

3.7.2.8 Monitoring Participation - Step-by-step guide

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1. The WFPS or WFSSS refers the participant to the contractor by:
 - a. Entering both the component code and contractor code on the component code screen;
 - b. Building an IRP that states the agreed activity, contractor or contact information, and the scheduled number of hours;
 - c. Completing the eJAS referral form and transmitting the form to the contractor; and,
 - d. Entering the presumed start and end date on both the component code screen and the contractor screen.
2. The WorkFirst contractor will:
 - . Accept or reject the referral in eJAS;
 - a. Make an entry in Client Notes in eJAS to document first contact with the individual, this will auto fill the date of the entry in the first contact column on the contractor caseload screen,
 - b. Enter the actual start date of the activity in eJAS;
 - c. Report unexcused absences in eJAS within one business day and document this in the participant's Client Notes in eJAS;
 - d. Report excused absences in eJAS and document the reason the participant was unable to attend in the participant's Client Notes in eJAS.
 - e. Report regularly scheduled hours missed due to an official state holiday.
 - f. Report the participant's actual hours of participation, absences, and progress in BE, HS or GE by the 10th of each month for the previous month's activities.
 - g. Round participation hours up to the next $\frac{1}{4}$ (.25) hour increment. Example: participant reports for class one day for 6 hours and 10 minutes. The participation hours for that day would be 6.25 hours.
3. The WFPS or WFSSS will:
 - . Start the good cause determination or the sanction process, whichever is appropriate, for unexcused absences or unsatisfactory participation;
 - a. Determine next steps, using the case staffing process if desired, for unsatisfactory progress;
 - b. Check the contractor screen in eJAS on a regular basis to make sure that all reports of unexcused absences or unsatisfactory participation/progress are responded to in a timely manner.

How to Treat Excused and Unexcused Absences - Step-by-Step

The WorkFirst partner or contractor will:

Upon 2 excused or unexcused absences, send an immediate notify via eJAS to the WFPS.

ESD will:

Upon 2 excused or unexcused absences, contact the participant , if possible, and the case manager as part of the Continuous Activity Planning (CAP) process to determine whether the activity is appropriate for the participant and discuss next steps.

Excused Absence

Upon receipt of the immediate notification or contact from ESD, the WFPS will:

1. Keep the current activity open.
2. Have a conversation with the participant, if possible, and the service provider to determine if the participant is in a correct activity and review next steps.
3. Update IRP if needed.

Unexcused Absence

Upon receipt of the immediate notification or contact from ESD, the WFPS will:

1. Keep the current activity open.
2. Have a conversation with the participant, if possible, and the service provider or partner as part of the Continuous Activity Planning (CAP) process to discuss next steps, including if it is appropriate to refer the client back to DSHS_-to determine if the participant is a correct activity and review next steps-.

If it is identified that the appropriate next step would be to refer the client back, then the component can be closed (ESD will close the component and refer the participant back). The WFPS will then:

1. Open a PR component and ensure the activity code is closed.
2. Initiate the good cause/sanction process, following the steps laid out in WFHB Section 3.5.1.5-, "[Entering Non-Compliance Sanction \(NCS\)Steps for the Sanction Case Staffing.](#)"

eJAS Entering Excused Absences - Step-by-Step

1. On the Client Monthly Participation Screen or Multiple Client Monthly Participation Screen, enter the date range of monthly participation.
2. Click the link in the Excused Hours/Dates column.
 - o This brings up a new pop-up screen "DSHS Excused Absences Reporting".
3. Click in the required date box.
4. Click on the specific calendar date to enter the date of the absence.
5. Enter the number of excused hours missed on that date in the "Excused Hours" box.
 - o Users can enter excused absence hours in ¼ hour increments.

6. Click the "Close" button after entering the excused absence hours - this will take you back to the participation page.
 - o Users will get an alert when they click the "Close" button on the excused absences page reminding them to click the update button on the participation page to save the information.
7. Click "Update" button on the participation page to save excused dates and absences.
 - o The history of excused absences is on the same "Actual Hours Transaction History" screen. To view details of the excused absences, click on the Excused Hour link from the Transaction History screen. This will open the DSHS Excused Absences Reporting page which lists date range start and end dates, the date of the excused absence(s) and the excused hours.

Non-contracted services- Step-by-step guide

1. The WFPS or WFSSS refers the participant to the non-contracted provider by:
 - a. Entering the component code on the component code screen. Open the component for 30 days for not countable activities. The end date of the component will indicate that when a WorkFirst Participation Verification form is due (the CLMR is used to monitor these cases); or
 - b. Entering an "RO" component code to refer the participant if the start date is unknown or if it is unknown whether the participant will be accepted for services;
 - c. Creating an IRP with the actual start and end date of the service and requiring the participant to turn in the WorkFirst Participation Verification form each month (unless the participant has a medical deferment, with written documentation from a medical provider indicating the participant is unable to perform any activities or attend any appointments for a length of time greater than 30 days); and
 - d. Completing the WorkFirst Participation Verification form in eJAS, printing the form and either handing it or mailing it to the participant.
2. The Service Provider will be asked to:
 - . Accept or reject the referral manually; and
 - a. Report the participant's participation and progress by the 5th of each month for the previous month's activities on the WorkFirst Participation Verification form.
3. By the 15th of each month, the WFPS or WFSSS enters the WorkFirst Participation Verification information into eJAS for the previous month's activity and will:
 - . For core or non-core activities:
 - i. Enter the actual hours of participation into eJAS. If this data is not made available, enter zero hours of participation into eJAS.
 - ii. DMS the WorkFirst Participation Verification form.
 - iii. Update the component code to match the IRP end date.
 - a. Start the good cause determination or the sanction process, whichever is appropriate, for unsatisfactory participation;

- b. Determine next steps, using the case staffing process if desired, for unsatisfactory progress;
- c. Update the component code for another 30 days if the participant is in a not countable activity, is making satisfactory progress and it is appropriate for the participant to continue in the activity; or
- d. If the participant is in an X component code for a total of 90 days, the case needs supervisory review/approval prior to granting additional time to remain in the same component.