



## STATE OF WASHINGTON

August 15, 2008

**TO:** CSD Regional Administrators  
All WorkFirst Staff

**FROM:** Leo Ribas, Director  
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**SUBJECT: CUSTOMER ACCOUNTABILITY REPORT (CAR) MODIFICATIONS**

Effective August 15, 2008, the following modifications will be made to the Customer Accountability Reports (CAR):

### Daily CAR

- Section 7 – Separate sub-sections added for Overdue Components, Scheduled to Participate, and No Components

### Monthly CAR

- Section 7 – Separate sub-sections added for Overdue Components, Scheduled to Participate, No Components, Reported Zero hours, and Non-Reported

- The Child Care (CC) component will require Actual Hours reporting
- The On the Job Training (OT) component will be counted based on employment hours in ACES

Both the Daily and Monthly CAR

- Section 3 - Post-partum Deferral (PD) component added
- Section 5C – Modified to include customers with a combination of one or more Core Activities that total 20 hours per week and 1 or more Non-Core Activities for a total of 32 hours per week
- Section 6B – Modified to include customers with Part Time Core and Non-Core or Non-Countable Activities that total less than 32 hours per week
- Section 6C will be removed
- Section 7C – Definition modified to “Other non-countable components or non-core components” (BE, GE, HS and JT components will now show in this section)
- Section 7D – Sub-sections added for “Rejected” customers and “Refer Back”
- Batch Run Date added to the Summary Report and Excel report
- The report will include customers who were opened and closed in the reporting month
- Contract model access modified to require valid contractor code only; DSHS Office selection is optional

If you have any question or need further information, please contact Leslie Kozak at [kozakla@dshs.wa.gov](mailto:kozakla@dshs.wa.gov) or (360) 902-0713.

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