

WorkFirst manual, support services.

2.2.11 Special Circumstances

Revised ~~March 9~~August 8, 2017

Department of Licensing (DOL)

When a participant requests DOL-related support services, WorkFirst Program Specialists or Social Service Specialists will follow 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: SWV001117511
 - 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 customercare@dol.wa.gov at DOL. This does NOT include vehicle-related issues.

2. For **vehicle-related services** such as registration, license tabs and vehicle transfers:
 - a. Create a voucher using vendor id: **SWV0011175E6** and scan to [Angela Bridges](#) at ESA HQ - Fiscal.
 - b. Finance will create a warrant and mail to the WFPS/SSS.
 - c. The WFPS/SSS will receive the warrant and contact the participant to let them know the voucher is ready for them at the local office and:
 - i. Require the participant to sign the voucher as a receipt of the warrant;
 - ii. Let 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.

Contractors:

- ESD workers, please follow the procedure as outlined in the Internal Controls Manual found under the HELP tab in CATS.
- CJ providers, please refer to your Commerce CJ contract.

U-Haul

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

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 uhaul_corporate_accounts@uhaul.com with a request for a gift certificate in a specific amount for Account 990-04130.

Note: You must cc Kathy Zimmerman and Angela Bridges if you *manually* email; however, if you select the link in this section, it will automatically select the correct group. Your request won't be processed without this email.

4. Receive gift certificate email from U-Haul and contact the participant to:
 - a. Come to the office to pick-up the printed gift certificate; or
 - b. Verbally give the participant the gift certificate number over the phone; and
 - c. Ensure the participant understands that:
 - i. They will 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 will be responsible for any additional charges.
5. Mail signed voucher to ESA HQ – Fiscal.

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:
 1. Participant Name
 2. 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 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:
 1. Writes the testing on hard copy of initial voucher;
 2. Has the participant sign voucher and then gives them a copy of the voucher;
 3. 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](#)

Inpatient Treatment

This process outlines the steps staff should take when a participant is in an inpatient treatment facility and requests support services from a CSO outside their originating CSO's catchment area. The steps only apply to participants planning to return to their originating CSO after treatment:

1. The originating CSO:

- a. Discusses necessary support services with participant for inpatient treatment.
- b. Issues support services at the time of setting up the IRP with inpatient treatment activity.
 1. Updates the mailing address to the treatment facility address and documents the change in ACES and eJAS.
- c. Reviews support service procedures if additional support services are requested while in inpatient treatment to determine if the participant meets support service criteria in this chapter.

Note: Many treatment centers offer supports including diapers, personal hygiene products and transportation if the participant can't afford these items.

2. When a participant is in inpatient treatment and goes into a local CSO for support services, the CSO:

- a. Coordinates with the WFPS/SSS of record to follow the above process.
- b. Determines that a support service is appropriate if unable to make contact with the WFPS/SSS of record.
- c. Transfers the case record to the CSO near the treatment facility to create and issue the support service.

d. WFPS/SSS transfers the case record back to the originating CSO for continued case management.

What should you do to use this year's allocation before the end of the program year on June 30?

Follow the instruction below:

1. Before or on June 30:

Vouchers

- Give the voucher to the family member.
- Receive the purchase or service.

Bulk Purchases

Beginning August 1, 2012, until further notice, transportation bulk purchases may not be made by any office or region without prior approval from ESA HQ Fiscal.

The following is the approval process for CSO bulk purchases:

- CSO will submit the request to the Regional WorkFirst Coordinator for WorkFirst Support Services, and/or the Social Services Coordinator for ABD or MCS with the following information:
 - Program (i.e. WorkFirst or ABD or MCS)
 - Type of the bulk purchase (i.e. bus passes or tickets)
 - Item amount of the purchase (i.e. number of passes or tickets)
- ESA HQ Fiscal makes the determination and notifies the appropriate Regional Coordinator. The Coordinator will notify the CSO of the approval or denial of the purchase.

After the CSO has received approval, the CSO will use tracking log when issuing bus tickets, bus passes and other transportation negotiable to a participant. The tracking log will need to be included with the monthly CSO Negotiable Inventory Reports sent to ESA HQ Fiscal.

- Create voucher for purchase.
- Receive the bulk purchase merchandise.

Mileage reimbursement

- Obligate mileage reimbursement to the family member if the mileage form is turned in to be processed for payment.
- If the reimbursement form is turned in after June 30, process the payment for the previous for the previous program year.

Payments

- Process as usual
 - Payments are not made the last four days of the month.
- All payments use this year's allocation.

2. After June 30:

Vouchers

- If the family member did not use the voucher until July
 - Create a new voucher for the new program year.
 - Attach the returned voucher for payment to the new voucher.

Bank of America Fuel cards

- If the family member did not pick up the BOA cards until July, cancel the pending authorization, and reissue the cards if appropriate.

Bulk Purchases

- If the goods are received in July then the voucher must be redone using the new program year.

Payments

- If the service or purchase was done before July 1 then process the payment using last year's funds.

Allocation

- Regions should add \$10,000 to each offices Allocation for the new program year.