



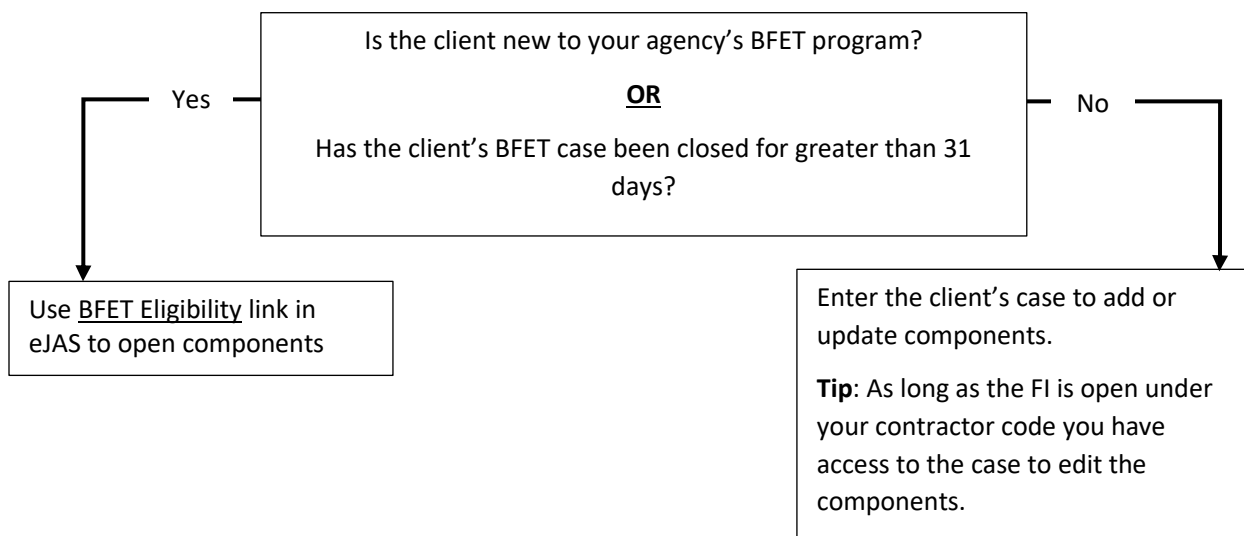
Troubleshooting Opening and Updating Components

Whether you are enrolling a new client into your BFET program, or adding or updating components for an existing client, most of these actions can be completed directly in eJAS. However, there are some situations when you cannot take the required action directly in eJAS. In these situations, you must submit an Eligibility List to BFETHelp@dshs.wa.gov requesting the BFET Program Support Team to take the necessary action for you. This guide will outline some common scenarios and provide instructions for how to proceed.

Select the message you received or action you want to take from the list below:

- [Selecting the correct method to open components](#)
- [This client has BFET-related activity, cannot auto-open at this time](#)
- [Client does not meet BFET criteria](#)
- [Please enter a valid SSN](#)
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Selecting the correct method to open components





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This client has BFET-related activity, cannot auto-open at this time

This message displays when you use BFET Eligibility link and the client has an open BFET component. BFET Eligibility cannot be used and you must request the BFET Program Support Team to open the component(s).

1. Complete the [Eligibility List](#)
2. Send the Eligibility List to BFETHelp@dshs.wa.gov via secure email.

Client does not meet BFET criteria

This message displays when you use BFET Eligibility link and the client does not meet the eligibility requirements for BFET listed in the “BFET Eligibility” section of the [BFET Provider Handbook](#). If the client states they do meet the eligibility requirements, you must request the BFET Program Support Team to review the case.

1. Complete the [Eligibility List](#)
2. Send the Eligibility List to BFETHelp@dshs.wa.gov via secure email.

Please enter a valid SSN

This message displays when you use BFET Eligibility link and the SSN does not match any DSHS client. Make sure to double check the SSN entered. Please note, you receive this message if BFET eligibility is checked on the same day BFA is approved by DSHS. EJAS will not update until the following day and you can run BFET Eligibility again the next day.

1. If the SSN is correct, complete the [Eligibility List](#)
2. Send the Eligibility List to BFETHelp@dshs.wa.gov via secure email.

SL component is not an option with BFET Eligibility

The SL component is not available when using BFET Eligibility link. There are two different ways to open the SL component:

1. If you are opening the SL component and another component(s):
 - a. Use BFET Eligibility to open the other component(s) only.
 - b. After opening the other component(s), go to the client’s component screen and click on **Add a Component** to add the SL component to the client’s activities.
2. If you are opening the SL component only:
 - a. Complete the [Eligibility List](#)
 - b. Send the Eligibility List to BFETHelp@dshs.wa.gov via secure email.

Cannot add a Life Skills component

The BFET component for the Life Skills activity is listed as SL component in eJAS. If you are trying to add a Life Skills Component and receive the following message “Please Enter any of the following Component Codes...” you probably tried to use the WorkFirst Life Skills component (LS). Re-enter using the SL component.



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Opening a component for a prior month

BFET Eligibility can determine eligibility for the current and next month only. It cannot determine eligibility in a prior month. **Do not** use the BFET Eligibility link to open a component and change the start date to the prior month. Send these requests to the BFET Program Support Team to open the component(s).

1. Complete the [Eligibility List](#)
2. Send the Eligibility List to BFETHelp@dshs.wa.gov via secure email.

Component cannot be set for more than 365 days

EJAS will not permit component(s) to be extended more than 365 days beyond the component start date. You must close and reopen the component(s). **Do not** change the start date of a component.

1. If the component's 'Scheduled End Date' is a future date:
 - a. Close the component with the day prior to date action is taken;
 - b. Re-open the component using the date action is taken as the start date;
 - c. Use the desired end date as the Scheduled End Date; and
 - d. Document the updated information in the Client Notes
2. If the component's 'Scheduled End Date' is a past date:
 - a. Close the component using the Scheduled End Date;
 - b. Re-open the component with your desired dates; and
 - c. Document the updated information in the Client Notes.

Extending JS and BR components

The JS and BR components are limited to 90 day intervals in eJAS. You cannot extend them by changing the Scheduled End Date. If the client continues to participate in these activities beyond 90 days, you must close and reopen the component(s). **Do not** change the start date of a component.

To close and reopen a component follow the instructions above in [Component cannot be set for more than 365 days](#).

No "Edit" link on the client's E&T Component Information screen

There are situations when eJAS will not display the [Edit](#) link or [Add a Component](#) button on the E&T Component Information screen. When this occurs:

1. Check the FI component's end date to ensure it hasn't expired. If it has expired, eJAS will not permit you to edit the client's component(s).
 - a. Notify your assigned BFET Program Support Team Consultant or send an email to BFEThelp@dshs.wa.gov via secure email.
2. Check TANF and BFA on the client's main page. If TANF is Open or BFA Closed, eJAS will not permit you to edit the client's component(s).
 - a. Complete the [Eligibility List](#)
 - b. Send it to BFETHelp@dshs.wa.gov via secure email.



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No hyperlink to the client's case

There are situations when there is no hyperlink for the client's name on your caseload screen. This occurs when the component's start date is a future date. You will not be able to access the client's case from the caseload screen until you reach the start date. However, you can access the client's case by searching by the eJAS ID.

1. From the eJAS Home page, enter in the client's eJAS ID and click the **Go Find It** button.

JS Component is not allowed with future start date

EJAS will not permit a future start date for the JS component. You must wait until the date the JS starts to enter it into eJAS. In addition, this component cannot be extended beyond 90 days. When extending the JS component, follow the same steps in [Component cannot be set for more than 365 days](#) to close and reopen the JS.

Tip: The BR component is not allowed to be opened with a future start date although eJAS allows it to occur.