



TECHNICAL ASSISTANCE MEMO #35

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

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 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. 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 if you need assistance or have any questions.

- [Submit WSW New User Request](#)
- Sign Confidentiality Information, Fraud, and Abuse form
- Account Activated *Instructions for the below should be in the eJAS login email you receive from the BFET Policy team.
- Secure Access Washington (SAW) account
- Secure Email Portal

- Review the first two modules:**
- [Module 1 - Tour of eJAS](#)
- [Module 2 - Enrolling a participant](#)
- Take Part in scheduled Zoom Training**
- [Module 3 - Opening components](#)
- [Module 4 - Adding and updating components](#)
- [Module 5- Closing components](#)
- [Module 6- Client notes](#)
- [Module 7- Participant reimbursement](#)
- [Module 8- Entering employment information](#)
- [Module 9- Job Retention component](#)
- [Module 10- Managing caseload in eJAS](#)

*Annual Trainings Required for New Hire and ALL STAFF.
See page 8 of the BFET Provider’s Handbook and BFET contract.

- [The quarterly BFET Provider Meeting](#)
- Annual BFET Training Forum
- Annual contract training
- Program training

Agency Specific Training:

- Review the specific components and activities that your agency can offer BFET participants.
- Review the participant reimbursement policies and procedures for your agency.
- Review how to set up a participant file and review all of the required forms and documentation (the DSHS BFET requirements are covered in the eJAS training but if your agency has any other forms that you require) and try to set a standardized format for the participant files. (a participant file checklist can be a helpful tool)

RESOURCES

Here are BFET links for you to keep saved, marked as favorites. These are going to be important resources for you.

- [BFET Provider Resources website-- https://www.dshs.wa.gov/esa/provider-resources](https://www.dshs.wa.gov/esa/provider-resources)
 This is where we keep most of the information you will need. It has links to the Provider Handbook, information about upcoming meetings, BFET Participant Reimbursement Directory, training guides for eJAS, all the forms you might need, and much more. If you are looking for BFET information this is a good place to start.

Here are a few of the resources from the Provider Resource website that are especially helpful:

- [BFET Provider Handbook – this has everything BFET, it’s your primary guide for what to do and how to do it. It includes all of the BFET policies and procedures.](#)
- [Participant Reimbursement Directory – this has all of the guidelines, limits and notes for issuing participant reimbursements for support services.](#)
- [Guide to Writing Client Notes – Use this a lot! Tips for how to write a successful and complete eJas case note. Includes when to enter a note, what type of note, and what the note should include. This will help you get 100% on the Case Note Audit each month.](#)
- [BFET Standard Language.pdf – the ABCs of BFET - a guide to all of the key terms and acronyms we use in BFET.](#)
- [eJAS Training Guides - there are 10 eJAS training and reference guides for how to use eJAS. These are a great reference as you are learning the BFET program and learning to use eJAS.](#)

Send questions to:

- [Follow Communication Guidance](#)
- Kodi Gaddis, BFET Operations Program Consultant 2 kodi.gaddis@dshs.wa.gov
- Tamara Toles, WSW Data and Compliance Coordinator ttoles@workforcesw.org

Other Mandatory Staff Trainings:

- [Mandatory Reporters Video](#)
- [Understanding and Abiding by Title VI of the Civil Rights Act](#)