

1.4 WorkFirst Orientation

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Legal References:

- [RCW 74.12.400](#)
- [RCW 74.12.410](#)
- [WAC 388-310-0200](#)
- [WAC 388-400-0005](#)

The *WorkFirst Orientation* section includes:

- [1.4.1](#) What is WorkFirst Orientation and who needs one?
- [1.4.2](#) How is the WorkFirst Orientation delivered?
- [1.4.3](#) What happens during the WorkFirst Orientation?
- [1.4.4](#) What is covered during the WorkFirst Orientation?
- [1.4.5](#) eJAS/ACES codes
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- ~~[Resources](#)~~

1.4.2 How is the WorkFirst Orientation delivered?

NOTE: Due to the COVID-19 pandemic affecting Washington State, WorkFirst Orientations are to be done over the telephone until further notice.

The WorkFirst Orientation is delivered one-on-one, either by phone or desk-side, by WorkFirst staff. The participant is provided the **WorkFirst Folder, DSHS 22-395**, followed by immediate viewing of the **WorkFirst Orientation Video**. ~~For participants who are limited English proficient (LEP), a Desk-Side WorkFirst Orientation Script is available to support phone WorkFirst Orientations and interpretation of the video content for participants who are limited English proficient (LEP).~~

~~The WorkFirst Orientation may be done over the telephone if the participant is:~~

- ~~Employed;~~
- ~~Has a serious health condition; or~~
- ~~Can't come into the office due to domestic abuse or family violence issues.~~

~~If the participant meets the criteria for a telephone WorkFirst Orientation, document why behind the adult's WORK screen in ACES 3G online.~~

~~At this time, WorkFirst Orientations are to be conducted by a WorkFirst staff member.~~

1.4.3 What happens during the WorkFirst Orientation?

The WorkFirst Program Specialist or Social Service Specialist conducts the orientation before TANF or SFA cash assistance approval to provide a broad overview of the WorkFirst Program.

When presenting WorkFirst opportunities:

- Establish a positive rapport with the individual to make a human connection.
- Use the **WorkFirst Orientation Video** to deliver the required information, if done desk-side. If completing the WorkFirst Orientation over the phone, use the **Desk-Side WorkFirst Orientation Script** to deliver content.
- Utilize the available staff training for the Desk-Side WorkFirst Orientation to support the process and ongoing conversations with the customer regarding the WorkFirst Program.
- Give local resource information, in writing, for future reference.
- Discuss WorkFirst expectations in a positive manner.
- Get participants into activities as soon as possible for as many hours as possible.
- Let participants know they can call a case manager if they have questions or concerns about participating.

1.4.4 What is covered during the WorkFirst Orientation?

The **WorkFirst Orientation Video** provides a basic overview of the TANF and WorkFirst Program, including:

- TANF 60-month time limit information
- Program participation activity options
- Sanctions and related grant reductions
- Availability of support services including child care

It also emphasizes the importance of communication with DSHS so the Community Services Division team may continue to provide supports and services where necessary.

Considering the streamlined focus of the **WorkFirst Orientation Video**, there are a number of topics that WorkFirst staff need to ensure are covered more in-depth with the participant either during the eligibility determination process, the Comprehensive Evaluation, or during Individual Responsibility Plan (IRP) development.

These topics include:

- **Division of Child Support (DCS) Good Cause Options**
- **Family Violence**
- **IRP Participation Requirements**
- **Parenting Support Programs**
- **Sanction Process and Expectations for Communication**

- Support Services, particularly what is available in the customer's area
- ~~Family Violence~~
- ~~Division of Child Support (DCS) Good Cause Options~~
- ~~Parenting Support Programs~~
- ~~IRP Participation Requirements~~
- ~~Sanction Process and Expectations for Communication~~
- ~~Support Services~~, particularly what is available in the customer's area

The Desk-Side WorkFirst Orientation staff training is available to assist in weaving these pieces of information into already occurring conversations with the participant.

1.4.5 e-JAS/ACES codes

There are no WorkFirst engagement e-JAS or ACES codes.

1.4.6 WorkFirst Orientation - Step-by-Step Guide

NOTE: Due to the COVID-19 pandemic affecting Washington State, WorkFirst Orientations are to be done over the telephone until further notice.

The WorkFirst Program Specialist or Social Service Specialist:

1. Makes a positive connection with the participant.
2. Plays the **WorkFirst Orientation Video** for the participant.
 - For LEP participants: Accommodate by using the **Desk-Side WorkFirst Orientation Script** and interpretation services.
 - For telephone WorkFirst Orientations: Use the **Desk-Side WorkFirst Orientation Script** to deliver the content verbally over the telephone in place of playing the WorkFirst Orientation Video. ~~Document why a telephone orientation was completed behind the adult's WORK screen in ACES 3G online.~~
3. Asks if the participant has any questions about the WorkFirst Orientation.
4. Provides a **WorkFirst Folder, DSHS 22-395**, to each participant which includes, at a minimum, the following documents:

- [WorkFirst Opportunities Brochure, DSHS 22-1125](#)
- [Domestic Violence Flyer, DSHS 22-265](#)

Other resources can be included in the folder, including but not limited to, the following documents:

- [Commerce Brochure, DSHS 22-1584](#)
- [Education Brochure, DSHS 22-1579](#)
- [Transitioning Off TANF, DSHS 22-1586](#)

- BFET Brochure:
 - DSHS 22-1681 Region 1
 - DSHS 22-1682 Region 2
 - DSHS 22-1683 Region 3
- Child Care information
- Local Resource list

NOTE: For WorkFirst Orientations conducted over the telephone, mail the participant the WorkFirst Folder, DSHS 22-395.

5. Documents completion of the WorkFirst Orientation and completes the TANF cash assistance approval process.

Resources

Related WorkFirst Handbook Sections

- [About WorkFirst Handbook](#)
- [1.1 Engaging Parents in WorkFirst](#)

Forms & Other Resources

- [Desk-Side WorkFirst Orientation Script \(English\) - Links to translations:](#)
 - [Cambodian \[Khmer\]](#)
 - [Chinese](#)
 - [Korean](#)
 - [Laotian](#)
 - [Russian](#)
 - [Somali](#)
 - [Spanish](#)
 - [Vietnamese](#)
- [Domestic Violence Flyer, DSHS 22-265 - Includes translations](#)
- [WorkFirst Opportunities Brochure DSHS 22-1125 - Includes translations](#)
- [WorkFirst Orientation Video](#)
- ~~[WorkFirst Orientation Video](#)~~
- ~~[WorkFirst Opportunities Brochure DSHS 22-1125 - Includes translations](#)~~
- ~~[Domestic Violence Flyer, DSHS 22-265 - Includes translations](#)~~
- ~~[Desk Side WorkFirst Orientation Script \(English\) - Links to translations:](#)~~

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~~○ Chinese~~

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~~○ Laotian~~

~~○ Russian~~

~~○ Somali~~

~~○ Spanish~~

~~○ Vietnamese~~