



ABAWD NAVIGATION Q&A

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The following questions have been sent to us either through the WebEx meeting or email. Sometimes we list a series of questions together that have a similar answer. At the end of the document is a list of questions we have referred to DSHS for clarification.

General Questions

1. Will there be a Listserv of ABAWD Navigators?
 - Yes, there is a listserv of ABAWD Navigators, the associated email address is abawdnavigators@lists.ctc.edu. To sign up please visit the [ABAWD listserv webpage](#) and sign up by following the instructions there, or email [Kathi Medcalf](#).
2. Is there an updated list of all ABAWD Navigators?
 - Yes. You can find the updated list of all ABAWD Navigators in the ABAWD Navigation Google Drive folder – it is the document titled [ABAWD Contact Information](#). Please input your college's information into this document as soon as possible.
3. What are the performance metrics and how do we define successful outcomes?
 - Navigators are accountable to the requirements in their job description and our contract with DSHS. Navigators are not recruiters, there are no requirements for the number of people they meet with. There will be more information about this in the Navigation Manual. The Navigator is responsible for three principle activities:
 - i. Supporting ABAWDS.
 - ii. Enhancing Community Collaborations.
 - iii. Expanding Resource Availability.
4. A. Has anyone been working on the issues around timelines? For example, if I meet with someone who wants to start doing basic ed, but there is a gap before they can get started, what options are folks going to recommend? Most of my Workfare sites are going to require a background check and a volunteer orientation, so it will take time to get started. Anyone have any innovative solutions to this?

B. Many of our questions have to do with other options besides colleges. Some clear answers about approved programs so we are not referring people to inappropriate places is essential.

 - Please see “Approved Work Requirement Activities” section of the ABAWD Navigation Manual for additional ideas, once the Manual is released. The process of setting up additional Workfare sites is on hold until further notice from DSHS.
5. A. How long will we be expected to follow up with each ABAWD? There will be an initial meeting then a follow-up, but how long after those initial meetings do we need to continue following?

B. Is there a time frame expectation for checking in with the ABAWD after orientation?

C. Do we have to keep track of if they actually go to the referred community resources?

- The first check-in must occur within 30 days of referral; however, our objective is to make sure ABAWDs make the connection with the provider. Navigators may find it beneficial to check-in with the ABAWD much sooner and additional times to make sure they have what they need to be successful. The Navigator will conduct at least one check-in with ABAWD individuals and document any status updates they are informed of in the Tracking Sheet. Additional check-ins are highly recommended but not required.
6. We created a folder in Google drive to share resources for King / Snohomish counties-do you want to add to this?
- Thank you for putting together these resources. At this time, SBCTC does not need to add to your lists, but please continue to build your knowledge of community resources. We will follow up with Navigators to facilitate additional resource expansion efforts once all of the colleges have had a chance to establish their programs supporting ABAWD individuals.
7. I would like to know what is happening with the waiver, with Workfare outside of King County, and when we will get the revised manual.
- SBCTC is waiting on updates about the waiver from DSHS. The process of setting up Workfare sites is on hold until further notice from DSHS. The State Board will provide further information on that process when it is available. The revised ABAWD Navigation Manual will be provided as soon as it is approved by DSHS.
8. Are we a fully fleshed out ABAWD Navigator team yet, or are we still waiting on some people to get hired on?
- Some colleges are still in the process of hiring Navigators. These people will be added to the listserv and ABAWD Navigator Contact list as they join the team.
9. Will any CSOs receive a waiver and never send referrals?
- Washington State is one of very few states that have pledged to serve ABAWDs regardless of the waiver rulings.
10. Could you provide a quick list of topics to cover when we do community outreach?
- We are working with DSHS to provide you with a master slide deck about the ABAWD program and will release that as soon as details are finalized.
11. Could we establish an electronic appointment system so ABAWDs could schedule themselves?
- We are currently working with DSHS and ESD to develop an electronic appointment system ABAWDs can use to schedule themselves directly with ABAWD Navigators. We will provide more information on this system as soon as we know more.
12. My understanding from DSHS is that there is nothing happening with ABAWDs until Jan, so I am curious as to what is happening.
- The program has launched as of October 1, 2019. ABAWD Navigators will meet with any individuals seeking information about SNAP or work requirements regardless of having an

official referral from DSHS. Please record any individuals you are meeting with in the Tracking Sheet. DSHS will not send official ABAWD referrals until November 1, 2019. The "hold harmless" period is in effect until January 1, 2020 – this means that individuals outside of King County will not be held accountable for not participating in ABAWD activities until that date.

13. While waiting on DSHS to finalize their end, should we plan to do "outreach" in our community to notify potential ABAWDs of this program?

- Outreach to individuals in the community and on college campuses should be about access to the Supplemental Nutrition Assistance Program (SNAP) and not about seeking out potential ABAWDs. The identification as an ABAWD is determined by DSHS and should not be part of your outreach messaging to potential SNAP recipients.

You will record information in the Tracking Sheet for all individuals you meet with to do an ABAWD Orientation or assist in applying for SNAP benefits. Please remember Navigators do not recruit or identify ABAWDs. If someone needs BFA please help them apply for benefits through [WashingtonConnection](#). As far as the tracking sheet, you will send the Tracking Sheet to [Dylan Jilek](#) via Washington State secure email. If you do not have a secure email account, please contact Dylan. You will submit the spreadsheet ten days after the month being tracked. For example, the November 2019 spreadsheet is due on December 10, 2019.

14. A. Transfer students and ABAWD – what if a transfer student is seeking food assistance through ABAWD? They do not qualify for BFET because they are a transfer student and have not gone to DSHS yet at this point.

B. What do we do when we identify an ABAWD, who gets the spreadsheet, how often do we need to send it?

C. When people are referred outside the DSHS system it's hard to verify that they are actually ABAWDs and it can cause confusion about what they are REQUIRED to do. Am happy to connect to resources of course.

- Please remember as a Navigator you are not recruiting people for this program. No one will be applying to be an ABAWD. ABAWD is a classification of SNAP recipients designated through the intake process at DSHS. You will assist current students seeking food assistance with applying for SNAP benefits through the Washington Connection portal. You cannot determine if a student meets eligibility requirements and/or any waivers and should not attempt to do so.

A student experiencing food insecurity will likely benefit from other resources on your campus and within the community even if they are deemed not eligible for SNAP through DSHS eligibility processes. Please make sure you are connecting them to these resources. In addition, an application through Washington Connection will also notify the individual if they are eligible for many other services.

You will record information in the Tracking Sheet for all individuals you meet with to do an ABAWD Orientation or assist in applying for SNAP benefits. As far as the tracking sheet, you will send the Tracking Sheet to [Dylan Jilek](#) via Washington State secure email. If you do not

have a secure email account, please contact Dylan.

You will submit the spreadsheet ten days after the month being tracked. For example, the November 2019 spreadsheet is due on December 10, 2019.

You should not be getting referrals from outside the system as ABAWDS. Referrals for ABAWDS will only be coming from DSHS. Only ABAWDS referred through DSHS will need to meet requirements. It is the ABAWD's responsibility to meet the requirements, not the providers. Before ABAWDS are referred to an activity provider, it is the responsibility of the Navigator to ensure the ABAWD understands the requirements and must meet them regardless of the activity they engage in.

15. When will DSHS have access to the ABAWD Contact List?

- The list was sent to DSHS October 14, 2019. Please make sure your contact information is correct on the Google Doc. When changes are added, we will send updated information to DSHS.

Tracking Form

1. Is the tracking sheet on Google Drive the newest version? It appears to have some slight differences to what is being shown.

- No, we have removed the tracking sheet from the Google Drive. If you do not have the tracking sheet please contact [Dylan Jilek](#).

2. When will the tracking (Excel) spreadsheet be available?

- The tracking sheet was made available 9/30/2019 via email to the ABAWD listserv. Please contact [Dylan Jilek](#) should you need the spreadsheet.

3. A. How often do we submit and when?

B. Will the sheet be Due Nov 1st or Dec 1st?

C. Please clarify how we will submit the spreadsheet.

D. Can you remind us when we are to submit the tracking spreadsheet?

- You will send the Tracking Sheet to [Dylan Jilek](#) via Washington State secure email. If you do not have a secure email account, please contact Dylan. You will submit the spreadsheet ten days after the end of the month being tracked. For example, the November 2019 spreadsheet is due on December 10, 2019.

4. How do we track people that are not yet enrolled in SNAP?

- Navigators need to track all interactions. The Navigator's main role is to track interactions with ABAWD individuals that have been referred by DSHS, but we need data on all people you are working with. We have added a column to identify individuals that you are helping to apply for SNAP through WA Connect. Anyone else should be tracked as a community connection you shared resources with.

Hold Harmless

1. Does “hold harmless” apply for King County?
 - “Hold harmless” is not applicable for King County. You can find more information on this in the ABAWD Navigation [Google Drive](#). Please email [Dylan Jilek](#) if you cannot access the linked document.
2. It would be very helpful to see the message that is being sent from DSHS - will you share it with us?
 - The “hold harmless” announcement is in the ABAWD Navigation [Google Drive](#). Please email [Dylan Jilek](#) if you cannot access the linked document.
3. Can someone please clarify the statement "hold harmless"?
 - According to DSHS, “hold harmless” means that “DSHS will not begin monitoring ABAWD participation in counties who have lost a waiver until **January 2020**. Clients residing outside of King County will not be at risk of losing their Basic Food until we begin monitoring work requirements.” You can find more information on the announcement in the ABAWD Navigation [Google Drive](#). Please email [Dylan Jilek](#) if you cannot access the linked document.

Forms

Consent Form

1. Where is the consent form located?
 - The DSHS Consent form is located in the [ABAWD Navigation Google Drive Folder](#), titled “DSHS Consent Form 14-012.docx”.
2. Will we need to fill out another consent form with the client when we refer them to another program/organization?
 - No. Navigators will have the ABAWD sign a consent form identifying both DSHS and the college. At the time the ABAWD selects an activity provider, add this provider to the same consent form and have the ABAWD initial next to the addition.
3. Can the client sign a consent [form] at the DSHS office before they are referred?
 - Individuals will fill out the consent form at their initial meeting with the Navigator. The form will be retained in the individual’s file. Upon selection of an activity, the Navigator will add the activity provider to the consent form and have the individual initial next to it in order to share the initial IEP and referral with the activity provider.
4. Is it possible for the participant to sign consent form at their orientation with the Navigator.
 - Yes, the ABAWD must sign a consent form at their orientation with the Navigator.

Work Verification Form

1. I was able to find the IEP online but I didn't see a Work Verification form. Will you be sending copies of that form out to Navigators?
 - All ABAWDs are required to submit a Work Verification Form regardless of the activity they are engaged in. This form has not yet been released by DSHS. As soon as it is we will send it out to the field and post it in the Google Drive.

IEP

1. A. Sample IEP-there were many versions offered and we wanted to confirm what information was required on them. Please be specific so there is consistency among the providers.

B. And are we all going to be using our college's BFET IEP or are we using a newly created one just for ABAWD's?

C. The IEP: Do we have to use our college's BFET IEP? Although it would create another document that needs reviewing, both my supervisor and I believe it would better serve clients to have an ABAWD orientation specific IEP. The college's BFET IEP is a great IEP for students, but not necessarily for every ABAWD we will encounter; not all ABAWDs will be college ready. The college's BFET IEP focuses on screening for barriers to academic success and for campus resources, but these may not be of benefit for an ABAWD not planning on going to one of the colleges or technical college in the area and doesn't screen for many off-campus community resources. In order to capture everything, the state wants us to record data wise and also get ABAWDs best connected to relevant community resources and E&T options we believe that a separate IEP will be necessary. Can this be an option?

- The ABAWD Navigator can use the IEP their college currently uses for their BFET program. All BFET IEPs are vetted and approved. Navigators can also create their own IEP forms to include at minimum:
 - i. Title of form must include Individual Employment Plan (IEP)
 - ii. Date
 - iii. Proposed BFET Activities
 - iv. Any assessed employment barriers
 - v. Employment goal(s)
 - vi. Activity and provider selected by the ABAWD
 - vii. Referrals if any, made to other support service providers
 - viii. Any other relevant information to employment and training.

You can find a [sample form](#) on the DSHS website.

2. A. What are the IEP requirements?
 - B. Our coordinators fill out an IEP so if they are BFET do they do two?
 - C. Do we need to do an IEP for a BFET student when they will be doing one with a BFET coordinator?
 - D. I just want to clarify, does a copy of the IEP go with the ABAWD individual as a referral and we keep a copy for their file? Didn't know if we are supposed to send a copy with them and plan on it making it to the BFET provider.
 - Navigators are required to complete an 'initial' IEP in order to have a comprehensive conversation with the individual before assisting the ABAWD in choosing an activity to engage in. This initial IEP will be kept in the individual's file with the ABAWD Navigator and a copy will be shared directly with the activity provider the ABAWD selects to engage with. Do not send the copy with the ABAWD to deliver to the activity provider. The IEP format used does not need to match the format of the activity providers IEP if they are a BFET provider. The activity provider can populate the information into their own IEP format if they need to do so.
3. We are using the BFET IEP; Do we need to complete the signature page on that document? Shouldn't we have our own signature page which they can sign with me, then the BFET signature page with the BFET provider (if they go into BFET)? I created an ABAWD Navigator signature page (before we knew that we were for sure using the BFET IEP) that reiterated ABAWD requirements and had the signature and date spaces (including 'interpreter'). Any insight on this would be awesome! Thank you!
 - The initial IEP does not need to be signed. The signature page can be done with the activity provider when that intake occurs.

Referrals

1. When will DSHS start sending us referrals?
 - DSHS will not be sending out official referrals until November 1, 2019. You may have individuals referred to you before November 1 from other sources; these are not official referrals from DSHS. Please provide support for these individuals as you would any individual officially referred by DSHS.
2. A. Referral process-what will this look like and what will it be based on? Will it be strictly geographic?
 - B. Is the plan still that DSHS will send Navigators a list of who has been referred to them by DSHS? Any decisions on timeline, like once a week or more?
 - C. I know things are still being worked out, but do we know exactly what kinds of information that DSHS will send our way when they make a referral to a Navigator?
 - D. Does the referral come from the ABAWD team at DSHS and is the ABAWD team located at the DSHS offices (CSOs)?

- DSHS will send Navigators referrals. The State Board or DSHS will provide more information on the timeline for referrals when that information is available. No official DSHS referrals will occur until November 1, 2019.
3. Could King County be getting referrals sooner than January 1?
 - Yes, referrals will begin statewide November, 1, 2019.
 4. Can the client sign a consent [form] at the DSHS office before they are referred?
 - Individuals will fill out the consent form at their initial meeting with the Navigator. The form will be retained in the individual's file. Upon selection of an activity, the Navigator will add the activity provider to the consent form and have the individual initial next to it in order to share the Initial IEP and referral with the activity provider.
 5. For ABAWDs that get referred to an E&T program, will they need to submit a monthly sheet/form like with Workfare (not all the options to meet the work requirements have a case manager with eJAS access for monitoring participation, i.e. AmeriCorps)?
 - All ABAWDs are required to submit a Work Verification Form regardless of the activity they are engaged in. This form has not yet been released by DSHS.
 6. How will DSHS ensure that the ABAWD connects at the college/community after they receive letter from DSHS?
 - DSHS will provide referral information to the Navigator so the navigator can identify any ABAWDs that did not initiate contact. The Navigator will then attempt to make contact with the ABAWD. This will be documented in the 'No Show' section of the Tracking Sheet and this information will be reported to DSHS. It is the ABAWD's responsibility to meet participation requirements to maintain their SNAP benefits. There is no consequence for not meeting with a Navigator at this time.
 7. If an ABAWD in Snohomish County is referred to a navigator at Edmonds CC but ABAWD wants to go to an educational program at Bellevue College (ex. Radiology Tech), How is that handed off?
 - DSHS will be referring ABAWDs to the closest Navigator geographically. Navigators will provide referrals to any activity the ABAWD chooses that meets work requirements. If an ABAWD meets with a Navigator and chooses to participate in an eligible training program at a different college, the Navigator will refer the ABAWD to that college's BFET Provider contact. The Navigator will share a copy of the Initial IEP with the BFET provider. The BFET provider will use information provided by the referral and get any additional information needed for their program. The original Navigator does their check-in to make sure the ABAWD is all set.

Orientation

1. Should orientation be called something else, because orientation and intake are confusing terms (Navigation meeting, ABAWD meeting 1, Eligibility meeting etc.?) We could call it a Resource Referral meeting (to eliminate the orientation/intake confusion).
 - We need to use the same language amongst our partnership with DSHS and ESD. DSHS is

referring ABAWDs to orientation so we need to use that language.

2. I think that I am getting confused as to what is going on with the intake process and the language around this. Can you confirm or correct me on this?

We have an initial meeting with an ABAWD and they sign the consent.

We have an intake interview that consists of an orientation of the menu of options and an IEP -if they are want to take the education track (using the BFET IEP form). Is this accurate?

Can I make the intake process a broader interview that is not just constrained to the IEP form? I really need some direction here as there seems to be some confusion about all of the language and how each result in an activity.

- The Steps:
 - An ABAWD contacts you for an appointment for orientation.
 - At the appointment you:
 - Fill out consent form.
 - Conduct an interview.
 - Complete an Initial IEP (all ABAWDs are required to fill out an IEP regardless of chosen activity). See information in [IEP section](#) about the forms that can be used.
 - Connect ABAWD to resources as needed, and go over available activities to meet requirements.
 - ABAWD selects an activity.
 - Consent form is updated.
 - Explain the ABAWD responsibility to fill in the Work Verification form and when it is due.
 - Complete referral documentation.
 - Do a warm handoff (including calling while the individual is still in office if possible).
 - Fill in the tracking sheet.
 - Share a copy of the Initial IEP with the activity provider.
 - Check in with ABAWD within 30 days at a minimum.
 - Fill in the tracking sheet.

3. How long should an orientation take?
 - There is no set time, but we estimate at least an hour should be scheduled. Each orientation will be unique, and you may need two appointments to get through everything. You need to decide based on the individual you are working with.

Workfare

1. What does the Workfare contract look like between the site and DSHS? Does the Workfare site have to take the referrals that we send to them? Can they have their own interview and selection process? Just trying to work out how I can rapidly get someone set up with activities so they don't lose their benefits.
 - Navigators will make referrals for Workfare to DSHS and not directly to the site. The State Board will provide further information on that process when it is available.
2. A. What are the requirements that must be met in order for an organization to be a workfare (approved volunteer location through DSHS) site? And how do we get an organization "signed up" to be a workfare site?

B. When can we start getting Workfare sites approved?
 - All Workfare sites must be approved through DSHS. We are waiting on further guidance on directions from DSHS on this process. The State Board will provide further information on that process as soon as it is available.

Menu of Options

1. When you say 'menu of option' are you talking about the menu of approved DSHS options? I am working on two menus- 1. that is approved options. The second is local resources from everything from clothes food to housing.
 - The menu of options refers to the activities that will meet work requirements. Navigators will also need to have an inventory of local resources to connect ABAWDs to – both on campus and in the community. To avoid confusion, the reference to menu of options has been changed to 'Activity Options' in the Manual.
2. A. I want to get a better understanding of the options for an ABAWD if they are not interested in going to school.

B. Is there a way to pull a list of DSHS pre-approved programs/activities that could be ABAWD activities.
 - Please check the [DSHS website](#) for information on these options. Any additional information will be shared when we have it.
3. Since Lewis County has no Workfare Sites (though people are interested), no BFET CBO's are there any options for ABAWD other than BFET and WIOA.
 - Available activities to meet work requirements will vary by county. Each Navigator will

develop a full list of options for their communities. If the Navigator determines there is a gap in options, they can present their completed list of options to SBCTC Staff to discuss options. Please keep in mind, ABAWDs must participate 80 hours per month and, therefore, can make up hours if there is a gap in engagement anytime during the month.

4. Immediate engagement - what do we have available beyond sending ABAWDs to Workfare when there is a gap between intake and the beginning of the quarter?
 - Available activities to meet work requirements will vary by county. Each Navigator will develop a full list of options for their communities. If the Navigator determines there is a gap in options, they can present their completed list of options to SBCTC Staff to discuss options. Please keep in mind, ABAWDs must participate 80 hours per month and, therefore, can make up hours if there is a gap in engagement anytime during the month.

BFET

1. Will current BFET students that take a QTR off become ABAWD?
 - An ABAWD participating in a BFET program maintains their ABAWD status when they are not engaged.
2. How does this work with local CBOs providing BFET work activities? Is this just another referral?
 - Yes, this would simply represent a referral to that particular BFET program.
3. I want to clarify that once someone is in BFET that they are exempt from working the 20 hours per week. I am seeing areas in the WAC's and policy where the language is unclear to me.
 - Participation in a BFET program meets work requirements.
4. So if a person comes to our BFET program and we see that they are an ABAWD individual, do we need to track them on the ABAWD spreadsheet since they were not referred from DSHS?
 - Navigators will only track individuals in the Tracking Sheet they meet with in their capacity as a Navigator, not in their capacity as a BFET-ABAWD case manager. If the person is referred to you as an ABAWD from DSHS you would track them like any other ABAWD.

DSHS Questions for Follow-Up

- How can we connect ABAWDS with immediate engagement activities that are funded through other programs and/or aren't [on] the list of approved activities?
- How does an LEP program become an approved "LEP pathway program"?
- Is any information going out to ABAWDS from DSHS before Nov 1st?
- Can you explain when it is appropriate to refer a client to DVR and what that check-in will look like? Will it be our responsibility to make sure they have found an activity, or is that then DVR's role?
- Does being on the waitlist for DVR count as meeting the work activity requirement?
- My supervisor and I were discussing the possibility of an emergent disability occurring with one of my ABAWD clients during the course of my contact with them. My course of action in that case would be to refer them back to DSHS to allow the case worker to make the appropriate determination. Will there be a way (or can we create one) for Navigators to make direct "reverse" referrals back to DSHS? For example, if DSHS sends us a list every week (or however long is determined) of ABAWD individuals referred to us, can we create the same sort of system of referral back to DSHS? As always, time will be of the essence for these individuals.
- Is WIOA already approved as provider, if so, only certain programs? What about Strategies for Success?
- Can we get a more defined list of state approved work activities for ABAWDs? I am familiar with the ABAWD website and the list of activities on that site. The links lead to a pretty comprehensive list of activities, except for the WIOA link. As far as I can see, there is not a comprehensive list of WIOA providers or services. This will make referring to approved programs very, very difficult. What are WIOA approved activities?
- Can Workfare hours be combined with any other work activity hours? During my research I have come across some things saying it can combine with other activities and others say that it cannot (this may be an issue of when information was initially released). In my mind, Workfare is its own separate program from other work activities since the number of required hours is calculated differently.
- The consent Form: During our next check-in halfway through this month, could we get walked through how to complete the DSHS consent form as it relates to ABAWD Navigation? I am unsure with this form how we would list ourselves, i.e. as Navigators do we list ourselves as our college, SBCTC, ABAWD Navigation? Which boxes should clients check in order for us to best serve them? I just want to make sure we cover all our bases with consent.
- For those of us taking on an ABAWD only BFET caseload, I need clarification on how exemptions impact whether or not they would be on a Navigator's caseload. I understand that if a client's only ABAWD work requirement exemption is that they are a student enrolled at our college then I can take them on my ABAWD only BFET caseload. The place where I get

confused is if/when a client has another exemption, such as pregnant or applying for unemployment. If the client has multiple exemptions from ABAWD work requirements, would they be on my caseload or would they then go on the BFET Advisor's caseload? Also, how would one screen for multiple exemptions in eJAS? From what my BFET coworker with eJAS access can see, the system only displays one ABAWD exemption and not multiple so it would be difficult to parse out whether they would be on the Navigator's caseload. I can also see this getting tricky if a client has to switch caseworkers partway through their time at the college when a certain exemption no longer applies to them. So, I would just appreciate some clarification on the process and qualifications for a Navigator's BFET caseload.