

Support Services Directory

Revised July 1, 2024

Support Services are transitional by nature and not an ongoing supplement to the participant's grant. The intent is to help the participant transition off TANF to wages or other income sources. Support services are not an entitlement, and must be carefully managed to remain within available funds.

\$5000 per Program Year (July 1 to June 30) limit per participant (DSHS, Commerce, and ESD combined).

The support services are restricted according to the activity the participant is involved in. The activity categories are:

- **Work-related:** working, looking for work, work-like activities.
 - **Components:** CJ, FT, JS, LS, OT, PE, PS, PT, RB, RI, RS, RT, VE, VS, WC, WE, XS.
- **Safety-related:** meeting significant or emergency family safety needs.
 - TP, XB, XC, XD, XE, XF, XG, XH, XJ, XM, XN, XP
- **Other activities:** any other activity contained in the client's IRP
 - BE, DC, ES, GE, HS, HW, JT, OR, RA, RO, RR, SR, TP, XB, XC, XD, XE, XF, XG, XH, XJ, XM, XN, XP

Additional information for the availability of support services can be found on the [WorkFirst Component Code Chart](#)

All support services requested, issued, or denied ***must be documented with justification*** in participant notes.

The suggested amount is the average cost of these support services but your location, vendors, and other factors may increase or decrease these costs in your area.

JAS Code/ Service Definition	Suggested Limits	Activity	Notes
(04) Educational Expenses All expenses related to training or required by training or education program Other Sources of payment should be looked at first such as: Pell grants, SEOG, or Work Based Tuition Assistance	\$300 per request	Work Safety Other	Must be approved activity in the IRP. Required expenses for education programs may be in the participant's syllabus or education plan. All other students must have the same requirement for educational expense such as tools. Is the class offered free in the community or community and technical colleges? High schools, community colleges, and community-based organizations (CBOs) may provide no-cost tutoring for students. These resources should be explored and used first. May include but not limited to: <ul style="list-style-type: none">• Tuition• Books• GED tests• Uniforms/Specialized clothing• Tutoring• Tools/Kit
(05) Services for Internet This includes fees for set-up, maintenance of internet services.	\$300 per program year	Work Safety Other	Necessary to work or participate in WorkFirst activity: <ul style="list-style-type: none">• Limited to a maximum of 3 months internet services **Only partners will provide these services at this time.**

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JAS Code/ Service Definition	Suggested Limits	Activity	Notes
(06) Computer Equipment This includes the purchase of hardware to allow for virtual participation	\$500 per program year	Work Safety Other	Necessary to work or participate in WorkFirst activity, allowing for purchase of computers, laptops or tablets to best meet the needs of the participant when no other resources exist. **Only partners will provide these services at this time.**
(07) Mileage Reimbursement For use of privately owned vehicle	State Employee Rate	Work Safety Other	Reimbursement for gas costs incurred by a participant for use in a privately owned vehicle with the completion of a mileage reimbursement form. Not to be used for advance gas vouchers (please see subcat 44).
(14) Clothing for Employment Necessary to seek, accept and maintain employment or participate in work-like activity	\$75-\$150 per program year	Work	<ul style="list-style-type: none"> Uniforms Special shoes Protective Devices Underclothing Other apparel as needed
(15) Tools for employment Tools or equipment required by an employer. Must have employer statement of required tools.	\$750 per program year	Work	Requirements: <ul style="list-style-type: none"> To accept a bona fide offer of employment To maintain employment All other employees must have the same requirement for tools DO NOT PURCHASE WEAPONS
(19) Car Repair Repair of vehicle (registered to participant) necessary to return the vehicle to operable condition, such as: brakes, water pump, timing belt, batteries, chains, lights, tires, etc. Use of public transportation would impose a hardship or no access to public transportation, or use of public transportation would impose a hardship.	\$250-\$500 per program year	Work Safety Other	Necessary to work or participate in WorkFirst activity: <ul style="list-style-type: none"> A minimum of two written estimates from different garages are required <i>except when it is not possible, such as an inoperable vehicle</i>. When the car is inoperable, use the estimate from the garage and contact another garage and ask for a similar bid to the one received. All work and replacement parts must be performed by a licensed business except for battery replacement. May include charges for repair estimates (computer diagnostic tests) if a fee is standard in the community. Towing for car repair only
(28) Lunch/Short-term Lodging and Meals Purchase of participant's lunch at all-day event such as Job Fair where DSHS, ESD, SBCTC, or OTED is a sponsor.	State Employee Rate	Work	The rate paid will be the same as state employees receive according to the regional OFM chart . <ul style="list-style-type: none"> Must be a working lunch for all participants at the event. For interviews, requires confirmation of: <ul style="list-style-type: none"> Interview

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(or) Participant is required to travel to a site for job interview or test, which is beyond normal commuting distance, or the participant is moving to a new location to accept a job.			<ul style="list-style-type: none"> • Test • Job <p>Expenses covered generally for four days in duration or less.</p> <p>Examples:</p> <ul style="list-style-type: none"> • Referral to interview in another part of the state where employment may be obtained. • State board or other exam required for employment.
(31) Relocation Expenses necessary to enable a participant to address family safety concerns OR accept and maintain full-time unsubsidized employment or unsubsidized part time employment if the wage allows the participant/family to exit TANF.	\$1500	Work Safety	<p>Requires the following: Declared family safety concerns OR For employment:</p> <ul style="list-style-type: none"> • Bona fide offer of employment • Written confirmation of start date and wages from employer <p>Expenses include:</p> <ul style="list-style-type: none"> • Cost of commercial carrier (two written estimates must be obtained) • Cost of moving equipment • Moving Trucks or vans • Hand trucks/dollies • Fuel • Cost of rent and deposit at new location <p>Note: May <u>not</u> be used for pet or utility deposits.</p> <p>Reimburse mileage for transporting participant's privately owned vehicle by the most direct route from the participant's home to new location.</p>
(32) Housing and Utilities Assistance with rent, mortgage, taxes, insurance, utilities, moving costs, housing related fees, hookup fees, deposits (both refundable and nonrefundable), pet fees, and temporary housing solution.	\$4250 per year	Work Safety Other	<p>Requires the following:</p> <ul style="list-style-type: none"> • Must have a housing expense, but does not require an eviction or shutoff notice. <p>Examples of acceptable documents include past due or late notice.</p> <p>Note: While there is no requirement that the participant must verify how they will cover ongoing costs , per WFHB 2.2.10, staff must document how the participant plans to take over ongoing costs in the future.</p>
(34) Testing Diagnostic Testing may include (but not limited to): literacy levels, aptitude, or skills proficiency.	\$250 per request	Work Safety Other	<p>Testing is not provided by WorkFirst or available from other free or low cost sources as necessary to enable the participant to participate in WorkFirst activities.</p>
(37) Medical Exams/Services Necessary to accept employment or participate in WorkFirst activities.	\$200 per exam	Work Safety Other	<p>Services not paid for by Apple Health or available in free clinics. May include (but not limited to) diagnostics to identify medical/psychological barriers such as:</p> <ul style="list-style-type: none"> • Depression • Anxiety • PTSD

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			<p>Medical exam required for Commercial Driver's License (CDL) See Payment Schedule for Medical Exams/Services.</p> <p>For more information: Medical Evidence Fee Schedule</p>
<p>(43) Public Transportation</p> <p>Includes bus, van pool, train, ferry, etc.</p>	\$150 per month	<p>Work Safety Other</p>	Transportation for non-privately owned vehicles.
<p>(44) Gasoline</p> <p>Retail Merchant cards can be authorized for \$50 per card.</p>	Up to \$100.00 per request	<p>Work Safety Other</p>	Payment for gas for any privately owned vehicle.
(46) Haircut/Styling	\$50 per request	Work	When the participant needs a haircut or to restore hair.
<p>(61) Transportation-Related Licenses/Fees</p> <ul style="list-style-type: none"> Includes but not limited to driver's licenses. Restricted to adults or teen head of households. <p>*Liability insurance for vehicles registered to participant only.</p> <p>Note: Does not include food handler's etc. This is addressed in (62)</p>	\$200 per program year	<p>Work Safety Other</p>	<p>Needed to participate or accept employment may include but not limited to:</p> <ul style="list-style-type: none"> Vehicle license plates/tabs Fees for establishment/reestablishment of driver's license, including driver's education Title Transfer Emissions testing <p>Any costs necessary to license a vehicle</p> <p><u>Liability insurance</u> must be authorized by written Exception to Rule (ETR) only.</p> <p>Costs <u>not</u> allowed under TANF rules:</p> <ul style="list-style-type: none"> Non-traffic related expenses <ul style="list-style-type: none"> Outstanding Warrants Fines Penalties Collection agencies Taxes and fees associated with a vehicle purchase
<p>(62) Employment License and Fees</p> <p>(Professional, Trade, Association, Union, Bonds, Certification Costs)</p>	\$300 for each due or fee	<p>Work Other</p>	<p>Union dues limited to the first month of employment.</p> <p>Testing necessary to acquire a license or certification but not included in a license fee.</p> <p>Examples:</p> <ul style="list-style-type: none"> Food handler's card Nursing licenses and renewals

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(64) Counseling * Doesn't count towards the yearly limit*	No Limit	Work Safety Other	Includes professional counseling and classes such as anger management and self-esteem.
(65) Personal Hygiene Items needed to maintain personal appearance and grooming in order to participate or accept employment.	\$100	Work Safety Other	Items reasonably needed by the participant such as: soap, shampoo, toothpaste, mouthwash, deodorant, shaving supplies, feminine hygiene supplies, makeup, laundry supplies, hair color, and cleaning supplies.
(66) Accommodation For use when the service is an accommodation such as specialized equipment (i.e. special chair, large letter computer screen, ramps) to allow a participant to work and is not available from any other sources.	\$1000 per request	Work	A request for an accommodation requires documentation from a medical professional such as a doctor or physical therapist.
(68) Diapers Diapers/pull ups for a child to attend daycare permitting the participant to engage in their activity.	\$100 per month/per child	Work Safety Other	<p>Items reasonably needed such as diapers, pull-ups, wipes, diaper creams, and ointments.</p> <p>Support Services for diapers may be appropriate even if the household received the Diaper Related Payment (DRP).</p> <ul style="list-style-type: none"> ○ Households may have children over 3 years old who have diaper needs. ○ Households may have multiple children under 3 years old. ○ The DRP is based on budgetary funding and may not meet the actual need based on the cost of diapers. <p>All participants who receive less than \$10 in a grant, will not receive a Diaper Related Payment (DRP).</p>