

Updating WFHB 8.1 – For verifying employment clarifications

Paid and Unpaid Employment

8.1 Overview

Revised ~~December 19, 2019~~ [March 14, 2025](#)

8.1.1 What is employment?

Employment, or work, means to engage in any legal, income generating activity which is taxable under the United States Tax Code or which would be taxable with or without a treaty between an Indian Nation and the United States. Work provides the best opportunity for families to raise their income and ~~leave poverty~~ [stabilize their family](#).

Helping participants find permanent, unsubsidized employment ~~to allow them to support their means additional income for~~ families ~~–and~~ is the goal of the WorkFirst program as defined in [WAC 388-310-0200](#).

8.1.2 Where do hours of employment come from?

[There are several different ways that WorkFirst staff may learn about new employment. The individual participant may report the change verbally \(during a conversation or a voicemail\), or in writing \(e.g. turning in a wage stub, employer statement, reporting it on a change of circumstance form or ~~E~~Eligibility Review\) or Case Managers may learn of a new job through a WorkFirst partner in an eMessage. In all cases, the income must be budgeted in ACES and staff must verify the hours.](#)

Employment can be part-time (31 hours per week or less) or full-time (32 hours per week or more). It comes in a variety of forms, including:

- A paid, unsubsidized job,
- Subsidized employment (Community Jobs),
- On-the-job training (that combines training with a job)
- Self-employment,
- College work study, and
- Paid work experience, practicums or internships.

When a participant has 20 hours of unsubsidized employment (or 30 hours for a two-parent family) this will meet the core activity requirement. For two-parent families or single parents with no children under six ~~years old in this situation, discuss with them any benefit of consider~~ adding ~~additional core or non-core~~ activities to meet the strengthened participation requirements. See [WFHB 1.2.2 What are the WorkFirst participation requirements?](#) for additional information about stacking an additional ~~three~~ hours ~~(preferably core activity hours)~~ in the participant's [Individual Responsibility Plan \(IRP\)](#) when possible.

Unlike every other type of countable WorkFirst activity, employment hours are counted and verified using the TANF prospective budgeting rules [and collected from ACES 3G](#). This means [we Case Managers](#) don't need to [record request](#) actual hours of employment each month, [h. We do](#), however, [they must need to make sure we follow financial eligibility rules to:](#)

[Estimate Calculate](#) the number of hours. For example, if a participant gets paid a twice a month and works 40 hours per week at \$13.50 per hour, the calculation would be = \$540 per week x 52 weeks per year = \$28,080 ÷ 24 pay periods = \$1,170 ÷ \$13.50 = 86.66 hours per pay period, rounded up to 87 hours. Staff would enter 87 hours per pay period into ACES 3G.

[V verify](#) employment when required. (~~See the [Employment Hours Coding Desk Aid Action Chart](#) for additional details.~~) [Employment hours must be verified:](#)

[At application:](#)

~~When hours decrease causing an increase in benefits:~~

[At the participant's TANF 6-month report.](#) ~~When hours decrease causing an increase in benefits.~~

- ~~When a participant gets a job. (Note: we don't need to verify other changes in an existing job during the certification period and except for the MGR.)~~

To determine financial eligibility for TANF, CSD Eligibility staff ~~Staff~~ request wage and hour verification ~~during the normal course of business on all of all these occasions~~ at application, eligibility review, mid-certification review or [when if](#) hours are decreasing (~~before increasing benefits~~), ~~except for some.~~ ~~V However, verification is not required for~~ job starts, [so CSD Eligibility staff can update the new reported income using just the client's statement](#). See section 8.1.13 [Verifying Job Starts - Policy in Practice](#) explaining how 8.1.4 for the ~~procedures we will use to verify~~ employment hours [must be verified](#) when a participant starts a job. Rules for financial eligibility budgeting can be found in the EAZ Manual [chapters *Income – Effect of Income and Deductions on Eligibility and Benefit Level and Income Special Types.*](#) ~~at WAC 388-450-0050.~~

Employment hours and income must be correctly entered onto the ACES 3G Earned Income Screen ~~by WorkFirst Case Planners or financial eligibility staff.~~ Once employment hour data for the ongoing month is entered into ACES 3G [and verified](#):

- The ACES 3G data will be used to report the participant's employment participation, including ~~for federal reporting the Work Participation Rate (WPR), to the federal government.~~
- ACES 3G calculates the average weekly hours of employment and display in eJAS, [that way, all WorkFirst staff including so every WorkFirst partners know know](#) how many employment hours ~~we~~ are [being](#) reporting to the federal government.

8.1.3 Why are employment services important?

~~We use~~ Career Scope services ~~s~~ activities ~~to~~ connect participants to the labor market. ~~We It~~ provides avenues for participants to move toward economic stability as soon as possible. The initial job,

however, may be entry-level, temporary or part-time. This means it is important to connect participants with post-employment services options (reserved for those working 20 hours per week or more) to find or train for better jobs.

8.1.4 How do I verify employment for job starts?

~~There is one circumstance when we don't use TANF prospective budgeting rules. We WorkFirst staff need to must verify employment hours for job starts new jobs before we the hours can count them towards participation. Since TANFAs mentioned in 8.1.2 Where do Employment Hours Come From?, prospective budgeting rules do not require verification when a participant gets a job. WorkFirst staff will be responsible to verify employment hours for job starts. to understand impact to benefits and IRP participation hours.~~

~~If CSD eligibility staff first learn of a new job, they Once a participant starts a new job, eligibility financial staff record wage and hour information, often based on the participant's statement, into ACES 3G. If the participant remains eligible for cash assistance, WorkFirst staff Case Managers will learn about changes in employment hours, including the start of a new job, via their Caseload Management Report (CLMR) Section #7 "Clients Where Employment Hours Have Changed". Once WorkFirst staff learn of the change, we they contact the participant to update their IRP and confirm that the employment hours have been verified. see more in section 8.1.13 Verifying Job Starts - Policy in Practice.~~

~~As you change the IRP If the Case Manager determines the participant started a new job, it's time to update the IRP:~~

- ~~• Determine if the participant has started a new job.~~
- ~~If so, r~~ Review check to see if the verification valid value on the ACES 3G Earned Income screen to see if the valid value is Client Statement CS or Client Estimate CE (both m Meaning staff used a client statement which is not federally countable); If yes:
 - Request verification of the participant's employment hours in the IRP and give/mail the IRP to the participant.
 - Start the sanction process if the participant refuses to bring in provide proof of employment hours.

Once we have verified the employment hours have been verified, the coding in ACES 3G will need to be updated with the correct valid value and to adjust the hours if appropriate. CSD staff can find additional information in the CSD Procedure Manual – Communication to Financial from Social Services for additional information the hours need to be entered into ACES 3G. Financial CSD Eligibility staff entering the employment hours into ACES 3G will adjust wages and hours, as needed, and update the verification valid value on the ACES 3G -Earned Income Screen to affect the ongoing benefit month.

Updating historic employment hours

To record the historical employment hours, **after** employment is verified and the ongoing month is updated, the worker will go back into a minimum of 2 historical months (unless the employment

start date was less than 2 months ago). The worker will update the historical ACES 3G Earned Income screens using:

- The same budgeting method as the ongoing month
- The same number of hours entered in the ongoing month
- Income of \$0.01 - ***Do not enter actual income for the historical months - it is critical that CSD eEligibility you staff must enter \$0.01 to minimize overpayments. Ignore (IG) any BEGs created by entering historical information.***
- Appropriate valid value ([Employer Statement ES](#), [Wage Stub WS](#), [Collateral Contact CC](#) or [Other OT](#))

~~It is important to remember that historical hours can only be entered once verification of employment hours is received.~~

This process ~~will~~ allows the employment hours to count for WorkFirst participation in the historical months.

Reminder: ~~Historical hours can only be entered once verification of employment hours are received.~~

8.1.5 What is acceptable verification of employment hours?

Any source, including verbal, written, and [email-electronic](#) statements, can be used to verify employment hours ~~as long as if~~ it meets the rules for evaluating verification in WAC 388-490-0005, which requires verification to:

- Clearly relate to what the participant is trying to prove.
- Be from a reliable source.
- Be accurate, complete and consistent.

The [Acceptable Forms of Verification Chart](#) in the EAZ Manual has a suggested list of reliable sources of verification for income. ~~We normally use a wage stub to verify employment. You can also use a written or verbal employer statement.~~

When ~~you use using~~ a verbal employer statement, ~~you WorkFirst staff~~ must document in eJAS the participant's employment hour information, as well as the contact's name, title, phone number and the date of contact.

8.1.6 How do we record hours for temporary employment?

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

Temporary employment can be part-time (31 hours or less per week) or full-time (32 hours per week or more). In either case, there is an estimated employment end date of 30 days or less *and* the employer does not consider the participant a permanent full-time or part-time employee.

The ~~EE~~ Employment Security Department (ESD) releases participants from job search to engage in temporary employment. In the past these have been counted as excused absences. However, as long as ~~we verify and document~~ the temporary employment hours ~~are verified and documented~~, ~~they we can count them as will count as~~ employment ~~and used them to help the participant meet the work participation rate~~. Temporary employment hours for federal ~~reporting purposes~~ participation are recorded from the verified employment hours entered onto the ACES 3G Earned Income screen.

At the beginning of each month, ~~the Employment Security Department (ESD)~~ will send to DMS Temporary Employment Tracking Logs listing the verified temporary employment hours for each participant who reported temporary employment for the previous month.

~~DSHS eligibility~~ WorkFirst staff will enter these verified temporary employment hours on the ACES 3G Earned Income screen for the historical month in which the employment occurred using the historical entry of hours method. ~~Only enter income of \$0.01 when entering historical employment hours and ignore any BEGs created by entering historical information.~~

For more information on the historical entry of employment hours, please refer to ~~section 8.1.4~~ WFHB section 8.1.4 *How do I verify employment for job starts?*.

For more information on ESD's temporary employment process, please refer to WFHB section ~~4.1.8~~ *What is Temporary Employment and how is it recorded?*

8.1.12 What is WIOA paid work experience?

~~The Employment Security Department~~ ESD ~~is may~~ authorize ~~ing~~ paid work experience for participants in many areas of the state, funded by Title 1 of the Workforce ~~Investment Innovation and Opportunity~~ Act (WIOA). Participants' WIOA work experience payments ~~will affects will impact both~~ financial eligibility ~~for CSD benefits~~ and ~~count for~~ WorkFirst participation.

~~WIA paid work experience is considered WIA on-the-job training for Basic Food purposes. It is coded on the ACES 3G Earned Income screen with employment code 'WJ'. For more information on budgeting WIA, please refer to the EAZ Manual under Income - Special Types, WAC 388-450-0045(1)(i) and (ii).~~

WIOA paid work experience is considered employment for the purposes of the WorkFirst program ~~and therefore must also be added in ACES 3G~~. WorkFirst staff will code WIOA paid work experience participation under the PT or FT eJAS component code. As employment, there is no FLSA maximum hours for WIOA paid work experience and staff will not need to enter actual hours of participation each month.

8.1.13 Verifying Job Starts - ~~Step-by-step guide~~ Policy in Practice

1. When ~~a Case Manager~~ you learns of a change in employment, ~~they~~ hours:
 - a. Require the participant to complete an IRP, review and update.

~~b.~~ Determine whether the participant has started a new job. If not, the participant does not need to provide proof of employment hours.

~~e.b.~~ If the participant has started a new job, determine whether the income has been coded in ACES 3G Income Screen. and is verified. a CS or CE verification valid value was entered on the participant's ACES 3G Earned Income Screen. If not, the participant does not need to provide proof of employment hours.

c. If the income is not entered into the ACES 3G Income Screen:

I. Follow steps in the CSD Procedure Manual – *Communication to Financial from Social Services* so the income can be coded, **and**,

II. Require the participant to provide proof of employment hours within 10 business days. Add to the participant's IRP "I agree to provide proof of the number of hours I work by [date]." and hand to or mail to the participant.

d. If the ~~participant has started a new job~~ income is coded ~~but~~ the **CS** or **CE** valid value code was used, the new job hours have not been verified. ~~R~~require the participant to provide proof of employment hours within 10 business days. Add to the participant's IRP "I agree to provide proof of the number of hours I work by [date]." and hand to or mail to the participant.

e. Start the sanction process if a participant refuses to provide proof of employment hours as required.

2. ~~If~~ Once the ~~WFPS or WFSSS~~ the Case Manager ~~uses a~~ verifies employment through a verbal employer statement, as proof of employment hours, they must:

~~f.a.~~ Document in eJAS how the hours were verified sending any employment documents to the ECR. If an employer verifies the statement by phone, document:

I. The employment hours information.

II. The name, title and phone number of the contact person. ~~How they verified the hours.~~

III. The date of the contact.

b. Make any needed updates to the employment components and update the IRP, adding any additional stacked activities, see WFHB 3.3.1 *Individual Responsibility Plan and Stacking Activities*.

c. Update the participant's eJAS employment screen

~~g.d.~~ Inform Case Planner to update ACES 3G. CSD staff can find additional information in the CSD Procedure Manual – *Communication to Financial from Social Services for additional information*.

2.3. ~~The~~ ~~WFPS or financial eligibility staff~~ ~~WorkFirst staff~~ updates the ACES 3G Earned Income Screen for the ongoing month and at least two all-historical months ~~(unless the~~

~~employment start date was less than 2 months ago)based on employment start date-only~~
once ~~we have~~*WorkFirst staff have* proof of employment hours, including:

- a. Adjusting wage information, as needed.
- b. Adjusting employment hours, as needed.
- c. Updating the verification valid value to document the type of proof that was obtained.