

Welcome to the BFET Quarterly Provider Meeting



Icebreaker:

What is your favorite season and why?

(Please drop in chat.)



Source: Switzerland Alps Swiss - Free photo on Pixabay



Technical Tips

- Please mute your phone or headset.
- Engage with the presentation in chat.
- Use the Q&A feature for questions (under "More").
- If you have sound issues, turn on live captions.
- If you need technical assistance, please contact:

Rick Lee - 206-450-4874 rick.lee@dshs.wa.gov



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AGENDA

- Welcome and Icebreaker.
- Staff Changes and Agenda.
- BFET Policy.
- Break and Quiz.
- BFET Operations.
- SBCTC Updates.
- ABAWD.
- Break and Quiz.
- Employer Spotlight WorkSource Colville.
- Closing.



BFET Policy

Kim Stelly, Felicia Talbott,
Barb Mooney and
Bessie Williams



Agency monitoring visit.

In person or virtual.

Agency staff.

BFETmonitoring@dshs.wa.gov.



PARTICIPANT REIMBURSMENT CHANGES IN eJAS

Reimbursement types, PR modifications, and renamed categories



Adding Reimbursement Types

- Books and Training Supplies
- Digital Support
- Phone and Internet
- Transportation



Removing the Following Reimbursement Types:

- Transportation Auto Repair.
- Transportation Bike Repair.
- Transportation Bus Pass.
- Transportation Bus Tickets.
- Transportation Car Insurance.

- Transportation Driver's License Extract.
- Transportation Driver's License Fee.
- Transportation Ferry.
- Transportation Fuel.
- Transportation Train.
- Transportation Vanpool.



Renaming the Following Participant Reimbursement Types:

- Education/Books/Supplies was renamed Educational and Credential Testing.
- Housing/Utilities was renamed Housing.



Participant Reimbursement Modifications

It is now allowable to modify a PR as many times as needed, up to 60 days from the date of initial issuance, instead of cancelling and reissuing.



PR Modifications Continued

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 client note must be added to explain why a PR was modified or canceled.

However, you are unable to enter a PR in eJAS if the case is closed or to modify a PR 60 days from issuance. Instead, you must document the following in the case notes:

- Support service issued (i.e., bus pass, work equipment or a training course fee).
- Amount of reimbursement issued.
- Justification for how the participant reimbursement aided participation.
- Unavailability of other resources.
- Date reimbursement was issued.



Questions?



Notes

Q: If I have questions about monitoring, who do I ask?

A: Please reach out to whomever sent you the notification.

Q: Are these updates in the handbook? Where do we refer to these updates in writing?

A: The screenshot in the slides is directly from the handbook, and it has been updated. Clear your cookies from your browser if it isn't showing.

Q: I have questions.

A: Feel free to use the Q&A function to get them to the presenters.

Q: Could you talk a little more about the categories, such as fuel, that were removed?

A: They were lumped into one called "Transportation" instead of all the different transportation types.

Q: That doesn't mean transportation assistance is going away, correct?

A: Correct, transportation is not going away.

Q: The length of the Update Notes section seems to be limited to just a few characters. Is that going to be expanded?

A: The Justification section is just to talk about what the PR is. The explanation of the scenario would go in the eJAS notes.



Notes

Q: If the invoice was received 60 days after issuance of the PR, do you still have to go back and cancel that PR from over 60 days ago and create a new one?

A: Participant reimbursement up to 60 days after the initial issuance also means we cannot backdate, so we don't want you to go in and redo it. Instead, we will have a workaround, which is you put in a note saying what the change is.

Q: When there was already adjustment, as when I get an invoice 60 days after I issued a \$75 voucher for clothing and the invoice comes back for \$70, I can't modify it because it's been over 60 days. I'm going to go in and do what I've always done and say "PR couldn't be modified." I'm going to say can't modify PR from such a date. The actual amount is \$70 for PR issued on 929-24 for \$75.

A: Let's say it was \$100, but now it's only \$94.03. That justification is not going to align with that new \$93 because the justification says \$100, even though we can keep reading and see there was a change, so I understand your question. I think the focus would be more on making sure you're putting the information in the EGAS case notes that spells out the change. You're really concerned more about that justification and having to make a change, when that's not really the case. The big thing is to tell the story in the notes.

Q: Can you elaborate on the PR amounts from what they are allowed per quarter to what they actually spent?

A: Now that we can modify the amount, we want to focus on that and try and modify it to the actual amount and complete the billing monthly.

Q: Can you just put in the last four gift cards, or do you have to put in the full number?

A: We will have to get back to you, as Felicia and Britney are not on at this moment.



BFET Automated Assessment



What is the Automated Assessment?

- The BFET assessment is used to establish whether the BFET program is a good fit with the client and the appropriate activities.
- Two ways to complete the assessment now:
 - Paper version assessment in IEP.
 - Automated assessment with a leaner paper IEP.



Timeline for Automation Rollout

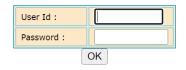
- We are officially announcing it today and completing a walkthrough in eJAS.
- Over the next six months, we will develop training.
- Provider Handbook updates.
- September training sessions offered for all providers
 - Sept. 17.
 - Sept. 23.
 - Sept. 25.
- October: Providers can start using the automated assessment.



Let's walk through an eJAS assessment.



Please enter your User ID and Password



A job, a better job, a better life

!! WARNING!!! By accessing and using this system you are consenting to possible system monitoring for law enforcement ind other purposes. Any unauthorized use of this computer system may subject you to criminal prosecution and penalties, or other disciplinary action.

Password Reset/Help Desk



Provider Review

- We asked a couple of provider staff to complete an assessment with a BFET client in eJAS to get their input. Here is some feedback:
 - The average assessment time is 15-20 minutes.
 - It felt user-friendly.
 - The assessment was helpful and self-explanatory.



Questions?



Notes

Q: Would we select components even if we don't offer them?

A: No, just the components we offer.

Q: If a provider elects to use the paper IEP form, is there a requirement the information be transferred into eJas?

A: The online assessment is an optional tool for you to use.

Q: Will there be voice dictation in the document if staff need ADA support?

A: We are unsure at this time whether it will have that option. More information will come during the training.

Q: We have health concerns. We have been restricted to disclosure based on HIPPA. I always remained confidential. Can we be more concise (e.g., back injury)?

A: No Christine, just stuff like "Can't lift over five pounds." You can't specify what the physical issues are. This will be covered in the training.



Notes

Q: Once you ask the question, do they need to provide proof or can we just take them at their word?

A: This was not answered.

Q: Can this form be printed for the physical file?

A: This was not answered.

Q: Is this an option for colleges to use as well?

A: Yes, this will be available to all providers, including colleges.

Q: I'm sorry but I missed the link for this new assessment.

A:The assessment is available in each individual client's case.

This was just an overview. We will have a training on this in September, when we will be able to answer every question, you have.

Review Quiz

- What are the performance goals for enrollments and Case Note Audits?
- A) 85% Enrollment and 95% Case Note Audits
- B) 75% Enrollment and 85% Case Note Audits
- C) 100% Enrollment and 100% Case Note Audits
- D) 50% Enrollment and 50% Case Note Audits
- In what counties is ABAWD mandatory?
- A) Spokane
- B) Grant
- C) King
- D) Pierce

- What does ABAWD stand for?
- A) Any Basic Adult Wanting Details
- B) Able-Bodied Adults with Dependents
- C) Aunt Bea Always Waters Daisies
- D) Able-Bodied Adults Without Dependents
- What is another program with which BFET providers can partner?
- A) Pirates Pipeline
- B) Employment Pipeline
- C) Energized Bunnies
- D) Employment Specialties





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BFET Operations

Britney Miller



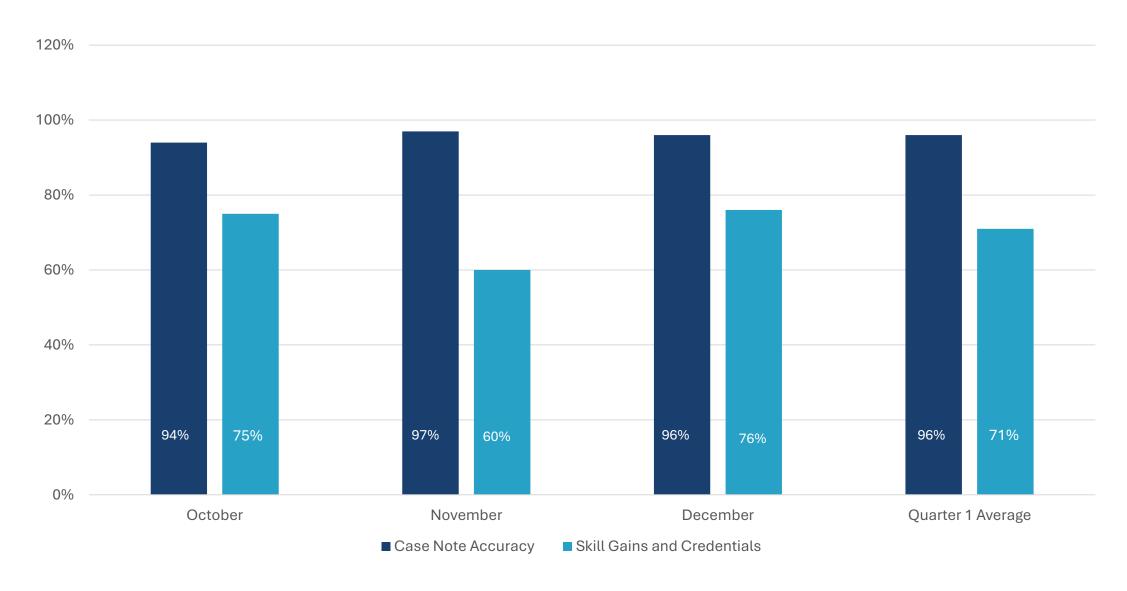
Case Note Audits

Case Note Audit Results Quarter 1 FFY25 How many audits did the Operations Team complete in the first quarter of FFY25?

How many of those cases had confidential information in them?



Case Note Audit Results, Quarter 1 FFY25





Skill Gains and Credentials

Which components have skill gains or a credential?

Job Search Training (BL) Work-Based Learning (WL and WN)

English Language Acquisition (EN)

Basic Education (BB)

Vocational Education (BG)

Integrated
Education and
Training (IA, IB,
IC)

Skill Gains and Credentials

WFR
BFET Skill Gains and Credentials
Referrals
Letters
Client Monthly Participation

Enter new skill or credential:

Contractor Code:

Component:

Skill/Credential:

Component \$	Skill/Credential	Received Date ▼	Entered By 💠
BL	Computer Training for Job Search	03/07/2025	BRITNEY MILLER
ВВ	General Digital Literacy	01/24/2025	BRITNEY MILLER

Why is updating Skill Gains and Credentials Important?

Responsibility to our funder

Records the participant's achievement in their activity

Captures the results of your hard work



Overdue Component Report

Overdue Component Report

Now captures all components.

BASIC FOOD E&T CONTRACTOR



- Basic Food FI Component History Report
- Basic Food CLMR Report
- Component History Report
- Overdue Components/Activity End Preview
- Participant Employment Report
- Participant Reimbursements Report



Training Quiz

- Q: True or false: The best practice for timing a final amendment to your FFY25 contract is in June 2025.
- True
- Q: What elements must be included in the Ongoing Progress Note for ABAWDs?
- A: The number of hours participated that month.
- B: Job search hours much be specific unless your program is included in WIOA.
- C: Any changes or barriers to participation.
- D: All of the above.



Questions?



Notes

Q: What is the process when a client meets with a DSHS person for their initial review when it comes to Skill Gains and Credentials?

A: If we're talking about their eligibility interview, they do talk about that, but it doesn't go into eJAS the same way.

Q: What if a client earns the certificate of completion but something other than the dropdown indicated for BL completion?

A: For the BL component, which is job search training, the only two options are computer training for job search or job search preparation. So, If you are looking at a specific thing they earned that is going to help them get a job, that may be part of job search preparation. But really, the key is to reach out to us and talk to us about it. There may be times when they earn something outside the credential criteria, and we may need to adjust things for you or maybe we notate that, but it doesn't go into the system.

Q: If a student is transitioning from English as a second language to adult basic education classes, would that be considered a skill gain or credential?

A: Yes. English language acquisition has a gain of English language acquisition.

Q: Does it matter who's paying for the training that has the skill gain?

A: If it was gained under your component, you would put in the Skills, Gains Credential.



Notes

Q: How much of the skill gains should we report? Our EN clients are assessed on four different categories. Based on their English skills. I'm wondering how detailed that needs to be.

A: If you're noting they went up in writing but not reading or comprehension, I think that's going to be important, but use some discretion. If they're going up a level, we want that noted, but if they've just had some improvement, that doesn't need to be put in. I think that's going to be important. Anytime there's a level involved, note an increase in the level for any of those categories.

Q: The client is referred to a non-vet partner to gain a credential. Can they complete them on their own?

A: If it isn't under a BFET component, you do not need to update it; but if you refer them over and it's under a component, then you need to update.

Q: If we assign a customer to update their resume and give them guidance and direction, does that count as part of job search prep?

A: I was taking interview workshops or job search workshops. Some of those sound like actual job search activities. You want to make sure you're separating those two, but a lot of the activities go under job search training or job search preparation. You don't have to document every workshop they do or every time they update their resume.

Q: What is the skill gain and credential for the customer service essentials class?

A: The options for the BB component are Basic Skills, General Digital Literacy and general, non-credential training or secondary education, so there are a couple areas that that may fit. Basic skills or general, non-credential training -- Either of those would fit.

Q: I think one of the reasons the entering of skills gains and credentials has been a bit confusing is clear as I read the handbook. The first line in the handbook says skills gains and credentials must be entered into eJAS when a participant successfully completes any of the following activities, and it lists the components. I think some people may be under the impression it's when they complete the component. What you're saying is its' when they gain a skill and credential, even within that component.

A: If you're putting it in the notes that they earned something, that they completed something, that they're leveling up, then you should go ahead and, at that moment, update all credentials. Once you close a component, buildings and credentials cannot be updated.



State Board of Community and Technical Colleges

Sheila Acosta



SBCTC Updates

- . Winter and spring funding survey.
- . Billing and invoicing deadline and updates.
- . SBCTC program and fiscal guideline updates.
- . eJAS technical issues (password resets, access, etc.).
 - . Email: studentsupport@sbctc.edu.



Questions?

sacosta@sbctc.edu



ABAWD

Alexis Miller Mike Rybak



New ABAWD Waiver

Federal work requirements for the Supplemental Nutrition Assistance Program require participants who are Able-Bodied Adults Without Dependents aged 18-54 to either work, participate in approved state programs or meet specific exceptions to maintain eligibility for Basic Food. If they do not participate, they are limited to three months of Basic Food during a 36-month time period.



Waiver Renewal

- SNAP work requirements allow states to request approval from the United States Department of Agriculture to waive specific areas from mandatory participation. A new waiver has been approved by USDA, identifying only King County as a mandatory area from Feb. 1, 2025, through Jan. 31, 2026. To be waived, a geographical area must have an average unemployment rate 20% above the national average.
- The new waived areas for Washington state include the Muckleshoot Reservation and all counties **except King County** through January 2026. ABAWD individuals living in waived areas who do not have personal exemptions or exceptions to ABAWD participation rules will be exempted from participation requirements.



Non-Exempt ABAWDs

- Non-exempt ABAWD recipients in King County are subject to work requirements and a three-month time limit to receive benefits if not participating in work activities.
 Participation may be met in any of the following ways:
- Working an average of 80 hours per month (or 20 hours per week).
- Participating in an approved work or training program for an average of at least 80 hours per month.
- . Volunteering in an approved, unpaid work program.



Thirty-Six-Month Time Limit

- The current, 36-month period began Jan. 1, 2024, and runs through Dec. 31, 2026. Individuals meeting the criteria as ablebodied adults without dependents, subject to work requirements, must participate in a qualifying activity each month. If participation is not verified, the month will count as a non-participation month. An individual who doesn't participate for three months will become ineligible for Basic Food.
- For more details about how to maintain food benefits, clients may call 1-877-501-2233 or visit their local community service office during normal business hours.



ABAWD Proactive Outreach Management Text Campaign

Starting in March 2025, a monthly Proactive Outreach Management text campaign will begin to remind nonexempt able-bodied adults without dependents in King County (except for Muckleshoot Reservation) to provide proof of their ABAWD work requirement participation and connect with available resources if needed. The goal of this POM campaign is to engage ABAWDs in approved work activities to continue receiving food benefits.



ABAWD Proactive Outreach Management Text Campaign

Why is this happening?

To help nonexempt ABAWDs in King County maintain their eligibility, those who haven't verified participation for two or more months will receive a text message reminding them to provide proof of their work activities or their food assistance will end. Mandatory ABAWD clients are to provide proof of their participation to DSHS by the 10th day of the month following participation for one or more of the following activities:

- Employment and Training (including BFET).
- Unpaid work.
- Work hours for employment or self-employment, if previously working less than 80 hours per month or with average earnings less than 30 times the weekly, federal minimum wage.
- Workfare.

Proof of work requirement participation or barriers to participation is reported to DSHS on the <u>Able-Bodied</u> <u>Adults Without Dependents Activity Report</u> (DSHS 01-205) or another acceptable form of verification as outlined in the <u>ABAWDs- Able-Bodied Adults Without Dependents</u> chapter of the EAZ manual.



ABAWD Proactive Outreach Management Text Campaign

How does this affect clients?

Nonexempt ABAWDs in King County will get a reminder text to verify participation. If they don't, the month will count as a non-qualifying month. A client who doesn't participate for three months will become ineligible for Basic Food. To regain eligibility, the nonexempt individual must meet ABAWD work requirements or have a personal exemption. More details are on our website: dshs.wa.gov/esa-1.



Notes

Q: If an ABAWD becomes ineligible due to non-participation, are they able to participate in BFET? If not, how do they become eligible again? **A:** If this is a non-exempt ABAWD, they must meet ABAWD work participation. If they don't participate for three months, they become ineligible. Our staff will code non-qualifying months in our system, and their benefits will terminate. In order for them to regain their eligibility, they must participate or meet the exemption. Once that happens, they will be open for food benefits again, and at that point they could potentially be eligible for the BFET program.

If you have received three months of benefits as an able-bodied adult without dependents and are not eligible due to nonparticipation in the work requirements of WAC 388-444-0030, you may regain eligibility after reapplying for Basic Food by: (a) Working 80 hours or more during a 30-day period; (b) Participating in and meeting the requirements of a work program as outlined in WAC 388-444-0030 for 80 hours or more during a 30-day period; (c) Participating in and meeting the requirements of the community service part of a workfare program; (d) Meeting any of the work requirements in (a) through (c) of this subsection in the 30 days after the date you reapplied for Basic Food; or (e) Meeting an exemption as outlined in WAC 388-444-0035.



Questions?





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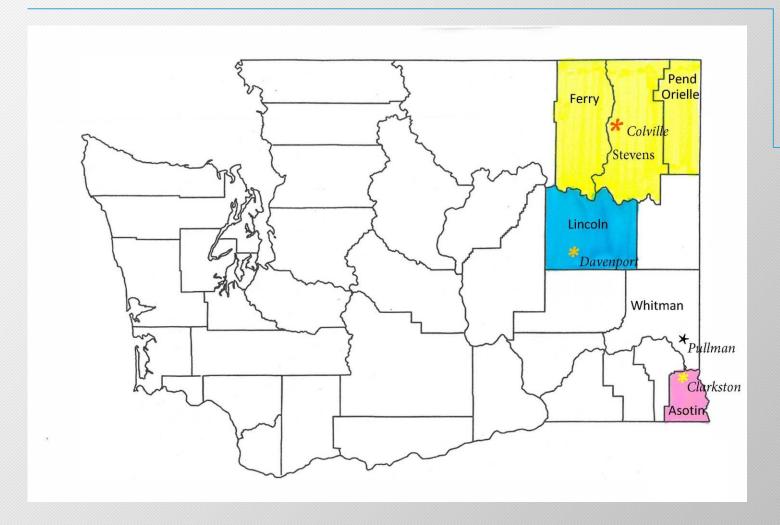
Unlocking Potential With BFET

A Journey to Success



Presenter –
Christine Paige
B.F.E.T. Case Manager
WorkSource Colville
Colville, Washington

WELCOME TO OUR WORLD





Colville WorkSource main office BFET coverage:

- ✓ Three BFET office sites.

 (+ one additional WorkSource in Pullman)
- ✓ Five counties.
- ✓ Some 9,181 square miles.

Recent BFET program additions:

✓ Lincoln and Asotin Counties

Introduction



Our WorkSource BFET programs are here to unleash our clients' potential and set them on the path to success by offering:

- Personalized mentoring and coaching.
- Career guidance.
- Barrier ientification and solutions.
- Employment assistance.

- Personal life and financial skills training opportunities.
- Discovering career and education pathways.
- Overcoming challenges in rural areas.
- Building stronger communities through business collaboration.

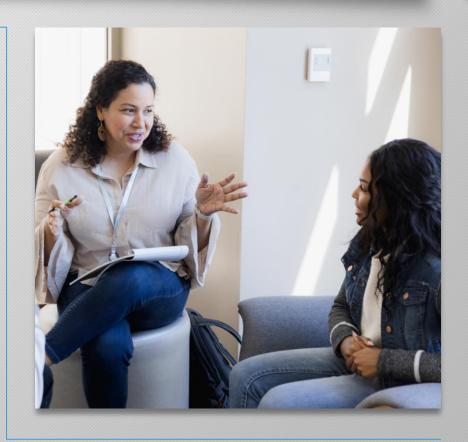


Mentoring and Coaching:





- Personalized mentoring and coaching, tailored to our client's unique journey. Imagine having a career guide who supports and motivates you every step of the way.
- One-on-one career counseling to help individuals discover their passions and create a roadmap to their dream career.
- Continuous guidance to navigate career changes and progress confidently in the workforce.





Career Guidance





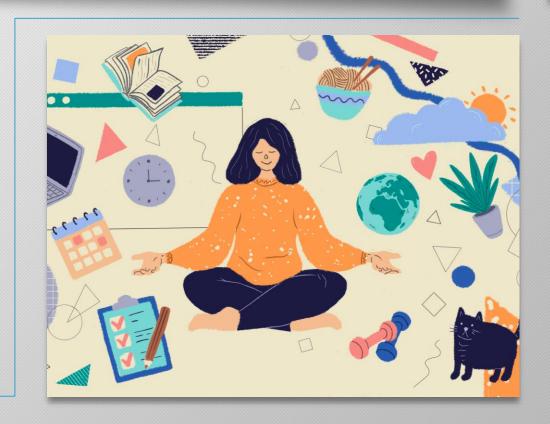
- Career tools to identify skills, interests and ideal career paths.
- Insights into local labor market trends and the hottest in-demand occupations.
- Expert job hunter workshops available, both virtually or in person at the Colville WorkSource:
 - * Crafting winning resumes. * Acing interviews.
 - * Identifying valuable skills and abilities .
 - * Mastering job search strategies for rural areas.



Barrier Assessments and Solutions



- Comprehensive assessments to identify personal and professional barriers that might be holding clients back (Career Bridge, My Next Move, and WorkSource Basic Skills).
- Customized plans to conquer those barriers and achieve goals.
- Coordination with community resources to remove obstacles and clear the way for success.





Employment Assistance



- Dedicated job search assistance services to help connect people with the perfect employment opportunities.
- Referral to on-the-job training programs that enhance skills and boost employability.
- Job-retention support to ensure long-term success and career growth.

WORK Services and Programs:

Employment Security

- Resource Room.
- Computers.
- Job Hunter Workshops.
- Re-Employment Services.
- Veterans' Resources.
- BFET.

Rural Resources Community Action

- Adult and Youth Job Training.
- Community Resources.

Department of Vocational Rehabilitation

Re-Employment Services.



Personal Life and Financial Skills Workshops





- STRATEGIES FOR SUCCESS Offers empowering in-person workshops in Colville, presented by Mary Williams; topics include Work Concepts, Personal Strength Builders, Health and Wellness, Communication, and Community Engagement.
- FINANCIAL CAPABILITIES (FIN-CAP) A virtual financial literacy workshop presented by Pullman Offices' Austin Gager to help master budgeting, saving and managing debt.
- JOB CLUB A very popular, virtual, weekly, job search support group hosted by Ray Keevy in Clarkston.
- **COMMUNITY RESOURCE REFERRALS** Support in accessing public benefits and financial assistance programs to help stabilize and improve our clients' quality of life.



Career and Education Pathways



- Access information to a world of educational opportunities, from vocational training to higher education programs (partners: Rural Resources Community Action, Community Colleges of Spokane, short-term trainings for CDL or CNA, and apprenticeship opportunities).
- Assistance with enrolling in training programs and educational institutions to further one's career.





Overcoming Challenges in Rural Areas



Living in rural areas comes with its own set of challenges – BFET helps.

Transportation:

- Lack of area-wide, public transportation and long distances to job sites can make commuting difficult.
- Transportation assistance, including gas vouchers and public transit passes.

Child care:

- Lack of child care options can prevent parents from seeking or maintaining employment.
- Advocate for policies that support the expansion of child care services in rural areas.

M Housing and Heating:

- Limited affordable housing options can make it difficult for workers.
- Providing access to affordable housing programs and emergency resources.

Employment Opportunities:

- Fewer businesses and industries in rural areas can result in a scarcity of job openings.
- Building partnerships with local businesses to create job opportunities.



Building Stronger Communities through Business Collaboration





On-the-Job Training:

% Job Retention Services:

Wage Progression **Opportunities:**

- **Partnering with** employers to provide invaluable on-the-job training and work-based learning experiences.
- Offering financial incentives for employers who hire and train program participants.
- **Providing continued** support for individuals after job placement to ensure long-term success.
- **Collaborating with** employers to address any workplace challenges that may arise.
- **Assisting with additional** training and certifications to enhance skills and boost earning potential.
- **Supporting career** advancement and promotions within the workplace.





Galen's Journey to Employment and Service

In our rural area, where job opportunities are scarce, Galen set his sights on obtaining a commercial driver's license to broaden his employment prospects. To turn this goal into reality, Galen embarked on his career journey by enrolling in both the BFET and state EcSA programs. The BFET program offered essential career coaching and personal support, while the EcSA program covered the costs of his schooling and fuel for his training.

Early in the training, it became evident Galen was grappling with a substantial learning challenge linked to a short-term memory issue. This issue created a significant hurdle in passing the state CDL exam's pretrip walk-around, which required memorizing over 50 points of reference in precise verbiage. What was originally a five-week training program extended into five months. Despite the delay, all partners remained steadfast in their commitment to achieving a successful outcome.

From the beginning, the team rallied around Galen. Howard Reisenauer, an instructor at Spokane CDL School, demonstrated exceptional commitment by providing extra training time and guidance at no cost, surpassing the BFET program's expectations. Additionally, the BFET case manager designed personalized, one-on-one study sessions tailored to Galen's learning style. This collective effort deepened everyone's understanding of diverse learning styles and empowered Galen to continue his journey with unwavering support from the entire team.

Galen successfully completed the pre-trip examination and obtained his Class A CDL. He found work immediately upon graduation. Beyond his career achievements, Galen is deeply connected to his community as a volunteer structural and wildland firefighter. His ultimate goal is to use his CDL to join a fire crew as a tanker driver, continuing to protect and serve his friends and neighbors.

Galen's journey was one of personal growth and resilience. He faced his challenges head-on, never losing sight of his goal. His story is a testament to the power of perseverance, community support and the impact of dedicated training programs.











Potential Realized: A Vision of Success



Thank you for joining us today. Our BFET program is dedicated to guiding our clients toward success by empowering them to:

- Set clear and achievable goals.
- Develop a strong work ethic and stay committed.
- Embrace continuous learning and self-improvement.
- Build a supportive network of mentors, peers and industry contacts.
- Celebrate milestones and personal accomplishments along the journey.



Together, we turn aspirations into reality.

Program Information Contact:

Basic Food Employment and Training



Colville, Stevens County Republic, Ferry County Newport, Pend Oreille County



< Karla Hood 509-685-6141 karla.hood@esd.wa.gov



Christine Paige > 509-685-6154 christine.paige@esd.wa.gov

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Ray Keevy > 509-685-6141 ray.keevy@esd.wa.gov



Clarkston, Asotin County





Thank you for attending.

Please take the survey that pops up after you leave the meeting.