FY17 COMMERCE WORKFIRST PROGRAMS GUIDELINES

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**COMMUNITY JOBS/CAREER JUMP and COMMUNITY WORKS**

**Program Descriptions and Eligibility Requirements:**

**Community Jobs** (CJ) is a full time (40 hours per week) WorkFirst activity that provides TANF participants with up to six (6) months of paid, temporary employment combined with intensive case management to resolve employment barriers. Through the combination of 20 hours per week of paid subsidized employment, stacked activities, and issue resolution, CJ gives TANF participants the opportunity to gain experience in an employment setting while increasing their income, skills and self-confidence. It also provides TANF participants with opportunities to build references, develop networking connections, and demonstrate their work skills directly through employment by performing jobs within their chosen field. Worksites must be with non-profit, government, or tribal entities. Subsidized wages are paid at the state minimum wage or local ordinances, whichever is higher. A participant may participate for an additional three months with the Department of Commerce's (Commerce) documented approval. The provisions in WFHB 1.2.3 to add additional hours don’t apply to CJ.

Full-time CJ may be an option for participants who:

* Are currently working on barrier/issue resolution and are ready to combine issue resolution with work in a supportive setting.
* Are ready to learn to self-manage issues that affect the ability to obtain or keep employment.
* Aren't viable candidates for placement through Job Search.
* Are open in WF sanction and are interested in curing the sanction.
* Are ready and able to be employed full-time (32-40 hours per week) within six months of the CJ enrollment.
* Are able to participate full-time (40 hours per week) right now.
* Have childcare and transportation plans.
* Have demonstrated workplace behaviors that adversely affect the participant’s ability to fully engage in Job Search.
* Have participated in other activities without success.
* Do not currently hold an unsubsidized job unless these hours are minimal and career progression is unlikely. **\*Must be approved on a case by case basis by Commerce Headquarters.**
* **Part-time CJ** is available to single parents with a child under the age of six. Part-time CJ is paid work experience of up to six months, which combines 20 hours per week in a temporary subsidized job (considered employment) with 3 hours per week of life skills (LS), coded barrier removal (such as mental or physical health, chemical dependency, and family violence), or a combination of LS and barrier removal. When their child reaches the age of 6, DSHS must be contact to determine the next appropriate activity. A participant may participate for an additional three months with Commerce's documented approval.

Part-time CJ may be an option for participants who:

* Are single parents with a child under the age of six
* Are not viable candidates for placement through Job Search
* Are open in WF sanction and are interested in curing the sanction
* Are ready and able to be employed at least part-time (20 hours per week) within six months of the CJ enrollment
* Are able to participate 23 hours per week
* Have childcare and transportation plans
* Are managing known barrier removal issues (such as mental or physical health, chemical dependency and family violence)
* Do not currently hold an unsubsidized job

**Career Jump** offers employment opportunities with any employer who has agreed to hire the participant at the end of the training time. Up to 256 hours of subsidized wages (12 weeks at 20 hrs/week or 6 weeks at 40 hrs/week) may be used before the participant transitions to employer payroll. Career Jump participants may continue to job skills training, education, life skills, or job readiness activities before moving to the employer’s payroll. This is the only Commerce Program where placement with a for-profit may be utilized.

Career Jump may be an option for participants who:

* Have completed vocational educational training or obtained their HSD/GED
* Have an identified occupation or industry for which they would like employment
* Are ready and able to be employed full-time (32-40 hours per week) within three months of the enrollment
* Are able to participate full-time (35 hours per week)
* Need recent work history to increase employability
* Have childcare and transportation plans
* Do not currently hold an unsubsidized job unless these hours are minimal and career progression is unlikely. \*These will be approved on a case by case basis by Commerce Headquarters
* Have an identified employer willing to hire them at the end of the training period

**Community Works (WC)** provides a volunteer unpaid work activity to TANF participants to support their engagement in an education pathway or with a core work activity for a minimum of one month at the worksite and up to 12 months. Participants must be in a coded education activity either with a community or technical college, Commerce contractor, or community based organization.

Hours are based on FLSA regulations related to unpaid volunteer work. The participant must be at the worksite at least 5 hours/week.

If attending school, worksites should be co-located on campus, *when possible,* but may also be placed at worksites in the community. The work experience should support the specific education/certification pathway or career goals for those completing GED/HSE. It is an opportunity for vocational exploration and to gain new skills, references, and work experience relevant to their education goal. Worksites must be with non-profit, government, or tribal entities.

Participants not attending school, but needing a core activity that count towards federal participation, receive services tailored to worksite placement to increase employability. These services include:

* An initial assessment that identifies education level as well as current and desired work skills
* Career planning that identifies both short-term and long-term job goals
* On-going assistance for work-related issues
* Strengthen work ethics, soft skills and work skills
* Work-related support services
* Assistance with developing childcare and transportation plans

Examples of Community Works referrals are for participants who are:

* Employed less than 32 hours per week
* Participating in other activities, but need additional hours to meet WorkFirst participation requirements
* Transitioning between activities
* Need a beginning level of activity for very hard to serve families whose participation capabilities are limited
* Need additional support for re-training or additional experience to be competitive in the labor market
* Have the ability to participate at least five hours per week in Community Works
* Will be on the worksite for at least 30 days.
* Engaged in an education pathway and:
  + Would benefit from a work experience to enhance their educational plan
  + Needs a core activity that supports their educational track
  + Have completed their Work Study and need a core activity

**Federal Participation Requirements**

The federal government requires individuals receiving TANF to participate in work or work-related activities full-time (or as close to 40 hrs/week as possible) with a goal of at least 32 hrs/week for most participants. These activities are broken down into “core” and “non-core”.

**Hours of Required Participation**

|  |  |  |  |
| --- | --- | --- | --- |
| WHO | CORE ACTIVITY  REQUIREMENTS | CORE or NON-CORE  REQUIREMENTS | TOTAL |
| Each parent or needy caretaker relative | 20 hrs/week | 12-20 hrs/week | 32-40 hrs/week |
| Qualifying parents in a two-parent household | 30 hrs/week | 5 hrs/week | 35 hrs/week |
| Single parent  w/ child under  6 yrs. old | 20 hrs/week | None  (additional hours are voluntary) | 20 hrs/week |

**Core and Non-Core Activities**

Work (subsidized, unsubsidized) is the only activity that is fully countable, with no restrictions. Below is how Commerce programming fits into helping Washington State meet federal participation requirements

A **core** activity counts towards participation and is the foundation for participant’s programming.

Activities that count with no restrictions (time):

* Employment – unsubsidized employment

**Core activities**

**count with *no restrictions***

***--- OR ---***

**count*,* but are *time-limited***

* Subsidized work - e.g. Community Jobs (CJ)
* Unpaid work – e.g. Community Works (WC)
* Community Service e.g. (XS or VS)

Activities that count, but are time-limited:

* Job Search (job readiness and job hunting) (JS)
* Life skills (LS)
* Issue resolution (**may or may** not **be** coded)
* Vocational education (VE - stacked activity provided by our college partners)

**Non-core** activities include:

**Non-core activities count *once core participation is met***

* Basic education (JT)
* High School equivalency (GE)
* Skills enhancement (JT)
* Job skills training (JT)
* English as a Second Language (ES)

**Component Coding and Allowable Stacked Activities**

For **Full-time CJ and Career Jump**, contractors must ensure full-time coding, Arrange for monthly stacked activities to increase the participant’s employability. The stacked activities, when available, appropriate and value-added, can include the activities listed below.

For **Part-time CJ**, contractors must ensure coding at 23 hours per week. The order in which stacked activities can be coordinated is detailed further below.

For **Community Works**, DSHS determines the stacked activities. Contractors are only responsible for the work experience.

**Component Coding**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Program | Component Code | Worksite Component Hours | eJAS Program Form | Hours of Stacked Activities |
| Full-time  Community Jobs | **CJ** | **20** | **IDP** | **2-10 hrs/week of issue resolution**  **(not coded)**  **AND**  **Up to 18 hrs/week of coded stacked activities**  **\*The combination of barrier removal and stacked activities cannot exceed 20 hours per week.** |
| Part-time  Community Jobs | **CJ** | **20** | **IDP** | **3 hrs/week** |
| Career Jump | **CJ** | **Determined with the employer – up to 40** | **IDP** | **Up to 15 hrs/week**  **if work hours are less than full time** |
| Community Works | **WC** | **Hours cannot exceed FLSA maximum. \*Requires at least 5 hours per week.** | **Community Works Plan** | **N/A**  **Stacked activities are determined DSHS** |

**Allowable Stacked Activities**

|  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Stacked Activity | Core Activity | eJAS Code | Minimum Coding | Actual Hours entry required | CJ | PT CJ | Career Jump | | WC |
| Life/Soft Skills Classes | **Yes** | **LS** | **3 hrs per week** | **Yes** | **X** | **X** | **X** | **WC does not have stacked activities that are provided by the contractor** | |
| Job Readiness | **Yes** | **JS** | **3 hrs per week** | **Yes** | **X** | **X\*** | **X** |
| Job Hunting | **Yes** | **JS** | **3 hrs per week** | **Yes** | **X** | **X\*** | **X** |
| Mentoring opportunities (professional mentoring, peer mentoring, Job Club, etc.) | **Yes** | **JS** | **3 hrs per week** | **Yes** | **X** | **X\*** | **X** |
| Job Skills Training/Education coded to the Contractor | **No** | **JT/GE/ES** | **5 hrs per week** | **Yes** | **X** | **X\*** | **X** |
| Community Service – court ordered or structured | **Yes** | **XS** |  | **Yes** | **X** |  | **X** |
| Community Service – licensed child care, school, ECEAP, Headstart | **Yes** | **VS** | **3 hrs per week** | **Yes** | **X** |  | **X** |
| Education not provided by the local community/  technical college | **No** | **DSHS determines** |  | **Yes** | **X** | **X\*** | **X** |
| Education provided by the local community/technical college | **No** | **DSHS/CTC determines** |  | **Not by**  **Commerce contractor** | **X** | **X\*** | **X**  **\*Please see the Program Component Coding section for the specific order of stacked activities.** |

**Required File Documentation**

|  |  |  |  |
| --- | --- | --- | --- |
| **Document** | **CJ, PT CJ** | **C Jump** | **WC** |
| Signed Commerce plan |  |  |  |
| Consent form DSHS 14-012(X) (Confidentiality Agreement) |  |  |  |
| Contractor generated consent forms |  |  |  |
| Emergency contact information |  |  |  |
| Grievance Procedure (Must include Commerce CEO Unit Managing Director as a point of contact; provide contact information) |  |  |  |
| Tax information/documentation per payroll requirements |  |  |  |
| I-9 form |  |  |  |
| Documentation required per I-9 Form listed under the “Lists of Acceptable Documents” |  |  |  |
| Timesheets |  |  |  |
| Attendance or job logs for all stacked activities |  |  |  |
| Monthly worksite evaluations |  |  |  |
| Worksite agreement |  |  |  |
| Job description |  |  |  |
| Support Service records, to include receipts, Exception to the Rule (ETR), and additional supporting documentation |  |  |  |
| Confidential Notes printed from eJAS |  |  |  |
| Re-enrollment checklists, if applicable |  |  |  |
| Copies of wage statements must be available for cases that Commerce reviews during monitoring visits |  |  |  |

**Support Services**

* Support Services can only be provided to participants coded to Commerce provided activities to engage or maintain active participation in Commerce programs. Commerce Support Services cannot be used for activities provided by WorkFirst partners. Support Services are not an entitlement.
* When possible and appropriate, the purchase of support service should be integrated into programming to teach the participant to independently purchase the support service. For example, public transportation: providing this support service the first three months of CJ with the participant budgeting and paying for it the remaining months.
* Support Services can be issued up to 14 days after the last day on the worksite for participants who leave the program with unsubsidized employment (UE) if their TANF grant is still open.
* Contractors must view eJAS Support Services for WorkFirst partner entries to ensure services provided will not exceed the hard limit for the program year. If it exceeds the hard limit, an Exception to the Rule (ETR) must be submitted to Commerce and approved prior to providing the service.
* The ETR process will follow the WorkFirst Support Service Guidelines.
* The Commerce Support Service Directory (attachment B) provides category specific information and must be followed.

**Worksites**

Worksites must be with non-profit, government, or tribal entities. Worksites placement must increase skills (both hard and soft) and increase employability towards their post Commerce Program vocational goal or support their education pathway. Worksite employers offer the avenue where participants can learn and practice the skills necessary to succeed and advance in the workforce.

Career Jump is the only program where a private sector employer may be used.

**Establishing Worksites (all programs)**

Developing new worksites can be lots of fun or a challenge. Approaching the employer from the perspective of how it benefits them can get your foot in the door. Becoming a worksite offers opportunities to participants that strengthen individuals, families, communities, and the economy.

Here are *some* of the benefits to employers:

* Free labor!
* Participants are volunteers and do not become “employees” of the worksite
* Participants bring their own unique set of skills and experience to the worksite
* Participants perform duties that may ease the workload of other staff
* There is a contractor case manager there to support both the participant and the worksite
* The Department of Labor & Industry (LnI) premiums are covered by the Commerce contractor
* Participants receive assistance w/ childcare, transportation, and items needed for work
* Employers may discontinue the work experience, if necessary
* It’s a chance for the worksite to “test drive” a potential new employee

Additional benefits to Career Jump employers:

* Up to 256 hours of subsidized wages before they transition to employer payroll.
* Work schedule must be a minimum of 20 hrs/week and up to 40 hrs/week.
  + A gradual increase in hours is recommended to ensure participant is as successful as possible
    - Case manager can provide additional assistance, coordinate training, provide support services,
* Pay for job specific training (JT)
* Coordinate support services

**Roles**

The role of the worksite employer is to provide an appropriate and meaningful work experience. A primary supervisor should be identified who is willing and able to provide training and daily supervision. Training, materials, and tools should be provided so the participant fully understands performance expectations. Ensure the participant is learning new skills throughout their work experience – this includes both hard and soft skills. Regular feedback helps the participant on work quality and quantity, areas for improvement, and progress over time. Disciplinary or corrective actions should be as constructive as possible—focus on what to do right next time.

The role of the contractor is to place the participant at a worksite that increases both hard and soft skills to support increased employability in their post program vocational goal. Ensure that new skills are learned throughout their work experience. Review worksite feedback and provide strategies and support for needed improvement. Proactively address any workplace issues identified either by the participant or the worksite. Support and encourage both the participant and worksite supervisor in any way possible. Regular contact with both the participant and the worksite will build trust, communication, and make sure it’s a positive experience all around.

**Required Worksite Documents**

The following documents and content are to ensure all documentation, reporting, and service provision meet state WorkFirst and federal TANF requirements. It is the responsibility of the contractor to ensure the documents and content are implemented. Contractors should add any agency-specific documents or content as needed.

1. Worksite Supervisor Training
   1. Provide training and support material to worksite employers.
2. Position Description
   1. Develop with worksite staff a job description that details job duties and tools and equipment to be used by that participant.
   2. Clearly detail the work schedule and maximum hours per week (20 hours per week for CJ and for WC do not exceed FLSA).
      1. If the work schedule will vary due to business needs, then document the possible reasons (e.g. retail position where shift is extended due to customer needs), any known “regular hours”, and how/where the participant will obtain their weekly schedule.
   3. List skills that the participant will gain. If possible, also list time frames.
   4. Obtain worksite supervisor and participant signatures. Copies should be given to the participant, the supervisor, and maintained in the participant’s file.
3. Worksite Agreement **\*see below for additional items needed for Career Jump**
   1. Worksite agreements will incorporate any contractor or worksite elements necessary for a safe and supportive learning environment
   2. Add Displacement as per the Scope of Work
   3. Add that the worksite employer must meet employment condition criteria as described in WAC 388-310-1500 as per the Scope of Work
   4. Explain all safety rules and requirements
   5. Provide materials and tools required to perform the job
   6. Provide supervision on a daily basis
   7. Ensure the participant is learning new skills throughout their work experience - this includes both hard and soft skills
   8. Give regular feedback to the participant on work quality and quantity, areas for improvement, and progress over time
   9. Proactively address any workplace issues. Meaningful and thoughtful feedback can help participants understand the importance of meeting employer expectations
   10. Make disciplinary or corrective actions as constructive as possible-focus on what to do right next time
   11. Notify contractor staff of any concerns. While participants should be held accountable to the same standards of other employees, allow both the participant and contractor staff the opportunity to improve performance and develop successful workplace skills.
   12. Maintain daily attendance records for all work hours
       1. Attendance records must be signed by the supervisor (and participant if available)
       2. Supervisors must submit attendance records to the contractor at least once per month. However, twice per month is highly recommended given the focus on meeting federal participation.
   13. Ensure participants work no more than the number of hours per week listed on the job

description

* 1. Ensure participant does not work on state holidays
  2. Report all participant absences to the contractor immediately
  3. Complete a monthly evaluation for each month the participant is at the worksite
  4. Provide additional feedback and information to the contractor as requested

**\*See below for additional items needed for Career Jump**

**Required Worksite Agreement Content for Career Jump**

All worksite agreements shall include, but not be limited to, the following components:

* Job description with detailed job duties, tools and equipment
* Work schedule and hours during the subsidized component
* Documentation of wage progression opportunities
* A skill development plan, including soft skills if appropriate, that clearly outlines how and when the participant will learn new skills needed for the Career Jump position
* Date of transition to employer payroll with the work schedule, hours, wages and benefits
* Written approval from any unions present at the worksite
* Written agreement from the worksite documenting that paid employees have not been laid off to make space for Career Jump participants
* No placements with employers that have a record of anti-union activities
* Above the minimum wage rate at the point of transition to unsubsidized employment and comparable to other employees performing the same job functions
* Positions shall provide basic benefits within 12 months or comparable to other employees doing the same job (e.g., health care, paid leave, etc.) The 12-month period includes the first three (3) months of subsidized employment
* Participant shall also be covered by the employer’s personnel policy. The company’s benefit package shall be extended to the participant
* Employment hours are to be full-time (no less than 32 hours a week) at the time of transition to unsubsidized employment

**\*\*\*Exceptions require Commerce documented approval**

* Employer may not have planned layoffs or closures of the business (generally due to seasonal work). This position may not be known to be prescheduled for lay off status.
* Career Jump participants cannot represent more than 10 percent of the total labor force for employers with 10 or more employees. One Career Jump participant may be placed with an employer with fewer than 10 employees. No more than one Career Jump participant per worksite supervisor.

**\*\*\*Exceptions require Commerce documented approval**

* Worksite supervisors will be given a copy of WAC 388-310-1300

**Career Jump Worksite Agreements Not Fulfilled**

* Worksites can request a 30-day trial evaluation of the program with no penalties, to ensure a best fit for both the worksite and participant.
* If the worksite supervisor terminates the Career Jump agreement for any reason, written documentation must be sent to Commerce.
  + If the worksite terminates the agreement for inappropriate reasons or violates the worksite requirements, the worksite will be ineligible for future placements.
  + If the participant terminates their Career Jump worksite prior to transitioning to the employers’ payroll, complete a CAP meeting with DSHS to review appropriate next steps for participant. As a reminder, participants can only refuse work for specific reasons, and quitting a Career Jump may start the sanction process.
* If the participant is terminated from a Career Jump site and then placed into a CJ worksite, the days spent in Career Jump will count against the 3 month JC time limit.
* If the participant is terminated from a Career Jump site and then placed at a new Career Jump site, the hours spent in the initial Career Jump will be subtracted from the 256 hour limit.

**Program Component Coding**

FY17 Commerce WorkFirst Programs have been enhanced to provide more stacked activities options and flexibility to create a program tailored to the unique needs and employment goals of the individual participant.

While one goal of the program is to leave with unsubsidized employment (and it’s a statewide performance measure), contractors must first ensure issues are resolved, reduced, or self-managed by the participant so that when the get that job, they keep it.

Therefore, for **FT CJ, contractors must first determine if other stackable activities (education/training activities, voluntary community service and life skills training – explained below) are available and better options for the participant before deciding to stack with job readiness and job hunting (coded as JS).** Job readiness can be stacked with the participant’s full-time CJ component when it is the appropriate option for the participant and they would benefit from job readiness activities.

**A FT CJ IDP must detail required full-time participation to include:**

* **20 hours/week** work
* **2-10 hrs/week** of issue resolution (may or may not be coded), depending upon the number and intensity of barrier/issues
* **Up to 18 hrs/week** of coded stacked activities

**\*The combination of barrier removal and stacked activities cannot exceed 20 hours per week.**

For **PT CJ**, total stacked activity coding cannot exceed 3 hours.

* The PT CJ referral may be sent with an X component for individuals engaged in issue resolution activities. DSHS is responsible for coordination and documentation of participation.
  + This component cannot exceed 2 hours so that 1 hour can be coded to LS.
* During the first 3 months, stacked activities must be structured.
  + They can be workshops, classes, etc., and must be supervised on a daily basis.
* The first stacked activity must be Life Skills (LS) training unless there is clear documentation in case notes that the participant would not benefit from LS. Given the breadth of possible LS topics, it should be the exception, not the rule, that LS does not benefit the participant.
  + Upon clear case note documentation that the participant would not benefit from LS, the following stacked activities may be used:
    - Basic education (JT)
    - High school equivalency (GE)
    - High school completion (HS)
    - Skills enhancement/job skills training (JT)
    - English as a Second Language (ES)

**\*\*\*The stacked activity cannot be Job Search (JS) in the first 3 months of enrollment.**

**Only in month 4 may the participant participate in JS.**

For **Community Works**, the work activity hours should not exceed FLSA. The participant must be at the worksite at least 5 hours/week. For those in an education pathway, work activity hours must be at least 5 hours/week, but may be much less than FLSA as they support the education activity.

**Barrier/Issue Resolution**

**FT CJ** provides intensive case management to partner with participants to resolve, reduce, or teach to self-manage issues that affect the ability to get or keep a job. Case management is the “system” with which we use to help participants with barriers/issues, but how it is done is up to you and your agency. Whether your approach is called coaching, mentoring, strength-based services, etc, the goal is to empower and motivate participants to take control of their future and become self-sufficient.

**PT CJ** and **WC** provides case management to resolve, reduce, or teach to self-manage issues that can be addressed through their coded components. For example, attendance and punctuality is an issue that can be addressed through their worksite.

**Stacked Activity Options**

As per the “Allowable Stacked Activities” chart above, FT CJ, PT CJ, and Career Jump are the only programs for which Commerce contractors coordinate stacked activities. In addition to the 20 hours at the worksite, coded stacked activities bring the participant up to full-time participation. ***\*Please note the JT paypoint is not available for PT CJ.***

**Available stacked activities include:**

* **Education** (GE, ES [may also be coded as JT) such as high school equivalency, basic skills, ESL, or job skills training. A minimum of 5 hours/week coded to the contractor is required to claim this paypoint.
  + When available, co-enroll **education** components with the local community or technical college
  + Other resources can provide **education** when the community or technical college (CTC) is not a documented viable option
    - Document this in case notes so it’s clear why the participant is attending elsewhere. Reasons could include:
      * Unable to attend local CTC due to unpaid fines
      * Tried multiple times and was unable to succeed
      * Learning disabilities or learning concerns
      * Mental health issues that make it difficult to benefit from college campus based training
* **Job Skills Training** (JT) must provide the skills required by an employer to provide a participant with the ability to obtain employment or to advance at the workplace. A minimum of 5 hours/week coded to the contractor is required to claim this paypoint.
  + In the event **job skills training** **(JT)** classes are not available through the community and technical college system, contractors may directly provide such services or connect the participant with a community-based provider.
    - * Again, there must be documentation in case notes as to why the parent is attending elsewhere. Reasons could include:
        + Classes are on a quarterly basis and does not mesh with CJ time frames
        + Classes are not available at the local CTC
        + Unable to attend local CTC due to unpaid fines
        + Tried multiple times and was unable to succeed
        + Learning disabilities or learning concerns
        + Mental health issues that make it difficult to benefit from college campus based training
        + Needs individualized instruction and assistance
  + Must be supervised on an ongoing basis no less frequently than once in each day the individual is scheduled to participate.
  + Job skills training can include:
    - Training to meet the needs of a specific employer
    - General training that prepares a participant for employment
    - Literacy/language instruction when it is explicitly focused on skills needed for employment
    - Short-term certification classes
  + **Education (GE, ES)** and **job skills training (JT)** activities with other community providers who do NOT have eJAS contractor codes.
    - * Contractors may use support services to pay tuition and relates expense to outside providers.
      * Contractors must track and document attendance in monthly participation.
      * Examples include:
        + Workshops
        + Short-term certifications (less than 3 months)
        + Industry specific short-term training such forklift training, etc.
* **Life Skills** (LS) is a structured activity to provide an up-front introduction to prepare participants to participate in activities effectively and to meet the demands of everyday life and employment. A minimum of 3 hours/week coded to the contractor is required to claim this paypoint.
  + - Life skills may or may not be employment related or completely address and resolve

family issues. Life Skills training may include such topics as:

* + - Self – awareness
    - Attitude
    - Balancing work and personal life
    - Money management
    - Stress and anger management
    - Time management
    - Communication skills to include basic computer skill
    - Appropriate standards for dress and participation

**\*Note - some of these topics can be captured under the JT component which is more likely to count towards federal participation**

* **Job Readiness** (JS) prepares participants for an effective job hunting experience.
  + Job Readiness training may include such topics as:
    - Resume development
    - Interviewing techniques
    - Contractor directed job hunting
    - Scheduled job club meetings
    - Peer and professional mentoring activities
  + Must be coded a minimum of 3 hours to the contractor component code for the month in which the pay point is claimed.
  + The Contractor must ensure that the participant participates in a minimum of one contractor approved workshop or meeting that specifically relates to job readiness/job hunting during each month claimed.
  + Document the activity under achievements in the job readiness/job hunting section of the IDP.

**\*Note - some of these topics can be captured under the JT component which is more likely to count towards federal participation**

* **Voluntary Community Service** (VS) is an opportunity for participants to volunteer in family-centered activities with their child’s school, childcare, Head Start, ECEAP, Boys & Girls Clubs, adult care facility, etc.
  + The hours a participant may engage in community service activities cannot exceed FLSA hour rules.
  + Contractors will track and document Community Service attendance.
  + The volunteer site supervisor/manager/administrator and the Contractor must sign volunteer worksite agreements.
  + The Contractor will retain the signed worksite agreement in the Participant's file.
  + Contractors, in coordination with the Participant and volunteer worksite supervisor, will write volunteer position descriptions for each worksite position.
  + Volunteer position descriptions should outline roles and responsibilities for all parties.
  + Contractors will provide the Participant with a copy of the volunteer position description.
  + Contractors will file a copy of the volunteer position description in the Participant's file.
  + Contractors will provide L&I coverage for volunteer activities.
* **Court-ordered Community Service** (XS) also qualifies as long as it is unrelated to the CJ worksite job.
  + Contractors will track and document attendance in court-mandated volunteer activities.

**Work and Stacked Activity Schedules**

Work with the participant to manage work, stacked activities, and barrier/issue related participation expectations requires solid current and back-up childcare and transportation plans. Clear communication, prioritization, and solid planning help participants succeed and meet participation expectations.

**State Recognized Holidays**

Participants should not work on state holidays; however, they may be scheduled to do so.

If scheduled to work on a holiday:

* CJ participants will be paid for hours scheduled to work.
* WC participants will have these hours entered in the eJAS Client Monthly Participation Screen Holiday section.

**Worksite Closures**

If **UNSCHEDULED** (e.g. due to inclement weather, power failure, disaster, etc.):

* CJ participants must be paid for the hours they are scheduled to work that day.
  + Time sheets should indicate the number of hours scheduled with a notation describing why the business was closed.
  + Participants do not need to make up hours missed for this reason.
* WC participants can use an “excused absence” for the hours missed.
  + If possible, hours should be made up during that month, if possible.

If **SCHEDULED** (e.g. construction):

* If there is a pre-scheduled worksite closure (i.e. construction) the participant should work with the worksite supervisor and case manager to make up the time missed.
  + Participants need to make up hours missed for this reason.

**Absences – Participant Responsibility**

As in any employment situation, participants are expected to call both the worksite supervisor and case manager to report an absence and the reason why. This should occur before the start of their work shift. This also applies to stacked activities.

* If there is a **scheduled absence** (e.g. medical appointment), both the worksite and case manager should be notified by the participant before it occurs.
  + If at all possible, the work hours should be made up within that same month.
* If there is an **unscheduled absence** (e.g. illness), both the worksite and case manager should be notified by the participant before the start of the scheduled activity.

**Worksite attendance records for CJ and Community Works**

Required documentation on attendance records/timesheets:

1. Reporting period – date span
2. Participant weekly schedule (or note that it rotates)
3. Hours worked (number of hours and date)
4. Ensure the participant worked no more than the number of hours per week listed on the worksite placement page
5. Total number of hours and holiday hours
6. Record holiday hours as “holiday”
7. Absences (hours, date and whether excused or unexcused)
   1. Total number of excused absences
   2. Total number of unexcused absences
8. Unpaid meal breaks for more than five hours
9. Worksite supervisor signature
10. Participant signature, if possible
11. Contractor signature to verify it’s accuracy
12. If timesheets are changed, ensure initials of who made the change, the date, and why.

**Immediate Notify**: After two absences (regardless of whether they are excused or unexcused) in one calendar month, immediate notify must be used (even if you find out about the absences the following month).

**Tip**: In the notification, let DSHS know whether action is needed (e.g. you need to CAP or have DSHS call the participant) or if you have the issue handled (e.g. NO ACTION NEEDED).

**Documenting Monthly Participation (Actual Hours)**

Documenting monthly participation helps Washington State meet federal participation requirements. Accurately capturing and documenting actual hours is **key**.

**Community Works and stacked activities:** By the 10th of each month, monthly participation must be documented. Through the Multiple Client Monthly Participation screen in eJAS, hours for the current month and the 2 preceding months can be entered. If hours are received after the 10th of the month, go back and enter those hours.

* Participants must submit attendance records (timesheets, activity logs, Job Search logs, etc.) to the Contractor at twice a month
* Contractors must review attendance records/logs to ensure the accuracy of countable activities, information, and hours.
* All absences must have corresponding case notes as noted below.
* The Contractor must sign and date each attendance record/log indicating a complete review.
* Contractors must enter Actual Hours in "one week" timeframes (beginning Sunday and ending Saturday).
* Hours must be documented through the component end date (hover over component for date span for end date within the final month of participation)
  + Enter “0’s” for the dates occurring after the participant has stopped participating in the program, but the component has yet been closed. For example, the participant begins a UE, stops participating in all coded activities, and doesn’t inform the case manager until one week later. Enter actual hours through the date of documented participation and then “0’s” through the component end date. Do not document as excused or unexcused absences.
* To document hours and claim the pay point, Contractors must receive and maintain participant attendance records in Participant files.
* The Contractor may bill through the calendar month of the last day attended.

**Required Documentation:**

1. Actual hours of participation
2. Excused absences
   1. Report the regularly scheduled hours missed due to excused absences, listing the date and reason for the absence and the number of hours missed on that date
   2. Each excused absence must have a corresponding case note
   3. For example, “Jade had a sick child and had excused absences on 5/6/16 for 3 hrs and on 5/7/16 for 3 hrs”
3. The number of hours missed due to state holidays
4. The number of hours of unexcused absences
   1. Excused absences must have a corresponding case note
   2. For example, “Joey had 9 hrs of unexcused absences 4/1/16 – 4/3/16.”

**Participant Engagement, Worksite/Stacked Activity Placement, and Program Plan Development**

**Engagement**

1. Upon receiving an electronic referral on the eJAS Contractor Caseload Screen:
   1. Review the participant’s eJAS file to determine appropriate programming
      1. Items to be reviewed include:
         1. The Comprehensive Evaluation
         2. Case notes
         3. Prior Commerce plans
         4. Demographics page
         5. Component history
         6. Education and training worksheet
   2. Review the participant’s TANF status
      1. For both FT and PT CJ:
         1. If status is Denied or Closed, the participant is not eligible to

participate in CJ until the TANF status is Open.

* + - 1. If TANF is Pending, contact DSHS to determine when to expect TANF

approval.

* + - * 1. If approval will be soon, enter a case note documenting

conversations with DSHS

* + - * 1. Leave the referral on the contractor caseload screen until TANF

status is Open,

* + - 1. Once TANF status is Open, continue to 2)
      2. If the Participant’s TANF is Closed due to Non-Compliant Sanction

(NCS) status, reject the referral.

* + 1. For Community Works:
       1. If status is Pending, confirm that:
          1. WC component is 5 or more hours/week
          2. Worksite placement/enrollment will be for at least 1 month

1. Contact the participant
   1. Use a variety of contact methods including, but not limited to
      1. Phone calls
      2. Office visits
      3. Letters
   2. Case note all actions taken to coordinate First Contact. DSHS is closely tracking engagement efforts and time frames
   3. **First Contact** must (face-to-face) be made within 5 business days of the referral.
      1. Reject the referral on the 6th business day if First Contact is not made within

5 business days, unless the meeting has been rescheduled 2-3 days after the 5th business day.

* 1. If **WC**, **is not stacked** **with an education component**, review the eJAS FLSA indicator for the maximum number of hours the participant can work in an unpaid worksite per the Fair Labor Standards Act (FLSA). (FLSA monthly max divided by 4.33 = weekly hours. Always round down to the nearest whole number.)
     1. Request that the component hours be changed if the referral has more hours

than FLSA max allows for.

* 1. If **WC**, **is stacked** **with an education component**, verify FLSA will not be exceeded; however, may be coded for less hours depending upon education activities.
  2. **Accept the referral** and **enter the First Contact** note on the Contractor Caseload Screen within 6 business days of the referral unless the meeting has been rescheduled 2-3 days after the 5th business day.

1. Orient the participant to the program elements, including, but not limited to:
   1. Wages
   2. TANF disregards
   3. Program expectations
   4. Program policies
2. Complete initial paperwork, including, but not limited to:
   1. Written internal grievance procedures
      1. Obtain signature and provide copy to participant
   2. Consent form – ensure participant completed Special Records section
      1. Obtain signature and provide copy to participant
3. Create program plan **with** participant at the one-on-one meeting
   1. For **FT CJ,** develop IDP sections together
      1. Discuss and determine number of barrier/issue resolution hours (not coded –

minimum of 2 hours) needed. At least one case managed barrier must be created.

* + 1. Discuss and determine stacked activity options and hours
       1. Participants may be placed in stacked activities pending worksite

placement or the start of other stacked activities.

* + 1. Contact DSHS to coordinate activity components and hours
  1. For **PT CJ,** develop IDP sections together
     1. Discuss and determine barrier/issues that can be addressed through

worksite or stacked activities. At least one case managed barrier must be created

* + - 1. Note: PT CJ participants cannot be sanctioned for lack of progress or

participation in barrier/issues that require time beyond the worksite

or stacked activity.

* + 1. Discuss and determine stacked activity options and hours
       1. Participants may be placed in stacked activities pending worksite

placement or the start of other stacked activities.

* + 1. Contact DSHS to coordinate activity components and hours
  1. For **Community Works**, develop WC plan sections together
     1. Discuss and determine barrier/issues that can be addressed through

the worksite

* 1. Ensure the program plan
     1. Clearly states worksite, barrier/issue and stacked activity participation

requirements

* + 1. Is signed by the participant and they receive a copy
    2. Is maintained in the participant’s paper file

1. Case note status update in eJAS.

**Approving Re-enrollments**

1. If a participant is referred for a paid program and has already been in one or is referred for an unpaid program and has already been in one
   1. Contractor manager will review the case and approve or disapprove the re-

enrollment based on Commerce checklist criteria

* 1. Enter case note to document re-enrollment approval the re-enrollment as either
     1. Resume and complete
     2. A new plan
     3. Retain the completed re-enrollment approval criteria checklist in participant file.
  2. Contract Commerce contract manager to create the plan or re-open for a resume

and complete.

* 1. The following provisions apply to re-enrollments:
     1. Upon the third Plan Create for any combination of programs within the same

fiscal year, the contractor must send a request to the Commerce contract

manager.

* + 1. Commerce reserves the right to review and reject any re-enrollment requests or

require specific issues be addressed if deemed necessary.

* + 1. If participant changes programs (unpaid to paid, paid to unpaid), to receive the

worksite placement (Worksite Placement [Program Actual Start]) pay point,

either the worksite and/or the position (with the same worksite), must change.

* + - 1. If the participant remains at the same worksite in the same position,

contact your Commerce Contract Manager for email approval to

remove the worksite placement (Program Actual Start) pay point from

the billing. Commerce staff will also document this in the admin

documentation section of the new plan.

**Worksite Placement (Program Actual Start)**

1. Participants should be placed on a worksite within 10 business days of First Contact.
   1. If placement cannot occur within 10 days, case note the reasons and **all** placement

efforts as they occur and reasons for delay

* 1. Place participant at a worksite that best fits the participant’s career goals and/or

training needs

1. Coordinate worksite agreement signature and place in participant file
2. Coordinate participant and worksite supervisor signature on job descriptions
   1. Provide copies of the job descriptions
      1. to participant
      2. to worksite supervisor
      3. in participant file
3. For **CJ,** coordinate entry into contractor payroll system.
4. In eJAS, the Contractor will do the following:
   * 1. Update the Worksite Placement Section in plan with the employment

information

* + 1. Verify participant has started worksite on scheduled start date (Worksite

Placement section)

* + 1. Enter Actual Start Date in same section
    2. Create the employment screen
    3. Enter worksite component Actual Start Date on the Contractor Caseload

Screen.

1. Should the Worksite release the Participant, the Contractor will place the Participant at a new worksite within 10 business days.
2. During the period of transition between worksites, the Contractor will ensure that the Participant is involved in related activities for a total of 40 hours per week.

**Stacked Activity Placement**

1. Participants should be placed in stacked activities within 10 business days of First Contact
   1. If placement cannot occur within 10 days, case note the reasons and **all** placement

efforts as they occur and reasons for delay

* 1. Once the contractor identifies or changes stacked activities, initiate contact with

DSHS to create the appropriate activity component referrals

* 1. Provide DSHS with the following information in order to facilitate the creation of the

eJAS component

* + 1. Service provider
    2. Start and end dates
    3. Number of hours per week the Participant will work
  1. In eJAS, the Contractor will do the following:
     1. Update the appropriate section in plan with the stacked activity information
  2. Verify participant has started the activity on scheduled start date
  3. Enter Actual Start Sate in same section
  4. Enter activity component Actual Start Date on the Contractor Caseload Screen.

1. To claim the pay point for job readiness and job hunting (JS)
   1. Must be coded a minimum of 3 hours to the contractor component code for the

month in which the pay point is claimed.

* 1. The Contractor must ensure that the participant participates in a minimum of one

contractor approved workshop or meeting that specifically relates to job

readiness/job hunting during each month claimed.

* 1. Document the activity under achievements in the job readiness/job hunting section

of the IDP.

1. To claim the pay point (as a **second** earned stacked activity paypoint) for job skills training (JT/GE/ES) (for FT CJ only)
   1. Must be coded a minimum of 5 hours to the contractor component code for the

month in which the pay point is claimed.

* 1. Document monthly achievements in the education section of the IDP.

**On-going Case Management and Program Management**

Contractors must provide ongoing coaching/support for work-related issues as well as barrier and stacked activities. This requires regular contact and good relationships with participants, worksite supervisors, and stacked activity providers.

Case note documentation of these efforts (as they occur) show DSHS and other partners the value your services and “tells the story” of the participant’s growth and journey to self-sufficiency. It also provides your referral source (very important) with information to be confident in their referral to your agency.

Do not expect DSHS staff to go into program plans for progress updates. Provide them with updates on ALL aspects of the participant’s progress within the program. ; of course, with an eye to maintaining Special Records content confidential.

1. **Case Notes** 
   1. Case notes will provide evidence of required contact with both the participant and

the worksite supervisor

* 1. Contractors will
     1. Provide a summary case note update of participant's monthly progress at the

worksite, on barriers, in stacked activities, and any other relevant information.

This case note can be copy/pasted from program plan updates.

* + 1. Code case note entries by topic.
    2. Print the Special Record case notes and place in the Participant's file.

1. C**ontact** the **participant** a minimum of **twice a month** for the duration of the program. This will include a review and update of program plan sections.
   1. These contacts must be an interaction; an opportunity for dialogue.
   2. Contractors can contact the Participant by the following means:
      1. In person
      2. Via email
      3. Via telephone
   3. Document Participant contact in case notes.
      1. Entries will include:
         1. A summary of the contact
         2. Issues or requests by either participant or Contractor
         3. Action to be taken by either participant or Contractor
         4. Intended outcome or timeline of the action
         5. Action outcome
      2. Contractors are encouraged to enter into case notes all pertinent Participant

contacts as they occur

1. Interact with the **worksite supervisor** at least once a month.
   1. Monthly contact must be:
      1. in person
      2. via worksite visits
      3. telephone
      4. email
   2. As part of the monthly worksite contact, the Contractor will follow-up on any issues

identified in the worksite evaluation other contact with the participant or worksite supervisor

* 1. Update the Worksite Evaluation section of the program plan at least monthly

1. Provide **on-going case management** to identify and address barriers/issues.
   1. Update the barrier/issues section of the program plan at least monthly
   2. When a barrier is resolved, complete the Barrier Update and Resolved text box for the

month in which it was resolved.

The information in the Service Month Report and the Resolved text box may be the

same

Contractors may copy and paste the same text in both entries

1. Anytime a Participant’s **participation requirements change**, the Contractor must update the program plan.
   1. Update the program plan with new program expectations or requirements
      1. If in person
         1. Have the participant sign the updated program plan
         2. Provide the participant with a copy
         3. Maintain a copy of the new program plan in the Participant’s file
      2. If obtained through verbal agreement (e.g. over the phone, etc.) from the

Participant for the update.

* + - 1. In this case, code the case note as “Participation”
      2. Document the specific program expectation or changed requirement
      3. Date of Participant agreement
      4. Send a copy of the new plan to the participant
      5. Case note the date and method the new program plan was either sent or given to the participant

**Holds**

“Hold” is the term, mechanism, and section for Commerce program plans to remain available when a participant is temporarily unable to participate, but intends to return. This strategy is usually done in conjunction with the participant. This may be done for a variety of reasons, including:

* Medical
* Mental Health
* Legal
* Family related
* Housing/Homelessness
* Engaged in Education or JT activity with the intent of returning to the program
* Short-term unsubsidized employment

All holds must have the agreement of WFPS/WFSSS through a CAP documented in case notes. If the hold will be one week or less, DSHS will determine if the components should be referred back. If not, DSHS will case note this agreement. Either way, the outcome should be case noted.

1. The Contractor will
   1. Discuss the hold with DSHS via a CAP
   2. Case note the outcome, reason, and projected date of return to the program
   3. If both parties are in agreement and the hold is more than 1 week, the Contractor will:
      * 1. Complete the hold section of the program plan
        2. Close the employment screen with the participant’s last date at the worksite as the termination date
        3. Refer back all components on the contractor caseload screen
   4. Upon resolution hold issue, the participant will resume the program using the existing program plan
2. If the participant does not return to the program, close the hold and complete the exit section of the program plan
3. For both the hold actual end date and the exit section exit date, use the last day at the worksite

**Documentation Requirements for Program Plan Exits**

DSHS should not be surprised by a participant being referred back. CAP’ing issues and the use of Immediate Notify ensure that you have worked with DSHS to do everything possible to keep the participant engaged and making progress. Case notes should show the progress, growth, and achievements, as well as attempts to maintain participation, address any issues, etc. for future DSHS action.

1. Notify DSHS of the program completion or of the refer back
2. For any reason other than a temporary hold the contractor will complete the exit section of program plan
   1. Exit Date – last date the participant was at the worksite, unless
      1. The Contractor actively seeking a new worksite
      2. Case notes must clearly document these attempts and communication with the participant
   2. Exit reason
   3. Whether participant and worksite supervisor surveys or links were distributed
   4. Complete the narrative section to include (Note that the CE links to this section)
      1. Program summary of all parts of program – skills gained, worksite evaluations,

certificates obtained, barriers (be vague about special records topics) resolved or

now self-managed, stacked activities completed, etc.

* + 1. Participant’s future goals
    2. The last day at the worksite (stated as such, not “ended program”)
    3. Any recommended transition services and/or referrals.
  1. Copy/paste the exit narrative into case notes.
  2. The Contractor must terminate the CJ Worksite Employment Screen.

1. Refer back all components on the contractor caseload screen.
2. If DSHS closes the component before the Contractor refers back from the caseload screen
3. Case note the exit narrative ensuring DSHS knows the participant is no longer in the program

**Required Monthly Reporting**

Keep in mind that we do have DSHS (and definitely Commerce) looking inside plans to ensure progress, get updates, find out whether program (and contract) requirements are being met, and generally is the program benefitting the participant. Again, the adage applies: “If it’s not documented, it didn’t happen.”

To meet the requirements for Pay Points and contract requirements, the following monthly reporting is necessary:

**Monthly Attendance Reporting**

1. At least once per month get worksite and stacked activity attendance records for all

hours Twice per month is highly recommended given the focus on meeting federal

participation

1. By the 10th of each month, monthly participation must be documented. To document

hours and claim the pay point, Contractors must receive and maintain participant

attendance records in Participant files. Contractor signature is required.

**\*\*\*Please refer to the “Documenting Monthly Participation (Actual Hours)” section above for details.**

**Monthly Worksite Evaluations (by Section)**

**Worksite Evaluation (Monthly)**

1. This is usually a paper document (may be a separate document or part of the timesheet) that must be signed by the worksite supervisor (and participant, if possible).
2. It typically consists of items such as attendance/punctuality, communication, grooming/dress, motivation, attitude, progress, etc. Ideally, a worksite evaluation will be tailored to get feedback in additional areas that will help the participant further develop hard and soft skills.
3. Some additional items could be receiving and integrating feed-back, ability to stay on task, appropriate communication with supervisor, appropriate communication with peers, initiative, etc.

**Worksite Supervisor Contact (monthly)**

Worksite supervisor contact is meant to be an interaction and can include in person conversations, worksite visits, phone calls or emails. This is a great time to identify what new skills the participant has learned so far this month and will learn the next month. Just receiving and documenting the monthly evaluation does not constitute monthly contact with the worksite supervisor.

Documentation must include:

* + - Method (phone, email, in person, etc.) of contact
    - Summary of the conversation
    - Documentation of case manager action to follow up on any issues identified in the worksite evaluation or during the contact.

**Worksite Skills Progression (every 2 months)**

This section is to report what new skills, tasks, tools and equipment, projects, etc. has the participant learned and worksite taught?

**\*Hint: A detailed job description makes ensuring documentation and progress**

**easier. The worksite has an obligation to teach new skills, etc. to help the**

**participant increase their employability**.

**Barrier/Issue Updates**

It is the Contractor’s responsibility to ensure that progress is made each month towards resolving the issue (goal) or helping the participant learn how to manage the issue themselves. If it is determined that an issue is no longer an issue (or important), resolve it.

Remember, CJ participants have 2-10 hours/week to complete action items. PT CJ participants have the time spent at their worksite and in their stacked activities to complete action items. Contractors should have multiple points of contact with the participant during the month in which assistance can be provided, questions asked, to make sure that action items are completed in time for the monthly update.

Monthly updates must include:

* + - Participant actions items that have been completed
    - Contractor actions items that have been completed
    - Any new issues or steps the participant and contractor will take during the next month to continue to work towards resolution

**Stacked Activities – Specific to JS and JT/GE/ES**

To claim the pay point for job readiness and job hunting (JS):

* Must be coded a minimum of 3 hours to the contractor component code for the month in which the pay point is claimed.
* The Contractor must ensure that the participant participates in a minimum of one contractor approved workshop or meeting that specifically relates to job readiness/job hunting during each month claimed.
* Document the activity under achievements in the job readiness/job hunting section of the IDP

To claim the pay point (as a second earned stacked activity paypoint) for job skills training (JT/GE/ES) (for **FT CJ** only):

* Must be coded a minimum of 5 hours to the contractor component code for the month in which the pay point is claimed.
* Monthly achievements must be documented in the education section of the IDP. These can include new skills, completed modules, certificates gained, documents created, etc.

**Earned Income Credit (EITC)**

Contractors are required to participate in the Earned Income Tax Credit program and educate

CJ participants on the benefits of this opportunity.