**Basic Food Employment & Training Enhanced Quarterly Meeting Notes**

**September 8th & 10th**



**Welcome**- Spring Benson: BFET Administrator

**Policy** – Bessie Williams

* Pandemic 2020
  + Thank you for adapting and continuing to serve clients.
  + DSHS response – PPE clarification for clients & BFET providers
* FFY21Contracts
  + Contract should be in the email soon
  + Crosswalk / Alternate Forms / Laptops
* Confidential Information Fraud & Abuse forms
  + Confidential Info form must be signed between 10/1-10/31 to be in contract compliance

Q: Consent form—who must sign one?

A: Everyone using EJAS and anyone else who may have inadvertent contact with client information such as front desk staff, fiscal, etc. Anyone that may inadvertently have access to DSHS client information. See BFET handbook

* 10/1 Handbook
  + Updated Handbook on website, please discard previous versions
* 10/1 PR Directory
  + Posted on provider resource website, remains the same, please discard previous versions.
* FFY21 A-191A will be sent once contract is executed
* Electronic Signatures / Verbal Consent
  + Electronic signatures were previously approved (3/17/20 email update).

Q: Can we use DocuSign?

A: Yes. There are a variety of electronic signature options that you can use.

* Verbal consent has not been approved. Currently working with Attorney General and leadership to determine if this could be an option in the future.

**ABAWD**- Corinna Adams

Able Bodied Adults Without Dependents

* The ABAWD waiver remains the same as March 2020, all counties waived except King County.
  + We are giving good cause to ABAWDs who cannot participate due to the Governor’s Safe Start measures.
* All ABAWD Navigators continue to provide services virtually.
* Email Questions to [ABAWD@dshs.wa.gov](mailto:ABAWD@dshs.wa.gov)

**Serving Justice Involved Clients**- Brenda Jones & Dayla Culp WorkSource



A special presentation by Brenda Jones BFET Counselor & Dayla Culp Reentry Employment Specialist from Okanogan WorkSource. Reviewed the BFET and Pivot Into Employment partnership.

Q: Can you elaborate on staffing and what that looks like?

A: PIE & BFET Case Managers getting together & have a conversation about shared clients. Nothing falls through the cracks and doing communication themselves to prevent further barriers to the clients. Ex: BFET reports client going to interviews and struggling to present their criminal history. PIE provider will work with them on affirmations Ex 2: PIE provider reports the client has issues with transportation to BFET Case Manager who is able to help them with that barrier

**Self-Care**-

Yoga at your desk -- <https://www.youtube.com/watch?v=tAUf7aajBWE>

Please remember to take a few minutes to take care of yourself!

**Operations**- Dave Skaar

Since our last Quarterly Provider Meeting in June, I observed a consistent improvement in case note accuracy. In fact, you have maintained a greater than 95% accuracy for April – June.

However, the accuracy rate in July decrease. There are two common errors that I observed.

* Closing Components timely

During our audits, we found cases where the components were expired and required to be closed. Since the schedule end date was greater than 10 business days, we closed them with an administrative closure (using the NS code). We also noted that these cases did not have a case note either.

EJAS has two reports that are helpful in identifying these cases: Overdue Components and Activity End Preview. The Overdue Components report will identify each component on your caseload that has expired. The Activity End Preview report will identify each component on your caseload that will expire in the next 30 days.

These are useful tools to assist with caseload maintenance. If you have any questions on how to use these reports, please contact the BFET Field Operations team.

Q: Please confirm component closure deadline after end date is 10 business days, not 10 calendar days

A: Correct, components must be closed or updated no later than 10 business days after the scheduled end date.

* Initial Note documentation

The second error that I observed is that the employment goal is not included in the Initial note document. As a reminder, when you are opening a component for a client for the first time, you must include their employment goal in your eJAS note.

We see a fair bit of case actions in eJAS in September. There are a higher than average components expiring this month and enrollment starts to increase for the fall. These are the circumstances when these errors are more likely to occur. As always, the BFET Field Operations team is available to assist.

* Watch the BR component dates

We’re observing a steady increase in the BR component being used beyond the initial 90 days. When the BR is greater than 90 days, JRSE eligibility and documentation requirements must be completed. I’m aware that this is still new. When we find these cases, the BFET Field Operations team will be contacting you regarding these cases to make sure all documentation is completed.

Q: I noticed providers don't need to send in BFET eligibility list for BR request. Correct?

A: Correct, you are able to open the BR components yourself. Please be sure to review the Provider Handbook to ensure meeting all requirements for the component and review the Component History information to see any days of BR have already been used since 10/1/2019.

**Fiscal-** Anni Smith

* Contract Summary Report (CSR)
  + As we approach another Federal Fiscal Year end, please continue to update your contract summary report every time you send an invoice as well as when requesting movement of Participant Reimbursement (PR) funds.
  + As Fiscal was reviewing the FFY20 budget amendments submitted, Fiscal noticed especially with the PR categories, the budgeted amounts entered for each category would sometimes put the category into a negative balance when Fiscal verified with the original budgeted amounts on the balance sheet log. That’s why it’s important to update the CSR to be mindful of your remaining balance and to know how much to budget in each category.
  + Q: Correcting the Contract Summary Report. Can a previous month be corrected on the current month’s form?

A: Yes, but explain what you are doing so it is clear to Fiscal.

* Reutilized Funds Tracking Sheet
  + If using reutilized funds as local match for FFY21, remember to submit two spreadsheets with your first invoice submission using reutilized funds as local match. One copy of your FFY20 showing your ending balance and the other one for FFY21 showing the beginning balance—the beginning balance should be your ending balance from FFY20.
  + Please note, new providers cannot use reutilized funds during the first contract year.
  + Reutilized funds / match does not apply to ORIA BFET. Thank you. Ashley Mai
  + To learn more about **reutilized funds** contact Anni Smith at [aksmith@dshs.wa.gov](mailto:aksmith@dshs.wa.gov) or Georgina Thrower at [throwgg@dshs.wa.gov](mailto:throwgg@dshs.wa.gov)
* FFY21 A-19
  + There are few updates on the FFY21 A-19.
  + For FFY20, on the PR categories, medical is combined under the Childcare category. For FFY21, child care and medical will be two separate categories.
  + There’s an update on the local match certification form.
    - Original form for FFY20 had 3 lines to list local match funds, and if you’re organization had more than 3 local match sources, you had to complete a separate form.
    - For FFY21, the Local Match Form will have 5 lines to list funding sources. Hopefully this will be more efficient.
  + The A-19 updates will be presented more in depth in our Fiscal quarterly meeting next week, Sept 16th. We will go over the entire A-19 workbook.
* **Monitoring review and questionnaire**
  + Fiscal has revamped the monitoring review and questionnaire and these will be used for FFY21 monitoring. These will be used whether we are monitoring onsite, virtually, or self-assessment
* **Next Fiscal Quarterly Meeting**
  + Sept. 16th, 2020; 9 am – 10 am
  + As always, we encourage you to submit ideas and topics of what’s important to your agency’s needs to be added to the agenda for the next meeting.

**Digital File Transition**- Samantha Poster – Seattle Goodwill



A special presentation by Samantha Poster from Seattle Goodwill about how they have transitioned to using digital files in response to COVID-19 pandemic. Covers tools that were helpful and tips they learned throughout the process.

**Program Evolution & Support due to Pandemic**- Spring Benson & Billie Malcolm

An opportunity to share best practices, tips, and learn from each other.

**Question**: How has your agency modified your E&T programs for resiliency during the pandemic?

* from Roxane - ANEW to everyone: 11:13 AM - SCHEDULE, SCHEDULE, SCHEDULE! We used to do try-outs for pre-apprenticeship training in 2 days, We now take an entire week to meet with 30 to 50 ppl
* from Monique Stefens WCC to everyone: 11:13 AM - I am printing participant reimbursement forms and meeting students in parking lots in town to get their signatures. Students struggle to digitally sign documents.
* from Robin Brent to everyone: 11:13 AM - For intake appointments, with meet with potential students via Zoom or phone.
* from Roxane - ANEW to everyone: 11:14 AM - Yes, phone appointments
* from Kim Houg to everyone: 11:14 AM - Added Engage by cell so students can text to register for classes
* from Corinna Adams to everyone: 11:14 AM - Anyone using text messaging? just curious
* from SPoster to everyone: 11:14 AM - Through Remind, yes
* from Robin Brent to everyone: 11:15 AM - We use Mongoose for text messages.
* from Shoreline CC to everyone: 11:15 AM - We use simple texting for texting
* from Ed Smith to everyone: 11:14 AM - For some clients, meetings have changed to Zoom, or phone calls.
* from Tisha.Miller to everyone: 11:15 AM - Moved our information sessions to Zoom.
* from Kat - SJI to everyone: 11:15 AM - SJI moved healthcare training to online learning platform and now do not hold group info sessions or orientation and instead try to do mail or social distance 1:1 in parking lots to get forms signed. Most of our participants do not have basic digital literacy skills so we have had to get out in the community more to get paperwork completed. We have a new digital literacy program called digital bridge to support increasing tech skills and access to tech.
* from Monique Stefens WCC to everyone: 11:15 AM - Students cannot seem to understand how to sign things digitally even when we do screen share and email them resources to walk them through it. It's hard enough to get them to complete online fillable forms.
* from Ed Smith to everyone: 11:15 AM - More focus on shelters for enrollments due to colleges going online. Also continuing to work with college BFET partners to reach college students entering workforce.
* from Monique Stefens WCC to everyone: 11:15 AM - We provide meetings through phone and Zoom to address student needs and questions.
* from Frederick A Eningowuk to everyone: 11:15 AM - NWIC is offering Distant Learning classes only through 2020-21 Fall Qtr. & Winter Qtr. Twice weekly staff Zoom sessions for support, program documents are digitized for students & staff.
* from Shoreline CC to everyone: 11:15 AM - We also use a weekly BFET group chat so that students can stay connected with us and each other. Has been very affective/effective :)
* from Wendy Brault to everyone: 11:16 AM - Do Live group Zoom info sessions and have all advisors attend so potential participants can ask questions. PowerPoint voiceover for students to watch who can't do live Zoom session.
* from Tisha.Miller to everyone: 11:17 AM - Created an applying for food benefits video to send to potential students
* from Ed Smith to everyone: 11:17 AM - Have transitioned all BFET forms into digital versions, but are still having some trouble implementing a fully digital program.
* from Frederick A Eningowuk to everyone: 11:18 AM - NWIC has secured On-Line VOC Tech course starting this fall Qtr. and secured Tablets for students to access the course from home.
* from Monique Stefens WCC to everyone: 11:18 AM - I have snail mailed forms to students if they are staying out of county (many students have moved in with families in other WA State counties)
* from Monique Stefens WCC to everyone: 11:19 AM - I deliver textbooks across the county, our WCC library and Bookstore mails textbooks to those now living out of our county
* from Frederick A Eningowuk to everyone: 11:20 AM - NWIC has provided a Qtly Wellness program for faculty and staff for self-care.
* from SPoster to everyone: 11:21 AM - We've been incorporating a lot of health and well-being into all new online platform as well
* from ChrisC to everyone: 2:48 PM - Meeting people in a parking lot or park
* from Rod's House Exec to everyone: 2:49 PM - Rods House has continued to meet clients using precautions of course. However, the challenge has been getting our clients to come onsite. One thing i feel that would help is to format a form that they could pre-sign that would give us the permission to extend them in a component if they are unable to meet due to being ill or exposed
* from AlexisS to everyone: 2:49 PM - Specialized meeting rooms that allow participants to access computers to continue job search or participate in virtual interviews.
* from Shannon Booth to everyone: 2:50 PM - The WorkSource offices have done a great job of doing virtual outreach by connecting to community based organizations/food banks . Working closely with WIOA providers to leverage resources. Virtual Job Fairs
* from Shannon Booth to everyone: 2:51 PM - Encouraging customers to take advantage of virtual WS Workshops and Strategies for Success classes
* from Molly.Thorpe to everyone: 2:53 PM - Besides rapid email responses, I have made more phone calls to coach folks through the processes
* from Kim to everyone: 2:54 PM - More connection to other agencies best practices and more importantly challenges
* from John Littlewolf to everyone: 2:55 PM - Alternative to the consent process
* from K Stelly to everyone: 2:55 PM - Peer Mentoring information coming soon!!
* from John Littlewolf to everyone: 2:56 PM - Some clients are not able DocuSign - maybe possible a text form of getting verbiage
* from John Littlewolf to everyone: 2:57 PM - Text meaning delivery onto phone
* from Deborah Dumont to everyone: 2:57 PM - DocuSign can be done via phone
* from Sarah Featherly to everyone: 2:58 PM - I just learned that Acrobat Reader offers a free in-person signature pad for any pdf file or form you have
* from Sarah Featherly to everyone: 3:08 PM - This would require the participant having access to a computer and internet to sign right?

**Question**: How can BFET Policy support you?

* from SPoster to everyone: 11:19 AM - If we could allow personal tablets as a PR that would be helpful in terms of a policy change request
* from Monique Stefens WCC to everyone: 11:19 AM - Collecting student signatures is extremely challenging, please continue asking for signatures to be waived.
* from Monique Stefens WCC to everyone: 11:20 AM - ..Or to allow a wide range of signature possibilities.
* from Monique Stefens WCC to everyone: 11:20 AM - I would like to request funds to purchase a college BFET cell phone to be able to send and receive text messages to BFET students.
* from Monique Stefens WCC to everyone: 11:24 AM - I know everyone is aware of this but the digital divide has become an uncross able chasm...
* from CSD HQ Reporting to everyone: 11:25 AM - Please elaborate
* from Monique Stefens WCC to everyone: 11:26 AM - There are simply not enough providers available to offer use of telephones, printers, scanners for documents, etc. People who do not know how to use computers/get online do not have people to walk up to get help with. If they also don't have a phone they're even more removed from help.
* from Frederick A Eningowuk to everyone: 11:26 AM - NWIC in cooperation with Lummi Health Commission and COVID mitigation processes, there's a hybrid work schedule and building entries are now keyless.
* from Monique Stefens WCC to everyone: 11:27 AM - And our clients are feeling increased anxiety/depression with an extreme shortage of mental health providers and those services are online)...
* from CSD HQ Reporting to everyone: 11:28 AM - wow great point to reiterate.
* from SPoster to everyone: 11:29 AM - Goodwill will be offering some in-person classes in Whatcom, Skagit, Snohomish, King and Kitsap counties in October FYI
* from Frederick A Eningowuk to everyone: 11:29 AM - There are many issues or barriers for NWIC clients/students: Internet access, remote devices or computer access, students lack of experience with distant learning modalities.
* from Monique Stefens WCC to everyone: 11:29 AM - I have used our local Compass Health Mobile Response Team and they've sent a mental health provider to people's homes to get them started on a path out of mental crisis. But there aren't enough counselors to keep those clients on a wellness track.
* from CSD HQ Reporting to everyone: 3:22 PM - Thanks Providers for all of your valuable input!!