Employment Security Department
Career Scope Standard
7/2/2012

Introduction: Career Scope is Employment Security Department's new employment services model for WorkFirst job seekers. It is a four (4) phased model that focuses on meeting participants where they are in their work search experience and providing individualized services that engage the job seeker in their employment success. These areas are:

1. Career Scope Orientation & Assessment (Phase I)
2. Asset Development (Phase II) – work readiness activities
3. Employment Pathways (Phase III) - work search activities
4. Workers and Careers Program (Phase IV) - optional post employment retention service

   Additional activities available at anytime during Career Scope include:
   1. Job Skills Training (JT)
   2. On-the-Job Training (OT)
   3. Short-term Work Experience (WE)

The following are the established standards and required steps that apply to the all activities/phases of Career Scope. Staff must adhere to the standards and are encouraged to be pro active in their service delivery to exceed the standards. Staff are also encouraged to provide input on how these standards can be made clearer for easier understanding, use, and achievement.

Job Preparation
Initial Entry - Career Scope - Phase I Orientation & Assessment

Item	Action	Standard	Required Entries	Reference
1	**Determine participant meets Career Scope Work Ready**	Participants referred to Career Scope need to have:		WF Handbook Chapter 4.2.11

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Item	Action	Standard	Required Entries	Reference
	criteria	• Child care in place, including back-up plan • Reliable transportation plan, including back-up transportation • A current Comprehensive Evaluation (CE) in eJAS • Picture ID and Social Security Information **or** be able to obtain within 4 weeks of entering Career Scope, • Participate, preferably at least 10 hours per week, but could be less, while engaged in another core activity to fulfill core activity requirements.		Career Scope Services - Job Preparation/Work Search
		Participants referred to Career Scope need to be: • Willing, able, and available to accept employment if offered – FT employment being the goal in helping move families toward self-sufficiency. • Able to: ○ participate in Career Scope FT (32 - 40 hours per week or ○ 20 hours per week for single parents with a school aged child under the age of 6 or ○ participate in Career Scope PT (a minimum of 10 hours		

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		per week) while completing the last 4 weeks of another work readiness activity (Commerce Programs, training, education) or participate as outlined in their Individual Responsibility Plan (IRP). Preferred, but not required – Have a high school diploma, GED or are enrolled in a GED program and making satisfactory progress.		
2	**If a participants is determined not appropriate for Career Scope**	Refer Back to DSHS - Staff will refer participants back to DSHS from an RI referral component IMPORTANT: The Referral Component (RI) or Job Search Component (JS) must be closed before the Refer Back Component (RB) is entered, a reason code selected and a CAP note entered.	None	WF Handbook Chapter 4.2.12 Career Services - Job Preparation/Work Search
		Referral back from an RI will be for the following reasons. The appropriate reason code will be marked in eJAS when referring the participant back. A detailed CAP note will be completed documenting why the RB is being done. Reason codes include: • Participant Refuses to Participate • Participant Unable to Participate (i.e.		

Item	Action	Standard	Required Entries	Reference
		medical/legal) • Participant Has No Child Care • Participant Has No Transportation • Other CAP Outcomes		
3	**If a participants is determined appropriate for Career Scope**	Participants determined appropriate for Career Scope will sign in to CATS or be signed in to CATS by staff. Enroll participant in SKIES - WorkFirst Job Preparation Program	SKIES - Enroll in "WorkFirst Job Preparation Program" under Seeker Programs-Program Enrollments	WF Handbook Chapter 4.2.2 Career Services - Job Preparation/Work Search
4	**Provide a Career Scope Orientation**	Orientations will: • Be engaging • Be scheduled to meet demand in either a group or one-on-one setting • Start on Time • Encourage participants to discuss ○ What success means to them ○ Their expectations ○ Their concerns ○ Their questions • Use peer to peer discussions Orientations will at a minimum cover: • Career Scope Expectations • Scheduled reporting requirements • Excused absence process • Reporting temporary employment • Reporting full or part time employment		WF Handbook Chapter 4.2.3 Career Services - Job Preparation/Work Search

Item	Action	Standard	Required Entries	Reference
		- Dress code - How to complete an Activity/Job Search Log - Support services available - How to contact counselors - How to establish an email address - Key Train overview - All resources available in the WorkSource and local community - Introduction to Workers & Careers		
5	**Close the Orientation**	By addressing: - Any unanswered questions - Clarifying and reinforcing Career Scope expectations and requirements - Providing participants information about their next activities and expectations using the Activity Planner.	SKIES - Seeker Service- Activity Planner	WF Handbook Chapter 4.2.3 Job Preparation – Work Search
6	**Complete a Work Skill Assessment (individually or in a group setting) and interpret the results with the participant.**	Using at a minimum of (1) one approved assessment tools (at the end of Chapter 4.2. the participant will determine: - Work Values - Work Interest - Work Skills (Strengths) - Transferable Skills - Occupations in Demand	SKIES - Record the Specialized Assessment service (Intensive).	WF Handbook Chapter 4.2.2 and 4.2.5 Job Preparation – Work Search and RCW 74.08A.285

Item	Action	Standard	Required Entries	Reference
		• Skill Building Pathways • Determine Long & Short Term Occupational Goals. (**O*NET codes required in SKIES**)		
7	**Complete required KeyTrain pre-tests for:** • **Reading for Information** • **Applied Mathematics** • **Locating Information**	In a group or Individually: • Have the participants complete the 3 pre-tests • Orient participants to the features of KeyTrain and the benefits the tool has to offer. • Review and interpret KeyTrain pre-test results with the participant in terms of skills needed for jobs they are considering. • Refer/set participant up for completing KeyTrain eLearning modules. Note: KeyTrain – Pre-tests should not be given any more often than every 6 months unless the participant has attended some form of training or skill development.	SKIES–Record the appropriate Key Train Pre Tests Completed (Intensive)	WF Handbook 4,2,2 Job Preparation-Work Search
8	**Have participants complete the "Post Orientation Customer Satisfaction Survey**	Develop internal process to ensure completion of the survey at the end the group or one-on-one orientation/assessments.		

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		Supervisors and coaches need to regularly (recommend weekly) review the survey results to ensure orientations and assessments are meeting participant's expectations and needs. Result of the survey should be discussed with coaches and orientation and assessments adjust to improve their quality if needed.		
	Complete an Initial Assessment in SKIES	Using information received from the participant and gained from the Work Skill Assessment and Key Train Pre-Tests complete an Initial Assessment in SKIES within 15 business days.	SKIES - Complete required 54 entries for automated service to be registered In SKIES, if required. Enter the **"WorkFirst Initial Assessment Service"** for <u>all</u> new and updated Initial Assessments.	WF Handbook 4,2,2 Job Preparation-Work Search
9	**Complete the ESD Employment Plan Summary Section of the Comprehensive Evaluation (CE) tool in eJAS.**	The Employment Plan Summary section must include: • The type of work the participant is seeking as it relates to their employment goals • List steps to achieve employment goals as appropriate • Provide information on how the labor market information supports the participant's goals		WorkFirst CE Documentation Guidelines - CE Help located on each participant's CE tool. Select the Help Button and then CE Documentation Guidelines. WF

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		• The summary indicates that the participant was involved in determining their employment goals and how they will achieve them. Consider employers in the local labor market that hire people with similar skills and which represent the highest paying jobs available.		Handbook Chapter 4.2.2, and 4.2.4 Job Preparation – Work Search
Career Scope - Phase II Asset Development				
10	**Create and Maintain an Inventory of Employment Assets**	Provide or direct activities to meet employment readiness needs (individual basis) which includes: Minimum assets - • **60 Second Commercial** • **Perfecting Applications** • **Effective Resumes/Cover Letters** • **Interviewing Techniques** • **Labor Market Research (In demand occupations)** Optional assets - • Career Exploration and Goal Setting • Skill Development - Key Train, Microsoft or other e-learning modules and trainings	SKIES - record Job Hunter modules completed; Key Train Skill Building and appropriate seeker services. CATS – update Asset Inventory Status screen	WF Handbook Chapter 4.2.9 Job Preparation – Work Search

Item	Action		Standard	Required Entries	Reference
			• Job Club (Work Connections) • Workplace Effectiveness (life skills related to success in the world of work) • Computer Basics and keyboarding tutorials • Other work readiness activities, leveraged WorkSource workshops & locally developed activities (GED preparation) • Other **Note: Bolded** assets must be completed or specifically excluded if previously completed (explanation in eJAS Notes). All other activities are optional and selected on an individual basis.		
11	**Portfolio Development**		Participants must have a customized Portfolio containing at a minimum: • **Master Job Application** • **Resume** • **Written 60 Second commercial** • **List of 3 references** • **Cover Letter/Thank you note examples** • **Example of Labor Market Research (An occupation in demand)**	SKIES – Complete the Intensive Seeker Service – Career Scope Portfolio Completed.	WF Handbook 4,2,2 Job Preparation-Work Search

Item	Action		Standard	Required Entries	Reference
			Optional copies of: • Licenses • Certifications • School Transcripts • Other Optional copies of: • Licenses • Certifications • School Transcripts • other **Note: Bolded** assets are required and must be completed by the conclusion of the Asset Development stage. Participants should be provided a portfolio to maintain their documents		
12	**Initial Assessment Requirement**		Complete, review and or update an Initial Assessment in SKIES (if not previously completed) prior to placement in an employment pathway (Track A, B or C). During a one-on-one coaching session with the participant complete an Initial Assessment and/or update the existing Initial Assessment using the results of the work skill assessment, Key Train results	SKIES: Complete the Initial Assessment and registration data and record O*NET codes and enter the WorkFirst Initial Assessment Service - Must be completed no later than the conclusion of the	WF Handbook 4,2,2 Job Preparation-Work Search

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			and participant input. Provide a copy of Initial Assessment to participant (SKIES Seeker Summary Report).	Asset Development phase. **Note:** The Initial Assessment must be completed/ entered in SKIES within 15 days of the start of the JS component. Enter the WorkFirst Initial Assessment service for **all** new <u>or</u> updated Initial Assessments completed.	
13	**Employment Pathway Selection Determination**		Participant meets with their coach for evaluation and placement into the appropriate Phase III Employment Pathway for work search. Use the Employment Pathways Desk Aid to help determine the correct employment pathway for the participant based on their demonstrated engagement and participation level.	SKIES - Conclude the WorkFirst Job Preparation Program and enroll the participant in the WorkFirst Job Search Program. CATS – Start the appropriate Employment Pathway Track.	WF Handbook 4,2,19 Job Preparation-Work Search
14	**Provide Workers & Careers Information**		During a one-on-one coaching session to determine employment pathway remind the participant about the benefits of the		WF Handbook 4,2,17 Job Preparation-Work

Item	Action	Standard	Required Entries	Reference
		Workers and Careers Program.		Search
**Career Scope – Phase III - Employment Pathways (Track A, B, C)**				
15	**Prior to Entry into an Employment Pathway**	Ensure the participant is concluded from the WorkFirst Job Preparation Program and enrolled into the WorkFirst Job Search Program.	SKIES - Ensure the WorkFirst Job Preparation Program is concluded and participant is enrolled in the WorkFirst Job Search Program.	WF Handbook 4,2,19 Job Preparation-Work Search
16	**Placement into Employment Pathway (Track)**	Review participant's Portfolio to verify correct Pathways (Track) is selected. Use the Employment Pathways Desk Aid to help determine the correct employment pathway for the participant. Guide participant in the development of their weekly Activity Planner for the appropriate period. Establish coaching sessions and reporting requirements.		WF Handbook 4,2,2, and 4.2.10 Job Preparation-Work Search
17	**Employment Pathway's - All Track Requirements**	Employment Coaches will *(All Tracks)*: • Develop individual activity planners with the participant • Review and approve the Daily Activity/Job Search Logs. • Review progress at each of the evaluation meetings to determine if	SKIES – Seeker service, Activity Planner CATS – • Ensure participation	WF Handbook 4,2,2, and 4.2.10 Job Preparation-Work Search

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Item	Action		Standard	Required Entries	Reference
			you need to consider a different employment track • Place or change the participant into the appropriate track o In CATS – Select the Employment Tracks screen and enter the date for Track A, Track B, or Track C (see above). • Follow participation requirements as stated in the IRP • Provided one-on-one coaching and evaluations using the Activity Planner with the participant at the end of the track timeline (7, 14, or 28 days). • Refer Back (RB) to DSHS as directed in the WorkFirst Handbook • Schedule participants for the Work Connections (job club) at least weekly Participants assigned to an Employment Track will: • Participate as required in their Activity Planner. • Meet with their coach as outlined for their track. • Continue to update their employment assets and materials	hours are recorded on the actual hours screens. • Update the Asset Inventory Status screen as needed. • Complete Activity Planner and record evaluations as appropriate for each track • Change and/or close tracks as appropriate.	

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			in their customized portfolio. • Complete and turn in their Daily Activity/Job Search log as directed. • Sign into CATS.		
18	**Track A – Coach Assisted** **Participant requirements**		These participants will: • Have demonstrated excellent attendance and follow-through with assigned tasks • Take initiative in developing their job search skills and/or volunteer assistance in peer to peer interactions. • Not rely on staff assisted services • Use WorkSource services on their own • Continue to gain employment assets		WF Handbook 4,2,10 Job Preparation-Work Search
19	**Track A – Coach Assisted** **Coach requirements**		Coaches working with participants assigned to Track A will: • Meet with the participant for one-on-one coaching at least every 28 calendar days • Use techniques from engaging customers and motivational interviewing • Review and approve the Daily Activity/Job Search Log. • Ensure the hours are recorded on the actual hours screens in CATS.		WF Handbook 4,2,10 Job Preparation-Work Search

Item	Action		Standard	Required Entries	Reference
20	**Track B – Coach Supported** **Participant requirements**		These participants will: • Have demonstrated good attendance and follow-through • Have participated effectively in individual and group activities • Show they can look for work independently • Need moderate supervision or coaching • Continue to gain employment assets		WF Handbook 4,2,10 Job Preparation-Work Search
21	**Track B – Coach Supported** **Coaches requirements**		Coaches working with participants assigned to Track B will: • Meet with the participant for one-on-one coaching at least every 14 days • Use methods from engaging customers and motivational interviewing approaches • Review and approve the Daily Activity/Job Search Log. • Ensure the hours are recorded on the actual hours screens in CATS		WF Handbook 4,2,10 Job Preparation-Work Search
22	**Track C – Coach Supervised** **Participants requirements**		These participants will: • Have demonstrated difficulties with meeting program expectations • Lack demonstrated motivation, confidence, or work orientation to successfully find a job • Need wrap around support and		WF Handbook 4,2,10 Job Preparation-Work Search

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Item	Action		Standard	Required Entries	Reference
			supervision • Need intensive coaching on work search activities		
23	**Track C – Coach Supervised** **Coach requirements**		Coaches working with participants assigned to Track C will: • Meet with the participant for one-on-one coaching at least every 7 days • Use methods from engaging customers and motivational interviewing approaches		WF Handbook 4,2,10 Job Preparation-Work Search
24	**If still looking for work at the 10th week – participants to complete the 10 Week - Career Scope Survey**		Ensure a process is in place to identify participant at 10 weeks who have not gone to work and have them complete the 10 Week survey in Survey Monkey. Supervisors and coaches need to review survey results to determine what types of services/supports participants are indicating they still need to secure employment.		
25	**Completion of Post Career Scope Survey**		Ensure a process is in place to identify participant who are exiting Career Scope at anytime or for any reason to complete the Post Career Scope survey in Survey Monkey. Supervisors and coaches need to review exit survey results to determine if	SKIES – Conclude the WF Job Preparation or Job Search Program as appropriate	

Item	Action		Standard	Required Entries	Reference
			participants are indicating the services and supports received benefited them and if service delivery needs to change. Survey results should be discussed regularly and used as a tool to improve program delivery.		
26	**Participant(s) enter Employment**		• Record detailed employment information in SKIES, CATS and eJAS if a participant enters employment. • Encourage enrollment in Phase IV voluntary Workers and Careers Program.	SKIES – Complete employment information eJAS – Close the JS component and enter the appropriate component (PT or FT). Complete the employment screen	WF Handbook 4,2,19 Job Preparation-Work Search
			Career Scope – Phase IV - Workers and Careers		
27	**Enrollment**		Participants are informed of the program throughout their time in Career Scope. Enrollment in the program is voluntary. Services may include: • On-going coaching • Connection to community resources • Access to skill development within the WorkSource • Job Referrals	SKIES - The Workers and Careers Program is opened in SKIES Notes are entered in SKIES indicating the participant volunteered to participate and how they wanted to stay in touch (email, phone, in person)	WF Handbook 4,2,17 Job Preparation-Work Search

Item	Action		Standard	Required Entries	Reference
			• Other		
28	**Enrollment Follow-ups**		Enrollment follow-ups will be conducted at 30, 60, 90, and 120 days and 1 year. Follow-ups will included: • Verification of contact information • Employment status (Same employer?) • Raises, Benefits Provide coaching based on need	Enter the SKIES Service, "Program Follow-Up Services" when contact is made. Record summary of contact in SKIES notes.	WF Handbook 4,2,17 Job Preparation-Work Search
29	**Participant Completed Program**		The Workers and Career Program is concluded: • At 1 year • After 3 unsuccessful attempt to make contact with the participant, or • when parent indicates they no longer want to participate.	Conclude the Program Enrollment in SKIES. Record summary of contact or lack of contact in SKIES notes.	WF Handbook 4,2,17 Job Preparation-Work Search
			Overall Career Scope Program Requirements		
30	**Participation**		Participation can: • last up to 12 weeks • be shorter due to lack of participation or another activity is more appropriate • be extended if it is determined the participant has marketable skills and need more time	CATS - Participants will sign in or out using CATS on days they are required to report or staff will sign them in or out using CATS to verify attendance.	WF Handbook 4.1.6 Career Services Overview

Item	Action		Standard	Required Entries	Reference
			Attendance requirement are: • Set by the coach • In compliance with the Individual Responsibility Plan (IRP) • And at a minimum require weekly attendance at a job club		
31	**Lack of Participation – No show, No Call**		Staff will attempt to make contact with the participant after each unexcused absence.	eJAS – Document each successful or failed attempt to contact the participant in eJAS notes.	WF Handbook Chapter 4.1.6 Career Services Overview and 4.2.19 Job Preparation - Work Search
32	**Lack of Participation – DSHS Notification Requirements**	A	Establish local procedures to notify the DSHS WorkFirst Program Specialist (WFPS) each time a participant has either 2 excused absence or 2 unexcused absences in a calendar month. The activity (component) is to remain open while the Continuous Activity Planning (CAP) is conducted to determine the next steps and if the current activity is appropriate. If determined appropriate, document action to be taken to improve participation.		WF Handbook Chapter 4.1.6 Career Services Overview and 4.2.19 Job Preparation - Work Search
		B	If the DSHS WFPS cannot be contacted regarding the 2 excused or unexcused absences, the ESD Counselor will document when and how the attempted contact was made in eJAS notes.		

Item	Action		Standard	Required Entries	Reference
			Offices will put in place a local process to follow as an alternate means of contacting DSHS. Participants should be RB after 2 days of the second no show if no response is received from a WFSP.		
		C	Participants will be manually referred back to DSHS if job search is determined not to be the appropriate activity or they are not participating as required. The reason for the RB will be documented as a CAP note in eJAS including a recommendation for the participant's next activity. Staff will follow the Continuous Planning Process when referring a participant back to DSHS after participating in a Continuous Activity Planning meeting.		
		D	Staff will excuse participants who call in to get an excused absence only for the number of hours needed to resolve their issue. Participants are excused from participation using CATS. Staff will set the date(s) and select the reason for the excuse out of CATS. Reasons to excuse participation are: • Childcare Issues • Official Appt-DSHS/Other • Medical Appt or Illness • Personal Emergency • Transportation Issues		

Item	Action		Standard	Required Entries	Reference
			Remind participants of participation requirements when an excuse is being requested. If a participant is being allowed excused time on days recorded on the Attendance History Screen in CATS as participating, the reason, date and number of hours excused must be recorded in eJAS notes.		
33	**Refer Back (RB) from the JS Component**		Referral back from a JS component will be for the following reasons. The appropriate reason code will be marked in eJAS when referring the participant back. A detailed CAP note will be completed documenting why the RB is being done. Reason codes include: • Participant Refuses to Participate • Participant Unable to Participate (i.e. medical/legal) • Loss of Contact • Participant Has No Child Care • Participant Has No Transportation • Non Compliance/participation • Completed 12 weeks of JS • Other CAP Outcome	SKIES – Conclude WorkFirst Job Preparation or Job Search Program as appropriate **eJAS - The Referral Component (RI) or Job Search Component (JS) must be closed before the Refer Back Component (RB) is entered, a reason code selected and a CAP note entered.**	WF Handbook Chapter 4.2.12 Career Services Job Preparation - Work Search
34	**Activity Planner – Staff will work with participants in job search to develop an Activity Planner for the appropriate number of days. Activity Planners can be developed**	A	Ensure the activities developed/assigned reflect required activities for each day of Job Preparation/Work Search activities that are appropriate Career Scope Phase the participant is in. Utilize the	SKIES - Seeker Service -Activity Planner	WF Handbook Chapter 4.2.6 Career Services Job Preparation - Work Search

Item	Action		Standard	Required Entries	Reference
	for 3 to 28 calendar days.		Requirements Section of the Activity Planner if the Planner is being used to cover a 28 day period. At the end of the 28 days when meeting with the participant close the initial 14 day planner and indicated the in the Evaluation Section that the Evaluation for the entire 28 day period will be covered on the follow Activity Planner. Open new Planner for the remaining 14 days to complete the 28 day period. Complete the Evaluation section. (note: a new Activity Planner is being developed to cover a 28 day period)		
		B	Inform the participant of his or her participation requirements and expectations, including the specific days he or she is required to report in person, call in, sign in or be signed by staff into CATS.		
		C	List all required activities planned for each participant. (Workshops, job clubs, short-term job skills training, employer contacts as appropriate and other activities)		
		D	Evaluate participation at 7, 14 or 28 days as appropriate using participant's completed Daily Activity/Job Search Log, holding the participant accountable for each listed activity. Record the evaluation in the Evaluation Section of		

Item	Action		Standard	Required Entries	Reference
			the Activity Planner.		
		E	Document comments regarding participation in evaluation section of the participant's Activity Planner in CATS.	SKIES - Seeker Service -Activity Planner	
		F	Prior to the completion of 12 weeks of job search utilize the evaluation section of the Activity Planner to document recommendations if an activity other than job search is determined appropriate, coordinate with the WFPS as part of the Continuous Activity Planning (CAP) manually close the JS and RB the participant back making a recommendation that meets the Decision Making Criteria. Enter a CAP note in eJAS.	SKIES - As appropriate conclude WorkFirst Job Search Program	
		G	During one-on-one coaching sessions update follow-on Activity Planners to include more or less intensive services as appropriate.		
		H	Develop/provide a new Activity Planner listing activities appropriate for the next time frame covered including activities planned for resolving issues discovered during previous evaluations.		
		I	Each time an Activity Planner is updated record the service – "Activity Planner (WorkFirst)" in SKIES	SKIES - Seeker Service -Activity Planner	
		J	Determine with the participant and indicate on the Activity Planner the number and/or type of employer		

Item	Action		Standard	Required Entries	Reference
			contacts the participant is expected to make during the next week(s). The participant should be determined ready to begin employer contacts.		
35	**Recording Temporary Employment**	A	Staff will record Unverified Temporary Employment (TU) on the Record Attendance Screen in CATS when a participant calls indicating they have a temporary job. Staff will inform the participant that they will need to have the employer complete a Temporary Employment Verification form to get credit for participation. **If employment cannot be verified, it is to be considered and treated the same as a no show. Participants should not be excused for temporary employment if they have 2 excuses for Temp Employment (TU) that they have not provided verification of Temp Employment for.**		WF Handbook Chapter 4.2.14 Career Services Job Preparation - Work Search
		B	Staff will use the Temporary Employment Verification form to verify employment.		
		C	When Temporary Employment is Verified, update the Attendance History Screen from Unverified Temporary Employment (TU) to Verified Temporary Employment (TV).		
		D	Update the Actual Hours Screen in CATS with Temporary Employment		

Item	Action		Standard	Required Entries	Reference
			hours when the employment hours are verified using the Temporary Employment Verification form.		
		E	Complete a Temporary Employment Tracking Log for each participant with Verified Temporary Employment hours for the month. Sent all tracking logs to the appropriate DSHS Hub Imaging Unit no later the tenth of the following month in which the temporary employment occurred.		
		F	Maintain Temporary Employment Verification Forms with the participants Activity/Job Search Logs.		
36	**Daily Activity/Job Search Log – participants will make daily entries on an Activity/Job Search Log for each day they participate in Job Search Activities.**	A	Staff will collect completed Activity/Job Search logs at least weekly and provide the participants a new Daily Activity/Job Search Log(s) based on participant's required attendance schedule.	SKIES - Record services provided in SKIES	WF Handbook Chapter 4.2.15 Career Services Job Preparation - Work Search
		B	Staff will ensure that logs turned in are complete and provide enough information to allow verification of job search activities.		
		C	Staff will ensure participants sign their log and that the staff member accepting the log and recording the actual hours has initialed the log accordingly.		
		D	Calculate on the participant's completed Daily Activity/Job Search Log the actual hours of participation for each day.		

Item	Action		Standard	Required Entries	Reference
		E	Record no less than twice monthly the actual hours of participation from the participant's Daily Activity/Job Search log into the Actual Hours screen in CATS. All hours for a participant must be entered no later than the 10 calendar day of month following the month they are for.		
		F	Evaluate participation in the required activities at least weekly using the participant's completed Daily Activity/Job Search Log, holding the participant accountable for activities listed on their Activity Planner. Record any lack of participation or suggestions for improving participation in the evaluation section of the Activity Planner.		
		G	Reinforce participant participation standards, and ensure the participant understands their activities for the next week as listed on their Activity Planner.		WF Handbook Chapter 4.2.6 Career Services Job Preparation - Work Search
		H	Address any issues that may be identified.		WF Handbook Chapter 4.2.6 Career Services Job Preparation - Work Search
		I	Record the participant's actual hours of participation no less than twice monthly. All hours for a participant must be		WF Handbook Chapter 4.2.15 Career Services

Item	Action		Standard	Required Entries	Reference
			entered no later than the 10 calendar day of month following the month they are for.		Job Preparation - Work Search
37	**Required verification of participation**	A	Each office must randomly verify 1% of the total number in JS for the month, each month, and be able to readily identify those participants whose participation was verified. The month reviewed will be within the timeframe that access to actual hours can be made, i.e. current month is May records for April will be verified.		WF Handbook Chapter 4.2.15 Career Services Job Preparation - Work Search
		B	Verifying the 1% requires at a minimum the verification of one day's activities for the participant's record selected. If activities cannot be verified, the entire week and/or month will be reviewed and verified for that participant. The actual hours for the participant will be corrected as necessary. Staff will review other records for this timeframe to verify a reoccurring error did not occur. Documentation of other records reviewed must be readily available if requested.		
38	**Employment Pathway Services (Work Search) – Employment Pathway Services (Phase III) will be provided upon successful completion of required Job**	A	Set up a schedule (7, 14, 28 days as appropriate) to meet with the participant regarding contacting employers and conducting an effective work search.		WF Handbook Chapter 4.2.3 Career Services Job Preparation - Work Search

Item	Action		Standard	Required Entries	Reference
	Preparation Activities in Phase I and II of Career Scope				
		B	Record work search requirements on the participant's Activity Planner.		WF Handbook Chapter 4.2.6 Career Services Job Preparation - Work Search
		C	Provide targeted job referral at every opportunity, but no less than the scheduled one-on-one coaching sessions. Job matching referrals will be based on the participant's assessment results and the local labor market.	Referrals for jobs not listed in SKIES or Go2WorkSource.com will be recorded in SKIES as a Core service – Employment Referral.	WF Handbook Chapter 4.2.10 Career Services Job Preparation - Work Search
		D	Review each participant's Daily Activity/Job Search log each time it is turned in.		WF Handbook Chapter 4.2.10 Career Services Job Preparation - Work Search
		E	Refer participants to hiring events.		WF Handbook Chapter 4.2.6 Career Services Job Preparation - Work Search
		F	Record Services provided in SKIES.	SKIES - Enter appropriate services provided	WF Handbook Chapter 4.2.10 Career Services Job Preparation - Work Search
39	**Job Club Attendance**		Participants in Phase III (Employment		WF Handbook

Item	Action		Standard	Required Entries	Reference
			Pathway) will be scheduled to attend a minimum of at least one job club each week.		Chapter 4.2.3 Career Services Job Preparation - Work Search
40	**Job Skills Training (JT)**	A	Job skills training (JT) is provided when it enhances a person's employability by providing specific skills that are marketable to employers. If ESD staff conduct the JT training or will monitor the training, enter the JT component and monitor training attendance. If the participant is being referred for training that will not be monitored by ESD, contact the WFPS and request the IRP be changed to reflect the appropriate hours of JT and/or JS, and the duration and type of the training.	eJAS – enter the JT component	WorkFirst Handbook Chapter 7.3.3 Job Skills
		B	Staff will ensure components are entered and/or updated if needed. In most cases the JS hours will not be changed. The JT will be added with the hours scheduled for training.		
		C	Staff will ensure appropriate documentation is maintained to support the recording of actual hours and enter actual hours upon completion of training or at least weekly.		
41	**Employment – Record the employment information in SKIES and eJAS**	A	Record the employment information in SKIES.	SKIES - Enter appropriate employment information	WF Handbook Chapter 4.2.19 Career Services Job Preparation -

Item	Action		Standard	Required Entries	Reference
					Work Search
		B	Conclude Program Participation in SKIES as appropriate.		
		C	Close the JS component in eJAS with an EE closure code.	eJAS required entries	
		D	Open a PT (up to 31 hours a week) or FT (32-40 hours per week).		
		E	Complete the employment screen in eJAS (including what benefits the participant will receive).		
		F	Remind the participant about the Workers and Careers Program.		
42	**Documentation in eJAS – The standard listed in the next column will be documented in eJAS.**	A	Anytime a participant does not meet the participation standards, such as after each unexcused absences. Document the facts regarding attempts to contact, any interventions, interviews or discussions meant to correct or improve participation.		
		B	When a participant is referred back, the reason why and a recommendation needs to be noted. Conduct a CAP with the WFPS if possible, if not document in eJAS notes.		
		C	When support services are provided, document the following: • Why the product or service is necessary (for job search, work or safety) and they have no other resources. • If applicable in your area, record		

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Item	Action		Standard	Required Entries	Reference
			other community resources that are considered.		
			• Both estimates for car repair, listing vendor and cost. Is the product the most economical option available? If employed, can the participant contribute to the cost? Is the participant the registered owner?		
			• Document employer verification for tools and that every employee or student has the same requirement. Also record that the tools are the minimum needed to begin employment or training. Has the cost been considered in determining where to purchase the needed tools?		
43	**On the Job Training (OJT) or Work Experience (WEX)**	A	Complete requirements for all OJTs and WEXs as defined in References. Document justification for an On the Job Training or Work Experience Contract in eJAS notes. Also, document information received as a result of each monitoring visits in eJAS notes. See appropriate standards for details.		WorkFirst Handbook Chapters: 4.3 OJT and 4.4 WEX and ESD WF Internal Controls Manual – On the Job Training and OJT Standards dated December 21, 2010 and WEX standard dated September 1,
		B	OJT and WEX requests must be sent to the ESD WorkFirst Administrative Unit		

Item	Action		Standard	Required Entries	Reference
					2009..