

## 1.4 WorkFirst Orientation

### Created on:

June 02, 2015

Revised on: ~~March 14, 2025~~ ~~September 20, 2021~~

### Legal References:

- ~~RCW 74.12.400~~ [RCW 74.12.400](#)
- ~~RCW 74.12.410~~
- [WAC 388-310-0200](#)
- [WAC 388-400-0005](#)
- [Eligibility A-Z Manual - WorkFirst Orientation](#)

The *WorkFirst Orientation* section includes:

- [1.4.1](#) What is WorkFirst Orientation and who needs one?
- [1.4.2](#) How is the WorkFirst Orientation delivered?
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### 1.4.1 What is the WorkFirst Orientation and who needs one?

The WorkFirst Orientation is an upfront introduction provided to potential **WorkFirst** participants about what the WorkFirst program has to offer. WorkFirst **O**rientation provides an overview of the programs, services, and opportunities available for ~~the~~ participants and their families while receiving a TANF grant. **All** individuals, including adults being added to an active TANF case or transferring from other cash programs, who **will be** mandatory WorkFirst participants as described in [WAC 388-310-0200](#), **must** complete a WorkFirst Orientation prior to TANF or SFA cash

assistance approval. An orientation is not required for ~~clients~~ individuals who received TANF or SFA within the past 30 days.

## 1.4.2 How is the WorkFirst Orientation delivered?

The WorkFirst Orientation is delivered one-on-one, either by phone or desk-side, by WorkFirst staff. ~~The Each~~ participant is provided the **WorkFirst Folder, DSHS 22-395**, followed by immediate viewing of the **WorkFirst Orientation Video**. A **Desk-Side WorkFirst Orientation Script** is available to support phone WorkFirst Orientations and interpretation of the video content for participants who are limited English proficient (LEP).

## 1.4.3 What happens during the WorkFirst Orientation?

~~The WorkFirst Program Specialist or Social Service Specialist~~ staff conducts the orientation before TANF or SFA cash assistance approval to provide a broad overview of the WorkFirst Program.

When presenting WorkFirst opportunities during the Orientation:

- Establish a positive rapport with the individual to make a human connection.
- Use the **WorkFirst Orientation Video** to deliver the required information, if when done desk-side. ~~If completing the WorkFirst Orientation over the phone,~~ Use the **Desk-Side WorkFirst Orientation Script** to deliver content, when completing over the phone.
- Utilize the available staff training for the Desk-Side WorkFirst Orientation to support the process and ongoing conversations with the customer regarding the WorkFirst program.
- ~~Provides a WorkFirst Folder (-DSHS 22-395); to each participant which includes, at a minimum, the following documents:~~
  - WorkFirst Opportunities Brochure, DSHS 22-1125
  - Domestic Violence Flyer, DSHS 22-265
  - Other resources can be included in the folder, including but not limited to, the following documents:
    - Commerce Brochure, DSHS 22-1584
    - Education Brochure, DSHS 22-1579
    - Transitioning Off TANF, DSHS 22-1586

- [WithinReach Brochure, DSHS 22-1780](#)
- [BFET Brochure:](#)
  - [DSHS 22-1681 Region 1](#)
  - [DSHS 22-1682 Region 2](#)
  - [DSHS 22-1683 Region 3](#)
- [Child Care information](#)
- [Local Resource list](#)

**NOTE: For WorkFirst Orientations conducted over the telephone, mail the participant the WorkFirst Folder (-DSHS 22-395).**

- Give local resource information, in writing, for future reference.
- ~~• Discuss WorkFirst expectations in a positive manner.~~
- ~~• Get participants into activities as soon as possible for as many hours as possible.~~
- Let participants know they can call a case manager if they have questions or concerns about participating.

## 1.4.4 What is covered during the WorkFirst Orientation?

The **WorkFirst Orientation Video** provides a basic overview of the TANF and WorkFirst program, including:

- TANF 60-month time limit information
- Program participation activity options
- Sanctions and related grant reductions
- Availability of support services including child care

It also emphasizes the importance of communication with DSHS, so the Community Services Division team may continue to provide supports and services where necessary.

Considering the streamlined focus of the **WorkFirst Orientation Video**, there are [a number of several](#) topics that WorkFirst staff need to ensure are covered more in-depth with the participant either during the eligibility determination process ([including Orientation](#)), the Comprehensive Evaluation, or during Individual Responsibility Plan (IRP) development.

These topics include:

- **Division of Child Support (DCS) Good Cause Options**
- **Family Violence**
- **IRP Participation Requirements**
- **Parenting Support Programs**
- **Sanction Process and Expectations for Communication**
- **Support Services**, particularly what is available in the [customer's/participant's](#) area

The Desk-Side WorkFirst Orientation staff training is available to assist in weaving these pieces of information into already occurring conversations with the participant.

### ~~1.4.5 e-JAS/ACES codes~~

~~There are no WorkFirst engagement e-JAS or ACES codes.~~

### ~~1.4.6 WorkFirst Orientation - Step-by-Step Guide--~~

~~Scenario: The WorkFirst Program Specialist or Social Service Specialist:~~

~~1. Makes a positive connection with the participant.~~

~~2. Plays the **WorkFirst Orientation Video** for the participant.~~

- ~~• For LEP participants: Accommodate by using the **Desk-Side WorkFirst Orientation Script** and interpretation services.~~
- ~~• For telephone WorkFirst Orientations: Use the **Desk-Side WorkFirst Orientation Script** to deliver the content verbally over the phone in place of playing the WorkFirst Orientation Video.~~

~~3. Asks if the participant has any questions about the WorkFirst Orientation.~~

~~4. Provides a **WorkFirst Folder, DSHS 22-395**, to each participant which includes, at a minimum, the following documents:~~

- ~~• WorkFirst Opportunities Brochure, DSHS 22-1125~~
- ~~• Domestic Violence Flyer, DSHS 22-265~~

—Other resources can be included in the folder, including but not limited to, the following documents:

- ~~[Commerce Brochure, DSHS 22-1584](#)~~
- ~~[Education Brochure, DSHS 22-1579](#)~~
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- ~~[WithinReach Brochure, DSHS 22-1780](#)~~
- ~~BFET Brochure:~~
  - ~~[DSHS 22-1681 Region 1](#)~~
  - ~~[DSHS 22-1682 Region 2](#)~~
  - ~~[DSHS 22-1683 Region 3](#)~~
- ~~Child Care information~~
- ~~Local Resource list~~

—**NOTE: For WorkFirst Orientations conducted over the telephone, mail the participant the WorkFirst Folder, DSHS 22-395.**

5. Documents completion of the WorkFirst Orientation and completes the TANF cash assistance approval process.

## Resources

### Related WorkFirst Handbook Sections

- [About WorkFirst Handbook](#)
- [1.1 Engaging Parents in WorkFirst](#)

### Forms & Other Resources

- [Desk-Side WorkFirst Orientation Script \(English\) - Links to translations:](#)
  - [Arabic](#)
  - [Cambodian \[Khmer\]](#)

- [Chinese](#)
- [Korean](#)
- [Laotian](#)
- [Russian](#)
- [Somali](#)
- [Spanish](#)
- [Ukrainian](#)
- [Vietnamese](#)
- [Domestic Violence Flyer, DSHS 22-265](#) - *Includes translations*
- [WorkFirst Opportunities Brochure DSHS 22-1125](#) - *Includes translations*
- [WorkFirst Orientation Video](#)
  - [Closed Captioning instructions for WorkFirst Orientation video](#)