Washington State Department of Social and Health Services

Transforming Lives

BFET

PROVIDER'S HANDBOOK

October 2019

Washington State
Department of Social
& Health Services

Transforming lives

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THE BASICS

INTRODUCTION

The Basic Food Employment and Training (BFET) program is an important part of Washington State's comprehensive workforce development system serving the needs of low-income individuals, displaced workers, and employers. The BFET program is committed to assist Basic Food recipients achieve their human potential by encouraging economic well-being through skill acquisition, personal responsibility and gainful employment. The program offers job search, training, education, and job readiness activities to improve BFET participant's employment prospects and wage earning potential.

The BFET Provider's Handbook details a standard set of policies and guidelines for delivering services under the BFET program. This handbook does not cover every situation or scenario a Provider may encounter in their day-to-day case management activities. Providers receive face-to-face training that provides detailed instructions and examples of common, and some rare, case actions. This handbook updated annually or as needed.

BFET DIRECTORY

BFET POLICY CONTACTS

Shavana Howard	BFET Program Administrator	360-725-4338	Shavana.Howard@dshs.wa.gov
Gus Williams	BFET Policy Lead Program Manager	360-725-4607	Gus.Williams@dshs.wa.gov
Bessie Williams	BFET Program Manager	360-725-4630	Bessie.Williams@dshs.wa.gov
Felicia Talbott	BFET Program Manager	360-725-4653	Felicia.Talbott@dshs.wa.gov
Kimberly Stelly	BFET Program Consultant	360-725-4945	Kimberly.Stelly@dshs.wa.gov
Shannon Williams	BFET Program Consultant	509-202-5335	Shannon.Williams@dshs.wa.gov
Billie Malcolm	BFET Program Consultant	509-202-5335	Billie.Malcolm@dshs.wa.gov
Sandra Daniels	BFET Contract Officer	360-725-4886	Sandra.daniels@dshs.wa.gov
BFET Policy Team	Invoices, program inquiries, eJAS access questions, and program concerns		SWBFETPOLICY@dshs.wa.gov
BFET Monitoring Team	Monitoring questionnaires, CAPS (Corrective Action Plans), monitoring visit confirmations, questions.		BFETMonitoring@dshs.wa.gov

BFET OPERATIONS CONTACTS

Shavana Howard	BFET Program Administrator	360-725-4338	Shavana.Howard@dshs.wa.gov
David Skaar	BFET Operations Supervisor	206-406-6862	David.Skaar@dshs.wa.gov
Melissa Jones	BFET Operations Lead	360-529-6144	Melissa.Jones@dshs.wa.gov
Tea'Launna Brown	BFET Program Consultant King County	206-450-0528	brownt@dshs.wa.gov

Anita Callahan	BFET Program Consultant Central WA	509-225-6123	hernaap@dshs.wa.gov
Linda Dofelmire	BFET Program Consultant South West WA	360-688-8511	serraig@dshs.wa.gov
Terra Gilmore	BFET Program Consultant Pierce County	253-302-0256	GilmoTA@dshs.wa.gov
Mike Hanratty	BFET Program Consultant King County	206-450-7251	hanramj@dshs.wa.gov
Rick Lee	BFET Program Consultant King County	206-450-4847	leerq@dshs.wa.gov
Terry Thomas	BFET Program Consultant Spokane County	509-209-0091	Thomatm@dshs.wa.gov
Robin Thrower	BFET Program Consultant Snohomish County, Peninsula	425-223-1419	Throwrl@dshs.wa.gov
Kellyn Westra	BFET Program Consultant Whatcom, Skagit, Island County	206-445-8483	westrke@dshs.wa.gov
Debbie Wilson	BFET Program Consultant Central WA	509-202-7154	wilsode@dshs.wa.gov
Barb Mooney	Region 1 E&T Coordinator	509-227-2812	Barb.Mooney@dshs.wa.gov
Candy Banker	Region 2 E&T Coordinator	360-805-8010	Candy.Banker@dshs.wa.gov
Julia Brooks	Region 3 E&T Coordinator	253-476-7020	Julia.Brooks@dshs.wa.gov
BFET Billing	Billing Roster		BFETBILLING@dshs.wa.gov
BFET Eligibility	Eligibility Lists, eligibility issues, and eJAS caseload questions		BFETHELP@dshs.wa.gov

BFET FISCAL CONTACTS

Anni Smith	BFET Grant Manager Lead	360-725-4635	Anni.Smith@dshs.wa.gov
Georgina Thrower	BFET Grant Manager	360-725-4502	Georgina.Thrower@dshs.wa.gov
Priscilla Johnson	BFET Fiscal Analyst	360-723-4359	Priscilla.Johnson@dshs.wa.gov

ABAWD CONTACTS

Corinna Adams	ABAWD Program Manager	360-725-4609	Corinna.Adams@dshs.wa.gov
Cindy Stallsworth	ABAWD Program Consultant	425-339-4008	Cindy.Stallsworth@dshs.wa.gov
ABAWD Policy	ABAWD policy questions and clarifications, Workfare partnership requests, and ABAWD		ABAWD@dshs.wa.gov

ORIA BFET CONTACTS

Ashley Mai	ORIA Program Manager	206-568-5808	Ashley.Mai@dshs.wa.gov
Caleb Clark	ORIA BFET Contracts Officer	360-480-6936	Caleb.Clark@dshs.wa.gov

ORIA Program	Invoices, program inquiries, eJAS access questions, and ORIA based program concerns	Ashley.Mai@dshs.wa.gov

SBCTC CONTACTS

Erin Frasier	Policy Associate	360-704-4339	efrasier@sbctc.edu
Jennifer Dellinger	Program Administrator	360-704-3925	jdellinger@sbctc.edu

RESPONSIBILITIES OF BFET POLICY AND OPERATIONS

Policy Team	Operations Team
SWBFETPOLICY@DSHS.WA.GOV BFETMonitoring@DSHS.WA.GOV	BFETHELP@DSHS.WA.GOV BFETBILLING@DSHS.WA.GOV
Manages BFET Contracts	Provides technical EJAS assistance
Approves invoices	Manages BFET Components for providers including opening, closing and approval.
Manages program policy and clarifying questions	Processes eligibility lists
Monitors for program compliance	Processes and approves billing rosters
Manages budgets and amendments.	Audits cases and ensures requirements are met by providers
Processes EJAS ID requests and Confidential Information Fraud and Abuse	

BASIC FOOD (SNAP)

OVERVIEW

Washington State administers the Supplemental Nutrition Assistance Program (SNAP), referred to as the Basic Food Program, as authorized by the Agricultural Act of 2014. The Basic Food Program includes the federally funded SNAP and the state-funded Food Assistance Program for legal immigrants (FAP).

FAP provides food assistance for individuals who are legal immigrants and meet federal income requirements, but do not meet federal immigrant eligibility criteria for SNAP. *FAP recipients are not eligible for BFET*.

The Washington Basic Food Program helps low-income individuals obtain a more nutritious diet by supplementing their income with Basic Food benefits issued on an Electronic Benefits Transfer (EBT) card.

States must provide employment and training services to program participants as a part of administering SNAP. BFET is the SNAP corresponding employment and training program in Washington. USDA Food and Nutrition Service (FNS) provide the federal funding for BFET services and have oversight authority for SNAP Employment and Training Services.

Federal Regulations require some Able Bodied Adults without Dependents (ABAWD) Basic Food recipients to register for work and participate in approved activities to maintain their eligibility for food assistance. ABAWD Basic Food recipients can meet the participation requirement through BFET's approved employment and training activities.

However, it is important to remember that Washington State's BFET program is voluntary; there are no mandatory participation requirements.

BASIC FOOD ASSISTANCE BENEFITS AND BFET

Persons eligible for Basic Food **may be eligible** for BFET services regardless of their benefit amount, which may be zero or a low monthly issuance due to eligibility requirements. Participants eligible for Basic Food benefits may also be eligible for the following:

- Low-cost cell phone services
- Women, Infants, and Children (WIC) services and
- SNAP Nutrition Education and Obesity Prevention (SNAP-Ed) services.

APPLYING FOR BASIC FOOD ASSISTANCE

DSHS is committed to providing Basic Food benefits to all potentially eligible people who want to receive them. You can apply for Basic Food assistance:

- Online at www.washingtonconnection.org
- In person at the local DSHS Community Service Office, or
- Call our customer contact center at 1-877-501-2233
- By mail DSHS Customer Service Center PO Box 11699 Tacoma, WA 98411-6699

FRAMEWORK

FNS EMPLOYMENT AND TRAINING E&T TOOLKIT

The BFET Handbook covers all required policies in the FNS Employment and Training Toolkit. The toolkit helps States create, implement and manager E&T programs. States have discretion in how they choose to operate their E&T programs.

OUTREACH & MARKETING

Outreach and marketing is an important and required activity for contracted service providers. Promoting the BFET program increases participant enrollment and connects services to communities. Marketing and outreach may vary depending on your agencies approach. DSHS may refer participants to your agency at the participant's request.

Television and Radio broadcasting for the BFET Program is not allowed and cannot be reimbursed.

LIMITED-ENGLISH PROFICIENCY

All forms and services must be available in the participant's preferred language. Translation and interpretation costs can be billed to the program. DSHS forms and translations can be found here: https://www.dshs.wa.gov/office-of-the-secretary/forms

PRINTED MATERIALS CIVIL RIGHTS & NON-DISCRIMINATION

All printed materials, either paper or electronic, must contain the USDA Non-Discrimination Language:

- In accordance with Federal civil rights law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, the USDA, its Agencies, offices, and employees, and institutions participating in or administering USDA programs are prohibited from discriminating based on race, color, national origin, sex, religious creed, disability, age, political beliefs, or reprisal or retaliation for prior civil rights activity in any program or activity conducted or funded by USDA

If the entire USDA Non-Discrimination Language will not fit on the printed material, the following statements can be used:

- This institution is an equal opportunity provider
- *Funding provided by United States Department of Agriculture.*
- *USDA is an equal opportunity employer provider and lender.*

The following statements can be used instead of the entire nondiscrimination statement if it will not fit on the printed material.

FORMS

All DSHS forms are located at www.dshs.wa.gov/fsa/forms. All BFET program forms are available on the BFET website under the Provider Resources section.

Email the BFET Fiscal Manager at EandTFiscal@dshs.wa.gov to request your A-19 form. The following forms cannot be altered:
- BFET Eligibility List
- ORIA Billing Roster
- College Tuition Billing Roster
- Local Match Certification (DSHS 06-155)
- A-19

A written request to alter the following forms can be made to DSHS:
- BFET IEP
- Substitution for the Release of Information Form (DSHS 14-012)
- Substitution for the SBCTC BFET Referral From (DSHS 10-501)
- BFET Reimbursement Request Form (DSHS 07-103)

ALTERNATIVE FORMS

All requests to use alternative forms must be approved annually by policy staff at the onset of each contract year. If your agency utilizes an approved alternate form, it's required that documentation of policy approval is maintained and provided to DSHS for review during the monitoring visit.

For DSHS Policy Contracted Providers

Submit all form revision request to SWBFETPOLICY@dshs.wa.gov for approval or at the time of renewal application.

For SBCTC Contracted Providers

Submit all form revisions to Jennifer Dellinger at jdellinger@sbctc.edu for approval. Alternate forms must be submitted with grant applications.

For DSHS ORIA Contracted Providers

Submit all form revision request to Ashley Mai at Ashley.Mai@dshs.wa.gov for approval.

TRAINING & NETWORKING

Please refer to the Required Training section in the Special Terms and Conditions of your contract for details regarding training requirements.

BFET PROVIDER MEETING

The quarterly BFET Provider Meeting communicates program developments and provides training to enhance service delivery.

BFET TRAINING FORUM

The annual BFET Training Forum shares the latest trends in employment and training theory and practice, work force development, and best practices throughout the provider network. Additional information on the BFET Training Forum including dates, location and registration are updated annually and can be found by clicking the hyperlinked title or by visiting the BFET Website.

CONTRACT TRAINING

DSHS conducts annual contract training to review changes in the each FFY contract. This training is required for all providers. The training is held each September.

PROGRAM TRAINING

Program training comprises program operations, policies, procedures, fiscal, and billing. It is the provider's responsibility to provide training for new staff and refresher training on program changes. If additional support is needed, contact the appropriate program manager. Submit requests for eJAS training to:

- o For DSHS Policy Contracted Providers contact the BFET Operations team at BFETHelp@dshs.wa.gov
- o For Colleges, contact Jennifer Dellinger at jdellinger@sbctc.edu and the BFET Operations team at BFETHelp@dshs.wa.gov
- o For DSHS ORIA , submit your request to Ashley Mai at Ashley.Mai@dshs.wa.gov and the BFET Operations team at BFETHelp@dshs.wa.gov

OTHER MANDATORY STAFF TRAINING

MANDATORY ABUSE AND FRAUD REPORTING

All staff and volunteers working with the participant must complete **Abuse and Fraud Reporting** training within 30 days of the new contract term or new hire date. You must document the completion of this training and retain it for future monitoring visits. Complete Abuse and Fraud Reporting training by reading the DSHS 22-163, or viewing the Mandatory Reporters Video on YouTube.

CIVIL RIGHTS & NON-DISCRIMINATION TRAINING

All staff, supervisors and volunteers working with the participant must complete civil rights training within 30 days of the new contract term or new hire. You must document the completion of this training and retain it for future monitoring visits. Understanding and Abiding by Title VI of the Civil Rights Act can be viewed by clicking on the hyperlinked title.

CONFIDENTIAL INFORMATION, FRAUD AND ABUSE FORM

As a provider organization, you must require all employees (or other persons) with access to DSHS information to complete and sign the DSHS Non-Disclosure form annually at the beginning of each FFY, no later than October 31. You will find a preapproved form (03-374E) on the Provider Page of the public website www.dshs.wa.gov/bfet. You must keep all completed Non-Disclosure forms on file and have them available during your monitoring visit. If you require eJAS access, please email your completed 03-374E form to the appropriate point of contact listed in the EJAS ACCESS section. **Any individuals representing your agency who may come into incidental contact with DSHS participant information (i.e. IT staff, fiscal staff, front desk staff, volunteers) will be required to complete a non-disclosure form."**

DSHS policy prohibits using DSHS information or access to eJAS for personal gain or potential conflicts of interest. Working on the case of a family member or friend is expressly prohibited. In Addition, BFET providers are prohibited from using Benefit Verification System (BVS), the eJAS "COLLEGES" model, or other means not explicitly approved to access BFET cases.

MONITORING & AUDITING

ANNUAL MONITORING

Please refer to the Contract Monitoring section in the Special Terms and Conditions of your contract for details regarding annual monitoring.

AUDITING

Providers are subject to auditing by FNS to ensure all appropriate laws, rules, and procedures are followed. This may involve auditing of participant case files, whether electronically or on-site, and surveying of Providers and/or participants.

EJAS AUDITS

Providers are subject to auditing by DSHS to ensure compliance with policies and procedures. This could include, but not limited to, Case Notes Audits, Case Review, and Caseload Management Report (CLMR), use of BFET Eligibility (automation), Component usage, Closure Codes, and Participant File Review.

EJAS ACCESS

REQUESTING NEW ACCESS

EJAS access is required to assist participants in the BFET program. Please email or scan all completed Confidential Information, Fraud and Abuse Form Non-Disclosure forms 03-374e to the appropriate email address listed below for each individual that requires eJAS access. Please refer to the Confidential Information, Fraud and Abuse section on page 7, for further clarification about Confidential Information, Fraud and Abuse Form

If access is needed to multiple EJAS models (such as commerce, BFET, ORIA, colleges and others), ensure providers request access to specific models. Model access may vary by program and is processed independently. If multiple EJAS model access is needed, you may receive a unique login for each account. A new form is required for any changes to existing access. For example, if you have access to region, one BFET and need to add access to region three BFET; you will need to submit a new form outlining this request.

For DSHS Policy Contracted Providers

Submit the completed 03-374e form to SWBFETPolicy@dshs.wa.gov and allow up to five business days for processing.

For DSHS ORIA Contracted Providers

Submit an email including the worker's name and eJAS ID with the completed 03-374e to Ashley.Mai@dshs.wa.gov and SWBFETPolicy@dshs.wa.gov and allow up to five business days for processing.

For SBCTC Contracted Providers

All eJAS access requests for college staff must be submitted to Jennifer Dellinger at jdellinger@sbctc.edu and allow up to five business days for processing.

TERMINATING ACCESS

Providers are responsible for requesting removal of access to any staff that no longer need eJAS or work with the BFET program per the terms of your contract.

For DSHS Contracted Providers

Submit an email to SWBFETPolicy@dshs.wa.gov including the worker's name and eJAS ID.

For DSHS ORIA Contracted Providers

Submit an email to Ashley.Mai@dshs.wa.gov including the worker's name and eJAS ID.

Submit an email including the worker's name and EJAS ID to Jennifer Dellinger at jdellinger@sbctc.edu.

PASSWORD RESET OR EJAS ERROR MESSAGES

For eJAS password reset, follow the instructions linked under the Password field in eJAS: Password Reset/Help Desk. For eJAS error messages, send email inquiry to BFETHELP@dshs.wa.gov with a description of the error encountered and a screen shot if possible.

SECURE ACCESS WASHINGTON (SAW) PORTAL

Effective April 1, 2017, Washington Enterprise Services requires that all external partners create and use a SAW user account to reach the eJAS website. Provider staff will need to have this account created in order to access the eJAS login screen. Refer to SAW Secure Access Washington.

The SAW eJAS Service Code needed to add eJAS access to your SAW account changes periodically. The most current Service Code can be found on the Provider Resources page at https://www.dshs.wa.gov/esa/provider-resources SAW Account Instruction .

SECURE EMAIL PORTAL

The State of Washington Secure Email Portal (Secure Email Portal) is a secure way to compose, receive, view, reply to, and forward encrypted messages over the internet. You must use secure email when communicating confidential information with DSHS and other BFET Providers. Secure email is strictly for official business in the service of DSHS participants and cannot be used for personal activities. There is no sent folder in Secure Portal, copy yourself on the email and retain a copy for your records if needed. *All invoices must be submitted using secure email.*

REQUESTING NEW ACCESS

To request access to the Secure Email Portal, send an email to BFETHELP@dshs.wa.gov or SWBFETPOLICY@dshs.wa.gov. DSHS will send a secure email that contains an invitation to the Secure Email Portal, which requires registration. The message contains an **Open Message** button that will open the **Registration** page.

Helpful tips: When setting up secure email password do not use an * or ! and do not check the box to the left of your email. Simply select the email and open.

BFET REPORTS

BFET PERFORMANCE MEASURES AND QUARTERLY REPORTS

For DSHS Policy and DSHS ORIA Contracted Providers
Performance measures are captured using eJAS data and provided in a quarterly report. Program Managers review this information quarterly and provide a copy to providers the end of the month following quarter end. Tracking of performance measures ensure contractual compliance and are reported annually in the contract monitoring report.

For SBCTC Contracted Providers
Submit your quarterly report to Jennifer Dellinger at jdellinger@sbctc.edu.

FISCAL

FUNDING

The BFET program utilizes a 50/50 reimbursement model to fund the program. Funds from reimbursement of BFET expenditures can be leveraged as "local" match in future BFET invoices, this is known as **reutilizing BFET funds** (reutilized funds are available after year one of a provider contract). Funds must be received, spent on valid BFET

costs and invoiced through the regular invoicing process for consideration of reutilization of funds. A worksheet will be required for reutilized BFET funds that demonstrate:

1. The amounts invoiced to DSHS in the month or quarter, it was invoiced
2. When the invoiced amount was received back from DSHS and
3. The date and amount used as a match on future invoices.

If private donations are used as a local match, a worksheet listing all donations by donor name is required. The worksheet is not required to be submitted monthly with the invoice; however, it will be reviewed during the annual monitoring visit.

For DSHS Contracted Providers
All administrative costs and participant reimbursements are required to be expensed and 50 percent of all eligible costs billed to the program.

For SBCTC Contracted Providers
All administrative costs, tuition and participant reimbursements are required to be expensed and 50 percent of all eligible costs billed to the program.

For DSHS ORIA Contracted Providers
50/50 model and "local match" does not apply

100% ADDITIONAL FUNDS
FNS provides the opportunity for states to request additional 100 percent funds annually. These funds are subject to the availability of unspent funds nationally and can be used to support administrative costs. Providers requesting 100 percent funds must submit an application and a budget identifying services offered. If approved, 100 percent funds for administrative costs must be spent prior to spending 50/50 funds. The amounts, approvals, and dates funds are available vary each year. For additional questions regarding 100 percent, funds contact the appropriate program staff.

BUDGETS
All budgets must be submitted using the approved DSHS budget template. Funds cannot be moved from Administrative Cost to Participant Reimbursement or vice versa without submitting an amendment. A variance of more than 10 percent for each budget line item requires a contract amendment.   Please see the website for additional information regarding the budget, due dates and requirements. Budgets are due to DSHS no later than June 15, for review, which are incorporated in Washington's state plan.

AMENDMENTS
Budget amendment request are allowable through the end of quarter 3. Amendment request are not guaranteed. To submit a budget amendment request, an updated budget workbook with a detailed explanation of changes and justification must be emailed to the following:

For DSHS Policy Contracted Providers
BFET Policy at SWBFETPOLICY@dshs.wa.gov.

For DSHS ORIA Contracted Providers
Ashley Mai at Ashley.Mai@dshs.wa.gov.

For SBCTC Contracted Providers
All budget change requests must be submitted in accordance with the annual SBCTC BFET Fiscal Guidelines and Grant Terms document.

COST ALLOCATION

All Providers must provide a cost allocation plan along with their budget every FFY. The BFET program offers two options, either:

- An in-direct cost rate to cover the common costs or
- A cost allocation plan to cover the common costs.

One method is required. If the in-direct cost rate is requested, a copy of the approved indirect rate cost letter is required with the cost allocation plan.

All payroll/admin costs must be allocated (for example, fringe benefits) through the same method chosen.

BILLING ROSTERS

Effective October 1, 2018, the Billing Roster is replaced with the PR function in eJAS. Submitting a Billing Roster for DSHS Policy Contracted Providers is no longer required. SBCTC Contracted Providers must submit a roster monthly.

For ORIA BFET Providers with contracts to serve eligible refugee, immigrant, LEP individuals who have **not** naturalized (obtain US citizenship) providers will be required to submit a monthly billing roster to the BFET Operations team.

Submit all rosters to the BFETBilling@dshs.wa.gov using the appropriate form. Rosters will be processed within 1-15 business days of the date received.

For DSHS Policy Contracted Providers

No roster is required.

For DSHS ORIA Contracted Providers

Providers must use the ORIA Billing Roster. Providers cannot bill for ineligible individuals unless an exception is approved by Ashley.Mai@dshs.wa.gov.

For SBCTC Contracted Providers

 Providers must use the College Tuition Billing Roster. Please refer to the SBCTC BFET grant guidelines.

INVOICES

For DSHS policy contracted providers, invoices are submitted monthly (or quarterly if approved) to SWBFETPolicy@dshs.wa.gov, in accordance to the terms of the contract (within 60 days after the billing period).

The final invoice in the contract year must be submitted within 45 days of the end of the contract year. Payments are issued within 45 days of invoicing. Completed invoices must include:

- Completed and signed A-19 form
- Cost Details Page by line item
- Separate Local Match Certification form for each source of match funds
- Completed lease calculation tool (when applicable)
- Participant Reimbursement Tracking Log and
- Remaining balance sheet, which tracks funds throughout the contract period. If funding exceeds the approved budget amount, payments will be reduced to match the approved budget.

INVOICES NEEDING CORRECTIONS
For DSHS Policy Contracted Providers

If invoices are returned for additional information or clarification, providers will receive an email describing the required information. Invoices are processed in the order received, including resubmitted invoices. We do not hold or pend invoices for corrections.

DSHS ORIA Providers *submit monthly Billing Roster* (MCR) to BFETBilling@dshs.wa.gov. Submit the complete billing packet; A-19, cost details page, YTD budget expenditure summary, and the approved MCR to Ashley Mai at Ashley.Mai@dshs.wa.gov within 30 days of the end of the billing month.

For SBCTC Contracted Providers

Invoices must be submitted monthly using the Online Budget and Invoicing System (OBIS). Colleges submit invoices to SBCTC through their internal procedures. For additional detail and billing roster processes, refer to the current SBCTC BFET Fiscal Guidelines and Grant Terms document.

PARTICIPANT REIMBURSEMENTS

The BFET program allows for the use of participant reimbursement (PR) to support approved activities. PR is issued directly to the participant up to the prescribed limits as outlined in the Participant Reimbursement Directory. Providers cannot use personal funds to pay for PR.

BFET funds cannot be used if the participant receives other funds identified to cover costs. BFET participants receiving other sources of funding must first fully expend those resources on qualified expenditures before the issuance of PR.

PR should be reasonable and necessary to engage in a BFET activity. A cost is reasonable if, in its nature and amount, it does not exceed that which a prudent person would pay under the circumstances prevailing at the time the decision was made to incur this cost. Necessary costs are incurred to carry out essential functions, cannot be avoided without adversely affecting participant outcomes and do not duplicate existing efforts.

Suggested questions to ask when considering the issuance and level of participant reimbursement include the following:

- Is the participant reimbursement reasonable and necessary for participation in the BFET component?
- What resources does the participant have available?
- Are there other resources in the community that can help with this cost?
- Is there a lower cost alternative available?
- Reimbursements such as tools or assistance with licenses and fees, will these issuances result in employment?

If a participant need is identified that is not covered in the Participant Reimbursement Directory or that exceeds the stated limits then providers can submit a participant reimbursement Exception to the Rule (ETR) Request. ETR's must indicate the client eJAS number, amount requested, if other community funding sources have been exhausted and justification.

When issuing a support service, the PR form in eJAS must be completed if you are unable to issue/print/and obtain signature at time of initial issuance, you must input/document the PR form in eJAS within seven business days.

When issuing Participant Reimbursement or support service, address the following elements:
- What support service was issued (IE a bus pass, work equipment, or a training course)
- Amount of reimbursement issued
- How the support service will aid in participation and
- Was a receipt requested to be returned?

All participant reimbursements must be tracked using the PR form and receipts must be maintained in the participant file.

MISSING RECEIPTS

A receipt is considered missing when a monetary value is exchanged for goods and/or services and a receipt was requested and failed to be returned. If a participant fails to submit a receipt providers must document the attempts in eJAS that were made to get the participant to return the receipt. If a participant fails to return two receipts, PR can no longer be issued to that participant.

INTERNAL BOOKSTORE TEXTBOOKS & SUPPLIES POLICY
For SBCTC Contracted Providers:

 Reimbursement documentation for textbooks and supplies through an internal bookstore must include:
1. Reimbursement Form supplied by DSHS or an alternative form approved by the SBCTC Program Administrator.
2. Expense Documentation. Documentation of the actual expense must be kept on record and the documentation must:
   - Include an itemized list of purchased books and/or supplies
   - Include only information for the specific participant (not a record with multiple participants on the same documentation) and
   - Be accessible

BFET ELIGIBILITY

ELIGIBILITY
An individual may qualify for BFET if he/she receives Basic Food Assistance and meet the following requirements:
- Is age 16 or older (there are additional requirements to serve 16-17 year olds) and
- Is able to work at least 20 hours per week
  - For participants with a verified disability, such as active SSI recipients or temporary workers compensation recipients, you will use the participant's statement or participant-provided documentation to determine BFET eligibility.

An individual is not eligible to receive BFET services if he/she:
- Receives State-funded Food Assistance Program (FAP) benefits or
- Receives Temporary Assistance for Needy Families (TANF), Refugee Cash Assistance (RCA) or other cash assistance under Title IV such as Tribal TANF.

YOUTH SERVICES
Youth ages 16 to 17 may participate in BFET programs even if they receive Basic Food benefits independently or through their parent's case. The participation expectation for Youth s is secondary education or High School Equivalency (HSE) classes (see High School Equivalency section). Youth may participate in vocational education programs if they have received or are in the process of receiving their HSE. Youth 16 years and older do not require parental consent to participate in BFET.

RUNNING START STUDENTS
Youth participating in the Running Start program are eligible for BFET if they meet the following requirements:

- The AA degree must be non-transferable
- The student must complete the IEP and make a specific declaration (documented) that their goal is employment upon completion of the AA
- Books, fees and any PR must be directly related to the AA degree. High school classes are excluded
- Must maintain a GPA of at least 2.0 each quarter
- Must be at least 16 years old, and sign the DSHS 14-012 consent form.

HIGH SCHOOL EQUIVALENCY

State law provides free educational services for children and young adults up to age 21, therefore secondary education and HSE classes for this population are not reimbursable unless the student has been legally separated / released from the regular school system that would provide those services. High School Equivalency costs for adults over the age of 21 are allowed. PR designed to help the child remain in school by eliminating barriers; counseling or tutoring can be provided and reimbursed by the program, as long as they are not otherwise provided free or at reduced cost through another source.

ABAWD (ABLE BODIED ADULT WITHOUT DEPENDENTS) CLIENTS:

ABAWD' must meet work registration requirements in order to receive and maintain BFA. ABAWDs are age 18-49, have no dependent children in their assistance unit, and are able to work. If an ABAWD declares no physical or mental issues, they must work at least 20 hours per week or 80 hours in a month, volunteer in Workfare, or participate in state approved employment and training programs, including, but not limited to BFET, WIOA and LEP Pathway. If individuals reside in areas that are not waived, they must meet these work requirements. If work requirements are not met, ABAWDS can only receive three months of basic food benefits in a 36-month period or will be terminated for non-compliance.

Currently only ABAWDs in King County, with the exception of those living on the Muckleshoot Reservation, are at risk of losing their benefits if they do not participate. Waivers are based on the unemployment rate in comparison to the national average. As unemployment rate decreases statewide, DSHS will lose more waived areas. There are clients who would otherwise fall into this category statewide who are great candidates for the BFET program. You can identify an ABAWD client on the Client Demographics screen in eJAS.

NON-COVERED SERVICES

- 4-year College degree
- Direct Transfer degrees (AA-DTA) (excluding professional / technical degrees designated with AAS-T)
- Bachelor of Applied Science (BAS) degrees
- On the job training wages
- Workfare or
- Stipends provided in certain training programs.

For DSHS ORIA Contracted Providers

Providers with **only** DSHS ORIA contracts can service LEP refugee and immigrant participants who are non-US citizens or (naturalized) US Citizens. DSHS ORIA providers cannot serve individual who receive Refugee Cash Assistance (RCA) or Temporary Assistance for Needy Family (TANF).

COMPONENTS

FOOD INDICATOR (FI) - The FI component distinguishes BFET cases from other programs in eJAS and allow access to the participant's eJAS case. This component has no associated activity and is required for all BFET participants. The FI is not a standalone component and must be accompanied by an activity component.

The total maximum activity hours per week for the BFET program is 40 hours. Eligible individuals can participate in the following activity components:

JOB SEARCH TRAINING (JST) - JST is captured using the JT component. JST provides structured activities to help participants seek and obtain suitable employment. Services include, but are not limited to the following:
- Labor market information
- Job seeking skills instruction

- Resume writing
- Job skills assessment
- Coaching
- Work ethic training
- Job placement services

The JT component can be opened for a maximum of 90 days.

SUPERVISED JOB SEARCH (SJS) - SJS is captured using the JS component. SJS requires individuals to search for employment by making at least three employer contacts weekly, completing, and submitting a job search log monthly, as verification. Individuals must take any steps necessary to apply for a position for the contact to count as a job search activity. *Case managers* will review and follow up with all job search logs monthly with participants. Job search logs must include date, type and result of contact. SJS activity may include:
- Use of computer, email, fax, telephone
- Search of job listings and
- Participation in a job club
- Securing identification, professional license or certifications

An employer contact is any engagement with an employer regarding a job posting. This means the participant can have multiple "employer contacts" for the same employer. For example, telephone, online or in-person contact. This may also include securing documents needed to secure and maintain employment.

The JS component can be opened for a maximum of 90 days.

BASIC EDUCATION (BE) - BE is captured using the BE component. BE includes individuals who have not obtained a high school diploma, High School Equivalency or attained a level 2B in English literacy. This education is not credential bearing. BE activity may include the following:
- Education in basic computer skills,
- Literacy or math training
- High School Equivalency (formerly GED)
- Basic Education for Adults (BEA) and/or
- English as a Second Language (ESL).

The BE component can be opened for a maximum of 120 days.

For DSHS ORIA Contracted Providers
ORIA Providers can use approved BE component for ESL only when providing ESL to participants to gain language skills needed to get and keep employment. Follow these requirements to approve BE for ESL:
- Determine the recipient's initial ESL level by administering the Comprehensive Adult Student Assessment System (CASAS) test for reading and listening, and ORIA-approved assessments for writing and speaking and
- CASAS- qualified staff that has knowledge and experience in applying Washington ESL Adult Learning Standards skill indicators for writing and speaking testing must perform the ESL assessment scoring. *CASAS recertification training must be completed once every two years.*

ESL instructors must have the following:
A Bachelor's degree in Linguistics, Education or related field, Liberal Studies or Liberal Arts, with certification or endorsement in (TESOL/TESL/TEFL); and or a minimum of three of three years teaching ESL to adults; or have a combination of credentials and experience that are approved by the community college or by the ORIA Program Manager.

ORIA Providers must:
- Provide ESL Classroom instruction and document weekly class attendance,
- Provide ESL classroom instructional services in an appropriate teaching and learning environment,
- Utilize the College and Career Readiness Standards for Adult Education http://lincs.ed.gov/publications/pdf/CCRStandardsAdultEd.pdf as the basis for learning goals and measures.
- Utilize curriculum that incorporates content and language to prepare participants for the workforce.

LIFE SKILLS (LS) – LS is captured using the SL component. LS are abilities for adaptive and positive behavior that enable individuals to deal effectively with the demands and challenges of everyday life and employment. LS topics include but are not limited to:

- Work preparation
- Health and well-being
- Effective communication
- Personal strength builders
- Community engagement.

Curriculum:
If your agency is opting to include this component and do not currently have curriculum, please contact SWBFETPolic@dshs.wa.gov to obtain a copy of the Strategies for Success (SFS) curriculum, which is a model used by DSHS and other providers who offer life skills services.

The SL component can be opened for a maximum of 90 days.

Vocational Education (VE) - VE Is captured using the VE component. VE is part of a job placement program that requires industry specific training. The focus is on filling the skills gap between low-skill adults and livable wage jobs. This education or training will result in a person receiving recognized credentials. Services include occupational assessment, remedial and entry-level job skills training, customized training, institutional skills training, and upgrade training. VE activity must be:
- Credentialed or
- Recognized by an independent third party or
- Accepted by local industry employers.

The VE component can be opened for a maximum of 150 days.

Component hours are based on the number of hours the participant is expected to participate, not on credit hours. For example, if a participant attends Vocational Education for 6 hours per week and has an estimated 10 hours of homework or study time per week, the VE should show 16 hours per week.

JOB RETENTION SERVICES (JRS) – JRS is captured using BR component. JRS is an activity used to assist and support employed participants to achieve satisfactory job performance and increase earnings. JRS are used when the participant's earnings are over the basic food income limit or when the employed participant chooses not to continue BE/JS/JT/VE activities beyond their new employment. Employment must be verified monthly and individuals must have participated in other BFET activities in the last 30 days. JRS can include the following activities:

- Counseling
- Coaching
- Case management and
- Participant reimbursements

Individuals who choose to participate in JRS must participate for at least 30 days and cannot exceed 90 days regardless of additional employment start and end dates.

JOB RETENTION SERVICE EXTENSION (JRSE) (New) – JRSE is an activity used to assist and support employed participants to achieve satisfactory job performance and increase earnings. The JRSE component is used when the participant's earnings are over the basic food income limit. If the individual is not over the basic food income limit and is employed PT, an individual must co-enroll in BE/JS/JT/VE/SL activities. Individuals accessing JRSE activities must engage in Financial Empowerment Training (FET) (additional information below). eJAS documentation must include information on FET. JRSE includes the following activities:

- Counseling
- Coaching
- Case management and
- Participant reimbursements

All Retention participants must receive FET and encompass the five elements below. eJAS case note documentation must include progress in the FET component:

FINANCIAL EMPOWERMENT TRAINING (FET)

1. *First Paycheck/W-4*
   a. Tax withholdings (correct # of exemptions, W-4, gross versus net explanation, medical premiums, SSI withholds, etc., direct deposit)
2. *Budget Basics*
   a. Identify needs versus wants
      i. Needs: Housing, transportation, utilities (including internet and phone), food, clothing, work-related expenses, child care, child support, medical expenses (prescriptions, etc.), insurance (rent, home, auto)
      ii. Wants – Cable, entertainment, salon visits (moderation/other options)
   b. Intro to Banking: Bank fees (direct deposit, account set up, service charges, overdraft fees)
   c. Understanding your bank statement (disputes, fraud, protecting your identity (keeping statement in secure location, etc.)
      i. Balancing checkbook
   d. Setting up reoccurring on-line payments (automatic drafts)
   e. Debit card use
   f. Prioritize your financial obligations (may be options to delay payment for certain bills)
3. *Credit/Payday Loans*
   a. Interest
   b. Bank loan versus predatory loans (high interest)
   c. How to monitor credit history (using 3 major credit bureaus)
   d. Borrowing money from friends/family
   e. Other community resources
4. *Savings*
   a. Plan for emergencies
   b. Long-term planning for specific goals or aspirations
      i. Define specific goal, determine cost, and start saving
      ii. Life insurance, children's education, etc.
   c. Pay yourself first (determine realistic savings amount)
   d. Employer contributions (401K, deferred comp, etc.)
5. *Resources*

a. Various options (online, other agencies, classes, community, books, Employment Security Department – Strategies for Success (week of financial training))
b. Dental care, medical care, and subsidized housing, child care
c. Family and friends
d. Employer (child-care, employee assistance, etc.)
e. Couponing

The JRSE Component can be opened:
- For a maximum of 365 days from the first day of employment (275 days if BR already used); and
- Up to 365 (275 days if BR already used) days from the day Basic Food closes.

 The participant's employment does not need to directly relate to BFET participation.

Job Retention Service Extension activity will be approved for 90 days at a time. At the end of the 90 days, the case manager will assess the client's situation to determine if there is still a need to engage in activities. If the component is extended, you must document in eJAS the need for an extension

Job Retention Extension (JRE) BC component will be approved for 90 days at a time, and at the end of the 90 days, the case manager will assess the client's situation to determine if there is still a need. The BC component will not work if participant's Basic Food Assistance closes.

Activity components can be opened with future starts dates (except JS) up to one month in advance. For example, a September component may be opened as early as August 1. When opening future components, eligibility must be rechecked before providing services as participant's eligibility may terminate without notice.

Component Hours Participants enrolled in an activity component 19 hours or less per week are considered part time. Participants enrolled in an activity component at least 20 hours per week or more are considered more than half the time

Accurate component enrollment hours can effect eligibility for support services such as Basic Food assistance, child care and participation to meet ABAWD work requirements

COLLABORATION

CO-ENROLLMENT
In some situations, multiple providers/colleges can work with the same participant to achieve their IEP goals. Both providers/colleges can work with the participant at the same time but each use a different component(s). It is the agencies responsibility to coordinate services for co-enrolled participants to prevent duplication of service. Duplication of service means the participant receives the same component or the same participant reimbursement from multiple providers in different components.

DSHS encourages BFET providers/colleges to collaborate and make referrals to other providers for services that they do not offer in their BFET program. For example, when a participant nears the end of their VE goals at a college, the college may refer to a DSHS Contracted Provider to provide JS if the college does not have adequate job search assistance available.

CO-ENROLLED COMPONENTS
When components are open with another provider/college, BFET Eligibility (automation) cannot be used to open components. EJAS will generate the message, "This client has BFET-related activity, and cannot auto open at this time". A component open request must be submitted through a manual eligibility list to BFETHELP@dshs.wa.gov.

When closing components with co-enrolled participants, only close the component attached to your agencies eJAS provider code.

WORKFARE COLLABORATION

Workfare is a volunteer program for ABAWD participants to increase their overall employability by developing basic job skills and confidence. All non-exempted ABAWDs must participate in certain amount of hours each month in work-related activities to retain their Basic Food benefits. ABAWD participants may be co-enrolled in Workfare and BFET to meet the work-related activity hours required. Workfare is a good option for ABAWD participants who cannot participate in BFET at least 80 hours a month (20 hours a week average) as it has a lower hourly requirement.

The DSHS ABAWD Specialized Unit assists ABAWD participants in determining the number of Workfare hours required to retain BFA. Encourage ABAWD participants interested in Workfare to contact the ABAWD Specialized Unit at 1-877-501-2233.

EMBARGO CLIENTS

The Resources to Initiate Successful Employment (RISE) three-year pilot project ended March 31, 2018. RISE offered services such as Comprehensive Case Management, Strategies for Success and Work-Based Learning in King, Pierce, Yakima, and Spokane counties. Pilot participants either randomized to the treatment group (RISE) or control group (BFET). At the end of the pilot, the RISE treatment group transferred to the BFET program for continuation of services. Individuals assigned to the BFET control group cannot receive RISE-like services for three years from the randomization date, this includes SFS/life Skills.

The RISE pilot control group are identified on the client home page in eJAS. If a control group participant is enrolled in the program you will receive a message, "This client is assigned to the RISE Pilot Control Group (BFET) Embargo Begin and End date".

ORIA COLLABORATION

Participants served by another program such as Limited English Proficiency (LEP) Pathway or Career Ladder for Educated and Vocationally Experienced Refugees (CLEVER) may or may not qualify for BFET services at the same time. Not all LEP Pathway and CLEVER Providers use components in eJAS. If eJAS notes are documented in a participant's case that indicate active LEP Pathway or CLEVER services, you must consult with the LEP Pathway or CLEVER **before** providing service. Contact the ORIA Program Manager for additional information or clarification.

For DSHS ORIA Contracted Providers
Contact Ashley.Mai@dshs.wa.gov to receive approval to serve a participant in two ORIA employment programs **before** providing service.

ABAWD NAVIGATORS

DSHS has partnered with other agencies to provide ABAWDs with resources and opportunities to meet their work requirements. Once DSHS identifies an individual as an ABAWD, the individual will receive a referral to an ABAWD Navigator who will:

- Ensure the ABAWD understands the work requirements, including how to verify participation.
- Complete an assessment (equal to the BFET IEP) to determine the ABAWD's existing skills, barriers and goals.
- Match the ABAWD with an agency that would best serve their abilities and goals: these placements could be to BFET providers, back to DSHS for Workfare, or to another approved activity.
- Since these Navigators will be responsible for matching the ABAWD to the pathway that best suits them, it is imperative they develop a relationship and understanding of the services of BFET providers in their geographic area. The Navigators will also be responsible for doing a warm handoff with the ABAWD client.

This will include, but not limited to doing a check-in with providers they send the ABAWD to, to see if the referral was successful.

- At this time, there are 34 ABAWD Navigators located at Community and Technical Colleges. There will be additional ABAWD Navigators at the WorkSource offices in Auburn and Vancouver.

ENROLLMENT

CONSENT FORM

A Consent form is used as a release of information. Participants must complete, sign and submit the DSHS Consent Form 14-012 before accessing confidential information in eJAS. This includes identification number, contracted provider name and length consent is valid for date. The DSHS Consent Form 14-012 must be used if any protected health information is shared.

If approved to utilize an alternate consent form the DSHS "Release Clause" verbiage must be integrated into the form. A Consent form is not acceptable without the "Release Clause." See the Appendix for DSHS "Release Clause" language.

INTAKE AND ASSESSMENT

An intake and assessment of the participant is required to ensure the BFET program is a good fit and is the most appropriate service. All intake documents and documentation must be completed and maintained by the provider. The assessment must include, at a minimum:

- Basic skill levels
- Aptitude
- Interests
- Employment history
- Education history
- Employment barriers
- Career goals/interests and
- Supportive service needs.

The intake and assessment can be completed before or after checking BFET eligibility in eJAS. However, the complete intake and assessment must be completed **before** assigning (or enrolling) an individual into a BFET activity component.

INDIVIDUAL EMPLOYMENT PLAN

After completing the intake and assessment and determining that BFET will be a good fit for the participant, complete an IEP. The participant must complete and sign the IEP within ten calendar days of program enrollment. The Individual Employment Plan (IEP) will include the results of assessing the following:

- Career goals
- Qualifications
- Transferable skills
- Job-relatable assets
- Barriers to employment

The IEP will include incremental steps to help participants overcome all identified career barriers and support the participant's strengths and goals. The following items must be included in the IEP:

- Title of the form must be "BFET IEP" or "IEP" (acronyms may be written out)
- Date the IEP was created
- Proposed BFET activities

- Any assessed employment barriers
- Employment goal(s)
- Referrals, if any, made to other service Providers
- Signature and
- Any other information relevant to employment and training.

IEPs must be updated annually and when an activity changes. For example, when a participant completes a training or reaches other employment goals outlined in the initial IEP.

ASSIGNMENT TO BFET ACTIVITY

Use the intake assessment to develop the IEP and assign the participant to an appropriate activity. Participants must have the ability and availability to participate in BFET services immediately upon enrollment into BFET components. If the intake assessment shows that the participant does not have the physical and mental ability to work at least 20 hours per week within one year, then you must deny the individual BFET enrollment.

OPENING BFET COMPONENTS

Use the BFET Eligibility function in eJAS to confirm BFET eligibility and complete enrollment by opening the BFET components. There are two options when opening BFET components:
- Complete the component fields in BFET Eligibility. This is also known as using BFET Automation.
- Complete the BFET Eligibility List and submit it to BFETHelp@dshs.wa.gov. Refer to the *Guide to Completing Eligibility Lists* in the Provider Resources section on the BFET Website for detailed instructions. We process Eligibility Lists within 1-10 business days depending on the workload. This option will no longer be effective as of April 1, 2020.

Once the BFET component(s) have been opened, complete the initial progress note as appropriate per eJAS Case Note Documentation section.

CASE MANAGEMENT

The participant's progress must be monitored and documented in eJAS monthly. Expected documentation includes the following:
- Participation progress
- Changes in an IEP
- Changes in activities and/or schooling
- Any participant reimbursement, to include a brief description and amount
- Job Search logs include activities completed to further job search, reach goals, jobs searches, Jobs applied for, securing documents, professional licenses, certifications or Identification needed to secure or maintain employment.
- If participant requests childcare services an exact schedule for participation in BFET activities should be documented including the total hours, days, times and location for activities.
- Ensure the use of the monthly progress radio button on the caseload screen

eJAS CASE NOTE DOCUMENTATION

Participant's progress information must be documented in eJAS. Documentation must include the activity(s) in which the participant is engaged in, the dates of participation in an activity and their progress in all activities. DSHS will provide case note audit results monthly to the agency point of contact. Monthly eJAS case notes must maintain a monthly 95 percent accuracy rate.

The BFET Contractor Historical Report in eJAS can be used if a participants name cannot be found on the BFET Contractor Caseload screen when entering case notes. The link to the BFET Contractor Historical Report is located on the top right side of your BFET Contractor Caseload.

Please ensure that you document the following information in eJAS accordingly as we evaluate information based on the following guidelines and expectations:

- **Initial Client Note**: In the initial month of participation, the progress note addresses the following:
    - Employment goal and BFET activities that help the participant reach their goal
- **Ongoing Client Note**: Ongoing progress notes detail the participant's monthly activities and address the following applicable elements:
    - Participant's progress in the BFET activity
    - Progress towards reaching individual goals.
    - Any changes in employment/education plan
    - Reason for delay in progress and
    - If unable to make contact, document the attempts to contact, loss of contact, and unable to assess progress
- **ABAWD Client Note**: ABAWDs participating in BFET require additional documentation about participation. The following elements must be included in the Ongoing Progress Note:
    - Number of hours participated that month.
    - Job Search hours must be specific unless your program is included in Workforce Innovation and Opportunity Act (WIOA).
    - Any changes or barriers with participation must be clearly documented.
    - **NOTE:** Verification of participation is checked at least ten days before the end of the month. The ABAWD BFET participant case notes _**must**_ be entered as soon as possible otherwise the client may need to provide further verification they met the required 80 hours monthly participation.
- **Closing Client Note**: When BFET participation ends, enter a final closing note. Document the outcome and explain why the participant is no longer a BFET participant. For example, was a degree or certification earned? Did the participant obtain employment?

Refer to the Guide to Writing Progress Notes in the Provider Resources section on the BFET Website for detailed instructions and examples.

All eJAS Users can read BFET notes since they are under the general notes section. Consequently, you must not enter any eJAS case notes with confidential/sensitive information about Chemical Dependency, Mental Health, Family Violence, or HIV/AIDS/STD.

If an eJAS case note is entered incorrectly, submit a request to delete the note to JAShelp@dshs.wa.gov with a reason for the deletion. All case note entries become public record, so notes must be accurate and able to withstand public scrutiny.

EMPLOYMENT VERIFICATION
Providers must update the employment screen in eJAS when participants obtain employment. Providers must keep the following verification in addition to the above:

- Employment placement verified information that includes:
    - Employer name and address
    - Employer contact person name and phone number
    - Job title
    - Start date
    - Hourly rate or wage
    - Average number of hours worked per week
    - Medical/dental benefits availability

EJAS EMPLOYMENT SCREEN
Enter all applicable employment information in to the employment screen in eJAS, select paid or unpaid work based learning and enter reported wage amount.

- Verification of ninety day, part or full-time employment. Acceptable verification includes:
    - A 90 day employment verification form signed by the employer
    - Wage stubs; or
    - Calling the employer or third party contacts (as directed by the employer) to verify employment status.

    You must document all 90-day employment verification in eJAS. We encourage, but do not require additional information in the paper file. **Sample eJAS 90-day documentation**: 90-day employment verification: Spoke with John Smith at 509-555-1212 today. Sami still works full-time at ABC Warehouse earning $10.30/hr. She does well and they expect to train her for more responsibilities.

- If applicable, documentation of ESL participation with the following:
    - Weekly ESL class attendance sheets that includes class title, quarter, schedule time, instructor's name, and student names.

UPDATING ACTIVITY COMPONENTS

eJAS must be updated to reflect changes that result in a reduction in component hours or termination of components. This must be completed within seven business days of discovery of the change. Changes reported through eJAS include, but not limited to the following:

- Changes in component participation
- Non-participation
- Increase in participation hours
- Entering or change in employment

The employment screen in eJAS must be updated within seven business days of the participant reporting a job to the Provider including employment changes, such as new employment with wages/hours/etc. and termination of old employment already input into eJAS

Expired components will close after 30 days without notice with an administrative closure code (NS) only used by DSHS. A component closed with NS will not reflect actual exit code. If an expired component needs to be reopened, a request must be submitted through the enrollment process. FI components that do not accompany BFET activities or components will close without notice. Once all components are closed, you will no longer have access to the participant's case. In addition, you will no longer have access to the case if the participant's Basic Food Assistance (BFA) closes.

CLOSING COMPONENTS

Components are required to be closed once the component is completed, using the proper closure completion codes in eJAS. Use the following closure completion codes:

- CS = Completed Satisfactorily means the participant completed the activity successfully, but did not obtain employment. For example, the participant completed a component activity period successfully a may continue to participate in BFET.
- EE = Entered Employment means the participant exited the activity due to beginning employment
- IC = Incomplete means the participant did not complete the activity by the scheduled end date
- LC = Loss of Contact means the loss of contact with the participant for at least *60 days*
- NS = Used for administrative closures *by **DSHS staff only***. DSHS staff use this code to close all overdue expired components or when no other code is applicable and
- 12 = Use this code when closing a component that was opened in error.

Components must be closed if the participant has not engaged in the BFET activity or contacted the agency for at least 60 days.

Closing Components example Scenario EE verses CS:

1. Participant is active in VE and JT obtains employment and exits BFET. The closure code for the VE and JT components is EE.

2. Participant active in VE and JT, fulfills the vocational program and earns a certificate, and fulfills the JT component hours, but *does not obtain employment.* The closure code for the VE and JT is CS.

3. Participant is active in JT, JS and SFS and obtains employment, however, wants to retain BFET services. Case manager realizes the new income will imminently put participant over the Basic Food income limit and engages the participant in retention services component. The closure code for JT, JS and SFS is EE.

PARTICIPANT FILE

Files must be kept for all BFET participants. Files can be kept in paper or electronic formats or a **combination** of paper and electronic. Files will be reviewed as part of the annual BFET program monitoring. Providers do not need to print eJAS progress notes and store in the file, the case note in eJAS is sufficient. If employment verification is entered in eJAS and the case notes demonstrate how the verification was obtained, it is not required to be printed and filed.

Participant files (a combination of paper and electronic) must contain the following information:
- Intake and Assessment
- DSHS Consent Form 14-012 or approved alternate form with "release clause language"
- Certificates received/obtained,
- Individual Employment Plan (IEP)
- Wage verification if receiving retention services or support service
- Job Log for all SJS activities
- Participant progress
- Participant reimbursements and receipts

WEBSITES & RESOURCES

BFET website: www.dshs.wa.gov/bfet

Apply for benefits: www.washingtonconnection.org/home

Eligibility calculator: https://www.washingtonconnection.org/prescreening/home.go?action=Introductionh

DSHS Office Locator: https://www.dshs.wa.gov/esa/community-services-find-an-office

HHS Federal Poverty Guidelines: https://aspe.hhs.gov/poverty-research

DSHS/CSD Call Center Hour: Monday – Friday, 8am – 2pm: (877) 501-2233