Module 10: Managing Caseload in eJAS

This section reviews:

eJAS Caseload screen and how to find participants
eJAS reports
eMessages
Task Reminder

Washington State Department of Social and Health Services

Caseload screen

This is your **Caseload screen** which shows all participants that are currently active with your agency.

Participants will not show on the caseload screen when:
- FI component is closed
- All components are closed
- BFA is closed
- TANF is open

In these cases you will need to find the participant on the Historical Report or by searching.

You can access your Historical Report here

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Historical Report

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BFET Contractor Historical Report

ZXZ-BFET & CONTRACTOR   Model: BFET

Start Date: 04/01/2020	**End Date:** 10/01/2020
First Name:	**Last Name:**
Social Security Number:	**ID:**

Find

This is your Historical Report screen which shows all participants that were active during a selected time period.

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.

Id Name	Comp	Comp Hours	Sched Start Sched End	BF End Date	BF Closure reason
2756085 CHEERIOS, YUM	BR	20	06/18/2020 09/18/2020		
2756085 CHEERIOS, YUM	JS	20	09/01/2020 10/31/2020		
2860063 MORNING, MONDAY	FI	00	09/25/2019 09/24/2020		
2860063 MORNING, MONDAY	JS	02	03/31/2020 06/28/2020		
2860063 MORNING, MONDAY	SL	02	04/07/2020 07/05/2020		
2860063 MORNING, MONDAY	VE	10	01/05/2020 12/31/2020		
2730159 PROD, COPY0859265	FI	00	08/07/2019 08/06/2020		
2730159 PROD, COPY0859265	VE	00	04/01/2020 06/27/2020		

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Historical Report

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BFET Contractor Historical Report

ZXZ-BFET & CONTRACTOR   Model: BFET   Number of Clients: 0003

Start Date: 04/01/2020   End Date: 10/01/2020

First Name: Last Name:

Social Security Number: ID:

Find

Id Name	Comp	Comp Hours	Sched Start Sched End	BF End Date	BF Closure reason
2756085 CHEERIOS, YUM	BR	20	06/18/2020 09/18/2020		
2756085 CHEERIOS, YUM	JS	20	09/01/2020 10/31/2020		
2860063 MORNING, MONDAY	FI	00	09/25/2019 09/24/2020		
2860063 MORNING, MONDAY	JS	02	03/31/2020 06/28/2020		
2860063 MORNING, MONDAY	SL	02	04/07/2020 07/05/2020		
2860063 MORNING, MONDAY	VE	10	01/05/2020 12/31/2020		
2730159 PROD, COPY0859265	FI	00	08/07/2019 08/06/2020		
2730159 PROD, COPY0859265	VE	00	04/01/2020 06/27/2020		

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Tip:
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.

Search for a Participant

You can also find a participant by searching by eJAS ID.

On the home screen you can enter the eJAS ID and click the "Go Find It" button.

eJAS Reports

There a several reports available in eJAS that can be used to help you manage your caseload and provide you with information for BFET participants across your agency

Access the reports by clicking on the E&T Reports link from the home screen

E&T Reports

- Basic Food FI Component History Report
- Basic Food CLMR Report
- BFET Auto-Enrollment Report
- Clients with Anticipated Employment Goal Completion Dates
- Clients with Anticipated Work-Based Learning Completion Dates
- Client Contact Report
- Component History Report
- Contractor to Contractor Referral Report
- Overdue Components/Activity End Preview
- Participant Employment Report
- Participant Reimbursements Report
- Strategies for Success Report

BASIC FOOD E&T CONTRACTOR

BFET Eligibility   E&T Reports
What's New   WorkFirst Reports

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eJAS Reports

Overdue Components/ Activity End Preview

You can use this report as a "To-Do" list for ensuring components are updated timely.

The Overdue list shows components where the Scheduled End Date has passed. These need to be closed or extended ASAP.

Activity End Preview list shows components that have an upcoming Scheduled End Date. Provider should be connecting with the participant to plan next steps and update eJAS.

From the E&T Reports screen. Click the link for Overdue Components/ Activity End Preview. Select your contractor code and click "Get Report" button.

Overdue Components/Activity End Preview

Search
Contractor Code	ZXZ - BFET & CONTRACTOR ▾
Get Report

Search For Contractor ZXZ - BFET & CONTRACTOR

Export to Excel

Overdue					
Client Name	JasID	Worker ID	Component Code	Component Start Date	Component Scheduled End Date ▲
		031	JT	08/03/2020	11/01/2020
		031	JT	03/11/2020	11/02/2020

Export to Excel

Active End Preview					
Client Name	JasID	Worker ID	Component Code	Component Start Date	Component Scheduled End Date ▲
		031	SL	08/17/2020	11/13/2020
		031	JT	02/06/2020	11/13/2020
		023	JT	03/02/2020	11/18/2020
		031	JT	09/03/2020	12/01/2020

eJAS Reports

Component History Report
This report will provide information about participant enrollment and component usage for all BFET participants within your agency.

You can search by specific dates and component types.

From the E&T Reports screen. Click the link for Component History Report. Enter the time period you want to review, select the component types you want to include, and select your contractor code. Then click "Get Report" button.

The results will show on the screen with links to the client case.
You can also export the report to excel.

Component History Report Selection

Get Report

Program Type: ● BFET

From Date: [ ] 🔳 To Date: [ ] 🔳 <- Reset dates

Components: (Select at least one Component)
Select All   Un-Select All

Select	Component Codes ▲	Description
☐	BB	BFET Basic Education
☐	BC	CASE MANAGEMENT (BFE&T)
☐	BE	HIGH SCHOOL COMPLETION - PARTICIPANTS 20 YEARS OR OLDER
☐	BG	BFET Vocational Education
☐	BK	BFET Supervised Job Search
☐	BL	BFET Job Search Training
☐	BR	BF E&T Retention Services
☐	FI	FOOD STAMP E&T INDICATOR
☐	FT	FULL-TIME EMPLOYMENT

Contractor Codes: (Select at least one Contractor)
Select All   Un-Select All

Select	Contractor Codes ▲	Description
☐	ZXZ	ZXZ - BFET & CONTRACTOR

eJAS Reports

From the E&T Reports screen. Click the link for Participant Reimbursements Report. Select your contractor code and enter the search dates. Then click "Get Report" button.

This page provides a summary of all Participant Reimbursements issued in the selected time period.

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Participant Reimbursements Report Selection

Search Options

Contractor Id: ZXZ - BFET & CONTRACTOR ▾

From Date: 10/01/2019   **To Date:** 09/30/2020

Get Report

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Participant Reimbursements Report Summary

Report Run Date: 11/09/2020
ZXZ -BFET & CONTRACTOR

From Date: 10/01/2019 **To Date:** 09/30/2020

Number of Participant Reimbursements issued to date	53
Clients with Participant Reimbursements issued to date	5
Participant Reimbursements issued during the selected date range	6
Clients with Participant Reimbursements issued during selected date range	3

Export to Excel

Participant Reimbursement Type	Total Number of Records	Total Amount
Child Care CCSP Co-Pay	0	$0.00
Child Care Non-CCSP	0	$0.00
Clothing	0	$0.00
Education/Books/Supplies	2	$800.00
Gift cards	0	$0.00
Housing/Utilities	0	$0.00
Medical	0	$0.00
Personal Hygiene	0	$0.00
Transportation - Auto Repair	1	$1,000.00
Transportation - Bike Repair	0	$0.00
Transportation - Bus Pass	0	$0.00
Transportation - Bus Tickets	0	$0.00
Transportation - Car Insurance	1	$200.00
Transportation - Driver's License Extract	0	$0.00
Transportation - Driver's License Fee	0	$0.00
Transportation - Ferry	0	$0.00
Transportation - Fuel	2	$48.25
Transportation - Train	0	$0.00
Transportation - Vanpool	0	$0.00

Export to Excel

Select a Participant Reimbursement type to view all issuances for your eJAS Contractor Code.

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eJAS Reports

This page is a detailed report of all Participant Reimbursements issued for the selected type.

Participant Reimbursements Report Details

Export to Excel

Report Run Date:

ZXZ-BFET & CONTRACTOR   **From Date: 10/01/2019**   **To Date: 09/30/2020**
Type: Transportation - Fuel   **Number of records: 2**   **Total Issued: $48.25**

Issuance Date	Jas ID	Contractor	No of Tickets or Cards	Total Amount	Component/ Hours	Created by	Canceled by	Status	FP Start Date
01/03/2020	2730159	ZXZ-BFET & CONTRACTOR	1	$25.00	JS-32	CUME300 -JONES, MELISSA		Issued	10/06/2016
04/07/2020	2860063	ZXZ-BFET & CONTRACTOR	1	$23.25	VE-10	CUME300 -JONES, MELISSA		Issued	

Click on hyperlink to view the specific Participant Reimbursement details.

This report will show all (issued and canceled) Participant Reimbursements.

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eJAS Tools- eMessage

eMessage Center — *eMessage Center*

Contractor E-Msg — *eMessage Center*

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Basic Food E&T Contractor Caseload

eMessage Center
These links will show on your Home Screen and on the top of most pages

You will have access to 2 eMessage centers:

1 – for messages sent specifically to your eJAS ID
– visible only to you

2 – for messages sent to the general contractor code
– visible to everyone assigned to your provider contractor code

Check at least once per week

eJAS Tools- eMessage

| New | Sent Items | Task Reminder | Tools | Close | Help |

e-JAS Inbox

Delete

User Id: - JONES, MELISSA
Unread Messages: 0

	From	**Status▼**	**Subject**	**DateTime**
☐	BFET CONTRACTOR	Read	RE: Testing	01/23/20 16:48:07
☐	JONES, MELISSA	Read	Hello	10/30/19 21:07:28

Delete

| New | Sent Items | Task Reminder | Tools | Close | Help |

Looks and functions similar to email. Ability to read and send messages to other eJAS users.

The BFET field operations team will use this to notify you of information regarding a participant's case.

Link to Task Reminder tool

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eJAS Tools- Task Reminder

eMessage Center

*** You have a Task Reminder***
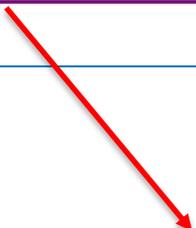
| E-Message | Tools | Close | Help |

e-JAS Task Reminder - Sorted By Due Date

| New Task | Delete |

User Id: JONES, MELISSA

Start Date: [ ] [📅] [Go]

Tasks Overdue: 0   Tasks Currently Due: 1

☐	Due Date *	From	Subject	Id	Client Name
☐	10/14/2020	JONES, MELISSA	Testing		

| New Task | Delete |

| E-Message | Tools | Close | Help |

Task Reminder allows you to create tasks for yourself or other eJAS users with a specific due date. You can include a specific eJAS ID and a note for the action needed to complete the task.

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.

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eJAS Tools- Task Reminder

New Task Reminder

Save

* Mandatory Fields

From:	- JONES, MELISSA
***To:**	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.

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).

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.

eMessage Center

*** You have a Task Reminder***
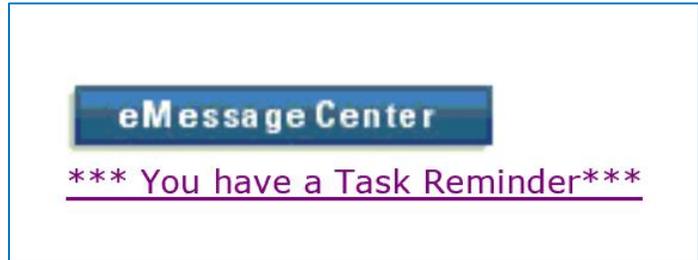
Questions??

For any eJAS related questions or for assistance please don't hesitate to contact your assigned BFET Field Operations team member or email BFETHelp@dshs.wa.gov