

4.1 Career Scope Phases and Processes

~~(Time-limited core)~~

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Legal references:

- [RCW 74.08A.240](#) &
- ~~250~~[RCW 74.08A.250](#)
- [WAC 388-310-0400](#)
- [WAC 388-310-1800](#)

This ~~WorkFirst Handbook~~ [Employment Services - Career Scope/Work Search](#) section includes:

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- [4.1.2](#) What are Career Scope phases and how long do services last?
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 - [Career Scope](#)
 - ~~ESD Life skills 4.1.12 Strategies for Success (SFS) Life Skills - Step-by-Step guide~~ [Policy in Practice](#) for ~~participants enrolled in~~ participants enrolled in Job Search:
 - ~~4.1.13 Step-by-Step Guide Policy in Practice for participants in Strategies for Success~~ [ESD Life skills - \(SFS\) Life Skills for participants - not modules for participants who do not have not](#) enrolled in Job Search:
 - ~~4.1.14 Policy in Practice for participants in Success Prep life skills modules.~~

- ~~4.1.15 Policy in Practice for participants in Financial Capabilities (Fin Cap) Life Skills modules.~~

4.1.1 What is Career Scope?

Career Scope is a four-phased WorkFirst job search, employment services, and career development pathway with ESD. ~~Participants receive support with the completion of essential employment portfolio assets.~~ Career Scope provides the following support to participants:

- Provides individualized employment pathways to meet participants where they are through tools and training ~~;~~ Coach Assisted, ~~Coach~~ Supported, and ~~Coach~~ Supervised ~~work job~~ search services.
- Connects participants to "better fit" employment (expanding sectors and in-demand occupations, career ladders, and benefits) through targeted job development, including on-the-job training.
- Expands skill development and online learning opportunities.
- ~~Uses Strength-based E~~employment ~~A~~assessments to help participants identify career pathways.
- Provides support services to aid participants in gaining and maintaining employment.
- Focuses on long-term connections with post-TANF working families through optional ongoing retention and career development services.

4.1.2 What are Career Scope phases and how long do services last?

Phase 1: Orientation and Assessment

- The Career Scope Orientation is an overview for WorkFirst participants to learn about the benefits and responsibilities of participating engagement in the Career Scope program. Orientation focuses on employment as a means towards economic stabilityself-sufficiency.
- ~~P~~During Phase 1, participants complete an Employment Skills Assessment. The assessment helps determine a participant's work values, interests, ~~work~~ skills, and ~~work~~ readiness. The Career Scope Coach enters a summary of this assessment into ESD Job Search Activities in eJAS under the ESD Skills and Assets and adds a note in eJAS as further documentation.

Phase 2: Asset Development

- Participants develop the necessary tools to begin looking for work.
- The participant is expected to complete these tools (portfolio assets) within the first two to three weeks. The Career Scope Coach enters the asset completion dates into the ESD Skills and Assets section of eJAS.

- Portfolio Assets include the following:
 - ~~Master~~ Generic Application
 - Resume
 - Interviewing Skills
 - 60 Second Commercial
 - Labor Market Research
- Additional documents included d in each Portfolio:
 - List of 3 references
 - Cover Letter/Thank You note examples

Phase 3: Employment Pathways

- With the portfolio tools assets completed, the Career Scope Coach ~~is able to~~ provides an individualized approach to gaining job skills/employment. Career Scope Coaches document the participant's progress and support/coaching offered on the Participant Notes screen in eJAS.
- Career Scope Coaches continually assist participants with re-targeting their assets for specific employment opportunities, and coaching participants through the challenges of the job search process.

Phase 4: Post TANF/Employment Services

- The goal of Post TANF/Employment Services is to offer recently employed WorkFirst participants, participants support to maintain their employment.
- Newly employed individuals, who were TANF recipients, remain connected to their Career Scope Coach by phone, e-mail, or through one-on-one in person sessions.
- At multiple points during the Career Scope process, Career Scope Coaches ~~tell~~ educate participants about post-employment services to help them find full-time employment or and maintain stable employment.

How long do Career Scope services last?

- Career Scope services last up to twelve weeks, divided into ~~the three~~ three active phases and one post TANF phase for job retention and wage progression as outlined above.
- CSD staff can approve additional Career Scope services based on participation and the recommendations of ESD Career Scope Coaches, as part of the "Continuous Activity Planning" process.
- ~~As mentioned above, p~~ Post TANF/Employment Services are also a resource ~~to for~~ participants after obtaining employment.

4.1.3 Who is prepared to participate in Career Scope?

Being prepared to participate in Career Scope is defined as being "work ready."

Participants referred to Career Scope services should have the following:

- Child care arranged, with a back-up plan.
- Reliable transportation, including a back-up plan.
- A current comprehensive evaluation or assessment in eJAS ([Pathway Development Tool – PDT](#)).
- A picture ID and Social Security card, or if in the process of requesting a new card, verification be obtained within the first four weeks of Career Scope.

Participants referred to Career Scope should:

- Be willing, able, and available to accept employment if offered; ~~full time~~[full-time](#) employment being the goal.
- Participate in Career Scope either full time (FT) or part-time (PT) in combination with other work readiness or barrier removal activities described in their Individual Responsibility Plan (IRP), or [in](#) part time employment. [Appropriate referral hours for Career Scope:](#)
 - FT is 32-38 hours per week, ~~or~~
 - ~~PT is~~ 20-23 hours per week for single parents with a school age child under the age of ~~six~~ 6
 - PT ~~is a of a~~ minimum of 10 hours per week and can be combined with [one of the following:](#)
 - completing the last 4 weeks of [Community Jobs/Works, a Commerce Program's](#), training and/or education ~~or~~ [or](#).
 - participating in barrier removal activities or,
 - part-time employment.
- Report into the Career Scope Coach on scheduled attendance days as set by the Career Scope Coach in person, by phone, or by email.

4.1.4 What is the referral process to Career Scope services?

WorkFirst Staff ~~adds add~~ ESD Career Scope activities in the participant's IRP, using the **RI** referral code with the number of hours they agreed to participate in Job Search.

Note: The end date of the **RI** referral code is either the day of the appointment with ESD, or 10 days [to allow extra time to make a successful referral, whichever comes first.](#)

Job Search Components are as follows:

- **RI- ~~Prepare Referral~~ Lin** for Job Preparation/Job Search.
- **JS-** Career Scope services which include Job Preparation/~~JS~~ Job Search.

Career Scope Services- On-the-Job training ~~code~~:

- **OT-** Subsidized employment in which the employer provides training to the participant that leads to full-time employment.

Career Scope Services- ESD Work Experience code:

- **WE-** Placement into an unpaid activity to obtain work skills in a workplace setting. ESD does not have a contractor code.

Career Scope Services- Skills Enhancement Training code:

- **JS-** Training or education for job skills required by an employer to provide an individual with the ability to obtain employment or to advance or adapt to the changing demands of the workplace. This can be customized training for a specific employer or general training to prepare for employment.
- **LS- component may be entered by the Case Manager or ESD Career Scope Coach when the participant is attending Strategies for Success, Success Prep, and Financial Capabilities.**
 - **SW-** Indicator code ~~put is may be put in entered~~ by the ~~DSHS~~ Case Manager or **ESD Career Scope Coach** when the participant is attending Strategies for Success ~~and Success Prep, while in a JS component.~~
 - **FC-** Indicator code ~~may be entered by the Case Manager or ESD Career Scope Coach when the participant is attending Financial Capabilities.~~

4.1.5 How do Career Scope Coaches support WorkFirst participants?

During one-on-one meetings with participants, the Career Scope Coach:

- **Reviews and E**nsures the activities assigned and agreed to reflect full or part-time participation as required in the Individual Responsibility Plan.
- Assigns participants to workshops, job clubs, short-term job skills training, and other activities as required.
- Helps participants build their own list of activities to meet their goals.
- Informs participants of their daily participation expectations and how to record completed activities listed on their WorkFirst Activity Log. The WorkFirst Activity Log is a tool used to capture the participant's job search activities and required hours of participation.
- Encourages participants to retain a copy of the Activity Log for employer follow up.

- Develops with participants, the number and type of employer contacts they are expected to make.
- Evaluates the participant's progress with assigned activities for the previous week(s) and/or days.
- Documents in eJAS notes, participation concerns such as ~~unexcused~~ absences, missing verification of temporary employment, incomplete tasks, and required actions to be taken to improve participation.
- Recommends other activities if ~~job/work~~ search is no longer ~~considered~~ appropriate.
- Records on the Participant Monthly Participation screen or the Multiple Participant Participation screen in eJAS the hours of participation, holiday hours, temporary employment hours, and excused ~~and~~ unexcused hours for each day.

Note: ~~Recording and tracking attendance~~: WorkFirst attendance in eJAS is connected to the Participant Monthly Participation and the Multiple Participant Monthly Participation screens in eJAS, ~~where~~ Career Scope Coaches enter required participation hours from WorkFirst Activity Logs ~~and~~ ~~Career Scope Coaches~~ set the attendance requirements ~~as agreed to at on the day one of the the WorkFirst Orientation job search/orientation~~ with the participant. Career Scope Coaches track and update attendance and add notes in eJAS under Participant Notes section.

4.1.6 What is Life Skills training as part of Career Scope activities? Employment Security Department services.

Life skills training, as part of Career ~~Scope~~ Scope, prepares participants to meet the demands of everyday life and employment, but may not address all family barriers. Programs are locally designed and operated to maximize available ~~le~~ le resources to best serve participants within their community. Life skills training is provided by ~~Employment~~ the Employment Security Department, local community colleges, or other community organizations including Community Jobs contractors.

ESD offers three unique life skills programs statewide, virtually, ~~for available to~~ WorkFirst participants, ~~called~~ called Strategies for Success (SFS), Success Prep, and Financial Capabilities (Fin Cap).

Strategies for Success

Strategies for Success (SFS) is a series of life skills workshops offered over six weeks to WorkFirst participants in an open-exit flexible workshop model. Each weekly workshop (module) begins on a Monday to provide WorkFirst participants with up to 20 hours a week in a WorkFirst activity working towards their employment-related goals, while building upon their individual strengths.

The six modules provided in the Strategies for Success SFS are as follows:

- Week #Module 1- Preparing for Work, A Career, and Life

- ~~#Module Week 2- Health and Well-Being~~
- ~~#Module Week 3- Effective Communication~~
- ~~#Module Week 4- Personal Strength Builders~~
- ~~#Module Week 5- Community Engagement~~
- ~~#Module Week 6- Work Concepts II~~

Success Prep

Success Prep is a modified, trauma-informed version of SFS life skills courses. It covers the same core content as SFS (see modules above), but each module is delivered over two weeks, giving the participant 12 weeks to complete the ~~workshop~~ series while for participants working on barrier removal activities. Success Prep modules support WorkFirst participants looking to re-engage in employment related activities at their own pace, while continuing engagement in their other barrier removal activities. Success Prep is a total of four hours a week, ~~two one~~ hours for four days a week.

- ~~Module Week 1- Preparing for Work, A Career, and Life~~
- ~~Module Week 2- Health and Well-Being~~
- ~~Module Week 3- Effective Communication~~
- ~~Module Week 4- Personal Strength Builders~~
- ~~Module Week 5- Community Engagement~~
- ~~Module Week 6- Work Concepts II~~

Financial Capabilities

Financial Capabilities is a seven-week workshop series offering information about budget, savings, credit, debt, and available tax credits. Participants work towards their own financial goals while learning how to plan for emergencies, retirement and avoid paying high interest rates. The two goals of Financial Capabilities are to support participants in:

- ~~e~~Exploring their relationship with money, and
- ~~F~~ollowing steps to meet their goals towards financial empowerment.

The six modules “units” ~~units~~ provided in Financial Capabilities ~~life skills modules are as follows:~~

- ~~#Unit 1- Money & You~~
- ~~#Unit 2- Where Does Your Money Go?~~
- ~~#Unit 3- Make Changes With Your Money~~
- ~~#Unit 4- Earn Extra Money To Improve Your Life~~
- ~~#Unit 5- Get Empowered To Make Tough Decisions~~
- ~~#Unit 6- Your Money, Your Future~~
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When a WorkFirst participant is already engaging in Job Search activities, the Career Scope Coach can refer the participant to any of the ESD life skills available. Life skills training is included in JS hours; attendance is documented on the participant's Activity Log.

Services already provided in Career Scope, such as resume writing, or basic education skills, are enhanced by SFS classes and not duplicated in life skills ~~training~~ courses. Some life skills activities are available to JS participants for one week, ~~or 230 hours~~, near the beginning of job preparation activities as part of the Career Scope employment services.

Additional life skills programs are provided by: the local Community Colleges, non-profit agencies, and county providers can provide life skills training or workshops-modules to WorkFirst participants. Life Skills topics include, but are not limited to:

- Self-awareness
- Attitude
- Balancing work and personal life
- Money management
- Stress and anger management
- Time management
- Communication skills
- Appropriate standards for dress and participation

For an overview of independent Life Skills training refer to section 7.3.6 What is Independent Life Skills Training?

4.1.7 How are actual hours of participation hours tracked?

Actual hours of participation are when participants start and end their Career Scope activities each day. Starting and ~~ending Career Scope activities~~ ending Career Scope activities; each day is defined as:

Career Scope starts each day when the participant begins their first jobwork search activity
→ **examples below:**

- Starts an internet jobwork search,
- Works on their resume, an employment application, thank-you letter or,
- Arrives at their WorkFirst/WorkSource office or,
- Stops at an employer's business or an activity associated with work search.

Career Scope ends each day when the participant ends their last work search activity, for example:

- Leaves their WorkFirst/WorkSource office or,
- ~~Stops at~~Leaves an employer's business or an activity associated with work search as their last activity or,
- Completes the day's final internet work search, works on their resume, employment activity, thank-you letters, at home.

Career Scope Coaches are responsible for updating actual hours in eJAS. [Life skills participation is a tracked activity. For Strategies for Success participants see the desk aid Life Skills \(SFS\) ESD Attendance & Completion Guidelines.](#)

4.1.8 What is Temporary Employment and how is it recorded?

Temporary Employment is a paid, unsubsidized job lasting 30 days or less. Examples include work for temporary employment agencies (such as Manpower, Labor Ready, etc.), ~~and~~ casual labor (such as odd jobs for their landlords, friends, and relatives) or other employers offering temporary employment.

Temporary Employment can be ~~a~~ part-time (31 or fewer hours per week), or full-time employment ~~FF~~, (32 or more hours per week). In either case, there is an estimated employment end date of 30 or fewer days and employers do not consider participants to be permanent employees.

Career Scope Coaches ~~will~~ coordinates with the Case Manager ~~in cases where~~ the temporary employment lasts more than four consecutive days or is reoccurring each week to decide whether participants are in the appropriate ~~component~~activities.

Career Scope ~~Coaches~~Coaches' duties are as follows:

- Excuses participants in eJAS for Temporary Employment as "Temporary Employment Unverified" when the participant calls the Career Scope Coach to be excused for this purpose.
- Reminds the participant to provide any missing detailed employment information during their next scheduled day of work search.
- Verifies employment, completes the [Temporary Employment Verification Form](#) and changes ~~the~~ "Temporary Employment - Unverified" in eJAS to "~~Verified~~ - Temporary Employment - Verified." Hours for "Verified Employment;" are not entered into eJAS in Client Monthly Participation/Multiple Client Monthly Participation as verified hours. ~~WorkFirst staff. The Case Manager will~~ enters the employment hours into ~~ACES~~the ACES system using the historical entry of employment hour process. ~~These hours will later be included in the hours reported as participation to the federal government.~~
- If unable to verify employment, and the ~~participate~~ participant does not call in to report the absence timely, leave ~~the~~ "Temporary Employment Unverified" as recorded and treat this ~~absence time~~ as a "no show." [This includes, e](#)Entering a note in eJAS indicating what actions were taken to verify employment and that the participant was advised they were

considered a "no show" on that day. ~~Also, e~~Ensurings the participant knows that if Temporary Employment cannot be ~~verified~~verified, ~~this is~~they will be considered a "no show" and they may not be excused for Temporary Employment in the future.

- ~~E~~The Career Scope Coach ensures the original Temporary Employment Tracking Logs are sent to the ~~regional DMS~~DMS ~~DSHS~~Hub Imaging Unit (HIU) by the 10th of the month following the employment months being recorded.
- Coach participants to enhance on the job skill building, communication skills, etc.

~~The Case Manager~~WorkFirst staff works the documents from the DMS HUI system and records the employment hours in ACES using the historical entry of employment hours.

See WorkFirst Handbook FHB section 8.1.6 How do we code hours for temporary employment.

4.1.9 How are Career Scope participants in a family violence situation assisted?

If a WorkFirst participant discloses they are working on resolving a current family violence need, or coping with a previous family violence situation, while participating in Career Scope activities, the Career Scope Coach does the following:

- Outlines the requirements of the program. Let's the participant know that there are people who can help them work through whatever emerges as they engage work in WorkFirst~~through the program~~.
- Supports the participant in meeting ~~participation~~ requirements while considering safety needs including discussing the Address Confidentiality Program (ACP).
- Assists in developing Career Scope activities for the participant that do not put them at further risk of family violence.
- Considers and discusses with the participant what other employees need to know and provide briefings accordingly. Considers steps needed to provide safety of the office employees and other participants.
- Reviews ~~whether~~ all options for addressing the participant's specific barriers to obtaining and/or maintaining a job have been exhausted.
- Excuses ~~in eJAS~~, any absence(s) in eJAS, that occurred because a family violence situation arose or worsened.
- ~~Refers the participant back~~Refers to the Case Manager with recommendations if they do not or cannot follow through with work search requirements.

Note: Further family violence resources can be found in the WorkFirst Handbook section 6.5.

4.1.10 What is the process for referral back from Career Scope Services?

Participants ~~will be~~ referred back if they don't ~~make contact with~~ contact their Career Scope Coach, no-show for orientation, or at any time it's determined that Career Scope services aren't the appropriate activity. Career Scope Coaches select the appropriate reason when referring participants back.

Examples to The refer back (RB) ~~from examples from the RI~~ referral (RI) are as follows:

- If a participant reports for Career Scope orientation and it's determined they don't meet the Work Ready Criteria, see [WorkFirst Handbook section 4.1.3](#)
- If a participant doesn't attend job search orientation

Reasons to refer back (RB) from Job Search (JS) component ~~are:~~

- Participant Refuses to Participate (states they aren't going to participate)
- Participant Unable to Participate (medical/legal reasons)
- Loss of Contact (Participant is a no call/no show and cannot be contacted)
- Participant Has No Childcare
- Participant Has No Transportation
- Noncompliance/Participation (Participant isn't complying or participating as required)
 - For more details on excused/unexcused absences, see [3.7.2 Documenting and Reporting Participation](#).
- Completed 12 weeks of JS
- Other Continuous Activity Planning (CAP) Outcomes, including barriers the participant may need to focus on before entering Career Scope services

Note: Career Scope Coaches must connect with the Case Manager by phone, or if unable, by e-message to alert them the participant is being referred back from Job Search ~~(JS)~~.

Steps for the Refer Back (RB):

- ~~— An RB component is entered by the Career Scope Coach to close will be entered by the Career Scope Coach~~
- ~~Career Scope Coach will close the JS component~~
- ~~A Continuous Activity Planning (CAP) note is entered by the Career Scope Coach as part of the RB process~~

Refer Back from Career Scope Services, Work Experience or On-the-Job Training:

Career Scope Coaches must contact the participant's Case Manager to conduct a joint evaluation and include the participant (when possible) to determine ~~next~~ the next steps.

Career Scope Coaches:

- ~~C~~lose the JS, WE, or OT
- ~~E~~nter an "RB" in eJAS with zero hours and with an end date of no more than 4 days from the date entered
- ~~S~~elect the appropriate reason code for the RB
- ~~D~~ocument in eJAS CAP notes why the participant is being referred back, including: -
- ~~Career Scope Coaches enter in eJAS Notes a R-recommendation, as part of the "Continuous Activity Planning," for the next activity or activities, ensuring they meet the requirements of the "Decision Making Criteria" -the (-the process of allowing participant's/participants to make decisions around their participation goals)-.~~
- ~~Q~~Other CAP outcomes, including barriers the participant may need to focus on before entering Career Scope services.

Refer to ~~WorkFirst Handbook FHB section 3.7.1.5~~ How do we treat excused and unexcused absences?

~~4.1.11 Career Scope Services offered by Employment Security Department~~ ~~- Step by Step Guide~~Policy in Practice

Career Scope Program:

WorkFirst staff:

- ~~Develops an IRP with the participant based on the recommendation from the Comprehensive Evaluation/Assessment/PDT that includes the correct participation hours in Career Scope activities and the timeframe agreed to with an end date (up to 12 weeks).~~
 - ~~Opens the RI (prepare for job preparation/job search) component to match agreed hours in IRP - (typically 38 hours full time job search when one parent is doing all the participation for both parents in a two parent family, for 35 hours for full time participation, 23 hours for part time participation, or 38 hours full time job search when one parent is doing all the participation for both parents in a two parent family and no less than a minimum of 10 hours for part time participation); see WorkFirst Handbook FHB chapter 1.2.2 for details.~~
 - ~~The end date on the RI component is the day of the appointment, or 10 days from the start date to allow the end of the time frame for participants extra time to contact ESD -in the event barriers arise. This date will pre-fill into the IRP template.~~
 - ~~Monitors the referral to ensure the participant's child care and transportation plans are in place prior to reporting for Career Scope activities.~~

Note: An RI component can only be opened for a maximum of 10 days. Career Scope Coaches don't have access to close the RI. When a participant is accepted into Career Scope, the Career Scope Coach converts the RI component to Job Search (JS) and adds which populates the required participation hours. If the component and IRP hours do not match, the Career Scope Coach may reach out for clarification and adjust either the IRP or component hours. An RI component can only be opened for a maximum of 10 days. The end date in the IRP may be up to 12 weeks for Career Scope services. After the 12 weeks are completed, a CAP must be held to discuss ongoing participation.

WorkFirst staff:

Develops an IRP with the participant based on the recommendation from the Comprehensive Evaluation that includes the correct participation hours in Career Scope activities.

Adds Career Scope services to the IRP, and the participant's requirement to have in place childcare or transportation, if these are necessary.

Monitors the referral RI activities to ensure the participant's child care and transportation plans are in place prior to reporting for Career Scope activities.

Note: When a participant is accepted into Career Scope, the Career Scope Coach converts the RI component to Job Search (JS) and adds the required participation hours.

Exceptions:

Note: For Limited English Proficient (LEP) refer to [WorkFirst Handbook WFHB section 5.2](#) - Limited English Proficiency (LEP) Pathway, ~~the worker enters the JS code with the contractor code.~~ For Tribal TANF refer to [WFHB section WorkFirst Handbook 9.3](#) and when the tribe has employment services use the RT referral component (valid for 7 days). Monitor and close RT component when the participant starts Job Search activities with the tribe.

Expectations for Career Scope Coaches:

- ~~Assesses~~ participants referred to Career Scope activities to ensure they are Work Ready.
- -Provides Career Scope Orientation, when the participant is Work Ready.

- Provides participants with WorkFirst Activity Logs, coaches participants on how to properly complete the logs with required hours of participation, collects the logs weekly, and enters the hours of participation in eJAS.
- Enters Employment Skills Assessment Summary and tracks Asset Inventory dates into the ESD Job Search Activities section in eJAS.
- Records and tracks ~~daily required~~ daily required attendance, refers participants to workshops, hiring events, job openings, and life skills offerings, as appropriate.
- Keeps the Case Manager informed by engaging in CAP meetings to assess the participant's needs/progress.
- Provides support services per the Support Service Directory ~~limitations~~ (as appropriate) and ~~trigger~~ triggers Auto-Pay ~~fuel~~ for job search and employment (when verified).
- Verifies Temporary/Permanent Employment and reports employment to the Case Manager:
-
- Notes all progress, changes, and circumstances (adhering to confidentiality policies) in eJAS notes.

ESD 4.1.12 Strategies for Success, (SFS) Life skills classes for participants enrolled in Job Search Life Skills Participation Step-by-Step Guide: Participants enrolled in Job Search.

The Career Scope Coach:

- ~~Asks the Case Manager to enter~~ Enters the indicator component code of SW (Strategies for Success) or FC (Financial Capabilities) ~~with~~
- ~~Enters~~ 0 hours and an end date that reflects the last date of the scheduled ~~workshop~~ module series.
- ~~Signs up~~ Registers the participant for desired ~~modules~~ workshops through www.worksourcewa.com or by direct communication (phone/email) with the instructor, ~~paying attention to class delivery method (in person or virtual).~~
 - ~~When signing up~~ registering for Strategies for Success workshops through the website (through www.worksourcewa.com), indicates ~~s~~ in the registration that the participant is ~~in already enrolled in~~ JS and include their CSO number, ~~or~~.
 - ~~Directly Or, Or directly~~ contact ~~s~~ the instructor with information about the participant (name, email, phone number), the ~~modules~~ workshops the participant wants to enroll in, and indicate the participant is ~~in enrolled in~~ JS, with their CSO number.

The Case Manager

- ~~Creates the SW/FC indicator component code per partner~~ as request

- ~~Start date is the date the partner requests the component~~ first day of the workshop the participant is scheduled to attend
- ~~Code 0 hours~~
- ~~End date: last date of the participant's scheduled workshop/s series~~
- ~~Documents the case actions in eJAS notes, i.e., scheduled workshops.~~

Note: ~~The contracted ESD-JS provider will~~ track and monitors life skills participants ~~the Strategies for Success participant~~ participants through their existing Job Search (JS) component.

The Strategies for Success/Financial Capabilities Instructor:

- Supervision
 - Provides required daily supervision.
- Documentation
 - Documents and maintains weekly attendance records in ESD's client management system ~~attendance records every week and maintains them in an ESD data tracking system.~~
 - Provides this information in a State-approved format, such as an approved attendance roster, signed by the participant and faculty member, supervisor, or other appropriate individual, or a document in electronic tracking systems, as appropriate.
- Verification
 - Provides explanatory narrative, information, documentation, and records needed to support ~~State Work Verification Plan~~ verification requirements.

~~The Career Scope Coach:~~

- Supervision
 - Instructs the participant to include SFS/FC module class and participation hours on WorkFirst Activity Log.
 - Follows up with the participant regarding attendance or other issues impacting participation ~~in class.~~
- Documentation
 - Uses eJAS to report participation via client notes and recording hours in the Client Monthly Participation screen to the Case Manager on a weekly basis.
 - Includes participation in SFS/FC in total weekly participation hours when recording Actual Hours.

- o Immediately notifies the Case Manager if the participant isn't maintaining satisfactory progress, or fails to participate as required ~~—~~; see [WorkFirst Handbook FHB section 3.7.2](#), Documenting and Reporting Participation.
- Verification
 - o Provides explanatory narrative, information, documentation, and records needed to support ~~State Work Verification Plan~~ [verification](#) requirements.

~~ESD 4.1.13 Step-by-Step Guide Strategies for Success (SFS) Life Skills for participants not enrolled in Job Search Policy in Practice Life skills classes for participants who have not enrolled in Job Search. for participants in Strategies for Success (SFS) Life Skills modules not enrolled in Job Search.~~

WorkFirst staff:

- Meets with the participant [and determines if a Life skills workshop module is appropriate. If so -](#)
 - o Reviews ~~Life Skills the Strategies for Success or Financial Capabilities~~ curriculum and determines which ~~modules~~ [workshops](#) the participant would benefit from. ~~DClass details~~ are available on [www.worksourcewa.com](#).
 - o ~~WorkFirst staff~~ Communicates with the participant ~~regarding~~ the delivery method of the ~~workshop(s) modules~~ ~~is (in person or are~~ virtual and their times/~~locations of the workshop(s)/s class details~~ are available on [www.worksourcewa.com](#).)
 - o ~~If Strategies for Success is delivered virtually, e~~Ensures the participant has the means (hardware, internet, etc.) to be able to attend [the virtually conducted modules\(s\)](#). ~~If the participant lacks digital access, ESWorkSource D-offices can provide space and equipment for participants to join virtually.~~
 - o Obtains the participant's email address and includes it in the participant's eJAS profile to ensure the instructor can send virtual invites and ~~class~~ materials to the participant. Reminds the participant to check email for the instructor's communication.

Note: ~~ESD Life skills classes/modules are designed for WorkFirst participants - there are both Strategies for Success, Success Prep and Financial Capabilities — virtual and in-person Life Skills classes are offered virtually across the state, and statewide- anyone can participate in Strategies for Success statewide. ESD can accommodate participants through virtual classes if the participant's area is only offering in person classes.~~

- Refers the participant to Employment Security Department using the SW (Strategies for Success) component code:
- Adds the LS component with the SFS contractor code code to create the IRP when developing the IRP
 - Start date is the date WorkFirst staff meets with the participant
 - Codes correct hours/week for the class:
 - 20 hours/week for SStrategies for SuccessFS
 - 4 hours for Financial Capabilities
 - Adding the SW indicator code and clicking the IRP box will generate the IRP language for SFS and Success Prep.
 - Adding the FC indicator code and clicking the IRP box will generate the IRP language for Financial Capabilities
 - End date is the last date of the participant's scheduled workshop/module series/s, using WorkSource scheduler to determine the last date of all modules (1-6). Account for the Instructor Development Weeks (IDWs)
 - Adds the SFS contractor code and populates the IRP

The following desk aids provide additional support with IRP development: Adds the SW or FC indicator component with zero hours for the same dates as the LS component. See the desk aids below and linked in the resource section of this chapter to support IRP development:

- Strategies for Success LS Referrals Desk Aid
- Financial Literacy Work Shop Referrals for Participants not in Job Search

Start date is the date WorkFirst staff meets with the participant

- Code 0 hours
- End date is the last date of the participant's scheduled workshop/s. Account for the Instructor Development Weeks (IDWs)

The WorkFirst participant:

- Creates a WorkSourcewa.gov account.
 - If the participant has access to a computer, logs onto www.worksourcewa.com to create an account as follows:
 - Click on "Create Account" this will create an account the participant can access for all WorkSource related services.
 - Completes all fields as prompted to create an account.

Commented [SM1]: Desk aid isn't linking

Note: ~~if~~ the participant does not have access to a computer or digital skills, the Life Skills Instructor will assist with worksourcewa.com registration.

The Strategies for Success/Financial Capabilities Instructor:

- Contacts the participant with class information.
 - Provides assistance with worksourcewa.com registration ~~if~~ if the participant is not already registered.
 - Provides assistance with Life Skills registration ~~if~~ if the participant is unable to register online.
- Supervises
 - Provides required daily supervision.
- Documents
 - Documents and maintains weekly attendance records in ESD's client management system ~~every week and maintains them~~.
 - Provides this information in a State-approved format, such as an approved attendance roster signed by the participant and faculty member, supervisor, or other appropriate individual or document in electronic tracking systems, as appropriate.
- Reports
 - Uses eJAS to report participation to the Case Manager ~~if~~ if the participant isn't maintaining satisfactory progress, or fails to participate as required. ~~See~~ [WorkFirst Handbook FHB 3.7.2](#), Documenting and Reporting Participation.
- Verifies
 - Provides explanatory narrative, information, documentation, and records needed to support ~~State Work Verification Plan~~ [verification](#) requirements.

-Note:- See the ~~following~~ desk aids ~~below~~ Strategies for Success LS Referrals for Participants not in JS, [Financial Literacy Workshops Referrals for Participants not in Job Search Desk Aid](#) and Life Skills (SFS) ESD Attendance and Completion Guidelines Desk Aid [\(linked in Resources below\)](#).

Commented [SM2]: SFS LS desk aid not linking here.

Success Prep:

Note: Success Prep ~~modules~~ [classes](#) are offered virtually ~~if~~ anyone can participate in Success Prep statewide.

[WorkFirst staff:](#)

- Meets with the participant and determines if Success prep is appropriate. If so -
 - Reviews the ~~(Strategies for Success,)~~ Success Prep curriculum and determines which modules the participant would benefit from. Class details are available on www.worksourcewa.com.
 - ~~WorkFirst staff~~ eCommunicates with the participant the delivery method of the modules~~(s)~~ are virtual and the times of the workshop~~(s)~~/s class details are available on www.worksourcewa.com.
 -
 - Ensures the participant has the means (hardware, internet, etc.) to be able to attend the ~~virtually conducted~~ workshop~~(s)~~/s. If participant lacks digital access, ESD offices can provide space and equipment for participants to join virtually.
 - Obtains the participant's email address and includes it in the participant's eJAS profile to ensure the instructor can send virtual invites and class materials to the participant. Reminds the participant to check email for the instructor's communication.

Note ~~Success Prep classes are offered virtually, anyone can participate in Success Prep statewide.~~

- ~~Refers the participant to Employment Security Department using the SW (Strategies for Success) component code.~~
- Adds the LS component with the SFS contractor code when developing the IRP
 - Develops the IRP with the participant
 - Start date is the date WorkFirst staff meets with the participant
 - Codes 4 hours
 - End date is the last date of the participant's scheduled modules~~(s)~~/s. Account for the Instructor Development Weeks (IDWs)
- Adds the SFS contractor code
 - Adds the SW **indicator** component code and populates the IRP
 - Start date is the date WorkFirst staff meets with the participant
 - Code 0 hours
 - End date is the last date of the participant's scheduled modules~~(s)~~/s. Account for the Instructor Development Weeks (IDWs)

~~The **Referrals for participants to Success Prep desk aid** is linked in the resource section below as follows and below in the resource section of this chapter for additional support.~~

— **Note: Referrals for participants to Success Prep**

To participate in Success Prep, the participant must be engaging in an issue resolution activity, such as, mental health services, substance use treatment activities, or medical appointments, that allows the m-participant to slowly ease into adding an a additional activity, such as Success Prep. WorkFirst staff pair the Success Prep classes with the issue resolution activity. Please note issue resolution activities are entered in the confidential section in the IRP, with the participation hours in the X component to match the participant's chosen activity.

WorkFirst participant:

- Creates a worksourcewa.com account.
 - If the participant has access to a computer, logs onto www.worksourcewa.com to create an account as follows:
 - Click on "Create Account" this will create an account the participant can access for all WorkSource related services.
 - Completes all fields as prompted to create an account.

Note: If the participant does not have access to a computer or digital skills, the life skills instructor will assist with worksourcewa.com registration.

Success Prep Instructor:

- Contacts the participant with class information.
 - Provides assistance with worksourcewa.com registration, ~~if the participant is not already registered.~~
 - Provides assistance with life skills registration, ~~if the participant is unable to register online.~~
- Supervises
 - Provides required daily supervision.
- Documents
 - ~~Documents and maintains weekly attendance records every week and maintains them in ESD's eClient Management System.~~
 - Provides this information in a State-approved format, such as an approved attendance roster signed by the participant and faculty member, supervisor, or other appropriate individual or document in electronic tracking systems, as appropriate.
- Reports

- [Uses eJAS to report participation to the Case Manager if the participant isn't maintaining satisfactory progress, or fails to participate as required - see WorkFirst Handbook ~~FHB~~ 3.7.2, Documenting and Reporting Participation.](#)

- [Verifies](#)

- [Provides explanatory narrative, information, documentation, and records needed to support ~~State Work Verification Plan~~ verification requirements.](#)

- ~~**Note— See the following desk aids below Referrals for Participant to Success Prep.**~~

- ~~**Note— See the following desk aids below Financial Literacy Workshops, Referrals for participants not in Job Search.**~~

- [-](#)

Related WorkFirst Handbook Sections

- [2.1 Supports for WorkFirst Participants](#)
- [3.2.1 Comprehensive Evaluation](#)
- [3.3.1 IRP](#)
- [4.2 Career Scope Service- On the Job Training \(OJT\)](#)
- [4.3 Career Scope Service- Work Experience \(WEX\)](#)
- [5.2 LEP Pathway](#)
- [6.1 Resolving Issues](#)
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Forms & Other Resources

- [ESD Website](#)
- [HUB Imaging Unit \(HIU\)](#)
- ~~[Strategies for Success Referrals for Participants in Job Search Desk Aid](#)~~
- [Strategies for Success LS Referrals for Participants not in JS Desk Aid](#)
- [Financial Literacy Workshops Referrals for Participants not in Job Search Desk Aid](#)
- [Life Skills \(SFS\) ESD Attendance and Completion Guidelines Desk Aid](#)
- [Referrals for Participants to Success Prep](#)

- ~~Financial Capabilities Questions Desk Aid~~
- [Referrals for Participants choosing both Strategies for Success and Financial Literacy Workshops](#)
- Financial Capabilities Questions Desk Aid