

2.2.12 Special Instructions - Department of Licensing (DOL)

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

1. **For person-level services** (such as a driver's license, CDL, drivers abstract or state identification card:
 - a. Create a voucher using vendor id: SWV0011175E1
 - b. Inform the participant that they can 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 customer@dol.wa.gov at DOL. This does NOT include vehicle-related issues.

2. For vehicle related Department of Licensing (DOL) online services including eligible renewal of vehicle tabs.

WFPS/WFSSS staff:

- a. Determine if a participant is eligible for online services using a Vehicle Tabs Checklist.
- b. Verify the vehicle is registered to the participant prior to services being approved.
- c. If a participant is not eligible for online services:
 - i. Provide clear documentation in eJAS client notes detailing why online services were denied.
 - ii. Follow the current process outline in #3 of this section for issuing a voucher/warrant.
- d. If a participant is eligible for online services:
 - i. Complete the DOL checklist, generate voucher using vendor id: SWV003545973, and submit to a WFPS/WFSSS Supervisor for review and signature.
 - ii. Scan and email DOL 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
 - iii. Scanned documents don't need to be saved to a folder; they can be accessed from the scanned e-mail.

Regional staff:

- a. Review request, checklist, and voucher.
- b. If unable to process the request, notify the WFPS/SSS and Supervisor by email.
- c. If the request is approved:
 - i. Complete the transaction within a 48-business hour timeframe.
 - ii. Send a confirmation email of payment to the WFPS/SSS and Supervisor.

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- iii. Stamp the checklist complete and send to HIU for indexing.
 - d. 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 the purchase
 - d. Copy of the receipt from the 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 or tabs expired over a year.**

WFPS/WFSSS staff:

- a. Create a voucher using vendor id: **SWV0011175E6** and scan to ejasvouchersforesafinance@dshs.wa.gov at ESA HQ - Fiscal.
- b. Finance creates a warrant and mails to the WFPS/WFSSS.
- c. Receives the warrant and contact the participant to let them know the voucher is ready for them at the local office and:
 - i. Requires the participant to sign the voucher as a receipt of the warrant;
 - ii. Lets 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.

