



Washington WorkFirst

# We Are Ready to Help Your Family Move Ahead

This past year has been a tough time for families. When you get TANF assistance, you are usually required to work or participate in WorkFirst activities to help you tackle challenges and find or prepare for a job. Because of the COVID-19 pandemic, the participation requirement was temporarily stopped. Starting in September 2021, mandatory WorkFirst begins again, and there are many opportunities to help you and your family move ahead.

### Next Steps:

- You will get a letter for an appointment in the next couple of months with more information including the date, time and options for you to attend the appointment.
- You are expected to participate in this appointment. If you have questions, need to reschedule or would like to begin activities sooner, please call the Customer Service Contact Center at 877-501-2233.
- At this appointment, you and your worker will talk about:
  - Your family's current situation and your goals. We know it has been a hard year, and things may have changed for you. We want to know how we can help.
  - A plan for you to begin WorkFirst activities. You have options, and participation may mean help with job search, taking community college classes, or paid or unpaid internships to help you get recent work experience. It may also help with issues you or your family are facing – treatment, support, access to resources.
  - We may be able to link you to the support services you need for WorkFirst activities. This may include free childcare, interview clothes, gas cards, bus passes, diapers, hygiene products, car repair, and licensing.

If you do not participate in this appointment or do not follow through with your plan's activities, without a good reason, we are required to reduce your cash benefits. Please stay in close contact with us to help avoid this situation.

If you have questions or want to start activities and qualify for childcare and other support services sooner, please call the Customer Service Contact Center at 877-501-2233.

You can get updates at [www.dshs.wa.gov/esa](http://www.dshs.wa.gov/esa)

If you have questions, please contact us at 1-877-501-2233.