if:
    - The worksite location has a local minimum wage higher than the state minimum wage.
    - There are changes to state or local minimum wage laws.
    - eJAS reflects changes in a participant's FLSA hours.
  - Document this communication in Client Notes in eJAS.
2. Reviewing FLSA Hours monthly
  - If FLSA hours are not available in eJAS, Contractors must:
    - Wait until after the FLSA lock date (typically the last Monday of the previous month).
    - Contact DSHS staff to request FLSA hour calculations and entry into eJAS.
3. Documenting Requests in eJAS
  - All FLSA component hour adjustment requests sent to DSHS must be recorded in Client Notes in eJAS.

#### 11.2 FLSA Maximum Hours

##### Ensuring Participants Stay Within FLSA Limits

WC participants must not exceed their monthly FLSA maximum.

##### How to Calculate Monthly FLSA Max based on the WC Component Hours

DSHS will provide the WC component hours. These represent the total weekly WC hours. To determine the monthly WC hours max, Contractors must multiply the component hours  $\times 4.33 =$  Monthly FLSA Max and round down.

Example Calculation:

- $10 \text{ WC component hours} \times 4.33 = 43.3$
  - Monthly FLSA Max = 43 hours per month
-

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### 11.3 Accessing FLSA Hours in eJAS

FLSA hours are mainly recorded in the Client Notes in eJAS. However, in some cases, they may also be assessed using the Component/Individual Responsibility Plan (IRP) information, as described below.

1. Go to the participant's main screen.
2. Select "Component/IRP Information."
3. Click "History" under the second tab box labeled "FLSA Hours."
4. View the last 30 months of FLSA hours.
5. If no FLSA hours appear in eJAS Client Notes or in the FLSA History:
  - Request that DSHS staff calculate and enter FLSA hours.
  - Document the request in Client Notes in eJAS.

### 11.4 Additional Resources

#### Department of Social and Health Services (DSHS)

- DSHS WorkFirst Handbook
  - Section [3.3.2 – Stacking Activities](#)
    - Sub-section [3.3.2.5 – How do I deem?](#)
    - Sub-section [3.3.2.6 – When do I use the local minimum wage and how do I process these cases?](#)
    - Sub-section [3.3.2.7 – How to Deem Step-by-Step Guide](#)

#### U.S. Department of Labor (USDOL)

- [Wages and the Fair Labor Standards Act](#)

#### Washington State Department of Commerce

- [Commerce WorkFirst Program SharePoint](#)
- [Commerce WorkFirst Video Trainings & How-To's](#)
- [Commerce WorkFirst Technical Assistance Request Form](#)

## FY26.27 Commerce WorkFirst Programs Guidelines

### Chapter 12: Timesheets and Payroll

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#### 12.1 Timesheet Requirements

Contractors must ensure that participant timesheets are accurate, complete, and legible. These timesheets serve as official records of work hours and must align with program requirements.

##### General Expectations

- Legibility: Timesheets and notes **must be clear and readable**.
- Pay Periods: A minimum of one (1) pay period must be recorded per month.
- Retention: Contractors must keep participant timesheets in the participant's file.

##### Required Information on Timesheets

Timesheets—whether paper or electronic—must include the following:

- Worksite Supervisor Signature:
  - Must be obtained **on or after** the last working day of the pay period to verify the timesheet's accuracy.
  - Electronic signatures are acceptable.
- Work Hours & Breaks:
  - **Clearly indicate** start and end times for each work shift.
  - Include unpaid lunch breaks.
  - Record total hours worked in the pay period.
- Makeup and Absence Hours:
  - **Clearly label any makeup hours**.
  - Indicate absences as either excused or unexcused.
  - If the participant uses paid sick leave, this must be recorded on the timesheet.
- Schedule Consistency:
  - Participant hours **must match** their CJ or Career Jump Individual Development Plan (IDP) worksite schedule unless a documented reason, such as absences or makeup hours, explains the discrepancy.
  - **Any** temporary schedule changes (i.e., lasting less than one month) **must be noted** on the timesheet.
- Holiday Hours:
  - If a participant is scheduled to work on a state-recognized holiday per their IDP/WC Plan, they **must be** issued holiday hours.

#### Timesheet Changes

All timesheet modifications must be properly documented to ensure accuracy and accountability.

- Who Can Make Changes?
  - **Only authorized individuals**, e.g. Contractor program leads, can make timesheet changes.
  - Each change must be **initialed and dated** by the person making the correction.
- Examples of Valid Changes
  - Correcting start or end times due to an error.
  - Adjusting hours worked due to a miscalculation.
  - Adding absences per the worksite schedule.

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- Acceptable Methods for Documenting Changes
  - Each individual change may be initialed and dated separately.
  - All changes, with initials and dates, may be listed in a single designated area on the timesheet.
  - If using an electronic system, it must assign a unique code and timestamp for any changes made.

### 12.2 Attendance and Payroll Processing

Contractors and worksites form a dual-employer partnership, where:

- Contractors are the Employer of Record, responsible for payroll processing and compliance with employment regulations.
- Worksites oversee day-to-day attendance, compliance with employment regulations, and ensure participants adhere to their scheduled work hours.

To maintain accurate records and ensure compliance, Contractors must fulfill the following responsibilities:

#### Work Attendance Requirements

To ensure accurate tracking of participant work hours, Contractors must:

- Verify and maintain work attendance records at least once per month to ensure their quality and accuracy.
- **Ensure participants do not exceed their weekly component hours.**
- Follow absence reporting guidelines as outlined in [Chapter 14: Participation and Absences](#).
- Provide a 30-minute lunch break for shifts exceeding five (5) hours unless a [Meal Break Waiver](#) is approved and kept in the participant's file.
- Ensure participants do not work on Washington state-recognized holidays.

#### Payroll Processing

Contractors must process payroll in accordance with WorkFirst guidelines. This includes:

- Processing payroll for all hours worked during a pay period at least once a month.
- Following all employment conditions and labor laws outlined in the WorkFirst Attachment A FY26.27 Scope of Work.

### 12.3 Paystub Requirements

Participant paystubs must be accurate, match with submitted timesheets, and comply with all applicable employment laws, including [WAC 296-126-040](#).

#### General Expectations

- Paystubs **must align** with recorded timesheets.
- They **must comply with all** employment and tax law requirements as outlined by the Washington State Department of Labor & Industries (L&I), including the [Payroll & Personnel Records](#) guidance, including:
  - Pay basis (e.g., hourly, daily, piece rate, or salary)
  - Rate(s) of pay
  - Gross wages earned

## FY26.27 Commerce WorkFirst Programs Guidelines

- All deductions for the pay period
- Records required for paid sick leave tracking
  - For more information, see the [Implementing a Paid Sick Leave Policy](#) section on L&I's website.

### 12.4 Paid Sick Leave Requirements

Paid sick leave policies must meet all legal minimum requirements to ensure participants receive proper benefits.

#### Monthly Notification to Participants

At least once per month, Contractors must provide participants with a paper or electronic notice that includes:

1. The amount of paid sick leave accrued since the last notice.
2. The amount of paid sick leave used since the last notice.
3. The participant's current unused paid sick leave balance, which is available for use.

### 12.5 Additional Resources

Washington State Department of Revenue (DOR)

- [State Holiday Schedule](#)

Washington State Department of Labor & Industries (L&I)

- [Payroll & Personnel Records](#)
- [Paid Sick Leave](#)
- [Paid Sick Leave Minimum Requirements](#)

Washington State Legislature

- [WAC 296-126-040, Statements Furnished](#)

Washington State Department of Commerce

- [Commerce WorkFirst Program SharePoint](#)
- [Commerce WorkFirst Video Trainings & How-To's](#)
- [Commerce WorkFirst Technical Assistance Request Form](#)

WorkFirst Program Guidelines Materials

- Attachment A FY26.27 Scope of Work
- [Meal Break Waiver](#)
- [Table B.4: Billing Guide – CJ Monthly Updates and WC Monthly Updates \(Reference for Chapter 12\)](#)

## FY26.27 Commerce WorkFirst Programs Guidelines

### Chapter 13: State Holidays

State-recognized holidays are paid days off for Community Jobs (CJ) and Career Jump participants and count as credited hours for Community Works (WC) participants. CJ and Career Jump participants receive credit hours for any scheduled Stacked Activities.

- CJ and Career Jump participants receive a paid day off for state-recognized holidays.
  - Participants are paid based on their IDP schedule in eJAS.
- WC participants receive credit hours for state-recognized holidays and do not make up the hours.
  - Hours are credited based on the participant's WC Plan schedule in eJAS.
- Participants with scheduled Stacked Activities also receive credited hours and do not make up the hours.
  - This applies to all Stacked Activities, including Life Skills (LS), Job Skills Enhancement Training (JT), and Job Search (JS) (formal JS and informal JS).
  - Hours are credited based on the participant's schedule in the IDP in eJAS and are documented on the Participation Screen.

#### 13.1 Holidays That Fall on a Weekend

##### If the Participant is Scheduled to Work on the Holiday

The participant receives credit for the hours they were scheduled to work on that day.

##### If the Participant is NOT Scheduled to Work on the Holiday

The observed holiday is adjusted as follows:

- If the holiday **falls on a Sunday**, the **following Monday** is considered the holiday.
- If the holiday **falls on a Saturday**, the **preceding Friday** is considered the holiday.

#### 13.2 Participation on State Recognized Holidays

Participants must not work on CJ or WC worksites on state-recognized holidays.

Participants should not engage in Stacked Activities on state-recognized holidays. If a participant does engage in a Stacked Activity on a holiday, those hours must be recorded as participation and deducted from the holiday credit that would otherwise have been applied. Holiday hours must reflect and not exceed the number of hours the participant was scheduled to participate on that day.

##### Scenario:

A participant is scheduled to engage in JS for 4 hours per day, Monday through Thursday (16 hours total).

- Monday is a state-recognized holiday, and the participant chooses to complete 3 hours of JS on that day.
- The Contractor must deduct the actual hours from the scheduled hours.
- Since the participant engaged in 3 hours of JS, only 1 holiday hour can be reported.

$$4 \text{ Scheduled Hours} - 3 \text{ Actual Hours} = 1 \text{ Holiday Hours}$$

## FY26.27 Commerce WorkFirst Programs Guidelines

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### 13.3 Additional Considerations

- When a Worksite is Open on Both the Actual Holiday and the Observed Day:
    - If a participant is scheduled to work on both days, they should work on the observed holiday **unless** an excused absence applies (e.g., they are sick).
    - The actual holiday remains a paid day off for CJ and Career Jump participants.
    - WC participants receive credited holiday hours for the actual holiday.
  
  - When a Worksite Closes for a Non-State-Recognized Holiday:
    - If the participant is scheduled to work on that day, their hours are coded as an excused absence.
    - Arrangements should be made for makeup hours.
- 

### 13.4 Additional Resources

#### Washington State Department of Revenue (DOR)

- [State Holiday Schedule](#)

#### Washington State Department of Commerce

- [Commerce WorkFirst Program SharePoint](#)
- [Commerce WorkFirst Video Trainings & How-To's](#)
- [Commerce WorkFirst Technical Assistance Request Form](#)

## FY26.27 Commerce WorkFirst Programs Guidelines

### Chapter 14: Participation & Absences

An absence is any time away from the scheduled worksite or Stacked Activity as outlined in the Community Jobs (CJ)/Career Jump Individual Development Plan (IDP) or Community Works (WC) Plan, whether excused or unexcused. This includes both full and partial absences. For policy details, refer to [3.7.1.2 – When Do the Federal Participation Verification Rules Apply?](#) in the DSHS WorkFirst Handbook.

The [DSHS State of Washington Work Verification Plan \(WVP\)](#) requires Contractors to track excused vs. unexcused absences.

#### 14.1 Expectations for Contractors

Contractors must adhere to the following participation and absence tracking guidelines:

- Document schedules in the participant’s CJ/Career Jump IDP or WC Plan in eJAS so that absences can be accurately tracked.
- Ensure that **both** worksites and participants immediately report absences to the Commerce WorkFirst case manager.
- Record **all WC worksite and CJ/Career Jump stacked activity** participating, holiday, and absence hours on the Client Monthly Participation screen in eJAS.
  - For more information, see [Chapter 15: Actual Hours Reporting](#).
- **Document all WC worksite and CJ/Career Jump stacked activity absence** hours in Client Notes in eJAS.
- **Document all CJ, and Career Jump worksite participating, holiday, and absence hours in Client Notes in eJAS.**
- If a participant has two (2) absences in a month, Contractors must send an “Immediate Notify” message to the Department of Social and Health Services (DSHS) staff.
  - For more information, see [Chapter 14, Subsection 14.3: Immediate Notify Process in eJAS](#).
  - Contractors are only required to send one Immediate Notify per month.
- Record holidays and absences on timesheets. For absences, specify the number of hours and whether the absence was excused or unexcused.
- **Holiday hours and** absences are determined by the Worksite or Stacked Activity schedule in the CJ/Career Jump IDP or WC Plan.
- **Encourage participants to make up absence hours.**
  - Make-up hours must be clearly identified on timesheets.
  - CJ and Career Jump hours must be made up within the same pay period.
  - WC and CJ/Career Jump stacked activity hours must be made up within the same reporting month.
  - **Note: WC make up hours must not exceed the monthly FLSA maximum amount.**
  - If it is not practical to make up hours within these time frames, Contractors can contact Commerce to request an exception.

## FY26.27 Commerce WorkFirst Programs Guidelines

### Example of Worksite Absence Reporting

#### ✦ Scenario:

Diane misses work on Tuesday. She calls her worksite supervisor and Commerce WorkFirst case manager to tell them that her daughter is sick and needs to stay home with her.

1. Her supervisor records seven (7) excused absence hours **on her timesheet** based on her CJ or Career Jump IDP Worksite schedule.
2. The Contractor reports seven (7) excused absence hours for that day **in the monthly Client Note**.

### Example of Stacked Activity Absence Reporting

#### ✦ Scenario #2:

Diane submits her Job Search (JS) Activity Log with five (5) hours of activity for the week. She is scheduled for 15 hours per week.

1. The Contractor reports 10 unexcused absence hours for that **week in the Client Monthly Participation screen and in the Client Notes**.
2. The Contractor talks to Diane about notifying her Commerce WF case manager when she is unable to attend her scheduled activities.
3. **The Contractor completes the Immediate Notify Process if required.**

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## 14.2 Documenting Participation & Absences in Client Notes in eJAS

By the 10th of each month, Contractors must report participation hours for the previous month:

- **Community Works & Stacked Activities Hours**
  - All Community Works (WC) worksite and stacked activity participating, holiday, excused, and unexcused hours must be recorded on the Client Monthly Participation screen in eJAS.
    - For more information, see [Chapter 15: Actual Hours Reporting](#).
  - Stacked Activities: Excused and unexcused hours must be documented as one case note in Client Notes in eJAS.
    - Excused absence details must include the date, number of hours, and the reason.
- **CJ and Career Jump**
  - All participating, holiday, excused and unexcused absence hours must be recorded in Client Notes in eJAS.
    - Excused absence details must include the date, number of hours, and the reason.
    - Unexcused absence details must include the date and number of hours.

### Additional Information on Absences




Absences include:

- Partial absences (e.g., arriving late or leaving early without completing the full shift).
- Absences made up later (e.g., missing work on Wednesday but making up hours on Thursday).

## FY26.27 Commerce WorkFirst Programs Guidelines

### Example eJAS Monthly Client Note Templates

Contractors are not required to use these templates, but they must include all the information included below.

Template for CJ and Career Jump <b>Hours</b>	Template for WC or Stacked Activities <b>Hours</b>
<p> Client Note Type: Participation</p> <p>CJ or Career Jump Participation for (MM/YY):</p> <ul style="list-style-type: none"> <li>➤ Participating Hours: ##</li> <li>➤ Holiday Hours: ##</li> <li>➤ Excused Hours: ## (MM/DD, reason)</li> <li>➤ Unexcused Hours: ##</li> </ul>	<p> Client Note Type: Participation</p> <p>WC and/or Stacked Activity Component Code(s) Participation for (MM/YY):</p> <ul style="list-style-type: none"> <li>➤ Excused Hours: ## (MM/DD, reason)</li> <li>➤ Unexcused Hours: ##</li> </ul> <p> <b>Note:</b> Stacked Activities include, but are not limited to, Life Skills (LS), JS (Formal and Informal), and Job Skills Enhancement Training (JT).</p>

---

### 14.3 Immediate Notify Process in eJAS

An Immediate Notify is a case note type in Client Notes in eJAS. When a Contractor completes an Immediate Notify note, it sends a message to DSHS staff and creates a Client Note. After a participant has two (2) absences in a month, Contractors **must** complete one (1) Immediate Notify note in eJAS, notifying DSHS. Additional absences do not require another Immediate Notify note for that month.

#### Immediate Notify Requirements

1. Send an e-message to DSHS.
2. Enter a non-participation excused or unexcused absence case note in Client Notes in eJAS.
3. Applies to both excused and unexcused absences, including a combination of both.
4. Absences are cumulative across all components (e.g., CJ, JS, LS).
5. Use only one component to complete the Immediate Notify.

#### Example Scenarios Requiring an Immediate Notify

- A participant has one (1) partial excused absence at the worksite and one (1) unexcused absence in LS.
- A participant has two (2) excused absences at the worksite.

---

### 14.4 Participant Makeup Hours

CJ, Career Jump, and WC participants may make up hours for excused and unexcused absences and scheduled worksite closures. Contractors are responsible for ensuring that makeup hours do not put the participant in overtime status or impact the participant's part-time status or Fair Labor Standards Act (FLSA) maximum.

#### Makeup Hour Requirements

- Makeup hours **must be clearly marked** on time sheets and Stacked Activity Logs.

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- For more information, see [Chapter 12, Subsection 12.1: Timesheet Requirements](#) and [Chapter 15, Subsection 15.2: Documentation and Verification – Stacked Activity Logs](#).
- CJ and Career Jump participants must make up hours within the same pay period of the absence.
- WC participants must make up hours within the same reporting month.
- For Stacked Activities, CJ and Career Jump participants must make up hours within the same reporting month.
- If making up hours within the required timeframe is not feasible, Contractors may request an exception via the [Commerce WorkFirst Technical Assistance Request Form](#).

### Documentation

All full and partial makeup hours must be clearly marked on timesheets and Stacked Activity Logs.

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### 14.5 Worksite Closures & Absences

A worksite closure is when the participant's worksite is closed, and the participant is unable to work there due to the closure. Worksite closures follow specific rules for excused absences. Other personal circumstances (e.g., public school or daycare closures) do not apply to these guidelines.

#### Unscheduled Closures (e.g., inclement weather, power failure, wildfire smoke, emergency shutdowns)

- CJ/Career Jump participants get paid for scheduled hours and do not need to make up hours.
- WC participants receive an "excused absence" for scheduled hours and are not required to make up hours.
- Unscheduled closure time must be documented on the timesheet/attendance record.
  - Timesheets must indicate the number of hours and the reason for the closure.
- If the worksite is closed for more than one (1) week, Contractors must:
  - Arrange a temporary worksite, or
  - request an extension to this guidance before or as soon as possible.
    - Submit requests as a Technical Assistance (TA) ticket via the [Commerce WorkFirst Technical Assistance Request Form](#).

#### Scheduled Closures (e.g., construction, non-state-recognized holidays)

- Participants **must make up hours** for scheduled closures.
  - The Contractor may arrange for temporary work sites.
  - Makeup hour deadlines:
    - CJ and Career Jump participants: within the same pay period.
      - Requests for exceptions can be made as a TA ticket via the [Commerce WorkFirst Technical Assistance Request Form](#).
    - WC participants: Within the same reporting month (exception requests can also be submitted).
- 

### 14.6 Additional Resources

#### Department of Social and Health Services (DSHS)

- [DSHS State of Washington Work Verification Plan](#)
- DSHS WorkFirst Handbook

## FY26.27 Commerce WorkFirst Programs Guidelines

- Section [3.7.1 – Federal Participation Requirements](#)
  - Sub-section [3.7.1.2 – When Do the Federal Participation Verification Rules Apply?](#)

Washington State Department of Commerce

- [Commerce WorkFirst Program SharePoint](#)
- [Commerce WorkFirst Video Trainings & How-To's](#)
- [Commerce WorkFirst Technical Assistance Request Form](#)

## Chapter 15: Actual Hours Reporting

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Actual Hours are reported to track participation and compliance with program requirements.

- Community Jobs (CJ) Participants: Actual Hours refer **only** to hours spent in Stacked Activities and do not include hours worked at the worksite.
- Community Works (WC) Participants: Actual Hours refer **only** to hours completed at the worksite.

To ensure accuracy and contract compliance, Contractors must follow specific reporting and documentation requirements.

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### 15.1 Reporting Requirements

Contractors must:

- Report Actual Hours on the Client Monthly Participation screen in eJAS by the 10th of the following month.
  - In the Monthly Participation screen, Contractors may not leave fields blank. They must enter a zero in any field in which they do not have hours to report.
- Immediately enter any hours received after the 10th, ensuring no delays in reporting.
  - 💡 **Note:** eJAS allows Actual Hours to be entered for the current month and the two (2) preceding months.
- Ensure reported Actual Hours match Stacked Activity Logs and timesheets, and the CJ/Career Jump Individual Development Plan (IDP) or WC Plan schedule.
- Enter hours in one-week time frames, starting on Sunday and ending on Saturday.
- Document all excused, unexcused, and holiday hours, ensuring clarity and consistency.

---

### 15.2 Documentation and Verification – Stacked Activity Logs

To maintain accurate records, Contractors must:

- Enter "0" participating hours for any dates after a participant stops engaging if the component has not yet been closed by the Department of Social Health and Services (DSHS).
- Ensure timecards indicate the date and number of hours for all absences.
- Include excused, unexcused, and holiday hours on **all** Stacked Activity Logs, including but not limited to:
  - Job Search (JS)

## FY26.27 Commerce WorkFirst Programs Guidelines

- Job Skills Enhancement Training (JT)
- Life Skills (LS)
- Review and sign **all** Stacked Activity Logs to verify accuracy.
  - The case manager's signature confirms that the hours have been reviewed and verified.
  - Electronic signatures or verifications are acceptable but must be clearly labeled.
- Maintain copies of logs in the participant's file and have them readily available upon request.
  - The DSHS Division of Program Integrity (DPI) may randomly request activity logs and supporting documentation for any given month as part of the [DSHS State of Washington Work Verification Plan \(WVP\)](#).

By following these guidelines, Contractors ensure contract compliance with reporting standards and maintain accountability for participant work hours.

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### 15.3 Additional Resources

#### Department of Social and Health Services (DSHS)

- [DSHS State of Washington Work Verification Plan](#)

#### WorkFirst Program Guidelines Materials

- [Table A.4 – Stacked Activities Overview](#)
- [Table B.7: Billing Guide – Monthly Attendance Reporting \(Reference for Chapter 15\)](#)

#### Washington State Department of Commerce

- [Commerce WorkFirst Program SharePoint](#)
- [Commerce WorkFirst Video Trainings & How-To's](#)
- [Commerce WorkFirst Technical Assistance Request Form](#)

## FY26.27 Commerce WorkFirst Programs Guidelines

### Chapter 16: Community Works Incentives

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Community Works (WC) participants are eligible to receive two (2) non-cash incentives in the form of store-specific gift cards of their choice (e.g., Amazon, Old Navy, Walmart, Build-A-Bear, Ace Hardware, T-Mobile, etc.). These incentives recognize participants for meeting attendance milestones at their worksite.

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#### 16.1 Incentive Structure

WC participants can earn the following:

- 30-day Incentive: \$200.00
- 90-day Incentive: \$300.00

To qualify and receive the incentive, participants must achieve at least **80% of their scheduled worksite hours**. Contractors may use an optional tool on the Commerce WorkFirst SharePoint Site to track when this requirement has been met.

Store-specific gift cards do not impact a WC participant's Temporary Assistance for Needy Families (TANF) or food assistance benefits and are issued directly to the participant. These incentives are not included on the Diverse Spend spreadsheet.

#### Issuing Gift Cards

Participants may receive multiple gift cards to reach the total incentive amount. For example, a participant qualifying for the 30-day incentive may receive:

- A \$75 Build-A-Bear gift card and a \$125 Amazon gift card, totaling \$200.

---

#### 16.2 Eligibility and Documentation Requirements

##### Attendance Tracking

- Attendance rate includes participating hours and holiday hours **but excludes** excused and unexcused absences.
- Contractors are responsible for tracking and verifying when a participant becomes eligible for the 30-day and 90-day incentives.

##### Required Documentation

Contractors must:

- Record incentive eligibility in Attachment H FY26.27 Main and LEP Billing Workbook.
- Fund incentives from their current contract budget.
- Ensure WC participants confirm receipt of the gift card(s) and maintain documentation in the participant's file and with billing records.

Accepted forms of confirmation include but are not limited to:

- A signed and dated copy of the gift card.
- An email or text attestation from the participant confirming receipt.

## FY26.27 Commerce WorkFirst Programs Guidelines

### 16.3 Incentive Timing and Adjustments


#### 30-Day Incentive

If a participant fails to meet the 80% attendance rate in the first month, the Incentive Clock Start Date resets, and they must complete another 30 consecutive days before becoming eligible.

#### 90-Day Incentive

To qualify, the combined attendance rate for months two (2) and three (3) must reach 80%.

- If a participant fails to meet the 80% requirement, they must complete an additional 60 consecutive days to requalify.


 **Note:** Participants **do not need** to repeat the first 30 days if they already earned the 30-day incentive.

#### Extended Absences

If a participant has an extended excused absence, the 60-day period will be adjusted accordingly so the absence does not count against them.

#### Resume and Complete Participants

WC participants in a WC Resume and Complete program must complete 30 and 90 consecutive days to qualify for incentives.

 **Note:** Each participant is eligible for only one (1) 30-day and one (1) 90-day incentive per program.

### 16.4 Additional Resources

#### WorkFirst Program Guidelines Materials

- Attachment H FY26.27 Main and LEP Billing Workbook

#### Washington State Department of Commerce

- [Commerce WorkFirst Program SharePoint](#)
- [Commerce WorkFirst Video Trainings & How-To's](#)
- [Commerce WorkFirst Technical Assistance Request Form](#)

## FY26.27 Commerce WorkFirst Programs Guidelines

### Chapter 17: Holds

A hold allows participants to temporarily suspend their WorkFirst program participation. Holds should be used when a participant cannot engage in program activities for a defined period. For examples of acceptable hold reasons, refer to [8.3.13 – Hold Process](#) in the DSHS WorkFirst Handbook.

#### 17.1 Hold Documentation Requirements

##### Recording a Hold in eJAS

Use the Hold section in eJAS to document:

- Hold Reason
- Hold Start Date
- Projected Hold End Date

If the hold extends beyond the initially expected end date, update the Hold section in eJAS accordingly.

##### Hold Narrative Requirements

All hold-related documentation (e.g., hold narrative, Client Notes in eJAS) must specify that the participant will return to the program at the end of the hold.

#### 17.2 Initiating a Hold

To initiate a hold, the Contractor must follow a structured process to ensure proper documentation, communication with the Department of Social Health and Services (DSHS), and coordination with the participant and worksite.

1. Schedule a Continuous Action Planning (CAP) meeting
  - Meet with the DSHS case manager to discuss the hold's reason and expected duration.
  - If appropriate, the participant should attend this meeting.
  
2. Determine the hold length if the DSHS case manager agrees with the hold
  - Holds **less than** one (1) week: DSHS decides whether components should be referred back.
  - Holds **more than** one (1) week:
    - Refer all components back to DSHS.
    - Complete the Hold section in eJAS.
      - 💡 **Note:** Once a participant is placed on hold, the Contractor's responsibility to work with the participant stops until they return.
    - All program activities pause, and no support services may be issued because there are no open components.
  
3. Document the CAP meeting and hold details in eJAS
  - Use the "Continuous Activity Planning" case note type in Client Notes.

## FY26.27 Commerce WorkFirst Programs Guidelines

4. Notify the participant and worksite about the hold.
  
5. Complete the Hold in the Community Jobs (CJ) or Career Jump Individual Development Plan (IDP) or Community Works (WC) Plan in eJAS
  - Close out worksite and stacked activities, if applicable. If Hold exceeds one (1) week, see below requirements.
  - Complete the Hold Section
    - Hold Start Date: The first full day after the participant's last engagement in a WorkFirst component.
    - Example:
      - If the participant's last day at a worksite is Monday, the Hold Start Date is Tuesday.
      - If the participant's last day participating in a Stacked Activity is Wednesday, the Hold Start Date is Thursday.
  
6. Additional requirements for holds exceeding one (1) week
  - Notify the worksite and collect:
    - Timecards, worksite evaluations, supervisor contacts, and skills progression.
  - Collect participant records, including:
    - Job Search (JS) Activity Logs, attendance records, and barrier updates.
  - Complete all monthly updates and Actual Hours reporting.
  - Close the following in eJAS:
    - Worksite Placement screen
    - Stacked Activity sections in the CJ/Career Jump IDP
    - Employment screen (for CJ/Career Jump participants)

### 17.3 Extending a Hold

The Commerce WorkFirst Team must maintain communication with DSHS staff and/or the participant to confirm the return date.

#### Updating the Hold in eJAS

If the hold is extended, update the Hold Projected End Date in the CJ/Career Jump IDP Hold section to reflect the new expected return date.

#### Monitoring Holds

Staff should review the Contractor Caseload Management Report (CLMR), Section 5, titled "Plans on Hold with Hold Projected End Date within 14 Calendar Days," on a weekly basis.

- Example: If a participant with the eJAS ID #12345 has a Hold Scheduled End Date of 12/30/2024, they will appear in the CLMR starting 12/16/2024.

## FY26.27 Commerce WorkFirst Programs Guidelines

### 17.4 Returning from a Hold

When a participant is ready to resume program activities, the Contractor must complete the following steps:

1. Request the appropriate components from the DSHS case manager.
2. Update the Hold section in eJAS
  - Enter the Hold Actual End Date only when the participant has restarted at the worksite.
  - Even if the participant resumes Stacked Activities, do not enter the Hold Actual End Date until they return to the worksite.
  - Once a Hold Actual End Date is entered, monthly reporting in eJAS resumes.
  - The Hold Actual End Date should be the day before the participant returns to the worksite.
3. Reopen or create a Worksite Placement in eJAS
  - If the participant returns to the same worksite, reopen the Worksite Placement screen.
  - If the participant is placed at a new worksite, create a new worksite placement.
  - The schedule section should reflect when the participant resumed worksite participation.
4. Create the Employment screen (CJ/Career Jump participants only)
5. Resume program services
  - Create the Stacked Activities section(s).
  - Use support services to engage the participant in work activities.
6. Verbal or written participant agreement
  - Participants must sign or verbally agree to the changes.
  - For documentation requirements, see [Chapter 5: Community Jobs Individual Development Plan and Community Works Plan](#).

### 17.5 Closing a Hold When a Participant Will Not Return

If a participant is not returning to the program, the Contractor must do the following:

1. Update the Hold section in eJAS
  - Enter the Hold Actual End Date as the date when confirmation was received that the participant would not return.
2. Close the Plan
  - Follow the Program Exit process as outlined in [Chapter 10: Program Exit and Unsubsidized Employment](#).

### 17.6 Handling Insufficient Reporting Months in Community Jobs or Career Jump Individual Development Plans or Community Works Plans

WorkFirst plans have a limited number of reporting months for monthly updates:

- CJ and Career Jump IDPs: 10 months of reporting available
- WC Plans: 13 months of reporting available

Depending on how often a participant has been placed on Hold or has participated in a Resume and Complete of the program, additional reporting months may be required.

## FY26.27 Commerce WorkFirst Programs Guidelines

### Requesting Additional Reporting Months

If additional reporting months are required, the Contractor must do the following:

- After completing the final reporting month, submit a Technical Assistance (TA) ticket via the [Commerce WorkFirst Technical Assistance Request Form](#) to have the Commerce WorkFirst Team open a new CJ/Career Jump IDP or WC Plan.
  - Provide justification for why additional reporting months are needed.

### Billing Considerations

- Contractors must complete all necessary documentation for the monthly update, prior to a new IDP/WC Plan creation.
- Contractors will not bill for a new CJ/Career Jump IDP, WC Plan, or Worksite Placement.
- Contractors must request approval to remove these items from their billing.

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## 17.7 Additional Resources

### Department of Social and Health Services (DSHS)

- DSHS WorkFirst Handbook
  - Section [8.3 – Community Jobs](#)
    - Sub-section [8.3.13 – Hold Process](#)

### Washington State Department of Commerce

- [Commerce WorkFirst Program SharePoint](#)
- [Commerce WorkFirst Video Trainings & How-To's](#)
- [Commerce WorkFirst Technical Assistance Request Form](#)

## FY26.27 Commerce WorkFirst Programs Guidelines

### Chapter 18: Resume and Complete

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A Resume and Complete applies when a Community Jobs (CJ) or Community Works (WC) participant returns to finish the program within six (6) months of initially exiting or being placed on hold, provided that at least three (3) months remain in the program.

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#### 18.1 Eligibility for Resume and Complete

A CJ or WC participant qualifies for a Resume and Complete if:

- They are returning to the same Commerce WorkFirst provider.
  - If a Contractor operates in multiple service areas under the same contract, a participant who moves between those service areas is still considered a Resume and Complete. Commerce will not open a new CJ Individual Development Plan (IDP) or WC Plan.
  - **Example:** Joyce moves from Service Area 35 to Service Area 36, both covered under the same provider's contract. Since she remains with the same provider, a new CJ IDP is not required, however the Contractor Code will need to be updated after the plan is re-opened by the Commerce WorkFirst Team.
- They are transitioning to a new provider within the same consortium.
- They have been out of the CJ or WC program for six (6) months or less and have at least three (3) months remaining in the program.

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#### 18.2 Process for Resuming a Participant

To resume a CJ or WC participant in the program:

1. Request CJ IDP or WC Plan Reopening
  - Contractors must submit a Technical Assistance (TA) ticket via the [Commerce WorkFirst Technical Assistance Request Form](#) to have Commerce WorkFirst Team reopen the CJ IDP or WC Plan.
  - If the participant previously exited due to unsubsidized employment and an Unsubsidized Employment (UE) Pay Point was claimed by the Contractor, Commerce may deny a new UE Pay Point.
2. eJAS Entry for Resume and Complete
  - When the Commerce WorkFirst Team reopens a CJ IDP or WC Plan, an administrative Hold will be placed to preserve reporting months.
  - Contractors must enter a Hold End Date in the Hold section that reflects the day before the participant resumes at a worksite. Even if the participant resumes Stacked Activities, do not enter the Hold Actual End Date until they resume a worksite.

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#### 18.3 Managing Reporting Months in eJAS

eJAS allows:

- 10 months of reporting for CJ IDPs
- 13 months of reporting for WC Plans

## FY26.27 Commerce WorkFirst Programs Guidelines

If a participant has had multiple Resume and Complete cycles or extended holds, additional reporting months may be necessary.

- If the final reporting month is reached, Contractors must:
    - Submit a TA ticket via the [Commerce WorkFirst Technical Assistance Request Form](#) to have the Commerce WorkFirst Team open a new CJ IDP or WC Plan.
    - Provide a justification for requiring additional reporting months.
    - Contractors do not need to fully complete the new CJ IDP or WC Plan. The only information that must be transferred from the original plan is worksite placement, stacked activities, and barrier section.
  - Billing Considerations
    - Contractors **cannot bill** for a new CJ IDP, WC Plan, or worksite.
    - They must request approval from Commerce to remove these from billing as a TA ticket via the [Commerce WorkFirst Technical Assistance Request Form](#).
- 

### 18.4 Additional Resources

Washington State Department of Commerce

- [Commerce WorkFirst Program SharePoint](#)
- [Commerce WorkFirst Video Trainings & How-To's](#)
- [Commerce WorkFirst Technical Assistance Request Form](#)

## FY26.27 Commerce WorkFirst Programs Guidelines

### Chapter 19: Back-to-Back Commerce WorkFirst Programs

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Back-to-Back Commerce WorkFirst programs provide an option for participants who have completed one Community Jobs (CJ) or Community Works (WC) program and would benefit from continuing into a consecutive program. The Back-to-Back CJ or WC programs require approval from a Department of Social and Health Services (DSHS) Regional Coordinator.

#### 19.1 Eligibility Criteria for Back-to-Back CJ or WC Program

To be considered for a Back-to-Back CJ or WC program, **all three (3)** of the following criteria must be reviewed and met:

##### Criteria One (1) - Recent CJ or WC Program Exit

The participant must have exited a CJ or WC program within the last two (2) months (60 days) of the new CJ or WC component referral date from DSHS to the Contractor.

- How a Contractor Can Calculate the Exit Period in eJAS
  - Subtract the Program Exit Date of the most recently completed CJ or WC program from the Scheduled Start Date of the new CJ or WC component.
  - Locate the Program Exit Date in the Worksite Placement section of the recently completed CJ IDP or WC Plan.
  - If the time between these dates does not exceed 60 calendar days → proceed to Criteria #2.
  - If the time is 61 or more calendar days → the participant does not qualify for a Back-to-Back CJ or WC program. In this case, DSHS Regional Coordinator approval is not required, and the Commerce WorkFirst Team will open a new CJ IDP or WC Plan when the Contractor submits a Technical Assistance (TA) ticket via the [Commerce WorkFirst Technical Assistance Request Form](#).

##### Criteria Two (2) – No Engagement in Other WorkFirst Activities Post – CJ or WC Program Exit

The participant must not have engaged in any other WorkFirst activity after exiting the initial CJ or WC program.

- This includes but is not limited to the following components: XX, JS, LS, GE, etc.
- The activity must have an Actual Start Date in eJAS.
- **Duration does not matter**—even if the participant engaged in another activity for only a few days, they are not eligible for a Back-to-Back CJ or WC program but can enroll in a CJ or WC program as a resume and complete or new program.

##### Criteria Three (3) – Limited Time Remaining in the Completed CJ or WC Program

The participant must have had two (2) months or less remaining in their most recently exited CJ or WC program.

- How a Contractor Can Calculate Remaining Program Time in eJAS
  - Use a date calculator like [timeandtable](#).
  - Enter the CJ or WC Actual Start Date.
  - In the "Add/Subtract" section, add nine (9) months if CJ or 12 months if WC.
  - Take the calculated new date and subtract the CJ or WC Program Exit Date.
  - If the remaining time is two (2) months or less, the participant meets this criterion.

## FY26.27 Commerce WorkFirst Programs Guidelines

### 19.2 Process for Back-to-Back CJ or WC Program Approval


#### Step One (1) – Contractor & DSHS WorkFirst Program Staff Coordination

1. The Contractor and DSHS staff meet to determine if a Back-to-Back CJ or WC program is the best fit for the participant.
2. If applicable, this discussion should occur at least two (2) weeks before the participant is scheduled to begin the Back-to-Back CJ or WC program.

#### Step Two (2) – DSHS Approval Process

1. The DSHS staff submits the request to the DSHS Supervisor.
2. The DSHS Supervisor reviews and either approves or rejects the request by making a note in Client Notes in eJAS.
3. If approved, the Supervisor submits the request to the DSHS Regional Coordinator for review.
4. The DSHS Regional Coordinator reviews and either approves or rejects the request.
5. If approved, the DSHS Regional Coordinator enters an approval note in the participant's Client Notes in eJAS.
6. Notification is sent down the DSHS approval chain.
7. The DSHS staff sends the referral to the Contractor.

#### Step Three (3) – Commerce WorkFirst Team and Contractor Processing

1. If applicable, the Contractor closes out the existing CJ IDP or WC Plan according to the program exit requirements listed in [Chapter 10: Program Exit and Unsubsidized Employment](#).
  -  **Note:** If the CJ IDP or WC Plan is not properly closed and updated before a new plan is opened, the Contractor cannot claim missed pay points for the closed plan.
2. The Contractor submits a TA ticket to via the [Commerce WorkFirst Technical Assistance Request Form](#) for the Commerce WorkFirst Team to open a Back-to-Back CJ IDP or WC Plan.
3. The Commerce WorkFirst Team reviews the request and verifies:
  - The participant meets all three (3) eligibility criteria for a Back-to-Back CJ or WC program.
  - The new CJ or WC component is correctly entered in the Component screen in eJAS.
  - All previous Employment screens in eJAS are closed.
  - The DSHS Regional Coordinator approval is documented as a case note in the Client Notes in eJAS.
4. The Commerce WorkFirst Team opens a new CJ IDP or WC Plan and documents the approval as Admin Documentation in eJAS.

### 19.3 Example Back-to-Back Scenarios


#### Eligible for Back-to-Back CJ Program Scenario

##### Scenario:


Joyce started her CJ program on 01/22/2020 and exited on 09/01/2020. She is referred for a new CJ on 10/15/2020.

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 exit date:

 10/15/2020 – 09/01/2020 = 44 days (1 month and 14 days)

## FY26.27 Commerce WorkFirst Programs Guidelines

2. Has Joyce engaged in any other activity post-CJ program exit?
    - No → The Component History screen in eJAS confirms no new activities after her 09/01/2020 CJ program exit. It does show an exemption, but that does not count since it is not an activity.
  3. Did Joyce have two (2) months or less left in her most recently exited CJ program?
    - Yes → (CJ Start Date + 9 months) minus CJ Exit Date:
      - ↳ 10/22/2020 – 09/01/2020 = 51 days (1 month and 21 days)
-  Joyce is eligible for a Back-to-Back CJ program. The Contractor will proceed with the process outlined above.

### Not Eligible for Back-to-Back CJ Program Scenario

#### Scenario:

Joyce started her CJ program on 01/22/2020 and exited on 09/01/2020. She is referred for a new CJ on 10/15/2020.

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 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 program exit?
    - Yes → Joyce engaged in Job Search (JS) activities from 09/07/2020 to 09/16/2020.
      - ↳ Since Joyce participated in another activity post-CJ exit, she is not eligible for Back-to-Back CJ.
  3. Did Joyce have two (2) months or less left in her most recently exited CJ program?
    - N/A → Since Joyce does not meet Criteria #2, she cannot be considered for a Back-to-Back CJ program.
      - ↳ 10/22/2020 – 09/01/2020 = 51 days (1 month and 21 days)
- As Joyce did not meet all three criteria (specifically criterion #2), she does not qualify for a Back-to-Back CJ Program.
- Joyce is eligible for a new CJ program and will receive a new CJ IDP. The DSHS Regional Coordinator approval is not needed.

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### 19.4 Additional Resources

#### Date Calculator Option

- [timeandtable](#)

#### Department of Social and Health Services (DSHS)

- DSHS WorkFirst Handbook
  - Section [8.3 – Community Jobs](#)
    - Sub-section [8.3.19 – Re-referrals to the Community Jobs Program – for DSHS Staff Only](#)
  - Section 8.4 [Community Works](#)

## FY26.27 Commerce WorkFirst Programs Guidelines

Washington State Department of Commerce

- [Commerce WorkFirst Program SharePoint](#)
- [Commerce WorkFirst Video Trainings & How-To's](#)
- [Commerce WorkFirst Technical Assistance Request Form](#)

## FY26.27 Commerce WorkFirst Programs Guidelines

### Chapter 20: Support Services

WorkFirst support services help participants engage in WorkFirst activities and achieve economic stability. These services should address the participant's immediate needs and remain within program limits.

#### 20.1 General Expectations

Contractors must adhere to the following expectations to ensure proper use of support services and eligibility for reimbursement:

- Request Reimbursement for Actual Expenses
  - Contractors may only request reimbursement for the actual expenses incurred for support services.
  - The purchase of gift cards does not qualify for reimbursement.
- Eligibility of Participants for Support Services
  - Support services are only available to participants coded for Commerce-provided core activities.
    - Community Jobs (CJ) and Career Jump participants: Support services may support work and Stacked Activities.
    - Community Works (WC) participants: Support services may only support work activities.
- Active Engagement in WorkFirst Programs
  - Contractors must ensure that participants are enrolled and actively engaged in a Commerce WorkFirst program to be eligible for support services.
  - Contractors will use support services to engage participants in work activities during participant transitions (e.g., the participant returning from a hold or attending a worksite interview).
- Follow the Support Services Directory
  - Contractors must ensure they follow the guidelines outlined in [Attachment J FY26.27 Support Services Directory](#), including compliance with the annual individual participant support services limit, category-specific limits, and Exception to the Rule (ETR) requirements.
- Ensure Compliance with Program Limits
  - Contractors must not exceed program year or category limits for support services.
  - If a request exceeds a category limit, contractors must follow the ETR process as outlined in [Attachment J FY26.27 Support Services Directory](#) and [Attachment M FY26.27 Commerce Exception to the Rule](#).
- Avoid Duplicative Services
  - Contractors must review the eJAS Payments screen and Client Notes for the Department of Social and Health Services (DSHS) and WorkFirst Partner entries to avoid exceeding participant limits or duplicating services.
- Provide Support Services After Program Exit (For UE Participants)
  - Contractors may provide support services up to 10 business days after a participant exits with unsubsidized employment, **provided their Temporary Assistance for Needy Families (TANF) grant is open when the support service is provided.**

## FY26.27 Commerce WorkFirst Programs Guidelines

### 20.2 Documentation Requirements

Contractors are responsible for ensuring all support services are properly documented in eJAS and maintaining the required records.

1. Receipts for Support Services
  - Contractors must ensure that an **itemized point-of-sale receipt is provided for any service of \$50.00 or more** and retained in the participant’s file.
  - Receipts for gift cards do not meet documentation requirements.
  - Contractors are responsible for ensuring receipts are available upon request from Commerce.
2. Maintain a Corresponding Support Services Form
  - Contractors must ensure that a corresponding Support Services form is on file for each support service request.
3. Enter Support Services in the List of Commerce Support Services in eJAS.
  - Contractors must enter the support service details as a case note in the Specific Information subsection, including:
    - Type of service
    - Vendor
    - Justification for support service
    - Date dispensed
4. If an ETR is required, Contractors must check the “Over the Limit” box in eJAS and contact Commerce via the [Commerce WorkFirst Technical Assistance \(TA\) Request Form](#) for authorization to display on the eJAS Support Services report.

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### 20.3 Exception to the Rule

Contractors must follow all requirements outlined in the [Attachment J FY26.27 Support Services Directory](#) and [Attachment M FY26.27 Commerce Exception to the Rule](#). Please review the Attachment J FY26.27 Support Services Directory for guidance on support service limits and when an Exception to the Rule (ETR) is required.

Contractors must request an ETR from Commerce:

- If the support service always requires an ETR.
- To provide services that exceed the category-specific limit.
- If the needed support service is not listed in the Attachment J FY26.27 Support Services Directory.

Contractors must follow the ETR process outlined in [Attachment M FY26.27 Commerce Exception to the Rule](#).

 **Note:** Services exceeding the annual individual participant support services limit must go through the DSHS ETR process outlined in the DSHS WorkFirst Handbook. For more information, refer to [2.2.9 – How Do I Request an Exception to Rule?](#) in the DSHS WorkFirst Handbook.

## FY26.27 Commerce WorkFirst Programs Guidelines

### Blanket ETRs

Blanket ETRs are Commerce-approved exceptions that remain valid for the duration of the fiscal year (i.e., July 1 – June 30). Contractors are responsible for ensuring all blanket ETRs are approved or re-approved by Commerce each fiscal year.

- Contractors must request approval for blanket ETRs at the **start of each program year**.
- Blanket ETRs from previous fiscal years **do not carry over** and must be resubmitted.

### 20.4 Gift Cards, Pre-paid Merchant Cards, & Vouchers

Contractors must ensure they only request reimbursement for actual support service expenses, not for the purchase of gift cards or pre-paid merchant cards. When using vouchers, Contractors can only bill Commerce for the actual dollars spent.

- This restriction does not apply to WC Incentives, as they are not considered support services.
  - For more information, see [Chapter 16: Community Works Incentives](#).

### 20.5 Transportation Support Services (Ride-Share Options)

Ride-share services such as Uber and Lyft are eligible for use as transportation support services. Commerce recommends that Contractors purchase single-use money gift cards to load funds directly onto the participant's account for these services.

#### Procedure for Ride-Share Support Services

Contractors must follow the procedure outlined below for using single-use money gift cards to load funds onto a participant's Uber or Lyft account for transportation.

1. Purchase a Single-Use Money Gift Card
  - Contractors must purchase a single-use money gift card (e.g., Visa gift card) to be used for transportation support services.
2. Load Funds onto the Participant's Account
  - Contractors must use the single-use gift card to load transportation support service funds onto the participant's Uber or Lyft account.
  - 💡 **Note:** The **gift card must not be given directly to the participant** as the Contractor cannot ensure that the funds will be used exclusively for the intended support service. All support service contract requirements apply.
3. eJAS Documentation
  - Contractors must enter the support service into eJAS under code (43) Public Transportation and include the justification that the service supports WorkFirst activities for "transportation for a non-privately owned vehicle."
4. Receipt & Compliance Requirements
  - **If \$50.00 or more is loaded at one time, Contractors must retain an itemized point-of-sale receipt and ensure it is documented in the participant's file.**

## FY26.27 Commerce WorkFirst Programs Guidelines

- Contractors are responsible for ensuring all funds are used appropriately.
- Like vouchers, Contractors can only bill Commerce for the actual dollars spent.



**Note:** All support service contract requirements apply.

### 20.6 Support Service Denials

Support service requests may be denied when they:

- Are not needed to meet an appropriate purpose.
- Exceed the annual individual participant support services limit without an approved ETR from DSHS.
- Can be met through another available resource.

When denying a requested support service for the above reasons, Contractors must:

1. Document the denial and clear justification for the denial in Client Notes in eJAS.
2. Inform the participant of the reason for the denial.
3. Advise the participant that they may request an administrative hearing.
  - Proper eJAS documentation is critical in case the participant challenges the denial.

**Contractors must obtain written permission from Commerce before suspending support services due to budget constraints.**

### 20.7 Additional Resources

Department of Social and Health Services (DSHS)

- DSHS WorkFirst Handbook
  - Section [2.2 – Support Services](#)
    - Sub-section [2.2.8 – When Should Support Services be Denied?](#)
    - Sub-section [2.2.9 – How Do I Request an Exception to Rule?](#)

WorkFirst Program Guidelines Materials

- [Attachment J FY26.27 Support Services Directory](#)
- [Attachment M FY26.27 Commerce Exception to the Rule](#)

Washington State Department of Commerce

- [Commerce WorkFirst Program SharePoint](#)
- [Commerce WorkFirst Video Trainings & How-To's](#)
- [Commerce WorkFirst Technical Assistance Request Form](#)

## FY26.27 Commerce WorkFirst Programs Guidelines

### Chapter 21: Program Billing

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The following guidelines outline the process and expectations for Contractors when billing for services provided under Commerce WorkFirst Programs. Contractors must follow these instructions and ensure all necessary documentation is included to meet contract compliance requirements.

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#### 21.1 General Billing Guidelines

Contractors must review the Commerce WorkFirst Programs Guidelines to fully understand expectations and documentation requirements. The guidelines below provide specific billing scenarios and documentation responsibilities.

##### Billing for Participants Transitioning Between Commerce WorkFirst Programs

When participants transition between programs (e.g., Community Jobs (CJ) to Community Works (WC) or vice versa), Contractors may claim pay points in both programs, provided the participant meets the specific pay point criteria for each program.

Contractors can claim all pay points in both programs if they meet each pay point's documentation and timeline criteria.

##### Back-to-Back CJ or WC Program Billing

When participants are enrolled in consecutive CJ or WC programs (referred to as "back-to-back" enrollments), Contractors must follow specific billing practices.

- CJ and WC Pay Point Reports
  - The Pay Point Reports display only one set of pay points per month.
- Back-to-Back Program Tracker
  - Contractors must add these pay points to the tracker in Attachment H FY26.27 Main and LEP Billing Workbook for back-to-back CJ or WC programs, including:
    - Monthly Updates
    - Monthly Attendance Reporting
    - Stacked Activity
  - Contractors have blanket approval to add these pay points to the tracker for Back-to-Back CJ and WC programs, provided documentation is on file.

##### Contractors Serving Multiple Service Areas

If a participant enrolled in any Commerce WorkFirst program moves to a new service area during a service month and is served by the same Contractor, the Contractor must follow specific steps to ensure accurate billing.

Billing Process for Service Area Changes:

- Contractors must use **only one (1)** Contractor Code to bill for services in a month when a participant moves between service areas.

## FY26.27 Commerce WorkFirst Programs Guidelines

- **Example:**

✦ Scenario:

Job Station Nation has one contract covering Service Area 75 (Contractor Code 4ZZ) and Service Area 76 (Contractor Code 5ZZ).

In April 2023, a participant moved from Service Area 75 to Service Area 76 while continuing their CJ program. To ensure proper billing, Job Station Nation followed these steps:

- ◆ They left Contractor Code 4ZZ in the CJ Individual Development Plan (IDP) and completed the April monthly updates as usual.
- ◆ After completing the monthly updates and submitting April billing under 4ZZ, they updated the Contractor Code in the CJ IDP to 5ZZ for future months.

This process ensures accurate billing and maintains continuity in program services for the participant.

### 21.2 Blanket Approvals

Contractors have blanket approval to add the following pay points to the Main CJ-CJump Pay Point Tracker (PPT) tab, the LEP CJ-CJump PPT tab, or the Main WC PPT tab in the Attachment H FY26.27 Main and LEP Billing Workbook, provided they meet all documentation requirements, and are not showing on the eJAS payment point reports.

#### Approved Pay Points for CJ and WC Trackers

- Back-to-Back CJ Programs Pay Points:
  - Monthly Updates
  - Monthly Attendance Reporting
  - Stacked Activity

### 21.3 Under or Over Billed Pay Points, Support Services, or Wages/Benefits

Contractors must take steps to correct any underbilling or overbilling of pay points, wages/benefits, or support services.

#### Correcting Underbilled or Overbilled Amounts

Contractors must include information about any discrepancies (underbilled or overbilled items) in the current month's invoice.

- Requesting Permission to Adjust Billing:
  - Contractors must contact the Commerce WorkFirst Team by submitting a Technical Assistance (TA) ticket via the [Commerce WorkFirst Technical Assistance Request Form](#) to request permission to add or subtract underbilled or overbilled items.
  - In the TA ticket, Contractors must provide the participant's eJAS ID Number, the specific item, and an explanation of the discrepancy.
  - Documentation: Contractors must keep the documented approval (i.e., email or TA ticket) on file and submit it with the corresponding month's billing.

## FY26.27 Commerce WorkFirst Programs Guidelines

- Adjusting the Billing Workbook:
  - Contractors must add the adjusted amounts to the appropriate Pay Point Trackers or the Support Services and Wage Adjustment Tracker in Attachment H FY26.27 Main and LEP Billing Workbook.

### 21.4 Submitting Invoices

Contractors must submit invoices via Commerce's [Contract Management System \(CMS\)](#) online portal and ensure that all confidential participant information (e.g., names, initials, social security numbers, addresses, etc.) is removed from billing documents.

#### Required Documentation for Invoice Submission

Contractors must upload **only** the following documentation to CMS with each monthly billing submission, using **only** eJAS ID Numbers on billing information:

- Attachment H FY26.27 Main and LEP Billing Workbook
- [Attachment N – FY26.27 Diverse Spend](#)
- Commerce Approval Email:
  - If applicable, Contractors must provide email documentation from Commerce approving the removal or addition of pay points and reimbursements.

### 21.5 Required Billing Documentation Retention

Contractors must retain the following documentation for billing purposes and ensure it is available upon request. Not all documentation needs to be uploaded to CMS, but contractors must provide additional documents via [Manage File Transfer \(MFT\)](#) if requested.

#### Community Jobs and Career Jump

Contractors must securely retain the following documentation for CJ and Career Jump billing:

1. Attachment H FY26.27 Main and LEP Billing Workbook
2. eJAS Pay Point Report
3. Commerce Approval Email (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 Exception to the Rule (ETR) requests (if applicable)
8. Itemized point-of-sale receipts for payments over \$50.00
9. Payroll Documentation including:
  - Timecards
  - Wage stubs
  - Ledgers showing paid wages, taxes, benefits, and Workers' Compensation Insurance
  - Extract ledgers from the contractor's fiscal accounting system

## FY26.27 Commerce WorkFirst Programs Guidelines

### Community Works

For WC programs, Contractors must retain the following documentation:

1. Attachment H FY26.27 Main and LEP Billing Workbook
2. eJAS Pay Point Report
3. Commerce Approval Email (if applicable)
4. Timecards
5. eJAS Support Services Report
  - Separate transportation and other expenses.
6. Support Services Forms
7. Support services approved ETR requests (if applicable)
8. Itemized Point-of-Sale Receipts for payments over \$50.00
9. Payroll Documentation including:
  - 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 store-specific gift cards with the participant's eJAS ID Number, signature, and date received from the Contractor.

### 21.6 Additional Resources

#### WorkFirst Program Guidelines Materials

- [Attachment N – FY26.27 Diverse Spend](#)

#### Washington State Department of Commerce

- [Contract Management System \(CMS\)](#)
- [Commerce WorkFirst Program SharePoint](#)
- [Commerce WorkFirst Video Trainings & How-To's](#)
- [Commerce WorkFirst Technical Assistance Request Form](#)
- [Manage File Transfer \(MFT\)](#)

## FY26.27 Commerce WorkFirst Programs Guidelines

### Chapter 22: Program Monitoring

Commerce conducts annual monitoring of all Contractors to ensure compliance with contract terms and accountability. Monitoring involves reviewing billing, participant files, organizational procedures, and performance metrics. The purpose of this process is to identify areas of improvement, provide feedback, and ensure that Contractors meet program requirements.

All monitoring documents are available on the [Commerce WorkFirst Program SharePoint](#) site.

#### 22.1 Annual Monitoring Timeline

The following timeline outlines the Contractor and Commerce WorkFirst actions for each month during the annual monitoring cycle:

Month <small>*Tentative period</small>	Contractor Actions	Commerce WorkFirst Actions
July	Update internal procedures and participant documents to reflect FY26.27 contract amendments.	
August		Begin billing reviews starting with the July billing.
September		Prepare and send monitoring notices.
October	Collect the requested file and organization documentation.	
November	Upload file and organization documentation by close of business on the third Monday of November.	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.
February		Collect and review individual and statewide monitoring results. Prepare Contractor monitoring results letters.

## FY26.27 Commerce WorkFirst Programs Guidelines

Month <small>*Tentative period</small>	Contractor Actions	Commerce WorkFirst Actions
		<p style="text-align: center;">Send monitoring results letters.</p> <p style="text-align: center;">Respond to questions and re-review areas.</p> <p style="text-align: center;">Prepare billing review summaries for the first two quarters of the state fiscal year.</p>
March	<p style="text-align: center;">Create and implement Corrective Action Plans (CAPs). CAPs must be submitted no later than 45 days after receipt of the monitoring results letter.</p> <p style="text-align: center;">Optional: submit questions and re-review areas.</p>	Meet with Contractors.
April	<p style="text-align: center;">Create and implement Corrective Action Plans (CAPs). CAPs must be submitted no later than 45 days after receipt of the monitoring results letter.</p> <p style="text-align: center;">Optional: submit questions and re-review areas.</p>	<p style="text-align: center;">Review CAPs and determine compliant or non-compliant ratings per rubric.</p> <p style="text-align: center;">Meet with Contractors.</p>
May		Review CAPs and determine compliant or non-compliant ratings per rubric.
June		Prepare and send close-out letters to Contractors.

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### 22.2 Monitoring Ratings and Scores

During the first and second years of a contract cycle, Commerce will assign Monitoring Scores (e.g., pass/fail, 80%) based on annual monitoring results to Contractors. In the second year, these scores will determine the Contractors' overall Monitoring Rating (e.g., Best Practice, Meets Requirements, Recommendation). Based on these results, Contractors may be required to submit a Corrective Action Plan (CAP).

#### Monitoring Areas

Commerce will monitor the following areas. Please note, these are general categories, more specific instructions will be provided by Commerce in the annual monitoring notice.

#### 1. Billing Review

The Commerce WorkFirst Team will review Contractor billing using the criteria outlined in these Program Guidelines. Pay points that do not meet billing requirements will be denied. If any part of a Pay Point's billing guide does not meet requirements, the entire Pay Point will not meet the criteria.

- Monthly Feedback: Contractors will receive a monthly feedback form detailing any issues or corrections needed.

## FY26.27 Commerce WorkFirst Programs Guidelines

- Billing Review Summaries: After the second quarter of the state fiscal year, Contractors will receive billing review summaries for the period of July to December.

### Pay Point Selection

The Commerce WorkFirst Team will review a selection of billed pay points on a set schedule. Each pay point is reviewed at least every other month. Pay points are reviewed across programs and all service areas (Mainstream Community Jobs, Career Jump, Community Works, and Limited English Proficiency (LEP) Community Jobs).

### 2. File Review

In years when the Commerce WorkFirst Team conducts file reviews, the number of files reviewed will depend on the Contractor's contract size. The Commerce WorkFirst Team will review three (3), five (5), or seven (7) files, depending on the size of the contract.

- File Review Areas:
  - Community Jobs (CJ) or Community Works (WC) Eligibility, Program, and Component Management (Scored)
  - Stacked Activity Component Management (CJ and Career Jump only, Scored)
  - File and Paperwork Documentation (Scored/Pass/Fail)
  - Actual Hours (Scored)
  - Payroll (CJ and Career Jump only, Scored/Pass/Fail)
  - Support Services (Scored/Pass/Fail)
  - WC Incentives (Scored)
  - WC Fair Labor Standards Act (FLSA) (Pass/Fail)

### 3. Organizational Information and Procedures

Contractors will receive an aggregate score for organizational review areas, which will be rated as pass/fail.

- Organization Review Areas:
  - Debarment
    - For more information, see the [Frequently Asked Questions: Suspension & Debarment](#) section on U.S. General Services Administration (GSA) website.
  - Financial audit (uploaded as required to the Federal Audit Clearinghouse)
  - Certificates of required insurance
  - Current year's payroll schedule for participants
  - 1% job search verification documentation
  - Program participant stories (scored for presence/absence)
  - Participant orientation packet
  - Required Procedures

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### Scenario:

ABC Services, a Commerce WorkFirst Contractor, recently underwent an organizational review as part of the annual monitoring process. The review assessed various procedures to ensure compliance with program requirements.

After evaluation, ABC Services received the following ratings:

Example (not all areas)	Pass or Fail
Records Retention Procedure	<input checked="" type="checkbox"/> PASS
Records Destruction Procedure	<input checked="" type="checkbox"/> PASS
1% Job Log Verification Procedure	<input checked="" type="checkbox"/> PASS
Support Services Procedure	<input checked="" type="checkbox"/> FAIL
<b>Section Score</b>	<b>FAIL</b>

Since one of the key areas did not meet the required standards, the **overall section score** was marked as FAIL.

 **Note:** This example does not include all review areas assessed during the organizational review.

#### 4. Consortium Review

Commerce will review the following aspects of the Contractor's consortium (if applicable):

- Budget/15% Admin Charge Implementation
- Subcontractor Monitoring Review
- Subcontractor Contract
- Subcontract Documents
- Participant Stories
- Required Consortium Procedures

#### 5. Questionnaire

All Contractors, Consortium Leads, and Subcontractors will complete a questionnaire with pass/fail areas including:


- File Storage Procedures
- LPA Involvement
- Earned Income Tax Credit promotion
- Program-related questions
- Non-Disclosure Forms

For Consortium Leads, pass/fail areas also include, when applicable, compliance with audit requirements outlined in [2 CFR Part 200, Subpart F – Audit Requirements](#) of the U.S. Code of Federal Regulations.

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### 6. Performance review:

This review includes performance metrics like the CJ or Career Jump Unsubsidized Employment Placement Rate and additional worksite placement rates for CJ or Career Jump and WC.


 **Note:** The CJ or Career Jump Worksite Placement Rate and WC Worksite Placement Rate are not rated but will be provided for informational purposes.


### 22.3 Monitoring Ratings and Scores

The Commerce WorkFirst Team will assign scores and ratings based on the Contractor's performance in each monitored area. All scores will be provided in the Commerce WorkFirst Monitoring Review Workbook.

#### Scored vs. Pass/Fail

Areas closely tied to applicable state or federal laws, federal TANF requirements, and regulations protecting participant rights are scored on a pass/fail basis. These include requirements such as correctly paying participants, completing employment authorization paperwork, completing the Attachment G FY26.27 Verbal Consent Form and/or the DSHS Consent Form (DSHS 14-012), and complying with FLSA. Other areas, while still essential for contract compliance, are sufficiently monitored through a cumulative score presented as a percentage.

 **Note:** If the Attachment G FY26.27 Verbal Consent Form is used, the Contractors must make every effort to obtain a signed DSHS Consent Form (DSHS 14-012) before the participant exits the program.

 **Note:** For more information about consent methods, see [Chapter 3, Subsection 3.4 Consent Methods](#).

## FY26.27 Commerce WorkFirst Programs Guidelines

Rating	Definition	Scores			
		File Areas	Organization Areas	Performance, Employment Placement Rate	
4	Best Practice	Notice of compliance or performance beyond the norm.	91 – 100%	N/A	70% – 100%
3	Meets Requirements	Contract standards are regularly met. Inefficient activity, process, or policy does not appear to exist. A Corrective Action Plan (CAP) is not required.	71 – 90%, or pass	PASS	40% – 69%
2	Recommendation	Notice the existence of an inefficient activity or process or lack of a valid policy, activity, or process. No Contractor response is required.	61 – 70%	N/A	N/A
1	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, the extent of non-compliance, cost-effectiveness to correct, and/or the extent of control over circumstances. A CAP is required.	31 – 60%	FAIL	30% – 39%
0	Monitoring Finding	Lack of compliance with a significant contractual requirement requiring immediate correction. A CAP is required.	0 – 30%, or fail	N/A	0 – 29%

### 22.4 Corrective Action Plans

A Corrective Action Plan (CAP) may be required based on the contractor's monitoring results. The CAP **must be submitted within** 45 days of receiving the monitoring results letter.

#### CAP Requirements

CAP requirements are determined based on the rating or score.

Area	CAP is required if the rating is at or below:	CAP is required if the score is at or below:
Billing	1 – Discrepancy	≤ 60%
File Reviews	1 – Discrepancy	≤ 60%, or FAIL
Organization Reviews	1 – Discrepancy	FAIL
Performance, Unsubsidized Employment Placement Rate	1 – Discrepancy	≤ 39%

#### CAP Close-out Definitions

- Compliant: The CAP has addressed compliance issues, ensuring they will not recur.
- Non-Compliant: The CAP has not addressed compliance issues that will likely recur.

## FY26.27 Commerce WorkFirst Programs Guidelines

### 22.5 Additional Resources

#### Department of Social and Health Services (DSHS)

- Washington State Department of Social and Health Services
  - [Electronic DSHS Forms](#)
    - [Electronic DSHS Forms – Consent 14-012](#)

#### U.S. Code of Federal Regulations (CFR)

- [CFR Part 200, Subpart F – Audit Requirements](#)

#### U.S. General Services Administration (GSA)

- [Frequently Asked Questions: Suspension & Debarment](#)

#### WorkFirst Program Guidelines Materials

- [Attachment G FY26.27 Verbal Consent Form](#)

#### Washington State Department of Commerce

- [Commerce WorkFirst Program SharePoint](#)
- [Commerce WorkFirst Video Trainings & How-To's](#)
- [Commerce WorkFirst Technical Assistance Request Form](#)

## Chapter 23: eJAS Reports

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eJAS provides several reports to assist Contractors with program management and invoicing. These reports help track pay points, support services, and caseloads to ensure contract compliance and streamline operations.

### 23.1 Pay Point Reports

Pay Point Reports track payments earned during a selected service month.

#### CJ Pay Point Report

This report displays most pay points earned for part-time Community Jobs (CJ), full-time CJ, and Career Jump participants.

To access the CJ Pay Point Report in eJAS:

1. On the eJAS Home screen, select “Commerce Reports/Payments Reports.”
2. Select “Community Jobs Pay Point Report.”
3. Enter your Contractor Code and service month.


#### WC Pay Point Report

This report displays most pay points earned for WC participants.

To access the WC Pay Point Report in eJAS:

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1. On the eJAS Home screen, select “Commerce Reports/Payments Reports.”
2. Choose “Community Works Pay Point Report.”
3. Enter your Contractor Code and date range.

 **Note:** The WC Pay Point Report can display one (1) or multiple service months and one (1) or more Contractor Codes.

### 23.2 Support Services Report

This report details all support services dispensed during a selected service month.

To access the Support Services Report on eJAS:

1. On the eJAS Home screen, select “Commerce Reports/Payments Reports.”
2. Under Other Commerce Reports, select “Support Services Report.”
3. Choose the correct Contractor ID and enter the month (MMYYYY format).

### 23.3 Caseload Management Report

The Caseload Management Report (CLMR) helps program managers and case management staff monitor and manage overall caseloads. It ensures compliance with participation requirements and assists the Commerce WorkFirst Team in tracking contract compliance.

To access the CLMR on eJAS:

1. On the eJAS Home screen, select “WorkFirst Reports.”
2. Select “2. WorkFirst Reports Menu.”
3. Choose “3. Commerce Caseload Management Report (Daily).”
4. Enter your Contractor Code.

## 2.4 Additional Resources

Washington State Department of Commerce

- [Commerce WorkFirst Program SharePoint](#)
- [Commerce WorkFirst Video Trainings & How-To's](#)
- [Commerce WorkFirst Technical Assistance Request Form](#)

## Appendix A: Program Guidelines and Participation Requirements

Table A.1 – Timelines and Program Flow

This table highlights program milestones documented through eJAS and is not a complete list of program requirements.

What	When	Contractor Actions Required
First Contact This is the initial meeting between the Contractor and the referred TANF recipient	Within five (5) business days from the CJ or WC referral date; unless reasons for delay are clearly case noted in eJAS	<ul style="list-style-type: none"> <li>Accept or reject the referred CJ or WC component</li> <li>Record all attempts to contact the referred TANF recipient in Client Notes in eJAS, including request for support from DSHS staff</li> <li>Record all contact with the referred TANF recipient in Client Notes in eJAS</li> </ul>
Individual Development Plan (IDP) or WC Plan	IDP or WC Plan must be completed in the service month being billed	<ul style="list-style-type: none"> <li>Complete all applicable sections of the IDP or WC Plan</li> </ul>
Stacked Activity Placement	10 business days from the first contact date	<ul style="list-style-type: none"> <li>Complete the Stacked Activity section in the IDP</li> <li>Enter the Program Actual Start Date for the Stacked Activity in the component and IDP</li> </ul>
Participant Worksite Placement	10 business days from the first contact date; unless reasons for delay are clearly case noted in eJAS	<ul style="list-style-type: none"> <li>Enter the program actual start date for the CJ or WC component</li> <li>Complete all fields in the worksite placement in the IDP or WC Plan</li> </ul>
Employment Screen	Within 15 days of the program or CJ Component Actual Start Date	<ul style="list-style-type: none"> <li>Complete all applicable sections on the eJAS Employment screen</li> </ul>
Entering Barriers	By the first day the participant is on a worksite. Barriers can be changed as needed.	<ul style="list-style-type: none"> <li>Complete the barrier screen in the IDP.</li> </ul>
Monthly Updates	During the month that the participant is engaged on a worksite.	<ul style="list-style-type: none"> <li>Contractor staff must complete all monthly updates in the appropriate section of the IDP                             <ul style="list-style-type: none"> <li>Barriers, Worksite Evaluation, Supervisor Contact, Skills Progression, and Stacked Activity Achievements/Milestones</li> </ul> </li> </ul>
I-Verify Statement (a.k.a. I-Statement)	On the 25 <sup>th</sup> of the current service month, the I-Verify statement becomes available for verification in the Barriers section of the IDP. They must be completed by the 10 <sup>th</sup> of the month following the service month.  If a Contractor cannot complete the I-Verify statement in a closed plan, they can submit a TA request.	<ul style="list-style-type: none"> <li>The program manager or designee must verify and complete the I-Verify statement once all updates are complete</li> </ul>
Actual Hours	10 <sup>th</sup> of the month following the service month	<ul style="list-style-type: none"> <li>Must update the actual hours in the Client Monthly Participation screen in eJAS</li> </ul>
Holds	At the time of the hold	<ul style="list-style-type: none"> <li>For program guidelines, see Chapter 17: Holds</li> <li>Conduct CAP meeting with DSHS and enter into Case Notes</li> <li>Complete the Hold section of the IDP or WC Plan</li> </ul>
Refer Back Components to DSHS	At program exit or if the participant is put on hold.	<ul style="list-style-type: none"> <li>Refer-Back components in eJAS</li> </ul>
Program Exit	15 business days from the Actual End Date	<ul style="list-style-type: none"> <li>Close out all applicable sections in the IDP or WC Plan</li> <li>Complete the Exit section in the IDP or WC Plan</li> <li>If applicable, close the Employment screen</li> </ul>
Monthly Billing Due	On or around the 20 <sup>th</sup> of the month following the service month (Exception: June's billing is due on or around July 10 <sup>th</sup> )	<ul style="list-style-type: none"> <li>Submit billing through the Commerce Contracts Management System (CMS)</li> <li>Upload the Billing Workbook and any necessary attachments to CMS</li> <li>Ensure all participant names and confidential information are removed from all documents uploaded to CMS. If submitting backup documentation, submit via Managed File Transfer (submit a TA ticket to notify the Com WF Team if the information is submitted via MFT)</li> </ul>

Table A.2 – Washington WorkFirst Participation Requirements

This table is a snapshot of WorkFirst participation requirements. DSHS staff determine WorkFirst participation requirements for all TANF recipients. For more information on participation, refer to [1.2 – Required Participation](#) in the DSHS WorkFirst Handbook.

WorkFirst Participants	Core Activity	Core/Non-Core Coded Activity	Total WorkFirst Activity
1. Each parent or caretaker relative, unless they meet the criteria in #2-3 in this chart	20 hours/week	12-20 hours/week	32-40 hours/week
2. Participants in a two-parent household who DSHS has qualified for the two-parent option	30 hours/week	5-10 hours/week	35-40 hours/week
3. Single parent with child(ren) under 6 years old	20 hours/week	3-9 hours/week	23-29 hours/week

Table A.3 – Commerce WorkFirst Participation Overview

This table summarizes each Commerce programs’ participation requirements and special considerations.

Program	Total Weekly Participation Requirement	Worksite Hours per Week	Stacked Activities Required?	Special Considerations
<b>Full-time Community Jobs</b>	32-40 hours	20 hours	Yes <ul style="list-style-type: none"> <li>2-10 hours of issue resolution, coded or uncoded</li> <li>10-18 hours a week coded stacked activities</li> <li>The combination of issue/barrier resolution and stacked activities cannot exceed 20 hours per week</li> </ul>	<ul style="list-style-type: none"> <li>eJAS component: CJ</li> <li>Program length: up to 9 months</li> <li>Participants must maintain one open case-managed barrier</li> </ul>
<b>Part-time Community Jobs</b>	23-29 hours	20 hours	Yes <ul style="list-style-type: none"> <li>2-6 hours of issue resolution, coded or uncoded</li> <li>3 hours a week of coded stacked activities</li> <li>The combination of issue/barrier resolution and stacked activities cannot exceed 9 hours per week</li> </ul>	<b>For single parents with a child under 6.</b> <ul style="list-style-type: none"> <li>eJAS component: CJ</li> <li>Program length: up to 9 months</li> <li>Participants must maintain one open case-managed barrier</li> </ul>
<b>Career Jump</b>	32-40 hours	20 – 40 hours	Conditionally <ul style="list-style-type: none"> <li>If work hours are less than 40 hrs. Up to 18 hours a week of coded stacked activities</li> <li>2-10 hours of issue resolution, coded or uncoded</li> </ul>	<ul style="list-style-type: none"> <li>eJAS component: CJ</li> <li>Program length: up to 433 hours of training</li> <li>If work hours are less than full-time, the participants must maintain one open case-managed barrier</li> </ul>
<b>Community Works</b>	5 hours -FLSA maximum (based on FLSA calculation)	5 hours - FLSA maximum Monthly hours cannot exceed FLSA maximum	No	<b>Not eligible for participants served under the LEP budget</b> <ul style="list-style-type: none"> <li>eJAS component: WC</li> <li>Program length: 1 – 12 months</li> <li>Stacked activities are managed by DSHS</li> </ul>

Table A.4 – Program Worksite and eJAS Details

This table outlines eJAS codes, required eJAS forms, and program length.

Program	eJAS Code	eJAS Form	Program Length
Full-time Community Jobs	CJ	IDP	Up to nine (9) months
Part-time Community Jobs	CJ	IDP	Up to nine (9) months
Career Jump	CJ	IDP	Up to 433 hours
Community Works	WC	WC Plan	1- 12 months

Table A.4 – Stacked Activities Overview

This table includes the Stacked Activity components that DSHS staff refer to Commerce WorkFirst Contractors. For a complete list of DSHS WorkFirst components, please refer to DSHS’s [eJAS WorkFirst Component Codes](#) chart.

Stacked Activity	Core?	eJAS Code	Min. hours/week	Full-Time CJ	Part-Time CJ	Career Jump	Description
Life Skills	Yes	LS	3	Yes	Yes	Yes	<ul style="list-style-type: none"> <li>Prepares participants to meet the demands of everyday life and employment.</li> <li>Examples include communication skills, money management, parenting, workplace conflict resolution, etc.</li> </ul>
Job Readiness/ Job Hunting (a.k.a. Job Search)	Yes	JS	3	Yes	Yes	Yes	<ul style="list-style-type: none"> <li>Assists participants in completing job search activities.</li> <li>Should be offered as a combination of independent job search, employment coaching, and workshops.</li> </ul>
Job Skills Enhancement Training (a.k.a. Job Training)	No	JT	3	Yes	Yes	Yes	<ul style="list-style-type: none"> <li>Teaches participants job skills in selected occupations.</li> <li>May include specific job skills training (e.g., CNA, Excel).</li> </ul>
Education	No	GE	3	Yes	Yes	Yes	<ul style="list-style-type: none"> <li>Provides high school equivalency activities.</li> <li>Participants should be 20 years or older (unless the HS component is unavailable).</li> </ul>
Education	Yes	HS	3	Yes	Yes	Yes	<ul style="list-style-type: none"> <li>Provides high school completion or high school equivalency activities.</li> <li>Participants should be 19 years of age or younger.</li> </ul>
Education	No	BE	3	Yes	Yes	Yes	<ul style="list-style-type: none"> <li>High school completion activities, including High School 21+.</li> <li>Participants should be 20 years or older.</li> <li>Typically, not coded to Commerce Contractors.</li> </ul>
Community Service – Court Ordered	Yes	XS	3	Yes	No	Yes	<ul style="list-style-type: none"> <li>Any community service activities that are court mandated.</li> </ul>
Community Service – Voluntary	Yes	VS	3	Yes	No	Yes	<ul style="list-style-type: none"> <li>For participants to volunteer in activities at <b>their</b> child's licensed childcare, preschool, elementary school, Head Start, and/or ECEAP.</li> </ul>

Table A.5 – 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. All participant files must include the required documents described in this table.

Document	Full-Time/Part-Time CJ	Career Jump	WC
Initial IDP and Subsequent IDPs	Yes	Yes	Yes
Consent form DSHS 14-012(X) – Confidentiality Agreement (Includes Verbal Consent Form)	Yes	Yes	Yes
Emergency Contact Information	Yes	Yes	Yes
Grievance Procedure (See Scope of Work for Details)	Yes	Yes	Yes
Tax Information/Documentation (Per Payroll Requirements)	Yes	Yes	No
Completed I-9 Form	Yes	Yes	No
Documentation Required to Be Retained Per I-9 Form	Yes	Yes	No
W-4 Form, Employee’s Withholding Certificate	Yes	Yes	No
Timesheets	Yes	Yes	Yes
Attendance & Job Logs (For All Stacked Activities, As Required)	Yes	Yes	Yes
Monthly Worksite Evaluations	Yes	Yes	Yes
Worksite Agreement	Yes	Yes	Yes
Job Description	Yes	Yes	Yes
Support Service records (Including Itemized Point-of-Sale Receipts of \$50.00 or more, ETR Documents, and Additional Supporting Documentation)	Yes	Yes	Yes
Copies of Wage Statements (Available for Commerce Monitoring Reviews)	Yes	Yes	No
WC Incentives Documentation	No	No	Yes
Meal Break Waiver Form (If Applicable)	Yes	Yes	No

## Appendix B: Billing Guides

Table B.1: Billing Guide – CJ IDP Create and WC Plan Create (Reference for Chapter 5)

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

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

Table B.2: Billing Guide – CJ and WC Program Start (Reference for Chapter 6)

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

Worksite Placement Screen Meets Requirements	Actual Start Dates Must Match	Work Schedule Matches the Component Hours	Employment Screen (CJ Only)
<ul style="list-style-type: none"> <li><input type="checkbox"/> <b>CJ only:</b> Correct Program Type selected                             <ul style="list-style-type: none"> <li>○ Part-Time Community Jobs</li> <li>○ Full-Time Community Jobs</li> <li>○ Career Jump</li> </ul> </li> <li><input type="checkbox"/> Business Name, Address, Phone, Supervisor Name                             <ul style="list-style-type: none"> <li>○ information entered for all</li> </ul> </li> <li><input type="checkbox"/> <b>CJ Only:</b> Will the participant work 20 hours per week?                             <ul style="list-style-type: none"> <li>○ Yes or no checked</li> <li>○ If no, an explanation must be entered                                     <ul style="list-style-type: none"> <li>▪ Ex. CJ + PART-TIME UE combo or Career Jump</li> </ul> </li> </ul> </li> <li><input type="checkbox"/> Job title:                             <ul style="list-style-type: none"> <li>○ information entered                                     <ul style="list-style-type: none"> <li>▪ Ex. Admin Assistant</li> </ul> </li> </ul> </li> <li><input type="checkbox"/> Job Duties:                             <ul style="list-style-type: none"> <li>○ information entered</li> <li>○ Tools &amp; equipment is not required</li> </ul> </li> <li><input type="checkbox"/> Worksite support post-program employment goals                             <ul style="list-style-type: none"> <li>○ Information entered needs to relate to their Dream Job –OR– Post-program goal</li> <li>○ Can be transferrable skills</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Program Actual Start Date on the Worksite Placement Screen must match the CJ/WC Component’s Actual Start Date</li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Original/first work schedule start date matches the Program Actual Start Date                             <ul style="list-style-type: none"> <li>○ Check the work schedule history if the current work schedule start date is different than the Program Actual Start Date</li> </ul> </li> <li><input type="checkbox"/> Work schedule equals the component hours                             <ul style="list-style-type: none"> <li>○ If the participant's shift is more than five (5) hours, they must have a 30-minute break.</li> <li>○ Lunch breaks <b>must</b> be included in the schedule.                                     <ul style="list-style-type: none"> <li>▪ Ex. The participant has a 20-hour CJ Component. They work three (3) days per week and have a 30-minute lunch break each day. As a result, their total scheduled hours may be 21.5.</li> <li>▪ Exceptions are allowed with a Meal Break Waiver</li> </ul> </li> </ul> </li> <li><input type="checkbox"/> Rotating schedule                             <ul style="list-style-type: none"> <li>○ Does not have to be filled in unless the work schedule is blank.</li> <li>○ May include other information (ex. meal break waiver on file, when their lunch is, etc.)</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Employer/Worksite name, address, city, state, zip, contact person, contact phone → Information must be entered</li> <li><input type="checkbox"/> Employment Code → P – part-time</li> <li><input type="checkbox"/> Subsidized Code → C – community jobs</li> <li><input type="checkbox"/> Hours per week → 20*                             <ul style="list-style-type: none"> <li>*Less for PART-TIME UE + CJ combos; the PART-TIME UE and CJ hours must equal 20</li> </ul> </li> <li><input type="checkbox"/> Reported wage:                             <ul style="list-style-type: none"> <li>○ <a href="#">Local or state minimum wage</a></li> </ul> </li> <li><input type="checkbox"/> Actual Start Date                             <ul style="list-style-type: none"> <li>○ Match the Component Actual Start Date</li> </ul> </li> <li><input type="checkbox"/> Effective Date                             <ul style="list-style-type: none"> <li>○ Same as the Actual Start date (for the first time the Worksite Employment screen is entered)</li> </ul> </li> <li><input type="checkbox"/> Job Type → Classic CJ</li> <li><input type="checkbox"/> Transaction Date (date information entered)                             <ul style="list-style-type: none"> <li>○ Updated within 15 business days of the Program/Component Actual Start Date</li> </ul> </li> </ul>

Table B.3: Billing Guide – Career Jump (CJ Only) (Reference for Chapter 6)

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

**Worksite Placement Section meets the requirements**

- 💡 **Note:** If transferring from a classic CJ to a Career Jump with the same employer, you may use the “Transfer To” function on the Worksite Placement Screen.
- 💡 **Note:** If transferring from a classic CJ to a Career Jump with a different employer, the Worksite Placement screen must be closed, and the Career Jump Worksite Placement screen must be opened. Remember that your original “Program Actual Start Date” should not change.

- Business Name, Address, Phone, and Supervisor Name
  - Information entered for all
- Will the participant work 20 hours per week?
  - Yes or no checked
  - If no, an explanation must be entered
    - Career Jump
- Job title:
  - Information entered
    - Ex) Admin Assistant
- Job Duties:
  - Information entered
  - Tools & equipment are not required
- Worksite support post-program employment goals.
  - Information entered needs to relate to their Dream Job –OR– Post-program goal

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

- Program Actual Start Date on the Worksite Placement Screen must match the CJ Component’s Actual Start Date, however this may not apply if the participant transitioned from a Classic CJ to Career Jump.
  - If they transitioned, depending on timeframes, the Program Actual Start date may match the classic CJ component that they started with.

**Worksite Placement Screen → Work Schedule match Component Hours**

- Work schedule equals the component hours
  - 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.
    - Ex. The 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 Meal Break Waiver
- Rotating schedule:
  - 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)

**Employment Screen**

- Employer/Worksite name, address, city, state, zip, contact person, contact phone:
    - Information entered for all
  - Employment Code:
    - F – full-time (32 – 40 hours) or
    - P – part-time (20 – 31 hours)
    - Should correspond with component hours
  - Subsidized Code → C – Community Jobs
  - Hours per week → Match component hours
  - Reported wage →
    - Reflects the employer’s established hourly rate for the position and is equal to or higher than local or state minimum wage
    - Note: The Contractor must ensure that when the participant transitions to the employer payroll the wage will be higher than local or state minimum wage.
  - Actual Start Date:
    - First day on the Career Jump (This date should match the Career Jump component's actual start date)
  - 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

		<input type="checkbox"/> Transaction Date: Updated within 15 business days of the Career Jump Program Actual Start Date
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**Table B.4: Billing Guide – CJ Monthly Updates and WC Monthly Updates (Reference for Chapter 8)**

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

<input type="checkbox"/> <b>One (1) case-managed barrier (CJ only)</b>	<input type="checkbox"/> <b>The participant is placed at a worksite (CJ &amp; WC)</b>												
<p><b>Barrier Update Format (CJ only)</b></p> <input type="checkbox"/> All headers must be included and have some information <ul style="list-style-type: none"> <li>○ Meeting dates:</li> <li>○ Summary of meetings:</li> <li>○ Participant's next steps:</li> <li>○ Case manager's next steps:</li> <li>○ Next meeting:</li> </ul>	<p><b>Barrier Update Meets Content Requirements (CJ only)</b></p> <input type="checkbox"/> Requirements vary depending on the month												
<p><b>Attendance Reporting</b></p> <input type="checkbox"/> All work attendance hours, holiday hours, and absences are documented as appropriate in the Client Notes and Client Monthly Participation screen, and follow documentation guidelines	<p><b>Worksite Evaluations, Supervisor Contact, &amp; Worksite Skills Progression (CJ &amp; WC)</b></p> <table border="0" style="width: 100%;"> <tr> <td data-bbox="567 1263 1008 1331"> <p><b>Worksite Evaluation</b></p> <input type="checkbox"/> Information entered         </td> <td data-bbox="1008 1263 1449 1331"> <p><b>Worksite Supervisor Contact</b></p> <input type="checkbox"/> Information entered         </td> <td data-bbox="1449 1263 2016 1490"> <p><b>Worksite Skills Progression**</b></p> <p>Include:</p> <input type="checkbox"/> Skills gained or increased and/or</td> </tr> <tr> <td colspan="2"></td> <td data-bbox="1449 1331 2016 1490"> <input type="checkbox"/> New/increased job responsibilities</td> </tr> <tr> <td colspan="3"></td> <td data-bbox="1449 1429 2016 1490"> <p>**Even-numbered evaluation months only</p> </td> </tr> </table>			<p><b>Worksite Evaluation</b></p> <input type="checkbox"/> Information entered	<p><b>Worksite Supervisor Contact</b></p> <input type="checkbox"/> Information entered	<p><b>Worksite Skills Progression**</b></p> <p>Include:</p> <input type="checkbox"/> Skills gained or increased and/or			<input type="checkbox"/> New/increased job responsibilities				<p>**Even-numbered evaluation months only</p>
<p><b>Worksite Evaluation</b></p> <input type="checkbox"/> Information entered	<p><b>Worksite Supervisor Contact</b></p> <input type="checkbox"/> Information entered	<p><b>Worksite Skills Progression**</b></p> <p>Include:</p> <input type="checkbox"/> Skills gained or increased and/or											
		<input type="checkbox"/> New/increased job responsibilities											
			<p>**Even-numbered evaluation months only</p>										

Table B.5: Billing Guide – Stacked Activity (CJ Only) (Reference for Chapter 9)

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

<p><b>All fields completed in CJ IDP</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Minimum of one (1) Stacked Activity             <ul style="list-style-type: none"> <li>○ Does not apply if the participant is a Part-time CJ with a minimum of three (3) hours of XX component(s).</li> <li>○ For Stacked Activities not coded to or provided by the Contractor:                 <ul style="list-style-type: none"> <li>▪ Information must be entered</li> </ul> </li> </ul> </li> <li><input type="checkbox"/> Activities are in the correct section:             <ul style="list-style-type: none"> <li>○ Life Skills and Job Search                 <ul style="list-style-type: none"> <li>▪ LS – Life Skills</li> <li>▪ JS – Job Readiness/Job Hunting</li> </ul> </li> <li>○ JT and other education – Education</li> </ul> </li> <li><input type="checkbox"/> Provider address and contact information             <ul style="list-style-type: none"> <li>○ All information entered</li> </ul> </li> <li><input type="checkbox"/> Information is entered in each section for each stacked component (for ex., JS informal = include expectations).</li> </ul>	<p><b>Actual Start Date in CJ IDP matches component Actual Start Date</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Program Actual Start Date matches the <u>original</u> Component Start Date.             <ul style="list-style-type: none"> <li>○ May need to look in component history.</li> <li>○ Some components are only open for a period before a new component is needed.                 <ul style="list-style-type: none"> <li>▪ Ex. JS is a 90-day component</li> </ul> </li> <li>○ 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"> <li>▪ This only applies when the participant is continuing in the same activity without a break in service or hold.</li> </ul> </li> </ul> </li> <li>○ 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"> <li>▪ Close out the record/section:                 <ul style="list-style-type: none"> <li>○ End date = the last day in the month of their latest update</li> <li>○ Outcome = transferred to other activity</li> </ul> </li> <li>▪ In the new record/section:                 <ul style="list-style-type: none"> <li>○ Start date = date after the old section's end date</li> </ul> </li> </ul> </li> </ul>	<p><b>Components coded to the Contractor meet coding requirements</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Stacked Activity components must be three (3) hours per week minimum.             <p><b>Exception:</b> Part-time CJ participants may be assigned fewer than three (3) hours if their schedule is stacked with XX components. However, the Stacked Activities and coded barrier resolution hours must not exceed nine (9) hours per week.</p> </li> </ul>
<p><b>Part-time CJ only: Are all Stacked Activity requirements met</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Minimum three (3) hours per week, can include XX components</li> <li><input type="checkbox"/> Started in an LS, or if the participant did not start in an LS, the reason is documented in Client Notes in eJAS</li> </ul>	<p><b>Minimum of one (1) hour of participation</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Review the client's Monthly Participation screen.             <ul style="list-style-type: none"> <li>○ Cannot be excused, unexcused, or holiday hours</li> </ul> </li> <li><input type="checkbox"/> The Service Provided box is checked on the Client Monthly Participation screen.</li> </ul>	<p><b>Schedule</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Schedule must equal the component hours – for all Stacked Activities.</li> <li><input type="checkbox"/> JS             <ul style="list-style-type: none"> <li>○ Can be formal or informal.</li> <li>○ No homework time allowed.</li> </ul> </li> </ul>

**Table B.5: Billing Guide - Stacked Activity (CJ only) – Continued**

**Achievements or Milestones meet Requirements in the CJ IDP**

- Must be provided by, and coded to, the Contractor.
- Each stacked activity provided by the Contractor must have a separate monthly achievement note.
- JS:
  - Summarize what the participant has completed and how the case manager aided.
- LS:
  - Describe activities completed and/or topics learned.
- JT/other education:
  - Describe activities completed and/or topics learned.
- For Stacked Activities not coded to, or provided by, the Contractor:
  - Do not enter monthly achievements/updates – Contractors are not paid for this activity.

**Schedule Continued**

- LS
  - Must be supervised.
  - Can be supervised online through an online tracking platform.
  - No homework time allowed.
- JT
  - Must have supervised time.
  - Unsupervised homework time is optional.
    - If there is unsupervised homework time:
      - Number of hours must be detailed in the CJ IDP.
      - 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
  - All hours must be supervised.
  - Must be at a worksite.
  - Must follow all worksite agreements and job description requirements.
  - Worksite cannot:
    - Have the same CJ worksite supervisor.
  - Cannot exceed FLSA maximum.

Table B.6: Billing Guide – Unsubsidized Employment (FULL-TIME & PART-TIME) (CJ Only) (Reference for Chapter 10)

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

Exit Section completed and meets requirements	Unsubsidized Employment started within 45 days of the Exit Program Date (from the exit section)	Part-Time or Full-Time hours/income requirements met
<ul style="list-style-type: none"> <li><input type="checkbox"/> 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"> <li>○ 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.</li> </ul> </li> <li><input type="checkbox"/> The Exit Program Date is correct.</li> <li><input type="checkbox"/> The “exit with the employment” box is checked.</li> <li><input type="checkbox"/> Explanation for Exit must include:                             <ul style="list-style-type: none"> <li>○ No confidential information</li> <li>○ One (1) to three (3) sentence program summary, can include, but limited to:                                     <ul style="list-style-type: none"> <li>▪ Worksite information, Stacked Activities, goals achieved, future goals, or suggested next steps</li> </ul> </li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Started employment within 45 calendar days of the Exit Program Date. The 45-day count starts on the day of the Exit Program Date.</li> <li><input type="checkbox"/> If the participant was not placed at a worksite:                             <ul style="list-style-type: none"> <li>○ Minimum of three (3) participating hours in a Stacked Activity.</li> <li>○ Stacked Activity achievement note must detail how the Contractor assisted the participant with obtaining or maintaining a UE (ex. job search assistance).</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Part-Time = 20 to 31 hours per week or income equivalent</li> <li><input type="checkbox"/> Full-Time = 32 to 40 hours per week or income equivalent</li> <li><input type="checkbox"/> For income equivalent: Compare the monthly amount to the participant's monthly amount.</li> </ul> <p><u>For determining the full-time monthly amount:</u></p> <ul style="list-style-type: none"> <li>○ Full-time amount based on the state/local minimum wage:                             <ul style="list-style-type: none"> <li>▪ \$Min Wage x 32 x 4.3 = monthly amount</li> <li><b>Example: \$17.13 x 32 x 4.3 = \$2,357.09</b></li> </ul> </li> <li>○ Part-time amount based on the state/local minimum wage:                             <ul style="list-style-type: none"> <li>▪ \$Min Wage x 20 x 4.3 = monthly amount</li> <li><b>Example: \$17.13 x 20 x 4.3 = \$1,473.18</b></li> </ul> </li> </ul> <p><u>For determining the participant's monthly amount:</u></p> <ul style="list-style-type: none"> <li>○ Review the UE Employment screen to locate wage.</li> <li>○ \$Wage x #participant hours per week x 4.3 = monthly amount</li> <li>○ <b>\$18.00 x 27 x 4.3 = \$2,089.80</b> <ul style="list-style-type: none"> <li>▪ Would be a part-time UE because it is less than the full-time minimum of <b>\$2,357.09</b></li> </ul> </li> <li>○ <b>\$22.00 x 27 x 4.3 = \$2,554.20</b> <ul style="list-style-type: none"> <li>▪ Would be a full-time UE because it is more than the full-time minimum of <b>\$2,357.09</b></li> </ul> </li> </ul>


<p><b>Retention period met</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> 10 business day retention completed OR Temp/Seasonal 90 calendar day retention completed</li> <li><input type="checkbox"/> 10 business days or, for Temp/Seasonal only 90 calendar days, from the unsubsidized employment start date</li> <li><input type="checkbox"/> The first day is the day they start on the UE.</li> <li><input type="checkbox"/> <a href="#">Date Duration Calculator: Days Between Dates</a></li> </ul>	<p><b>CJ Employment Screen closed (if they started at a worksite)</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Termination Date: <ul style="list-style-type: none"> <li>○ Last day on the worksite – the same date as the Actual End Date in the IDP Worksite Placement Screen.</li> </ul> </li> <li><input type="checkbox"/> CJ Employment Screen Effective Date: <ul style="list-style-type: none"> <li>○ Last day on the worksite– the same date as the Actual End Date in the IDP Worksite Placement screen.</li> </ul> </li> <li><input type="checkbox"/> Termination Code: <ul style="list-style-type: none"> <li>○ Information entered</li> </ul> </li> <li><input type="checkbox"/> Transaction Date: <ul style="list-style-type: none"> <li>○ Is within 15 business days of the Exit Program Date.</li> </ul> </li> </ul>	<p><b>UE Employment Screen completed</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Employer/Worksite name, address, city, state, zip, contact person, contact phone: <ul style="list-style-type: none"> <li>○ Information entered</li> </ul> </li> <li><input type="checkbox"/> Employment Code: <ul style="list-style-type: none"> <li>○ P – part-time</li> <li>○ F – full-time</li> <li>○ T – temporary</li> </ul> </li> <li><input type="checkbox"/> Subsidized Code: <ul style="list-style-type: none"> <li>○ N – not subsidized</li> </ul> </li> <li><input type="checkbox"/> Hours per week: <ul style="list-style-type: none"> <li>○ Number of hours should equal the exit section's full-time or part-time categories.</li> </ul> </li> <li><input type="checkbox"/> Reported wage: <ul style="list-style-type: none"> <li>○ Information entered</li> </ul> </li> <li><input type="checkbox"/> Actual Start Date: <ul style="list-style-type: none"> <li>○ The Actual Start Date must match the UE information in the exit section.</li> </ul> </li> <li><input type="checkbox"/> Job Type: <ul style="list-style-type: none"> <li>○ Unsubsidized Employment</li> </ul> </li> </ul> <p>Please note: Commerce WorkFirst Contractors are responsible for entering employment screens. However, in some situations, DSHS may enter the employment screen. When this happens, Contactors will not be penalized for missing information.</p>
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Table B.7: Billing Guide – Monthly Attendance Reporting (Reference for Chapter 15)

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 the entire component date range during that month.

 **Note:** In the Monthly Participation screen, Contractors may not leave fields blank. They must enter a zero in any fields in which they do not have hours to report.

**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 CJ IDP for stacked activity or WC Plan worksite schedule

**Immediate Notify Process**

- After the second (2<sup>nd</sup>) absence in the month, follow the Immediate Notify process.

**Activity Logs and Timesheets meet contract requirements**

- Verification signature requirements:
  - For Stacked Activities: reviewed and signed by Contractor staff.
  - For timesheets: signed by the worksite supervisor on or after the last day worked in the pay period.

- Hours entered follow the weekly (Sunday – Saturday) format**