

# **Madison County**

## **Temporary Assistance (TA) and Supplemental Nutrition Assistance Program (SNAP) Employment Plan**

January 01, 2024 - December 31, 2025

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# 1. Administration

## 1.1 Administrative Structure

- a. This agency's organizational chart is attached. It identifies the units and staff within the agency that are involved in the operation of the district's employment program.  
*(Attachments must be uploaded to the system through the "Documents" screen prior to submitting the plan. Use the textbox below to provide any additional information.)*

See Attached

- b. Below is a description of the office(s) in and/or outside of the Department of Social Services that are involved in the operation of the district's employment program and include the responsibilities of each office.

The Madison County Department of Social Services (DSS) operates the Welfare to Work (WTW) program in Madison County. The unit consists of 1 Senior Welfare Employment Representative, 2 Welfare Employment Representatives and 1 Work Crew Leader. The Director of Financial Assistance supervises the unit. The Employment Unit provides the WTW services, which include but are not limited to, orientation, assessment, employability planning, assignment to work activity, monitoring of treatment or rehabilitation to restore self-sufficiency, coordination and provision of supportive services, and disability determinations as they relate to employability.

The same unit and staff (1 Senior Welfare Employment Representative, 2 Welfare Employment Representatives and 1 Work Crew Leader) are also responsible for employability determinations, conciliation, sanction, dispute resolution and coordination of supportive services that are provided to clients to enable them to participate in WTW activities including employment.

The total number of Madison County DSS employees is 122.

## 1.2 TA and SNAP Employment & Training (SNAP E&T) Provider Agencies

- a. Table 1 lists the local contracts or agreements with agencies to provide employment services to TA and SNAP clients. These activities and services may include, but are not limited to: employability determinations; development of assessment and employment plans; conciliation and grievance activities; provision of work activities such as job readiness training; education and job skills training; monitoring and support for compliance with treatment plans for exempt individuals with the potential for restoration to self-sufficiency; job development; job placement and retention services; and other employment related activities.

Each contract listed in Table 1 contains an assurance that the activities are not otherwise available from that provider on a non-reimbursable basis, and, if not a performance-based contract, a statement regarding use of a cost allocation methodology that satisfies Generally Accepted Accounting Principles, as well as the requirements of U.S. Office of Management and Budget Circulars A-122 for nonprofit organizations, A-21 for educational institutions, or

A-87 for State and local governments. Districts must maintain proper monitoring and oversight to ensure that contractors perform in accordance with the terms, conditions, and specifications of their contracts.

Funding sources include, FFFS, SNAP E&T, Local or “other”. Categories of clients served include Family Assistance (FA), Safety Net Assistance for households with dependent children (SNA Fam), Safety Net Assistance for households without dependent children (SNA Ind), Supplemental Nutrition Assistance Program (SNAP), and Temporary Assistance to Needy Families (TANF) 200%.

**Contracts or Agreements with Agencies Who Provide TA and SNAP Employment Services**

<b>Provider</b>	<b>Total Contract Cost per Year</b>	<b>Funding Source(s)</b>	<b>Categories of Clients Served</b>	<b>Programs, Services or Activities Provided</b>
Madison County Employment & Training	\$104,551	FFFS Local	FA SNA Family SNA Individual SNAP TANF 200%	Job Development, Job Club, Job Search, Job Readiness
Madison County Employment & Training	\$22,602	FFFS	FA SNA Family TANF 200%	Case Management
Madison County Community Action Program	\$101,241	FFFS	FA SNA Family TANF 200%	Transportation
BRIDGES	\$7,463	FFFS Local	FA SNA Family SNA Individual	Drug & Alcohol Assessment

- b. Table 2 includes agencies/providers that offer services to participants and to which the district expects to refer participants, but which have no direct financial agreement with the district.

Categories of clients served include Family Assistance (FA), Safety Net Assistance for households with dependent children (SNA Fam), Safety Net Assistance for households without dependent children (SNA Ind), Supplemental Nutrition Assistance Program (SNAP), and TANF 200%.

**Agencies and Providers to whom the District Refers for Employment Services**

<b>Provider</b>	<b>Funding Source(s)</b>	<b>Categories of Clients Served</b>	<b>Programs, Services or Activities Provided</b>
Cornell Cooperative Extension Oneida County	Others: NONE	FA SNA Family SNA Individual SNAP TANF 200%	Eat Smart New York Program
Working Solutions Madison County Emp & Training	FFFS	FA SNA Family SNA Individual SNAP TANF 200%	Employment counseling, use of computers for resume writing, etc.
Oneida City Public Library	Others: None	FA SNA Family SNA Individual SNAP TANF 200%	English as a Second Language (ESL)
Cornell Cooperative Extension Oneida County	Others: None	FA SNA Family SNA Individual SNAP TANF 200%	Child Care Resource and Referral Service
Madison Oneida BOCES	Others: None	FA SNA Family SNA Individual SNAP TANF 200%	Assist with limited English proficiency; HSE / GED
Community Action Partnership of Madison County (CAP)	Others: None	FA SNA Family SNAP TANF 200%	Home visiting programs; healthy families and early headstart programs
SUNY Morrisville	Others: None	FA SNA Family SNA Individual SNAP TANF 200%	Post-secondary education

c. Monitoring and Oversight of TANF and SNAP E&T Funded Contracts/Agreements

Described below is the process used to monitor district held contracts/agreements with providers that use TANF and SNAP E&T funds for employment services:

Madison County DSS holds monthly meetings with the Employment & Training Department to discuss client employment activities and progress, case management services, etc. DSS also receives monthly reports from Employment & Training, BRiDGES, and Madison County Community Action Program which details the services provided and number of clients served.

**1.3 OTDA Jobs Staff Agreement**

a. OTDA Jobs Program Services - Target Groups (reply yes or no to the options as they apply):

**Services Provided by Jobs Staff**

Yes or No:	Services Provided:
No	Assessment/Employment Plan
No	Supervised job search
No	Job readiness training
No	Job club
No	Job placement services
No	Grant diversion
No	Job development (employer outreach)
No	WOTC pre-certification

**Jobs Staff Target Groups**

Yes or No:	Target Groups:
No	Applicants
No	FA & SNA with children
No	SNA without children
No	SNAP
No	TANF 200%

b. Described below are the additional services/duties Jobs Staff will be requested to perform (e.g., Welfare to Work Case Management System (WTWCMS) data entry, case conferencing, job fairs).

Madison County Department of Social Services does not have OTDA Jobs Staff

## 1.4 Access to Services at New York State Career Centers

- a. Described below is how the district provides access to its programs and services with Career Center partners (reply yes or no to the options as they apply):

### Programs and Services Provided at Career Centers

Yes or No:	Programs and Services Provided:
No	The district has employee(s) physically present at a Career Center
Yes	The district has contract staff physically present at a Career Center
Yes	The district makes available direct access to its program staff via phone or technology at a Career Center
Yes	The district makes available copies of the LDSS-2921 (Common Application) at a Career Center
No	Other (described here):

- b. Described below is how the district coordinates with Career Center partners to provide services to the district's clients, including referral and information sharing mechanisms, or other collaboration such as participation on the local WIOA Business Services Team, etc.

Madison County Department of Social Services contracts with the Career Center to provide direct supportive services for employable TANF applicants/recipients and clients with limitations and barriers. The Employment Unit staff refers clients at application and recertification with written referral to see a Workforce Development Counselor at the Career Center. Employment Unit staff and Career Center staff communicate and share information regularly in person, by phone, and email to monitor case status and updates.

## 2. Orientation, Assessment and Employment Plan

### 2.1 Orientation (Reference 18 NYCRR 385.5)

- a. How does the district provide orientation (reply yes or no to the options as they apply)?

#### District Orientation Procedures

Yes or No:	District Orientation:
No	The district provides orientation in accordance with 18 NYCRR 385.5 and no additional information is provided at orientation.
Yes	In addition to the requirements outlined in 18 NYCRR 385.5 of the regulations, the district's orientation provides the following: Clients are provided with an explanation of the requirement to provide medical verification of limitations and/or disabilities. The LDSS will provide independent medical exams (IMA) when needed. Also, provided is an explanation of the client's obligation to participate in programs to evaluate the need for vocational and/or drug/alcohol/mental health counseling or



<b>Yes or No:</b>	<b>District Orientation:</b>
	rehabilitation, DSS will provide referrals for reevaluations and establishment of treatment plans.

- b. Described below is how the district completes the required orientation for all applicants and recipients of TA at application and recertification. Orientation can be held in-person, either in a group setting, individually, or a combination of both. It can also be held virtually, over the phone, or by sending orientation material to the client by mail. Please include the orientation procedure for exempt individuals and non-exempt individuals, if different:

Employment unit staff provides orientation for TA applicants and recipients in-person and individually for exempt individuals. Orientation for non-exempt individuals is typically conducted in-person in a group setting, although it may be conducted individually if necessary.

## 2.2 Temporary Assistance (TA) Employment Assessment

- a. How does the district conduct assessments as required by 18 NYCRR 385.6(a) and 385.7(a) (reply yes or no to the options as they apply)?

### District Assessment Procedures

<b>Yes or No:</b>	<b>How the district conducts assessments</b>
Yes	The district enters assessments directly into WTWCMS.
No	The district uses the LDSS 4980 (New York State Assessment) and later enters information into WTWCMS.
No	The district conducts assessments using a local equivalent tool, and later enters information into WTWCMS. If applicable, the local equivalent contains additional elements beyond what is required:

- b. Described below is the district procedure for the completion of an employment assessment, including when initial assessments are conducted and whether an assessment is conducted in-person, virtually by phone, or a combination of both:

Within 30 days of case opening, the Employment Unit conducts their employment assessment with all adults in households with dependent children, 16 and 17-year-olds not in school, exempt adults without dependent children, and non-exempt adults with or without dependents. Together, the recipient and employment unit worker review the completed answers. This process provides an opportunity for both parties to ask any clarifying questions, and initiate discussion to identify a client's abilities, skills, interests, experience (both work and life) and barriers to support the development of the client's employment plan. Employment assessments are conducted both in-person and by phone.

- c. Which district administrative unit or contractor is responsible for conducting assessments?

Madison County Employment Unit

- d. Described below are the minimum qualifications of the employees conducting the assessment (refer to requirements listed in 18 NYCRR 385.6(c) and 385.7(c)):

A Welfare Employment Representative of the Madison County DSS Employment Unit will administer the assessment tool. The Welfare Employment Representative staff meet the mandatory requirements of the civil service position.

- e. Are applicants in households with dependent children required to participate in completion of an employment assessment?

Yes

- f. Are applicants in households without dependent children required to participate in completion of an employment assessment?

Yes

- g. Are exempt adults in households without dependent children required to participate in completion of an employment assessment?

Yes

- h. How often and under what circumstances is the employment assessment updated?

Assessment is updated every 6 months, if change in employability status, if change in individual's circumstances or if activity assignments warrant reassessment.

### 2.3 TA Employment Planning (Reference 18 NYCRR 385.6 and 385.7)

- a. How does the district develop individual employment plans as required by 18 NYCRR 385.6(a) and 385.7(a) (reply yes or no to the options as they apply)?

#### District Employment Plan Procedures

Yes or No:	How the district develops employment plans
Yes	The district enters employment plans directly into WTCMS.
No	The district uses the LDSS-4987 (New York State Employment Plan) and later enters information into WTCMS.
No	The district develops individual employment plans using a local equivalent tool. If applicable, the local equivalent contains the following additional elements beyond what is required:

- b. Who develops the employment plan (reply yes or no to the options as the apply)?

**District Employment Plan Development**

Yes or No:	Who develops the districts employment plans
Yes	The same administrative unit or contractor that conducts employment assessments also develops employment plans.
No	A different administrative unit or contractor develops employment plans and the contractor's qualifications include:

- c. Described below is the district procedure for the completion of an individual's employment plan:

Employment plan will be completed at the same time as the Employment assessment. The client is provided a copy of the employment plan.

- d. How often and under what circumstances is the employment plan updated?

Employment plan is updated every 6 months, if change in employability status, if change in individual's circumstances, or if activity assignments warrant reassessment. The client is provided with a copy of the updated employment plan.

**3. Engagement**

**3.1 Federal “Engaged in Work” Requirement (Reference 18 NYCRR 385.2 (f))**

- a. Federal requirements state that parents or caretakers must be engaged in work as soon as the district determines they are ready, but no later than within 24 months of receiving federally funded assistance. The district’s definition of “Engaged in Work” is:

Compliance with assessment, employment planning, all activities included in the individual’s Employment/Self-Sufficiency plan, including any need to attend treatment/rehabilitation programs, or any of the work activities listed in Section 4.1. Also included is pursuit of other forms of income such as SSI and SSDI.

- b. Described below is additional information regarding the district’s “Engaged in Work” requirements:

The district's definition is further defined as any combination of hours worked on a LDSS approved work experience worksite, employment at or above the applicable State or Federal minimum wage in unsubsidized private or public sector employment, LDSS approved community service, involvement in medical/drug/alcohol treatment known to the LDSS, SSI/DDS application appeal known to the LDSS and prescribed by a qualified health professional, and/or LDSS approved education/training as outlined in this plan. The agency reserves the right to require more hours, up to 40 per week, as it deems necessary. This determination may be on a case-by-case basis.

### 3.2 Strategies/Procedures for Accommodating Individuals with Limited English Proficiency

- a. Described below is how the district accommodates non-English speaking participants' access to employment activities and services:

Persons with limited English proficiency are referred to the Madison County Career Center Site (BOCES) or the Literacy Volunteers at the Oneida Public library. An interpreter through Interprettek is arranged if an interpreter is not available through the previous mentioned organizations.

### 3.3 Strategies/Procedures for Increasing Program Attendance

- a. Described below are the district policies and/or procedures used to reduce the number of times participants fail to participate in work activities. This includes absences with good cause:

Appropriate district staff (including Employment and Training employees) meets monthly to review and discuss cases in order to identify barriers, which prevent individuals from fully participating in work activities. These monthly meetings provide an opportunity to evaluate and identify appropriate supportive services, which may be needed to address whatever issues are preventing an individual from participating in and attending assigned activities.

### 3.4 Strategies/Procedures for Engaging Sanctioned TA Participants

- a. The following are strategies used to engage sanctioned participants. If a district uses one of the options, a description will be provided (reply yes or no to the options as they apply and provide a description for "yes" responses):

#### Strategies and Procedures for Engaging Sanctioned TA Participants

Yes or No:	Strategies and Procedures for Engaging Sanctioned TA Participants
No	Described here are the strategies the district uses to attempt to engage sanctioned participants as soon as they are sanctioned:
No	Described below are the strategies the district uses to attempt to engage sanctioned participants when the durational period of the sanction is completed:
Yes	<p>Described below are the strategies the district uses to attempt to engage sanctioned participants during different times in the sanction period: The district provides intensive case services to participants who are non-complaint with work activities. Prior to imposing a sanction, the employment and training staff member will meet with any recipient who is subject to penalty for non-compliance with work activities.</p> <p>The meeting will serve to:</p> <ul style="list-style-type: none"> <li>-Provide the opportunity to thoroughly assess and investigate the reasons for the noncompliance, including the family's barriers to self-sufficiency;</li> <li>- Identify appropriate services to assist them with compliance;</li> <li>- Provide information to clarify the reasons for the sanctions, the impact of the sanction on the family cash grant and the methods for curing the sanction.</li> </ul> <p>As a follow-up to the meeting, the participant, whether sanctioned, or not, will be scheduled to meet with the worker at the DSS office once a month to pick up their</p>

<b>Yes or No:</b>	<b>Strategies and Procedures for Engaging Sanctioned TA Participants</b>
	benefit check or be contacted by telephone once a month if the benefit check is mailed or issued on client's EBT card. During those contacts, Employment worker will provide information on community based services that may help to address the family's needs and help to bring the family into compliance or to maintain compliance. The purpose of these monthly contacts also serve to provide the DSS worker an opportunity to monitor compliance and provide a strategy to engage sanctioned clients. The participants will also meet with the Workforce Development Counselor located at DSS for employment referrals during these scheduled office visits or by telephone.

### 3.5 Strategies for Reducing the Need for TA

- a. Described below are the district's strategies for reducing the need for TA:

In an effort to avert or reduce the need for Temporary Assistance, the district provides supportive services. The criteria for providing these services is that these services would allow or enable the individual to remain employed or obtain employment, thus averting or reducing the need for temporary assistance. Supportive services may include but are not limited to; day care assistance, transportation expenses, car repairs, appropriate clothing, housing assistance, job referrals, etc.

## 4. Work Activities

### 4.1 Allowable Work Activities

- a. Below is a list of activities available to individuals receiving Family Assistance (FA), Safety Net Assistance for households with dependent children (SNA Fam), Safety Net Assistance for households without dependent children (SNA Ind), and Supplemental Nutrition Assistance Program (SNAP) benefits. In the chart below, the case type is listed next to each activity available to it in the district.

#### Allowable Work Activities by Case Type

<b>Activity and Definition</b>	<b>Case Type</b>
<b>Unsubsidized Employment</b> – Full time or part time employment in the public or private sector that is not subsidized by TANF or any other public program (excluding employer tax credits). Unsubsidized employment includes self-employment and/or paid internships.	FA SNAFAM SNA SNAP
<b>Work Experience</b> – Unpaid work performed at a public or not-for-profit organization to enable a participant who has not obtained unsubsidized employment to improve his or her employability. Work experience provides participants with an opportunity to acquire training, knowledge, work habits, and work references necessary to obtain and retain employment. Participation in work experience includes training required for the participant to complete the work experience assignment. For example, an individual who is expected to provide clerical support in a government agency may be provided training to develop or refine filing and data entry skills as needed to perform the tasks required as part of the work activity assignment.	FA SNAFAM SNA SNAP

Activity and Definition	Case Type
<p><b>Job Search</b> – The act of seeking or obtaining employment or preparing to seek or obtain employment and will include: looking for suitable job openings in a group or individual setting; making contact with potential employers; learning appropriate workplace expectations and behaviors in preparation for submitting job applications and interviewing; preparing and applying for, and/or interviewing for jobs and related activities.</p>	<p>FA SNAFAM SNA SNAP</p>
<p><b>Vocational Education</b> – Vocational education is defined as an organized educational program that directly relates to the preparation of individuals for current or emerging occupations that require training up to a four-year degree. Vocational education does not generally include basic or remedial education or English as a Second Language (ESL) but may include work focused general education and language instruction that is a regular or integral part of a vocational education program. Social services districts are responsible for ensuring that any such remedial education or ESL is a regular part of the program for participants with similar skill sets as the TANF/SNA MOE client, is determined necessary by the program provider, and is limited in hours to less than one half of program participation. Vocational education programs include the completion of activities that provide individuals the knowledge and skills to perform a specific trade, occupation or vocation. Vocational education must be provided by an education or training organization.</p>	<p>FA SNAFAM SNA SNAP</p>
<p><b>Secondary School</b> – Regular attendance in accordance with the requirements of the secondary school or a course of study at a secondary school or other State accredited institution leading to a high school equivalence (HSE) diploma, in the case of a recipient who has not completed secondary school or received a certificate of general equivalence. Secondary school participation may include general adult basic education or ESL if it is linked to attending secondary school or leading to a HSE diploma as determined necessary by the educational institution. Secondary School or HSE programs that routinely include ESL, career training, alternative school, tutoring, dropout prevention, teen pregnancy or parenting programs as a requirement of program participation as determined by the educational institution will also be permitted.</p>	<p>FA SNAFAM SNA SNAP</p>
<p><b>Job Skills Training</b> – Training or education in job skills to improve a participant's employability, to ensure clients have the basic skills competencies required by employers to support job entry and/or to advance or adapt to the changing demands of the workplace. Where identified as needed, such training may include the development of basic workplace skills including professional workplace behaviors and decision-making skills. Job skills training may include customized or technical training designed to provide participants with additional workplace skills, post-secondary education courses leading to a bachelor's or other advanced degree, or other training included under the definition of vocational education training. Job skills training may include literacy instruction, English language instruction, or other basic education for an individual who has already obtained a high school diploma or equivalency when determined from a client's assessment that such instruction is needed to improve the participant's employability.</p>	<p>FA SNAFAM SNA SNAP</p>

Activity and Definition	Case Type
<p><b>Education Training</b> – Education directly related to employment for a recipient who has not received a high school diploma or equivalency must be related to a specific occupation, job or job offer or otherwise determined based on a client assessment as necessary to improve the participant’s employability to support job entry, retention or advancement. Education directly related to employment may include courses designed to provide the knowledge and skills for general or specific occupations or work settings to ensure clients have the basic skills competencies required by employers and may also include Adult Basic Education (ABE), ESL instruction and education leading to a high school equivalency diploma as determined as necessary to improve the participant’s job opportunities in potential occupations. Where identified as needed such training may include the development of basic workplace skills including professional workplace behaviors and decision-making skills.</p>	<p>FA SNAFAM SNA SNAP</p>
<p><b>Job Readiness Training (JRT) Activities</b> – Participation in programs that include seeking and preparing for work. JRT includes two types of activities: (1) traditional activities of resume preparation, training in interviewing skills, and instruction in workplace expectations, training in effective job seeking, including life skills training; and (2) activities that improve an individual’s employability, such as substance abuse treatment, mental health treatment, or rehabilitation activities in which a qualified medical or mental health professional has certified that such treatment is necessary.</p>	<p>FA SNAFAM SNA SNAP</p>
<p><b>Subsidized Private Sector Employment</b> – Employment in the private sector for which the employer receives a subsidy from TANF or other public funds (excluding tax credits) to offset some or all of the wages and costs of employing and training a recipient in accordance with New York State Social Services Law 336-f. Subsidized private sector employment will include positions subsidized through grant diversion/Transitional Employment Advancement Program (TEAP), supported employment programs, and paid college work study programs at private institutions. Individuals participating in subsidized private sector employment are paid wages and receive the same benefits as unsubsidized employees who perform similar work. An employment situation will be subsidized for up to the full amount of wages/benefits provided to the program participant and will be subsidized for the length of time as determined appropriate by the State or social services district.</p>	<p>FA SNAFAM SNA SNAP</p>
<p><b>Subsidized Public Sector Employment</b> – Employment in the public sector for which the employer receives a subsidy from TANF or other public funds (excluding tax credits) to offset some or all of the wages and costs of employing and training a recipient in accordance with New York State Social Services Law 336-e. Subsidized public sector employment will include positions subsidized through grant diversion/TEAP, supported employment programs, and paid college work study programs at public institutions. Individuals participating in subsidized public sector employment, and work study unless otherwise permitted under a federal work study program, are paid wages and receive the same benefits as unsubsidized employees who perform similar work. An employment situation will be subsidized for up to the full amount of wages/benefits provided to the program participant and will be subsidized for the length of time as determined appropriate by the State or social services district.</p>	<p>FA SNAFAM SNA SNAP</p>

Activity and Definition	Case Type
<p><b>Community Service</b> – A structured program in which participants perform work for the direct benefit of the community under the auspices of public or nonprofit organizations. Community service placements must be projects that serve a useful community purpose in fields such as health, social services, environmental protection, education, urban and rural redevelopment, welfare, public recreation, public facilities, public safety, and childcare. Community service programs are designed to improve the employability of participants not otherwise able to obtain unsubsidized employment. Participation in community service may include training that is directly required for the participant to complete the community service assignment. For example, an individual who is expected to provide clerical support to a food pantry may be provided training to develop or refine filing and data entry skills.</p>	FA SNAFAM SNA SNAP
<p><b>Provision of Childcare for Individual Participating in Community Service</b> – Providing unpaid childcare to enable another TA (TANF/SNA MOE funded) recipient to participate in a community service program.</p>	FA SNAFAM
<p><b>SNAP E&amp;T Supervised Job Search</b> – The act of seeking or obtaining employment through a job search that is directly supervised and may include: case management services, career exploration, interview preparation, job application assistance, learning appropriate workplace expectations and behaviors in preparation for submitting job applications and interviewing, job leads, and direct job referrals.</p>	N/A
<p><b>On-the-Job-Training (OJT)</b> – Training in a public or private sector employment setting during which the participant receives work-essential paid training while he or she is engaged in productive work that provides the knowledge and skills essential to attain full and adequate performance of the job.</p>	FA SNAFAM SNA SNAP
<p><b>Other</b> – Any work activity that does not meet the criteria of any of the above countable activities constitutes participation that is not countable toward federal and State participation rates.</p>	FA SNAFAM SNA SNAP

## 4.2 Job Development

- a. Does the district conduct or access job development services to expand job opportunities for TA and SNAP participants?

Yes

How does the district participate in job development activities (reply yes or no to the options as they apply)?

### How the District Participates in Job Development Activities

Yes or No:	How the district participates in job development activities
No	District staff contacts employers to solicit jobs for TA and/or SNAP participants. Describe how this is done, including number of staff, frequency of contact, etc.
Yes	District contacts or has an agreement with another agency to contact employers and solicit jobs for TA and/or SNAP participants. Described here is how this is done, including number of staff, frequency of contacts, etc.: Madison County contracts with the Career Center for job development services. Career Center



Yes or No:	How the district participates in job development activities
	includes 4 staff having regular contact with the employment unit staff in regard to job development. Also, a monthly meeting is held with career center and employment unit staff to discuss job development, including leads, potential employers and appropriate client referrals. In addition, the work crew leader in the employment unit has contacts at several local places of employment and is regularly contacted when an opening arises. These employers routinely request recipients to be set up with interviews for the job openings.

### 4.3 Training Approval and Activity Enrollment Policies (Reference 18 NYCRR 385.9)

- a. Described below is how the district identifies appropriate education program providers for services of Adult Basic Education (ABE), High School Equivalency (HSE) diploma preparation, and English Language Instruction that are available to clients whose assessment indicates such services would be an appropriate work activity assignment. Please ensure to include providers the district partners with for the provision of ABE, HSE, and English language instruction in Table 1 or Table 2 under section 1.2 of this Plan.

Madison County DSS has over the years developed strong working relationships with providers of appropriate education or job skill services for individuals whose assessment indicated that such services would be an appropriate work activity assignment. Those strong working relationships are maintained through periodic meetings between responsible DSS staff and provider agency staff, which serve to facilitate information sharing regarding needs and available programs and services and coordination with regard to participants and potential participants engaged in these programs. The local district has a contract with Employment and Training, to provide job readiness/job club services. Madison Oneida BOCES provides Adult Basic Education and High School Equivalency (HSE) preparation. Persons with limited English proficiency are referred to the Madison County Career Center Site (BOCES) or the Literacy volunteers at the Oneida Public Library.

- b. Described below is how the district identifies appropriate program providers of Vocational Education and Job Skills Training programs that are available to clients whose assessment indicates such services would be an appropriate work activity assignment. Please ensure to include the current providers the district partners with for the provision of Vocational Education and Job Skills Training in Table 1 or Table 2 under section 1.2 of this Plan.

The district identifies and provides appropriate Vocational Education and Job Skills programs in the same fashion as outlined in Section 4.3a above. Madison Oneida BOCES is the primary provider of the Vocational Education program. The Madison County Employment and Training/Career Center is the primary provider for the job skills training program. The district will also work with the Career Center to identify appropriate program providers for post-secondary education that would best suit the needs of individuals whose assessment indicates that such program would be an appropriate work activity assignment.

- c. Described below are the district's process and guidelines workers follow to ensure that individuals who have not attained a basic literacy level and/or have not attained a high school diploma are offered the opportunity to participate in an educational activity. This includes individuals who are 18 and older and individuals aged 16 or 17 who are not attending secondary school or its equivalent.

Once a case has opened, together the recipient and employment unit worker reviews the completed answers on the Employment Assessment. This process provides an opportunity for both parties to ask any clarifying questions, and to initiate discussion regarding education, including, if applicable the applicants desire to pursue attending HSE instruction. If the recipient expresses interest in attending HSE instruction, the employment worker will provide information regarding availability offered in Madison County. This is an ongoing process and is conducted during check pickup appointments or at any other face-to-face client contact, and/or telephone conversation. The employment worker directly inputs answers in the WTWCMS client evaluation sections during conversations, this step again prompts discussion regarding employability and education plans between the worker and individual. This information is also used to assist the worker and individual in creating an Employment Plan.

- d. Described below are the district's process and policy, including the guidelines workers follow, when determining whether participation in educational activities is approved for individuals who have not attained a high school diploma who are interested in participating in an educational activity. Include in this section instances when the district would deny participation in educational activities.

The district accepts and reviews all individuals request for participating in an educational activity. When an individual expresses interest in an educational activity the employment unit directs the individual to various sites, including Madison Oneida BOCES, and Madison County Employment and Training to allow them the opportunity to have an educational career counselor assist them in determining if they are capable of pursuing their career of interest and whether the career choice is marketable. The agencies and the district will work together with the individual to develop a workable plan. Participation in the educational activities would be counted as work activities. An example of a reason why the district would not approve an individual's request for participation in education advancement would be if an incident in the client's past would result in the client not being able to be employed or licensed in their field of interest I.E. -felony conviction and the client wanted to work in an area that requires a gaming license.

- e. Described below is the district's process and policy for determining whether a participant is approved/assigned to participate in job skills or vocational education activities.

Recipients who wished to be assigned to participate in job skills or vocational education activities must demonstrate their ability to successfully complete the program. The program must have a demonstrable outcome in a field of employment that offers immediate job placement upon completion. Clients must participate in pre-placement testing as assigned by the LDSS to assist and determine the appropriateness of the education/training request.

- f. Described below are the standards by which education and training providers are evaluated.

Providers must be accredited by the New York State Department of Education or other state and/or federally recognized certifying agency. They must demonstrate a history of serving the educational needs of the community as it relates to providing education and/or training that leads to job placement.

- g. Described below is the district's procedure for advising participants of approved training.

The employment worker makes clients aware of training providers that are available during the completion of the assessment. Clients are to submit training/education providers to the LDSS for approval. The LDSS will verify with the certifying agency (NYS Department of Education) whether the training/education agency has approval. The LDSS will notify recipients of that determination within ten (10) days of notification.

- h. Described below is the district's procedure for notifying participants they are approved for training or enrollment in a work activity.

Recipients requesting education/training approval must complete an Employment Plan with the LDSS Employment Services unit. The LDSS has seven (7) days to notify the client in writing, of the agency's approval/rejection of the requested program.

- i. Described below is how the district will monitor the high school attendance for 16-18 year-olds in order for them to retain their TA exempt status.

Satisfactory school attendance is determined by the local district standard. Any client in an approved education/training program must submit grades and attendance within ten (10) days of any LDSS request. School enrollment and attendance are verified at recertification.

- j. Described below is the district's procedure for ensuring that an individual's health related limitations are accommodated when assigning the individual to a work activity.

Written notification of the individual's work limitations will be provided to the provider of the activity and appropriate accommodations will be provided. In the event of a dispute regarding health-related limitations for the individual, a resolution will be sought through consultation with an IME.

#### **4.4 Post-Secondary Education Approval and Enrollment Policies**

- a. Described below is the highest level of post-secondary level education that the district will approve as a work activity, up to a four-year college program (please ensure to include the current providers the districts partners with for the provision of post-secondary education programs in Table 1 or Table 2 under Section 1.2 of this plan):

The district will approve post-secondary education up to a two-year degree to fulfill work activity requirements. The district will refer individuals to SUNY Morrisville, as appropriate.

- b. In accordance with 18 NYCRR 385.9(b), regardless of whether the college program is approved for the participant as an employment work activity, the district will approve as a work activity a work-study, internship, externship or other work placement that is part of a non-graduate student's curriculum unless one or more of the following conditions applies as described below (reply yes or no to options as they apply):

**Conditions For Disapproval of Work Activities For Individuals Enrolled in College**

Yes or No:	Conditions for disapproval of work activity
Yes	It has been determined that the student voluntarily quit their job or reduced earnings to qualify for initial or increased TA.
Yes	A job or on-the-job training position that is comparable to the work-study, internship, externship or other work placement cannot reasonably be expected to exist in the private, public or not-for-profit sector.
Yes	The student is not maintaining a cumulative C average (or the equivalent). The district may disregard this provision if the student documents an undue hardship.
Yes	The institution or student fails to monitor and report information regarding the student's attendance and performance as required.
Yes	The student fails to progress toward the completion of a course of study without good cause, as determined by the district.
Yes	The student has previously enrolled in work-study, internship, or other work placement and failed to complete the work placement without good cause as determined by the district.
No	Additional reasons as stated here:

**5. Work Requirements**

**5.1 Meeting TA Work Requirements**

- a. Described below is how the district plans to meet federal and State TA participation rate requirements. Included in this description is the weekly hours standard participation requirements for individuals in the different case and household types, along with the typical time period it takes for nonexempt individuals to be engaged in activities for both newly opened cases and individuals whose status changed from exempt to nonexempt. (Information regarding engaging exempt individuals is entered in Section 9).

The district plans to meet Federal and State Temporary Assistance participation rate requirements by engaging nonexempt clients in activities within 2-3 weeks of case opening. In addition, clients whose status changes from exempt to nonexempt are similarly engaged in activities within 2-3 weeks of the change.

In all instances, the department strives to engage all clients up to 40 hours per week in one or more countable work activities.

- b. Estimate the number of individuals expected to receive employment services for:

**Number of Individuals Who Receive Employment Services**

Household Type	Number Served
Households with Dependent Children Average Monthly	48
Households without Dependent Children Average Monthly	86

- c. Described below is how the district uses work participation management reports available through COGNOS or other reports and activities to monitor district progress toward meeting work participation requirements and ensuring full engagement by adults in work or work preparation activities:

On a monthly basis, employment workers review the Federal All Families Detail Listing Report available through Cognos. The report enables the worker to identify clients that need additional increased activities to meet participation. The report outlines the activities the client is enrolled in, the number of hours, and their employability code, providing a quick snapshot for the worker to develop a strategy to assist the client with their work participation. In addition, the Deputy Commissioner for Financial Assistance also reviews the Federal All Families Detail Listing Report monthly to discuss cases with the employment staff.

- d. Does the district assign TA applicants to Job Search? If yes, describe the district procedure for Job Search, including the required number of job search contacts and hours per week assigned. Use the “Additional Information” column in the chart below to describe how often individuals are generally required to report job search outcomes and if activities other than job search are routinely expected:

Yes

**Applicant Job Search**

Applicant Job Search	Min. Contacts	Min. Hours	Additional Information
TANF and SNA MOE	5	10	Nonexempt Temporary Assistance applicants are assigned to job search as a condition of eligibility. Each week a minimum of five contacts must be made with potential employers and the results of those contacts brought back to the agency or Career Center on a weekly basis and discussed with employment unit staff or Workforce Development Counselor. The expectation is that applicants/recipients assigned to job search will spend a minimum of ten hours per week on job search efforts. Hours of job search may vary depending on individual's circumstances and other work activity assignments. Applicants/recipients are typically assigned job search activities for 3-4 weeks, and up to 12 weeks if combined with other activities such as Job Links or Mobile Work Crew. For monitoring purposes, individuals participation in job search are required to maintain and submit a log, provided to the applicant by

Applicant Job Search	Min. Contacts	Min. Hours	Additional Information
			<p>employment unit staff or Workforce Development Counselor, detailing the amount of time spent looking for work with various potential employers. The job search log will be reviewed on a weekly basis by the responsible staff person to assess the extent to which a reasonable number of contacts were made during the time reported given the amount of time required to identify, apply and interview for a job as well as time spent preparing, sending follow-up materials to potential employers and traveling between potential employers. The Workforce Development Counselor person located at DSS, who will meet with individuals and identify appropriate job openings, will support each individual's search for work.</p> <p>As an additional measure of verification, the Workforce Development Counselor will contact a 10% sample of employers listed on each job search participant's log on a semi-monthly basis to verify that the participant actually contacted the employer about a job.</p> <p>The employment staff will report hours of participation reported by the participant that are determined to be complete and reasonable on the WTWCMS as actual hours of participation.</p> <p>The above job search requirements also apply to Safety Net non-MOE applicants/recipients.</p> <p>The other activities other than job search that are routinely expected of TA applicants during the application period are Job Club and Mobile Work Crew orientation.</p>
SNA Individuals	5	10	<p>Nonexempt Temporary Assistance applicants are assigned to job search as a condition of eligibility. Each week a minimum of five contacts must be made with potential employers and the results of those contacts brought back to the agency or Career Center on a weekly basis and discussed with employment unit staff or Workforce Development Counselor. The expectation is that applicants/recipients assigned to job search will spend a minimum of ten hours per week on job search efforts. Hours of job search may vary depending on individual's circumstances and other work activity assignments. Applicants/recipients are typically assigned job search activities for 3-4 weeks, and up to 12 weeks if combined with other activities such as Job Links or Mobile Work Crew. For monitoring purposes, individuals participation in job search are required to maintain and submit a log, provided to the applicant by employment unit staff or Workforce Development Counselor, detailing the amount of time spent looking</p>

Applicant Job Search	Min. Contacts	Min. Hours	Additional Information
			<p>for work with various potential employers. The job search log will be reviewed on a weekly basis by the responsible staff person to assess the extent to which a reasonable number of contacts were made during the time reported given the amount of time required to identify, apply and interview for a job as well as time spent preparing, sending follow-up materials to potential employers and traveling between potential employers. The Workforce Development Counselor person located at DSS, who will meet with individuals and identify appropriate job openings, will support each individual's search for work.</p> <p>The employment staff will report hours of participation reported by the participant that are determined to be complete and reasonable on the WTWCMS as actual hours of participation.</p> <p>The other activities other than job search that are routinely expected of TA applicants during the application period are Job Club and Mobile Work Crew orientation.</p>

- e. Does the district assign TA recipients to Job Search? If yes, describe the district procedure for Job Search, including the required number of job search contacts and hours per week assigned. Include a description of how often individuals are generally required to report job search outcomes and if activities other than job search are routinely expected using the "Additional Information" column.

Yes

**TA Recipient Job Search**

Recipient Job Search	Min. Contacts	Min. Hours	Additional Information
TANF and SNA MOE	5	10	The local district procedures for TA recipients assigned to job search are the same as outlined for TA applicants.
SNA Individuals	5	10	The local district procedures for TA recipients assigned to job search are the same as outlined for TA applicants.

- f. Described below is the district’s process and policy used for determining whether participation in self-employment is approved as part of an individual's required work activities, including the guidelines workers follow. If the district always approves self-employment as part of an individual's required work activities, please note this policy below:

The district will approve self-employment as part of an individual's required work activities. If the individual earns less than the hourly Federal minimum wage in payment, the individual will be required to participate in 35 hours of activity each week (not including the hours of self-employment).

## 5.2 Informing SNAP Applicants and Recipients of Work Requirements

The district informs SNAP households where at least one member is subject to a work requirement of the applicable work rules at certification, recertification, and when a previously exempt household member or new household member becomes subject to work requirements. Notification is provided verbally and in writing.

- a. Described below is how SNAP applicants and recipients are informed in writing of SNAP work requirements (reply yes or no to options as they apply).

### Written Information Provided to SNAP Applicants and Recipients

Yes or No:	How written information is provided to SNAP applicants and recipients
Yes	Eligibility staff use the LDSS-5193 <i>Important Information about SNAP Work Rules (General, Mandatory E&amp;T, and ABAWD)</i> and the LDSS-5193A <i>Important Information about SNAP Work Rules (General and Mandatory E&amp;T)</i> as appropriate.
No	Eligibility staff use a local equivalent consolidated work requirements notice to inform SNAP applicant and recipient households of their work requirements. Please attach a copy of the district’s OTDA approved local equivalent.

- b. Described below is the process eligibility staff follow to provide a comprehensive oral explanation to SNAP households of work requirements, including General SNAP Work Rules, Mandatory SNAP E&T, and ABAWD Rules which pertain to non-exempt individuals in the household.

Eligibility staff will utilize the LDSS-5062A to provide and notate a comprehensive explanation of SNAP household employment status; staff will provide the client with the LDSS-5193 or LDSS-5193A, along with the Madison County Working Solutions brochure, which describes all services. Staff will provide and explain all forms with the client at application, recertification, or any time the employability code changes to non-exempt. A copy of all forms is placed in the case file and notation is made in the case file.



- c. Described below is how the district documents in the case record how the written information about SNAP work requirements was provided to the household (reply yes or no to options as they apply).

**How the District Documents the Written Requirement in the Case Record**

<b>Yes or No:</b>	<b>How written information is provided to SNAP applicants and recipients</b>
Yes	The district retains copies of all LDSS-5193/LDSS-5193A in the case record.
No	The district retains copies of local equivalent notices provided to the household in the case record.

- d. Described below is the district’s process for documenting in the case record how the oral explanation of SNAP work requirements was provided to the household (reply yes or no to options as they apply).

**How the District Documents the Oral Requirement in the Case Record**

<b>Yes or No:</b>	<b>How oral information is provided to SNAP applicants and recipients</b>
No	Eligibility staff complete the LDSS-4826C and retain a copy in the case record.
No	Eligibility staff use a locally developed oral explanation tool and retain a copy in the case record.
Yes	Eligibility staff document the case record through case notes/comments.

**5.3 Meeting SNAP Work Requirements**

- a. Described below is the extent to which the district requires NTA SNAP recipients to participate in SNAP E&T work activities. (Please note: Case management services must be provided to all participants enrolled in SNAP E&T activity):

Madison County DSS does not mandate NTA SNAP recipients to participate in SNAP E&T work activities.

- b. If the district is offering Supervised Job Search as an E&T activity component, describe below how the job search activity will be supervised and tracked, including the frequency of monitoring the participant’s job search efforts.

N/A

- c. If the district is not mandating SNAP E&T work activity assignments, please describe below how NTA SNAP work registrants are informed of the services available, upon request, for assistance with job search activities. (Please note: At a minimum, districts are required to offer job search assistance to NTA SNAP applicants and recipients):

NTA SNAP work registrants are informed verbally at application/recertification of employment services available through the Madison County Career Center located in the DSS building. Career Center brochures are available and distributed upon request.

## 5.4 Advising Households of Employment and Training Services

At the time of recertification, non-exempt SNAP recipients who are members of certain TA/SNAP and NTA/SNAP households must be advised of the availability of employment and training services within the district and/or region. This requirement applies non-exempt recipients in households containing at least one adult, with no elderly or disabled individuals, and with no earned income at their last certification or required report.

- a. Described below is who the district provides information about employment and training services to (reply yes or no to the options as they apply):

### Who the District Provides Employment and Training Services Information to

Yes or No:	Who the district provides employment and training services information to:
Yes	Required population only
No	Other groups described here:

- b. Described below is the method the district uses to advise SNAP recipients of available employment and training services at recertification (reply yes or no to the options as they apply):

### How the District Provides Employment and Training Services Information

Yes or No:	How the district provides employment and training services information
Yes	Materials and information provided in print form
No	Materials and information provided on a website. Described here is how individuals are made aware the information is available on the website:
No	Material and information provided via email.

## 5.5 Provider Determinations

- a. Not every activity assignment/referral to training might be the right fit for every participant. As such, districts are required per federal regulations at 7 CFR 273.7(c)(18) to have procedures in place for when a provider/contractor determines an individual is not a good fit for a particular activity or program they are referred or assigned to. This is called the provider determination process. Described below is the district's process for provider determination, including the process for screening individuals prior to referral to a provider, how to communicate information related to provider determinations with the district, how workers communicate information related to provider determinations with the client, and documenting provider determinations.

Employment Unit staff meet with clients during application and/or orientation and will discuss expectations for work activities with each individual prior to assignment to an activity. During the discussion, Employment staff will determine, along with the client, if there are any limitations to certain work activities and every effort is made to refer to an

appropriate provider. Employment staff will inform providers to notify the district if the provider determines the client is unfit for their program/activity. The provider must notify the district within 10 days if there are any issues or concerns. Employment staff will then have a conversation with the client to determine the best action to take moving forward. If the agency determines the assignment is not the right fit for the participant, the agency will notify the client within 10 days and a different assignment to a more appropriate work site will be made, if available. Employment staff will document conversations with providers, work sites, and the participant in WTWCMS.

- b. Described below is the district process for informing providers of their authority and responsibility to determine if an individual is not a good fit for a particular activity or program.

Providers will sign a contract acknowledging the work activity assignment and/or any limitations. Under this contract, Providers are informed of their responsibility to determine if an individual is not a good fit for the particular work activity/assignment and will provide a weekly report that will include hours worked, attendance, work performance and if any employment openings are available.

- c. Described below is the district process for provider oversight to ensure that provider determinations are not unfair or used to discriminate against protected classes.

The Work Crew leader will visit the Provider on a weekly basis to obtain the weekly report and if there are any issues or re-determinations regarding fitness for the job assignment, it will be discussed at that time. The Work Crew leader will also have a conversation with the client for input and make a decision as to whether the determination is fair or discriminatory. If a positive resolution can be made, DSS will facilitate this. If the assignment is determined to not be a good fit, the participant will no longer be assigned to the provider's site.

## **6. Quality Assurance/Work Verification**

### **6.1 Quality Assurance Process - Random Case Sampling**

Consistent with New York State's approved Work Verification Plan (WVP), and in accordance with the requirements established by the United States Department of Health and Human Services, districts must develop a quality assurance plan to ensure that the data reported, from which their work participation rates are derived, are accurate. The plan must include the district's procedure for monitoring reported scheduled and actual attendance in paid employment and unpaid work activities and the controls in place to ensure that reported exemption statuses resulting in federal exclusions from the work participation rate calculation are accurately made, work eligible individuals are correctly identified, hours of attendance reported are accurate and documented, data entry is accurate and that the district and its providers adhere to the approved work activity definitions and the determination of countable excused absences and holiday reporting within federal limits. Each district must maintain the documentation to verify what is being reported to NYS OTDA.

Each district must describe how it will conduct periodic self audits to determine that system entries are consistent with documentation in case files. The district must also explain how it will choose the sample size, select sample cases and establish the review period (no less frequently than semi-annually). The plan must indicate the district will maintain documentation on all pertinent findings produced through its self audit process and that case records for all reviewed

cases will be available for State and other auditors in their review of the local work verification system for the standard 6 year period associated with such reviews.

The district will sample cases from each month within the (6 month) semi-annual period. The October to March review will be due by May 20th. The April to September review will be due by November 20th. The results of these audits will enable the district to identify policies, processes or cases that may need corrective action.

After each self audit is completed, the district must submit a summary of findings to OTDA A&QI at [AQI.WV.SelfAudits@otda.ny.gov](mailto:AQI.WV.SelfAudits@otda.ny.gov) for State review including specific information on each of the errors identified. In addition, when monitoring reveals substantial problems, the district must describe the corrective action it will take.

The Quality Assurance (QA) plan must include the following elements:

- Ensure that documentation of wages and actual hours of employment is verified and accurately projected/reported and present in the case file, is actual and is projected correctly;
  - Ensure that the documentation for actual hours, supervision/attendance, excused absences, and holidays in other activities is present in the case file;
  - Assess whether participation in the work activities reported for work eligible individuals meets the approved federal definition for the activity;
  - Assess that the data entered into either WTWCMS, the Self-Sufficiency, Employment, Assessment and Management System (SEAMS) or other automated systems used for reporting work activities is accurate, including actual hours, excused absences and holidays; and is based on documentation in the case record; and
  - Ensure that documentation necessary to determine an individual to be exempt due to being the parent caretaker of a disabled household member (TA Employability Code 38 or 48), and/or parent or caretaker relative of a child in the household under 12 months of age, (TA Employability Code 31), is present in the case file and that individuals meet the exempt status based on the required documentation.
- a. Below is the number of random sample cases of participation in paid work activities the district will review semi-annually. Refer to the Instruction Guide for the minimum number of cases per district and guidance regarding review requirements.
- 6
- b. Below is the number of random sample cases of participation in unpaid work activities the district will review semi-annually. Refer to the Instruction Guide for the minimum number of cases per district and guidance regarding review requirements.

6

- c. Below is the number of random sample cases in which a case member is reported as an TA Employability Code 38 – “Parent needed in the home full time to care for an incapacitated/disabled household member” or TA Employability Code 48 – “Needed in the home to care for an incapacitated child full time – time limit exemption”. Refer to the Instruction Guide for the minimum number of cases per district and guidance regarding review requirements.

3

- d. Below is the number of random sample cases in which a case member is reported as an TA Employability Code 31 – “Parent or caretaker relative of a child under 12 months of age”. Refer to the Instruction Guide for the minimum number of cases per district and guidance regarding review requirements.

3

The district will review district worker or approved provider/vendor collected documentation and data entry of the above listed elements. The district will assess and verify that participation in the reported work activities listed above meet the State approved definition for the activity.

## 6.2 Use of Outside Providers/Vendors

- a. Does the district utilize outside providers/vendors to collect documentation and enter data directly into WTWCMS?

No

- b. If Yes, does the district’s provider/vendor documentation collection, data entry and management of WTWCMS follow the same process that would be used by the district worker?

N/A

- c. If No, describe below the process used:

N/A

## 7. Supportive Services

### 7.1 TA and Non-TA SNAP Applicants and Recipients in Work Activities Approved by the District

- a. The district must provide childcare in accordance with the childcare section of the district’s Child and Family County Services Plan. The district will also provide the following expenses, which the district deems necessary for the individual to participate in orientation, assessment, employment planning, approved work activities and activities to restore self-sufficiency:

The LDSS contracts with the Madison County Community Action Program (CAP) to provide a transportation service program to assist with vehicle repairs, insurance and registration to

facilitate applicants and recipients ability to obtain or maintain employment.

The district also provides expenses related to employment such as uniforms and licenses fees.

Madison County DSS does not impose a maximum allowable limit for supportive service items and will provide these items at reasonable costs on a case-by-case basis.

- b. Indicated below are the services the district will use to assist those participants who need transportation to and from an approved work activity site, including any applicable mileage reimbursement rate, and the method used by the district to arrive at that reimbursement rate. OTDA policy establishes a mileage reimbursement rate of no less than the IRS established rate for medical/moving purposes. In all instances, should the actual cost of transportation needed to participate in an assigned work activity exceed the reimbursement rate determined by the district, the district will reimburse for the actual costs based on reasonable documentation submitted by the work activity participant (reply yes or no to the options as they apply).

**Transportation Services Provided to Clients**

Yes or No:	Transportation Assistance Provided
Yes	Bus pass/token
Yes	Gas card/voucher
Yes	Mileage reimbursement at the IRS Business rate (effective 1/1/2023 is 65 cents per mile)
No	Mile reimbursement at the IRS Medical/Moving rate (effective 1/1/2023 is 22 cents per mile)
No	Other mileage rate (the methodology used to establish reimbursement rate is described here):

- c. OTDA policy establishes a distance not to exceed two miles as the maximum distance that the district can require a participant to walk to a work activity assignment or to access public transportation. Describe below the distance an individual may be required to walk, each way, to a work activity or to access public transportation:

In instances where individuals reside in an area where public transportation is not available and the client has no means to travel to a work activity, the LDSS will attempt to develop a work activity assignment within travel distance. The LDSS will require clients, who are physically able, to walk up to two (2) miles when they are within that distance of the assigned work activity from their residence or from the nearest Madison County transit bus stop. Employment unit staff may allow clients to walk less than the 2-mile limit in inclement weather and if construction is being done along walking route.

- d. Described below are the services the district will provide to assist individuals at risk of needing TA to improve their opportunities for employment or to maintain their employment:

Madison County provides child care referrals and information for the Madison - Herkimer childcare resource and referral agency (Cornell Cooperative Extension of Oneida County). The services provided include enhanced childcare referrals (including the name, address, and availability of three (3) providers), assistance in becoming a licensed provider and assistance for families that use a legally exempt provider in assuring a health, safe environment. The Employment Unit staff provides contact information and in some cases will contact Cornell Cooperative Extension of Oneida County directly to assist the client.

Madison County provides for an on-site Domestic Violence liaison to assist applicants and recipients in overcoming issues related to violence in their homes. Services include referrals to advocates for safety planning, Family Court orders and advice and recommendations for work activities.

## **7.2 Post-Employment/Transitional Supportive Services**

- a. Described below are the supports and strategies the district will provide to support job retention:

In addition to mandated transitional programs (SNAP, Medicaid, Child Care, etc.) the LDSS will provide job retention case management services for ninety (90) days following the case closing.

- b. Described below are the support services (for up to 90 days after case closing) the district will provide to individuals whose TA cases have closed due to employment:

Same as above.

## **7.3 Extended Support Services**

- a. Described below are the support services the district will provide for individuals who are eligible under the TANF Services 200% of poverty eligibility guidelines. These services can be provided as long as funding is available (FFFS, etc.):

\* Housing/Credit services- The Madison County Community Action Program (CAP) provides services to 200% eligible families who are at risk of being homeless. Services include payment for security deposits, first month rent, moving expenses, or payment to repair client owned building. Additionally, families can access credit-counseling services to help manage their debts. Often families leaving temporary assistance are burdened with an enormous debt load. The program offers solutions to this debt and for the families ongoing financial planning.

\*Drug/Alcohol Case Management- Family Counseling of Cortland County provides for drug and alcohol evaluations, treatment plans, and follow-up case management services for individuals and families who are struggling to overcome their addictions. These services include a quick reattachment to employment, therapy and employment cooperatively, and returning clients who are in treatment outside of the LDSS back to the community for services.

\*Direct Transportation Services to assist eligible individuals obtain or maintain employment - Community Action Program of Madison County (CAP) provides direct client disbursement to include the cost of vehicle repairs, maintenance, purchase, rental, gas vouchers, and driving license to eligible families to maintain, or obtain employment.

## 8. Conciliation, Sanction and Dispute Resolution Procedures

### 8.1 Conciliation

- a. The district's conciliation process for TA applicants and recipients must be conducted in accordance with 18 NYCRR 385.11(a). Indicate below how conciliations are conducted (reply yes or no to the options as they apply).

#### How the District Conducts Conciliation for TA Applicants and Recipients

Yes or No:	How conciliation is conducted
Yes	In person
Yes	By phone
No	By mail

The districts process for conduction TA conciliations is described below:

Temporary Assistance clients who failed or refused to comply with Welfare-to-Work activity assignments are issued a Conciliation Notification. The notice advises the recipient they must respond within the required timeframe. The noncompliant individual who the district believes has willfully and without good cause refused or failed to comply with employment requirements will be encouraged to submit any evidence available to help document the reason(s) for the noncompliance. The conciliation meetings will consist of the client, an Employment unit representative, and a supervisory level LDSS staff person who is not directly responsible for the client's benefits.

- b. Who makes the TA good cause/willfulness determination (reply yes or no to the options as they apply)?

#### How the District Makes the Good Cause/Willfulness Determination for TA Applicants and Recipients

Yes or No:	Who makes the TA good cause/willfulness determination?
No	The client's employment worker
Yes	A supervisor in the district
No	A separate entity (described here):



- c. The district's conciliation process for SNAP applicants and recipients must be conducted in accordance with 18 NYCRR 385.11(d). Indicate below how conciliations are conducted (reply yes or not to the options as they apply).

**How the District Conducts Conciliation for SNAP Applicants and Recipients**

<b>Yes or No:</b>	<b>How conciliation is conducted</b>
Yes	In person
Yes	By phone
No	By mail

The district's process for conducting SNAP conciliations is described below:

SNAP clients who failed or refused to comply with Welfare-to-Work activity assignments are issued a Conciliation Notification. The notice advises the recipient they must respond within the required timeframe. The noncompliant individual who the district believes has willfully and without good cause refused or failed to comply with employment requirements will be encouraged to submit any evidence available to help document the reason(s) for the noncompliance. The conciliation meetings will consist of the client, an Employment unit representative, and a supervisory level LDSS staff person who is not directly responsible for the client's benefits.

- d. Who makes the SNAP E&T good cause/willfulness determination (reply yes or no to the options as they apply)?

**How the District Makes the Good Cause/Willfulness Determination for SNAP Applicants and Recipients**

<b>Yes or No:</b>	<b>Who makes the TA good cause/willfulness determination?</b>
No	The client's employment worker
Yes	A supervisor in the district
No	A separate entity (described here):

- e. Described below is the district's procedure for engaging SNAP recipients in a work activity to demonstrate compliance to avoid a SNAP E&T related sanction:

If it is determined, that the individual did not have good cause and that the individual willfully did not comply with work requirements, he/she will be afforded the opportunity to avoid a SNAP sanction by completing a work activity as assigned. A typical work activity will require the individual to make 5 job contacts in 5 days, log them into a job search worksheet and return the worksheet with the required 5 contacts to the employment unit staff within the 5 days. If the individual successfully completes the work activity as assigned, a SNAP sanction will not be imposed. If not, a request will be sent by the Employment unit staff to the Eligibility worker to impose the SNAP sanction consistent with 385.12.

## 8.2 Sanction

- a. Described below is the district’s procedure for determining compliance for those TA recipients who wish to end their employment sanction (18 NYCRR 385.12, 385.13), including the time period established for demonstrating compliance to the satisfaction of the district:

Those individuals who wish to end their employment sanction will be added back to the case and have their sanction lifted as soon as they have demonstrated compliance. Demonstrated compliance shall mean that the client, as required by the district, reports to an assigned work activity on time and prepared to engage in the assigned activity. The client must do a minimum of five days in an assigned work activity. Temporary Assistance benefits are restored retroactive to the date the individual indicated a willingness to comply (but no earlier than the expiration of the minimum duration period).

- b. Describe below the district's procedure for determining compliance for those SNAP recipients who wish to end their employment sanction (18 NYCRR 385.12, 18 NYCRR 385.13), including the time period established for demonstrating compliance to the satisfaction of the district:

SNAP recipients must request to be added back into the case after the minimum duration has ended and comply with work requirements for a minimum of five days as assigned by the district. Those who document an exemption may have their SNAP sanction lifted before the end of the durational period.

## 8.3 Dispute Resolution

- a. The district’s procedure for individuals who wish to dispute their work activity assignments, including individuals who dispute the district’s response to their request for health-related accommodations must be conducted in accordance with 18 NYCRR 385.11(c). Indicate below who mediates the grievance (reply yes or no to the options as they apply).

### Grievance Mediation

Yes or No:	Who makes the TA good cause/willfulness determination?
No	An independent entity which has an agreement with the district.
No	Supervisory staff who are trained in mediation and who have no direct responsibility for the individual’s case.
Yes	Designated supervisory staff who have no direct responsibility for the individual's case and who are not trained in mediation.

## 9. Disability Determinations, Documentation and Requirements of Exempt Individuals

### 9.1 Disability Determination Process and Tools

- a. The district's process for determining an individual's disabilities and/or work limitations must be in accordance with 18 NYCRR 385.2(d). Indicate below what the district's process is for determining an individual's disabilities and/or work limitations (reply yes or no to the options as they apply).

#### Process for Determining Disabilities and/or Work Limitations

Yes or No:	How the district determines an individual's disabilities and/or work limitation
No	District participates in the OTDA managed contract for independent medical evaluations.
No	District contracts directly with a physician to provide independent medical evaluations.
No	District accepts physician's statement provided by participant.
Yes	District accepts physician's statement provided by participant but refers for an independent evaluation when deemed necessary.
Yes	Other process: At application, clients will complete the employment assessment form. Based on an interview with the individual and any additional information provided by the client, a member of the Employment unit will determine if a possible disability/limitation exists. If it is determined at assessment that there is a possible disability/limitation, the LDSS will require medical documentation from the client to verify any claim(s). The client has ten (10) days to provide this verification to the LDSS. All clients will be provided with the LDSS 4005 or LDSS 4005(a), whichever is appropriate. This document will provide the client with notification regarding their work capability status. A client could be found "fully employable without exemptions," "work limited-with exemptions but the work activity does not conflict with the documented disability/limitations(s)", or "not employable" – the disability/limitations(s) are to the point that most activities are contraindicated. Clients with partial limitations will still be required, consistent with the verified medical limitation and/or treatment plan, to continue to be engaged in work activities. Based on the client's current disability, there exists the potential to be restored to self-sufficiency. Examples of self-sufficiency activities could include involvement in medical/drug/alcohol treatment known to LDSS, SSI/SSD application appeal known to the LDSS, independent medical exams assigned by the LDSS, psychological counseling known to the LDSS and prescribed by a mental health professional, and/or LDSS approved education/training as outlined in this Plan. If the LDSS is unable to make a determination based on an interview with client from the verification provided by the client or the client refutes the LDSS's determination, the agency can make a referral to a health care provider certified by the Office of Disability Determinations (ODD) for an independent medical examination (IME). Clients claiming disabilities/limitations may submit their own medical documentation to the provider certified by the ODD for consideration. Any documentation available from the client's practitioner must be submitted to the IME provider no later than four (4) business days from the date of the independent examination to submit additional documentation. A practitioner conducting an independent medical

Yes or No:	How the district determines an individual's disabilities and/or work limitation
	<p>evaluation must provide a written explanation if his/her opinion/determination differs from the individual's practitioner. The LDSS staff will use the results of the IME as the basis for work activity assignments. Clients who are verified as having disability/limitations must work with the LDSS staff to access education/training/rehabilitation necessary to remove or reduce the disability or limitations. They must provide medical documentation for determining the individual's ability to recover and accept medical care to assist in recovery. Clients will be required to accept referrals to and enrollment in a treatment or rehabilitation program and provide evidence of participation in the assigned program. Clients must also work with LDSS staff to apply for SSI or SSD benefits, comply with all requirements of the application process, and exhaust all possible appeals in the process.</p> <p>At the point of placing a client with a documented limitation(s) on a worksite, the LDSS will send notice to the cooperating agency of the scope of limitations. A representative of the cooperating worksite and the agency's Employment unit supervisor, (TA Director) must sign a statement acknowledging the limitation(s) an assuring that the work assigned will not exceed the specified limitations(s). On a quarterly basis, the cooperating agencies will be required to reaffirm their knowledge of the limitation(s) and assure that limitations have not been exceeded in a written statement to the LDSS. These statements will be kept in the client's employment file, kept at LDSS.</p>

- b. Described below is the district's procedure for notifying an individual of their exempt or non-exempt determination whenever an individual alleges to be unable to participate, or the individual otherwise participates in the employability disability review, including when an individual is notified that their status changes from exempt to non-exempt:

Welfare Employment Representative mails individual LDSS-4005 or LDSS-4005(a) depending on employment status within 10 days of receiving documentation.

- c. Described below is how the district notifies an individual of their exempt or non-exempt determination (reply yes or not to the options as they apply):

**Process for Notifying an Individual of Their Exempt or Non-Exempt Status**

Yes or No:	District's process for reviewing medical documentation
Yes	The district sends the LDSS-4005 or LDSS-4005a and retains a copy in the case record.
No	The district sends a local equivalent and retains a copy in the case record.

- d. Indicated below is the process for reviewing the medical documentation to determine if the individual is exempt, nonexempt, or work limited and describe the process by which the determination is made (reply yes or no to the options as they apply).

**Process for Reviewing Medical Documentation**

<b>Yes or No:</b>	<b>District’s process for reviewing medical documentation</b>
No	District directs the contracted physician or individual’s physician to determine status.
No	District review team reviews and determines status (described here):
No	Specialized disability/medical staff or unit reviews and determines status (described here):
Yes	Other process: Please refer to attachment District Procedure for Determining Disability (Exempt Individuals). Ultimately, based on all of the available medical documentation, the Employment Unit Staff determines status.

**9.2 Mental Health Screening and Assessment**

- a. In addition to screening for a disability as part of the application or disability determination process, does the district administer a screening tool for TA participants to help determine whether a referral for a mental health evaluation is warranted?

No

- b. Describe the district’s policy for determining when a program participant is offered a mental health screen:

N/A

- c. What screening tools does the district use (reply yes or no to the options as they apply)?

**Screening Tools the District Uses**

<b>Yes or No:</b>	<b>Screening Tools</b>
N/A	LDSS 5009 - Mental Health Screening Tool
N/A	The computer assisted version of the Modified Mini Screening tool (MMS)
N/A	Other Screening tool (described here):

- d. If using the MMS, indicate below the district’s cutoff score (7, 8 or 9) for referral to a mental health evaluation.

N/A

- e. Describe below the procedure the district uses if the screening tool warrants a mental health evaluation referral:

N/A

### **9.3 Requirements for Exempt TA Participants (Reference 18 NYCRR 385.2 (e))**

- a. An exempt individual who has the potential to be restored to self-sufficiency through rehabilitation may be required to accept medical care to assist them in recovering from a mental or physical impairment, accept referral to and enrollment in a program of vocational rehabilitation, training, and/or other essential rehabilitation, and provide requested evidence that the individual is participating in the assigned program.

Described below is the district's procedure for determining if an individual, who is unable to work due to mental or physical impairment, has the potential through treatment or other rehabilitative activities to improve the ability to work. This determination is different from the determination of the individual's disability exemption as covered in Section 9.1 of this Plan. Indicate who makes or assists in this determination that an individual can restore or improve employability through treatment or other rehabilitative activities (e.g., medical practitioner, employment worker, TA worker, local review team, etc.). Also indicate the source and type of information used to make the determination (e.g., information from individual's medical practitioner, district contracted provider, specialist evaluation obtained as result of district referral, etc.).

The employment worker reviews the client's medical documentation submitted to determine if treatment and/or other rehabilitative activities are recommended by the medical practitioner. The agency then requires clients to follow through with such treatment and/or rehab activities. Please refer to Section 9.1 - same process followed.

- b. Described below is the district's procedure for developing a treatment plan and for referring the participant to appropriate treatment, etc.

Employment unit staff reviews medical documentation provided by a medical practitioner with the recipient to develop treatment plan based on practitioner's recommendation to be added to his/her employment plan.

- c. Described below is the district's procedure for tracking the participant's compliance with their treatment plan, including who in the district is responsible for monitoring compliance. Include elements such as monthly confirmation of attendance at rehabilitation or other factors to judge participation and progress, along with how often the treatment plan is updated.

Each month, Employment Unit Staff has contact either in person or by telephone with exempt Temporary Assistance participants to discuss progress of treatment plan and review participants provided attendance timesheets of required treatment or other rehabilitative activities. Required treatment plans are provided by the Medical Provider and updated by them as necessary. Employment worker will request a new medical statement when the current statement on file is due to expire within 30 days.

## **10. District Certification**

### **10.1 Certification**

As a condition of the receipt of federal and State funds the Local District Commissioner of Madison County Department of Social Services submits this Temporary Assistance (TA) and Supplemental Nutrition Assistance Program (SNAP) Employment Plan (Plan) to the New York State Office of Temporary and Disability Assistance. The Plan outlines the administration of employment services for TA and SNAP applicants and recipients for the period January 1, 2024 through December 31, 2025. Submission of this Plan certifies that the district has read and accepts the terms of this certification and hereby affirms that employment services programs will be administered in accordance with all applicable federal and State policies, laws, regulations, and provisions of this Plan.

1/4/2024  
Michael A. Fitzgerald  
Commissioner