

2.2.10 Support Services - Step-by-Step Guide

For complete eJAS directions, click "Help" on the eJAS page when help is needed. Note: WF CSD staff can utilize the [Determining and Authorizing Support Services Flowchart](#).

1. The WFPS/WFSSS or ESD Career Scope Coach:
 - a. Determines needed support services based on the activities in the IRP, to attend WorkFirst Orientation, or for emergency situations.
 - i. Discusses the best option with the participant to provide services and vendors, and whether a voucher or ~~Bank of America (BOA)~~ fuel card, better fits their needs (based on the determined need, explain the process of how the services will be issued; i.e., card or voucher).
 - ii. Reviews past support services authorized by DSHS, Commerce, ESD, or SBCTC to ensure no duplication of supports.
 - iii. Determines the best and/or lowest-cost alternative (for example, request two estimates for car repair).
 - iv. Determines how participant chooses to receive (direct issuance, by mail or pick-up at local office).
 - b. Authorizes and issues support services, following local office procedure, including:
 - i. Creating voucher/s:
 - A. Enters detailed information on the voucher, outlining what's being purchased and the cost of each participant item (e.g. "Car repair - For repair of the transmission on 2010 Ford Escape not to exceed \$XXX).
 - B. Prints and signs the voucher. Obtains embossing of WorkFirst seal and signature from a supervisor or designated staff for all vouchers, which validates to the vendor the document is an original. The voucher is "invalid unless embossed." The only exception is direct payment vouchers.
 - ii. Issuing ~~BOA~~ fuel cards, bus passes or bus tickets. *Follow the Support Services Negotiables Internal Controls & Purchasing Manual - 1.4.2.1 - now located on the WorkFirst SharePoint Site.

Please note: Cancel pending requests if the ~~BOA~~ fuel card isn't picked up within 10 business days from the authorization date.

c. Documents in eJAS support services notes the reasons for selecting and authorizing support services and answers the following:

1. What resources are currently available or quickly obtained?
2. How much do they need to reserve to cover their on-going needs?

3. What lower cost alternative are available, if any?
4. How do they plan to take over ongoing costs in the future?
 - Guidance for signing vouchers can be found in the [Supervisor Review Reference Guide](#).
 - For ESD, please refer to the Internal Controls Manual.
 - Commerce Program providers, refer to your Commerce WorkFirst Contract.

2.2.17 End of the State Fiscal Year Process?

As we approach the end of the state fiscal year, follow the instruction below:

1. Before or on June 30:

Vouchers

- Advise the participant to use voucher prior to June 30..
- Receive the purchase or service.

Bulk Purchases

Until further notice, bulk purchases may not be made by any office or region without approval through ETR from HQ. The only exception is transportation bulk purchases, which require approval from Regional Coordinators.

The following is the approval process for CSO transportation bulk purchases:

- CSO submits 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 (e.g. WorkFirst or ABD or MCS)
 - Type of the bulk purchase (e.g. bus passes or tickets)
 - Item amount of the purchase (e.g. number of passes or tickets)
- The Regional Coordinator makes the determination and notifies the appropriate CSO of the approval or denial of the purchase.

After the CSO has received approval, the CSO uses support services log when issuing bus tickets, bus passes and other transportation negotiable to a participant. The support services log needs 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 participant if the mileage form is returned.

- If the reimbursement form is turned in after June 30, process the payment for the previous program year.

Payments

- Process as usual
 - No payments are authorized the last four working days of the month.
- All payments use the current allocation year.

2. After June 30:

Vouchers

- If the participant 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 participant did not pick up the BOA cards until after July 1, cancel the pending authorization, and reissue the cards, document in eJAS.~~

Bulk Purchases

- If bulk purchases are received after July 1, deobligate and reissue the voucher in new program year.

Payments

- If the service or purchase were done before July 1, process the payment using the year the voucher was obligated in.

Allocation

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

2.2.18 What are the Supervisor Tools?

2.2.18.1 How do supervisors navigate the Financial Reporting System in eJAS?

eJAS contains many tools to help supervisors track support services expenditures. From the eJAS Home page menu there are a variety of “paths” a supervisor can take to review vouchers, [BOA-gas fuel](#) cards and other support services and the issues they may have.

Financial Reporting - Supervisors use the Financial Reporting page to:

- View a specific voucher or batch header.
- View payments to a specific vendor.
- Print reports of unpaid vouchers, outstanding obligations for the office, or payments made to a specific client or vendor.

Payment Maintenance - Supervisors use the Payment Maintenance page to:

- Create a Bulk Purchase Voucher.
- Transportation Reimbursement.
- Voucher Maintenance.
- Access the Pre-created Support Services tool.
 - Pre-Created Reports for Support Services allows supervisors to inquire on the support services expenditures at CSO, or worker level as close to real time as possible. Pre-Created Reports for Support Services is useful for:
 - Monitoring spending at CSOs
 - Reviewing outstanding vouchers
 - Reviewing the types of support services issued by workers and the office. This can help a supervisor see if their office is using all support services available to participants.

Note: When using Pre-Created Reports for Support Services, the WorkFirst Project Code is 2471

2.2.18.2 How do supervisors monitor and transfer funds for their local office?

Each region receives funding at the beginning of each state fiscal year (SFY) to distribute to the CSOs to provide support services to WorkFirst participants. These are placed into an “account” for each CSO by the regional WorkFirst Coordinator and are referred to as Allocations. To learn more about what decisions go into determining how money is allocated to your CSO, or how to have more funds made available for your CSO, contact your regional WorkFirst Coordinator.

Support services allocations for each CSO can be found under “Allocations” from the eJAS Home page. On that page, you can see:

- **Support Service Max** – Shows you how much money has been budgeted for a particular CSO, for the current state fiscal year, and shows a percentage of remaining money compared to how much has been obligated. The dollar amount can change during the year, speak to your local regional coordinator about the amount there and if more funds are available.
 - **Allocation** – Shows how much funding is currently available to the CSO for support services. Supervisors can move these funds around to the appropriate field, depending on how they decide to monitor the budget.
 - **Allocation Balance** – Shows how much money is available to be used by WorkFirst [Program Specialists and WorkFirst Social Services Specialists](#) ~~staff~~ to create/issue

vouchers and [BOA-fuel](#) cards for participants. If there is not enough funding available, eJAS will not allow the voucher or [BOA-fuel](#) card to be created/issued.

- **Obligation Total** – Shows how much funding has been issued in vouchers/[BOA-fuel](#) cards/bulk purchases.
 - **Payments** – Shows how much funding has been processed and paid to the vendor.
 - **Obligation Balance** – Shows how much funding is still outstanding and has not been processed for payment. Vouchers take time to get to the vendor, and then back to DSHS for payment. Note: When vouchers are canceled, the funding moves from this column, back to Allocation Balance.
- **Early Exit** – No longer used.