WORKFIRST DELIVERY AGREEMENT

2023-24 GRANT GUIDELINES

Student Services Department

Washington State Board for Community and Technical Colleges

PO Box 42495

Olympia, WA 98504

SBCTC.edu

The Washington State Board for Community and Technical Colleges reserves the right to make changes to this document due to, but not limited to, federal, state, or local legislation or policy changes.

Deadlines and Milestones

Milestone	Dates (subject to change)
Application available in OGMS	February 10, 2023
Applications due in OGMS	March 16, 2023
Grant start date	July 1, 2023

Grant Contacts

Program Administration Questions & Technical Assistance

Becky Wood
Program Administrator, Student Services
bwood@sbctc.edu
360-704-1837

Program Support & Technical Assistance

Vacant
Integrations Coordinator, Student Services

Policy Oversight Questions

Jennifer Dellinger
Policy Associate, Student Services
jdellinger@sbctc.edu
360-704-3449

eJAS Password Resets

Nanette Angel
Administrative Assistant, Student Services & Research
nangel@sbctc.edu
360-704-4315

Fiscal Policy Questions

Denise Costello
Associate Director, Fiscal Management
dcostello@sbctc.edu
360-704-4344

Budget, Invoicing, & OBIS Questions

Marla Elmquist
Contracts Specialist
melmquist@sbctc.edu
360-704-1075

OGMS, OBIS, & Invoicing Questions

Kari Kauffman
Program Coordinator
kkauffman@sbctc.edu
360-704-1021

Fiscal Program Administration Questions & Technical Assistance

Andrea Schissler
Fiscal Specialist
aschissler@sbctc.edu
360-704-4341

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Overview

Washington State began WorkFirst, the state's Temporary Assistance for Needy Families (TANF) program, in August 1997. The program provides cash grants, medical assistance, welfare-to-work services, and work supports (including subsidized childcare through the Working Connections Child Care program) to eligible TANF families. The goal of WorkFirst is to help TANF families build a pathway that can lead them out of poverty and toward economic security.

With the signing of Engrossed Second Substitute House Bill 3141 on April 1, 2010, Governor Christine Gregoire directed the WorkFirst Subcabinet to "examine how to best meet the challenges for WorkFirst families to obtain employment and achieve family self-sufficiency," and provide a report and plan to implement evidence-based best practices that are sustainable within a block grant program. The Governor challenged the WorkFirst Subcabinet to think anew and to 'reboot' WorkFirst for the 21st century.

The WorkFirst Subcabinet was comprised of the leaders of six state agencies that collaborate to administer the program:

- Department of Commerce (COMMERCE)
- Department of Early Learning (DEL)
- Department of Social and Health Services (DSHS)
- Employment Security Department (ESD)
- Office of Financial Management (OFM)
- State Board for Community and Technical Colleges (SBCTC)

Since this time, there has been an evolution of changes to the WorkFirst Subcabinet. The Subcabinet leadership has transitioned to the Legislative Executive WorkFirst Poverty Reduction Oversight Task Force (LEWPRO). WorkFirst legislation has resulted in the creation of the LEWPRO to help determine program outcomes, accountability measures, and to make program design recommendations to the Governor and Legislature. The WorkFirst Chartbook, compiled by the Office of Financial Management, highlights program outcomes and guides program redesign.

DSHS contracts with the State Board for Community and Technical Colleges to provide services to prepare WorkFirst (TANF) adults for entry into employment. From fiscal year 2002 through fiscal year 2008, the SBCTC subsequently awarded block grants to 34 community and technical colleges to deliver these education and job skills training services. From fiscal year 2009 to the present the SBCTC has administered a WorkFirst Delivery Agreement (WFDA) which continues to incorporate a strong emphasis on local planning and prioritization of services and leveraging resources to create efficiency and meet the needs of the current caseload.

In 2018 through a directive from Governor Inslee, the Poverty Reduction Work Group, (PWRG) was formed. The group was charged with developing a 10-year plan to address poverty and racism in Washington State. To best address the ongoing poverty and inequality in our state, the PRWG membership represented different systems and sectors. Additionally, a Steering Committee was created to lead PRWG work comprised of community voices representing communities in poverty.

The Steering Committee led the PRWG in decision making focused on two key principles:

1) reduce poverty by addressing racism as the epicenter of impoverished communities and

2) incorporate and elevate community voices who experience poverty in decision making and the development of the 10-year plan.

These two groups along with many stakeholders worked together to develop Washington State's 10-year plan now known as Blueprint For A Just and Equitable Future[1]. The plan calls for 8 strategies and 60 recommendations as a guide to addressing poverty and inequality in Washington State[2].

SBCTC WorkFirst Delivery Agreement

The purpose of the WorkFirst Delivery Agreement (WFDA) application is for the existing community and technical college (CTC) WorkFirst training providers to specify the training and support services they will deliver in FY23. To prepare a WorkFirst Delivery Agreement application, providers are encouraged to meet with their Local Planning Area (LPA) partners (DSHS, ESD, Commerce contractors, and others) to gather input on needed training and support services, as well as to develop an inventory of support services provided within the community to leverage toward supporting WorkFirst students.

WFDA approval will be granted to those providers who demonstrate training and support services that 1) are designed to meet the needs of WorkFirst students, 2) verify compliance with all WorkFirst policies and state and federal guidelines, and 3) will be delivered in alignment with the WorkFirst Delivery Agreement principles for increased student achievement and accountability. Provider services offered by applicants will be assessed through their Program Matrix and Budget Narrative as part of the application process.

Application Information

Who May Apply

Applications will be accepted for the 2023-24 WorkFirst Delivery Agreement from Washington's community and technical colleges as defined under RCW 28B.50.030.

How the Provider Applies

Access the 2023-24 WorkFirst Delivery Agreement Grant Application through the Online Grant Management System (OGMS).

If you do not have an account, contact your organization's Security Contact for access; you will also need your Security Contact to give you permission for FY24.

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[1] https://dismantlepovertyinwa.com/wp-content/uploads/2020/12/Final10yearPlan.pdf
[2] https://dismantlepovertyinwa.com/wp-content/uploads/2020/12/FinalExecSummary.pdf

Submit completed grant applications for continuation of funding to the SBCTC through OGMS no later than March 18, 2023 at 11:55 p.m. SBCTC staff is available for assistance until 4:00 p.m. on March 18, 2023.

An OGMS user manual can be found in the How To section of OGMS.

Application Process

Program Mix Evaluation

In preparation for the grant development process, applicants will need to evaluate their current program mix with consideration to the purpose and intent of WorkFirst program outcomes. Elements to consider include:

- Ability to provide stackable non-core or stand-alone core activities to assist parents in meeting participation

- Providing access to services to increase student achievement (i.e. tutors, study labs, computer access)

- Providing access to services to increase economic security (i.e. financial literacy, career services)

- Geographic responsibility, student accessibility and program cost

Collect and evaluate data on your previous enrollment, costs, and number/type of referrals to create your program mix. Meet with your WorkFirst partners to share your evaluation. Develop a proposed program mix, using the matrix template available in OGMS, of offerings informed by 1) previous program outcomes, 2) input from your LPA partners, and 3) your local economy. Share your DRAFT plan with your entire LPA for discussion.

Note: Keep in mind that your program mix should reflect the needs of WorkFirst students, WorkFirst partners and the community.

Participation Design Requirements

The development and implementation of effective policies and procedures to capture and report students' actual hours of participation remains a state and federal requirement. Programs should be designed to enhance a student's ability to meet participation requirements and positively contribute to the WorkFirst partnerships' statewide participation rate.

Examples of WorkFirst education promising practices are:

- Programs that contribute towards maximizing increased student achievement and participation (i.e. full time Vocational Education, I-BEST, or Degree Completion).

- Programs that increase the preparedness of parents to enter employment or increase their wages (i.e. I-BEST, Achieving Tipping Point, part-time work combined with part-time school).

- Increased opportunities for parents to gain competitive employment skills that are useful in the current employment market (Internships, Co-operative training, Work Study) paying

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attention to the contributing role of small business.

- Programs that demonstrate collaboration and promote optimizing available resources (i.e. On the Job Training, Job Connection and Career Development).

Fiscal Accountability Questions

Fiscal accountability questions must be completed in the OGMS. These answers, along with other factors such as monitoring and audits, will help SBCTC determine the fiscal accountability of each grantee.

Assurances

A completed and signed Assurances document must be uploaded to the attachment of your grant application in the OGMS. Ensure a thorough review of the listed requirements as these replace many of the former grant questions and are checked during monitoring visits.

Budget Matrix and Narrative

Describe the level of funding for each eligible WorkFirst activity and category on which you intend to expend grant funds. Provide enough detail to give a clear picture of where and how your funds will be used. Budget revisions can be made during the year. Refer to the FY24 WFDA Fiscal Guidelines and Grant Terms for the budget revision process.

Describe the processes and procedures you will use to develop and manage your WorkFirst grant and the programs and practices you will use to help your students be successful academically and become self-sufficient and resilient. Enough detail should be included to allow a reviewer to be able to understand what you intend to do and how you intend to direct your program during the grant year. It should be a tool you can use as a reference to guide you during the grant year.

WorkFirst Chartbook

As a result of the WorkFirst redesign, the partnership has implemented the WorkFirst Performance Chartbook to evaluate and consider new measures in alignment with program goals. Measures related to the SBCTC providers include:

- Enrollment by Partner Agency (Count 5a),

- Use of Vocational and Postsecondary Education (Count 5c),

- Use of Adult Education, High School Equivalency Preparation, or High School (Count 5e),

- Employment After Services (Targeted Measures 4-7),

- Employment After Vocational or Postsecondary Education (Targeted Measure 5),

- Program Engagement: Enrollment in High School or GED Preparation Activities (Driver Measure 12),

- Program Engagement: Enrollment in Basic Education and ELA (Driver Measure 13),

- Adults in Education Pathway: All Education Codes, Unduplicated (Barometer Measure 28),

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- Basic Education Pathway including Short Term and Life Skills Training (Barometer Measure 29),

- Postsecondary Education Pathway (Barometer Measure 30),

- Hourly Wage After Exiting Vocational and Postsecondary Education (Barometer Measure 38),

- Quarterly Earnings After Exiting Vocational and Postsecondary Education (Barometer Measure 42),

- Hours Worked in the Year After Vocational and Postsecondary Education (Barometer Measure 46),

- Adults Attaining High School Equivalency at Community Colleges (Barometer Measure 50),

- Adults in ELA or Basic Education at Community Colleges with Measurable Skills Gain (Barometer Measure 51),

- Adults in ELA or Basic Education who Transition to Training at Community Colleges (Barometer Measure 52),

- Adults in Vocational Training at Community Colleges with Measurable Skills Gains (Barometer Measure 53),

- Adults Earning Certificates, Degrees or Apprenticeships at Community Colleges (Barometer Measure 54).

These measures are subject to change as the needs of the WorkFirst partnership change. The most current WorkFirst Chartbook is accessible at WorkFirst Performance Measures. The most current WorkFirst Chartbook is accessible at WorkFirst Performance Measures.

The SBCTC Performance Monitoring is intended to promote activities that:

1. promote TANF student achievement and progress towards self-sufficiency, and

2. meet the requirements of the federal TANF block grant for Washington State.

As a member of the WorkFirst partnership, the colleges also share responsibility toward meeting our federal participation targets. A primary factor in this is full-time participation by TANF students in federally countable activities for program participation purposes.

Program Funding

Funding Formula and Funding Policies

The following revised WFDA funding formula and related policies were approved by the College Presidents in January 2018 for implementation in FY19 and beyond:

Base Funding (formerly Student Support Award) - $60,400/provider
Formula Award (based on each provider's pro-rated share for each category):

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- 50% - WorkFirst headcount (prior year)

- 10% - Employment (4 most recent quarters available)

- 10% - Transitions (prior year)

- 20% - Completions (prior year)

- 10% - Progression (prior year)

The base award is intended to ensure the WorkFirst program is available to students at all our colleges by providing funding for the required and essential administrative functions of the program. The amount of the base award is based on a Program Coordinator position with a salary Range of 37 at the Step L annual salary of $41,232 and projected benefits. This does not mean each provider must employ a Program Coordinator to meet student support needs. This position is only identified to establish a base funding level for student support.

Enrollment based on headcount ensures the services are available to each student, regardless of their credit load. Transitions and Progression emphasize the ongoing support staff provide students to ensure their progress toward completion. Completions and Employment are expected deliverables of the WorkFirst program and colleges are accountable to performance outcomes.

Funding Policies

WorkFirst grant funds are awarded based on expected program need and past performance. Funds that are not projected to be used must be returned to SBCTC on a quarterly basis for reallocation based on system need. In order to facilitate this:

- SBCTC will conduct funding surveys during the fiscal year as a means to move undedicated funds to those colleges demonstrating need. Grant recipients are required to complete each funding survey by the designated due date and return any unspent funds.

- SBCTC will share spenddown reports to College WorkFirst Program Administrators quarterly and to each college president annually.

- Grant recipients may submit an email to the SBCTC WorkFirst Program Administrator no later than one week prior to the grant application due date requesting a WorkFirst Delivery Agreement Application with a lower budget total than planning award numbers. Any unaccepted funds will be released to the system during funding surveys based on need.

- Please note, if additional WorkFirst funding is awarded by DSHS after grant applications are completed and grant awards accepted, the SBCTC will apply the funding formula again and allocate the additional funds based on performance metrics. CTCs will have the opportunity to decline part of or all of the increased funding.

Redistribution Policy

Grant recipients are expected to expend their awarded funds by the following timeline and corresponding percentages. Any unspent funds outside of the allowable range will be recalled by SBCTC for distribution to meet system needs. Funding surveys align with Redistribution Policy Deadlines to allow colleges to voluntarily return funds to fall within the allowable range.

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- Through December - 40%

- Through March - 65% (Additional funds received from funding survey requests will not be taken into consideration when reviewing percent expended.)

Take Back Policy

If the actual WorkFirst final grant funds expended at a college fall short of the final award amount by more than 10% for two years in a row, the college is subject to a reduction in grant funds in the next year going forward. The reduction is equal to 75 percent of the difference between the grant amount and the actual grant funds expended in the second consecutive year of missed targets.

Earmarked funds (e.g. WorkFirst Work Study and Student Support Funds) are not included in these calculations. If a grant recipient in a reduction year expends their award within the 10% allowance, they will receive their full award in the following year. Grant recipients in a take back year are permitted to request additional funds during funding surveys, however additional funds are not guaranteed.

Approved Activities for SBCTC Providers

Basic Education for Adults		
GE	High School Equivalency	Classes that help students 20 years of age and older earn a high school equivalency certificate by preparing them for the high school equivalency (HSE) exam (a.k.a. GED). Basic Education is a non-core activity for students 20 years of age and older and must be stacked with at least 20 hours of core activities.
BE	High School Completion/ HS+	Educational coursework preparing students 20 years of age and older to earn a high school diploma. High school completion programs for adult students 20 years old and older. The college will evaluate high school transcripts and advise on the classes needed to complete a diploma at the college. High School+ is a competency-based program for students who are at least 21 years old. This program turns life experience into high school credits. The student can demonstrate their knowledge in several ways, including work, life and military experience. Then, the student will take courses to fill in the gaps and earn a high school diploma. Basic Education is a non-core activity for students 20 years of age and older and must be stacked with at least 20 hours of core activities.

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Basic Education for Adults		
HS	High School Completion/ HS+	Educational coursework preparing students 19 years of age and younger to earn a high school diploma.
		High school completion programs are for adult students 16 years old and older. The college will evaluate high school transcripts and advise on the classes needed to complete a diploma at the college. A high school release form is required for students who are 16, 17 or 18 years old.
		Basic Education is a core activity for those 19 years of age or younger.
ES	ELA	English Language Acquisitions (ELA also known as ESL) courses, all ELA student must be referred to your contractor caseload as indicated by the DSHS case manager: • ELA is coded as ES when it is the student's core activity • ELA is coded as JT when the student has adequate English language skills to be engaged in other activities

Vocational Education		
VE	Vocational Education	Vocational education includes training that leads to a certificate or degree in a specific occupation (including I-BEST).
HW	High Wage/High Demand	Vocational Education courses or programs that lead to a career in a high wage and high demand occupation (including I-BEST). HW/HD is a core activity and counts towards the students 12-month lifetime limit for vocational education and must be approved by SBCTC.
DC	Degree Completion	The last 12 months of a Vocational Education program, not to exceed a Baccalaureate degree that leads to a career in a high wage and high demand occupation. DC is a core activity and counts towards the students 12-month lifetime limit for vocational education and must be approved by SBCTC.

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Vocational Education		
JT	Job Skills Training	Training that enhances a person's employability by providing specific skills that are marketable to employers. • Part-time Vocational Education courses; • Prerequisites and developmental/remedial education required for entry into a Vocational Education program; • Continuing Education courses (self-support) that are job skills-related that do not cost more than the amount of full-time resident tuition for one year. Basic Education for students with a high school diploma or general education degree to increase an individual's basic skills competencies and ability to find work. English Language Acquisition students that are determined by the DSHS case manager to have adequate English Language skills to engage in other activities. JT is a non-core activity and must be stacked with at least 20 hours of core activities.
PE	Customized Job Skills Training	An 8-22 week training program that is customized for specific employers or tied to a specific industry. CJSTs must include industry-specific technical training, be tied to jobs with good labor market demand, and target fields with better than average entry-level wages for your local area. PE is a core activity and counts towards the students 12-month lifetime limit for vocational education.

Life Skills		
LS	Life Skills	Training programs designed to provide individuals with the skills to meet the demands of everyday life and employment. LS is a core activity time-limited to 12 weeks per year.

Work-Based Learning		
PT	WorkFirst Work Study	Work study of 19 hours/week is recognized as a full-time core work activity. Less than 19 hours/week must be stacked with other core activities to equal a full-time core activity.

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Work-Based Learning		
WE	Work Experience	Unpaid work-based learning activities such as internships, externships, practicum, work experiences, job shadowing activities, service learning experiences, and other unpaid work activities, during which an instructor is not present at the work site. Work experience may be classified as a non-core or core activity depending on program requirements (see WorkFirst Handbook 7.5.1 What are Internships and Practicums?) and may be stacked with other core and non-core activities as needed to reach full time participation, while not exceeding the FLSA maximum.

Vocational Education Extension Policy

Effective July 23, 2017, full-time vocational education (VE) opportunities for WorkFirst students may extend up to 24 months. On June 30, 2017 legislation passed allowing these education opportunities to increase from 12-month to 24-month limits for state fiscal year (SFY) 2017-19. This change increases the likelihood of degree/certificate completion, which may lead to a better wage at entry-to-employment and positively impact child and family well-being.

During FY24, Community and Technical Colleges are permitted to extend the student's lifetime 12-month limit in a VE/HW component for up to an additional 12 months if the following criteria are met:

- The college is utilizing the time limit extension within their FY24 WorkFirst allocation

- VE/HW coding is only used with a minimum of 20 component hours

- The student is offered the option of a work-based learning activity that can be stacked with a JT

- The student's VE/HW components are within a single vocational program (the extension is not permitted for changing to a new program of study)

- A current or returning student that has exhausted their 12-month limit may continue toward an uncompleted degree or certificate, but may not begin a new program of study

- The college must develop an extended academic plan identifying prerequisites and core courses by quarter and maintain an up-to-date copy in the student's file. It must include the student's anticipated academic quarter of completion and be updated quarterly and as circumstances change.

- The college completes all required billings and funding surveys by the established deadlines and returns funds projected to be unspent within the fiscal year for redistribution to the system

The college must supply VE extension records in the format provided by SBCTC on a quarterly basis by the following deadlines to bwood@sbctc.edu:

- ·Summer – September 28

- Fall – January 31

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- Winter – April 30

- Spring – July 20

Community and Technical Colleges will determine a student's eligibility for this time limit extension and will include the following information in the Education and Training Worksheets and Client Notes in eJAS:

- a statement of the extension

- identification of vocational program of study

- identification of expected quarter of completion

High Wage, High Demand & Degree Completion Requests

High Wage, High Demand (HW) and Degree Completion (DC) are activities which must be approved by SBCTC which refer to vocational training programs that meet certain wage and labor market requirements, result in a vocational certificate or degree, and which can be completed within 12 months. These HW/DC activities count toward a client's lifetime Vocational Education (VE) limit (12 months). SBCTC approves or denies these requests based on certain criteria outlined in the WorkFirst Handbook. The WorkFirst Handbook also contains the process and form for requesting approval for HW/DC activities. Programs for this training must lead to work that is high wage and in-demand in the residing county. HW/DC Requests and questions may be directed to bwood@sbctc.edu.

WorkFirst Student Eligibility

A WorkFirst student is a parent who is receiving a Temporary Assistance for Needy Families (TANF) grant from DSHS and has been referred to a college by DSHS for education and training. Students must be open on TANF and currently enrolled in classes. International students and students interested in academic transfer degree programs are not eligible for tuition assistance. Please also refer to the WFDA Fiscal Guidelines for student eligibility.

Support Services for Participants

Support Services are transitional by nature and are not an ongoing supplement to the student's grant. Support services are not an entitlement and must be carefully managed.

Note: these funds are different from WorkFirst Student Support Funds and are the minimum supports available to students under the WorkFirst Delivery Agreement.

College Provided	Description	Limitations
Tuition Assistance	WorkFirst can provide assistance with tuition and fees for Adult Basic Education, High School Equivalency, short-term training and eligible Vocational Education programs.	Tuition and fees cannot exceed what would be reasonable and necessary for a non-WorkFirst student.

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College Provided	Description	Limitations
Textbook Assistance	WorkFirst can provide assistance for the cost of required textbooks.	Textbook costs cannot exceed what would be reasonable and necessary for a non-WorkFirst student.
Loaner Laptops	The purchasing and loaning of equipment and services for WorkFirst students as part of a loaner program managed by the college to ensure access to Canvas and online college resources is an allowable expense within the WorkFirst program.	Budget revision may be necessary to allocate funding to appropriate budget categories and activities. When a grant recipient's WorkFirst program no longer has a use for equipment that had an original per unit acquisition cost of $5,000 or more and a useful life in excess of one year, they may be offered to another federal program at the recipient's college at no cost. If the equipment is not needed for another federal program, the grant recipient must contact SBCTC before disposing of the equipment.
WorkFirst Work Study	Colleges are able to approve 1-19 hours/week of work study. Work study of 19 hours/week (WorkFirst, federal or state) is recognized as a full-time core work activity. Less than 19 hours/week must be stacked with other core activities to equal a full-time core activity. WorkFirst work study placements can be on or off campus, at non-profit organizations or at for-profit businesses. It is coded as part-time employment (PT) in eJAS.	WorkFirst work study students must be a current TANF recipient currently enrolled in classes. WorkFirst work study students cannot displace or supplant current employees. WorkFirst work study awards must be issued through a financial aid award system. WorkFirst work study students cannot be placed at non-secular institutions.

Awarding WorkFirst Financial Aid

WorkFirst Financial Aid, also known as Tuition Assistance, is intended to assist WorkFirst (TANF) parents to gain the skills needed to become employed or to advance to exit TANF through wage and skill progression.

Institutions choosing to dedicate WorkFirst Delivery Agreement funds to WorkFirst Financial Aid

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can pay for tuition, required fees, books and Student Supports for any of the approved activities listed for SBCTC providers.

Review the parent's Individual Responsibility Plan (IRP) to verify eligibility for WorkFirst (TANF). Current IRP status must be identified in the student file.

All WorkFirst Tuition Assistance must be awarded through the ctcLink. Colleges must use the established WorkFirst Global Item Types to uniquely identify those awards funded from the DSHS/WorkFirst program.

To give colleges the flexibility to best support their WorkFirst students-effective July 27, 2022, colleges may award WorkFirst BE, LS and VE Books as disbursable to the student or continue to pay the bookstore charges directly. Grant funds used for Tuition and Fees may NOT be given directly to a student.

The following global item type numbers have been reserved for WorkFirst funding.

WorkFirst Global Item Type Numbers: Tuition, Books, Fees and WorkFirst Work Study						
Item Type Number Reserved	Category	Description	Short Desc	Refun-dable	Account Types	CPL (may vary by local CPL options)
912000002000	Tuition and fees	WorkFirst Tuition & Fee BE	WkFrstTFBE	N	FEE,MIS,TUT	WAIVET&F
912000002010	Tuition and fees	WorkFirst Tuition & Fee LS	WkFrstTFLS	N	FEE,MIS,TUT	SBCTCT&F
912000002020	Tuition and fees	WorkFirst Tuition & Fee VE	WkFrstTFVE	N	FEE,MIS,TUT	SBCTCT&F
912000002030	Books	WorkFirst Books BE	WkFrstBkBE	N	FEE, MIS	FBKSTONL
912000002040	Books	WorkFirst Books LS	WkFrstBkLS	N	FEE, MIS	FBKSTONL
912000002050	Books	WorkFirst Books VE	WkFrstBkVE	N	FEE, MIS	FBKSTONL
932000002000	Work Study	WorkFirst Work Study	Wrk1stWS	N		
932000002010	Work Study	WorkFirst WS Off Campus	Wrk1stWSOC	N		

To request these item types be created for your college, please open a Ticket under the following SolarWinds request type: ctcLink Support • Campus Solutions • Student Financials • Item Types.

Work-Based Learning Guidelines

Work-Based Activities within an Educational Component

Work-based activities such as a clinical, where a faculty member or instructor is present and instruction takes place at a work site are to be considered part of the education and training program and coded accordingly. For example, clinical experience during a Nursing Assistant Customized Job Skills Training (CJST) program is to be classified as CJST (PE in eJAS and carried by the college on their caseload).

Unpaid Work-Based Activities

Unpaid work-based learning activities such as internships, externships, practicum, work experiences, job shadowing activities, service learning experiences, and other unpaid work activities, during which an instructor is not present at the work site, are to be considered as Work Experience (WE in eJAS and carried by the college on their case load). It is the institution's responsibility to ensure that the activity and number of hours worked is in accordance with federal law, in particular, the Fair Labor Standards Act (FLSA), and that any required insurance is provided (L&I).

WorkFirst Work Study

Providers may choose to provide WorkFirst Work Study in conjunction with classroom training. This type of work-based learning is paid, subsidized employment (PT in eJAS and carried by the college on their caseload). Please note a WorkFirst student may be enrolled in an immediate future quarter and receive a WorkFirst Work Study award. For example, a student completes WorkFirst program intake in summer quarter and enrolls for fall quarter classes, it is allowable to award this student with a summer quarter WorkFirst Work Study award.

Providers should use their existing work-based learning policies, including federal or state Work Study guidelines, as appropriate, for operating rules to administer WorkFirst Work Study. The exception is that WorkFirst funds pay 100 percent of the wage for Work Study.

In order to be eligible, students must:

1. Enroll in classes, including Vocational, High Wage/High Demand, Customized Job Skills Training, I-BEST, Basic Education, or Skills Enhancement Training, leading to either unsubsidized employment or entrance into education and training programs leading to work

    AND

2. Be a WorkFirst (TANF) recipient currently enrolled in classes.

Work Study (WorkFirst, federal, or state) may be an appropriate activity for WorkFirst (TANF) clients who need work activity to meet their WorkFirst participation requirements so they can access training. Full-time is defined as 32-40 hours of combined training and homework per week. For example, a student participating in 20 hours of core education and training per week may add or "stack" Work Study of 12 hours per week to reach full-time participation. Whenever possible, Work Study jobs should relate to the training and career plans of the students. When establishing Work

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Study positions, institutions must avoid displacement or supplanting of current employees. Placements can be either non-profit or for-profit locations, on campus or off and must be non-secular.

WorkFirst Work Study placement must be documented in the student's file and in the student's eJAS Education and Training Worksheet and client notes on a quarterly basis showing, at minimum, the student's employment start and end dates, their worksite placement, their hourly wage, and the number of regularly scheduled hours of work per week. All WorkFirst Work Study must be awarded through the financial aid system. Work Study is subsidized paid employment not to exceed 19 hours per week, preferably in a job that enhances the student's employability.

In order for students to be counted correctly for WorkFirst Work Study, the codes must be entered and cross-walked correctly in the financial aid database (FAICCS). There is college-assigned award code for the different types of financial aid. These codes vary from college to college. The award status for WorkFirst Work Study should be 2. The college-assigned award code must be cross-walked with the SBCTC Standard Award Code for Work First Work Study, 94.

Paid Sick Leave for Employees under Minimum Wage Act

Effective January 1, 2018, paid sick leave for all workers who meet the definition of "employee" as defined in the Minimum Wage Act, Chapter 49.46 RCW are eligible to receive paid sick leave in the amount of 1 hour for every 40 hours worked.

WorkFirst Work Study students meet the definition of "employee" as defined in RCW 49.64 and therefore the following criteria applies:

- Student employees will not serve a 90-day wait period before accessing accrued sick leave[3]

- Student employees must accrue paid sick leave at a minimum rate of 1 hour for every 40 hours worked, this time will accrue in quarter hour increments and accrues continuously based on all hours worked[4]

- There is no cap for paid sick leave accrual, however, sick leave in excess of 40 hours will be eliminated on December 31 each year, unpaid sick leave of 40 hours or less will be carried over to the next year[5]

  Funds cannot be expended until sick leave is taken/used by the employee[6]
- Example: sick leave taken the first week of February would need to be reported in the time and leave system for that pay period (Pay Period is 2/1 - 2/15, sick leave used on 2/5 would be reported in their time and leave for that pay period)

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[3] SBCTC Human Resources Policy, 2018
[4] Washington State Labor and Industries Policy, 2018
[5] SBCTC Human Resources Policy, 2018
[6] SBCTC Human Resources Policy, 2018

- For a sick leave absence exceeding 3 consecutive days, an employer may require verification that use of paid sick leave is for authorized purposes as per RCW 49.46.210 (1)(b) and (c) [7]

- Note of clarification: sick leave accumulating to 3 consecutive days must be utilized before requiring verification from employee under the L&I policy. WorkFirst attendance policies still apply.

- Sick leave accrued under Initiative 1433 does not have a cash value at the time of separation

- Colleges must retain accrued sick leave balance at time of separation for 12 months following termination of employment [8]

- If a student employee is rehired within 12 months of separation, the employer must reinstate previous accrued paid sick leave balance from the previous period of employment [9]

- College districts must adopt or amend existing leave policies/procedures to address issues related to sick leave accrual/usage for student workers. [10]

Although, Federal Financial Aid program funds cannot be used to pay sick leave, WorkFirst Delivery Agreement Funds may be used. WorkFirst program staff should work with their human resources and business office staff to create policies and procedures for tracking and paying sick leave. The expenditure of WorkFirst funds for WorkFirst Work Study sick leave is allowable if it meets your local college policies.

Local Ordinance

Seattle, SeaTac, and Tacoma Colleges may be impacted by local ordinances offering more favorable sick leave accruals and minimum wages.

WorkFirst Work Study Quarterly Reports

Programs participating in the WorkFirst Work Study program must submit a quarterly report developed by the SBCTC to the WorkFirst Program Administrator at bwood@sbctc.edu via the new encrypted email process. The quarterly report template is accessible in the Student Support Programs Canvas Community. Questions related to WorkFirst Work Study Quarterly Reports may be directed to bwood@sbctc.edu.

The college must supply WorkFirst Work Study records in the format provided by SBCTC on a quarterly basis by the following deadlines:

- Summer – September 28

- Fall – January 31

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[7] Washington State Labor and Industries Policy, 2018
[8] Combined SBCTC and L&I Policy, 2018
[9] Washington State Labor and Industries Policy, 2018
[10] Washington State Labor and Industries Policy, 2018

- Winter – April 30

- Spring – July 20

WorkFirst Student Support Funds

Eligibility

A WorkFirst student is a parent who is receiving a Temporary Assistance for Needy Families (TANF) grant from DSHS and has been referred to a college by DSHS for education and training. Students must be open on TANF and currently enrolled in classes or registered for classes in the upcoming quarter. Review the parent's Individual Responsibility Plan (IRP) to verify eligibility for WorkFirst (TANF). Current IRP status must be identified in student files.

International students and students interested in academic transfer degree programs are not eligible for student support funds. Please also refer to the WFDA Fiscal Guidelines for student eligibility.

Student Support Funds Policies

WorkFirst Student Support Funds will not be part of the WorkFirst Funding Formula and not subject to take back policy, however, the following funding and redistribution policies will apply.

Funding Policies

Funds that are not projected to be used must be returned to SBCTC on a quarterly basis for reallocation based on system need. In order to facilitate this:

- SBCTC will conduct funding surveys during the fiscal year as a means to move undedicated funds to those colleges demonstrating need. Grant recipients are required to complete each funding survey by the designated due date and return any unspent funds.

Redistribution Policy

Grant recipients are expected to expend their awarded funds by the following timeline and corresponding percentages. Any unspent funds outside of the allowable range will be recalled by SBCTC for distribution to meet system needs.

- Through December - 40%

- Through March - 65%

- Through June – 100%

Additional funds received from funding survey requests will not be taken into consideration when reviewing percent of funds expended.

Student Support Funds for Participants

Student Support Funds

Student Support Funds are transitional by nature and not intended to be an ongoing supplement to other funding sources. These funds are not an entitlement and are designed to meet the needs of parents to support ongoing participation and engagement in required WorkFirst activities

The funds must be carefully managed. Student Support Funds available to the system total $1,100,000 for state fiscal year 2024.

There is a maximum of $5,000 per student per program year that can be awarded across all WorkFirst contractors and DSHS WorkFirst services.

Take note of suggested limits for each category in the table below. The suggested amounts are the average cost of support funds; however, vendors and other factors may increase or decrease the cost in your service area. Additionally, please refer to the Support Services Directory list suggested use and dollar limits for each service.

Costs per support cannot exceed what would be reasonable and necessary for a non-WorkFirst student. All other sources of payment should be considered first before expending WorkFirst Student Support Funds.

Exemption to the Rule (ETR) can be requested for providing supports that are not specifically outlined in the DSHS Support Services Directory or are the same type of support already received. To request an ETR please email Becky Wood at bwood@sbctc.edu via the encrypted email process with the following information:

- Student Name

- eJAS ID Number

- Type of Support Needed

- Amount of Support Requested

- Time Frame for Support (i.e. a single quarter, a year, etc.)

- Justification for Support Requested

College Provided	Description	Suggested Funding Limits Per Student
Tools	WorkFirst can provide assistance tools/kits and supplies required for a student's program and or activity.	$300 per request

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College Provided	Description	Suggested Funding Limits Per Student
Clothing	WorkFirst can provide assistance for the cost of required uniforms/specialized clothing, PPE. Also, to include clothing to seek and maintain employment or participate in a work-like activity.	$300 per request for required clothing and $75-$150 for employment clothing
Transportation	WorkFirst can provide assistance for the cost of a bus pass, van pool, train, ferry, and gas cards to help the student get to and from their required activity. Included in this category is car repair and license and fees, such as vehicle licensing plates/tabs, fees for establishment/reestablishment of driver's license, emissions testing and title transfer. Repairs must have at minimum two estimates from a licensed automobile mechanic. Estimates must itemize all repairs and costs necessary Please see the WorkFirst Student Support Fiscal Guidelines for requirements for each.	$200 per program year for licensing and fees, $250-$500 per program year for car repair, $150 per month for transportation
Testing	WorkFirst can provide assistance for the cost of literacy, aptitude, skills proficiency, credential testing and certifications.	$250-$300 per request
Medical	WorkFirst can provide assistance for the cost of medical exams/services necessary to accept employment or participate in WorkFirst activities that are not covered by Apple Health. May include (but not limited to): doctors' visits, counseling, and exams. *note that counseling does not count towards the annual limit.	$150 per exam
Personal Hygiene	WorkFirst can provide assistance for the cost of items reasonably needed by the student to maintain personal appearance and grooming. Such items include: haircuts, soap, shampoo, toothpaste, mouthwash, deodorant, shaving supplies, feminine hygiene products, makeup, laundry supplies, hair color, and cleaning supplies.	$50 per request for haircuts and $100 per request for other items

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College Provided	Description	Suggested Funding Limits Per Student
Emergency Costs	WorkFirst can provide assistance for the cost of internet services (fees for set up and or maintenance of internet), computer equipment (mouse, cords, USB drives, etc. If no other resources exist computers and laptops may be purchased for the student), and diapers/pull-ups, wipes, creams and ointments for a child to attend daycare so the parent can participate in required activities.	$75 per month/per child, $500 per program year for computer equipment, and $300 per program year for internet services

Awarding Student Support Funds

Student Support funds are intended to assist WorkFirst (TANF) parents to gain the skills needed to become employed or to advance to exit TANF through wage and skill progression.

Institutions choosing to dedicate WorkFirst Student Support funds to better prepare students for success can pay for Student Support Services for any of the approved activities listed for SBCTC providers.

All Student Supports funds must be awarded through ctcLink. Colleges must use the established WorkFirst Student Support global item types to uniquely identify awards funded from the DSHS/WorkFirst Student Support program.

The following global item type numbers have been reserved for WorkFirst Student Support funds. Item types with "ND" in the description are placeholders for FA tracking outside student supports – these item types do not disburse to the customer account and are used when the award needs to be reflected on a financial aid award for a student, but the method of payment is not through the Financial Aid office (i.e. AP Check or PCard). This way the award can be reflected on the students Financial Aid award without paying to the student account.

To request these item types be created for your college, please open a Ticket under the following SolarWinds request type: ctcLink Support • Campus Solutions • Student Financials • Item Types.

WorkFirst Global Item Type Numbers: Student Support						
Item Type Number Reserved	Category	Description	Short Desc	Refund-able	Account Types	CPL (may vary by local CPL options)
912000002060	Clothing	WorkFirst Clothing	WkFrstClth	Y	FEE, MIS	FMISCFEE

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WorkFirst Global Item Type Numbers: Student Support

Item Type Number Reserved	Category	Description	Short Desc	Refund-able	Account Types	CPL (may vary by local CPL options)
912000002070	Clothing Non Disb	WorkFirst Clothing ND	Wrk1ClthND	N	TUT	
912000002080	Emergency Costs	WorkFirst Emergency	WkFrstEmrg	Y	FEE	FMISCFEE
912000002090	Emergency Costs Non Disb	WorkFirst Emergency ND	W1stEmrgND	N	TUT	
912000002100	Medical	WorkFirst Medical	WrkFrstMed	Y	FEE	HLTHCARE
912000002110	Medical Non Disb	WorkFirst Medical ND	Wk1stMedND	N	TUT	
912000002120	Personal Hygiene	WorkFirst Personal	Wrk1stPers	Y	FEE	FMISCFEE
912000002130	Personal Hygiene Non Disb	WorkFirst Personal ND	W1stPersND	N	TUT	
912000002140	Testing	WorkFirst Testing	Wrk1stTest	Y	FEE	FMISCFEE
912000002150	Testing Non Disb	WorkFirst Testing ND	W1stTestND	N	TUT	
912000002160	Tools & Supplies	WorkFirst Tools	Wrk1stTool	Y	FEE	FMISCFEE
912000002170	Tools & Supplies Non Disb	WorkFirst Tools ND	W1stToolND	N	TUT	
912000002180	Transport-ation	WorkFirst Transportation	Wrk1stTran	Y	FEE, MIS	TRNSPORT

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WorkFirst Global Item Type Numbers: Student Support						
Item Type Number Reserved	Category	Description	Short Desc	Refund-able	Account Types	CPL (may vary by local CPL options)
912000002190	Transport-ation Non Disb	WorkFirst Transportation ND	Wk1TransND	N	TUT	

International students and students interested in academic transfer degree programs are not eligible for student support funds. Please also refer to the WFDA Fiscal Guidelines for student eligibility.

Student Support Funds Documentation and Reporting

In order to qualify for WorkFirst Student Support funds, each institution receiving WorkFirst Delivery Agreement funding must comply with the federal requirements for supervising, documenting, reporting, and verifying participation by WorkFirst (TANF) students in WorkFirst activities using the eJAS system.

- Colleges administering the Student Support Funds are required to manage these funds carefully to ensure duplication of supports doesn't occur. All other funding sources must be exhausted before using WorkFirst Student Support Funds.

Before awarding Student Support Funds, you must:

- Verify student's eligibility and IRP status

- Check eJAS to ensure the student has not previously received the same support they are requesting from another provider

Documentation in eJAS

In effort to avoid duplication of services, college staff must document in eJAS when a student receives Student Support Funds from the WorkFirst program. Effective the start of Spring quarter 2023, Student Support Funds must be recorded in eJAS using the College Support Services screen. In the event a Student Support Funds request must be denied, a case note must be entered.

All student support services requested, issued, or denied must be documented with justification in the eJAS case notes for the student. Noting the award via the college Support Services screen will automatically generate a case note.

Example: Jason requested and received $100 for a gas card on 9/15/2021 for winter quarter. This support will help Jason get to and from his classes on campus.

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Example: Claire requested and was denied tools for her educational program as WorkFirst does not have the funding to support this request.

Student Management System Coding, Verification, And Reporting Guidelines

WorkFirst Coding

All WorkFirst students must be designated with a specific WorkFirst code in order to track them for college performance and system accountability. This coding must be completed each quarter the student is enrolled.

Coding Values

Below is a listing of the valid WorkFirst WORK_ATTND codes:

Student Attribute "SWRF" Value	Description
SF06	Life Skills: WorkFirst student enrolled for training or education that provides an individual with the skills to meet the demands of everyday life and employment. Life Skills is a time-limited core activity.
SF01	Customized Job Skills Training (PE component): WorkFirst student not employed, or employed less than 20 hrs. per week and enrolled in a Customized Jobs Skills Training (CJST) program at the time of registration. A valid vocational Educational Program Code (EPC) for a specific occupational field is required. CJST is a time-limited core activity.
SF02	Vocational Education: WorkFirst student registering I-BEST, high wage/high demand (HWHD), a qualified full-time vocational education program. The student must be enrolled in at least 10 college level credits in the 1st quarter. A valid vocational Educational Program Code (EPC) for a specific occupational field is required. Vocational education is a time-limited core activity.
SF03	Job Skills Training: WorkFirst student registering in wage progression, vocational education, or prerequisites for a specific field of study (ex. nursing) and participating in a minimum of 20 hours per week (or its equivalent) or more in work or a work-like activity. A valid vocational

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Student Attribute "SWRF" Value	Description
	Educational Program Code (EPC) for a specific occupational field is required.
	Job Skills Training is not a core activity.
SF05	Basic and Developmental Education: WorkFirst student attending without immediate job placement goal. Includes: General prerequisites not intended for designated field of study (ex. English 101), Developmental/Remediation Education required for entry into a CJST, HWHD, or Vocational Education program, Basic Education, ELA, High School Completion, High School Equivalency, HS+.
	Basic and Development Education is not a core activity.

Verifying Coding Quarterly

With an increased emphasis on accountability and performance, it is essential that College WorkFirst Program Administrators verify their institution's quarterly data before it is collected by the SBCTC. For accurate reporting and performance measurements work with campus registrars for quarterly reporting dates and timelines. Each quarter, the SBCTC (or data warehouse) will provide Colleges the previous quarter's outcome data. These reports are deemed official and final.

Student Achievement Data

The SBCTC will continue to monitor increased I-BEST enrollments, student achievement, new student enrollments, student retention and transitioning from Pre-college to Vocational Training. Student Achievement Data is based on Student Achievement Initiative Points. Data is collected for students enrolled in a community and technical college during the academic year coded with valid ctcLink Student Attribute "SWRF" Values as listed in the above table..

WorkFirst Program Compliance

In addition to requirements identified in the WFDA Plan Guidance and Fiscal Guidance documents, compliance with all DSHS policies and procedures as outlined in WorkFirst Handbook is also required.

WorkFirst Policy and Procedure Manual

WorkFirst providers must develop and maintain a local policy and procedure manual for their program to ensure services are maintained and grant requirements are met in the absence of, or change in, staffing.

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Policy and procedure manuals should include two sections; one for student services and another for administration. Procedures should include step-by-step instructions on how to carry out each duty.

Please refer to Appendix B for SBCTC Table of Contents Guide.

Local Planning Area Participation

Participation in the WorkFirst Local Planning Area (LPA) representing the provider's service area is required and collaboration with other WorkFirst providers is expected.

Student Participation

In order to qualify for WorkFirst funding, each institution receiving WorkFirst Delivery Agreement funding must comply with the federal requirements for supervising, documenting, reporting, and verifying participation by WorkFirst (TANF) students in WorkFirst activities using the eJAS system.

Daily supervision of activities is required. Participation is to be documented monthly and must be reported by the 10th day of the following month. Excused and unexcused absences must also be reported according to policy identified in the WorkFirst Handbook including Immediate Notifications in eJAS for:

- Not maintaining satisfactory progress

- Failure to participate as required

- 2 or more excused or unexcused absences in a month

Absences can be made up, or participation hours banked when absences are anticipated. Reporting of this information is done through the Department of Social and Health Services technology eJAS system. Institutions must also comply with verification procedures established by the federal government. The terms and conditions of these requirements are subject to change in the event of additional federal requirements/determinations or new requirements in the WorkFirst contract between the State Board for Community and Technical Colleges and the Department of Social and Health Services.

WorkFirst Validation Reviews

The WorkFirst Validation Review Team within the DSHS Division of Program Integrity (DPI) typically requests attendance documentation on a monthly basis to conduct a verification of participation hours entered into eJAS by the colleges. The WorkFirst Program Administrator receives the request from DSHS which includes a randomly selected list of clients from CTCs across the system. Not all CTCs are included on each request. Upon receiving the request from DSHS, the contacts the CTCs individually via encrypted email to make the request for attendance documentation. CTCs must submit the requested documentation to the SBCTC via encrypted email who then reviews the documentation, consolidates and tracks it, follows up as needed, and ultimately submits the documentation to DSHS on the colleges' behalf. The DPI Team reviews the documentation to verify the participation hours that were entered by the college in eJAS. Questions about WorkFirst Validation Reviews may be directed to bwood@sbctc.edu.

Education and Training Plans

In addition to requirements identified in the WorkFirst Handbook, the Education and Training Worksheet must be completed and updated each quarter with:

- Current IRP approval status and appropriate component

- Training Options

- Student's Program of Study anticipated start and end dates

- Program of Study, current quarter, courses, credits, total participation hours, credits completed, satisfactory progress, and any educational milestones completed within the given quarter

- Work Study employment start and end dates, student's worksite placement, student's hourly wage, and the number of regularly scheduled hours of work per week

- Vocational Education statement of the extension

- Vocational Education program of study

- Vocational Education extension expected quarter of completion

Student Files

An individual case file must be maintained for each WorkFirst student. In addition to requirements identified in the WorkFirst Handbook, the following documentation must be in each student case file:

- Program Application (Intake form)

- DSHS Consent form 14-012(x) completed and signed by each student

- Up-to-date long-term Academic Plans for ALL students

  - An academic plan, which identifies long-term academic goals and intermediate steps and sequences to reach these goals, must be updated quarterly and as circumstances change. It is the goal for all WF students to have an up-to-date academic plan, however SBCTC is aware that colleges are transitioning to Guided Pathways and ctclink and that at times there may be a delay in acquiring academic plans and getting an updated plan in a timely manner. If an up-to-date academic plan is unavailable, alternate documentation may be used. This documentation should identify long term goals including employment goal and expected graduation date. The documentation should include what has been taken in the past and what the student is registered for in the current quarter. It should have a way to indicate whether classes were passed to show progression.

Examples of documentation that would meet this requirement:

  - Academic Plan(preferred)

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- The Advisement Report from ctclink (BEdA students Grade reports can be used), with the Scope and Sequence from the Program with projected graduation date indicated (okay to hand-write)

- The sample plan in Appendix B

- Any other combination of documentation that meets the requirements in the checklist

- Attendance records signed by appropriate staff at least every two weeks

- Documentation of verified actual hours including supervised hours, missed hours due to excused absences, unexcused absences and holidays

- Expected unsupervised homework hours as documented on the WorkFirst Homework Calculator Tool (or the standard DSHS Weekly Attendance Sheet)

Alternate Attendance Forms

WorkFirst providers must submit Alternate Attendance forms (any form other than the standard DSHS Approved Weekly Attendance Sheet) in OGMS with each funding year grant application. The forms are submitted as an OGMS attachment. All Alternate Attendance forms must meet requirements stipulated in the WorkFirst Weekly Attendance Form—Minimum Requirements document located in OGMS tab "Grant Info". WorkFirst staff will approve or deny submitted Alternate Attendance forms and post decision results in the Feedback tab of OGMS. A WorkFirst provider is considered out of compliance if utilizing an unapproved Alternate Attendance form. Maintaining electronic files is permitted, however, hard copies must be produced upon request for monitoring and audit purposes.

Disclaimer

SBCTC reserves the right to refrain from granting to any or all applicants. Additionally, SBCTC reserves the right to add additional grant requirements to applicants meeting minimum criteria to receive funds but that are deemed to be higher risk grantees. Additional requirements may include, but are not limited to, additional reporting requirements or additional monitoring to assess the applicant's ability to adhere to grant requirements. Any additional requirements will be outlined for individual applicants prior to applicants accepting any resulting grant funding.

Compliance with Applicable Laws

- Omnibus Crime Control and Safe Streets Act of 1968

- Title VI of the Civil Rights Act of 1964

- Section 504 of the Rehabilitation Act of 1973

- Title II of the Americans with Disabilities Act of 1975

- Title IX of the Education Amendments of 1972

- The Age Discrimination Act of 1975

The Department of Justice Non-Discrimination Regulation:

- [28 C.F. R. Part 42, Subparts C.D.E. and G](#)

- [28 C.F.R. Part 35](#)

- [28 C.F.R. Part 39](#)

Confidentiality and Records

Maintaining Confidentiality

Confidential information must not be used, published, transferred, sold or otherwise disclosed. When transmitting any confidential information [secure email](#) MUST be used.

Notice of Non-Disclosure

All employees with access to client information must have an up-to-date Confidential Information, Fraud and Abuse form (DSHS 03-374E - Rev. 11/2014). Employees that require access to eJAS must also complete the request for access at the bottom of this form. This form must be updated for each employee in September of each grant year and sent to the SBCTC.

Maintenance of Records

All records and other materials relevant to this grant shall be retained for six (6) years after the grant ends, or six (6) years after any audit.

Securing Confidential Information

- Only authorized staff are allowed access to confidential information

- Computers, documents or other media containing confidential information are secured

- Ensure security of faxed confidential information (confirm #, communicate with recipient, verify receipt)

- Paper documents containing confidential information are transported using a Trusted System

- Electronic confidential information is either encrypted or shared through a Trusted System

- (Refer to the Data Security section for further details)

Notification of Compromise or Potential Compromise

A compromise or potential compromise of confidential information must be reported to the SBCTC within one business day of discovery.

Fraud Reporting

Any knowledge of welfare fraud must be reported to DSHS by calling 1-800-562-6906 or online [here.](#)

The DSHS fraud reporting number must be posted in staff offices for ease of access by staff and employees.

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Appendix A: Data Security Requirements

The following are requirements for SBCTC Subcontractors & Subgrantees as determined in Special Terms and Conditions Exhibit A- Data Security Requirements of the contract between the Department of Social and Health Services and the State Board for Community and Technical Colleges.

Definitions

The words and phrases listed below, as used in this Exhibit, shall each have the following definitions:

1. "AES" means the Advanced Encryption Standard, a specification of Federal Information Processing Standards Publications for the encryption of electronic data issued by the National Institute of Standards and Technology.

2. "Authorized Users(s)" means an individual or individuals with a business need to access DSHS Confidential Information, and who has or have been authorized to do so.

3. "Business Associate Agreement" means an agreement between DSHS and a contractor who is receiving Data covered under the Privacy and Security Rules of the Health Insurance Portability and Accountability Act of 1996. The agreement establishes permitted and required uses and disclosures of protected health information (PHI) in accordance with HIPAA requirements and provides obligations for business associates to safeguard the information.

4. "Category 4 Data" is data that is confidential and requires special handling due to statutes or regulations that require especially strict protection of the data and from which especially serious consequences may arise in the event of any compromise of such data. Data classified as Category 4 includes but is not limited to data protected by: the Health Insurance Portability and Accountability Act (HIPAA), Pub. L. 104-191 as amended by the Health Information Technology for Economic and Clinical Health Act of 2009 (HITECH), 45 CFR Parts 160 and 164; the Family Educational Rights and Privacy Act (FERPA), 20 U.S.C. §1232g; 34 CFR Part 99; Internal Revenue Service Publication 1075; Substance Abuse and Mental Health Services Administration regulations on Confidentiality of Alcohol and Drug Abuse Patient Records, 42 CFR Part 2; and/or Criminal Justice Information Services, 28 CFR Part 20.

5. "Cloud" means data storage on servers hosted by an entity other than the Contractor and on a network outside the control of the Contractor. Physical storage of data in the cloud typically spans multiple servers and often multiple locations. Cloud storage can be divided between consumer grade storage for personal files and enterprise grade for companies and governmental entities. Examples of consumer grade storage would include iTunes, Dropbox, Box.com, and many other entities. Enterprise cloud vendors include Microsoft Azure, Amazon Web Services, and Rackspace.

6. "Encrypt" means to encode Confidential Information into a format that can only be read by those possessing a "key"; a password, digital certificate or other mechanism available only to authorized users. Encryption must use a key length of at least 256 bits for symmetric keys, or 2048 bits for asymmetric keys. When a symmetric key is used, the Advanced Encryption Standard (AES) must be used if available.

7. "FedRAMP" means the [Federal Risk and Authorization Management Program](#), which is an assessment and authorization process that federal government agencies have been directed to use to ensure security is in place when accessing Cloud computing products and services.

8. "Hardened Password" means a string of at least eight characters containing at least three of the following four character classes: Uppercase alphabetic, lowercase alphabetic, numeral, and special characters such as an asterisk, ampersand, or exclamation point.

9. "Mobile Device" means a computing device, typically smaller than a notebook, which runs a mobile operating system, such as iOS, Android, or Windows Phone. Mobile Devices include smart phones, most tablets, and other form factors.

10. "Multi-factor Authentication" means controlling access to computers and other IT resources by requiring two or more pieces of evidence that the user is who they claim to be. These pieces of evidence consist of something the user knows, such as a password or PIN; something the user has such as a key card, smart card, or physical token; and something the user is, a biometric identifier such as a fingerprint, facial scan, or retinal scan. "PIN" means a personal identification number, a series of numbers which act as a password for a device. Since PINs are typically only four to six characters, PINs are usually used in conjunction with another factor of authentication, such as a fingerprint.

11. "Portable Device" means any computing device with a small form factor, designed to be transported from place to place. Portable devices are primarily battery powered devices with base computing resources in the form of a processor, memory, storage, and network access. Examples include, but are not limited to, mobile phones, tablets, and laptops. Mobile Device is a subset of Portable Device.

12. "Portable Media" means any machine readable media that may routinely be stored or moved independently of computing devices. Examples include magnetic tapes, optical discs (CDs or DVDs), flash memory (thumb drive) devices, external hard drives, and internal hard drives that have been removed from a computing device.

13. "Secure Area" means an area to which only authorized representatives of the entity possessing the Confidential Information have access, and access is controlled through use of a key, card key, combination lock, or comparable mechanism. Secure Areas may include buildings, rooms or locked storage containers (such as a filing cabinet or desk drawer) within a room, as long as access to the Confidential Information is not available to unauthorized personnel. In otherwise Secure Areas, such as an office with restricted access, the Data must be secured in such a way as to prevent access by non-authorized staff such as janitorial or facility security staff, when authorized Contractor staff are not present to ensure that non-authorized staff cannot access it.

14. "Trusted Network" means a network operated and maintained by the Contractor, which includes security controls sufficient to protect DSHS Data on that network. Controls would include a firewall between any other networks, access control lists on networking devices such as routers and switches, and other such mechanisms which protect the confidentiality, integrity, and availability of the Data.

15. "Unique User ID" means a string of characters that identifies a specific user and which, in conjunction with a password, passphrase or other mechanism, authenticates a user to an information system.

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Authority

The security requirements described in this document reflect the applicable requirements of Standard 141.10 of the Office of the Chief Information Officer for the state of Washington, and of the DSHS Information Security Policy and Standards Manual. Reference material related to these requirements can be found here, which is a site developed by the DSHS Information Security Office and hosted by DSHS Central Contracts and Legal Services.

Administrative Controls

The Contractor must have the following controls in place:

1. A documented security policy governing the secure use of its computer network and systems, and which defines sanctions that may be applied to Contractor staff for violating that policy.

2. If the Data shared under this agreement is classified as Category 4, the Contractor must be aware of and compliant with the applicable legal or regulatory requirements for that Category 4 Data.

3. If Confidential Information shared under this agreement is classified as Category 4, the Contractor must have a documented risk assessment for the system(s) housing the Category 4 Data.

Authorization, Authentication, and Access

In order to ensure that access to the Data is limited to authorized staff, the Contractor must:

1. Have documented policies and procedures governing access to systems with the shared Data.

2. Restrict access through administrative, physical, and technical controls to authorized staff.

3. Ensure that user accounts are unique and that any given user account logon ID and password combination is known only to the one employee to whom that account is assigned. For purposes of non-repudiation, it must always be possible to determine which employee performed a given action on a system housing the Data based solely on the logon ID used to perform the action.

4. Ensure that only authorized users are capable of accessing the Data.

5. Ensure that an employee's access to the Data is removed immediately:

   A. Upon suspected compromise of the user credentials.

   B. When their employment, or the contract under which the Data is made available to them, is terminated.

   C. When they no longer need access to the Data to fulfill the requirements of the contract.

6. Have a process to periodically review and verify that only authorized users have access to systems containing DSHS Confidential Information.

7. When accessing the Data from within the Contractor's network (the Data stays within the

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Contractor's network at all times), enforce password and logon requirements for users within the Contractor's network, including:

    A. A minimum length of 8 characters, and containing at least three of the following character classes: uppercase letters, lowercase letters, numerals, and special characters such as an asterisk, ampersand, or exclamation point.

    B. That a password does not contain a user's name, logon ID, or any form of their full name.

    C. That a password does not consist of a single dictionary word. A password may be formed as a passphrase which consists of multiple dictionary words.

    D. That passwords are significantly different from the previous four passwords. Passwords that increment by simply adding a number are not considered significantly different.

8. When accessing Confidential Information from an external location (the Data will traverse the Internet or otherwise travel outside the Contractor's network), mitigate risk and enforce password and logon requirements for users by employing measures including:

    A. Ensuring mitigations applied to the system don't allow end-user modification.

    B. Not allowing the use of dial-up connections.

    C. Using industry standard protocols and solutions for remote access. Examples would include RADIUS and Citrix.

    D. Encrypting all remote access traffic from the external workstation to Trusted Network or to a component within the Trusted Network. The traffic must be encrypted at all times while traversing any network, including the Internet, which is not a Trusted Network.

    E. Ensuring that the remote access system prompts for re-authentication or performs automated session termination after no more than 30 minutes of inactivity.

    F. Ensuring use of Multi-factor Authentication to connect from the external end point to the internal end point.

9. Passwords or PIN codes may meet a lesser standard if used in conjunction with another authentication mechanism, such as a biometric (fingerprint, face recognition, iris scan) or token (software, hardware, smart card, etc.) in that case:

    A. The PIN or password must be at least 5 letters or numbers when used in conjunction with at least one other authentication factor

    B. Must not be comprised of all the same letter or number (11111, 22222, aaaaa, would not be acceptable)

    C. Must not contain a "run" of three or more consecutive numbers (12398, 98743 would not be acceptable)

10. If the contract specifically allows for the storage of Confidential Information on a Mobile Device, passcodes used on the device must:

    A. Be a minimum of six alphanumeric characters.

    B. Contain at least three unique character classes (upper case, lower case, letter,

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number).

    C. Not contain more than a three consecutive character run. Passcodes consisting of 12345, or abcd12 would not be acceptable.

11. Render the device unusable after a maximum of 10 failed logon attempts.

Protection of Data

The Contractor agrees to store Data on one or more of the following media and protect the Data as described:

Hard disk drives

For Data stored on local workstation hard disks, access to the Data will be restricted to Authorized User(s) by requiring logon to the local workstation using a Unique User ID and Hardened Password or other authentication mechanisms which provide equal or greater security, such as biometrics or smart cards.

Network server disks

For Data stored on hard disks mounted on network servers and made available through shared folders, access to the Data will be restricted to Authorized Users through the use of access control lists which will grant access only after the Authorized User has authenticated to the network using a Unique User ID and Hardened Password or other authentication mechanisms which provide equal or greater security, such as biometrics or smart cards. Data on disks mounted to such servers must be located in an area which is accessible only to authorized personnel, with access controlled through use of a key, card key, combination lock, or comparable mechanism.

For DSHS Confidential Information stored on these disks, deleting unneeded Data is sufficient as long as the disks remain in a Secure Area and otherwise meet the requirements listed in the above paragraph. Destruction of the Data, as outlined below in Section 8 Data Disposition, may be deferred until the disks are retired, replaced, or otherwise taken out of the Secure Area.

Optical discs (CDs or DVDs) in local workstation optical disc drives

Data provided by DSHS on optical discs which will be used in local workstation optical disc drives and which will not be transported out of a Secure Area. When not in use for the contracted purpose, such discs must be Stored in a Secure Area. Workstations which access DSHS Data on optical discs must be located in an area which is accessible only to authorized personnel, with access controlled through use of a key, card key, combination lock, or comparable mechanism.

Optical discs (CDs or DVDs) in drives or jukeboxes attached to servers

Data provided by DSHS on optical discs which will be attached to network servers and which will not be transported out of a Secure Area. Access to Data on these discs will be restricted to Authorized Users through the use of access control lists which will grant access only after the Authorized User has authenticated to the network using a Unique User ID and Hardened Password or other authentication mechanisms which provide equal or greater security, such as biometrics or smart cards. Data on discs attached to such servers must be located in an area which is accessible only to authorized personnel, with access controlled through use of a key, card key,

combination lock, or comparable mechanism.

Paper documents

Any paper records must be protected by storing the records in a Secure Area which is only accessible to authorized personnel. When not in use, such records must be stored in a Secure Area.

Remote Access

Access to and use of the Data over the State Governmental Network (SGN) or Secure Access Washington (SAW) will be controlled by DSHS staff who will issue authentication credentials (e.g. a Unique User ID and Hardened Password) to Authorized Users on Contractor's staff. Contractor will notify DSHS staff immediately whenever an Authorized User in possession of such credentials is terminated or otherwise leaves the employ of the Contractor, and whenever an Authorized User's duties change such that the Authorized User no longer requires access to perform work for this Contract.

Data storage on portable devices or media

Except where otherwise specified herein, DSHS Data shall not be stored by the Contractor on portable devices or media unless specifically authorized within the terms and conditions of the Contract. If so authorized, the Data shall be given the following protections:

1. Encrypt the Data.

2. Control access to devices with a Unique User ID and Hardened Password or stronger authentication method such as a physical token or biometrics.

3. Manually lock devices whenever they are left unattended and set devices to lock automatically after a period of inactivity, if this feature is available. Maximum period of inactivity is 20 minutes.

4. Apply administrative and physical security controls to Portable Devices and Portable Media by:

    A. Keeping them in a Secure Area when not in use,

    B. Using check-in/check-out procedures when they are shared, and

    C. Taking frequent inventories.

When being transported outside of a Secure Area, Portable Devices and Portable Media with DSHS Confidential Information must be under the physical control of Contractor staff with authorization to access the Data, even if the Data is encrypted.

Data stored for backup purposes

1. DSHS Confidential Information may be stored on Portable Media as part of a Contractor's existing, documented backup process for business continuity or disaster recovery purposes. Such storage is authorized until such time as that media would be reused during the course of normal backup operations. If backup media is retired while DSHS Confidential Information still exists upon it, such media will be destroyed at that time in accordance with the disposition requirements below in Section 8 Data Disposition.

2. Data may be stored on non-portable media (e.g. Storage Area Network drives, virtual media, etc.) as part of a Contractor's existing, documented backup process for business continuity or disaster recovery purposes. If so, such media will be protected as otherwise described in this exhibit. If this media is retired while DSHS Confidential Information still exists upon it, the data will be destroyed at that time in accordance with the disposition requirements below in Section 8 Data Disposition.

Cloud storage

DSHS Confidential Information requires protections equal to or greater than those specified elsewhere within this exhibit. Cloud storage of Data is problematic as neither DSHS nor the Contractor has control of the environment in which the Data is stored. For this reason:

1. DSHS Data will not be stored in any consumer grade Cloud solution, unless all of the following conditions are met:

   A. Contractor has written procedures in place governing use of the Cloud storage and Contractor attests in writing that all such procedures will be uniformly followed.

   B. The Data will be Encrypted while within the Contractor network.

   C. The Data will remain Encrypted during transmission to the Cloud.

   D. The Data will remain Encrypted at all times while residing within the Cloud storage solution.

   E. The Contractor will possess a decryption key for the Data, and the decryption key will be possessed only by the Contractor and/or DSHS.

   F. The Data will not be downloaded to non-authorized systems, meaning systems that are not on either the DSHS or Contractor networks.

   G. The Data will not be decrypted until downloaded onto a computer within the control of an Authorized User and within either the DSHS or Contractor's network.

2. Data will not be stored on an Enterprise Cloud storage solution unless either:

   A. The Cloud storage provider is treated as any other Sub-Contractor, and agrees in writing to all of the requirements within this exhibit; or,

   B. The Cloud storage solution used is FedRAMP certified.

3. If the Data includes protected health information covered by the Health Insurance Portability and Accountability Act (HIPAA), the Cloud provider must sign a Business Associate Agreement prior to Data being stored in their Cloud solution.

System Protection

To prevent compromise of systems which contain DSHS Data or through which that Data passes:

1. Systems containing DSHS Data must have all security patches or hotfixes applied within 3 months of being made available.

2. The Contractor will have a method of ensuring that the requisite patches and hotfixes have been applied within the required timeframes.

3. Systems containing DSHS Data shall have an Anti-Malware application, if available, installed.

4. Anti-Malware software shall be kept up to date. The product, its anti-virus engine, and any malware database the system uses, will be no more than one update behind current.

Data Segregation

1. DSHS Data must be segregated or otherwise distinguishable from non-DSHS data. This is to ensure that when no longer needed by the Contractor, all DSHS Data can be identified for return or destruction. It also aids in determining whether DSHS Data has or may have been compromised in the event of a security breach. As such, one or more of the following methods will be used for data segregation.

   A. DSHS Data will be kept on media (e.g. hard disk, optical disc, tape, etc.) which will contain no non-DSHS Data. And/or,

   B. DSHS Data will be stored in a logical container on electronic media, such as a partition or folder dedicated to DSHS Data. And/or,

   C. DSHS Data will be stored in a database which will contain no non-DSHS data. And/or,

   D. DSHS Data will be stored within a database and will be distinguishable from non-DSHS data by the value of a specific field or fields within database records.

   E. When stored as physical paper documents, DSHS Data will be physically segregated from non- DSHS data in a drawer, folder, or other container.

2. When it is not feasible or practical to segregate DSHS Data from non-DSHS data, then both the DSHS Data and the non-DSHS data with which it is commingled must be protected as described in this exhibit.

Data Disposition

When the contracted work has been completed or when the Data is no longer needed, except as noted above in Section 5.b, Data shall be returned to DSHS or destroyed. Media on which Data may be stored and associated acceptable methods of destruction are as follows:

Data stored on:	Will be destroyed by:
Server or workstation hard disks, or Removable media (e.g. floppies, USB flash drives, portal hard disks) excluding optical discs	Using a "wipe" utility which will overwrite the Data at least three (3) times using either random or single character data, or Degaussing sufficiently to ensure that the Data cannot be reconstructed, or Physically destroying the disk
Paper documents with sensitive or Confidential Information	Recycling through a contracted firm, provided the contract with the recycler assures that the confidentiality of Data will be protected.

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Data stored on:	Will be destroyed by:
Paper documents containing Confidential Information requiring special handling (e.g. protected health information)	On-site shredding, pulping, or incineration
Optical discs (e.g. CDs or DVDS)	Incineration, shredding, or completely defacing the readable surface with a coarse abrasive
Magnetic tape	Degaussing, incinerating, or crosscut shredding

Notification of Compromise or Potential Compromise

The compromise or potential compromise of DSHS shared Data must be reported to the DSHS Contact designated in the Contract within one (1) business day of discovery. If no DSHS Contact is designated in the Contract, then the notification must be reported to the DSHS Privacy Officer. Contractor must also take actions to mitigate the risk of loss and comply with any notification or other requirements imposed by law or DSHS.

Data shared with Subcontractors

If DSHS Data provided under this Contract is to be shared with a subcontractor, the Contract with the subcontractor must include all of the data security provisions within this Contract and within any amendments, attachments, or exhibits within this Contract. If the Contractor cannot protect the Data as articulated within this Contract, then the contract with the sub-Contractor must be submitted to the DSHS Contact specified for this contract for review and approval.

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