

2.2 Support Services

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[2.2.11 Special Instructions for vouchers with direct payments without a participant signature.](#)

This may include payments for mental health assessments, medical records requests, Department of Licensing (DOL) online purchases, or any payments made on behalf of the participant (these vouchers aren't given directly to the participant). In the event you can't obtain the participant's signature and efforts have been made to secure the signature, the issuing [WFPS/WFSSS WorkFirst staff](#):

- Documents the reason for not obtaining the participant signature in eJAS notes.
- Writes on the voucher (participant signature line) “see eJAS notes dated mm/dd/yy” for an explanation,
- Prints and signs voucher,
- Obtains the supervisor or designated staff signature, and
- Submits the voucher for payment.

2.2.121 Special Instructions for Travel Advance Vouchers (DSHS only)

1. To create a travel advance voucher or an advance to a vendor for gas:
 - a. Give the participant the WorkFirst Travel and Attendance form, DSHS 07-073(X).
 - b. Instruct the participant to keep a detailed record of miles traveled for the WorkFirst activity(s).
 - c. Inform the participant ~~that~~ the advance ~~will be~~ automatically deducted from the next travel payment.
2. To purchase services or items from a single vendor for multiple participants (such as bus passes)
 - a. Use a bulk purchase log to attribute the participant costs to the appropriate participants; and,
 - b. A voucher for bulk purchases.

2.2.132 Special Instructions - Department of Licensing (DOL)

When a participant requests DOL-related support services, WorkFirst ~~Program Specialists (WFPS) or Social Service Specialists (WFSSS) staff~~ follows the steps below ~~to issue for~~ DOL ~~vouchers~~ services:

1. **For in-person-level services** such as a driver's license, CDL, drivers abstract or state identification card:
 - a. Create a voucher using vendor IDid: SWV0011175E1
 - b. Inform the participant ~~that they can~~ to take the voucher to any DOL office.

~~Note: If DOL does not accept the WF vouchers for person-level services outlined above, send an email to customercare@dol.wa.gov at DOL. This does NOT include vehicle-related issues.~~

2. For **vehicle-related DOL online services** including eligible renewal of vehicle tabs.

~~WFPS/WFSSS~~ WorkFirst staff:

1. Determine if a participant is eligible for online services using a Vehicle Tabs Checklist (DSHS Form 07-110).

~~2. Verify the vehicle is registered to the participant prior to services being approved.~~

~~3.2.~~ If a participant is *not* eligible for **online** services:

- a. Provide clear documentation in eJAS client notes detailing why online services were denied.
- b. Follow the current process outlined in #3 of this section for issuing a voucher/warrant.

4.3. If a participant is eligible for online services:

- a. Complete the Vehicle Tabs Checklist, generate voucher using vendor ~~id~~ID: **SWV003545973**, and submit to ~~a WFPS/WFSSS~~ Supervisor for review and signature.
- b. Scan and email Vehicle Tabs Checklist and voucher to Regional Headquarters at one of the following:
 - Region 1 - DOLR1@dshs.wa.gov
 - Region 2 - DOLR2@dshs.wa.gov
 - Region 3 - DOLR3@dshs.wa.gov
- c. Scanned documents don't need to be saved ~~to a folder or sent to case record;~~ they can be accessed from the scanned email.

~~Regional staff:~~

- ~~1. Review request, checklist, and voucher.~~
- ~~2. If unable to process the request, notify the WFPS/WFSSS and supervisor by email.~~
- ~~3. If the request is approved:~~
 - ~~a. Complete the transaction within a 48 business hour time frame.~~
 - ~~b. Send a confirmation email of payment to the WFPS/WFSSS and supervisor.~~
 - ~~c. Stamp the checklist complete and send to HIU for indexing.~~
 - ~~4. Complete a monthly packet to be sent to ESA Accounting to include:~~
 - ~~a. The charge card log~~
 - ~~b. The monthly online card statement~~
 - ~~c. Signed voucher approving purchase~~
 - ~~d. Copy of the receipt from DOL website showing proof of payment~~
 - ~~e. Verify the items on the credit card log match what is reported by US Bank~~
 - ~~i. If the Regional Staff is missing paperwork, they need to work with the CSO to get the paperwork needed~~
 - ~~f. Once the packet is completed, either scan to the Accounting inbox ejasvouchersforesafinance@dshs.wa.gov, or use Campus Mail to the ESA HQ Accounting office at MS 45445~~
3. For vehicle-related DOL services not eligible for online payments, including title transfers and tabs expired 13 months or more or more months ago over a year:

WFPS/WFSSS WorkFirst staff:

1. Create a voucher using vendor IDid: SWV0011175E6 and scan to eJASVouchersforESAFinance@dshs.wa.gov at ESA HQ - Accounting Fiseal.
 - a. Finance-ESA HQ - Accounting creates a warrant and mails to the WFPS/WFSSS.local office
2. Receives the warrant and contact the participant to let them know the voucher is ready for them-pickup at the local office and:
 - a. Require the participant to sign the voucher as a receipt of the warrant;
 - b. ~~Lets the~~Inform the participant know they can take the warrant to any vehicle licensing office (Independent distributor or county office) to pay for the service.

Note: This process can take 5 to 10 business days.

2.2.143 Special Instructions – Department of Transportation (DOT)

When a participant requests DOT -Good-Tto-Go support services, ~~the~~ WorkFirst Program Specialists or Social Service Specialists will staff will:

1. Advises thes participant they are required to set up a Good -Tto-Go account with DOT if they don't already have an ~~account~~, account, ~~and when~~Any additional usage after the balance of the account reaches zero the balance of the account reaches zero, any additional usage will result in a toll bill will be mailed to the address on the vehicle registration as a toll bill.
2. Determines s the voucher amount, which could include the \$5.00 Good Tto Go pass and any subsequent ~~tolls which~~tolls, which may vary across the state. A minimum deposit of \$30.00 is required to open a Good Tto Go account.

Active/Open Good Tto Go Account (process may take 2-5 days):

1. Create a voucher using subcategory 43 public transportation and vendor IDid: SWV000801117, ~~include~~, include the Good Tto Go account number in the voucher and scan to eJASVouchersforESAFinance@dshs.wa.gov at ESA HQ - Fiseal Accounting.
2. ESA HQ - Accounting Finance will electronically deposits s the funds directly into the Ggood Tto Ggo account.

No Active/Open Good Tto Go Account (process may take 10-14 days):

1. Create a voucher using category 43 public transportation and vendor IDid: SWV000801117 and scan to eJASVouchersforESAFinance@dshs.wa.gov at ESA HQ - Accounting Fiseal.
2. ESA HQ - Accounting Finance will creates s a warrant and mails -it to the CSO.
3. ~~The WFPS/SSS will~~WorkFirst staff will receives s the warrant and contacts s the participant to let them know the voucher is ready for them-pickup at the local office and:

- a. Requires the participant to sign the voucher as a receipt of the warrant;
- b. Let the participant know they can take the warrant to any Good To Go Walk-in Customer Service Centers to open an account and pay for the service.

2.2.154 Special Instructions - U-Haul

When a participant requests U-Haul-related support services, WorkFirst ~~Program Specialists or Social Service Specialists staff~~ follow the steps below to issue these ~~vouchers~~services:

1. Require the participant to provide a quote for the rental services.
2. Create an eJAS voucher using vendor number **SWV007033600**, ~~and have the supervisor and participant sign it. Hold the voucher until steps 3 and 4 are complete.~~
3. Email CSDHQUhaulRentals@dshs.wa.gov with a request for a gift certificate in a specific amount with a description of what the participant is reserving. In the email, attach both the a quote from U-Haul and the approved signed voucher. The request will be processed within 24 business hours.
4. Receive gift certificate email from CSD Headquarters and contact the participant to:
 - a. ~~Come to the office to pick up~~Pick up the printed gift certificate from the local office; or
 - b. Verbally give the participant the gift certificate number over the phone; and
 - c. Ensure the participant understands ~~that~~:
 - i. They must present the gift certificate or number to U-Haul and sign the rental agreement.
 - ii. They must keep the gift certificate or number because a replacement can't be issued.
 - iii. Neither DSHS nor Corporate U-Haul is responsible for any additional charges.

~~5. Mail signed voucher to ESA HQ Fiscal.~~

~~2.2.15 Special Instructions – Pearson VUE Testing Fee Process~~

- ~~1. Participant/College notifies WFPS/SSS that the participant is ready for testing through Pearson VUE.~~
- ~~2. WFPS/SSS prepares EJAS voucher with Pearson VUE (SWV000317209) as the name of the vendor. (This will allow for participant attribution).~~
- ~~3. WFPS/SSS completes Pearson VUE voucher sales order, prints hard copy, and then selects "SUBMIT" at the bottom of the form to auto send the sales order to vendor. You can find a sample of the Pearson VUE sales order form in the resource section below.~~

4. ~~WFPS/SSS scans the EJAS voucher and Pearson VUE voucher sales order and emails them to: eJASVouchersforESAFinance@dshs.wa.gov with "Voucher ID: 12345678—Client Name (Test Name) Testing Authorization" In the **subject line** and the following in the body:
 - a. ~~Participant Name~~
 - b. ~~Participant EJAS Number~~~~
5. ~~WFPS/SSS provides the hard copy of the voucher to the approved CSO staff pending the receipt of the test code.~~
6. ~~ESA Finance processes voucher and authorizes direct payment to Pearson VUE. Allow 3-5 days.~~
7. ~~Pearson VUE sends the testing code to the CSO listserv. (Only the Approved CSO Staff will have access to the listserv)~~
8. ~~CSO Staff with access to the 2.2.15 Special Instructions listserv notifies the WFPS/SSS that the testing code has been received.~~
9. ~~WFPS/SSS notifies the participant that the testing code is available for pick up.~~
10. ~~When the participant comes and picks up the testing code, the WFPS/SSS:
 - a. ~~Writes the testing on hard copy of initial voucher;~~
 - b. ~~Has the participant sign voucher and then gives them a copy of the voucher;~~
 - c. ~~Scans and emails the voucher to: eJASVouchersforESAFinance@dshs.wa.gov with "Voucher ID: 12345678—Client Name—Testing Code Issued" in the **subject line** and the following in the body:
 - i. ~~Participant Name~~
 - ii. ~~Participant EJAS Number~~~~~~

For more testing information, please check [Pearson VUE website](#)

Forms & Other Resources

- [Determining and Authorizing Support Services Flowchart](#)
- [DSHS 05-010\(X\), Exception to Rule](#)
- [DSHS 07-073\(X\), WorkFirst Travel and Attendance](#)
- [DSHS 07-110, Vehicle Licensing Fees Checklist](#)
- ~~[Pearson Vue Order Form](#)~~
- [PETSS Desk Aid](#)
- ~~[Sample of a completed Pearson Vue Order Form](#)~~

- [Voucher Signing - Supervisor Review Reference Guide](#)
- [WorkFirst Support Services Review](#)