

# 3.1 Overview

Revised on: ~~September 20XX, 2021~~ August 5, 2020

The Tools-Overview section includes:

- 3.1.1 What are the tools ~~we~~ WFPS/WFSSS use?
- ~~3.1.2~~ What are our guiding principles for tool use?
- ~~3.1.2~~ WorkFirst Tool Descriptions ~~What are the Tools~~ tools and techniques available?
- ~~3.1.3~~ Additional considerations when communicating and engaging a participant. ~~What are~~ Are any additional techniques to the WFPS/WFSSS can use when making contact with a participant?
- ~~3.1.4~~ What are our ~~guiding~~ the tools & Techniques ~~principles?~~

## 3.1.1 What are the tools WFPS/WFSSS ~~we~~ use?

This chapter describes the major tools and techniques ~~we~~ WorkFirst Program Specialists (WFPS)/WorkFirst Social Services Specialists (WFSSS) use to help WorkFirst participants succeed. To be fully effective, ~~—~~ most of these tools rely heavily on the partnerships and communication between the participant and case manager, including collaboration with WorkFirst agencies.

The main tools used to partner with a WorkFirst participant are listed below with a brief description.

| <u>Tool</u>                               | <u>Description</u>  |
|---|---|
| <u>Case staffing</u>                      | <u>Case staffing is a group process, which creates an opportunity for the WFPS/WFSSS to discuss with the participant their engagement in activities. Professionals and partners the participant is engaged with can also be invited to the case staffing and provide support.</u>   |
| <u>Continuous Activity Planning (CAP)</u> | <u>Continuous Activity Planning is an informal consultation or joint evaluation with available WorkFirst partners, DSHS co-workers, or other service providers.</u>   |
| <u>Customer-Driven Severity Scale</u>     | <u>An optional tool that provides support and guidance to WFPS around assessing the participant’s barriers and their need to connect with a WFSSS.</u>  |
| <u>eJAS</u>                               | <u>eJAS is an automation tool for WorkFirst Program Specialists (WFPS), WorkFirst Social Service Specialists (WFSSS), Community and Technical Colleges, Career Scope Coaches, Commerce agencies and many contracted service providers, such as. For example, contractors that serve our limited English population. It allows for documentation of participation and any barriers participants experience when seeking employment. Service providers use e-JAS to report participation to the WFPS/WFSSS.</u> |

| <u>Tool</u>                                 | <u>Description</u>  |
|---|---|
| <u>Individual Responsibility Plan (IRP)</u> | <u>An Individual Responsibility Plan (IRP) outlines a participant's required action steps towards self-sufficiency.</u>   |
| <u>Intensive Services</u>                   | <u>Intensive services are extra or exceptional supports provided to participants having the greatest difficulty finding and keeping jobs, and achieving success.</u>  |
| <u>Pathway Development Tool</u>             | <u>The tool used for comprehensive evaluations, which are required for all WorkFirst participants. This tool is also used for WorkFirst social service assessments.</u>   |
| <u>Personal Pathway</u>                     | <u>A short participant self-assessment, supporting development of rapport between participant and WorkFirst staff, indicating participant areas of interest. The information is used to guide what topics to start with during the comprehensive evaluation discussion and subsequent assessments (where applicable).</u>   |
| <u>PRISM</u>                                | <p><u>PRISM is a Predictive Modeling tool intended to:</u></p> <ul style="list-style-type: none"> <li><u>• Identify sources of medical evidence;</u></li> <li><u>• Identify high medical risk/special needs participants;</u></li> <li><u>• Identify barriers and/or risk factors affecting employability; and</u></li> <li><u>• Assist with referral or treatment for chronic health issues.</u></li> </ul> <p><u>Note: Don't use PRISM to gather information for purposes of imposing sanctions for failure to adhere to program standards.</u></p> |
| <u>Protective payee</u>                     | <u>Protective payees are contracted vendors that provide money management to assigned participants to make sure assistance funds are used for basic needs.</u>  |
| <u>Sanction</u>                             | <u>A sanction is a status that a participant enters when they are able, but refuses to participate as required.</u>   |
| <u>Stacked Services</u>                     | <u>Stacking services requires the participant to engage in more than one activity at a time - perhaps working with different providers to access services.</u>  |
| <u>WorkFirst Partner Directory</u>          | <u>A statewide list of WorkFirst contracted partners, which supports development of an IRP with a participant. <i>Note: This directory is only directly accessible to CSD staff.</i></u>  |
| <u>Tool</u>                                 | <u>Description</u>  |
| <u>eJAS</u>                                 | <u>eJAS is an automation tool for WorkFirst Program Specialists (WFPS), WorkFirst Social Service Specialists (WFSSS), Community and Technical Colleges, Career Scope Coaches, Commerce agencies and many contracted service providers. For example, contractors that serve our limited English population. It allows for documentation of</u>   |

| <u>Tool</u>                           | <u>Description</u>  |
|---------------------------------------|---|
|                                       | <u>participation and any barriers participants experience when seeking employment. Service providers use e-JAS to report participation to the WFPS/WFSSS.</u>   |
| <u>Personal Pathway</u>               | <u>A short participant self-assessment, supporting development of rapport between participant and WorkFirst staff, indicating participant areas of interest. The information is used to guide what topics to start with during the comprehensive evaluation discussion and subsequent assessments (where applicable).</u>   |
| <u>Pathway Development Tool</u>       | <u>The tool used for comprehensive evaluations which are required for all WorkFirst participants. This tool is also used for WorkFirst social service assessments.</u>  |
| <u>WorkFirst Partner Directory</u>    | <u>A statewide list of WorkFirst contracted partners, which supports development of an IRP with a participant. <i>Note: This directory is only directly accessible to CSD staff.</i></u>  |
| <u>Customer-Driven Severity Scale</u> | <u>An optional tool that provides support and guidance to WFPS around assessing the participant's barriers and their need to connect with a WFSSS.</u>  |
| <u>IRP</u>                            | <u>An Individual Responsibility Plan (IRP) outlines a participant's required action steps towards self-sufficiency.</u>   |
| <u>PRISM</u>                          | <p><u>PRISM is a Predictive Modeling tool intended to:</u></p> <ul style="list-style-type: none"> <li><u>— Identify sources of medical evidence;</u></li> <li><u>— Identify high medical risk/special needs participants;</u></li> <li><u>— Identify barriers and/or risk factors affecting employability; and</u></li> <li><u>— Assist with referral or treatment for chronic health issues.</u></li> </ul> <p><u>Note: Don't use PRISM to gather information for purposes of imposing sanctions for failure to adhere to program standards.</u></p> |
| <u>Stacked Services</u>               | <u>Stacking services requires the participant to engage in more than one activity at a time—perhaps working with different providers to access services.</u>  |
| <u>Intensive Services</u>             | <u>Intensive services are extra or exceptional supports provided to participants having the greatest difficulty finding and keeping jobs, and achieving success.</u>  |
| <u>Case staffing</u>                  | <u>Case staffing is a group process, which creates an opportunity for the WFPS/WFSSS to discuss with the participant their engagement in activities. Professionals and partners the participant is engaged with can also be invited to the case staffing and provide support.</u>   |

| <u>Tool</u>                               | <u>Description</u>  |
|---|---|
| <u>Continuous Activity Planning (CAP)</u> | <u>Continuous Activity Planning is an informal consultation or joint evaluation with available WorkFirst partners, DSHS co-workers, or other service providers.</u> |
| <u>Sanction</u>                           | <u>A sanction is a status that a participant enters when s/he is they are able, but refuses to participate as required.</u>   |
| <u>Protective payee</u>                   | <u>Protective payees are contracted vendors that provide money management to assigned participants to make sure assistance funds are used for basic needs.</u>      |

The main tools and techniques covered in this chapter include:

e-JAS

Personal Pathway

Pathway Development Tool (PDT)

WorkFirst Partner Directory

- Customer Driven Severity Scale
- Individual Responsibility Plans (IRPs)
- Predictive Risk Intelligence System (PRISM)
- Stacking Activities
- Intensive services
- Case staffing

Sanctions,

### 3.1.2 What are our guiding principles for tool use?

It is important to:

- Identify and resolve issues that interfere with employment as soon as possible, without impeding the participant's progress towards self-sufficiency/economic stability.
- Require parents/caregivers to participate as close to full-time as possible to make full use of their time on WorkFirst cash assistance. Participants can often do more than one thing at a time and work with more than one provider.
- Offer stacked services to meet the participant's goals.
- Believe in the participant's ability--don't assume that the participant can't succeed.
- Document issues, strengths, and participation plans on a consistent basis. As you get to know each participant better, you can use new insights to create more effective IRPs.

- ~~Offer bundled/stacked services with job search. Believe in the participant's ability. Let the job market determine employability don't make an assumption that the participant can't succeed.~~
- Detail, in writing, specific action steps each participant can take to become independent from WorkFirst cash assistance. Even better, you can make joint plans with the participant and community partners so everyone is working towards a common goal.
- Pool resources and expertise with partners in the community.
- ~~Require parents/caregivers to participate as close to full-time as possible to make full use of their time on WorkFirst cash assistance. Participants can often do more than one thing at a time and work with more than one provider.~~
- Everyone is required to participate to the best of their ability. Ongoing communication with the participant focused on their -goals provides support to keep the participant engaged.

### 3.1. What are the Tools and techniques available? WorkFirst Tool Descriptions

The main tools and techniques used to manage a partner with a WorkFirst case participant are listed below with a brief description.

| <i><b>Tools the WorkFirst Program Specialist/WorkFirst <u>WorkFirst</u> Social Services Specialist can use:</b></i> |  |
|---|--|
| <u><b>Tool</b></u>  | <u><b>Description</b></u>  |
| <b>eJAS</b>   | <u>eJAS is an automation tool for WorkFirst Program Specialists (WFPS), WorkFirst Social Service Specialists (WFSSS), Community and Technical Colleges, job Career Scope Coach service specialists, Commerce agencies and many contracted service providers. For example, contractors that serve our limited English population. It allows for to identify and documentation of participation and any issues barriers that can interfere with participants experience when seeking employment. Service providers use e-JAS to report participation to the WFPS/WFSSS, in most cases.</u> |
| <b><u>Personal Pathway</u></b>  | <u>A short participant self-assessment, supporting development of rapport between participant and WorkFirst staff, indicating participant areas of interest. The information is used to guide what topics to start with during the comprehensive evaluation discussion and subsequent assessments (where applicable).</u>  |
| <b><u>Pathway Development Tool</u></b>  | <u>An assessment tool Used to complete comprehensive evaluations that are required for all WorkFirst participants. WFSSS also use this tool to complete WorkFirst social service assessments.</u>  |
| <b><u>WorkFirst Partner Directory</u></b>   | <u>The WorkFirst Partner Directory is aA statewide resource list of WorkFirst contracted partners, which , community agencies, and other contracted providers to supports statewide development of an IRP with a participant. <i>Note: This directory is only directly accessible to CSD staff.</i></u>  |

*Tools the WorkFirst Program Specialist/WorkFirst WorkFirst Social Services Specialist can use:*

| <u>Tool</u>                                       | <u>Description</u>   |
|---|--|
| <u>Customer-Participant Driven Severity Scale</u> | <u>An optional tool that provides support and guidance to WFPS around assessing the participant's barriers and their need to connect with a WFSSS. This is an optional tool to support WFPS.</u>   |
| <b>PRISM</b>                                      | <p>PRISM is a Predictive Modeling tool intended to:</p> <ul style="list-style-type: none"> <li>• Identify sources of medical evidence;</li> <li>• Identify high medical risk/special needs participants;</li> <li>• Identify barriers and/or risk factors affecting employability; and</li> <li>• Assist with referral or treatment for chronic health issues.</li> </ul> <p>Note: Don't use PRISM to gather information for purposes of imposing sanctions for failure to adhere to program standards.</p>                                    |
| <b>IRP</b>  | An Individual Responsibility Plan (IRP) outlines a participant's <u>required</u> action steps towards self-sufficiency.  |
| <b>PRISM</b>                                      | <p><u>PRISM is a Predictive Modeling tool intended to:</u></p> <ul style="list-style-type: none"> <li>— <u>Identify sources of medical evidence;</u></li> <li>— <u>Identify high medical risk/special needs participants;</u></li> <li>— <u>Identify barriers and/or risk factors affecting employability; and</u></li> <li>— <u>Assist with referral or treatment for chronic health issues.</u></li> </ul> <p>Note: Don't use PRISM to gather information for purposes of imposing sanctions for failure to adhere to program standards.</p> |
| <b>Stacked Services</b>                           | Stacking services requires the participant to engage in more than one activity at a time—perhaps working with different providers to access services.  |
| <b>Intensive Services</b>                         | Intensive services are extra or exceptional supports provided to participants having the greatest difficulty finding and keeping jobs, and achieving success.  |
| <b>Case staffing</b>                              | Case staffing is a group process, which creates an opportunity for the <u>participant, the WFPS/ and WFSSS Social Service Specialist to discuss with exchange information about engage the participant in a discussion about their participation engagement in activities, and gain consultation from other professionals Professionals and partners the participant is engaged with can also be invited to the case staffing and provide support.</u>   |

| <i>Tools the WorkFirst Program Specialist/WorkFirst <u>WorkFirst</u> Social Services Specialist can use:</i> |  |
|--|--|
| <u>Tool</u>  | <u>Description</u>   |
| <b>Continuous Activity Planning (CAP)</b>  | Continuous Activity Planning is an informal consultation or joint evaluation with available WorkFirst partners, DSHS co-workers, or other service providers. |
| <b>Sanction</b>  | A sanction is a status that a participant enters when s/he is able, but refuses to participate as required.  |
| <b>Protective payee</b>  | Protective payees are contracted vendors that provide money management to assigned participants to make sure assistance funds are used for basic needs.      |

### 3.1.33 Additional considerations when communicating with and engaging a participant. Are there any additional techniques to use when making contact with a participant?

There are additional Ways techniques you may When use in your communication ing with and engaging and contacts with participants., consider the following: ss are as follows:

- Giving participants information both verbally and in writing, and t- Takeing all the time required needed to make sure they understand what is required.
- Making sure all written communication is in plain talk and in the language of the participant's choice.
- Reviewing if Checking whether the participant has an Equal Access (EA) plan. If they do, ensure we are following all of the requirements in their Equal-Access plan as instructed (see EA-Z Manual: Equal Access [Necessary Supplemental Accommodations]).
- Letting participants know why you a're asking for information (generally, to determine eligibility, or to discuss their strengths or find issues that may require expert help to resolve and barriers to engaging in activities).
- Using Motivational Interviewing skills and open-ended questions to get better information engage the participant in sharing their strengths and needs. There are some classes available to help you improve your interviewing techniques and how to handle difficult situations.
- Talking with co-workers, supervisors, or community partners if you have trouble deciding what to do, talking with co-workers, supervisors or community partners. Someone else may know of another resource or an approach you have no't considered.
- Fostering relationships with partner agencies and community-based organizations. We have a common goal, and effective coordination can make the difference in creating effective plans.
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### 3.1.4 What are the tools & techniques our guiding principles?

It is important to:

- ~~Identify and resolve issues that interfere with employment as soon as possible, without impeding the participant's progress towards self-sufficiency.~~
- ~~Document issues, strengths and participation plans on a consistent basis. As you get to know each participant better, you can use new insights to create more effective IRPs.~~
- ~~Offer bundled services with job search. Believe in the participant's ability. Let the job market determine employability—don't make an assumption that the participant canno't succeed.~~
- ~~Detail Spell out, in writing, specific action steps each participant can take to become independent from WorkFirst cash assistance. Even better, you can make joint plans with the participant and community partners so everyone is working towards a common goal.~~
- ~~Pool resources and expertise with partners in the community.~~
- ~~Require parents/caregivers to participate as close to full time as possible to make full use of their time on WorkFirst cash assistance. Participants can often do more than one thing at a time and work with more than one provider.~~
- ~~Remember, those who can work, should work. Participants who are able, but refusing to participate in WorkFirst activities will be sanctioned.~~
- ~~All participants are Everyone is required to participate to the best of their ability. Ongoing communication with the participant towards focused on their personal goals provides support to keep the participant engaged.~~

## Resources

- ~~[Personal Pathway \(DSHS 11-154\)](#)~~
- ~~[WorkFirst Partner Directory](#)~~
- ~~[Customer-Driven Severity Scale](#)~~

## Related WorkFirst Handbook Sections

- [1.2 Required Participation](#)
- [1.6 Required Documentation](#)
- [3.2 Comprehensive Evaluation](#)
- [3.3.1 Individual Responsibility Plan](#)
- [3.4 Case Staffing](#)
- [3.5.1 Entering Sanction & Non-Compliance Sanction](#)
- [6.1 Resolving Issues - Overview](#)

### Forms & Other Resources

- [Customer-Driven Severity Scale](#)
- [Personal Pathway \(DSHS 11-154\)](#)



- WorkFirst Partner Directory
- WorkFirst Website
- ~~● Personal Pathway (DSHS 11-154)~~
- ~~● WorkFirst Partner Directory~~
- ~~● Customer-Driven Severity Scale~~
- —
- ~~● 3.5.1 Entering Sanction & Non-Compliance Sanction~~
- ~~● 6.1 Resolving Issues Overview~~