

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

January 1, 2020 – December 31, 2021

Chenango County

Contents_Toc18482208

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Section 1- Assurances

As a condition of the receipt of federal and State funds the Chenango 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 Chenango 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/ DTA 02/12/2020

Daniel Auwarter, Social Services Commissioner

02/13/2020, 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 Services Unit (EMS) is administered through the Services Division of Chenango County Department of Social Services. This unit consists of one (1) Supervisor - one (1) Senior Social Welfare Examiner, three (3) Social Welfare Examiners. This unit has responsibility for the operation of the Temporary Assistance WTW Program. Employment Services provided include but are not limited to assessment, employability determinations, employment planning, assignment to work activity, monitoring of participation, developing and monitoring treatment plans for exempt individuals engaged in treatment or rehabilitation to restore self-sufficiency, coordination and provision of supportive services, and job placement and retention services. The Social Welfare Examiners are also responsible for conciliations. The Senior Social Welfare Examiner is responsible for sanctions. The Social Welfare Examiner is responsible for putting sanctions into the WMS System.

The Temporary Assistance Unit (TA) is administered through the Income Maintenance Division of Chenango County Department of Social Services. This unit consists of one (1) Principal Social Welfare Examiner, one (1) Senior Social Welfare Examiner, and five (5) Social Welfare Examiners. Employment Services provided are orientation, employability determinations, and developing and monitoring treatment plans for exempt individuals engaged in treatment or rehabilitation to restore self-sufficiency.

Chenango County DSS has a contract agreement with Chenango County Office of Employment and Training (OET) for the provision of two (2) contracted staff for employment services to TANF applicant/recipients. EMS staff are located at OET. Employment Services provided include but are not limited to assessment, employment planning, assignment to work activity, monitoring of participation, developing and monitoring treatment plans for exempt individuals engaged in treatment or rehabilitation to restore self-sufficiency, coordination and provision of supportive services, and job placement and retention services. The staff is also responsible for conciliations.

Chenango County DSS has an agreement with Industrial Medical Associates for the provision of employment services to TANF/SN applicant/recipients. They provide services for employability determinations and developing and monitoring treatment plans for exempt individuals engaged in treatment or rehabilitation to restore self-sufficiency.

Dispute resolution is handled by one (1) Supervising Support Investigator.

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.

| Provider | Total Contract Cost (per year) | Funding Source(s) (Check all that apply) | Categories of Clients Served (Check all that apply) | Programs, Services or Activities Provided |
|--------------------------------------|---------------------------------------|--|--|--|
| OET | \$124,000.00 | <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% | Assessments, Employment Plans, Employability Evals, Job Search/Club, Job Development/Placement/Retention, Engagement, Training/Work Activities, Info and Referral, Intervention/Mediation, Intensive Case Coordination and Monitoring, Case Management |
| Industrial Medicine Associates (IMA) | \$75,000.00 | <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% | ADAS Assessment and Monitoring |
| Industrial Medicine Associates (IMA) | \$1,500.00 | <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% | Employability Exams |
| The Place | \$143,595.00 | <input type="checkbox"/> FFFS <input type="checkbox"/> SNAP E&T <input type="checkbox"/> Local <input type="checkbox"/> Other TANF block grant SYEP | <input type="checkbox"/> FA <input type="checkbox"/> SNA Family <input type="checkbox"/> SNA Individual <input type="checkbox"/> SNAP <input type="checkbox"/> TANF 200% | Summer Youth Employment Program |

| Provider | Total Contract Cost (per year) | Funding Source(s) (Check all that apply) | Categories of Clients Served (Check all that apply) | Programs, Services or Activities Provided |
|-----------------|---------------------------------------|--|--|--|
| | \$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.

| Provider | Funding Source(s) (if known) | Categories of Clients Served (Check all that apply) | Programs, Services or Activities Provided |
|-------------------------------|--|--|---|
| Opportunities for Chenango Co | NYSED United Way Private/Corp Donors | <input type="checkbox"/> FA <input type="checkbox"/> SNA Family <input type="checkbox"/> SNA Individual <input type="checkbox"/> SNAP <input type="checkbox"/> TANF 200% | Adult Literacy |
| DCMO BOCES | NYSED 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 |
| DCMO BOCES | NYSED | <input type="checkbox"/> FA <input type="checkbox"/> SNA Family <input type="checkbox"/> SNA Individual <input type="checkbox"/> SNAP <input type="checkbox"/> TANF 200% | ESL (English as Second Language) Adult Education |
| OTDA Jobs Program | 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 Search Assistance, Job readiness training |
| Afton Adult Education | NYSED | <input type="checkbox"/> FA <input type="checkbox"/> SNA Family <input type="checkbox"/> SNA Individual <input type="checkbox"/> SNAP <input type="checkbox"/> TANF 200% | HSE |
| | | <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% | |
| | | <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)

| Services | — | Target Groups | — |
|-------------------------------------|----------|------------------------|----------|
| 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)

The JOBS program specialist will case conference with DSS and OET staff as needed. The JOBS program specialist may also assist with job fairs and/or in a job fair preparation workshop

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:

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.

DSS staff is physically located at the Career Center. Referrals are made to the appropriate Career Center partners based on the clients needs by DSS and OET staff. A request form completed by the Career Center partners along with the client's consent is used to share needed information. All partners are able to verbally communicate with each other.

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 takes place at the time of application with a TA staff and the individual. It again takes place at time of recertification. Orientation issues are discussed by TA and Employment staff on a case by case basis any time the situation warrants. In addition applicants and ongoing recipients sign and are provided with a copy of the orientation document. The orientation document and process is the same for both exempt and non-exempt individuals. The orientation covers activities and supportive services as provided under Section 385.5, Part A.

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

The district conducts assessments using a local equivalent tool, and later enters information into WTWCMS. 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:

When someone applies for TA, they complete a self-assessment (DSS 73). This provides preliminary information and helps the worker to determine if there are any reading or writing concerns. Once the case opens, an appointment is scheduled with an Employment Worker or OET Employment Specialist within 30 days of case opening. Assessments are completed with a face to face interview and are updated every 6 months, or as the client's needs changed. Assessments are directly entered into WTW/CMS.

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

Chenango County DSS Employment Unit and contractor, Chenango County Office of Employment and Training.

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)]

The Staff in the TA/Employment Unit who administer the assessments are Social Welfare Examiners, Sr. Social Welfare Examiner and contracted Employment Specialists with Chenango County Office of Employment & Training. All are required to attend ESTI provided by OTDA and/or ITAP.

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?

Every 6 months except for the Advanced Aged population - these are done every 12 months. Assessments are updated when circumstances arise that warrant a new Assessment - some examples- change from an exempt employment code to a non-

exempt employment code; change from a non-exempt employment code to an exempt employment code; change in employment code to work-limited.

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.

Individual employment plans are complete at all assessments with the client. Employment plans are updated as changes warrant with or without the client. When the client is not present a copy is mailed to the client.

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

At Employment Assessments and when circumstances change in planned activities and actual activities.

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:

Temporary Assistance recipients are referred within one week to the Employment Unit by TA Unit upon case opening or a status change. Individuals are immediately scheduled for an office visit to be assessed and complete the employment plan. At this time non-exempt individuals are referred to work activities and given the necessary paperwork with all the pertinent information, including place, location, dates, times, etc. This placement should occur within 30 days typically. Should a medical status change be reported, the individual will be given a medical form to be returned in 10 calendar days.

Most individuals are required to participate up to 40 hours of work activities per week. However, this may vary depending on different case types and each individual's circumstances. For example, a single mother with children under the age of 6 may only be required to participate in 20 hours of work activity per week. A person coded as work limited may only be required to participate in work activities within limitations and for the number of hours indicated on medical documentation. Individuals are scheduled for work experience according to the number of hours available as determined by their cash assistance and food stamp grants.

Individuals are given timesheets to be completed and submitted at least monthly, by the fifth of the following month. Timesheets are to be signed by the supervisor or treatment provider and comments are encouraged. Agency maintains frequent contact by phone, mail and meetings with providers.

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

| | Households with Dependent Children Average Monthly | Households without Dependent Children Average Monthly |
|-------------|---|--|
| Individuals | 40 | 75 |

- 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:

Cognos reports are generally run twice per month and shared with workers to increase 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):

The district does not mandate NTA/SNAP work registrants to SNAP E&T 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):

NTA SNAP applicants or recipients are referred to the Employment Unit when requesting assistance with job search.

- 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:

TA applicants are required to complete (11) job searches, as well as meeting with the Jobs program specialist being mandatory. The eleven job searches are to be completed in ten calendar days and returned to the DSS Agency for verification. The applicant is required to fill out a job search form that lists the eleven places that applications were filed.

| Applicant Job Search | Minimum Number of Contacts | Minimum Number of Hours | Additional Information |
|----------------------|----------------------------|-------------------------|------------------------|
| TANF and SNA MOE | 11 | | |
| SNA Individuals | 11 | | |

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

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

After an initial assessment a recipient may be assigned to Job Search. The recipient is required to keep a job search log to track the time spent on each job search. This includes time spent submitting applications, interviewing for a job and travel time between potential employers. Recipients are required to meet weekly or bi-weekly with agency staff to review their handbook, contacts and time spent job searching, as well as to get job leads.

- 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.

Documentation of the hours of employment for self-employed individuals, we document the number of hours of work for a self-employed individual by dividing the individual's net income after subtracting certain allowable (as described in 95-INF-33) business expenses (this is the amount counted as temporary assistance gross income before earned disregards in the ABEL budget) by federal minimum wage.

- 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 | <p>Unsubsidized Employment - 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.</p> |
| <input type="checkbox"/> FA <input type="checkbox"/> SNA Fam <input type="checkbox"/> SNA Ind <input type="checkbox"/> SNAP | <p>Subsidized Private Sector Employment - 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> |
| <input type="checkbox"/> FA <input type="checkbox"/> SNA Fam <input type="checkbox"/> SNA Ind <input type="checkbox"/> SNAP | <p>Subsidized Public Sector Employment - 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> |
| <input type="checkbox"/> FA <input type="checkbox"/> SNA Fam <input type="checkbox"/> SNA Ind <input type="checkbox"/> SNAP | <p>Work Experience - 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> |

| Activity and Definition | |
|--|---|
| <ul style="list-style-type: none"> — FA — SNA Fam — SNA Ind — SNAP | <p>On-the-Job Training (OJT) - 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> |
| <ul style="list-style-type: none"> — FA — SNA Fam — SNA Ind — SNAP | <p>Community Service - 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"> — FA — SNA Fam — SNA Ind — SNAP | <p>Job Search - 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"> — SNAP | <p>SNAP E&T Supervised Job Search- 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> |

| Activity and Definition | |
|--|---|
| <ul style="list-style-type: none"> — FA — SNA Fam — SNA Ind — SNAP | <p>Job Readiness Training (JRT) Activities - 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"> • 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. • 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. |
| <ul style="list-style-type: none"> — FA — SNA Fam — SNA Ind — SNAP | <p>Vocational Education - 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"> — FA — SNA Fam — SNA Ind — SNAP | <p>Job Skills Training - 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> |

| Activity and Definition | |
|--|--|
| <ul style="list-style-type: none"> — FA — SNA Fam — SNA Ind — SNAP | <p>Education Training - 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"> — FA — SNA Fam — SNA Ind — SNAP | <p>Secondary School - 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"> — FA — SNA Fam — SNA Ind — SNAP | <p>Provision of Childcare for Individual Participating in Community Service - 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"> — FA — SNA Fam — SNA Ind — SNAP | <p>Other - 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.

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

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:

DSS utilizes the services of Afton Adult Education and DCMO BOCES for Adult Basic Education, HSE prep and ESL services and Opportunities For Chenango for Literacy Volunteers of Chenango County. All Programs are recognized by the New York State Department of Education

- 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 district uses education program providers who offer programs that are certified and approved by the state of New York Department of Education.

- 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:

Non-exempt, recipients who have not obtained a high school diploma or HSE are referred to HSE/Literacy programs offered by applicable providers in the county.

- 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:

LDSS encourages all individuals without a high school diploma to participate in educational activities when warranted by assessment, including those who have not attained basic literacy.

Upon completion of assessment, the local DSS refers all appropriate individuals to TABE (Test of Adult Basic Education) and reviews the completed TABE reports. Those scoring below an 8.9 grade level are then referred to Adult Basic and Adult Secondary Education. Those scoring above a ninth grade level are referred to HSE classes offered through contracted and other service providers identified under Section 2.2, Table 2.

- 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:

During the initial assessment and subsequent employment counseling, as recipients are meeting with their worker, it is determined who is appropriate. The worker considers any past work/employment history, prior follow through (compliance) and the appropriateness of the education/training activity based on the assessment completed pursuant to 18 NCYRR 385.6 or 385.7. As appropriate, recipients are referred to service providers identified under Section 2.2, Table 1 and 2 for job skills or vocational education 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:

The district will approve of up to 1 year in a four year training program

- 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:

The district will monitor all individuals that are assigned to vocational education and assign any individual that is reaching their twelve month limit to a core activity; and continue the enrollment in Job Skills training for up to an additional twelve months.

- h. Education and training providers are evaluated by the following standards:

The district uses education program providers who offer programs that are certified and approved by the state of New York Department of Education.

- i. The district procedure for advising participants of approved training providers is:

Training providers utilized are discussed during orientation and subsequent meetings with individuals. Training with a provider will be made part of the individual's employment plan, which the individual signs.

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

When a work activity has been arranged the individual is given a copy of their employment plan, which has been reviewed with each individual and states what activities are expected of them with contact phone numbers, if applicable. The activity is arranged while the individual is in the office and documentation is provided to the individual verifying the information needed to start activity, including start date and times. If the activity cannot be arranged in the office, the client is notified in writing on where to be and when. The paperwork will also state, if applicable, the number of hours which participant is responsible for working.

- a. In the case of a worksite, the referral is reviewed by both the worksite supervisor and individual during the worksite interview and returned to DSS Employment Unit by the worksite.
 - b. Letter regarding physical examination is only given to individuals who are referred to a worksite that requires a physical.
- 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:

The agency requires documentation from the school that the youth is attending to be submitted at case opening and every recertification thereafter. This may include written correspondence or a copy of report card.

- 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:

A letter is sent to the work experience supervisor listing the client's specific limitations and accommodations needed. If the supervisor has further questions they can contact the worker for clarification.

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 for State review including specific information on each of the errors identified. In addition, when monitoring reveals substantial problems, the district must describe the corrective action it will take.

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

- Ensure that documentation of wages and actual hours of employment is verified and accurately projected/reported and present in the case file, is actual and is projected correctly;
- Ensure that the documentation for actual hours, supervision/attendance, excused absences, and holidays in other activities is present in the case file;
- Assess whether participation in the work activities reported for work eligible individuals meets the approved federal definition for the activity;
- Assess that the data entered into either WTWCMS, 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 (6) 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 WTWCMS and documentation is in the file to support hours reported on WTWCMS and that the scheduled hours on WTWCMS is consistent with the documentation.

The district will perform a random sample of (6) 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 WTWCMS, excused absences and holiday time are documented in the case file and correctly reported on WTWCMS in accordance with federal limitations, and documentation of actual hours of attendance is accurate and matches the hours of participation reported on WTWCMS by district or provider staff.

The district will perform a random sample of (3) 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 (3) 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 WTWCMS?

Yes No

If Yes, does the district's provider/vendor collected documentation, data entry and management of WTWCMS 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:

The district does have a written policy and procedures for LDSS staff on provision of language assistance to applicant/recipients. Policy outlines procedures for utilizing Language Line Services or Mami for immediate phone interpreter services.

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:

Employment staff will advise clients of supportive services. In addition, they will counsel clients on issues such as daycare and back-up daycare, transportation and the balance of personal needs as well as the need for work. Agency staff will try to schedule client appointments around the clients work schedules

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:

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

District attempts to engage the individual to meet with staff and continue to seek self-sufficiency. Employment staff refers the individual for appropriate activities and develop the employment plan which the individual signs. Individuals who are sanctioned frequently beyond duration, may be referred to the worker in either the Fraud or Employment Unit for an eligibility review to explore and monitor the individual's eligibility and use of resources. When the individual agrees to comply, they are immediately referred to the Employment Unit to schedule an immediate appointment for planning and engagement purposes.

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

Section 3.11 Strategies for reducing the need for TA

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

District refers applicants to meet with the Jobs Program Specialist prior to case opening. The applicants are given job leads and referrals to appropriate employment and job search services. Assistance with job search and resumes will be given.

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:

The District may provide bus passes and tokens, gas vouchers, mileage reimbursement, clothing and tools. A Social Welfare Examiner in Employment Services or a Community Services worker may provide transportation on a case by case basis. Any transportation related expenses (ie. Repairs (\$200), insurance (\$125), licensing fees (\$38.50) and gas vouchers) are subject to a \$650 limit. All supportive services such as clothing and tools are reviewed and determined on a case by case basis, which is subject to the approval of the Commissioner or Administration

- 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:

In the event that an individual resides in an area where public transportation is not available, efforts will be made to attempt to locate work assignments within close proximity or pay for deviated bus route expenses. Individuals will not be expected to walk over 2 miles, each way.

- 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 district may provide supportive services in the form of, employment counseling, employment referrals, transportation assistance, uniforms, other documented and/or approved agency items and child care to those that are eligible. All supportive services are reviewed and determined on a case by case basis, which is subject to the approval of the Commissioner or Administration.

Section 4.2 Transitional Support Services

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

The district may provide supportive services in the form of, employment counseling, employment referrals, transportation assistance, uniforms, other documented and/or approved agency items and child care. All supportive services are reviewed and determined on a case by case basis, which is subject to the approval of the Commissioner or Administration.

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:

See above

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:

There will be no supportive services offered for individuals who are eligible under the TANF Services 200%

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

The client is mailed a conciliation notice pertaining to the conciliation procedure when they have failed to comply. Recipients must respond within ten (10) days. They are able to respond in person, by phone or by mail. The client responds to the supervisor listed on their letter to answer the conciliation

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

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

Once the client contacts the supervisor the conciliation is discussed. The client explains the circumstances for non-compliance. The supervisor then makes a decision within ten days to determine if the client's non-compliance was willful and without good cause. The supervisor also advises the client of the steps needed for a positive resolution.

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

The client is mailed a conciliation notice and Job search handbook when they have failed to comply. Recipients must respond within ten (10) days. They are able to respond in person, by phone or by mail. The client responds to the supervisor listed on their letter to answer the conciliation.

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

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

Once the client contacts the supervisor the conciliation is discussed. The client explains the circumstances for non-compliance. The supervisor then makes a decision within ten days to

determine if the client's non-compliance was willful and without good cause. The supervisor also advises the client of the steps needed for a positive resolution.

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 employment unit will meet with recipients that wish to demonstrate compliance to avoid a SNAP E&T related sanction. The client is required to complete ten (10) job searches in the Job Search handbook and return it to the agency in ten (10) days.

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:

Proof of compliance must be furnished during an office visit or by mail. Proof of compliance may be a letter from the worksite, pay stub, completed job search or a completed assessment for an individual that failed to attend their assessment. Worksite compliance must be achieved for five (5) consecutive business days prior to lifting the sanction. Once the individual has demonstrated compliance consistent with the requirements noted above, Temporary Assistance benefits are restored retroactive to the date the individual indicated a willingness to comply (but not earlier than the expiration of the minimum duration period)

- 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:

Proof of compliance must be furnished during an office visit or by mail. Proof of compliance may be a letter from the worksite, pay stub, completed job search or a completed assessment for an individual that failed to attend their assessment. Worksite compliance must be achieved for five (5) consecutive business days prior to lifting the sanction. Once the individual has demonstrated compliance consistent with the requirements noted above, SNAP benefits are restored retroactive to the date the individual indicated a willingness to comply (but not 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):

All medical documentation for applicant/recipients of TA is reviewed by the Sr. Social Welfare or the Social Welfare Examiner in the Employment Unit. The Sr. Social Welfare Examiner or the Social Welfare Examiner in the Employment Unit reviews the medical information in addition to other information available which may include duration on assistance, medical/mental health limitations from case file, known employment barriers, compliance history or previous SSI/SSD denial. The Sr. Social Welfare Examiner or the Social Examiner will determine whether there is sufficient supporting documentation to determine if the individual is exempt, nonexempt, or work limited. The Sr. Social Welfare Examiner may require the individual to undergo an independent medical evaluation with IMA (Industrial Medicine Associates) in Binghamton, NY to identify limitations and/or potential for restoring employability or recommendations for treatment needs. Transportation assistance is offered to the individual to assure individuals compliance with scheduled evaluation.

Upon receipt of the completed IMA evaluation report, the Sr. Social Welfare Examiner reviews the medical report and determines the appropriate employment code, performs data entry of information onto WTWCMS and refers case information to the Employment/OET worker for update or completion of employment plan with individual.

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:

If the individual is determined to be exempt due to a disability expected to last more than twelve months, the Social Welfare Examiner will engage the individual in DCAP (Disabled Client Assistance Program) and will provide referral and application assistance to the individual to

access additional government entitlements or program/support services available such as SSI/SSD, VA benefits, etc.

The district will notify an individual of exempt/nonexempt status whenever an individual alleges to be unable to participate, or the individual otherwise participates in the employability disability review described in 18 NYCRR 385.2. The LDSS-4005 will be used to notify individuals determined to be exempt and the LDSS-4005(a) will be used to notify individuals determined to be nonexempt, including work limited.

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.

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:

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

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.):

All medical documentation for applicant/recipients of TA is reviewed by a Social Welfare Examiner in the Employment Unit. The Social Welfare Examiner reviews the medical information in addition to other information available which may include duration on assistance, medical/mental health limitations from case file, known employment barriers, compliance history or previous SSI/SSD denial. The Social Welfare Examiner will determine whether there is sufficient supporting documentation to determine if the individual is exempt, nonexempt, or work limited. The Social Welfare Examiner may require the individual to undergo an independent medical evaluation with IMA (Industrial Medicine Associates) in Binghamton, NY to identify limitations and/or potential for restoring employability or recommendations for treatment needs. Transportation assistance is offered to the individual to assure individuals compliance with scheduled evaluation.

Upon receipt of the completed IMA evaluation report, the Social Welfare Examiner reviews the medical report and determines the appropriate employment code, performs data entry of information onto WTWCMS and refers case information to the Employment/OET worker for update or completion of employment plan with individual. If an individual is considered to be work limited after the Social Welfare Examiner reviews all medical documentation then the individual will be placed in a work activity appropriate to their limitations

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

During the initial employment assessment, or anytime there is a change in circumstances the Social Welfare Examiner and the recipient will come up with a plan to restore the client to self-sufficiency. The recipient is responsible to provide time sheets with all medical appointments they have attended to their worker by the fifth (5th) of the following month. The district follows the recommendations set forth by the doctor on the medical form.

- 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 Social Welfare Examiner responsible for monitoring the exempt population enters the monthly time sheets into WTCMS. They also send out a request for new medicals as the need arises.