Updating Cases When BFA is Closed - Desk Aid

Currently eJAS limits access to cases when the participant's Basic Food Assistance (BFA) case has been closed for greater than 90 days. This will impact how you manage the eJAS cases for participants that are engaged in Job Retention Services (JRS) and Job Retention Service Extension (JRSE).

Accessing cases:

Once the BFA case closes, the participant will not display on your active caseload screen in eJAS. You must use the Historical Report to find and access the case.



The link to the <u>BFET</u> <u>Contractor Historical Report</u> is found on Contractor Caseload screen.

The Historical Report displays all BFET participants that were active during the selected time frame.

Home BFET Contractor Historical Report GCE-OPPORTUNITY COUNCIL BFET Model: BFETCEN Number of Clients: 00								
Start Date: 04/01/2015		End Dat Last Nam I	e: 04/30/2015					
Find								
Id Name	Comp	Comp Hours	Sched Start Sched End	BF End Date	BF Closure reason			
000000 Last name, first1	FI	00	10/07/2014 10/07/2015					
000000 Last name, first 1	т	05	10/07/2014 04/28/2015					
00000000 Last name, first 2	т	05	04/29/2015 09/29/2015					
00000000 Last name, first 2	BR	01	03/09/2015 06/06/2015	05/31/2015	559 CLIENT ALREADY RECEIV			
<u>00000000</u> Last name, first 2	FI	00	02/03/2015 02/03/2016	05/31/2015	510 CLIENT ALREDY RECEIV			

Please note that the BF closure reason will not be accurate

You can access the participant's case from the Historical Report as long as there is an active FI component. You can view the case, enter client notes and enter Participant Reimbursements.

If the participant's name is grey and no hyperlink is present – review the component information on the Historical Report to see if the FI component has expired.

Managing Components:

You can manage components as usual for the first 90 days after the BFA closure. After 90 days, you will no longer be able to make changes to the components in eJAS.

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HOH :		To	tal: 001	Recip: 00	00 Ine	lig: 000	Snal	Paren	t W/Chil	d(ren) < 6 : No
TANF : Denied		BFA: Open			R	CA:		Ref	ugee Mo	nths:
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The "Edit" link and "Add Component" button is not available after 90 days.

The BFET Program Support team will make all component updates for you in these cases. Use the Eligibility List to request updates to components such as changing the hours, adding components, extending component scheduled end date, or closing components. Submit all Eligibility Lists via secure email to <u>BFETHelp@dshs.wa.gov</u>

Please refer to the <u>Eligibility Lists User Guide</u> in the Provider Resources section on the BFET Website for detailed instructions.



Tips:

• Check your historical report every month, during the last week of the month.

This will help you identify all participants whose Basic Food Assistance will be closing that month so you can reach out to them to encourage them to contact DSHS to re-open BFA. If BFA remains closed you will need to close all non-BR BFET components.

• eJAS Task Reminders can be a helpful tool to make sure you don't forget about the participants that do not show on your contractor caseload screen.

Using Task Reminders:

Task Reminder is in the eMessage Center

1. eMessag	je Center	2.	lew Sent Items Ta	sk Reminde	er Tools Close He
3.	User Id: Start Date: Tasks Overdue:	e-JAS Tas cume300 - Jones, Mi 08/28/2019	k Reminder - Sorted By Due Da New Task Delete ELISSA Go Tasks Currently Due:	te	
Due Date	E.	rom	<u>Subject</u>	Id	Client Name
08/28/2019	JONES, MELISSA		Gas receipt from 8/20? New Task Delete E-Message Tools Close Help	123456	Potter, Harry

When creating a Task Reminder you can assign the task to any eJAS ID. To assign the task to yourself enter your eJAS ID (ex: ABCD300). To assign the task to your agency enter your agency's eJAS contractor code (ex: XYZ)

	Back Help
	New Task Reminder
	Save
	* Mandatory Fields
From:	CUME300 - JONES, MELISSA
*То:	MYSELF Your eJAS ID
*Due Date:	08/28/2019
*Subject:	(Maximum 150 characters)
	Gas receipt from 8/20? Spell✔
JasId:	123456
Client Last:	Potter Client First: Harry
Message:	(Maximum 4200 characters)
	Follow up with Harry regarding 8/20 gas card receipt.

Complete the Reminder details and click the "Save" button.



When your task is due you will see an indicator next to the eMessage Center icon and the item will show in the Task Reminder list.