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**TECHNICAL ASSISTANCE MEMO #35**

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**DATE:** AUGUST 16, 2021 **REVISION DATE:** JULY 20, 2022  
**TO:** BFET SERVICE PROVIDERS  
**FROM:** TAMARA TOLES, WSW DATA & COMPLIANCE COORDINATOR  
**RE:** BASIC FOOD, EDUCATION, & TRAINING

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The information below details information needed for Basic Food, Education, & Training (BFET) MIS, training, resources, mobile device list, and communication.

1. **eJAS Process:** All BFET subcontractors must use this procedure when initiating a new user, deactivating a user, or reactivating an account of the DSHS eJAS System. The bolded items are actions specifically done by the subcontractor.

A. eJAS Activation:

- **Subcontractor submits a [New User Request Form](#)**
  - WSW Quality Team saves the request in New User file
- Within five business days, WSW Quality Team sends the **Subcontractor's new user Confidential Information, Fraud, and Abuse form to electronically sign** via DocuSign.
- Upon receipt of the signed form the WSW Quality team:
  - Saves the signed form in Confidential, Fraud, and Abuse file
  - Forwards the signed form to the DSHS BFET team for eJAS activation
- DSHS BFET team responds via email within five business days confirming activation and sends the account information.
- **Subcontractor activates login.**
- WSW logs the active user in a tracking sheet.

B. Reset Access:

There are 2 common reasons for needing an eJAS account reset

1. Entering the wrong password too many times and locking the account
2. Not logging into eJAS for more than 30 days

If the above is true, **user must call the password reset phone number, 360-902-7700, then press 5 for password help.** Usually, this results in re-setting the account and a temporary password to get back into eJAS.

If there is a bigger issue with the eJAS access, other than password troubles or inactivity, **email Tamara Toles at [ttoles@workforcesw.org](mailto:ttoles@workforcesw.org) to connect with the BFET Team and check the eJAS access and profile information** to make sure it is correct.

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C. eJAS Deactivation:

- **Subcontractor submits a [Deactivate User Request Form](#)**
  - WSW Quality Team saves the request in Deactivate User file
- Within five business days, WSW Quality Team:
  - Forwards to the DSHS BFET team for eJAS deactivation and logs the activity in tracking sheet.

2. **Training:** WSW coordinates eJas training with the BFET Policy Team/BFET Consultant once access to eJAS for new user is verified.

WSW recommends subcontractors use the attached checklist to track and ensure all staff working with BFET clients receive the remaining required trainings.

3. **Mobile Device List:** DSHS requires information be kept on devices that process or use BFET data. Serial numbers and check-out/check-in dates are tracked by WSW and submitted to the BFET Policy team. When requesting eJAS access, include this information on the New User Request Form. If eJAS access is not required but BFET data will be processed (e.g. accounting), submit serial number to [ttoles@workforcesw.org](mailto:ttoles@workforcesw.org). WSW audits the mobile device list annually at the beginning of FFY and submits to BFET Policy Team.

4. **Resources:** DSHS requires all staff working with BFET clients are familiar with and follow the [Provider Handbook](#). On page 8 there is information on the required trainings as well as information regarding program requirements.

[Provider Resources | DSHS \(wa.gov\)](#), look under subheader **eJas System**, includes the 90-day calendar tool, Eligibility List User Guide and form, and Guide to Writing Case Notes. Periodically, additional resources will be sent via email from the BFET Consultant or WSW.

6. **Communications:** While the handbook says to contact DSHS directly with questions or troubleshooting, that is not the case for our area. **Subcontractors must contact WSW and follow [BFET Communication Guidance](#)**. Contact Tamara Toles [ttoles@workforcesw.org](mailto:ttoles@workforcesw.org) if you need assistance or have any questions.