



BFET - Program Eligibility, Enrollment & Documentation Policy Handbook

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WorkForce Central is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. Washington Relay Service: 711.

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Introduction

The Basic Food Employment and Training (BFET) program is Washington State's Supplemental Nutrition Assistance Program (SNAP) Employment and Training program. BFET provides education, employment and training services to Basic Food recipients not participating in the state's Temporary Assistance for Needy Families (TANF) or Refugee Cash Assistance (RCA) programs.

BFET is an important part of the state's comprehensive workforce development system and plays a vital role in Washington's two-generation approach, reducing poverty and increasing prosperity for families. BFET assists Basic Food recipients to achieve their human potential by encouraging economic well-being through skill acquisition, education and gainful employment.

BFET activities include job search training, supervised job search assistance, educational services, vocational education and skills training. The program also offers case management in all activities, job retention services and wraparound supports such as transportation and child care to facilitate successful program completion.

The content of this policy handbook is derived from Washington State's Department of Social and Health Services (DSHS) online [BFET Provider's Handbook FFY26](#) and customized for local implementation. BFET providers must follow the guidelines outlined in this policy handbook and reflected on the State's online BFET Provider's Handbook to ensure compliance with local, state, and federal BFET requirements.

The purpose of this policy revision is to:

- Replace "ETO" with "WA Works".
- Update the DSHS Non-Disclosure Form (hyperlinked on page 8) by prefilling the appropriate selections, the contractor code, contractor's name, and employee title in the "Information and Signatures" section of the form.
- Clarify how to document a participant's short and long-term employment goals in the initial case note.

References

- [DSHS BFET Provider's Handbook FFY26](#)

EJAS SERVICE CODES

eJAS Code	Service
Only use these codes:	
BL	Job Search Training: • Labor market information • Job seeking skills instruction • Resume writing • Employability assessment • Coaching • Work ethic training • Job placement services
BG	Vocational Education (Occupational Skills Training)
PR	Participant Reimbursements (Supportive Services) • Books & Training Supplies • Childcare • Clothing • Digital Support • Educational & Credential Testing • Housing • Medical • Personal Hygiene • Phone & Internet • Transportation
BI	Referral
Informational only, do not use these codes:	
<i>BB</i>	<i>Basic Education</i>
<i>IA, IB, IC</i>	<i>Integrated Education and Training (IA-Vocational Education, Language Acquisition; IB-Vocational Education, Basic Education; IC-Vocational Education, Language Acquisition, Basic Education)</i>
<i>EN</i>	<i>English Language Acquisition</i>
<i>WL, WN</i>	<i>Work Based Learning (internships, pre-apprenticeships, apprenticeships, OJT)</i>
<i>BK</i>	<i>Supervised Job Search</i>
<i>SL</i>	<i>Life Skills</i>
<i>BD</i>	<i>Self-Employment Training</i>
<i>WL</i>	<i>Subsidized Work based Learning (SWBL)</i>
<i>WN</i>	<i>Non-Subsidized Work Based Learned (NWBL)</i>
<i>BR</i>	<i>Job Retention Services</i>

EJAS CLOSING COMPONENTS

Components are required to be closed using the proper completion code in eJAS. You must use the following completion codes:

eJAS Code	Closing Component
CS	Completed Satisfactory: - The participant completed the activity satisfactorily but did not obtain employment. For example, the participant completes an activity satisfactorily but may continue to participate in BFET. - Example: Participant completes class but does not pass; Participant follows through on program but does not gain a credential. - Enter the Skill Gains and Credentials if the participant completed Job Search Training, Basic Education, or Vocational Education, and update the Demographic information if an academic achievement was completed.
EE	Entered Employment - The participant exited the activity due to beginning employment. - Enter the Skill Gains and Credentials if a participant completed Job Search Training, Basic Education, or Vocational Education and new skills or credentials were obtained. Also, update the Demographic information if an academic achievement was completed.
IC	Incomplete - The participant did not complete the activity by the scheduled end date. - Example: Participant stopped showing up to activity and did not pass.
LC	Loss of Contact Loss of contact with the participant for at least 60 days. Document the last date of contact in eJAS.
NS	Used for administrative closures by <i>DSHS staff only</i>. DSHS staff use this code to close all expired components or when no other code is applicable.
12	Component Opened in Error - Use this code when closing a component opened in error. - The use of this code will remove the component from the program data. - The actual end date must match the start date.

NON-DISCLOSURE OF CONFIDENTIAL INFORMATION AGREEMENT FOR NON-EMPLOYEE FORM

All BFET Provider employees with access to DSHS information, including individuals representing your agency who may come into incidental contact with DSHS participant information such as IT staff, fiscal staff, front desk staff, and volunteers are required to complete and sign the [Non-Disclosure of Confidential Information Agreement](#) (DSHS 03-374E) form **annually** at the beginning of each FFY, **no later than October 31st**.

The Non-Disclosure of Confidential Information Agreement form is located on the [Provider Resources](#) page of the [BFET Website](#). Completed Non-Disclosure of Confidential Information Agreement forms must be retained on file and be available during DSHS's annual monitoring visits.

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), eJAS "COLLEGES" model, or other means not explicitly approved to access BFET cases.

MANDATORY STAFF TRAINING

Each federal fiscal year, (FFY), BFET staff and volunteers must take the following mandatory trainings:

[Mandatory Abuse and Fraud Reporting](#)
[Civil Rights & Non-Discrimination Training](#)
[BFET Provider Handbook](#)

Mandatory Abuse and Fraud Reporting

All staff and volunteers working with BFET participants must review the following reporting requirements **within 90 days after the start of each contract year**:

[Suspected Child Abuse or Neglect](#)
[Vulnerable Adult Abuse or Neglect](#)
[Reporting Welfare Fraud](#)

Staff must retain documentation of their review.

Civil Rights & Non-Discrimination Training

All staff, supervisors and volunteers working with a participants must complete Civil Rights training **within 30 days of the new FFY, and a new staff hire date**. Staff must document the completion of this training and retain it for DSHS monitoring visits. [Understanding and Abiding by Title VI of the Civil Rights Act](#) is viewed by clicking on the hyperlinked title.

Provider staff must understand how participants can file a civil rights complaint and provide this information upon a participant's request.

Complaints of Discrimination

Persons with disabilities who require alternative means of communication for program information (e.g., Braille, large print, audiotope, American Sign Language, etc.) should contact the responsible Agency or USDA's TARGET Center at (202) 720-2600 (voice and TTY) or contact USDA through the Federal Relay Service at (800) 877-8339. Additionally, program information may be made available in languages other than English.

To file a program discrimination complaint, complete the USDA Program Discrimination Complaint Form, AD-3027, found online at [Filing a Program Discrimination Complaint as a USDA Customer | USDA](#) and at any USDA office or write a letter addressed to USDA and provide in the letter all of the information requested in the form. To request a copy of the complaint form, call (866) 632-9992. Submit your completed form or letter to USDA by:

Mail: U.S. Department of Agriculture
Office of the Assistant Secretary for Civil Rights
1400 Independence Ave, SW
Washington, D.C. 20250-9410

Fax: (202) 690-7442; or
Email: program.intake@usda.gov

504 Coordinator required

Section 504 of the Rehabilitation Act of 1973 (commonly referred to as Section 504) is a federal law designed to protect the rights of individuals with disabilities in programs and activities that receive federal financial assistance. Notify program applicants and participants of the availability of services for persons with disabilities.

All providers must:

1. Ensure policies are in accordance with ADA/Section 504 requirements.
2. Ensure physically accessible to individuals with disabilities.

3. Communicate effectively with individuals with disabilities (i.e. Braille, large print, sign language interpreter, etc.).
4. Contractors with 15 or more employees must have a Section 504 coordinator appointed.

BFET Provider Handbook

BFET Providers must perform all applicable guidelines and procedures set forth in the [BFET Provider Handbook](#) and its subsequent revisions.

BFET Providers must train all employees working in their BFET program on the policies, procedures, and guidelines in the BFET Provider Handbook.

Annual Contract Training

DSHS conducts annual contract training to review changes in each Federal Fiscal Year (FFY) contract. This training is required for all providers. The training is held each September.

BFET REFERRAL & PROVIDER DETERMINATION

The USDA Food and Nutrition Service (FNS) requires states to track accepted and rejected referrals to SNAP Employment & Training programs/BFET providers. Referrals to BFET providers are conducted through Washington State's eJAS MIS system.

eJAS includes the following referral functions:

- Referral is "BI" Component
 - BFET Providers will receive a Referral and have seven (7) days to either accept or reject the referral.
 - Providers will receive an eJAS e-message in their contractor message center informing them of a referral.
 - BFET providers must contact the client within seven (7) days to determine if they are a good fit for the BFET program.

From the Contractor Caseload Report, the BFET provider has the option to accept or reject the referral within seven (7) days of the referral date.

- If client is a good fit, the provider will accept the referral and enroll the client in BFET by opening a BFET component per procedure. The BI component will automatically close.
- If the client is not a good fit, the provider will reject the referral and must select a reason that both client and provider agree upon, from the following options:
 - Provider could not get in contact with the client.

- Provider cannot meet the client's needs. Document in the text box describing what the client needs.
- Provider does not have capacity.
- Client withdrew the referral.
- Client is not able to participate timely. Document in the text box describing why the client is not able to participate timely. Timely is defined by the provider agency.
- Client is not willing to accept at least part-time employment.
- Please allow a referral to auto-close if you aren't able to accept or reject the referral within the 7-day time limit due to internal procedures.
- If rejecting a referral for any reason, except client withdrawal, the provider must explain to the client that they will be contacted by DSHS for a possible future referral or they may contact DSHS as soon as possible.

Pausing BFET Referrals

BFET Providers may request a 30 day pause in receiving BFET referrals.

The request should be sent via email to SWBFETPolicy@dshs.wa.gov. The BFET Policy Team will review the request to pause referrals in relation to their Performance Goals and expenditures status. A confirmation of the pause will be sent to the provider within 72 hours.

BFET Providers will have the ability to request another 30-day pause, as needed.

BFET CO-ENROLLMENT

In some situations, multiple (BFET) providers can work with the same participant to achieve their employment goals. Both community based BFET providers and BFET colleges can work with a participant at the same time, but each must use different BFET component(s). BFET providers are responsible for coordinating BFET services for (BFET) co-enrolled participants to prevent duplication of service. Duplication of service means the participant receives the same (BFET) component or the same participant reimbursement from multiple (BFET) providers in different components. When closing components with (BFET) co-enrolled participants, only close the component attached to your agency's eJAS contractor code.

DSHS encourages BFET providers to collaborate and make referrals to other (BFET) providers for services that they do not offer in their BFET program. For example, when a participant nears the end of their Vocational Education goals at a SBCTC Contracted College, the SBCTC Contracted College may refer BFET Participants to a DSHS Contracted Provider to provide BFET services.

FORMS

All BFET Program forms are available on the [BFET website](#) under the [Provider Resources](#) section. DSHS provides the current Federal Fiscal Year (FFY), October through September, A-19 at the beginning of each FFY.

NOTE: For official [DSHS Forms](#) and [Publications](#) in different languages please visit the linked websites and search for the form or publication numbers.

- [BFET IEP](#)
- [DSHS Consent Form 14-012](#)
- [BFET Job Search Log Sample](#)
- [BFET SAMPLE Affidavit of Missing Receipt](#)
- [BFET Participant Reimbursements Form 07-103](#)
- [BFET Exception to Rule for Participant Reimbursement Policy](#)
- [BFET Tri-fold Brochure \(English\) Publication 22-1683 Region 3](#)
(West side: Pierce County, south and around the sound to Clallam)

The following forms cannot be altered:

- [Local Funds Match Certification \(DSHS 06-155\)](#)
- A-19 1-A

Limited English Proficiency (LEP)

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

- Providers must notify program participants of the availability of free interpretation services.
- Providers must use only competent interpreters and translators. Minors may only be used in exigent circumstances.
- Ensure that citizenship and immigration status do not give rise to discrimination.

Alternative Forms

Providers may request approval to use alternative forms. Alternative forms must be approved annually. Custom forms must contain the Civil Rights Nondiscrimination Statement. Use the DSHS forms if you have not received approval to use an alternate form. The purpose of annual approval is to ensure that alternative versions of forms meet changing state and federal requirements.

A written request to use alternative forms can be made to DSHS via email to SWBFETPolicy@DSHS.WA.GOV or with your BFET Application for any of the following:

- [BFET Individual Employment Plan \(IEP\)](#)
- [BFET Participant Reimbursement Request Form \(DSHS 07-103\)](#)
- [Consent Form \(DSHS 14-012\)](#)

Providers must maintain documentation of approval for any alternative forms and provide it to DSHS for review during DSHS's annual monitoring visit.

For DSHS Policy Contracted Providers

Submit all alternate form requests to BFET Policy at SWBFETPolicy@DSHS.WA.GOV for approval or during renewal application.

PARTICIPANT ELIGIBILITY

An individual may qualify for BFET if they receive Basic Food Assistance and meet the following requirements:

- Is age 16 or older (see [Youth Services](#) for additional requirements for 16–21-year-olds) and,
- Is able to work or participate 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 they:

- Receives State-funded Food Assistance Program (FAP) benefits, or
- Receives Temporary Assistance for Needy Families ([TANF](#)), or
- Receives [Refugee Cash Assistance \(RCA\)](#)*, or
- Other cash assistance under Title IV such as Tribal TANF.

*RCA recipients are not eligible for BFET with one exception. RCA recipients may receive BFET services from community colleges if they reside in an area of WA in which there is no DSHS ORIA-contracted LEP Pathway provider.

The following services are not authorized:

- 4-year College degree
- Bachelor of Applied Science (BAS) degrees
- Associate in arts Direct Transfer Agreement (AA-DTA)
- [Workfare](#) or
- Stipends provided in certain training programs.

Able Bodied Adult Without Dependents (ABAWD)

Federal regulations require some Basic Food Work Registrants, categorized as Able-Bodied Adults without Dependents (ABAWD), to participate in approved activities to maintain their eligibility for the Basic Food program/SNAP benefits. ABAWD participants are aged 18-64 years, able to work, and do not have children under 14 years of age in their assistance unit.

ABAWD clients must work, participate in approved unpaid volunteer work, or participate in a state approved employment and training program such as BFET, WIOA Title I, State EcSA, or meet general work requirement through Unemployment Insurance for at least 20 hours per week or 80 hours in a month. Time searching for work outside of the programs listed above do not count towards the required 80/hours a month work requirement. If work requirements are not met, ABAWD participants receive only three (3) months of Basic Food/SNAP benefits in a 36-month period and then are disqualified for non-compliance.

ABAWDs may participate in BFET to fulfill the ABAWD requirement and remain eligible for Basic Food/SNAP. BFET [Supervised Job Search](#) and [Job Search Training](#) can be combined with qualifying BFET component(s) but must be less than 50% of the amount of the qualifying component(s) in order to count towards the ABAWD requirement. Supervised Job Search and Job Search Training activities do not count for ABAWD participation as standalone activities. If the qualifying BFET component hours are not 80 hours a month, ABAWD clients must supplement the balance of hours by volunteering, participating in Workfare or another state approved employment and training program. For more information about ABAWD requirements, see [WA State DSHS ESA ABAWDS](#).

BFET providers can identify an ABAWD on the Client Demographics screen in eJAS. ABAWDs in BFET require extra case notation to verify their participation. See the [eJAS Case Note Documentation](#) section for those requirements.

Youth Services

Youth ages 16 to 21 may participate in BFET programs if they receive Basic Food benefits independently or through their parent's eligibility. Youth 16 years and older do not require parental consent to participate in BFET.

BFET **cannot** assist youth in completing secondary education or High School Equivalency (HSE) classes (see [High School Equivalency](#)). Youth may participate in [vocational education](#) programs if they have received or are in the process of receiving their HSE.

If participating in Vocational Education (BG), documentation of current HSE/GED, Running Start participation, or completion date is required before opening the BG component.

Running Start Students

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

- The student must complete an IEP and make a documented declaration that their goal is employment upon completion of the AA.
- Books, fees, and any participant reimbursement (supportive service) must be directly related to the AA degree. High school classes are excluded.
- The student must maintain a GPA of at least 2.0 each quarter.
- The student 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 youth and young adults up to age 21, therefore secondary education and high school equivalency (HSE) classes for this population are not reimbursable. High School Equivalency costs for adults over the age of 21 are allowed. Participant reimbursements (supportive services) are available to help a youth remain in school by eliminating barriers. Counseling or tutoring can be provided and reimbursed by the program, as long as they are not provided free or at reduced cost through another source.

State Family Assistance (SFA)

State Family Assistance ([SFA](#)) is a cash assistance program for participants who are ineligible for [TANF](#). SFA recipients are required to participate in [WorkFirst](#). Therefore, SFA recipients are not eligible for BFET with the following exception. A young adult who meets the following requirements is eligible for BFET:

- Aged 19 or 20, and
- Not the Head of Household of the SFA assistance unit.

PARTICIPANT FILE

WorkForce Central and its BFET providers will maintain electronic participant records in WA Works and eJAS. DSHS will monitor electronic records and paper files printed from WA Works during their annual BFET program contract monitoring.

Participant files must contain the following information:

- Intake and Assessment
 - Case notes in WA Works and uploaded to eJAS
 - If using paper, upload the documentation into WA Works.
- DSHS [Consent Form](#) (DSHS 14-012)
 - Uploaded to WA Works

- BFET [Individual Employment Plan \(IEP\)](#)
 - Case noted in WA Works and uploaded to eJAS
 - If using paper, upload the IEP to WA Works
- Certificates received/obtained.
 - Case noted in WA Works and eJAS
 - Uploaded to WA Works
- Wage verification if receiving retention services.
 - Currently N/A
- Job Log for all [Supervised Job Search](#) activities, if not already noted in eJAS
 - Currently N/A
- Participant progress
 - Case noted in WA Works and eJAS
- Participant Reimbursements and receipts
 - Case notes in WA Works and eJAS
 - Documentation uploaded into WA Works

Files must be kept for all BFET participants for six (6) years after the contract year and a total of seven (7) years.

PROGRAM ENROLLMENT

Consent Form

The DSHS [Consent form](#) is used as a release of information. Participants must complete, sign and submit the [DSHS Consent Form 14-012](#) before providers can access participant's information in eJAS. The Consent form includes the participant identification number; contracted provider name and length consent is valid for date. The Consent form cannot be pre-filled. DSHS will accept an electronically signed consent (such as a PDF) or a photo of a signed consent form.

Consent forms cannot be pre-filled by the provider with the exception of the section directly following *"Please check all below who are included in this consent in addition to DSHS and identify them by name and address:"* **DSHS recommends preselecting "Other DSHS Contracted providers" and including your agency name.** If another agency is part of your agency's BFET services, such as a subcontractor, you will also want to include them on this line.

The consent form must be uploaded in WA Works.

Intake and Assessment

Providers must conduct an assessment of the participant to demonstrate if the BFET program is a good fit. All intake documents must be uploaded to WA Works. The assessment must include, at a minimum:

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

The intake and assessment must be completed **before** assigning (or enrolling) an individual into a BFET activity component.

The assessment may be in the form of a paper document or completed in eJAS. If using a paper document, it must be uploaded to WA Works. Case notes documenting the assessment must be recorded in WA Works and then copied into eJAS.

Individual Employment Plan (IEP)

The [BFET IEP](#) must be completed after conclusion of the assessment. The participant must complete and sign the IEP **within ten (10) calendar days** of program enrollment. The IEP should include incremental steps to help participants overcome identified career barriers and support the participant's strengths and goals. The following items must be included in the IEP:

- Date the IEP was created
- Proposed BFET activities
- Any assessed employment barriers
- Employment goal(s)
- Referrals, if any, made to other BFET 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
- When a participant reaches other employment goals outlined in the initial IEP
- When a participant adds or discontinues an activity

IEPs must be uploaded to WA Works with a case note documenting the development of the IEP recorded in WA Works and copied into eJAS.

Assignment of BFET Activity

Following the completion of the IEP, assign the participant to an appropriate BFET activity (i.e., Job Search Training and/or Vocational Education). Participants may be enrolled in one or more BFET activities simultaneously and must have the physical and mental ability and availability to participate in at least 20 hours of BFET services immediately upon enrollment into BFET components.

Opening BFET Components in eJAS (*WFC only at this time*)

Use the BFET Eligibility link in eJAS to confirm BFET eligibility and complete enrollment by opening the BFET components. There are three options when opening BFET components:

- Use the BFET Eligibility Link in eJAS and complete the component fields.
- Enter the participant's eJAS case and add components to the component screen.
 - Refer to the [eJAS Training Guides](#) for detailed instructions.
- If you cannot open the component using the BFET Eligibility link or directly from the participant's case, an eJAS e-message can be sent to the BFET Operations team to review the component request and open the case. If a component cannot be opened as they are not eligible, you will get a message as to why they are not eligible for that component at this time. eJAS e-messages from this inbox will be processed within five (5) business days depending on the workload.
- Once the BFET component(s) has been opened, complete the initial client note as appropriate per [eJAS Case Note Documentation](#).

CASE MANAGEMENT

Case management is an important part of BFET services and required to accompany each component. Case management involves assessing participants' skills, interests, strengths, and challenges and using this information to develop an individualized plan for addressing barriers, obtaining skills, and gaining employment. This also includes ongoing assessment, adjustment, and continued barrier removal throughout participation in BFET.

The participant's progress must be monitored and documented in eJAS monthly. Expected documentation includes the following:

- Progress in component activity
- Changes to the IEP
- Changes in activity(s)

- Participant Reimbursement ([PR](#)) to include a brief description and cost
- [Supervised Job Search](#) logs information including verification of monthly job search contacts or activities completed, and steps taken to obtain when not received monthly. *(Currently not applicable)*
- If participant requests childcare services, follow the “Specialized Notes” instructions in the [Guide for Writing Client Notes](#)
- Use the monthly progress radio button in eJAS on the caseload screen to track cases documented.

More:

[eJAS Case Note Documentation](#)
[Address Confidentiality Program \(ACP\)](#)
[Employment Verification](#)
[Updating Activity Components](#)
[Entering Skill Gains and Credentials](#)
[Closing Components](#)

Case Notes

Case notes documenting participant’s progress must be recorded 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 WorkForce Central. Monthly eJAS case notes must maintain a monthly 95% accuracy rate. For more information, please see the [Guide for Writing Client Notes](#).

The following case notes are required:

- **Initial Client Note:** During the initial month of participation, document the following:
 - Participant’s short and long-term employment goals and BFET activities that help the participant reach their goal.
 - If a participant does not know their long-term employment goals upon enrollment, document this in a case note and identify the services that will be provided to help the participant identify their long-term goals.
 - When the long-term employment goal is identified, document this in a case note.
 - For [Work Based Learning \(WBL\)](#) activities, the initial note must also address the completion of the WBL Orientation with the participant. *(Currently not applicable)*
 - If opening multiple components, address each individually, explaining which activities support which components.
 - For Youth Services, provide the date of High School completion or ongoing participation in HSE/GED.
- **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(s) and addressing the specific documentation requirements for each activity

- Progress towards reaching individual goals
 - Changes in employment/education plan
 - Reason for delay in progress
 - Contact was made
 - 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
 - Supervised Job Search and Job Search Training hours
 - If the participant is co-enrolled in a WIOA Title I program, notate that Career Team is a WIOA provider because Supervised Job Search hours are 100% countable for ABAWD participation if done with a WIOA provider.
 - Any changes or barriers to participation
- NOTE:** Verification of participation is checked **at least ten (10) days before the end of the month**. BFET participant case notes **must** be entered as soon as possible otherwise the participant may need to provide further verification they met the required 80 hours monthly participation.
- **BFET Closure Case 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?

Do not record confidential/sensitive information in eJAS case notes. It is recommended that documentation in eJAS states, *"BFET Participant is working to remove a barrier to employment."*

If an eJAS case note is entered into the wrong participant file or with incorrect information, record a case note correcting the information. If the note contains confidential or sensitive information submit a request to delete the note to the BFET Operation's team through eJAS e-message with a reason for the deletion. All case note entries become public records, so notes must be accurate and able to withstand public scrutiny.

Address Confidentiality Program (ACP)

The Address Confidentiality Program ([ACP](#)) protects the location of persons escaping from domestic violence, sexual assault, trafficking, or stalking situations. BFET Operations will notify Providers if a BFET participant is in ACP. The [Address Confidentiality Program Desk Aid](#) describes the documentation and case management requirements for these situations.

The following examples are considered sensitive data and should be evaluated prior to entering EJAS for ACP participants:

- School names / schedules
- Employer names and phone numbers
- Landlord name, address, or phone number
- Dependent care provider names or phone numbers

You can find additional information on the Address Confidentiality Program on the Secretary of State's website www.sos.wa.gov/acp.

If modifying a Participant Reimbursement ([PR](#)) for an ACP participant, document a secure case note with the new correct amount and include the date and amount of the original PR.

Contact BFET Operations through eJAS e-Message center if you require further assistance.

Employment Verification

Providers must verify and update the employment screen in eJAS when participants obtain employment. Verification may come in the form of a participant's statement and must consist of the following:

- Employer name and address
- Employer contact person name and phone number (only required if verified via phone)
- Job title
- Start date
- Hourly wage
- The average number of hours worked per week
- Availability of medical/dental benefits

Enter all applicable employment information into the employment information screen in eJAS. Select "Subsidized or Non-Subsidized" for the Work-Based Learning field to enter Reported Wage amount.

Prior to opening a [Job Retention Services](#) or SWBL component in eJAS, employment must be entered on the employment screen in eJAS, or the component will not open. (*Currently not applicable*)

The employment information screen in eJAS must be updated within seven (7) business days of the participant reporting a job to the provider. This includes employment changes such as a new employment with wages, hours, etc., and termination of old employment already input into eJAS.

If there is outdated employment information in eJAS, record the end date to the outdated employment.

90-day employment verification is required in the eJAS client notes. **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 \$15.00/hr. She does well and they expect to train her for more responsibilities.*

EJAS

eJAS Training

The following BFET eJAS Training Guides are located at [BFET eJAS Training Guides | DSHS](#):

- [Module 1 - Tour of eJAS](#)
- [Module 2 - Enrolling a New Participant](#)
- [Module 3 - Opening Components](#)
- [Module 4 - Adding and Updating Components](#)
- [Module 5- Closing Components](#)
- [Module 6- Client Notes](#)
- [Module 7- Participant Reimbursements](#)
- [Module 8- Entering Employment Information](#)
- [Module 9- BR JRS Component](#)
- [Module 10- Managing Caseloads](#)
- [Module 11-Participant Files](#)

Desk Aids

- [Troubleshooting Opening and Updating Components](#)
- [Using BE and VE for Academic Programs](#)
- [Desk Aid Address Confidentiality Program](#)
- [Desk Aid Skills Gains Credentials](#)
- [Making a BFET Referral in Barcode](#)

For [eJAS training](#), contact the Operations Team at BFETHelp@DSHS.WA.GOV.

Requesting New eJAS Access

When requesting new eJAS access, email or scan completed [Nondisclosure of Confidential Information Agreement for Non-Employee \(03-374E\)](#) forms to SWBFETPolicy@DSHS.WA.GOV and allow up to five business days for processing.

Terminating eJAS Access

Providers must request removal of eJAS access for any staff that no longer need eJAS or work with the BFET program per the terms of your contract. Submit an email to SWBFETPolicy@DSHS.WA.GOV including the agency name, worker's name and eJAS ID.

Password Reset or eJAS Error Messages

For eJAS password reset, follow the instructions linked under the Password field in eJAS: Password Reset/Help Desk. BFET providers should identify themselves as an external partner.

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

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 to access the eJAS login screen. Refer to [Secure Access Washington](#).

The SAW eJAS Service Code required for eJAS access to your SAW account changes periodically. Please contact SWBFETPolicy@DSHS.WA.GOV with your agency name, eJAS User ID and request the latest code. Please allow up to 48 hours for a reply.

[SAW Account Instructions](#) - All BFET case managers must do this to gain eJAS access.

BFET E&T ACTIVITIES WITH EJAS COMPONENTS

Eligible BFET participants may participate in the following activities.

[Job Search Training](#)

[Vocational Education](#)

Job Search Training

[Job Search Training](#) activities are captured using the **BL** component and provides structured activities to help participants seek and obtain employment. Services include, but are not limited to the following:

- Labor market information
- Job seeking skills instruction
- Resume writing
- Employability assessment
- Coaching
- Work ethic training
- Job placement services

The **BL** component may be opened for a **maximum of 90 days** at a time with the ability to extend upon expiration.

Vocational Education

[Vocational Education](#) activities are captured using the **BG** component and are part of a job placement program requiring industry specific training. The focus is on the required credentials between low-skill and livable wage jobs. This education or training will result in a person receiving recognized credentials. Services include occupational assessment, entry-level job skills training, customized training, institutional skills training, and upgrade training. Vocational Education activity must be:

- Credentialed, or
- Recognized by an independent third party, or
- Accepted by local industry employers.

The BG component may be opened for a **maximum of 150 days** at a time with the ability to extend upon expiration.

Component Start Date

A component start date should be the date the participant begins the BFET Activity. A component may be backdated if the participant is eligible, and participation began within the last 30 days. Please send an e-message in eJAS to the BFET inbox and an Operations team member will confirm the participant's eligibility and if eligible, will backdate the component.

Activity components can be opened with future starts dates (except Supervised Job Search – BK, and Job Retention Services -BR) up to one month in advance. For example, a component starting in September 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 dates can cover the gaps between academic quarters. The BB (Basic Education), BG (Vocational Education), EN (English Language Acquisition), BD (Self-Employment Training), IA, IB and IC (Integrated Education and Training) component dates can start the first day of the quarter gap through to the day before the start of the next quarter, as long as it does not exceed 150 days. For example, a BB (Basic Education) component may start the day after Fall Quarter ends, extend through the Winter Quarter and end the day before the start of Spring Quarter.

Component Hours

The maximum component hours a participant is allowed in the BFET program are 40 hours per week. Employment hours are not included in these hours. Participants enrolled in an activity(s) 19 hours or less per week are considered part time. Participants enrolled in an activity(s) at least 20 hours per week or more are considered half time or more. Participation hours may affect eligibility for childcare and ABAWD work requirements.

Component hours are based on the number of hours the participant is expected to participate in the component per week. The hours for Job Retention Services include case management, not the participant's employment hours. For BB (Basic Education), BG (Vocational Education), EN (English Language Acquisition), BD (Self-Employment Training), IA, IB, and IC (Integrated Education and Training), the component hours are not based on credit hours. For example, if a participant attends Vocational Education (BG) for six (6) hours per week and has an estimated 10 hours of homework or study time per week, the BG should be opened for 16 hours per week.

Updating Activity Components

Components must be updated in eJAS **within ten business days** after the scheduled end date.

eJAS must be updated when there is a reduction in component hours or termination of components. This must be completed **within seven (7) business days of the discovery** of the change. Changes reported through eJAS include, but are not limited to the following:

- Changes in BFET activities
- Non-participation
- Increase in participation hours.
- Entering or changing employment.

Entering Skills Gains and Credentials

Skill Gains and Credentials must be entered into eJAS when a participant successfully achieves a skill gain or receives a credential in the following:

- [Job Search Training](#) (BL)
 - Computer Training for Job Search
 - Job Search Preparation
- [Vocational Education](#) (BG)
 - Practicum
 - Certificate
 - Degree
 - Diploma

The following is for informational purposes as we are not currently providing these BFET services:

- [Basic Education](#) (BB)
 - Basic Skills
 - General Digital Literacy
 - General Non-Credential Training
 - Secondary Education
- [Integrated Education and Training](#) (IA, IB, & IC)

- IA - all skill gains and credentials available under Vocation Education and English Language Acquisition
- IB - all skills gains and credentials available under Vocational Education and Basic Education
- IC - all skills gains and credentials available under Vocational Education, Basic Education and English Language Acquisitions
- [Work Based Learning](#) (WL & WN)
 - Internships
 - Pre-Apprenticeships
 - Apprenticeships
 - On-The-Job training
- [English Language Acquisition](#) (EN)
 - English Language Acquisition

When updating the BFET Skill Gains and Credentials screen with an academic achievement, update the education level on the demographic screen to reflect the achievement date.

Skill Gains and Credentials examples:

- Participant active in BB component (Basic Education) and has successfully completed their flagging course as part of their 3-part training.
 - In the Skill Gains and Credentials section, select General Non-Credential Training for the Basic Education activity and enter the achievement date.
 - Continue to support client in BB component. Add other Skill Gains and Credentials as they are earned.
- Participant is active on BL (Job Search Training) and BG (Vocational Education) components. The participant successfully completed the BG (Vocational Education) component when they obtained their CDL but is continuing in the BL (Job Search Training) component.
 - In the client Demographics, enter the date the CDL was obtained.
 - In the Skill Gains and Credentials section, select Certificate for the Vocational Education activity and enter the achievement date.
 - Close the BG component with the appropriate completion code but leave the BL open.
- Participant completed IB (Integrated Education and Training) and BG (Vocational Education) components when they obtained their secondary education and AA degree.
 - In the client Demographics, enter the date the secondary education and AA degree were completed.
 - In the Skill Gains and Credentials section, select Secondary Education for the Basic Education activity and Degree for the Vocational Education activity and enter the achievement dates for both.
 - Close both the IB and BG components with the appropriate completion codes.

Closing Components

When closing a component, use the following completion codes:

- **CS** – Completed Satisfactory means the participant completed the activity satisfactorily but did not obtain employment.
 - Examples: Participant completes class but does not pass; Participant follows through on program but does not gain a credential.
 - Enter the Skill Gains and Credentials if the participant completed [Job Search Training](#), [Basic Education](#), or [Vocational Education](#), and update the Demographic information if an academic achievement was completed.
- **EE** – [Entered Employment](#) means the participant exited the activity due to beginning employment.
 - Enter the Skill Gains and Credentials if a participant completed Job Search Training, Basic Education, or Vocational Education and new skills or credentials were obtained. Also, update the Demographic information if an academic achievement was completed.
 - Note that the EE closure code should not be used with the BR component (Job Retention Services).
- **IC** – Incomplete means the participant did not complete the activity by the scheduled end date.
 - Example: Participant stopped showing up to activity and did not pass.
- **LC** – Loss of Contact means a loss of contact with the participant for at least 60 days. Document in case notes attempts to engage and the last date of contact in eJAS.
- **NS** – Used for administrative closures by **DSHS staff only**. DSHS staff use this code to close all expired components or when no other code is applicable.
- **12** – Use this code when closing a component opened in error. The use of this code will remove the component from the program data. The actual end date must match the start date.

[Work Based Learning](#) Closure codes only (*currently not applicable*):

- **CE** – Client employed.
- **CW** – Client employed by [WBL](#) employer.
- **EW** – End of WBL, no employment

When closing a component(s), the actual end date cannot be beyond the scheduled end date.

Expired components must be updated within ten (10) business days after the scheduled end date. After ten (10) business days, the expired component(s) will close without notice with the administrative closure code (NS). Components closed with an NS closure code will not reflect in performance data as being completed by the participant.

FI components (referrals) that do not accompany BFET components will auto close without notice. Once all components are closed, you will no longer have access to the participant's eJAS record. If expired component(s) need to be reopened, refer to [Opening BFET Components](#) section for options for reopening components.

Closing Components example Scenario EE (Entered Employment) verses CS (Completed Satisfactorily):

- Participant is active in BG (Vocational Education) and BL (Job Search Training) obtains employment and exits BFET. The completion code for the BG and BL components is EE (Entered Employment).
- Participant active in BG (Vocational Education) and BL (Job Search Training), fulfills the vocational program and earns a certificate, and fulfills the BL component hours, but *does not obtain employment*. The completion code for the BG and BL is CS (Completed Satisfactorily).
- Participant is active in Job Search Training, Supervised Job Search, and Life Skills activities 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 completion code for Job Search Training, Supervised Job Search and Life Skills is EE (Entered Employment).

Closing Components example Scenarios for Work-Based Learning (currently not applicable):

- Participant is in a subsidized (WL) Work-Based Learning activity and is hired by the WBL jobsite. The WL component would be closed with a CW (Client Employed by WBL Employer) closure code.
- The participant is active in unsubsidized (WN) Work-Based Learning activity and Supervised Job Search (BK) activities. The participant is hired through their job search activities. The WBL activity would be closed with a CE (Client Employed) closure code. The Job Search activity would be closed with an EE (Entered Employment) closure code. The client may be eligible for Job Retention Services.
- Participant is in an unsubsidized (WN) Work-Based Learning activity and completed the activity but was not hired by the job site or another employer. The EW (End of WBL, no employment) closure code should be used. If the participant had been unable to complete the activity before the end date of the component, close it with an IC (Incomplete).

PARTICIPANT REIMBURSEMENTS (i.e., “Supportive Services”)

The BFET program allows for the use of Participant Reimbursements ([PR](#)) to support approved activities. PRs are not an entitlement and must be carefully managed. PRs are meant to offer a resource for participants who are actively engaged and may be provided to support the participant up to the prescribed limits in the [PR Directory](#).

The BFET Program does not reimburse participants nor can providers use personal funds to pay for PR. PRs cannot be used to pay bad debt such as outstanding fines or fees or make on-going regular payments.

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 BFET PR. The intent is to use other resources that are readily at hand in place of support services when possible.

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 of the decision 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?
- Will reimbursements such as tools or assistance with licenses and fees result in employment?

When providing PR expenses, a [Participant Reimbursement Form](#) must be completed and uploaded into WA Works, receipts of expenditures must be uploaded into WA Works, and the following case notes must be recorded in eJAS documenting the justification for the expense:

- Type of support service (i.e. bus pass, work equipment, or a training course)
- Amount of the support service
- Justification for how the support service will aid participation
- Acknowledgement that no other resources were available
- Date support was issued

If a participant need exceeds the stated limits in the [Participant Reimbursement Directory](#), providers can submit a participant reimbursement [Exception to the Rule \(ETR\) Request](#). ETR's must indicate the client eJAS number, amount requested exceeding the maximum stated in the PR Directory, if other community funding sources have been exhausted, and a justification for the request.

A participant reimbursement must be entered into eJAS **within seven (7) business days**. If you are unable to access eJAS at time of issuance, the provider and the participant must complete

and sign the [BFET Participant Reimbursements \(07-103\) form](#). The provider must then enter the participant reimbursement into eJAS within **seven (7) business days**.

The amount of the PR in eJAS must be modified if the actual amount is different from the issued amount. For example:

- Participant was issued a \$100 clothing reimbursement. The reimbursement was entered into eJAS as \$100.00. The receipt is returned later showing the actual amount of clothing purchased was \$95.72. You would then modify the participant reimbursement amount in eJAS to reflect the actual cost of \$95.72.

The eJAS system will allow you to modify a participant reimbursement as many times as needed for up to 60 days from the date of initial issuance. A case note must be added to explain why a PR was modified or canceled. In the case of an Address Confidentiality Program participant, you must document a secure case note with the new correct amount also including the date and amount of the original PR.

If the case is closed when a modification is needed after 60 days of issuance you will be unable to enter or modify a PR in eJAS. Instead, you must document the following in the case notes:

- Type of support service (i.e. bus pass, work equipment, or a training course)
- Amount of the support service
- Justification for how the support service will aid participation
- Acknowledgement that no other resources were available
- Date support was issued

For further instructions on entering or modifying PRs into eJAS, see training [Module 7 – Participant Reimbursement](#).

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

More:

[Books & Training Supplies](#)

[Childcare](#)

[Clothing](#)

[Digital Support](#)

[Educational & Credential Testing](#)

[Housing](#)

[Medical](#)

[Personal Hygiene](#)

[Phone & Internet](#)

[Transportation](#)

[Missing Receipts](#)

[Internal Bookstore Textbooks & Supplies Policy](#)

[Tutoring Services](#)

Books & Training Supplies

No maximum cost limit per participant per program year.

Tools/Books/Supplies - Tools or supplies required by an employer or instructional training program. Must have employer or training program verification that tools or other supplies are needed.	Other resources available include Pell Grants, SEOG, WIOA or Work Based Tuition Assistance. <i>High schools, community colleges, and community-based organizations (CBOs) may provide no-cost tutoring for students.</i> All other students or employees must also have the same requirements for tools, books, and supplies. Example Costs: tuition and books.
Reasonable Accommodations Supplies	Participants with disabilities may purchase goods or services (including testing) that accommodate an individual's disability.
Tools	Determine the need for tools on a case-by-case basis. Tool costs do not fall under the clothing limit as they are related to work and may include safety glasses, steel toe protective boots, work gloves, overalls, etc.
Training materials	Items required for a training class or series.

Childcare

No maximum cost limit per participant per program year.

Childcare	If a participant is ineligible for childcare through Childcare Subsidy Program (CCSP), but participates in approved BFET activities, you may approve childcare services for the participant through a third party. Please ensure that verification of CCSP denial is provided in the participant's file. If a participant needs assistance with an initial copay for CCSP childcare, this can be provided as long as the participant can pay the copay moving forward.
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Clothing

Maximum \$800 per participant per program year.

Clothing necessary to seek, accept, and maintain employment or to participate in a work-like activity or training program.	Examples: • Uniforms • Special Shoes • Special Clothing / Interview clothing • Protective Devices • Work Appropriate Clothing • Under Clothing • Other apparel as needed • Exclusions: Jewelry is not approvable.
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Digital Support

Maximum \$700 per device per program year. Accessories – no maximum limit per participant per program year.

Portable Digital Device	\$700 Maximum limit	eJAS workaround
Digital Device Accessories	Examples: • Laptop • Mouse/mouse pad • Monitor/screen • Headphones • Web cam • USB • Required software for training	Use the Education/Books/Supplies category in eJAS

Education & Credential Testing

No maximum cost limit per participant per program year.

All expenses related to participating in an educational or training program. Testing: may include, though not limited to, literacy level testing,	Other sources of payment should always be considered prior to utilizing BFET funds, these include Pell Grants, SEOG, WIOA or Work Based Tuition Assistance. <i>High schools, community colleges, and community-based organizations (CBOs) may provide no-cost tutoring for students.</i>
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aptitude testing, college entry exams, or skills proficiency.	Testing fee is not paid if available from another free or low-cost source or necessary to enable a client to participate in a program. Requirements: • Part of an approved training or educational activity • Acceptance of an offer of employment • Maintain employment. • GED • License/Certification expenses • Union dues must be paid to secure employment or for the month of employment. • Testing is necessary to acquire a license or certification but not included in a license fee. Example: Food Handler's Card, Nursing Assistant Certification.
Course Training Registration Fees	Participants may receive assistance with tuition, lab fees, and other education related costs necessary for training connected to a BFET activity. Course registration fees above \$500: verification of registration and eJAS documentation that explains how training will enhance BFET participation and when a certificate and/or degree is completed.
ID/Citizenship	• Washington Identification Card ID • Birth Certificates and naturalization documentation, if required for BFET activities or employment. • Passports, if required for employment and must be related to BFET activity.
Drug Tests	Only if required for employment
Fingerprinting	Only if required for employment or a background check
Permits and fees	Testing and/or securing permits are needed for training or to support job search activities. Bonding, related to additional insurance a prospective employer may need to have in order to employ an individual who has been impacted by the justice system. General liability insurance for up to three (3) months if required for employment or a training program related to the participant's BFET activity.
Student Activity fees	Only if required to participate in class.

Housing

Maximum \$5,000 per participant per program year.

Housing	• Ongoing housing expenses are not allowed. May be used to assist an emergent housing expense, with a plan for the participant to pay ongoing. • Can only be used for participant's share of housing cost. • Cannot be used for mortgage payments, mortgage insurance, or mortgage taxes. • Cannot be used for electricity, gas, or other utilities. • Can be used for participant's share of application fee and deposits.
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Medical

No maximum cost limit per participant per program year.

Medical	Medical fees and supplies: • Funds for medical assistance are allowable after exhausting all other resources, including coverage through the Affordable Care Act, such as minor dental work, inoculations, eye examinations, eyeglasses, and physical exams if required for employment.
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Personal Hygiene

Maximum \$800 per participant per program year.

Hygiene items needed to maintain personal appearance and grooming to participate in activities or accept employment.	Personal hygiene items include but are not limited to: • Soap • Shampoo • Toothpaste/mouthwash • Deodorant • Shaving supplies • Feminine hygiene supplies • Makeup
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	• Laundry supplies • Hair cut/color
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Phone & Internet

No maximum cost limit per participant per program year.

Cell Phones, Cell Phone Minutes	Only if required to participate in an activity.
Internet Services	If internet is bundled with other services such as cable and phone services, only the internet portion can be reimbursed.

Transportation

Maximum \$1,600 per participant per program year.

Public Transportation and Fuel Cards	Public transportation and Fuel cards include, though are not limited to: • Fuel cards • ORCA cards • Bus tickets • Uber/Lyft • Taxi • Ferry • Train • Light Rail
Bike Repair	Bicycle Repairs (including electric) can include but are not limited to: • Tires/Tubes • Chain • Bike Frame • Side Mirrors • Helmet • Lights Similar to automobile repairs, you must document necessary estimates to the best of your ability depending on the availability of local bike repair shops. Purchasing a new bike of any type is not allowable.
Auto Repair	Auto repairs require the following:

	• A minimum of two (2) written estimates, except when it is not possible, such as an inoperable vehicle. When the car is inoperable, use the estimate form the garage and contact another garage, requesting a bid for similar repairs needed for the vehicle to be in working order. • All work and replacement parts must be performed by a licensed business. • May include charges for repair estimates (diagnostic testing) if a fee is standard for these services. • Towing for car repairs only. Minor repairs of personal vehicle (registered to participant) necessary to return the vehicle to operable condition, such as: • Brakes • Water Pump • Timing belt • Batteries • Chains • Lights • Tires
ID/Driver's License Testing fee and standard license fee	Driver's license, including testing and standard issuance fees, does not include paying penalty fees or debts such as license suspension due to excessive fines. • Enhanced Driver's License • CDL testing and license
Vehicle Registration or Renewal (Tabs)	Vehicle must be in BFET participant name and needed for BFET activity.
Auto Insurance	Up to first 3 months of new employment with participant responsibility ongoing. Must be needed for BFET activity.

Bulk Purchases for Participant Reimbursements (PR)

Examples of bulk purchases include, but are not limited to fuel cards, gift cards, personal hygiene items, and tools.

Custody

For each bulk purchase an agency staff representative must be the designated custodian of the items. One or two staff backups may be designated. The provider's internal controls must clearly

designate the custodian and backups. The custodian is responsible for ensuring that all purchasing, security, dispensing, tracking, and replenishing procedures are followed.

Security

All purchased bulk items must be secured at all times, i.e., in a locked box inside a locked cabinet or drawer accessible only by the custodian and designated backup and identified as BFET items.

Issuance Receipts

All distributions from the bulk items issued should be documented in a log (spreadsheet) or in a standard (pre-numbered) receipt book. The log must uniquely identify each payment receipt in order to document the appropriate use of the card or item for audit purposes.

Audit Log

The custodian must also keep an inventory log (e.g., a spreadsheet) of fuel/gift card bulk purchases and disbursements for audit purposes.

The log should include the following: card type, entire card number, date received (or list the bulk item), who received the card/item, and who issued it. A reconciliation of fuel/gift cards should be conducted whenever fuel/gift cards are purchased or at minimum quarterly. This reconciliation should consist of verifying that the number of cards purchased, minus the number of cards disbursed, agrees with the number of cards on hand. In addition, the value of the cards purchased should match with the amount recorded in the general ledger. The inventory reconciliation needs to be performed by an individual who is not responsible for the issuance or custody of the fuel/gift cards (preferably the department approver) and in the presence of the custodian.

Reimbursement via A-19

The completed BFET Participant Reimbursement ([PR](#)) form including signatures and card number is not enough to request reimbursement for invoice/billing purposes. A participant receipt must also be provided with the following: date, last four digits of the card, and item(s) purchased. The original receipts of the bulk purchases of the fuel/gift cards do not replace the need for the participant receipt. Once all supporting documentation is received, reimbursement for the PR is allowed.

Online Ordering and Deliveries of BFET Participant Reimbursements

Online purchases and deliveries are allowed. Backup documentation may be requested. The best practice is for organizations to order online and receive delivery, including packing slip at the organization address. The next option is for a delivery directly to the BFET participant if the following occurs:

- The organization should give the BFET participant a printed copy of the online order or email the order information to the participant for their use when they receive the package.
- A text message or email to BFET case manager/organization is received from the vendor that the item has been delivered.
- BFET participant is able to take a clear photo of the shipping label on the outside of the box clearly showing the name shipped to and the vendor's name.
- BFET participant is able to take a clear photo of the items in the box.
- BFET participant can check off items received against the online order sheet, initial the form, take a photo of form, and email the case manager or mail the form back to case manager to be uploaded into WA Works.
- BFET participants should send all three photos to the BFET provider.

This process along with the BFET Participant Reimbursement form signed by both the case manager and participant will suffice as supporting documentation in lieu of the actual packing slip if not included in the box.

Missing Receipts

A receipt is considered missing when a monetary value is exchanged for goods and/or services and a receipt is requested and is not returned. If a participant fails to submit a receipt, BFET providers must document in eJAS any attempts made to return the receipt as well as a [Lost/Stolen Receipt affidavit](#) kept in the participant's file. If a participant fails to return two receipts, a [PR](#) can no longer be issued to that participant.

Tutoring Services

Tutoring is not considered an allowable Participant Reimbursement cost. However, following the guidelines below, it can be considered as an Administrative cost:

- Tutoring service expenses must be allocated based on the number of BFET clients that use the service.
 - Example: Provider subscribes to a tutoring service annually for all their participants for \$500. BFET participants make up 25% of their caseload. The agency can budget \$125, which would be 25% of the expense towards accessing the tutoring services for the year.
- For individual tutoring to be an allowable administrative cost, it must be specialized. Tutoring cannot be generalized or part of any general "free" tutoring.
 - Example: Participant is struggling to meet math goals for a class and needs additional support to complete the component successfully. The provider hires a math tutor for the participant to work with for two months.

Tutoring must be included in your agency's administrative budget details and invoiced as a line item.

OUTREACH & MARKETING

Press Releases

Any requests to mention DSHS BFET in press releases must be reviewed and approved by DSHS. Send your draft press release to SWBFETPolicy@dshs.wa.gov with the following information:

- Who is the audience?
- What is the goal for the press release (i.e.: increase enrollment, celebrating a grant, etc.)?
- Where will the press release be sent?
- Will it be print, online, or both?
- If requesting a quote, what aspect should it be focused on?
- Date of press release

The review and approval process requires time, therefore, send in your press release at least a month ahead of your desired publish date.

Printed Materials-Civil Rights & Non-Discrimination Statements

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

- *In accordance with federal civil rights law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, this institution is prohibited from discriminating on the basis of race, color, national origin, sex, disability, age, or reprisal or retaliation for prior civil rights activity.*

The full Nondiscrimination Statement must be on all materials the participant signs:

- Application Form(s)
- Notification of Eligibility or Ineligibility
- Notice of Adverse Action Form
- Provider's program (Home) Web Page or a direct hyperlink to it
- Public Information, including program materials.

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

- *This institution is an equal opportunity provider.*

And Justice For All Posters

Agencies participating in or administering USDA programs are required to display the appropriate “And Justice for All” poster in their facilities where customers can view it. All “And Justice for All” posters must be displayed in a specific size: 11” width x 17” height.

Send an email to SWBFETPolicy@dshs.wa.gov if you need additional posters.

RESOURCES

Applying for Basic Food Assistance

Department of Social and Health Services (DSHS) is committed to providing Basic Food benefits to all potentially eligible people who want to receive them. To apply for Basic Food assistance:

- Online: www.washingtonconnection.org
- In person: local DSHS Community Service Office (CSO). To find your office, please use the online [Office Locator | DSHS](#).
- Call: customer contact center at 1-877-501-2233
- By mail: DSHS Customer Service Center PO Box 11699 Tacoma, WA 98411-6699

Provider Resources

[Provider Resources | DSHS](#)

[BFET Provider's Handbook](#)

Websites & Resources

BFET Website	www.dshs.wa.gov/bfet
Apply for benefits	www.washingtonconnection.org/home
Eligibility calculator	www.washingtonconnection.org/prescreening/home.go?action=Introductionh
DSHS Office Locator	www.dshs.wa.gov/esa/community-services-find-an-office
HHS Federal Poverty Guidelines	Poverty Guidelines ASPE (hhs.gov)
Department of Children, Youth and Family (DCYF) (Childcare)	www.dcyf.wa.gov or call 844-626-8687

DSHS/CSD Call Center Hour:

- Phone services will be available from 8am - 5pm every business day.
- Hours for interviews are 8am - 2pm
- Call us at 1-877-501-2233 Monday - Friday

DSHS Acronyms & Common Language

The following are the common DSHS acronyms and language used by DSHS in the BFET program.

More:

[Common Acronyms](#)

[Common Language in e-Messages](#)

Acronyms	Meaning
BFA	Basic Food Assistance (Federal SNAP Food Assistance)
FAP	Food Assistance Program (State Food Assistance)
RE	Federal Food Recipient
RN	State Food Recipient
NM	Non-Member status on Basic Food
APP	Application
MCR	Mid-Certification Review (6 Month review)
ER	Eligibility Review
Hrs	Hours
Comp	Component(s)
Sent Referral	Message sent to contactor's e-Message box in eJAS
RCA	Refugee Cash Assistance
TANF	Temporary Assistance for Needy Families

BFET Services and eJAS Codes

eJAS Code	Service
BL	Job Search Training
BG	Vocational Education
PR	Participant Reimbursements
BI	Referral
BB	Basic Education
IA, IB, IC	Integrated Education and Training (IA-Vocational Education, Language Acquisition; IB-Vocational Education, Basic Education; IC-Vocational Education, Language Acquisition, Basic Education)
EN	English Language Acquisition
WL, WN	Work Based Learning (internships, pre-apprenticeships, apprenticeships, OJT)
BK	BK Supervised Job Search
SL	Life Skills
BD	Self-Employment Training
WL	Subsidized Work based Learning (SWBL)
WN	Non-Subsidized Work Based Learned (NWBL)
BR	Job Retention Services
eJAS Code	Closing Component
CS	Completed Satisfactory: - The participant completed the activity satisfactorily but did not obtain employment. For example, the participant completes an activity satisfactorily but may continue to participate in BFET. - Example: Participant completes class but does not pass; Participant follows through on program but does not gain a credential. - Enter the Skill Gains and Credentials if the participant completed Job Search Training, Basic Education, or Vocational Education, and update the Demographic information if an academic achievement was completed.
EE	Entered Employment - The participant exited the activity due to beginning employment. - Enter the Skill Gains and Credentials if a participant completed Job Search Training, Basic Education, or Vocational Education and new skills or credentials were obtained. Also, update the Demographic information if an academic achievement was completed.
IC	Incomplete

	- The participant did not complete the activity by the scheduled end date. - Example: Participant stopped showing up to activity and did not pass.
LC	Loss of Contact Loss of contact with the participant for at least 60 days. Document the last date of contact in eJAS.
NS	Used for administrative closures by <i>DSHS staff only</i>. DSHS staff use this code to close all expired components or when no other code is applicable.
12	Component Opened in Error - Use this code when closing a component opened in error. - The use of this code will remove the component from the program data. - The actual end date must match the start date.

Glossary of Terms

[ACP](#)
[Advance Payment](#)
[Amendment](#)
[Apprenticeship](#)
[Basic Education](#)
[BE](#)
[BFET](#)
[BFET Provider Handbook](#)
[BFET Website](#)
[Billing Limitations](#)
[Case Management](#)
[Central Contracts and Legal Services](#)
[Civil Rights & Non-discrimination](#)
[Co-Enrollment](#)
[Completion](#)
[Confidential Information](#)
[Consent Form](#)
[Contract](#)
[Contract Monitoring](#)
[Contractor](#)
[Contractor Certification Regarding Ethics](#)
[Disability](#)
[DSHS](#)
[eJAS](#)
[ELA](#)
[Electronic Record](#)
[Eligible Individual](#)
[Encrypt](#)
[English Language Acquisition](#)
[Enrollment](#)
[Entered Employment](#)

[ESA](#)
[E-Signature](#)
[FNS](#)
[Governing Law and Venue](#)
[Health and Safety](#)
[IEP](#)
[IET](#)
[Indirect Cost Rate](#)
[Individual Employment Plan](#)
[Integrated Education and Training](#)
[Internship](#)
[Interpreter\(s\)](#)
[Job Retention Services](#)
[Job Search Training](#)
[JRS](#)
[JST](#)
[Life Skills](#)
[Monitoring](#)
[Participant](#)
[Participant Reimbursement](#)
[Personal Information](#)
[Physically Secure](#)
[PR](#)
[Program Agreement](#)
[RCA](#)
[RCW](#)
[Refugee Cash Assistance](#)
[Regulation](#)
[Secured Area](#)
[SFA](#)
[SJS](#)
[SNAP](#)
[State Family Assistance Program](#)
[Subcontract](#)
[Supervised Job Search](#)
[Supplemental Nutrition Assistance Program](#)
[TANF](#)
[Temporary Aid for Needy Families](#)
[Translator\(s\)](#)
[VE](#)
[Vocational Education](#)
[WAC](#)
[Washington Administrative Code](#)
[WBL](#)
[Work Based Learning](#)
[Written Notice](#)