



# Welcome to the BFET Provider Quarterly Meeting!

# Icebreaker



What is your favorite summer-season food?



# Welcome.

To help ensure everyone can hear the presentations, please **mute** yourself.

If you need any assistance with this Zoom meeting,

please contact:

Jaime Jolley

509-379-4049

or

[Jaime.jolley@dshs.wa.gov](mailto:Jaime.jolley@dshs.wa.gov)

## Agenda:

1. Icebreaker
2. Welcome and Staff Changes
3. Cell-Ed
4. Program Updates
5. BREAK/Review Quiz
6. SBCTC
7. Collaborative Success
8. More Success Stories
9. Break/Training Quiz
10. Labor Market Information
11. REDI Presentation

# Billie Malcolm



# Violet Blum



Washington State Department of Social and Health Services

# Notes



- Billie Malcom was previously serving as the interim community services administrator, and we are happy to announce she has been hired as the permanent CSOA.
- Violet Blum has been promoted and will work on the Integrated Eligibility Project, which strives to create one application for multiple programs and agencies.

# Cell-Ed

Derek Ryiter  
BFET Policy Consultant



# Progress With Cell-Ed

- There are currently 12 BFET providers offering Cell-Ed to their clients.
- The first client engaged with the platform in February.
- There are currently 28 total learners on the platform.
- Three “super learners” have spent nine or more hours engaged in a variety of lessons.
- We continue to gain momentum, with more clients using Cell-Ed every month.

# Cell-Ed Continued



- Cell-Ed offers hundreds of lessons about dozens of subject areas.
- The Cell-Ed staff offers personal coaching to help providers get started, as well as ongoing support.
- When participants sign up, they also get personalized coaching from Cell-Ed coaches.
- You can check out Cell-Ed's website at [Cell-Ed.com](https://www.cell-ed.com).
- If you are interested in using Cell-Ed, please contact us at [swbfetpolicy@dshs.wa.gov](mailto:swbfetpolicy@dshs.wa.gov) and we will get you in touch with the Cell-Ed team.



# cell-ed

Digital Platforms to Transform Lives

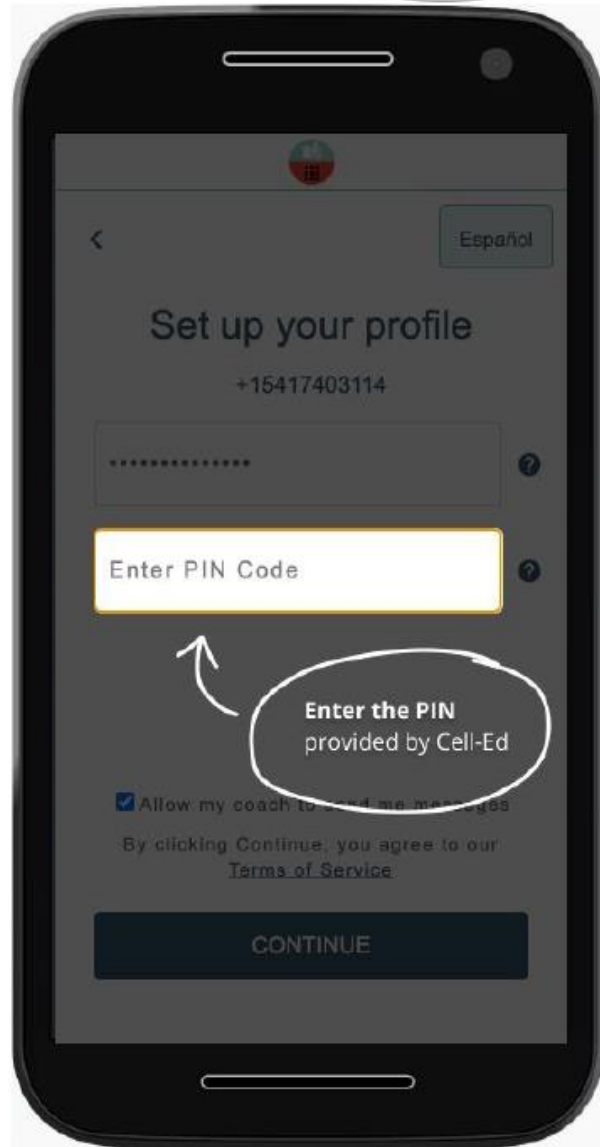
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## Try Cell-Ed for 14 Days!

1. Download the Cell-Ed App or access by computer - [gocelled.com](http://gocelled.com)
2. Create an account  
Pin code: **1532**
3. Get started

Try samples of Cell-Ed courses:  
English, Reading & Spanish





## ESSENTIAL SKILLS COURSE CATALOG

### BUILD SKILLS FOR LIFE & WORK

#### SkillBuilder

Math for Daily Life  
Reading & Writing, ENG, with ETS  
Vamos a Leer, SPA

#### WorkReady

Skills for Work, ENG  
Digital Skills, ENG, SPA, ELL  
Business Skills & Managing Money, ENG, SPA  
*with Los Angeles Public Library*

#### Early Childhood Literacy ENG, SPA

*with Barbara Bush Foundation*

#### Educational Opportunities STEPS ENG

#### U.S. Citizenship ENG/ELL

Study for the Citizenship test and interview  
How to apply for U.S. Citizenship

### LEARN A LANGUAGE: ENGLISH & SPANISH

#### English on the Go

English on the Go™ 6 Levels

#### Spanish on the Go

Spanish on the Go, 2 levels  
Healthcare Professionals  
Restaurant Professionals  
Hotel Professionals

#### English for Work

*with SEIU 1199 NY, Los Angeles Public Library*  
Job Interviews  
Communicating at Work  
Customer Service  
Hotel Professionals  
Restaurant Professionals  
Home Health Aides  
English for Business, for Spanish speakers



Over 1,000 hours of content that can be learned anytime, anywhere.

# Cell-Ed Digital Skills

*"Good morning, the course was very supportive for me. In terms of knowledge of learning what digital platforms are and their functions. The course that I took with Cell-Ed, gave me the foundation **to understand how to work the digital functions**, even the Cell-Ed app itself. As a result, I acquired the necessary knowledge to apply different ways **to identify an email of dubious origin, write an email, how to use the templates, cut, paste, attach, what each toolbar is for**, in short, I am very happy with the course, all that remains is to say thank you so much for providing many useful courses." -Cell-Ed Learner [original message translated from Spanish]*

## Related Coursework

### Digital Skills Courses

#### Introduction

- How to Sign Up for Email
- How to Download an App
- How to Navigate the Internet
- Using Links

#### Work

- How to Fill out an Online Application
- How to Use and Manage an Inbox

### Health & Social Services

- How to Use and Find Info on a Portal

### Digital Skills for Social Media

- How to spot social media-related risks, such as cyberbullying and misinformation
- Learn strategies to combat these issues

### Problem Solving Tech Issues

- Review common tech issues and how actions to take

# Cell-Ed: Building Confidence For Interviews

*The program is great, especially the work courses. I actually **landed a couple of interviews** because of that. Specifically, the course on self-confidence and goal-setting really helped me... I used to be nervous about interviewing but **now I know about how to prep myself and I feel much better going into these interviews**. This course has helped me **gain confidence and I learned about questions to prepare for the interview** as well as questions I can ask during the interview. -Cell-Ed Learner*

## Related Coursework

### Building Self-Confidence at Work

- Examine personal & professional strengths & weaknesses
- Reflect on negative thought patterns
- Explore and contradict negative self thoughts

## Competencies

- Applied Academic Skills:
  - Reading Comprehension: Identify the main idea and supporting details of a text
- Personal Skills:
  - Independent Skills: Perseverance, Professionalism,
  - Manage emotional reactions and language at work

# Cell-Ed Language Learning

*"I got my driver's license! When I went for the drive test, the instructor was an American and he said "Sir do you speak English?" I said "**I am learning English.**" He said "Are you ready for this test?" I said "Yes, sir!" The test was around 15 or 18 minutes and **he said "take a left, take a right," and other directions all in English.** Like parallel parking, and **I understood everything.** The last question he asked me was where did you learn English? I told him Cell-Ed! He said what is Cell-Ed, so he could share it with others? He said my English was perfect. I did have a question for him. I asked how I did, and he said I passed! **It was a wonderful day for me!"** -Cell-Ed Learner*

## Related Coursework

### English on the Go

#### Intro to English

- Alphabet, Numbers
- Following Instructions
- Getting Directions

#### English Level 1

- Asking for Directions

#### English Level 2

- Talking about the Past
- Travel & Transportation

#### English Level 3

- Negotiating
- Talking about Preferences

#### English Level 4

- Figuring Out Words in Context

#### English Level 5

- Conversation

#### English Level 6

- Raise an Issue, Examine Multiple Points of View





## Skills 4 Life



Washington State  
Department of Social  
& Health Services

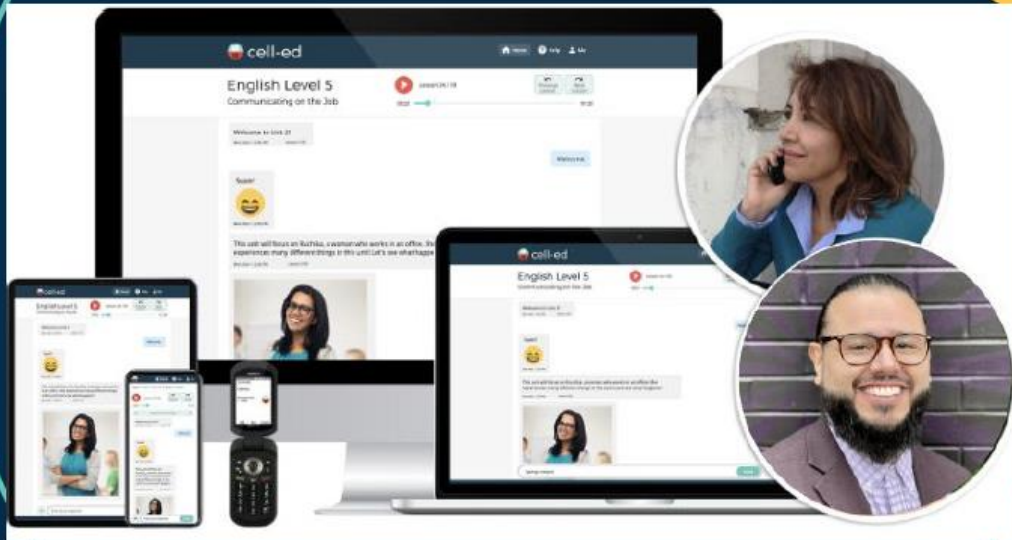
*Transforming lives*

# How Providers can learn more and how to sign up :

- To learn more about Cell-Ed and the Skills 4 Life program:
  - <https://www.cell-ed.com/our-platform/skills-4-life/>
- For questions, support and to set up a 1:1 meeting:
  - [customersuccess@cell-ed.com](mailto:customersuccess@cell-ed.com)
- To participate, reach out to WA State DSHS:
  - [swbfetpolicy@dshs.wa.gov](mailto:swbfetpolicy@dshs.wa.gov)

Let's connect the dots,  
together

Cell-Ed Customer Success Team  
[customersuccess@cell-ed.com](mailto:customersuccess@cell-ed.com)



# BFET Policy

## BFET Program Managers

# Q&A

# Notes



- Reminder from Barb and Bessie regarding applications being due
- Contact amendments for the final quarter of the FFY due
- Tracy Ocoasta from Olympic College asked a question regarding clients who are on child only TANF cases. Britney stated they should be eligible as they are not TANF recipients. She asked Tracy to send her that email.
- Asad asked if Cell-Ed licenses are only for BFET clients and if they were provided to non-BFET clients with whom we talk.
  - This was confirmed: Only BFET clients are eligible. Please send information to [swbfetpolicy@dshs.wa.gov](mailto:swbfetpolicy@dshs.wa.gov) if you set up a non-BFET client with Cell-Ed.
- Reminder to reach out to SBCTC for collegiate policy questions.

# BFET Operations

Britney Miller

# What we will cover



- Co-Enrollment and Collaboration Tips and Tricks
- Provider Database in eJAS and “How to Make Sure It Is Up-to-Date”
- eJAS Walkthrough for Provider Determination
- Question and Answer

# Co-Enrollment and Collaboration Tips and Tricks



- If you need the contact information for a specific case manager, check out the “Find a Provider” tool from the provider resources page. You may also contact your BFET program consultant or [BFETHelp@dshs.wa.gov](mailto:BFETHelp@dshs.wa.gov).
- Reach out to your program consultant to be paired with the other providers at any time.
- If you as a provider are on the BI component, no eligibility list is needed if the participant already has an open component.



# Provider Database Information



## Provider Referral Information Update Form

The email you received with this form has the current information we have on file for you. Please review the information for each of your locations carefully. If any of the information is incorrect or only partially correct, please provide the correct information using the form below.

1. What is your Provider Name?

2. The information attached to the email is correct.

Yes

No

3. If your information is not correct, please fill out this question for each location where you serve participants currently. Please list your provider name, name of the location (if applicable) and complete address. If you would like one website, contact email address and phone number listed for all locations then only list it once. If you want different information for each location for those items, then please add them under the address.

# eJAS Walkthrough



**Please enter your User ID and Password**

User Id :	<input type="text"/>
Password :	<input type="password"/>

This is the *Training* Site.

*A job, a better job, a better life*

Monitoring for law enforcement  
prosecution and penalties, or other disciplinary action.

[Password Reset/Help Desk](#)

# Available Trainings



## *June 1-14*

Each program consultant will make two trainings available.

## *June 17-28*

Reach out to BFET through [BFETHelp](#). We have one person each day dedicated to walking through practice examples of provider determinations.

# Question and Answer



For any eJAS related questions or assistance, please do not hesitate to contact your assigned BFET Field Operations team member or email [BFETHelp@dshs.wa.gov](mailto:BFETHelp@dshs.wa.gov).

# Notes



- Is the BI component open for seven calendar days or seven business days? If we can't enroll within seven days, what should we do?
  - The BI component will close after seven calendar days. If, because of internal enrollment procedures, you can't accept a referral at this time, please let the referral auto-close. When you are ready to enroll the client, please follow walk-in procedures.
- What is the correct date to use when accepting or rejecting a referral?
  - When accepting a referral, the component date is the day the participant starts their activity. For rejection on referrals, you will want to use the date you are rejecting the referral in eJAS.
- What should we do when a TANF recipient is referred to the BFET program?
  - Reject the referral as "Client Withdrew." This rejection reason is one of the few that doesn't require follow-up by DSHS, meaning the client will not be re-referred to another BFET provider.
- Can non-members of TANF households be eligible for BFET?
  - If they are not a recipient of TANF (adult one-child-only case, adult living with parents and younger siblings), they are eligible for BFET.

# Notes



- Right now we see a message that says the client is ineligible when the participant is working with another provider. Will we continue to see that message?
  - If you are on the BI component, you will not receive the message that the client is ineligible. If you are NOT on the BI component, you will receive that message and need to send an eligibility list to [BFETHelp@dshs.wa.gov](mailto:BFETHelp@dshs.wa.gov).
- Do we need a consent form before contacting the client?
  - No, you do not need a consent form before contacting the client. As before, a consent form is required before checking BFET eligibility in eJAS.
- Does the new referral process tell us if the participant is already working with another provider?
  - No, but that information is still available in eJAS.
- How do we find the referrals we rejected or allowed to auto-close?
  - This is on the Contractor Caseload screen, using the rejected referral link.
- Who do we contact if the referrals are coming through with misspelled email addresses or incorrect contact information?
  - If you are a subcontractor, please reach out to your primary contractor, such as the SBCTC.
  - If you are not a subcontractor, please reach out to BFET Policy.



Review Quiz  
and

Time for  
a break



# State Board of Community and Technical Colleges

Sheila Acosta



# SBCTC



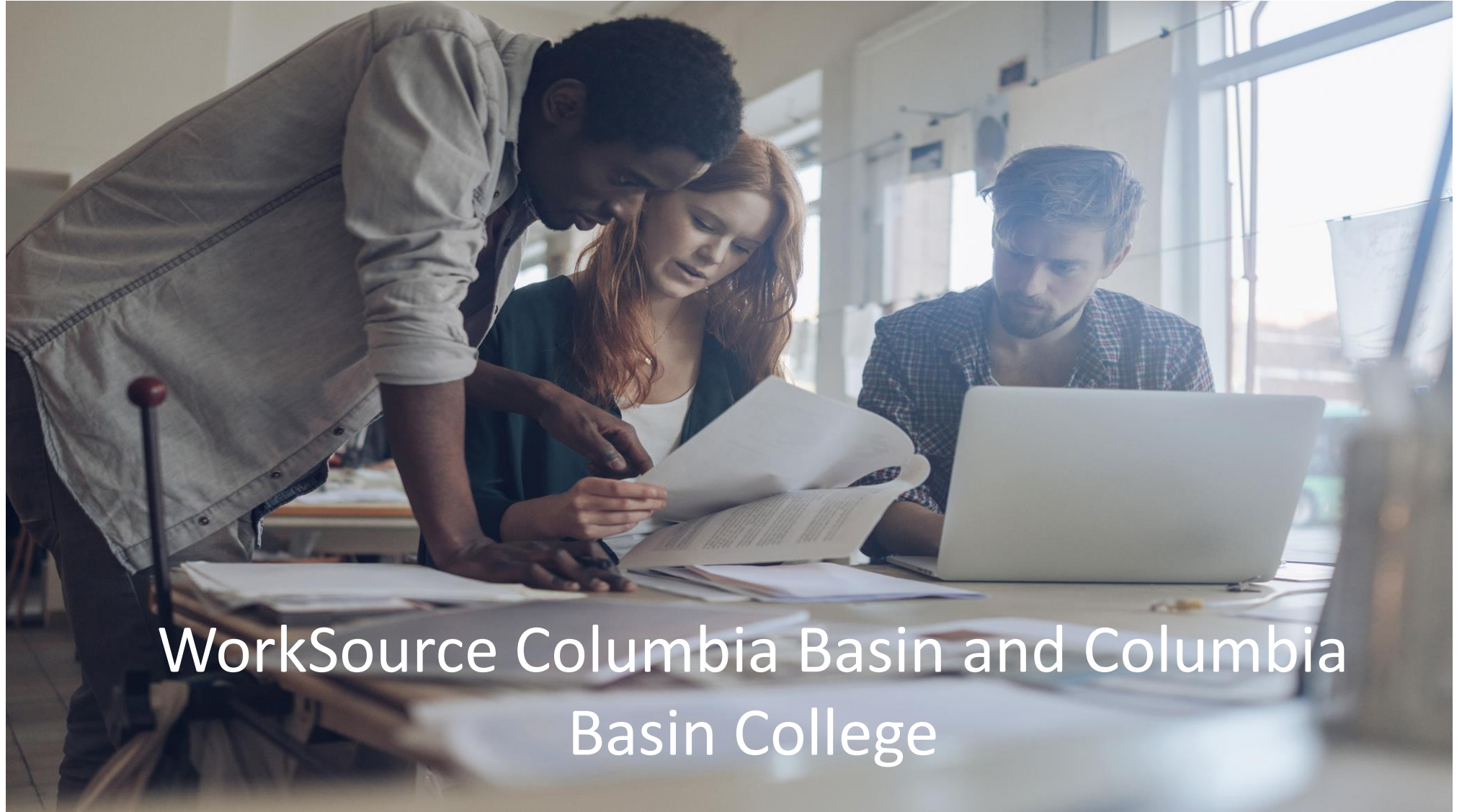
- Invoice are due
- FFY25 program application
- FFY24 fiscal and program monitoring
- Spring/summer funding survey
- Integrations coordinator position
- SBCTC staff summer schedule

# Notes



- Invoices are due
  - Please complete budget revisions first. The system will not allow you to have an invoice and a budget revision at the same time.
- FFY25 program application
  - Released June 13
  - Webinar upcoming, with a link coming through Canvas
- FFY24 fiscal and program monitoring
- Spring/summer funding survey
- Integrations coordinator position
  - There were 44 applicants.
  - Interviews will happen shortly.
- SBCTC staff summer schedule
  - Summer schedule to come out through Canvas shortly

# Collaboration Success



WorkSource Columbia Basin and Columbia  
Basin College

# Making Education and Training Accessible for All Through Partnership

- **CRYSTAL BRIGHT**, *WorkSource System Coordinator, WSCB*
- **SCOTT KOOPMAN**, *CBC Director for the Workforce Education Center*
- **NICOLE SALTER-TOBIN**, *CBC Assistant Director for the Workforce Education Center*

*BFET/WorkFirst Forum, June 4, 2024*

# The Goal of Workforce Efforts



## Outputs:

appointments, enrollment,  
FTE, applications, training,  
meetings



## Outcomes: Changed Lives



## Inputs:

funding,  
programs,  
staff

# Merging Two Worlds

## College BFET Program

- Engaged in “long-term” training
- Goal: successful completion of credential

## WorkSource BFET Program

- Looking for Employment
- Goal: employment with self-sufficiency

### The collaborative challenges:

- ▶ When to hand off or co-enroll
- ▶ Making the changes seamless for shared clients

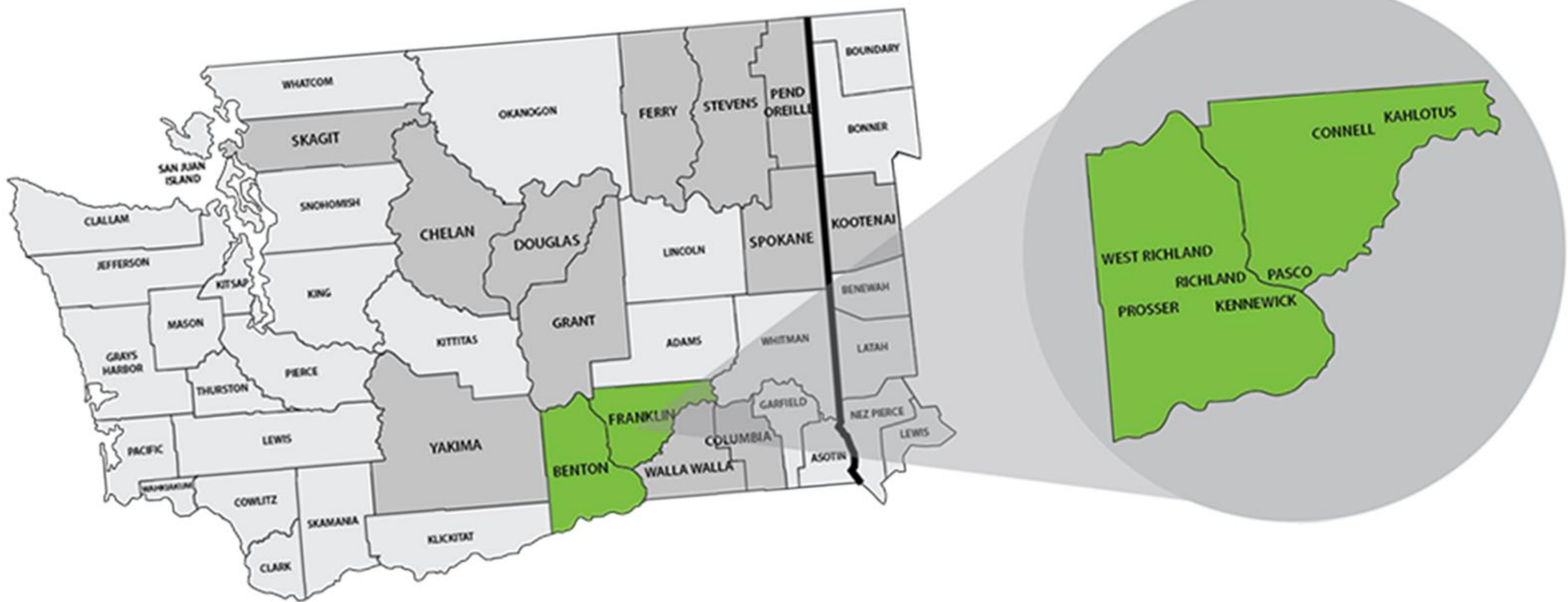
# What are the hurdles to partnership?

For clients?



For practitioners?

## 3 Efforts to reduce/remove hurdles...





# Effort 1: *Co-Located Outreach and Training Specialist*



# It's a NEW DAY

▶ Historical Path



▶ Current Trajectory

# Effort 2: *Inter-Agency Funding Committee*



# Then....& Now



▶ Our  
New  
Way

# Effort 3: *Workforce Collaboration Committee*



# How We Do Business Makes ALL the Difference



▶ Collaborative



# More to Come

- ▶ DSHS co-located on campus
- ▶ ESD increased presence on campus





Questions

?



# Thank you!

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*“Alone, we can do so little; together, we can do so much.” ~Helen Keller*



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# Notes



- Scott Koopman and Nicole Salter-Tobin, both of Columbia Basin College, along with Crystal Bright of ESD Columbia Basin, gave a presentation on the partnership they developed. This partnership supports their shared clients and several other organizations.
- Change requires being client-focused and looking at what we are really trying to achieve. We are trying to make our clients' lives better, helping them achieve what they need. Change lives.
- ESD is focused on shorter-term programs for their participants, while CBC often works with participants for two to four years. Their focuses are different but overlap in many areas. This benefits the students at CBC and job seekers at ESD. Specifically, students at CBC can get help from experts on resumes, cover letters and job search toward the end of their college careers. Worker retraining participants can work with both ESD and CBC.
- Effort #1 was to co-locate an Outreach and Training Specialist. This was driven by the customers and types of questions they were asking. They had very broad questions about training. Someone with a wide variety of knowledge was needed, along with the support of both organizations.
- Effort #2 was to create a funding committee that can look at all the options available to a shared participant, helping reduce barriers while being efficient with funds. This yields a better customer experience for participants and a holistic approach.
- Effort #3 was to create a formal Workforce Collaboration Committee. This created shared knowledge and vision between the industries, agencies, college and community and allowed more transparency and proactive planning.

# Success Stories



## ORIA and FAP Employment and Training



Washington State Department of Social and Health Services

# Training Quiz and ...



# Labor Market Information

Ajsa Suljic



Thank you for attending, and please take the survey that pops up after you leave the meeting.

