

Guide to Using eMessage

The eMessage Center is a very important tool in communicating between BFET contractors, BFET staff and work first staff. As a contractor you will receive messages from the BFET staff regarding what is currently happening or about to happen with BFET or basic food eligibility. It is very important to read these messages in order to be proactive in case management.

Finding Contractor eMessages

After accessing the Basic Food E&T Contractor Caseload screen select the eMessage Center blue box to access the messages.

Information Technology Division

User Id : Model : BFET
[Logoff](#)

eMessage Center

Contractor E-Msg eMessage Center

Home Help

Basic Food E&T Contractor Caseload

COMMUNITY COLLEGE BFET Model: BFET Number of Clients: 0072

Caseload Month Year(mmyyyy) 042015 Go

Name Search Id Search CSO Search Component Search

First: Last: Id: CSO: ? Component: ?

Find

[BFET Contractor Historical Report](#)

Referral Date	Case Mgr	Id Name	TANF Status	Food Stamp Status	Comp	Comp Hours	Sched Start	Sched End	Monthly Progress	Benefit History
03/31/2015	034CHF CHANDELLE FRICK		Closed	Open	VE	18	03/25/2015	06/23/2015	<input type="radio"/> Yes <input type="radio"/> No	
02/26/2015	034CHF CHANDELLE FRICK		Closed	Open	BE	13	02/26/2015	06/23/2015	<input type="radio"/> Yes <input type="radio"/> No	

Navigating the eJAS Inbox

The most common messages that are found in your EJAS inbox are “Other”, “Participation”, and “Case Review”. The first two can be deleted as they are auto generated when components are created.

“Case Review” is the selection that BFET staff use to send information to you regarding the client.

e-JAS Inbox

User Id: 61
Unread Messages: 0

COMMUNITY COLLEGE BFET

<input type="checkbox"/>	<u>From</u>	<u>Status</u> ▼	<u>Subject</u>	<u>DateTime</u>
<input type="checkbox"/>	FRICK, CHANDELLE	Read	Case Review	03/30/15 15:36:19
<input type="checkbox"/>	STELLY, KIMBERLY	Read	Other	03/30/15 14:50:11
<input type="checkbox"/>	STELLY, KIMBERLY	Read	Participation	03/30/15 14:28:31
<input type="checkbox"/>	STELLY, KIMBERLY	Read	Participation	03/30/15 14:17:24
<input type="checkbox"/>	STELLY, KIMBERLY	Read	Participation	03/30/15 13:04:47
<input type="checkbox"/>	STELLY, KIMBERLY	Read	Participation	03/30/15 12:56:25

Follow the link to in the eMessage to read the message DSHS is communicating.

Review Message

From: FRIC300 - FRICK, CHANDELLE Sent:04/20/15 08:58:47
To: 6CD
CC:
Subject: Case Review

Jas ID: 12345 Amy Smith Status: U

Message: [Click here to view Case Review Referral](#)

The eMessage will have a lot of different information on it. The Comments section is the specific message sent by the BFET staff.

eMessage Content

In the below example, the BFET staff is letting you know that action is needed on this case.

DSHS Referral Form

Referred To Contractor/Agency: SPOKANE BFET
Referred To Agency/Contractor Code:
Referred To Contractor/Agency Contact Person:
Referral Type: Case Review
Date of Referral: 04/20/2015

Client Name: **Jas Id:** **ACES Id:**
Client Phone: **Message Phone:** 0000000000
Case Status: OPEN
Interpreter Required: ☐ Yes ☒ No **If Yes, What language:**

Address:
Address Line 1:
Address Line 2:
Address Line 3:
City:
State:
Zip Code:

Comments:
Changed end date of JS component to 06/13/15 as 07/09/15 exceeded 90 days for component.

Release of Information on File: ☐ Yes ☒ No

Referred by (Case Manager/Social Worker): CHANDELLE FRICK **Telephone Number:** 5092272731
FAX Number: 0 **Email Address:** FrickCH@dshs.wa.gov

CSO Name: SPOKANE CENTRAL
Address: PO BOX 2326
City: SPOKANE **State:** WA **ZIP:** 992109927