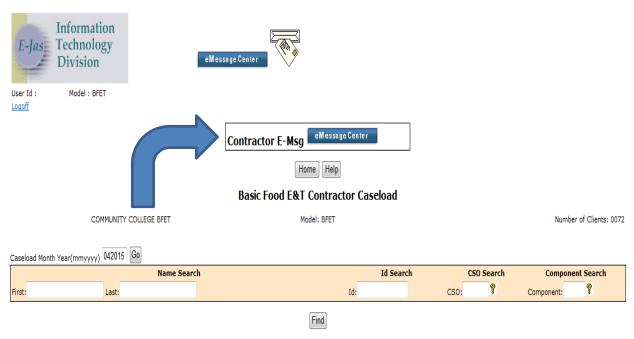
Guide to Using eMessage

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 <u>Basic Food E&T Contractor Caseload</u> screen select the eMessage Center blue box to access the messages.



BFET Contractor Historical Report

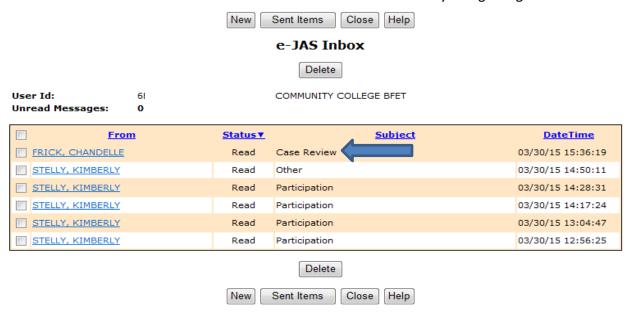


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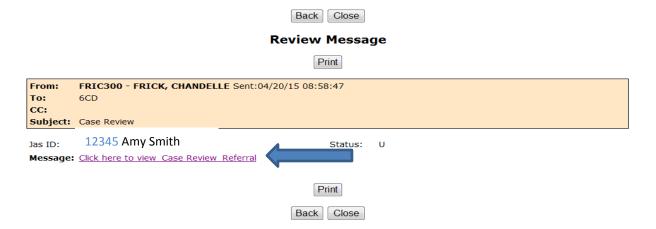
Navigating the eJAS Inbox

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.



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



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

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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: \bigcirc Yes \bigcirc No If Yes, What language:

Address:

Address Line 1: Address Line 2: Address Line 3:

City: State: Zip Code:

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 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

Close Print

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