

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

January 1, 2020 – December 31, 2021

## **Albany County**

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## **Section 1- Assurances**

As a condition of the receipt of federal and State funds the Albany 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, 2020 through December 31, 2021. As Commissioner of Albany County Department of Social Services, I hereby affirm that employment services programs will be administered in accordance with all applicable federal and State policies, laws, regulations and provisions of this Plan.

/s/ MM 11/22/2019

Michele McClave, Social Services Commissioner

November 22, 2019, Date

Amendments to this Plan:

Date Approved OTDA	Section(s) Amended

(To be completed by OTDA)

## **Section 2 Administration**

### **Section 2.1 Administrative Structure**

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.

Following 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. The responsibilities of each office are described below.

The Employment Unit is the office within Albany County Department of Social Services that is responsible for the operation of the Welfare-To-Work (WTW) program. This unit will design programs to identify and meet the needs of the TANF, SN-MOE, SN non-MOE and SNAP programs' clientele. The Employment Unit is responsible for the development of Requests for Proposals (RFP) pursuant to Albany County's procurement policies for many of the employment services offered in Albany County. Such RFP's may be completed on a yearly basis or less frequently, as need arises. The RFP is intended to recommend the purchase of services that are not already provided by the New York State Office of Temporary and Disability Assistance or by the Capitol Region Workforce Development Board (WDB) or are otherwise available without cost.

Employment Unit administrative staff works with the WDB to recommend programming for eligible TANF recipients (and others at risk) under the WTW funding. When possible, that collaboration will include participating in the WDB's RFP process.

Employment Unit staff monitors and reports on all WTW programs through local databases, which are maintained by this office. State requirements for reporting and tracking through updates to the WTW Caseload Management System (WTWCMS) are accomplished by the Employment Unit staff. WTWCMS, which is maintained by New York State, calculates local district's federal and state participation rates. The performance based employment services contracts awarded through Albany County's Comprehensive Employment Services RFP are monitored by the Employment Unit Contract Manager. Provider payments based upon performance and achievement of benchmarks are paid directly through the Comptroller's office once the claim is approved by the Contract Manager.

Employment Unit staff will directly provide or participate in the delivery of services such as orientation classes, job fairs, conduct outreach to employers with potential employment opportunities suitable for our client base and job placement. Employment Unit staff will provide call-in services to meet recruitment requirements when it is deemed necessary, as well as provide liaison services between case management staff and service providers when necessary. Department of Social Services staff including Employment Unit staff is available as needed at the Department of Labor located at 175 Central Avenue to assist the underemployed Temporary Assistance population.

Employment Unit staff contacts the Temporary Assistance recipient to complete an employment assessment. Assessments are completed for all individuals ages 18 and over (or 16-17 year olds without a high school diploma [not attending secondary school]) in households with dependent children, regardless if the individual is exempt or non-exempt. Assessments are completed within time frames required by federal and state regulations and updated as needed no less than annually. During the assessment and employment plan development, Employment

Unit staff will determine the recipient’s employability level, then refer to either the appropriate program, monitor employment, request medical verification for those indicating a personal barrier to employment, or a combination of these. Medical verification can come from the recipient’s practitioner and/or the recipient may be referred for a consultative examination for further review. Employment codes can be changed to reflect present status, making the recipient either exempt from employment requirements or requiring participation.

Employment Unit staff works with all applicants and recipients to assist them in becoming and remaining employable.

**Section 2.2 TA and SNAP Employment & Training (SNAP E&T) Provider Agencies**

**Table 1 - Contracts Associated with TA and SNAP Employment Programs and Services**

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 assessments 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 oversight to ensure that contractors perform in accordance with the terms, conditions, and specifications of their contracts.

<b>Provider</b>	<b>Total Contract Cost (per year)</b>	<b>Funding Source(s) (Check all that apply)</b>	<b>Categories of Clients Served (Check all that apply)</b>	<b>Programs, Services or Activities Provided</b>
The Altamont Program, Inc.	\$529,700	<input type="checkbox"/> FFFS <input type="checkbox"/> SNAP E&T <input type="checkbox"/> Local <input type="checkbox"/> Other	<input type="checkbox"/> FA <input type="checkbox"/> SNA Family <input type="checkbox"/> SNA Individual <input type="checkbox"/> SNAP <input type="checkbox"/> TANF 200%	Intensive case management with a focus on facilitating people from public dependency to the workforce through orientation and assessment, job readiness and job skills training, job search and linkage to community resources for additional services such as vocational/educational/training /job development/job placement/work experience, etc.
	\$0	<input type="checkbox"/> FFFS <input type="checkbox"/> SNAP E&T <input type="checkbox"/> Local <input type="checkbox"/> Other	<input type="checkbox"/> FA <input type="checkbox"/> SNA Family <input type="checkbox"/> SNA Individual <input type="checkbox"/> SNAP <input type="checkbox"/> TANF 200%	

<b>Provider</b>	<b>Total Contract Cost (per year)</b>	<b>Funding Source(s) (Check all that apply)</b>	<b>Categories of Clients Served (Check all that apply)</b>	<b>Programs, Services or Activities Provided</b>
	\$0	<input type="checkbox"/> FFFS <input type="checkbox"/> SNAP E&T <input type="checkbox"/> Local <input type="checkbox"/> Other	<input type="checkbox"/> FA <input type="checkbox"/> SNA Family <input type="checkbox"/> SNA Individual <input type="checkbox"/> SNAP <input type="checkbox"/> TANF 200%	
	\$0	<input type="checkbox"/> FFFS <input type="checkbox"/> SNAP E&T <input type="checkbox"/> Local <input type="checkbox"/> Other	<input type="checkbox"/> FA <input type="checkbox"/> SNA Family <input type="checkbox"/> SNA Individual <input type="checkbox"/> SNAP <input type="checkbox"/> TANF 200%	
	\$0	<input type="checkbox"/> FFFS <input type="checkbox"/> SNAP E&T <input type="checkbox"/> Local <input type="checkbox"/> Other	<input type="checkbox"/> FA <input type="checkbox"/> SNA Family <input type="checkbox"/> SNA Individual <input type="checkbox"/> SNAP <input type="checkbox"/> TANF 200%	
	\$0	<input type="checkbox"/> FFFS <input type="checkbox"/> SNAP E&T <input type="checkbox"/> Local <input type="checkbox"/> Other	<input type="checkbox"/> FA <input type="checkbox"/> SNA Family <input type="checkbox"/> SNA Individual <input type="checkbox"/> SNAP <input type="checkbox"/> TANF 200%	
	\$0	<input type="checkbox"/> FFFS <input type="checkbox"/> SNAP E&T <input type="checkbox"/> Local <input type="checkbox"/> Other	<input type="checkbox"/> FA <input type="checkbox"/> SNA Family <input type="checkbox"/> SNA Individual <input type="checkbox"/> SNAP <input type="checkbox"/> TANF 200%	
	\$0	<input type="checkbox"/> FFFS <input type="checkbox"/> SNAP E&T <input type="checkbox"/> Local <input type="checkbox"/> Other	<input type="checkbox"/> FA <input type="checkbox"/> SNA Family <input type="checkbox"/> SNA Individual <input type="checkbox"/> SNAP <input type="checkbox"/> TANF 200%	
	\$0	<input type="checkbox"/> FFFS <input type="checkbox"/> SNAP E&T <input type="checkbox"/> Local <input type="checkbox"/> Other	<input type="checkbox"/> FA <input type="checkbox"/> SNA Family <input type="checkbox"/> SNA Individual <input type="checkbox"/> SNAP <input type="checkbox"/> TANF 200%	
	\$0	<input type="checkbox"/> FFFS <input type="checkbox"/> SNAP E&T <input type="checkbox"/> Local <input type="checkbox"/> Other	<input type="checkbox"/> FA <input type="checkbox"/> SNA Family <input type="checkbox"/> SNA Individual <input type="checkbox"/> SNAP <input type="checkbox"/> TANF 200%	
	\$0	<input type="checkbox"/> FFFS <input type="checkbox"/> SNAP E&T <input type="checkbox"/> Local <input type="checkbox"/> Other	<input type="checkbox"/> FA <input type="checkbox"/> SNA Family <input type="checkbox"/> SNA Individual <input type="checkbox"/> SNAP <input type="checkbox"/> TANF 200%	
	\$0	<input type="checkbox"/> FFFS <input type="checkbox"/> SNAP E&T <input type="checkbox"/> Local <input type="checkbox"/> Other	<input type="checkbox"/> FA <input type="checkbox"/> SNA Family <input type="checkbox"/> SNA Individual <input type="checkbox"/> SNAP <input type="checkbox"/> TANF 200%	
	\$0	<input type="checkbox"/> FFFS <input type="checkbox"/> SNAP E&T <input type="checkbox"/> Local <input type="checkbox"/> Other	<input type="checkbox"/> FA <input type="checkbox"/> SNA Family <input type="checkbox"/> SNA Individual <input type="checkbox"/> SNAP <input type="checkbox"/> TANF 200%	

**Table 2 – Other Service Providers**

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.

<b>Provider</b>	<b>Funding Source(s) (if known)</b>	<b>Categories of Clients Served (Check all that apply)</b>	<b>Programs, Services or Activities Provided</b>
Albany Community Action Partnership	Career Pathways Program	<input type="checkbox"/> FA <input type="checkbox"/> SNA Family <input type="checkbox"/> SNA Individual <input type="checkbox"/> SNAP <input type="checkbox"/> TANF 200%	Job skills training, job placement and retention programs
Albany Community Action Partnership	Health Professions Opportunities Grants- Dept. of Health & Human Services- Office of Family Assistance	<input type="checkbox"/> FA <input type="checkbox"/> SNA Family <input type="checkbox"/> SNA Individual <input type="checkbox"/> SNAP <input type="checkbox"/> TANF 200%	Health care career readiness, job training, job placement and retention programs
Albany Community Action Partnership	Dress for Success Program	<input type="checkbox"/> FA <input type="checkbox"/> SNA Family <input type="checkbox"/> SNA Individual <input type="checkbox"/> SNAP <input type="checkbox"/> TANF 200%	Interview and employment appropriate clothing and case management services for women
Albany Community Action Partnership	Non-financial	<input type="checkbox"/> FA <input type="checkbox"/> SNA Family <input type="checkbox"/> SNA Individual <input type="checkbox"/> SNAP <input type="checkbox"/> TANF 200%	Work site sponsor, hosts orientation and/or assessment activities for our clients
Albany County Mental Health Re-entry Task Force	Non-financial	<input type="checkbox"/> FA <input type="checkbox"/> SNA Family <input type="checkbox"/> SNA Individual <input type="checkbox"/> SNAP <input type="checkbox"/> TANF 200%	Case management and cognitive behavioral program linkage for high-risk, recently incarcerated individuals
Albany Housing Coalition	Non-financial	<input type="checkbox"/> FA <input type="checkbox"/> SNA Family <input type="checkbox"/> SNA Individual <input type="checkbox"/> SNAP <input type="checkbox"/> TANF 200%	Veteran focused work site sponsor, job skills training, job placement and retention programs
Albany International Center	Non-Financial	<input type="checkbox"/> FA <input type="checkbox"/> SNA Family <input type="checkbox"/> SNA Individual <input type="checkbox"/> SNAP <input type="checkbox"/> TANF 200%	ESL, job skills training, job placement and retention programs



<b>Provider</b>	<b>Funding Source(s) (if known)</b>	<b>Categories of Clients Served (Check all that apply)</b>	<b>Programs, Services or Activities Provided</b>
Albany Medical Center Hospital Volunteer Services	Non-Financial	<input type="checkbox"/> FA <input type="checkbox"/> SNA Family <input type="checkbox"/> SNA Individual <input type="checkbox"/> SNAP <input type="checkbox"/> TANF 200%	Work site sponsor
Albany Public Library	Non-Financial	<input type="checkbox"/> FA <input type="checkbox"/> SNA Family <input type="checkbox"/> SNA Individual <input type="checkbox"/> SNAP <input type="checkbox"/> TANF 200%	Work site sponsor, hosts orientation and/or assessment activities for our clients
Albany Stratton VA Medical Center	Non-Financial	<input type="checkbox"/> FA <input type="checkbox"/> SNA Family <input type="checkbox"/> SNA Individual <input type="checkbox"/> SNAP <input type="checkbox"/> TANF 200%	Work site sponsor
Alpha Pregnancy Center	Non-Financial	<input type="checkbox"/> FA <input type="checkbox"/> SNA Family <input type="checkbox"/> SNA Individual <input type="checkbox"/> SNAP <input type="checkbox"/> TANF 200%	Work site sponsor
Arbor Hill Community Center	Non-Financial	<input type="checkbox"/> FA <input type="checkbox"/> SNA Family <input type="checkbox"/> SNA Individual <input type="checkbox"/> SNAP <input type="checkbox"/> TANF 200%	Work site sponsor
Aurora Foundation of the Northeast, Inc.	Non-Financial	<input type="checkbox"/> FA <input type="checkbox"/> SNA Family <input type="checkbox"/> SNA Individual <input type="checkbox"/> SNAP <input type="checkbox"/> TANF 200%	Work site sponsor
Austin Beauty School	Non-Financial	<input type="checkbox"/> FA <input type="checkbox"/> SNA Family <input type="checkbox"/> SNA Individual <input type="checkbox"/> SNAP <input type="checkbox"/> TANF 200%	Vocational education, job skills training, job placement and retention programs
BOCES-Capital Region Adult Literacy Zone	Non-Financial	<input type="checkbox"/> FA <input type="checkbox"/> SNA Family <input type="checkbox"/> SNA Individual <input type="checkbox"/> SNAP <input type="checkbox"/> TANF 200%	ESL, HSE, vocational education, job skills training, job placement and retention programs
Branford Hall	Non-Financial	<input type="checkbox"/> FA <input type="checkbox"/> SNA Family <input type="checkbox"/> SNA Individual <input type="checkbox"/> SNAP <input type="checkbox"/> TANF 200%	Vocational education, job skills training, job placement and retention programs
Brightside Up, Inc	Non-Financial	<input type="checkbox"/> FA <input type="checkbox"/> SNA Family <input type="checkbox"/> SNA Individual <input type="checkbox"/> SNAP <input type="checkbox"/> TANF 200%	Child Care resource and referral agency, work site sponsor
Bryant and Stratton	Non-Financial	<input type="checkbox"/> FA <input type="checkbox"/> SNA Family <input type="checkbox"/> SNA Individual <input type="checkbox"/> SNAP <input type="checkbox"/> TANF 200%	Vocational education, job skills training, job placement and retention programs
Capital District Center for Independence	Non-Financial	<input type="checkbox"/> FA <input type="checkbox"/> SNA Family <input type="checkbox"/> SNA Individual <input type="checkbox"/> SNAP <input type="checkbox"/> TANF 200%	Work site sponsor

<b>Provider</b>	<b>Funding Source(s) (if known)</b>	<b>Categories of Clients Served (Check all that apply)</b>	<b>Programs, Services or Activities Provided</b>
Career Center	Non-Financial	<input type="checkbox"/> FA <input type="checkbox"/> SNA Family <input type="checkbox"/> SNA Individual <input type="checkbox"/> SNAP <input type="checkbox"/> TANF 200%	Hosts orientation and/or assessment activities for our clients
Catholic Charities of the Diocese of Albany	Non-Financial	<input type="checkbox"/> FA <input type="checkbox"/> SNA Family <input type="checkbox"/> SNA Individual <input type="checkbox"/> SNAP <input type="checkbox"/> TANF 200%	Work site sponsor
Centro Civico Hispanico Americano	Non-Financial	<input type="checkbox"/> FA <input type="checkbox"/> SNA Family <input type="checkbox"/> SNA Individual <input type="checkbox"/> SNAP <input type="checkbox"/> TANF 200%	Work site sponsor
CEO Youth Build Troy	Non-Financial	<input type="checkbox"/> FA <input type="checkbox"/> SNA Family <input type="checkbox"/> SNA Individual <input type="checkbox"/> SNAP <input type="checkbox"/> TANF 200%	Vocational education, job skills training, job placement and retention programs
Cohoes Multi Service Senior Center and Community Center	Non-Financial	<input type="checkbox"/> FA <input type="checkbox"/> SNA Family <input type="checkbox"/> SNA Individual <input type="checkbox"/> SNAP <input type="checkbox"/> TANF 200%	Work site sponsor
Columbia Greene Community College	Non-Financial	<input type="checkbox"/> FA <input type="checkbox"/> SNA Family <input type="checkbox"/> SNA Individual <input type="checkbox"/> SNAP <input type="checkbox"/> TANF 200%	Secondary and post-secondary community college with a 1 year certificate or a 2 year associates degree
Community Maternity Services	Non-Financial	<input type="checkbox"/> FA <input type="checkbox"/> SNA Family <input type="checkbox"/> SNA Individual <input type="checkbox"/> SNAP <input type="checkbox"/> TANF 200%	Work site sponsor
Cornell Cooperative Extension	Non-Financial	<input type="checkbox"/> FA <input type="checkbox"/> SNA Family <input type="checkbox"/> SNA Individual <input type="checkbox"/> SNAP <input type="checkbox"/> TANF 200%	Work site sponsor
Educational Opportunity Center-Capital District	UCAWD OTDA	<input type="checkbox"/> FA <input type="checkbox"/> SNA Family <input type="checkbox"/> SNA Individual <input type="checkbox"/> SNAP <input type="checkbox"/> TANF 200%	Vocational education, job skills training, job placement and retention programs. Programs include building trades, certified nursing assistant, cosmetology, culinary arts, medical office administration, security guard training, welding as well as ESL, HSE prep (academic enrichment) and college prep.
Educational Opportunity Center-Capital District ATTAIN Lab	UCAWD OTDA	<input type="checkbox"/> FA <input type="checkbox"/> SNA Family <input type="checkbox"/> SNA Individual <input type="checkbox"/> SNAP <input type="checkbox"/> TANF 200%	Job skills training, job placement and retention programs
Educational Opportunity Center-Capital District	Non-Financial	<input type="checkbox"/> FA <input type="checkbox"/> SNA Family <input type="checkbox"/> SNA Individual <input type="checkbox"/> SNAP <input type="checkbox"/> TANF 200%	Hosts orientation and/or assessment activities for our clients
Equinox, Inc.	Non-Financial	<input type="checkbox"/> FA <input type="checkbox"/> SNA Family <input type="checkbox"/> SNA Individual <input type="checkbox"/> SNAP <input type="checkbox"/> TANF 200%	Work site sponsor

<b>Provider</b>	<b>Funding Source(s) (if known)</b>	<b>Categories of Clients Served (Check all that apply)</b>	<b>Programs, Services or Activities Provided</b>
Frank Chapman Memorial Institute	Non-Financial	<input type="checkbox"/> FA <input type="checkbox"/> SNA Family <input type="checkbox"/> SNA Individual <input type="checkbox"/> SNAP <input type="checkbox"/> TANF 200%	Work site sponsor
Glenmont Job Corps	Non-Financial	<input type="checkbox"/> FA <input type="checkbox"/> SNA Family <input type="checkbox"/> SNA Individual <input type="checkbox"/> SNAP <input type="checkbox"/> TANF 200%	Vocational education, job skills training, job placement and retention programs
Grassroots Givers	Non-Financial	<input type="checkbox"/> FA <input type="checkbox"/> SNA Family <input type="checkbox"/> SNA Individual <input type="checkbox"/> SNAP <input type="checkbox"/> TANF 200%	Work site sponsor
Holy Spirit Church	Non-Financial	<input type="checkbox"/> FA <input type="checkbox"/> SNA Family <input type="checkbox"/> SNA Individual <input type="checkbox"/> SNAP <input type="checkbox"/> TANF 200%	ESL
Homeless and Travelers Aid Society (HATAS)	Non-Financial	<input type="checkbox"/> FA <input type="checkbox"/> SNA Family <input type="checkbox"/> SNA Individual <input type="checkbox"/> SNAP <input type="checkbox"/> TANF 200%	Work site sponsor
Hope House	Non-Financial	<input type="checkbox"/> FA <input type="checkbox"/> SNA Family <input type="checkbox"/> SNA Individual <input type="checkbox"/> SNAP <input type="checkbox"/> TANF 200%	Work site sponsor
Hudson Valley Community College	Non-Financial	<input type="checkbox"/> FA <input type="checkbox"/> SNA Family <input type="checkbox"/> SNA Individual <input type="checkbox"/> SNAP <input type="checkbox"/> TANF 200%	Secondary and post-secondary community college with a 1 year certificate or a 2 year associates degree
Interfaith Partnership for the Homeless (IPH)	Non-Financial	<input type="checkbox"/> FA <input type="checkbox"/> SNA Family <input type="checkbox"/> SNA Individual <input type="checkbox"/> SNAP <input type="checkbox"/> TANF 200%	Work site sponsor
Literacy NY - Greater Capital Region	Non-Financial	<input type="checkbox"/> FA <input type="checkbox"/> SNA Family <input type="checkbox"/> SNA Individual <input type="checkbox"/> SNAP <input type="checkbox"/> TANF 200%	ESL, HSE prep
Loudonville Community Church	Non-Financial	<input type="checkbox"/> FA <input type="checkbox"/> SNA Family <input type="checkbox"/> SNA Individual <input type="checkbox"/> SNAP <input type="checkbox"/> TANF 200%	Work site sponsor
Mildred Elley College	Non-Financial	<input type="checkbox"/> FA <input type="checkbox"/> SNA Family <input type="checkbox"/> SNA Individual <input type="checkbox"/> SNAP <input type="checkbox"/> TANF 200%	Vocational education with a 1 year certificate, job skills training and job placement
Northeastern Association for the Blind	Non-Financial	<input type="checkbox"/> FA <input type="checkbox"/> SNA Family <input type="checkbox"/> SNA Individual <input type="checkbox"/> SNAP <input type="checkbox"/> TANF 200%	Work site sponsor
OTDA JOBS	Non-Financial	<input type="checkbox"/> FA <input type="checkbox"/> SNA Family <input type="checkbox"/> SNA Individual <input type="checkbox"/> SNAP <input type="checkbox"/> TANF 200%	Job referral and job placement through Career Center

<b>Provider</b>	<b>Funding Source(s) (if known)</b>	<b>Categories of Clients Served (Check all that apply)</b>	<b>Programs, Services or Activities Provided</b>
Rehabilitation Support Services, Inc.	Non-Financial	<input type="checkbox"/> FA <input type="checkbox"/> SNA Family <input type="checkbox"/> SNA Individual <input type="checkbox"/> SNAP <input type="checkbox"/> TANF 200%	Work site sponsor
Refugee and Immigrant Support Services of Emmaus (RISSE)	Non-Financial	<input type="checkbox"/> FA <input type="checkbox"/> SNA Family <input type="checkbox"/> SNA Individual <input type="checkbox"/> SNAP <input type="checkbox"/> TANF 200%	ESL, Job skills training, job placement, work site sponsor
Refugee Welcome Corporation	Non-Financial	<input type="checkbox"/> FA <input type="checkbox"/> SNA Family <input type="checkbox"/> SNA Individual <input type="checkbox"/> SNAP <input type="checkbox"/> TANF 200%	ESL
Schenectady County Community College	Non-Financial	<input type="checkbox"/> FA <input type="checkbox"/> SNA Family <input type="checkbox"/> SNA Individual <input type="checkbox"/> SNAP <input type="checkbox"/> TANF 200%	Secondary and post-secondary community college with a 1 year certificate or a 2 year associates degree
Senior Services of Albany	Non-Financial	<input type="checkbox"/> FA <input type="checkbox"/> SNA Family <input type="checkbox"/> SNA Individual <input type="checkbox"/> SNAP <input type="checkbox"/> TANF 200%	Work site sponsor
St. Catherine's Center for Children	Non-Financial	<input type="checkbox"/> FA <input type="checkbox"/> SNA Family <input type="checkbox"/> SNA Individual <input type="checkbox"/> SNAP <input type="checkbox"/> TANF 200%	Work site sponsor
St. Catherine's Center for Children - Marillac Family Tier II Chelter	Non-Financial	<input type="checkbox"/> FA <input type="checkbox"/> SNA Family <input type="checkbox"/> SNA Individual <input type="checkbox"/> SNAP <input type="checkbox"/> TANF 200%	Hosts orientation and/or assessment activities for our clients
St. Joseph's Housing, Inc.	Non-Financial	<input type="checkbox"/> FA <input type="checkbox"/> SNA Family <input type="checkbox"/> SNA Individual <input type="checkbox"/> SNAP <input type="checkbox"/> TANF 200%	Work site sponsor
St. Peter's Healthcare Services Rehabilitation Center	Non-Financial	<input type="checkbox"/> FA <input type="checkbox"/> SNA Family <input type="checkbox"/> SNA Individual <input type="checkbox"/> SNAP <input type="checkbox"/> TANF 200%	Work site sponsor
St. Peter's Health Partners	Non-Financial	<input type="checkbox"/> FA <input type="checkbox"/> SNA Family <input type="checkbox"/> SNA Individual <input type="checkbox"/> SNAP <input type="checkbox"/> TANF 200%	Work site sponsor
The Altamont Program, Inc. - Schuyler Inn	Non-Financial	<input type="checkbox"/> FA <input type="checkbox"/> SNA Family <input type="checkbox"/> SNA Individual <input type="checkbox"/> SNAP <input type="checkbox"/> TANF 200%	Work site sponsor
The Altamont Program, Inc. - Schuyler Inn	Non-Financial	<input type="checkbox"/> FA <input type="checkbox"/> SNA Family <input type="checkbox"/> SNA Individual <input type="checkbox"/> SNAP <input type="checkbox"/> TANF 200%	Hosts orientation and/or assessment activities for our clients
The Altamont Program, Inc. - Franklin Avenue site	Non-Financial	<input type="checkbox"/> FA <input type="checkbox"/> SNA Family <input type="checkbox"/> SNA Individual <input type="checkbox"/> SNAP <input type="checkbox"/> TANF 200%	Hosts orientation and/or assessment activities for our clients

Provider	Funding Source(s) (if known)	Categories of Clients Served (Check all that apply)	Programs, Services or Activities Provided
Trinity Institute	Non-Financial	<input type="checkbox"/> FA <input type="checkbox"/> SNA Family <input type="checkbox"/> SNA Individual <input type="checkbox"/> SNAP <input type="checkbox"/> TANF 200%	Work site sponsor
U. S. Committee for Refugees and Immigrants	OTDA BRS	<input type="checkbox"/> FA <input type="checkbox"/> SNA Family <input type="checkbox"/> SNA Individual <input type="checkbox"/> SNAP <input type="checkbox"/> TANF 200%	ESL, Job skills training, job placement, work site sponsor
Womens Employment & Resource Center (WERC)	OTDA DOL	<input type="checkbox"/> FA <input type="checkbox"/> SNA Family <input type="checkbox"/> SNA Individual <input type="checkbox"/> SNAP <input type="checkbox"/> TANF 200%	Career readiness, computer skill enhancement, work force preparation training, job seekers forums, job placement and job retention services
Womens Employment & Resource Center (WERC)	Non-Financial	<input type="checkbox"/> FA <input type="checkbox"/> SNA Family <input type="checkbox"/> SNA Individual <input type="checkbox"/> SNAP <input type="checkbox"/> TANF 200%	Work site sponsor
Youth L.I.F.E. Support Network, Inc	Non-Financial	<input type="checkbox"/> FA <input type="checkbox"/> SNA Family <input type="checkbox"/> SNA Individual <input type="checkbox"/> SNAP <input type="checkbox"/> TANF 200%	Work site sponsor
		<input type="checkbox"/> FA <input type="checkbox"/> SNA Family <input type="checkbox"/> SNA Individual <input type="checkbox"/> SNAP <input type="checkbox"/> TANF 200%	
		<input type="checkbox"/> FA <input type="checkbox"/> SNA Family <input type="checkbox"/> SNA Individual <input type="checkbox"/> SNAP <input type="checkbox"/> TANF 200%	
		<input type="checkbox"/> FA <input type="checkbox"/> SNA Family <input type="checkbox"/> SNA Individual <input type="checkbox"/> SNAP <input type="checkbox"/> TANF 200%	

## Section 2.3 OTDA Jobs Staff Agreement

### OTDA Jobs Program Services – Target Groups

(“X” signifies those that apply in this district)

<b>Services</b>		<b>Target Groups</b>	
Assessment/Employment Plan	=	Applicants	=
Supervised Job Search	=	FA & SNA with children	=
Job Readiness Training	=	SNA without Children	=
Job Club	=	SNAP	=
Job Placement Services	=	TANF 200%	=
Grant Diversion	=		
Job Development (employer outreach)	=		
WOTC pre-certifications	=		

### Other Services Requested

Described below are additional services/duties which will be requested of Jobs staff (e.g. WTWCMS data entry, case conferencing, job fairs)

- Work with all applicants/recipients/sanctioned individuals of Temporary Assistance and SNAP as requested by referring to job openings and to monitor job searches, report back to Employment staff with results both electronically via email and with supporting documentation
- Enter case notes into WTWCMS documenting the results of each contact on individuals
- Specific projects requiring job search assistance such as call-ins and group recertifications
- Front door diversion
- Job fairs
- Provide support services to active recipients as needed (i.e. the underemployed)
- Case conferencing
- Collaboration with job development

## Section 2.4 Access to Services at New York State Career Centers

In New York State, TANF is a required WIOA partner and must coordinate access to TANF services with the comprehensive Career Centers.

- a. Below is a description of how the district provides access to its programs and services with Career Center partners. Check all that apply:
  - = The district has employee(s) physically present at a Career Center
  - = The district has contract staff physically present at a Career Center
  - = The district makes available direct access to its program staff via phone or technology at a Career Center

— The district makes available copies of the LDSS-2921 (Common Application) at a Career Center

— Other: The district has employee(s) physically present at a Career Center a minimum of one day weekly.

- b. Please provide a description of how the district coordinates with Career Center partners with providing 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.

The district has direct linkage with the Career Center partners through the Career Central Employment Services Manager via face to face meetings, telephone and email communication. We also have direct linkage to the NYS JOBS staff located at Career Central. Additionally, we are an active collaborating partner on the Capital Region Workforce Development Board which is the local WIOA Business Service Team.

## **Section 3 Engagement and Work Preparation**

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

For purposes of satisfying the federal requirement which states 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, 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 3.4. Also included is pursuit of other forms of income such as SSI and SSDI.

Include any additional information regarding the district’s local “engaged in work” requirements:

### **Section 3.2 Orientation (Reference 18 NYCRR 385.5)**

Check one of the following:

The district provides orientation in accordance with 18 NYCRR Section 385.5 and no additional information is provided at orientation.

In addition to the requirements outlined in 18 NYCRR Section 385.5 of the regulations, the district’s orientation provides the following:

Described below is the manner in which the district completes the required orientation for all applicants and recipients of TA (e.g. in a group setting, individually, or a combination of both), including the orientation procedure for exempt individuals and non-exempt individuals, if different:

Orientation is completed in both a group setting and individually for our applicants and recipients.

Following the required alcohol and substance abuse screening all TANF and SN-MOE and SN Non-MOE applicants and recipients are scheduled to attend a group orientation given by Employment Unit case managers in accordance with Dept. Reg. 385.5. These group sessions, held at community provider sites in Albany County, review rights and responsibilities for both the agency and the applicant. Individuals are required to complete an initial assessment questionnaire to demonstrate job history, education, and written communication skills as part of orientation. The individual is then seen by Employment Unit staff for other activities, including but not limited to child care search and/or referral to OTDA JOBS Program staff for supervised Job Search.

Individual orientation is provided by the Employment Unit case manager for applicants and recipients who require language translation and recipients at case opening if necessary. Individual orientation is also provided at recertification by the Employment Unit case manager in collaboration with the Temporary Assistance Division.

### **Section 3.3 Assessment and Employment Planning**



## TA Assessment

(Reference 18 NYCRR 385.6 and 385.7)

Check one of the following:

a. The district conducts assessments as required by 18 NYCRR 385.6(a) and 385.7(a):

☐ The district enters assessments directly into WTCMS

☐ The district uses the LDSS 4980 (New York State Assessment) and later enters information into WTCMS.

☐ The district conducts assessments using a local equivalent tool, and later enters information into WTCMS. Attached is the local equivalent.

☐ The local equivalent does not contain additional elements other than what is required.

☐ The local equivalent does contain additional elements beyond what is required, listed below:

b. Describe the district procedure for the completion of an employment assessment:

Assessments are completed either by appointment face to face, or, on rare occasions, over the phone (i.e. due to health, transportation or employment issues). Occasionally Employment Unit staff will visit a client at their home to complete the assessment. Using the LDSS 4980 as a guide, information is gathered by hand, along with pay stubs and/or other employment verification if the client is employed or any medical information if the client is claiming a medical exemption. The information is recorded on a paper version of the LDSS 4980 (completed by both the worker and client) and later input into WTCMS following the interview and any referrals that may be issued by the Employment Unit staff.

c. The district administrative unit or contractor responsible for conducting assessments is:

Albany County DSS Employment Unit staff and contracted employment services provider(s) when contracted to provide assessments.

d. The qualifications of the employees conducting the assessment are at minimum: [Refer to requirements listed in 18 NYCRR 385.6(c) and 385.7(c)]

- Employed as an Eligibility Examiner 1 in Albany County DSS, or
- Other equivalent positions within the employer provider agencies or local government

NOTE: Providers include staff qualifications to this agency in their responses to RFP's for contracted employment services. This agency reviews that the individuals who the providers indicate as assessment staff meet the minimum requirement.

e. Applicants in households **with** dependent children are required to participate in completion of an assessment:

Yes       No

- f. Applicants in households **without** dependent children are required to participate in completion of an assessment:

Yes       No

- g. **Exempt** adults in households **without** dependent children are required to participate in the completion of an assessment:

Yes       No

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

Assesments are updated annually or when case circumstances dictate change.

### Temporary Assistance Employment Plan

(Reference 18 NYCRR 385.6 and 385.7)

- a. Check one of the following:

The district develops individual employment plans as required by 18 NYCRR 385.6(a) and 385.7(a):

The district enters employment plans directly into WTCMS.

The district uses the LDSS 4978 (New York State Employment Plan) and later enters information into WTCMS.

The district develops individual employment plans using a local equivalent tool and later enters information into WTCMS. Attached is the local equivalent.

The local equivalent **does not** contain additional elements other than what is required.

The local equivalent **does** contain additional elements beyond what is required, listed below:

- b. Check one of the following:

The same administrative unit or contractor that conducts employment assessments also develops employment plans.

A different district administrative unit or contractor develops employment plans, and their qualifications include

- c. Describe the district procedure for the completion of an individual's employment plan.

Employment plans are completed either by appointment face to face, or, on rare occasions, over the phone (i.e. due to health, transportation or employment issues) in connection with the assessment process. Occasionally Employment Unit staff will visit a client at their home to complete the employment plan. Using the LDSS 4978 as a guide, information gathered at assessment is then translated into a sequence of activities that

are necessary for a client to meet employment goals. The information is recorded on a paper version of the LDSS 4978 (completed by both the worker and client) and later input into WTCMS following the interview and any referrals that may be issued by the Employment Unit staff.

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

Employment plans are updated as goals are achieved or when case circumstances dictate change; employment plans are updated no less than annually.

**Section 3.4 Participation Rates and Work Activities (Reference 18 NYCRR 385.8 and 385.9)**

- a. Describe below how the district plans to meet federal and State TA participation rate requirements. Included is the weekly hours standard participation requirement 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 who status changed from exempt to nonexempt. Information regarding engaging exempt individuals is entered in Section 6:

The participation standard for all households, with or without children regardless of age, is up to 40 hours a week. Typically the time frame that it takes for nonexempt individuals to be engaged in activities for newly opened cases and individuals who's status changed from exempt to nonexempt is within one month.

Participation in countable hours of activity is monitored by Employment Unit staff through weekly and monthly reports provided by employment services providers and work experience site sponsors. Each time sheet is signed by the provider responsible for the activity. Service providers make the reports available to Employment Unit staff who then enters countable hours in to WTCMS, however pursuant to Employment Services RFP and subsequent contracts, service providers may be required to enter the information directly into WTCMS with backup documentation provided to the Employment Unit staff for case records.

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

	<b>Households with Dependent Children Average Monthly</b>	<b>Households without Dependent Children Average Monthly</b>
Individuals	250	150

- c. Describe below 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:

The Employment Unit Supervisory staff examines Cognos reports to monitor countable and non-countable activities and the number of participating recipients. Non-participating recipients who are non-exempt are targeted for engagement in countable activities. Cognos reports are provided to Employment Unit staff for ongoing management of their caseload. Additionally, Employment Unit Supervisory and case

management staff utilize the various reports in WTWCMS to maximize engagement and participation.

- d. Describe the extent to which the district requires Non-Temporary Assistance Supplemental Nutrition Assistance Program (NTA SNAP) recipients to participate in SNAP E&T work activities. If the district is offering Supervised Job Search as an E&T activity component, the district must describe how the job search activity will be supervised and tracked, including the frequency of monitoring the participant's job search efforts. (Please note: Case management services must be provided to all participants enrolled in an E&T activity):

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

If the district is not mandating SNAP E&T work activity assignments, please describe 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 make available job search as a SNAP E&T activity to NTA SNAP applicants and recipients):

During the certification/recertification interview all NTA SNAP applicants/recipients are screened for employability status. Client rights and responsibilities are discussed at this time and they are informed of the availability of job search assistance as well as supportive services available.

- e. Describe the district procedure for Job Search, including the required number of job search contacts and hours per week assigned. Also 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:

- 1. The district assigns TA **applicants** to Job Search.       Yes    No

If yes, the process for engaging TA **applicants** is:

Non-exempt SN non-MOE applicants are assigned to Job Search by the Employment Unit case manager following orientation. They are given a follow-up appointment with the OTDA JOBS staff to monitor their progress and provide job leads during the 45 day application period. Following orientation the non-exempt TANF and SN-MOE applicants who are immediately "job ready" (could accept a job that day) are referred to OTDA JOBS staff for Job Search and job leads. Non-exempt applicants that are not job ready are engaged in activities to enable them to become job ready (ie: child care search if child care is not available).

All non-exempt applicants are expected to Job Search for at least 35 hours per week. The applicant must report weekly and submit the attached Job Search Log (Attachment C). This log not only tracks employer contact information but also the amount of time spent to complete each job application/contact including travel time between employers. It is required that the logs will contain at least 15 contacts weekly and will be used to determine completeness and reasonableness of the activity. Job Searches to supplement other countable employment activities can be

assigned to applicants in hourly increments adjusted for individuals in combined activities not to exceed a total of 40 hours per week.

Applicant Job Search	Minimum Number of Contacts	Minimum Number of Hours	Additional Information
TANF and SNA MOE	15	35	
SNA Individuals	15	35	

2. The district assigns TA **recipients** to Job Search.  Yes  No

If yes, the process for engaging TA **recipients** is:

Supervised Job Search is a function of our contracted provider who monitors Job Search daily. Each Job Search log is reviewed for completeness and reasonableness. In situations where a recipient is not assigned to a contracted provider for this function (ie: underemployed/work experience) Job Search is followed as outlined above for applicants.

- f. Describe the district’s process and policy, including the guidelines workers follow, when determining whether participation in self-employment is approved as part of an individual’s required work activities. If the district always approves self-employment as part of an individual’s required work activities, please note this policy below. Self-employment is approved as part of an individual’s required work activities if the self-employment is anticipated to lead towards the individual’s self-sufficiency and the individual is earning at least the federal minimum wage. The district determines the number of hours that may be reported as self-employment by dividing the individual’s net income by the minimum wage. The individual may have to participate in additional employment activities to maintain their hourly participation requirement.
- g. The allowable work activities that are available in the social services district are listed and defined in the table on the next two pages. An “X” in the appropriate check box indicates the activity is available for individuals receiving Family Assistance (FA), Safety Net Assistance for households with children (SNA Fam), Safety Net Assistance for households without children (SNA IND), and/or Supplemental Nutrition Assistance Program (SNAP) benefits. A blank check box indicates the activity is not available for that case type.

	Activity and Definition
<input type="checkbox"/> FA <input type="checkbox"/> SNA Fam <input type="checkbox"/> SNA Ind <input type="checkbox"/> SNAP	<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.

<b>Activity and Definition</b>	
<ul style="list-style-type: none"> <li>— FA</li> <li>— SNA Fam</li> <li>— SNA Ind</li> <li>— SNAP</li> </ul>	<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>
<ul style="list-style-type: none"> <li>— FA</li> <li>— SNA Fam</li> <li>— SNA Ind</li> <li>— SNAP</li> </ul>	<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>
<ul style="list-style-type: none"> <li>— FA</li> <li>— SNA Fam</li> <li>— SNA Ind</li> <li>— SNAP</li> </ul>	<p><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.</p> <p>In addition to those components noted above, work experience will include unpaid internships that are part of any non-graduate student's education curriculum. (Note: Paid internships are to be reported as employment.)</p>
<ul style="list-style-type: none"> <li>— FA</li> <li>— SNA Fam</li> <li>— SNA Ind</li> <li>— SNAP</li> </ul>	<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>OJT will be unsubsidized (for which the employer does not receive a subsidy) or subsidized using TANF funds or other funds to offset the cost of the training provided to the participant. A subsidized OJT will be subsidized for up to the full cost of providing such training and wages/benefits provided to the program participant. Positions will be subsidized for the length of time determined appropriate by the State or social services district. OJT is distinct from subsidized employment since the individual must participate in workplace training to attain full and adequate job performance and the subsidy provided is intended to offset the cost of such training.</p>

<b>Activity and Definition</b>	
<ul style="list-style-type: none"> <li>— FA</li> <li>— SNA Fam</li> <li>— SNA Ind</li> <li>— SNAP</li> </ul>	<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>Community service assignments will primarily be voluntary in nature including participation in VISTA, AmeriCorps, and unpaid volunteer activities at a school, Head Start programs, religious or faith-based institutions, community organizations or a nonprofit or public agency but will also include such mandated participation when court ordered. Participation in activities to support these organizations is deemed to provide a service to the community. In those instances, where the participation could meet the federal definition of work experience or community service and the district or program provider would like to have another recipient provide childcare for the community service individual, such hours of work may be reported as participation in community service.</p>
<ul style="list-style-type: none"> <li>— FA</li> <li>— SNA Fam</li> <li>— SNA Ind</li> <li>— SNAP</li> </ul>	<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>
<ul style="list-style-type: none"> <li>— SNAP</li> </ul>	<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>
<ul style="list-style-type: none"> <li>— FA</li> <li>— SNA Fam</li> <li>— SNA Ind</li> <li>— SNAP</li> </ul>	<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>Traditional JRT activities will include: resume preparation, training in interview skills, instruction in workplace expectations, training in effective job seeking, life skills essential to workplace success, time management, goal setting, budgeting, basic math and literacy skills, household management, interpersonal skills, decision making skills, anger management, parenting skills when it has been determined that such training could help reduce unplanned work leave or apprehension toward entering employment.</p> <p>For TANF and SNA MOE funded families, JRT also includes substance abuse and other treatment and rehabilitative services that are required for individuals who are unable to work or individuals whose employability and employment retention requires such services. Such services, which should be reported on WTWCMS as such, will be deemed within WRTS participation rate logic to be JRT for recipients of TANF and SNA MOE funding but will be deemed to be Community Service for recipients of SNA non-MOE, include:</p> <ul style="list-style-type: none"> <li>• Physical health treatment and rehabilitation services including attending necessary physical therapy, and doctor appointments. Such treatment will include medical, behavioral and other treatment necessary for individuals suffering from substance abuse (current and former users) with such required treatment ranging from detoxification services to after care/abstinence maintenance.</li> <li>• Mental health services including therapy, counseling, and other services to address mental or emotional disorders that can interfere with an individual's daily life functions, ability to work, looking for work or the ability to retain employment.</li> </ul>

<b>Activity and Definition</b>	
<ul style="list-style-type: none"> <li>— FA</li> <li>— SNA Fam</li> <li>— SNA Ind</li> <li>— SNAP</li> </ul>	<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>
<ul style="list-style-type: none"> <li>— FA</li> <li>— SNA Fam</li> <li>— SNA Ind</li> <li>— SNAP</li> </ul>	<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>
<ul style="list-style-type: none"> <li>— FA</li> <li>— SNA Fam</li> <li>— SNA Ind</li> <li>— SNAP</li> </ul>	<p><b>Education Training</b> - Education directly related to employment for a recipient who has not received a high school diploma or equivalency must be related to a specific occupation, job or job offer or otherwise determined based on a client assessment as necessary to improve the participant’s employability to support job entry, retention or advancement. Education directly related to employment may include courses designed to provide the knowledge and skills for general or specific occupations or work settings to ensure clients have the basic skills competencies required by employers and may also include adult basic education, 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>
<ul style="list-style-type: none"> <li>— FA</li> <li>— SNA Fam</li> <li>— SNA Ind</li> <li>— SNAP</li> </ul>	<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>
<ul style="list-style-type: none"> <li>— FA</li> <li>— SNA Fam</li> <li>— SNA Ind</li> <li>— SNAP</li> </ul>	<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>
<ul style="list-style-type: none"> <li>— FA</li> <li>— SNA Fam</li> <li>— SNA Ind</li> <li>— SNAP</li> </ul>	<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>



### Section 3.5 Job Development

The district conducts or accesses job development services to expand job opportunities for TA and SNAP participants.  Yes  No

If yes, the district participates in job development activities in the following manner:

District staff contacts employers to solicit jobs for TA and SNAP participants.

Below is the description of how this is done, including number of staff, frequency of contacts, etc.:

District contracts or has an agreement with another agency to contact employers and solicit jobs for TA and/or SNAP participants. Below is the description of how this is done, including number of staff, frequency of contacts.

The district contracts for employment services with the Altamont Program, Inc. to solicit job placements. The provider has a network of established employment resources and relationships and continues to develop additional resources; one staff person is primarily assigned to Job Development.

OTDA Jobs Program staff are charged with job development as indicated in section 2.3. Additional information, if any, is described below:

OTDA Jobs Program staff will attend job fairs, collaborate with job development providers and contact employers for job leads.

### Section 3.6 Training Approval and Activity Enrollment Policies (Reference 18 NYCRR 385.9)

- a. Describe how the district identifies appropriate education program providers for services of Adult Basic Education, 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:

The Resource Development Specialist of the Employment Unit is charged with outreaching throughout the community to identify educational programs that have successful outcomes that are available for our clients. When a new program is identified, the Resource Development Specialist meets with the provider, gathers the information about the program and their target population, and disseminates the information to the Employment Unit case managers so that they may discuss all options with their clients at assessment and reassessment.

- b. Describe 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:

The Resource Development Specialist of the Employment Unit is charged with outreaching throughout the community to identify Vocational Educational programs and Job Skills Training that have successful outcomes programs that are available for our clients. When a new program is identified, the Resource Development Specialist meets

with the provider, gathers the information about the program and their target population, and disseminates the information to the employment unit case managers so that they may discuss all options with their clients at assessment and reassessment.

- c. Describe the process and guideline 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:

During the assessment and reassessment process, the Employment Unit case managers discuss educational opportunities with all applicants/recipients who have not obtained their high school diploma or the equivalent. An educational component is then added into the employment plan when appropriate and desired by the individual. In addition, our contracted employment program providers(s) offer collaboration with HSE/Basic Education providers which allows the recipient further opportunity to incorporate these activities into their employment plan.

- d. Describe the district's process and policy, including the guideline 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 agency would deny participation in educational activities:

As part of the employment assessment the Employment Unit case managers have taken into consideration the educational level completed along with basic literacy abilities of the individual, as well as the individual's interest in pursuing an educational activity. The Employment Unit case manager would follow the written protocol (Attachment D), and pursuant to 18 NYCRR 385.9 (C) (4), would approve enrollment in training unless the case manager makes the determination, based upon an assessment and employability plan that Basic Education is not appropriate or if such individual has failed to make satisfactory progress in educational activities.

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

As part of the employment assessment the Employment Unit case managers have taken into consideration the educational level completed along with basic literacy abilities of the participant, as well as the participant's interest in pursuing an educational activity. The Employment Unit case manager would follow the written protocol (Attachment E), and pursuant to 18 NYCRR 385.9 (C) (4), would approve enrollment in training unless the case manager makes the determination, based upon an assessment and employability plan that Vocational Education activities are not appropriate (i.e.: the participant has already completed 12 months of Voc. Ed.), or if such individual has failed to make satisfactory progress in educational activities.

- f. Describe the highest level of post-secondary level education that the district will approve as a work activity, up to a four-year college program:

A four year college program is the highest level of post-secondary level education that ACDSS will approve as a work activity .

- g. Describe how the district will ensure that enrollments in post-secondary education beyond the 12-month lifetime limit are combined with a weekly average of at least 20

hours in paid employment activities which may include work study, work experience or community service:

As part of the employment assessment/reassessment process when considering enrollment in post-secondary education beyond the 12 month lifetime limit the Employment Unit case managers will discuss in detail the requirements for continued approval. The employment plan will be developed and the requirements for approval clearly outlined. All clients will be required to submit to their Employment Unit case manager the following:

- post-secondary education acceptance letter to include start date and anticipated completion date
- course requirements
- schedule of classes with credits
- grades following every semester
- transcripts upon request
- attendance verification of weekly work study hours and class attendance

The Employment Unit case manager will meet with clients at a minimum semi-annually to review and update employment plans for ongoing approval. Prior to the 12 month lifetime limit, clients will also be enrolled/participating in 20 hours of paid work, work experience or community service on a weekly basis.

- h. Education and training providers are evaluated by the following standards:  
Training providers are limited to accredited educational programs and those listed on the NYS DOL website as training providers.
- i. The district procedure for advising participants of approved training providers is:  
A list of the ACDSS approved training providers is available as part of the orientation process and a review of those providers and the programs they offer are addressed during the assessment process prior to program enrollment. Participants previous work history and personal interests are taken into consideration as the employment plan is developed.

Participants with limited English comprehension, verbal and/or written, will be assisted by Employment Unit staff in order to assure full understanding of all parties' responsibilities.

We utilize the Interpreter Services Guides (PUB # 4843) to determine native language and where possible provide publications and notices using the identified language (as well as in English) from the OTDA library.

This agency has access to interpretation and translation services through the Language Line for telephone translations, Language Today for written and face-to-face translation, and Geneva Worldwide for sign language services to insure all persons have accurate translation.

- j. The district procedure for notifying participants of approval for training or enrollment in a work activity is:

A form letter completed by the Employment Unit case manager (Attachment E) is used to notify the participant of the decision. The request for Training Approval Agreement (Attachment F) must be signed by the participant, and the Training Approval Request (Attachment G) requires the Employment Unit case manager's signature as well as a signature from a Program Representative of the training program.

- k. 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 checked below:

— It has been determined that the student voluntarily quit a job or reduced earnings to qualify for initial or increased TA.

— 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.

— 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.

— The institution or student fails to monitor and report information regarding the student's attendance and performance as required.

— The student fails to progress toward the completion of a course of study without good cause, as determined by the district.

— 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.

— Additional reasons as stated below:

- l. To verify continued exempt status, the district will monitor the high school attendance of 16-18 year old students in the following manner:

Temporary Assistance staff verify school enrollment at application and at each recertification. Albany County will follow the policy of the appropriate school district where the individual teen attends regarding school attendance.

- m. The district's procedure for ensuring that an individual's health related limitations are accommodated when assigning the individual to a work activity is:  
TANF, SN-MOE or SN-non-MOE individuals coded employable with limitations will be referred to our contracted provider. This provider is notified of an individual's health related limitation(s) in the WTWCMS appointment letter. Included in this letter is a description of the limitation(s) (i.e.: no heavy lifting, pulling, pushing, etc.). During the provider's assessment, a more detailed investigation into the work limitations is

conducted and taken into consideration when assigning an individual to any work activity, ensuring the activity is within the scope of the individual's health related abilities.

### **Section 3.7 Work Verification**

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 WTCMS, NYCWAY 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 (Employability Code 38 or 48), and/or parent or caretaker relative of a child in the household under 12 months of age, (Employability code 31), is present in the case file and that individuals meet the exempt status based on the required documentation.

#### **The District's Quality Assurance Process is as follows:**

The district will perform a random sample of (12) cases semi-annually for **paid work activities** to review district worker collected documentation and data entry. Both the TA and employment case files will be reviewed. Hours of employment will be verified through receipt of pay stubs, employer verification forms or collateral contact with the employer. The review will ensure the hours of employment on the ABEL budget are consistent with the hours reported on WTCMS and documentation is in the file to support hours reported on WTCMS and that the scheduled hours on WTCMS is consistent with the documentation.

The district will perform a random sample of (12) cases semi-annually for participation in **unpaid work activities** to review district worker collected documentation and data entry. The employment case files will be reviewed. Actual hours of attendance will be documented by attendance sheets showing actual hours of attendance, any excused absences during the month, any unexcused absences during the month, and holiday time. The review will ensure the actual hours of attendance reported on the monthly attendance sheets has been correctly reported on WTCMS, excused absences and holiday time are documented in the case file and correctly reported on WTCMS in accordance with federal limitations, and documentation of actual hours of attendance is accurate and matches the hours of participation reported on WTCMS by district or provider staff.

The district will perform a random sample of (6) cases semi-annually in which a case member is reported as an employability code **38-needed in the home fulltime or employability code 48-time limit exemption** to care for a disabled household member to review district worker collected documentation and data entry. The TA case file will be reviewed to ensure there is presence of medical documentation to support the exemption and that the documentation has a timeframe for the exemption and that the individual is the appropriate caretaker.

The district will perform a random sample of (6) cases semi-annually in which a case member is reported as an employability **code 31-caretaker of a child under the age of 12 months** to review district worker collected documentation and data entry. The TA case file will be reviewed to ensure there is documentation from hospital, birth certificate or social security card present to verify the child under the age of one. TA records will also be reviewed to ensure that the household composition is in fact a one parent case and that the individual has not exceeded the 12-month lifetime limit.

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.

#### **Use of Outside Providers/Vendors**

Does the district utilize outside providers/vendors to collect documentation and enter data directly into WTCMS?

Yes       No

If Yes, does the district's provider/vendor collected documentation, data entry and management of WTCMS follow the same process that would be used by the district worker?

Yes       No

If No, please describe the process used below:

### **Section 3.8 Strategies/Procedures for Accommodating Individuals with Limited English Proficiency**

Following is a description of how the district accommodates the needs of Non-English-speaking participants in accessing employment activities and services:

Participants with limited English comprehension, verbal and/or written, will be assisted by Employment Unit staff and provider staff in order to assure full understanding of all parties' responsibilities. The Employment Unit staff will assign non-English speaking participants to services provided by organizations such as United States Committee for Refugees and Immigrants of Albany (USCRI), Refugee and Immigrant Support Services of Emmaus, Inc. (RISSE), Altamont Program, Boards of Cooperative Educational Services of New York State (BOCES) and Capital District Educational Opportunity Center (EOC) that provide bilingual instruction and will assist those participants in obtaining Limited English Proficiency (LEP) services. Additionally, we accept participation in any community LEP service such as Albany Public Libraries, Literacy New York, Literacy Volunteers, Capital District Transportation Authority (CDTA), and Albany Medical Center to name a few. Our contracted employment provider employs bi-lingual staff.

We utilize the Interpreter Services Guides (PUB # 4843) to determine native language and where possible provide publications and notices using the identified language (as well as in English) from the OTDA library. The district staff have access to interpretation and translation services in the following manner:

1. Telephone interpretation and translation services are contracted through Language Line Services, Inc.
2. Written translation services and face-to-face interpretation and translation services are contracted through Language Today.

### **Section 3.9 Strategies/Procedures for Increasing Program Attendance**

Describe district policies and/or procedures in place to reduce the amount of time participants fail to participate in work activities, including absences that are with good cause:

Participants that continually fail to meet the required hours of participation will be contacted by phone and/or sent a contact notice (Attachment H) from their Employment Unit case manager.

The purpose of this additional contact is to allow the Employment Unit case manager and the participant an opportunity to review the issues surrounding the non-compliance and stress the importance of future compliance. Intervention may assist in uncovering underlying issues such as, but not limited to, mental health barriers, basic day care or transportation issues. Referrals for other services may be needed. The participant's response will be monitored for improvement. If outreach is unsuccessful, the State developed conciliation notice will be issued to offer conciliation in accordance with Section 341 of the Social Services Law and 18 NYCRR 385.11.

### **Section 3.10 Strategies/Procedures for Engaging Sanctioned TA Participants**

— District attempts to engage sanctioned participants as soon as they are sanctioned using the following strategies:

We make every attempt to uncover any obstacle or barrier that has prevented an individual's compliance prior to imposing a sanction. We give each participant the opportunity to comply and engage in appropriate employment activity. It is our hope that this process will reduce the number of participants that are sanctioned, thereby reducing or eliminating actions required by both the Employment Unit case managers and the Temporary Assistance examiners.

The sanctioned participant will be given the opportunity to demonstrate their willingness to comply with employment programming by participating in an employability assessment/evaluation to ensure that any barriers to compliance have been mitigated. The sanctioned participant is afforded the opportunity to demonstrate their willingness to comply by engaging in 10 days of employment programming. This would allow the sanctioned participant to be added to the case and the budget as soon as possible.

— District attempts to engage sanctioned participants when the durational period of the sanction is completed using the following strategies:

One month prior to the end of the durational period of a TA sanction, the sanctioned participant will be given the opportunity to demonstrate their willingness to comply with employment programming by participating in an employability assessment/evaluation to ensure that any barriers to compliance have been mitigated. The sanctioned participant is afforded the opportunity to demonstrate their willingness to comply by engaging in 10 days of employment programming. This would allow the sanctioned participant to be added to the case and the budget as soon as the day after the durational portion of the sanction expires.

— District attempts to engage sanctioned participants during different times in the sanction period using the following strategies.

All sanctioned participants remain assigned to their Employment Unit case manager who attempts to re-engage the sanctioned individual in employment activities before, during and after the sanction period as indicated above. Periodic call-ins and/or investigative interviews may be completed during a sanction period and the individual is offered additional opportunity to engage in employment activities and discuss issues that may be contributing to the non-compliance.

### **Section 3.11 Strategies for reducing the need for TA**

District's strategies for reducing the need for TA are described below:



At orientation, Employment Unit staff meets with individual's to describe the availability of Child Care subsidies to TANF and SN-MOE applicants and also describe the supervised Job Search process. An assessment for diversion is completed by the Employment Unit staff and in collaboration with the TA staff, seeking to reduce or eliminate the household's needs for public assistance.

Non-exempt applicants are registered with the OTDA Jobs Program and must conduct a supervised Job Search and accept job leads. OTDA Jobs Program staff will refer an applicant to the Employment Unit case worker if non-recurring needs are required to help sustain employment.

Emergency Assistance to Families (EAF) funds may be issued to provide a single issuance payment in lieu of ongoing Temporary Assistance when such payment will allow the client to maintain self-sufficiency. Examples of these payments include a payment to halt an eviction, or emergency automobile repairs when transportation problems cause disruption in employment.

## **Section 4 Support Services**

(Reference 18 NYCRR 385.4)

### **Section 4.1 TA and Non-TA SNAP Applicants and Recipients in Work Activities Approved by the District**

- a. The social services district will provide childcare in accordance with the childcare section of the district's Child and Family County Services Plan. The district will also provide for participants 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:
  - CDTA swiper bus passes
  - Transportation allowances, at the public transportation rate or the district's mileage rate (current federal IRS medical/moving rate) on a case by case basis
  - Interview/employment clothing not to exceed \$150 on a case by case basis
  - Items, such as boots, uniforms, etc. required for employment activities not to exceed \$250 on a case by case basis
  - Employment related tools and/or safety equipment not to exceed \$400 on a case by case basis
  - Car repairs/insurance will be provided when needed on a case by case basis for individuals who have obtained employment and/or when necessary to maintain employment not to exceed \$1000
  - Licenses and other work related fees not to exceed \$500 on a case by case basis
  - Academic fees, books and/or supplies if essential and not available from other sources, except as required by federal law not to exceed \$250 on a case by case basis
- b. The district will use the following approach 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.

Please check all that apply:

- Bus pass/token
- Gas card/voucher
- Mileage reimbursement at IRS Business rate, (effective 1/1/19 is 58 cents/mi)
- Mileage reimbursement at IRS Medical/Moving rate, (effective 1/1/19 is 20 cents/mi)
- Other mileage rate, (please explain methodology used to establish reimbursement rate):

- c. OTDA policy establishes a distance not to exceed 2 miles as the maximum distance that the district can require a participant to walk to a work activity assignment or to access public transportation. The district's policy states that an individual may be required to walk up to the distance described below each way to a work activity or to access public transportation:

The maximum distance that an individual will be expected to walk is 2 miles. Most individuals reside within 2 miles of a CDTA bus line. Consideration will be taken into account on a case by case basis for those with physical limitations and/or small children.

- d. The district will provide the following services to assist individuals at risk of needing TA to improve their opportunities for employment or to maintain their employment:  
The agency may provide referrals to community services.

#### **Section 4.2 Transitional Support Services**

The district will provide the following supports and strategies to support job retention:

The Employment Unit case managers remain involved with an employed individual to offer assistance with potential issues as long as the case remains financially eligible to receive Temporary Assistance benefits. Assistance is provided for transportation, uniform expenses, child care, licensing, and other items if required to obtain and maintain employment. Albany County also provides information to individuals and providers on free tax preparation assistance, to maximize the utilization of the Earned Income Tax Credit (EITC). We partner with SEFCU to offer financial literacy workshops to our participants which includes tax preparation, utilization of EITC and other classes in support of financial stability such as credit counseling, banking skills and financial planning.

The district will provide the following support services, for up to 90 days after case closing, to individuals whose TA cases have closed due to employment:

Transitional Child Care (TCC) assistance will be provided to eligible households whose case closed as a result of employment for 1 year as long as the household remains employed. Once the TCC eligibility period has expired, a redetermination for ongoing eligibility for child care will be completed by ACDSS staff to determine if the household retains financial eligibility for low income child care.

Additionally, continued services from Brightside Up, Inc. (formerly the Capitol District Child Care Coordinating Council) remain available to obtain safe and reliable alternative and/or back-up day care arrangements to support job retention. This service continues indefinitely with no income eligibility requirements.

Transitional Medicaid (TMA) will be provided for up to 12 months to income eligible TANF recipients on cases closed as a result of employment. Once the TMA eligibility period has expired, a redetermination for ongoing eligibility for Medicaid will be completed by ACDSS staff to determine if the household retains financial eligibility for this program.

Transitional SNAP benefits (TSNAP) at the same pre-employment benefit amount will be provided for 5 months if the TANF household is eligible and is receiving TA/SNAP at the time of closing as a result of employment. Once the TSNAP eligibility period has expired, a redetermination for ongoing eligibility for SNAP will be completed by ACDSS staff to determine if the household retains financial eligibility for this program.

In Albany County, transportation benefits will be provided through the Employment Unit or our contracted provider for up to 6 months to individuals whose TA case closed as a result of employment and as long as the individual remains employed and provides monthly verification of income to their Employment Unit worker or contracted provider.

### **Section 4.3 Extended Support Services**

As long as funding is available (through FFFS, etc.), the district will provide the following supportive services for individuals who are eligible under the TANF Services 200% of poverty eligibility guidelines:

- **Domestic Violence Counseling Services.** The primary project goal is to assist victims of domestic violence through advocacy and non-medical counseling services. These services supplement the mandated domestic violence core services.
- **Domestic Violence Liaison Services.** Through a voluntary screening process, individuals who self-identify as domestic violence victims are assessed, provided safety and service plans, and considered for waivers of specific eligibility requirements, if compliance would place them or their children at risk.
- **Family Treatment Drug Court.** For TANF families finding themselves involved in the Family Treatment Drug Court, Family Treatment Court Liaison services are available to assist in arranging transportation and scheduling.

## **Section 5 Conciliation, Sanction and Dispute Resolution Procedures**

(Reference 18 NYCRR 385.11 and 385.12)

### **Section 5.1 Conciliation**

The district's conciliation process for TA applicants and recipients is in accordance with 18 NYCRR 385.11(a). Conciliations are conducted (check all that apply and describe the procedure.):

- in person
- by phone
- by mail

Any individual that fails to complete an assigned employment activity is sent a conciliation notification requesting that they contact the agency to explain the reasons for their non-compliance. An Employment Unit supervisor will speak via telephone, or in person if requested, to give the recipient an opportunity to provide an explanation for their non-compliance. If appropriate, the Employment Unit supervisor may request supporting documentation of claims made by the individual, and ultimately will decide if good cause/willfulness has been demonstrated for the non-compliance. If it is determined that good cause is established, the Employment Unit supervisor will re-engage the individual in continued employment services. If good cause has not been established, the Employment Unit supervisor will make a recommendation to the TA case manager to proceed with negative action. This agency uses a willful and without good cause standard.

The Temporary Assistance good cause/willfulness determination is made by:

- client's employment worker
- a supervisor
- separate entity:

The district's conciliation process for SNAP recipients is in accordance with 18 NYCRR 385.11. Conciliations are conducted (check all that apply and describe the procedure.):

- in person
- by phone
- by mail

Any individual that fails to complete an assigned employment activity is sent a conciliation notification requesting that they contact the agency to explain the reasons for their non-compliance. Included with the conciliation notification is an additional notification on How to Avoid Your SNAP Sanction (Attachment I). An Employment Unit supervisor will speak via telephone, or in person if requested, to give the recipient an opportunity to provide an explanation for their non-compliance. If appropriate, the Employment Unit supervisor may request supporting documentation of claims made by the individual, and ultimately will decide if good cause/willfulness has been demonstrated for the non-compliance. If it is determined that good cause is established, the Employment Unit supervisor will re-engage the individual in continued employment services. If good cause has not been established and the individual has not demonstrated compliance to avoid the SNAP sanction, the Employment Unit supervisor will make a recommendation to the TA or SNAP case manager to proceed with negative action. This agency uses a willful and without good cause standard.

The SNAP E&T good cause/willfulness determination is made by:

- client's employment worker
- a supervisor
- separate entity:

The district's procedure for engaging SNAP recipients in a work activity to demonstrate compliance to avoid a SNAP E&T related sanction is:

The individual may avoid a SNAP sanction by demonstrating compliance with the SNAP assigned work activity of Supervised Job Search. The individual is required to complete 5 on-line and/or in person supervised job searches, record on a job search log and return it to their conciliator within 10 days.

If the individual believed they had good cause, but the district determined that good cause was not established and the individual had willfully not complied, the district will offer the individual an additional opportunity to complete a Supervised Job Search to avoid the SNAP sanction at that time by completing 5 on-line and/or in person job searches.

### **Section 5.2 Sanctions**

- a. 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 is:  
Sanctioned individuals that express an interest in resolving their sanction will be offered the opportunity to demonstrate their willingness to comply by engaging in 10 days of employment activity by being re-assigned to employment services and monitored for compliance for the 10 day period. If the individual is engaged and fully participating with the assigned employment activity, the sanction will be lifted, retroactive to the 1st day of compliance, as the individual will have demonstrated their willingness to comply with the requirements.

Temporary Assistance benefits are restored retroactive to the date the individual indicated a willingness to comply, but no earlier than the expiration of the minimum duration period, provided the individual is otherwise eligible.

- b. The district's procedure for determining compliance for those SNAP 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 is:  
Sanctioned individuals that express an interest in resolving their durational sanctions will be addressed in the same manner as above once the duration of the sanction is within 10 days of ending giving the individual the earliest possible opportunity to have the sanction lifted. SNAP benefits are restored effective the first of the month following the month of compliance, but no earlier than the expiration of the minimum duration period.

### **Section 5.3 Dispute Resolution**

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 is conducted in accordance with 18 NYCRR 385.11.

The grievance is mediated by:

- An agreement with an independent entity
- Supervisory staff who are trained in mediation and who have no direct responsibility for the individual's case
- Designated supervisory staff who have no direct responsibility for the individual's case and who are not trained in mediation

## **Section 6 Disability Determinations, Documentation and Requirements of Exempt Individuals**

(Reference 18 NYCRR 385.2)

### **Section 6.1 Disability Determination Process and Tools**

The district's process for determining an individual's disabilities and/or work limitations is in accordance with 18 NYCRR 385.2(d). Check **all** that apply, and describe the process:

- District participates in the OTDA managed contract for independent medical evaluations.
- District contracts directly with a physician to provide independent medical evaluations.
- District accepts physician's statement provided by participant.
- District accepts physician's statement provided by participant but refers for an independent evaluation when deemed necessary.
- Other process (please describe):

When an individual indicates that they are unable to work due to medical/mental health reasons, they are requested to provide documentation of such limitation by having their health care practitioner or medical provider complete a statement (preferably the LDSS-4526). If the health care practitioner's or medical provider's statement is not complete, or fails to provide sufficient information, the Employment Unit case manager may contact the health care practitioner or medical provider directly for clarification. If the individual does not have a health care practitioner or medical provider or has provided a health care practitioner's or medical provider's statement that is questionable, a referral for a consultative evaluation is made. When an individual indicates that they are unable to work because they are needed in the home to care for a disabled/incapacitated household member they are requested to provide documentation from the household member's health care practitioner or medical provider that the impairment exists and that the household member is in need of care by completing the Caretaker Medical Information Employability Assessment (Attachment J).

The local process for reviewing the medical documentation to determine if the individual is exempt, nonexempt, or work limited is as follows:

- District directs the contracted physician or individual's physician to determine status.
- District review team reviews and determines status (described below).
- Specialized disability/medical staff or unit reviews and determines status (described below)
- Other:

The Employment Unit case manager reviews the documentation provided and if completed fully will submit the documentation to the Employment Unit Medical Review Team for review and determination of status. The decision is based primarily on the “Functional Limitations” as listed by the physician in section IV of the LDSS-4526 (if that form has been presented) and/or whatever additional information the physician has written either on the form or in a separate letter indicating their opinion as to the employability of the individual. If the documentation fails to provide sufficient information to render an employability determination, a call is placed by the Employment Unit case manager to the physician to clarify their position. If the Employment Unit case manager is unable to make contact with the physician, or needs further information, the individual is referred for a consultative evaluation to receive a medical report that may provide additional information needed to make an employability code determination (all medical documentation received by the Employment Unit case manager is sent to the consultative evaluator for consideration). Through the CNS (Client Notice System) the Employment Unit case manager issues the Notice of Temporary Assistance Work Requirements Determination (LDSS-4005 or LDSS-4005a) notifying the individual of the agency’s decision including an employability determination of exempt or non-exempt and any limitations that have been indicated.

## **Section 6.2 Mental Health Screening and Assessment**

The district is administering a screening tool for TA participants to help determine whether a referral for a mental health evaluation is warranted, in addition to screening for a disability that occurs as part of the application or disability determination process

Yes       No (*If No, section 6.2 is complete*)

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

All applicants are offered screening as part of the employment assessment and planning process. Recipients are screened upon re-assessment or whenever behavior dictates a need for screening, upon recommendation from providers or client self-disclosure.

If yes: Does the district use the LDSS 5009 - Mental Health Screening Tool and/or the computer assisted version of the Modified Mini Screening tool (MMS)?

Yes       No

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

If using a screening tool other than the MMS, indicate the screening tool used:

Albany County Mental Health Screening Instrument (Attachment K)

Describe the district procedure for referring a participant for a mental health evaluation, when warranted by the screening result:

If the screening tool indicates a potential mental health barrier, the applicant/recipient is referred for a consultative psychological evaluation. If the client is already engaged in mental health treatment, we request a Medical Examination For Employability Assessment, Disability Screening, And Alcoholism/Drug Addiction Determination (LDSS-4526) be completed by their provider.

### **Section 6.3 Requirements for Exempt TA Participants (Reference 18 NYCRR 385.2 (e))**

An exempt individual who has the potential to be restored to self-sufficiency through rehabilitation may be required to accept medical care to assist the individual 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 he/she is participating in the assigned program.

- a. Following 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 6.1 of this plan. Included here is who (e.g., medical practitioner, employment worker, TA worker, local review team, etc.) makes or assists in this determination that an individual can restore or improve employability through treatment or other rehabilitative activities. Also included is the source and type of information used to make the determination (e.g., information from individual's medical practitioner, district contracted provider, specialist evaluation obtained as result of district referral, etc.):

The Employment Unit case manager reviews all medical documentation available to determine, based on the totality of all information, if the individual has the potential through treatment or other rehabilitative activities to restore or improve the ability to work. Information is provided by the individual's medical practitioner and/or consultative evaluation.

- b. Following is the district's procedure for developing a treatment plan and for referring the participant to appropriate treatment, etc. Please be specific:

The Employment Unit case manager accepts the recommendations for appropriate treatment of the treating practitioner or consultative evaluation practitioner. The Employment Unit case manager also provides individuals with a list of community resources for mental health treatment. Individuals are requested to engage in appropriate treatment as defined by the practitioner and as availability of the treatment provider allows. Individuals are requested to inform their Employment Unit case manager of engagement, schedule and treatment plan.

- c. Following is the district's procedure for tracking the participant's compliance with the 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:



The Employment Unit case manager is responsible for monitoring compliance with treatment plans. The individual is requested to provide documented attendance in appropriate treatment to their Employment Unit case manager. As documentation is provided the Employment Unit case manager will review and assess if the documentation meets the employment plan in place for self-sufficiency or if a revised plan is needed. Treatment plans are the responsibility of the provider and will be required as often as treatment needs change. Updated treatment plans will be requested by the Employment Unit case manager as needed.