

# **Washington 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.)*

Document is 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 Washington County Department of Social Services Employment Unit operates the district's employment program within the local Department of Social Services structure. The Employment Unit is merged with the Temporary Assistance Unit and consists of (2) Principal Social Service Examiners, supervising the employment and TA programs; (7) Senior Social Service Examiners, of which (4) Senior Social Service Examiners maintain an employment caseload and provide supervision to frontline staff. The other (3) Senior Social Service Examiners supervise the Temporary Assistance program and provide supervision to frontline staff. There are (9) Temporary Assistance Social Service Examiners. (3) Clerical Staff of which (1) supports the Employment program and (2) supports Temporary Assistance. Employment Senior Social Service Examiners share job development duties, responsibility for orientations and each meet with Temporary Assistance applicant/recipients that are within their letter scheme to complete the Employment Assessment and Employability Plan, either face to face or by telephone. The following Employment Programs services are provided by this unit: orientation, assessment, employability planning, work activity assignment, monitoring participation in assigned activities, monitoring of treatment plans of exempt individuals engaged in treatment or rehabilitation to restore self-sufficiency, coordination and provision of supportive services and disability determination as to whether the individual is exempt, non-exempt or work limited. The Employment Senior Social Service Examiners are also responsible for conciliation, sanction, dispute resolution and coordination of supportive services that are provided to enable individuals to participate in employment activities. Employability determinations are done in conjunction with Temporary Assistance staff. The Employment Senior Social Service Examiners also interact extensively with the Agency's Investigations Unit for Fair Hearings and Investigative Interviews as well as the Services Unit for at-risk clients. The Washington County Career Center (L.E.A.P) is utilized to provide WIOA services to our clientele.

## 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>
N/A	N/A	N/A	N/A	N/A

- 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>
Liberty House	Others: Unknown	FA SNA Family SNA Individual SNAP TANF 200%	This program is for individuals with developmental disabilities or mental health diagnosis. Job search, job coaching, supported employment assistance, assistance with social security application process and assistance with application process for ACCESS VR
WWAMH Eastside Center	Others: Unknown	FA SNA Family SNA Individual	Community Service for clients with mental health diagnosis.

<b>Provider</b>	<b>Funding Source(s)</b>	<b>Categories of Clients Served</b>	<b>Programs, Services or Activities Provided</b>
		SNAP TANF 200%	
Southern Adirondack Child Care Network	Others: Unknown	FA SNA Family SNAP TANF 200%	Assist families with locating childcare.
Washington County Career Center (L.E.A.P)	Others: Unknown	FA SNA Family SNA Individual SNAP	WIOA Services and access to high school equivalent programs. Job skills training.
BOCES	Others: Unknown	FA SNA Family SNA Individual SNAP TANF 200%	High School Equivalent preparation classes. Vocational education.
Literacy Volunteers	Others: Unknown	FA SNA Family SNA Individual SNAP TANF 200%	English and Reading skills
Southern Adirondack Independent Living Center (SAIL)	Others: Unknown	FA SNA Family SNA Individual SNAP TANF 200%	SAIL assists individuals through the application process for Social Security Disability and/or Supplemental Security Income, assists individuals with health insurance issues, obtaining assistive technology and durable medical equipment, and options for community living.
Healthy Families of Fulton & Washington Counties	Others: unknown	FA SNA Family SNAP TANF 200%	Offers free, voluntary home-based services to support expectant families and new parents with changes and needs that often come with the birth of a new child, to include assistance with accessing community resources, parent and child development education and connecting families to medical providers.
L.E.A.P	Others: unknown	FA SNA Family SNAP TANF 200%	Head Start/Early Head Start Center based programs and Home Visiting/Home-Based programs.

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:

N/A

### 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:
N/A	Assessment/Employment Plan
N/A	Supervised job search
N/A	Job readiness training
N/A	Job club
N/A	Job placement services
N/A	Grant diversion
N/A	Job development (employer outreach)
N/A	WOTC pre-certification

**Jobs Staff Target Groups**

Yes or No:	Target Groups:
N/A	Applicants
N/A	FA & SNA with children
N/A	SNA without children
N/A	SNAP
N/A	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).

Effective 10/2021 we no longer have OTDA Jobs Program staff assigned to our district.

## 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
No	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.

Washington County DSS and the Career Center are both located in Building B of the Washington County Municipal Center. Washington County DSS Employment Senior Social Service Examiners use a referral process which includes a signed release for information sharing when a SNAP or TA applicant or recipient is referred to the Career Center for services. The Career Center has designated counselors assigned to individuals referred by an Employment Senior Social Service Examiner which provides improved communication and information sharing between DSS and the Career Center.

## 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:
Yes	The district provides orientation in accordance with 18 NYCRR 385.5 and no additional information is provided at orientation.
No	In addition to the requirements outlined in 18 NYCRR 385.5 of the regulations, the district's orientation provides the following:

- 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:

Orientation for both applicants and recipients are completed individually during their interview, assessment, and reassessment appointments, either over the phone or in person depending on the client's needs. The orientation procedure is the same for both non-exempt and exempt individuals. The orientation process begins at the time the individual inquires about applying for Temporary Assistance. This includes providing the clients with a copy of the Washington County Welfare-To-Work Orientation sheet either in person or by mail with their assessment appointment letter.

## 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

Yes or No:	How the district conducts assessments
No	The district enters assessments directly into WTCMS.
Yes	The district uses the LDSS 4980 (New York State Assessment) and later enters information into WTCMS.
No	The district conducts assessments using a local equivalent tool, and later enters information into WTCMS. 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:

Washington County uses the LDSS-4980 State Assessment Tool and the information is then entered into WTCMS. Nonexempt TA eligible applicants and recipients are referred to the Washington County Career Center for WIOA services based on their needs. An Employment Senior Social Service Examiner completes the employment assessment and employability plan with the client when they apply for Temporary Assistance. This is done in person the same day if the client applies in person or by a scheduled appointment. Scheduled appointments are completed by phone or in person. This would include all adult individuals with or without children and 16 and 17 year old's not in school. Employment Senior Social Service Examiners update the employment assessment and employment plan as changes in the client's needs and household occur and no less than annually. Washington County understands the need to look at all the issues in the household to assist the client in becoming self-sufficient and often times cases with multiple or significant barriers are managed with a team approach. This district has weekly case reviews with representatives from multiple units within the Agency, as needed, to meet and discuss the presenting issues and develop an action plan to better assist the clients.

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

The Senior Social Service Examiners assigned to Employment are responsible for conducting the assessments.

- 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)):

Senior Social Service Examiners-This is a Civil Service position only offered as a promotional opportunity to Social Service Examiners with 2 or more years of experience in related social work field. All Senior Social Service Examiners complete the Employment Services Training Institute (ESTI).

- 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?

Senior Social Service Examiners in Employment update the employment assessment as changes in the client's needs occur and no less than annually.

### 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
No	The district enters employment plans directly into WTWCMS.
Yes	The district uses the LDSS-4987 (New York State Employment Plan) and later enters information into WTWCMS.
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:

Washington County Employment Senior Social Service Examiners use the LDSS 4978 to create an individual's employment plan. The employment plan is completed with the individual either face to face or via telephone. The individual's input and employment regulations are considered when developing the employment plan. When the employment plan is completed face to face the individual is encouraged but not required to sign the employment plan agreeing with the terms of the employment plan. The individual is given a copy of the completed employment plan. When the Employment Plan is completed via phone the individual is mailed a copy of the completed Employment Plan.

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

Employment Senior Social Service Examiners update the employment plan as changes in the client's needs occur and no less than annually.

**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:

No additional.

### 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:

In the event the situation arises Washington County uses the Language Line Services to help communicate with the non-English speaking population.

### 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:

The Employment Senior Social Service Examiners meet with each applying adult in the household if their Temporary Assistance interview is in person to discuss work activities and the importance of compliance. If the Temporary Assistance interview is conducted by phone, the Social Services Examiner will discuss work requirements and compliance with the client. The Employment Senior Social Service Examiner reviews these requirements at the time of the assessment interview. Washington County's orientation procedures are designed to help better educate the client as to programs and services offered and help reduce the amount of noncompliance. During supervisory level meetings the subject of reducing agency requirements that conflict with work schedules is discussed. Supervisors are on board with not allowing an individual to miss work to attend an agency appointment.

### 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	Described below are the strategies the district uses to attempt to engage sanctioned participants during different times in the sanction period: The district calls in the sanctioned individual into the agency for an investigative interview. The client then meets with Temporary Assistance Examiner, the Employment Senior Social Service Examiner and someone from the Investigations Unit. After the investigative interview is complete, employment staff will offer the individual an opportunity to engage in work activities and discuss issues that may be contributing to the non-compliance. If the client does not report for an Investigative Interview the case is closed according to TA eligibility requirements. After the period of ineligibility for an applicant job quit the individual is sent an appointment letter advising them, they would need to apply to be added to the Temporary Assistance case due to filing unit requirements. Once the client is added to the TA case, the recipient would

<b>Yes or No:</b>	<b>Strategies and Procedures for Engaging Sanctioned TA Participants</b>
	be scheduled an appointment with an Employment Senior Social Services Examiner to complete an assessment and to be assigned work activities. If the recipient fails to complete the employment assessment a conciliation notice is sent to the recipient.

### 3.5 Strategies for Reducing the Need for TA

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

Washington County uses diversion strategies to assist clients with accessing other sources of income to meet their needs. The diversion procedure is as follows: The Employment Senior Social Service Examiner sees the applicant during the application process for Temporary Assistance. At that time the applicant is assigned to a supervised job search and are referred to the Washington County Career Center for WIOA services. At that time the agency job development procedure begins for the client. Many clients are diverted from receiving assistance because they find employment, or the Agency assists them in finding employment. Temporary Assistance may assist if eligible with one-time emergency assistance payments which may divert the need for on-going assistance. The Employment Senior Social Service Examiners and the Temporary Assistance Social Service Examiners work together in this process.

## 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>
<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</p>	<p>FA SNAFAM SNA SNAP</p>

Activity and Definition	Case Type
<p>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><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>N/A</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>N/A</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>	<p>FA SNAFAM SNA SNAP</p>
<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>	<p>N/A</p>
<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>	<p>N/A</p>
<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>	<p>FA SNAFAM SNA SNAP</p>
<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>	<p>N/A</p>

## 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
<p>Yes</p>	<p>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.: Local district Employment Senior Social Service Examiners contact employers and search multiple digital sites with employment listings to connect individuals to job openings. The Employment Senior Social Service Examiners complete this process when assigning nonexempt individuals on their caseload to a job search.</p>

Yes or No:	How the district participates in job development activities
No	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.:

### 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.

Washington County has a small selection of educational providers to serve clients with educational needs. This district has narrowed the educational providers down to the following: BOCES, 11 South St., Glens Falls, NY for High School Equivalency/adult education classes, the Washington County Career Center who has a High School Equivalency program for youth coupled with a work experience component, and Literacy Volunteers in Glens Falls for clients needing English language instruction and assistance with developing reading skills. This district has chosen these providers based on a long history of successful outcomes.

- 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 Employment Senior Social Service Examiners identify clients from their caseloads who would be appropriate for Vocational Education and Job Skills Training programs then makes the necessary referrals. This district refers clients to providers that can best meet the client's educational needs and have a proven history of effectiveness in the delivery of education/training through successful outcomes.

- 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.

The Employment Senior Social Service Examiners will refer the client to the appropriate agency to assist the individual in locating the educational activity that are available in the community that will best suit the client's needs. The individual is referred to the Washington County Career Center to complete a Career Interest Inventory, Math Skill Assessment, a Reading Assessment and screened for educational and training opportunities that would assist them with becoming more marketable and increase their earning power.

- 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.

Individuals under age 18 not attending high school or high school equivalent are required to participate in educational activities to include reenrollment in high school or enrollment in a high school equivalent program. Attendance and participation are monitored by the Employment Senior Social Service Examiner. An Individual age 18 or 19 without a high school diploma or equivalent is required to participate in educational activities unless the assessment determines that such participation is not appropriate, or the individual fails to make satisfactory progress in the educational activity. The educational activities would include reenrollment in high school or enrollment in a high school equivalent program depending on which is the best option for the individual. The Employment Senior Social Service Examiners monitor attendance and progress in the assigned educational activity. Approval or denial of an educational activity for individuals over age 19 will be based on appropriateness of the educational activity, the client's educational needs, the client's level of interest in participating in an educational activity, history of compliance and the success rate in previous activities the client has been assigned to participate in. Also taken into account are whether or not the provider is an approved provider and the providers willingness to cooperate with the district to obtain completed time sheets to document hourly participation as needed to meet federal and state work participation requirements. In addition to the educational activity, the client may be assigned to other core work activities with at least 20 hours per week of participation for the purpose of meeting federal and state participation rates. These core activities would include employment and work experience. Individuals under the age of 20 assigned to educational activities consistent with the employment goals identified in the employability plan developed pursuant to 18 NYCRR 385.6 or 385.7 shall not be assigned to any other activity that might interfere with the assigned educational activity.

- 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.

To the extent possible, assignment will be based on the educational needs of the client as determined during the assessment and employability plan interview and the participant's history of compliance in similar and other work activities. The participant must agree to comply with all attendance and reporting requirements of the program and local district. Other factors would include participant's capabilities, aptitudes and ability to successfully complete the desired program, prerequisite skills necessary for participation in the program. The participant may be assigned to participate in other work activities a minimum of 20 hours.

- f. Described below are the standards by which education and training providers are evaluated.
  - a. The education/training must be designed to enhance the participant's opportunity to secure unsubsidized employment or increase their earning power in the local labor market.
  - b. The provider must have a proven history of effectiveness in the delivery of education/training programs.
  - c. The provider must agree to communicate with the district via regular case conferences, telephone contact, providing case file notes and weekly time records.

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

Each individual is scheduled a face-to-face appointment to meet with an Employment Senior Social Service Examiner to complete an employment assessment and employability plan, the Employment Senior Social Service Examiner notifies the participant of approved training providers and available program opportunities.

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

Each recipient is notified in writing and by mail of their enrollment in a work activity. This letter of notification would include all pertinent details concerning the enrollment such as: a description of the program, date and time to report, reasons for the assignment, who to report to and where, and consequences for not cooperating with the enrollment. Approval for enrollment in work activities is made at the district's discretion taking into consideration the needs of the client and the district's ability to attain the state and federal participation rates.

- 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.

These individuals are assigned to an Employment Senior Social Service Examiner who monitors enrollment. Enrollment in school must be verified in writing. Verification is requested at application and 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.

The district advises the individual's supervisor verbally and in writing of any health-related limitations that need to be accommodated by the worksite.

#### **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):

Two-year college programs and individuals in their last 2 years of a four-year college program are the highest levels of education the district approves as a work activity. To the extent possible, assignment will be based on the educational needs of the client as determined during the assessment and employability plan interview and the participant's history of compliance in similar and other work activities. The participant must agree to comply with all attendance and reporting requirements of the program and local district. Other factors would include participant's capabilities and aptitudes and ability to successfully complete the desired program, prerequisite skills necessary for participation in the program. The participant may be assigned to participate in other work activities for a minimum of 20 hours if the client's assessment and employment plan support such an assignment and the work activity does not interfere with the client's education. The Employment Senior Social Service Examiners will monitor their assigned caseload and determine if the client is currently enrolled in a paid work study program or would assist the client with obtaining paid employment through job search and referrals for job openings. In the event the client is

unable to locate paid employment the client may be concurrently assigned to a work experience activity if the client is beyond their 12-month lifetime limit.

- 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).

All non-exempt applicants for Public Assistance in Washington County are given employment requirements during the application process. These requirements include a supervised job search, a minimum of 20 employer contacts and 10 hours per week is assigned. Applicants may also be referred to the Washington County Career Center for WIOA services. In this way if the case does open the individual is already participating. When the case becomes active, and benefits have been issued the client may then be assigned to a work experience site. Washington County's participation standard is up to 40 hours per week combined work activities. The Employment Senior Social Service Examiners

monitor a caseload and are responsible for enrolling their clients in countable work activities. They also monitor an exempt caseload with regard to participation and engagement. Regular monthly caseload reviews are conducted by the unit supervisor to check for participation and the findings are reviewed with the Employment Social Service Examiners during their weekly 1:1 meeting. The unit is also able to call up daily opening lists so that no Temporary Assistance case is overlooked and can be assigned to the appropriate worker for enrollment in a countable activity. For the individual who goes from exempt to non-exempt the typical time frame is 14 days or sooner before they are placed in a countable activity. In Washington County the Employment Senior Social Service Examiners determine the employability of the client based on the completed medical form received from the client's medical/treatment provider. When the worker determines the client is no longer exempt the client is scheduled for an appointment to update employment assessment and employability plan.

- 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	25
Households without Dependent Children Average Monthly	35

- 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:

COGNOS reports are used routinely to monitor the districts work participation activity. Specifically, the "TANF and SN MOE Detail Report" and the "Participation and Engagement Status Report" are reviewed monthly by the supervisor as it is a reliable case by case summary of those clients participating and not participating. During weekly 1:1 supervision, cases are discussed to determine appropriate employment activity assignment giving priority to the non-exempt, non-participating and not countable individuals.

- 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	20	10	<p>Non-exempt Temporary Assistance applicants are assigned to a supervised job search. Job search in Washington County is defined as a minimum of 20 contacts per week and a minimum of 10 hours per week for those individuals assigned to a job search.</p> <p>Applicants are required to report job search outcomes on a log they keep of the time required to complete such activities as submitting applications, time spent interviewing, preparing and sending follow-up materials, identification of jobs and travel time between potential employers. The job search log is submitted weekly via mail and reviewed on a weekly basis to assess how complete and reasonable the search is. The Employment Senior Social Service Examiners contact the individual on a weekly basis to provide case management services which include reviewing job contacts with individual and discussing supportive services to ensure the individual has childcare, transportation, computer/internet access and other resources needed to participate in the job search assigned. The individual's search for work is supported by the Agency's job development procedures where job referrals are tailored to the client work abilities and interests. The client is advised to document all work activities on the log to ensure the client is not being required to participate more than 40 hours per week in combined activities.</p>
SNA Individuals	20	10	<p>Non-exempt Temporary Assistance applicants are assigned to a supervised job search. Job search in Washington County is defined as a minimum of 20 contacts per week and a minimum of 10 hours per week for those individuals assigned to a job search.</p> <p>Applicants are required to report job search outcomes on a log they keep of the time required to complete such activities as submitting applications, time spent interviewing, preparing and sending follow-up materials, identification of jobs and travel time between potential employers. The job search log is submitted via mail and is reviewed on a weekly basis via phone contact to assess how complete and reasonable the search is. The Employment Senior Social Service Examiners contact the individual to discuss job search outcomes and also discusses supportive services at that time to ensure the individual has transportation, computer/internet access and other resources to participate in the job search as assigned. The individual's search for work is supported by the Agency's job development procedures where job referrals are tailored to the client work abilities and interests. The client is advised to document all work activities on the log to ensure the client is not being</p>

<b>Applicant Job Search</b>	<b>Min. Contacts</b>	<b>Min. Hours</b>	<b>Additional Information</b>
			required to participate more than 40 hours per week in combined activities.

- 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**

<b>Recipient Job Search</b>	<b>Min. Contacts</b>	<b>Min. Hours</b>	<b>Additional Information</b>
TANF and SNA MOE	20	10	The recipient job search procedure is exactly as described above to include the case management services provided and is a continuum of what the individual is doing as an applicant. Hours of job search may be adjusted for individuals participating in a combination of work activities but will not exceed a total of 40 hours per week. The maximum number of weeks for supervised job search is 12 weeks.
SNA Individuals	20	10	The recipient job search procedure is exactly as described above to include the case management services provided and is a continuum of what the individual is doing as an applicant. Hours of job search may be adjusted for individuals participating in a combination of work activities but will not exceed a total of 40 hours per week. The maximum number of weeks for supervised job search is 12 weeks.

- 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:

Washington County may allow self-employment as a work activity to the extent of profit divided by minimum wage and the calculated hours per week would count toward their 40 hours of work activity provided the employment will lead to self-sufficiency. If their weekly total self-employment does not total 40 hours, they would be assigned additional work activities to a combined total not to exceed 40 hours per week.

## 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.

The Temporary Assistance Social Service Examiner completes the oral and written requirements at the time of the TA/SNAP interview or at recertification, for all non-exempt (can participate in work requirements) clients. Oral explanations will be presented at the interview and the worker sends the client either the LDSS-5193 or LDSS-5193A and documents in the case record that the oral and written requirements have been reviewed. If the applicant claims exemption from work requirements a LDSS-4526 medical assessment will be requested on a documentation requirement form. Once received, the LDSS-4526 is reviewed by the Employment Social Service Examiner. If the applicant is determined to not be medically exempt, the Senior will provide the oral and written requirements to the client and send them either the LDSS-5193 or LDSS-5193A, and document in the case record that the oral and written requirements have been met. If a recipient's employability status changes, the Employment Social Services Examiner will provide both oral and written requirements at that time. For NTA SNAP cases, the SNAP Social Services Examiner-Intake completes the oral and written requirements at the time of interview, for non-exempt individuals for new applications and recertification. The proper LDSS-5193/5193A is sent to the client and documented in the case record. If there is a change in the client's situation and they become a non-exempt participant, the Examiner processing the case will review the oral and written requirements, document the case record and send the appropriate LDSS-5193/5193A.

- 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):

Not mandated.

- 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.

Not mandated.

- 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 applicants and recipients are advised during application interviews and recertification interviews. There is a posting in the reception area of the available assistance with NTA SNAP job search. If an individual requests assistance with their job search efforts, they are assigned to an Employment Senior Social Services Examiner.

## 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.

A client is assigned an activity or program based on their individual assessment and employment plan. If after the assignment the provider/contractor determines that the client is not a good fit for the assigned activity, the provider/contractor is to notify the agency immediately to discuss why they came to that determination. Once the agency is notified,

the Employment Senior Social Services Examiner will contact the client by phone to discuss the assigned activity being determined not a good fit and discuss assignment of a new activity if appropriate. This contact with the client will be done within 10 calendar days, The re-assignment will be completed as soon as possible.

- 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.

The providers are informed of their authority and responsibility to notify the agency on whether or not a client is a good fit for their program/activity, verbally at the time the Employment Senior Social Service Examiner is arranging for the client's assignment. The Employment Senior Social Service Examiner includes language in the client's referral for the assignment/activity under the Providers Comment section. The time frame to notify the agency within 10 days of determining the client is not a good fit is noted and to provide reasons for the determination.

- 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.

When notified that a client is not a good fit for an assigned activity/program, the Employment Senior Social Services examiner will conduct an interview with the provider/contractor to discuss the reasons why they came to that determination and if there is an opportunity for the client to be assigned different tasks or course correct. At the time the Employment Senior Social Services Examiner contacts the client to discuss the assignment not being a good fit, they will inquire with the client on their experience with the activity to determine a better suited assignment. Any provider determinations will be reviewed by the Principal Social Services Examiner to ensure their reasoning is appropriate and does not reflect a potential pattern of discrimination.

## **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:

Transportation assistance is provided in the form of bus tokens for individuals with access to public transportation. Also included in the Flexible Fund for Family Services for Washington County is an allocation for the purchase of gas cards, bus passes and mileage reimbursement for TANF eligible individuals to enable the applicant/recipient to job search, continue employment or accept employment. Work related expenses such as clothing, including but not limited to uniforms and footwear; job related safety equipment and tools not provided by the worksite or employer. These services are limited to gas cards up to \$50 per month if they travel 10 or more miles one way to work and \$25 per month if they travel less than 10 miles one way to work, help with car insurance-registration maximum of \$150.00 per family one-time payment, vehicle repairs up to a maximum of \$400 per family one-time payment and taxi rides to and from work for up to the first 30 days if needed. The Agency may also provide limited funding not to exceed \$200 for the job-related items that could include steel-toed boots, uniforms, shoes, tools and interview attire. Any client requests that would go above any standard allowance will be reviewed jointly with the Senior and Principal Social Services Examiners on a case-by-case basis to determine if an additional allowance will be provided.

- 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
No	Mileage reimbursement at the IRS Business rate (effective 1/1/2023 is 65 cents per mile)
Yes	Mile reimbursement at the IRS Medical/Moving rate (effective 1/1/2023 is 22 cents per mile)

Yes or No:	Transportation Assistance Provided
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:

Every attempt is made to assign the individual to a work activity in the town or village in which they reside. We have also made a greater use of taxi services to transport individuals to work assignments on a temporary basis while they are making other arrangements. At times we are not able to assign someone to an activity right in their town or village. During those rare times and because Washington County is a rural county, the client would be expected to walk up to 2 miles to a site. The rationale is that all closer work sites have been ruled out for various reasons and an assignment must be made for participation. In some cases, clients may not live on the bus route and therefore they are advised that they must walk up to 2 miles to get to the closest bus stop in order to get to their assigned work activity. In all cases, the individual's work limitations and circumstances such as weather conditions, safety of the route, traffic patterns and terrain will be taken into account when requiring someone to walk to an assigned work activity and that appropriate adjustments will be made based on such limitations.

- 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:

The district may provide any other supportive services which it deems necessary to allow individuals to secure employment or maintain their employment, if funding is available. These services may include transportation items such as gas cards up to \$50 per month if they travel 10 or more miles one way to work and \$25 per month if they travel less than 10 miles one way to work, bus tokens, help with car insurance-registration maximum of \$150.00 per family as a onetime payment, vehicle repairs up to a maximum of \$400 per family as one-time payment and taxi rides to and from work until they receive their first pay or up to the first 30 days if needed. The Agency may also provide limited funding not to exceed \$200 for job related items including steel toed boots, uniforms, shoes and tools. Any client requests that would go above any standard allowance will be reviewed jointly with the Senior and Principal Social Services Examiners on a case-by-case basis to determine if an additional allowance will be provided.

## 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 those services already mentioned, the district will provide a designated amount on a card that can be redeemed at a local retailer that carry most work-related items such as steel-toed boots, non-slip shoes and nurse's aide uniforms which are in-demand items for our clients.

- 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:

Transitional childcare payments may be available for eligible families following their Temporary Assistance case closure due to excess income, client request or increased child support and there is need for childcare to be able to remain employed. During this time period the client would need to apply for ongoing childcare benefits and would continue to receive childcare assistance if determined financially eligible.

## 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.):

Supportive Services available are gas cards and bus passes. The Welfare Employment Representatives will also provide information and referrals to community-based agencies that can assist the client with meeting their needs.

## 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:

When a recipient fails to comply with work activity assignments a Conciliation Notice is sent to the recipient advising them of their non-compliance and the recipient must respond to the conciliation within 10 days. If the client requests conciliation, they will be given a scheduled appointment to meet with the Employment Senior Social Service Examiner. If the client is not able to appear in person for the conciliation, the conciliation will be conducted via phone. The client has the opportunity to submit additional documentation to justify their reason for non-compliance. A written document is established with the client's reason for failure to comply with the assigned activity. The document is signed by the client if the client appears in person. A copy of this document is given to the client or mailed to the client and the district retains the original copy for the record. The client is advised that their claimed reason for failing to comply with the assigned activity will be discussed with a supervisor and they will be notified of the outcome by mail. The client is advised of their right to a fair hearing if they do not agree with the results of the conciliation. If the individual's failure to comply was determined to be willful and without good cause and the individual is ineligible for an exemption, a ten-day notice of negative action will be issued.

- 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**

<b>Yes or No:</b>	<b>Who makes the TA good cause/willfulness determination?</b>
Yes	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:

This district does not currently mandate non-TA SNAP applicants and recipients to participate in SNAP work activities. TA SNAP applicants and recipients' who fail to comply with a TA/SNAP employment requirement would be offered the opportunity to submit documentation supporting their claim of good cause or request for exemption. When that documentation is received the worker, and the supervisor will review the documentation

submitted and any pertinent information in the client's file to determine if the client is eligible for an exemption or the claim of good cause is justified. If it is determined that the failure to comply was with good cause, or the individual demonstrates compliance with the SNAP E&T activity assigned by the district to avoid the SNAP sanction or the client is eligible for an exemption, no negative action will be taken. TA/SNAP recipients who are subject to SNAP work requirements who fail to comply with an assigned employment activity will be sent Conciliation Notification, LDSS 4230 or LDSS 4230A depending on the status of the TA case (active or pending), will be given the opportunity to avoid the imposition of a SNAP E&T sanction through program compliance. Once the conciliation notice is sent, the individual will have 10 days to contact the Employment Senior Social Service Examiner and be assigned to a job search consisting of 5 job contacts and will be given three days to complete the job search and submit verification of their efforts to their Employment Senior Social Service Examiner. If the client fails to complete and submit the 5 job contacts in the specified period of time to avoid a sanction and it is determined that the individual's failure to comply was without good cause and ineligible for an exemption, a ten-day notice of negative action will be issued.

- 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>
Yes	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:

SNAP recipients who are subject to SNAP work requirements who fail to comply with an assigned employment activity will be sent Conciliation Notification and will be given the opportunity to avoid the imposition of a SNAP E&T sanction through program compliance. Once the conciliation notice is sent, the individual will have 10 days to contact the Employment Senior Social Service Examiner and be assigned to a job search consisting of 5 job contacts and submit verification of their efforts to their Employment Senior Social Service Examiner. If the client fails to complete and submit the 5 job contacts in the specified period of time to avoid a sanction and it is determined that the individual's failure to comply was willful and without good cause and the individual is ineligible for an exemption, a ten-day notice of negative action will be issued.

## 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:

A review of why the individual was sanctioned is done. If possible, the individual will be assigned to that same activity and will have to show compliance in that activity. Showing compliance will mean actually doing the activity. For example, if an individual was sanctioned for failure to comply with work experience, they must attend a work experience assignment for 3 days to show compliance before the sanction is ended. If the individual is not able to be assigned to the same activity to show compliance, then they will be assigned to another comparable work activity to demonstrate compliance. Their benefits will be restored back to the date they advised the Agency they were willing to comply once they have completed the 3 days at a work experience site or other agreed upon activity to show willingness to comply, but not before the end of the durational period. The sanctioned individual will be added back into case count without the need for a new application if the sanction did not result in case closure. If after the durational sanction period has ended the client claims to be work exempt the client will be added back to the case in the same time frame as a non-exempt individual who has complied and will be given the opportunity to submit medical documentation.

- 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:

A review of why the individual was sanctioned is done. If possible, the individual will be assigned to the same work activity and will have to show compliance in that activity. Showing compliance will mean actually doing the activity. The time period established for demonstrating compliance will be 3 days before the sanction is ended. The sanctioned individual will be added back into the SNAP case count the month after the individual contacted the Agency advising they were willing to comply provided the durational sanction period has ended. If the individual provides proof of an exemption from SNAP work registration, the individual would be added back to the SNAP case count the month after the documentation is submitted even if the durational sanction period has not ended.

## 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.

<b>Yes or No:</b>	<b>Who makes the TA good cause/willfulness determination?</b>
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**

<b>Yes or No:</b>	<b>How the district determines an individual's disabilities and/or work limitation</b>
Yes	District participates in the OTDA managed contract for independent medical evaluations.
No	District contracts directly with a physician to provide independent medical evaluations.
Yes	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: When a disability is claimed by a Temporary Assistance applicant or recipient the individual is given an LDSS 4526, Medical Examination for Employment Assessment, Disability Screening, and LDSS 4527 Alcoholism/Drug Addiction Determination, to have completed by their physician and returned to this Agency within 10 days. The individual is advised that this documentation is required for the district to determine whether the individual is exempt, nonexempt or work limited. When the completed LDSS 4526/LDSS 4527 is returned to this Agency the form is reviewed by the worker to determine if it has all necessary information to determine employability. The district accepts medical documentation other than the form LDSS-4526 as long as such documentation contains a specific diagnosis, prognosis, and a list of the individual's resulting work activity limitations. If the LDSS-4526 does not, the worker contacts the provider to gather the additional information needed to determine employability. If there are still questions on the client's employability, the client will be referred to Industrial Medicine Associates (IMA) per the OTDA contract (once approved) for the client to be assessed. If the client does not have an established medical provider or cannot be seen by their provider within 10 days, they will also be referred to IMA for an assessment. The LDSS-4527 is used to determine if the client's treatment plan impacts their ability to be employed.

- 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:

The worker sends the client a LDSS 4005 or LDSS 4005A advising the client of the district's employability determination. Each individual claiming a disability has either an in person or phone interview with an employment worker to review their medical information and to accomplish the following steps: (1) the disabling factor is identified, and the individual's level of participation is determined; (2) an individual participation plan is developed which includes any treatment plans specified by the physician or psychiatrist. Appropriate referrals will be made making use of existing community resources including non-contract provider Liberty House; (3) a referral for SSI is made if deemed appropriate. A letter is sent to the individual advising them that they must apply for SSI and provide verification of this. The employment worker tracks compliance with the SSI application requirement and appropriate action is taken if this is not done. If a client is referred to Industrial Medicine Associates (IMA) per the OTDA contract (once approved) for the client to be assessed due to insufficient information to make an employability determination, upon the agency receiving the assessment summary from IMA, the worker will review and determine exemption status. The worker sends the client a LDSS 4005 or LDSS 4005A advising them of the district's employability determination.

- 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**

<b>Yes or No:</b>	<b>District’s process for reviewing medical documentation</b>
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.
Yes	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: When a disability is claimed at application or recertification, or whenever there is reason to believe that an individual has a physical or mental impairment, the social services official will give the individual a medical form to be completed and returned to the agency within 10 days. The individual is advised that

Yes or No:	District's process for reviewing medical documentation
	<p>this documentation is required for the district to determine whether the individual is exempt, nonexempt or work limited. When all documentation is submitted the Employment Senior Social Service Examiner reviews and determines status. The district accepts medical documentation other than the form LDSS-4526 as long as such documentation contains a specific diagnosis, prognosis, and a list of the individual's resulting work activity limitations. The worker sends the client a LDSS 4005 or LDSS 4005A advising them of the district's employability determination. Each individual claiming a disability has either an in person or phone interview with an employment worker to review their medical information and to accomplish the following steps: (1) the disabling factor is identified, and the individual's level of participation is determined; (2) an individual participation plan is developed which includes any treatment plans specified by the physician or psychiatrist. Appropriate referrals will be made making use of existing community resources including non-contract provider Liberty House; (3) a referral for SSI is made if deemed appropriate. A letter is sent to the individual advising them that they must apply for SSI and provide verification of this. The employment worker tracks compliance with the SSI application requirement and appropriate action is taken if this is not done. When the completed LDSS 4526 is returned to this Agency the form is reviewed by the worker to determine if it has all necessary information to determine employability. If it does not, the worker contacts the provider to gather the additional information needed to determine employability. If there are still questions on the client's employability, the client will be referred to Industrial Medicine Associates (IMA) per the OTDA contract (once approved) for the client to be assessed. Upon the agency receiving the assessment summary from IMA, the worker will review and determine status. The worker sends the client a LDSS 4005 or LDSS 4005A advising them of the district's employability determination.</p>

## 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

Yes or No:	Screening Tools
No	LDSS 5009 - Mental Health Screening Tool
No	The computer assisted version of the Modified Mini Screening tool (MMS)
No	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.).

An individual that claims a disability is required to submit medical documentation from their medical provider. When the medical documentation is returned, the employment worker verifies that a specific diagnosis is indicated, any work limitation or disabilities are present, and length of time the client will be disabled and if treatment is recommended. The Employment Senior Social Service Examiner reviews the information to determine if there is potential to improve the individual's ability to work through rehabilitation or treatment. This information is reviewed with a unit supervisor as needed.

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

If the medical indicates that treatment is needed for the client to be restored to self-sufficiency, then the client is notified in writing that they are obligated to enter such treatment program and show verification that they have enrolled and are attending. The Employment Senior Social Service Examiners are familiar with available resources and providers in the community and can make appropriate referrals for appropriate treatment. The process may also include a requirement to apply for SSI so that a reduced dependence on TA may be pursued. This must also be verified by the client.

- 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.

When a treatment plan is initiated, the client is advised by the district of the requirement for them to participate in the designated treatment program and the employment worker is responsible to obtain tracking forms completed by the physician/therapist monthly. The form documents the dates of actual attendance, the hours per day, any missed appointments and progress updates.

## **10. District Certification**

### **10.1 Certification**

As a condition of the receipt of federal and State funds the Local District Commissioner of Washington 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.

1/17/2024  
Tammy Delorme  
Commissioner