

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

January 1, 2020 – December 31, 2021

Lewis County

Contents

Section 1- Assurances	3
Section 2 Administration	5
Section 2.1 Administrative Structure	5
Section 2.2 TA and SNAP Employment & Training (SNAP E&T) Provider Agencies	5
Table 1 - Contracts Associated with TA and SNAP Employment Programs and Services.....	5
Table 2 – Other Service Providers.....	8
Section 2.3 OTDA Jobs Staff Agreement.....	9
OTDA Jobs Program Services – Target Groups.....	9
Other Services Requested.....	9
Section 2.4 Access to Services at New York State Career Centers	9
Section 3 Engagement and Work Preparation.....	11
Section 3.1 Federal “Engaged in Work” Requirement (Reference 18 NYCRR 385.2 (f))	11
Section 3.2 Orientation (Reference 18 NYCRR 385.5).....	11
Section 3.3 Assessment and Employment Planning.....	12
TA Assessment.....	12
TA Employment Plan	13
Section 3.4 Participation Rates and Work Activities (Reference 18 NYCRR 385.8 and 385.9).....	14
Section 3.5 Job Development	21
Section 3.6 Training Approval and Activity Enrollment Policies (Reference 18 NYCRR 385.9)	21
Section 3.7 Work Verification	25
The Quality Assurance (QA) plan include the following elements:	25
The District’s Quality Assurance Process is as follows:.....	26
Use of Outside Providers/Vendors.....	26
Section 3.8 Strategies/Procedures for Accommodating Individuals with Limited English Proficiency	27
Section 3.9 Strategies/Procedures for Increasing Program Attendance	27
Section 3.10 Strategies/Procedures for Engaging Sanctioned TA Participants.....	28
Section 3.11 Strategies for reducing the need for TA	28
Section 4 Support Services	29
Section 4.1 TA and Non-TA SNAP Applicants and Recipients in Work Activities Approved by the District	29
Section 4.2 Transitional Support Services	31
Section 4.3 Extended Support Services.....	32
Section 5 Conciliation, Sanction and Dispute Resolution Procedures	32
Section 5.1 Conciliation.....	32
Section 5.2 Sanctions.....	34
Section 5.3 Dispute Resolution	35
Section 6 Disability Determinations, Documentation and Requirements of Exempt Individuals.....	36
Section 6.1 Disability Determination Process and Tools.....	36
Section 6.2 Mental Health Screening and Assessment	37
Section 6.3 Requirements for Exempt TA Participants (Reference 18 NYCRR 385.2 (e)).....	37

Section 1- Assurances

As a condition of the receipt of federal and State funds the Lewis 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 Lewis 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/ JJ 12/09/2019

Jennifer Jones, Social Services Commissioner

12/09/2019, 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 agency's organizational chart is attached. It identifies the units and staff within the agency that are involved in the operation of the districts employment program.

The Employment Unit is responsible for providing employment case management services to all TA non-exempt applicants/recipients including assigning & monitoring job search, WEP assignments, job referrals, referrals to appropriate community partners for additional supportive services, assessments and employment plan development. The Employment Unit also provides case management services to exempt TA applicants/recipients as well as job search assistance to any SNAP applicant/recipient who is looking for employment.

The Employment Unit receives new applicant referrals from the TA unit and together both units meet weekly to monitor the cases progression during the eligibility process. The Employment Unit holds the primary responsibility of assigning employment codes for TA applicants/recipient's.

The SNAP Units refer ABAWD applicant/recipient's to the Employment Unit for job search assistance, job search assignment, WEP assignments and ABAWD orientations. The SNAP units are responsible for assigning non-TA SNAP employment codes.

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
Resolution Center of Jefferson and Lewis Counties	\$1000.00	<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%	Mediation Services
Lewis County General Hospital	\$2200.00	<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%	Functional Capacity Exams
Behavioral Health and Wellness Clinic	\$2370.00	<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%	Mental Health Employability Exams and Employability Recommendations
	\$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%	

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%	

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
NYS Dept. of Labor	Wagner - Peyser	<input type="checkbox"/> FA <input type="checkbox"/> SNA Family <input type="checkbox"/> SNA Individual <input type="checkbox"/> SNAP <input type="checkbox"/> TANF 200%	Employment and Training opportunities, job referrals, job placements, job search assistance, and resume assistance
Lewis County Opportunities		<input type="checkbox"/> FA <input type="checkbox"/> SNA Family <input type="checkbox"/> SNA Individual <input type="checkbox"/> SNAP <input type="checkbox"/> TANF 200%	Financial coaching to TANF recipients, Work Experience Partner agency, Food Pantry services, Thrift Store Services
ACCES-VR (Vocational Rehabilitation)		<input type="checkbox"/> FA <input type="checkbox"/> SNA Family <input type="checkbox"/> SNA Individual <input type="checkbox"/> SNAP <input type="checkbox"/> TANF 200%	Assessment, Career Planning, Job development, Job Coaching Services, Vocational Training, and Supportive Services
Behavioral Health and Wellness		<input type="checkbox"/> FA <input type="checkbox"/> SNA Family <input type="checkbox"/> SNA Individual <input type="checkbox"/> SNAP <input type="checkbox"/> TANF 200%	Mental Health Services
CREDO Community Center		<input type="checkbox"/> FA <input type="checkbox"/> SNA Family <input type="checkbox"/> SNA Individual <input type="checkbox"/> SNAP <input type="checkbox"/> TANF 200%	Substance Abuse Treatment
TLS ~ Transitional Living Services		<input type="checkbox"/> FA <input type="checkbox"/> SNA Family <input type="checkbox"/> SNA Individual <input type="checkbox"/> SNAP <input type="checkbox"/> TANF 200%	Psychiatric Rehabilitative Residential Supports and Case Management Service
Gateway Program ~ TLS		<input type="checkbox"/> FA <input type="checkbox"/> SNA Family <input type="checkbox"/> SNA Individual <input type="checkbox"/> SNAP <input type="checkbox"/> TANF 200%	Homeless Housing Provider and Case Management Services
NRCIL~ Northern Regional Center for Independent Living		<input type="checkbox"/> FA <input type="checkbox"/> SNA Family <input type="checkbox"/> SNA Individual <input type="checkbox"/> SNAP <input type="checkbox"/> TANF 200%	Disability rights and resources
Lowville Food Pantry		<input type="checkbox"/> FA <input type="checkbox"/> SNA Family <input type="checkbox"/> SNA Individual <input type="checkbox"/> SNAP <input type="checkbox"/> TANF 200%	Food Pantry

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)

Lewis County DSS does not have OTDA Jobs Program Staff.

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: Lewis County DSS Employment & Training Staff are responsible for Managing the One Stop Center {also known as The WorkPlace} for Lewis County. Services provided by the One Stop are made available to TANF & SNAP Applicants/Recipients at every visit as the offices for E&T Staff are located within the One Stop.

- 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.

All E&T Specialists are cross trained in both DSS Employment & WIOA Services. Every effort is made to register TANF & SNAP Applicants/Recipients in the AOSOS system during their initial visits to the employment unit. If a TANF/SNAP Applicant/Recipient is program eligible for WIOA services which include OJT, CRT or Youth Programming, a

referral is made via WTCMS to the Business Services Representative in The Workplace. When possible, a face to face introduction is also made to the Business Services Representative. The E&T Specialist who functions as the Business Services Representative will engage the TANF/SNAP Applicant/Recipient in a separate series of appointments to determine their eligibility for WIOA programs and coordinate with their partner E&T Specialist on progress with employment, placement services, or classroom training.

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:

Obtaining working papers when appropriate.

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:

Additional elements covered in the orientation are:

- Information regarding medical exemptions/limitations and information about ACCES-VR;
- Resources and services available at the Lewis County WorkPlace {One Stop Center};
- Intentional program violations and regulations pertaining to non-compliance;
- Information on transportation services in Lewis County;
- Time limit information;
- Availability of child care in lieu of Temporary Assistance;
- Appearance and hygiene;
- Drug and/or Alcohol treatment as deemed necessary by a licensed OASAS provider for the client.

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:

A signed copy of the client’s rights and responsibilities and job search requirements are provided to all non-exempt applicants during their initial appointment with an E&T Specialist. All non-exempt & exempt applicants of Temporary Assistance are required to attend group orientation within two weeks of assignment to the Employment Unit. Group orientation is held every Wednesday at DSS. If a non-exempt or exempt client is unable to attend group

orientation, then one-on-one orientation is provided by the assigned E&T Specialist and noted in WTCMS.

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:

All TA applicants/recipients are assessed and direct data entry into WTCMS during the client's assessment appointment. The assessment process is started while the client is still an applicant and the E&T Specialists will address barriers, strengths, weaknesses, as well as short term and long term goals. The E&T Specialist will continuously monitor the client's activities and progression towards short and long term goals and update the assessment as progress or changes occur for the client.

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

The Lewis County Employment & Training Unit.

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)]

See attachment(s) for "Employment & Training Specialist," and "Staff and Workforce Development Coordinator" job descriptions which include Civil Service qualifications.

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?

Assessments are completed within 30 days of case opening, and updates to the assessment are made when the recipient has a change in circumstances, treatment, new barriers or resolution of a previous barrier, and other circumstances such as housing, transportation or childcare which impacts the clients ability to obtain or maintain employment.

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 with all recipients within 45 days of the case opening for both exempt and non-exempt recipients. Clients are scheduled to come into the office at a specific date and time to complete their employment plan. A copy of the employment plan is printed and signed by the client and a copy is sent to imaging. Client's who reside out of the district complete their employment plan via the telephone and copy is sent to the client for signature.

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

Employment plans are updated and changed any time that the clients circumstances change and elements of the employment plan require an update or modification. Employment plans will be updated during the recertification period if no changes or modifications were made in the previous six months.

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:

he district plans to meet participation rates through a process of ongoing assessments, case by case reviews, and weekly case conferencing with the Employment & TA units.

Employment Staff begin working with clients at application and most non-exempt clients are assigned to a supervised applicant job search {AJS}. The initial goal is to divert a TANF case from opening by providing appropriate job referrals & leads during the initial client meetings. During the applicant period the E&T Specialists will work with the client on mitigating barriers, addressing job readiness {including application preparation, resume creation, interviewing skills, etc.}, and completing the assessment prior to the case opening. The E&T Specialists will meet weekly with non-exempt clients to review their applicant Job Search logs {assignment of 6 completed & submitted job applications or interviews} and develop the clients employment plan {The employment plan will include both short and long term goals}.

Clients may engage in activities, other than work experience, immediately {i.e.: vocational education}. The time period between case opening and work experience assignment is typically no more than 2 weeks.

When there is a status change from exempt to non-exempt, the client will be scheduled to meet with an E&T Specialist within one week {typically the client is notified of this change in person, introduced to their new E&T Specialist and provided a follow up appointment while at the agency}. The nonexempt client may be placed on a job search by the E&T Specialist and scheduled to return in one week to update their assessment, employment plan and review the job search log.

All non-exempt recipients will be engaged in work activities {"Core" and "Non-Core"} up to 35 hours per week. The E&T Specialist may assign recipients to less than 35 hours per week based on the client's barriers and individual employment plan goals.

Participation rate and engagement activities are monitored by time sheets submitted bi-weekly by work site & volunteer site supervisors, reviewed and data entered by the E&T Specialists into WTCMS. Treatment progress & attendance reports will be submitted monthly, reviewed and data entered by the E&T Specialists into WTCMS.

Management reports found in COGNOS are monitored on a monthly basis to ensure full engagement by adults in work or work preparation activities.

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

	Households with Dependent Children Average Monthly	Households without Dependent Children Average Monthly
Individuals	92	37

- 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 and TA Unit meet weekly to case conference both exempt and non-exempt cases {this includes TANF and Safety Net cases}. Case conferencing, WTCMS and COGNOS reports {run semi-monthly or as needed} including the Participation & Engagement Status Report, Employability Code Duration Report, and Earned Income/Employment Report are used to identify cases not meeting maximum participation. Each E&T Specialist has protected time with their supervisor typically two times a month to review assessments, enrollments, employment plans and maximum participation in activities.

- 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):

Lewis County does not mandate non-TA SNAP recipients to participate in employment 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):

SNAP applicants and recipients are informed of Job Search availability at application and Recert through a face-to-face or telephone interview. See attached letter and pamphlet that provides information on Job Search assistance, WorkPlace services and major

employers in the area as well as contact information should a SNAP applicant/recipient decide to engage in the services offered through the WorkPlace.

- 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 applicants are assigned to Job Search at the time of the initial interview for eligibility and assigned to an E&T Specialist who will monitor and supervise the applicant Job Search weekly. It is expected that new applicants will complete & submit a minimum of 6 applications, resume submissions {in person and/or on-line}, or interviews for a job per week. The E&T Specialists will periodically verify the applicants Job Search book by contacting employers to confirm that applications were submitted.

Applicant Job Search	Minimum Number of Contacts	Minimum Number of Hours	Additional Information
TANF and SNA MOE	6	6	
SNA Individuals	6	6	

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

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

Recipients of TA are expected to engage in an on-going Job Search and job search related activities at all times. It is expected that recipients will complete a minimum of 6 hours of Job Search per week which will include application and/or resume submissions {in person and/or on-line} and interviews for jobs. Additionally, credit will be given for resume preparation, interview preparation, and time spent traveling between prospective employers. Recipients will be required to meet weekly with the E&T Specialist to review the on-going Job Search and job search activities. Although the Job Search is limited by regulation to apply towards the participation rate for no more than 12 weeks per year (no more than 4 weeks consecutively), E&T Specialists will assign and review a recipient's Job Search and job search activities at each monitoring appointment.

- 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.

Paid Self employment would be considered an appropriate and approved work activity provided the Applicant/Recipient provides a statement that includes days and hours worked, as well as proof of payment that can be reported to the SWE or Social Services Program Examiner for budgeting purposes.

- 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
<ul style="list-style-type: none"> <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>
<ul style="list-style-type: none"> <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>
<ul style="list-style-type: none"> <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>
<ul style="list-style-type: none"> <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 WTCMS 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.:

All E&T Specialists and the Staff & Workforce Development Coordinator are responsible for job development activities. It is expected that a minimum of 5 contacts with local employers will be made each month to develop worksites, possible internship situations and subsidized & unsubsidized job opportunities. The local One Stop Center {Lewis County WorkPlace} is co-located at Lewis County DSS and maintains a current list of job openings to which TA applicants & recipients are referred.

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:

The only available providers in Lewis County are Jeff-Lewis BOCES Adult Education and Literacy Volunteers of Northern NY. Jeff-Lewis BOCES offers adult education that assists students in obtaining a high school equivalency diploma ~ TASC testing {formerly known as GED}. Referrals to adult education at Jeff-Lewis BOCES are made on going. However, mandatory orientation for TASC education candidates is located in Jefferson County. After orientation has been completed, Lewis County candidates can complete their classroom education in Lewis County.

Referrals to Literacy Volunteers are made as needed.

- 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:

Due to the rural nature of Lewis County, there is no centralized location for providers of Vocational Education and Job Skills Training programs. The limited array of providers is

approved by the local Workforce Development Board {WDB} which is the Jefferson-Lewis County WDB. Approved providers include: Jefferson County College, Bohlen Technical Center ~ Jefferson County and Howard G. Sackett Technical Center ~ Lewis County. The local WDB determines which occupations are considered in demand for Lewis County.

All recipients will be referred for Job Skills training when their assessment indicates this activity would be appropriate

- 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:

Educational activities for recipients will be identified during assessments, ongoing during reassessments, and as the individual employment plan is updated. Referrals to Jeff-Lewis BOCES Adult Education or Literacy Volunteers will be made immediately after the need for literacy assistance is identified.

Clients may also be identified as in need of additional training in one or more of the following situations:

- Intake appointment
- The WorkPlace
- Job Readiness Training Classroom
- Work Experience site

- 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 individual's Employment Plan, all participants are referred to and required to participate in educational activities if they are not in possession of a high school diploma or high school equivalency. Individuals may be denied participation in educational activities if their TABE scores are well below the entrance level of the courses they are looking to take. They may also be denied if they are looking at taking a degree program that requires a license without first clearing up a criminal background. All individuals are looked at on a case by case basis.

- 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:
- Appropriate skills and capabilities required for enrollment in specific training.
 - Completion of Employment Plan.
 - History of compliance with prior activity participation.
 - District approval of training program resulting in sustainable employment.

- 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:

Lewis County DSS will approve full-time enrollment in both 2-year and 4-year accredited college programs leading to occupations that are considered in demand in our region and whereas job market conditions indicate the likelihood of placement in unsubsidized employment following completion of education. Full time students will be required to provide proof of passing grades at the completion of each semester and locate employment during the time periods when the college semester is not in session {Summer months and Winter Break for example}. Should the recipient not acquire passing grades for one semester, the client will no longer be considered as participating in work activities as related to their educational enrollment at the 2 or 4 year accredited institution.

- 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:
After the 12 month lifetime limit has been reached by each individual recipient, the E&T Specialist will work with each client to leverage community service opportunities on their college campus; determine if the student is engaged in a work study program that can be used to create an enrollment in WTWCMS; and/or assist the student in locating part time employment
- h. Education and training providers are evaluated by the following standards:
- Providers must be licensed by the State Department of Education or sponsored by a governmental agency such as WDB {Workforce Development Board} or DOL (Department of Labor).
 - Providers must develop courses where local demand occupations and job market conditions indicate the likelihood of placement in unsubsidized employment following completion of training/education.
 - Providers must have demonstrated effectiveness in the provision of the proposed training/education courses.
 - Providers must agree to provide attendance and progress reports as required by the local district.
 - Providers must provide the name and phone number of their program contact
- i. The district procedure for advising participants of approved training providers is:
Information on approved training providers is available at the Lewis County WorkPlace, on-line {BOCES and local community colleges} and provided in person to the client during assessment and employment plan updates if educational training is part of the employment plan short & long term goals. A referral via WTWCMS to the WorkPlace Business Services Representative would also be made for additional information and potential payment for educational training.
- j. The district procedure for notifying participants of approval for training or enrollment in a work activity is:
Notification of an enrollment in an activity is done in person {a signed copy of individual employment plan is given to the client}; via mail when an enrollment letter is sent advising the participant of the location/site address of the training/work activity, the site

contact and number, the number of hours assigned, and the E&T Specialists contact number.

- 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 E&T Assistant and/or E&T Specialist will monitor all students with an employment code of 35, Non head of household in school full time (ages 16 through 18), exempt. Enrollment and attendance will be verified quarterly by the students school district with verification maintained in WTWCMS and IEDR {TA case record}.

- 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:
In the case of an individual with an employment code of 16 ~ Work Limited, the E&T Specialist will assign individuals to work activities consistent with the individual's treatment plan and limitations. The WEP site supervisor and instructor will be provided, in writing, a list of limitations and tasks the client is unable to perform, as well as any special accommodations necessary. The E&T Specialists will monitor compliance of WEP sites by unannounced visits and monitoring appointments with the client. The client is also informed at the time of assignment to WEP the importance of making sure

the WEP site is aware of their limitations. The client has the right to dispute their WEP placement.

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 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 (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 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 (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 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 (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 agency maintains a list of local interpreters who are available to provide assistance to our clients. Additional translation and interpreter services are available via MAMI if needed.

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:

If an individual is assigned to work activities and fails to participate, including absences with good cause, the E&T Specialist will immediately attempt to reach the individual by phone first. The E&T Specialist will attempt to solicit the circumstances behind the non-compliance and attempt to assist the individual to resolve whatever problem or circumstance that prevented the individual from complying. Often times it may be lack of child care or a problem with transportation. The E&T Specialist will first look at what supportive services are available to resolve the conflict.

In addition, the following practices will be utilized:

- Transportation barriers are being addressed by the offering of Birnie bus passes {public transportation}.
- The district has adopted a stronger Group Orientation presentation that includes a detailed explanation of Work Requirements and Participation requirements; child care options including instructions to find alternate child care that will take their children if they are moderately sick so as not to miss time from work; benefits of Work Experience; non-compliance consequences; and Job Readiness activities including practice applications; resume preparation services; instructions to make appointments before and after their worksite duties just as if they were employed; and opportunities for mock interviewing practice.
- E&T Specialists are responsible for the monitoring of worksite attendance and the E&T Specialist initiates the conciliation process reducing the time between non-compliance and conciliation

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:

Sanctioned participants are encouraged to utilize resources at the One Stop Career Center ~ Lewis County WorkPlace that are available to the general population. Individuals are encouraged to look for work, meet with the E&T Specialists on staff, and attend any workshops that are available to assist individual's in obtaining and retaining employment. The SWE/ Social Services Program Examiner may suggest outside providers that could assist while the sanction is in place and make sure the individual understood why the sanction was enforced. The SWE/ Social Services Program Examiner will attempt to get the individual engaged in any way so that the individual can be in compliance when eligible.

The district tries to engage the sanctioned participants as soon as the sanction is about to expire. Even at conciliation, the benefits of participating and the effect it will have on their grant are explained. The participant is also informed of all the work related benefits they may be eligible for if they became compliant.

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

Sanctioned participants are encouraged to utilize resources at the One Stop Career Center ~ Lewis County WorkPlace that are available to the general population. Individuals are encouraged to look for work, meet with the E&T Specialists on staff, and attend any workshops that are available to assist individuals in obtaining and retaining employment. The SWE/Social Services Program Examiner may suggest outside providers that could assist while the sanction is in place and make sure the individual understood why the sanction was enforced. The SWE/Social Services Program Examiner will attempt to get the individual engaged in any way so that the individual can be in compliance when eligible.

The SWE/Social Services Program Examiner is required to make an Eligibility Review appointment for the sanctioned individual to come into the agency when the sanction is about to expire & monthly after the sanction has expired. During the Eligibility Review meeting, the SWE/Social Services Program Examiner discusses the impact of the sanction on the case & household, and inquires how the sanctioned recipient is making ends meet. The E&T Specialist & SWE/Social Services Program Examiner goes over the work related benefits available should the sanctioned recipient comply.

— 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:

SWE/Social Services Program Examiner refer to E&T Specialists to provide front-end employment referrals and supportive services for Temporary Assistance applicants not currently employed. This includes a supervised job search component that provides direct linkages with employers and Lewis County WorkPlace Services.

- Diversion is explored by the screening performed by TA worker(s) at the intake interview.
- Supportive Services based on documented employment or promise of 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:
 - Clothing – up to \$150.00 per activity or employment as determined by the Department.
 - Job Related Safety Equipment - \$400.00 maximum per job.
 - License and Other Work Related Fees – the amount set by the State of New York for vocational or driver's licenses, and or registrations. Any other license would be up to \$100.00. In no event will the department pay any fines to obtain said licenses.
 - Work related fees necessary for participation in unsubsidized employment {fingerprinting and testing for employment opportunities}
 - Tools and Equipment – up to \$600.00.
 - Automobile repairs- up to \$1200.00 yearly for a vehicle that is owned by the participant or the participant's spouse who resides in the same household, and allowing that the value of the vehicle exceeds the amount of the repairs.
 - Tires may be purchased if the safety {documented in file} of the vehicle is being impacted – up to \$400.00 out of the yearly \$1200.00 automobile repair limit.
 - Automobile Insurance – up to 3 months or \$300.00 whichever is less. The length authorized at the discretion of the Department.
 - Driver's Education
 - Fees involved in obtaining permit/drivers licenses.
 - Relocation expenses {limited to no more than \$250.00 and only one time per year} to a populated area in the County that will allow a client to participate in employment activities.
 - Transportation – Clients who are enrolled in employment programs that require reimbursement for transportation will be compensated for their expenses in the following way:
 - If they have access to public transportation, the Agency will provide them with a bus pass OR,

- If they have their own vehicle, they will be reimbursed mileage at the IRS rate for Medical and moving rate per mile.
- The Department may also provide transportation to work related activities by utilizing Volunteer Transportation Services paid directly through LCDSS if no other transportation option is available.

At the discretion of the Department, if funding is available, the Department may on a case-by-case basis exceed the aforementioned amounts. Each situation would have to be approved by the agency's Commissioner.

- 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:

Participants may be required to walk up to a maximum of two miles to participate in a work activity due to the rural nature of the county and lack of public transportation services. Weather, child care, and medical limitations are considered when making these determinations. Every attempt by the district will be made to use alternate methods of transport.

- 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:
- Clothing – up to \$150.00 per activity or employment as determined by the Department.
 - Job Related Safety Equipment - \$400.00 maximum per job.
 - License and Other Work Related Fees – The amount set by the State of New York for vocational or driver's licenses. Any other license would be up to \$100.00. In no event will the department pay any fines to obtain said licenses.

- Work related fees necessary for participation in unsubsidized employment {fingerprinting and testing for employment opportunities}
- Tools and Equipment – Up to \$600.00.

Section 4.2 Transitional Support Services

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

- Clothing – up to \$150.00 per activity or employment as determined by the Department.
- Job Related Safety Equipment - \$400.00 maximum per job.
- License and Other Work Related Fees – the amount set by the State of New York for vocational or driver’s licenses, and or registrations. Any other license would be up to \$100.00. In no event will the department pay any fines to obtain said licenses.
- Work related fees necessary for participation in unsubsidized employment {fingerprinting and testing for employment opportunities}
- Tools and Equipment – up to \$600.00.
- Automobile repairs- up to \$1200.00 yearly for a vehicle that is owned by the participant or the participant’s spouse who resides in the same household, and allowing that the value of the vehicle exceeds the amount of the repairs.
- Tires may be purchased if the safety {documented in file} of the vehicle is being impacted – up to \$400.00 out of the yearly \$1200.00 automobile repair limit.
- Automobile Insurance – up to 3 months or \$300.00 whichever is less. The length authorized at the discretion of the Department.
- Relocation expenses {limited to no more than \$250.00 and only one time per year} to a populated area in the County that will allow a client to participate in employment activities.
- At the discretion of the Department, if funding is available, the Department may on a case- by- case basis exceed the aforementioned amounts. Each situation would have to be approved by the agency’s Commissioner.

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:

- Car repairs
- Auto Insurance
- Auto Registration
- Tires
- Uniforms/work clothing
- Case Management/Post Employment Services
- Other emergency support services deemed necessary to assist in job retention and prevent an individual from returning to assistance on a case by case basis.

The district maximum for the above mentioned services is not to exceed \$1200.00

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:

- Car repairs
- Auto Insurance
- Auto Registration
- Tires
- Uniforms/work clothing
- Case Management/Post Employment Services
- Other emergency support services deemed necessary to assist in job retention and prevent an individual from returning to assistance on a case by case basis.

The district maximum for the above mentioned services is not to exceed \$1200.00

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

A conciliation notice is mailed or given out in person once the district has been notified of a participant's refusal to comply. Individuals are informed of the non-compliance issue and informed of their right to provide "good cause". The individual is also informed as to whom they should contact, the time frame in which they need to respond by, and the telephone number and extension of the Staff & Workforce Development Coordinator. The recipient must respond within 10 days. The individual is also informed of the potential consequences if no response is received. If a sanction is to be imposed, the E&T Specialist will notify the SWE/Social Services Program Examiner by an Employment Unit Interface. The SWE/Social Services Program Examiner will issue a timely and adequate notice of denial, closure or reduction of benefits (whichever is appropriate).

The local district shall issue a written conciliation notice that indicates a failure or refusal to participate has occurred. This notice shall indicate that the individual has the right to provide justification for such failure or refusal to participate. Recipients must respond within 10 days. If the individual does not contact the local district within these time frames, or if the local district determines from the conciliation that the individual's refusal or failure to comply was willful and without good cause, the local district may issue a notice of denial, or a ten-day notice of discontinuance. All available information is taken into account in determining willfulness and good cause even if the individual fails to respond to the conciliation notice.

Such notices shall:

- Indicate the employment requirement with which the individual has failed or refused to comply;
- Indicate that the individual has the right to a fair hearing related to such denial, discontinuance or reduction in benefits; and
- Meet state-prescribed requirements as set forth in Department Regulation.

If the individual does contact the local district within the periods set forth above to request conciliation, the individual shall be responsible to provide the local district with compelling reasons for their failure or refusal to comply. Such reason(s) shall generally be able to be documented and/or verified to some degree. If the local district determines that the individual's refusal or failure to comply was willful and without good cause, the local district shall issue a ten-day notice pursuant to the requirements above. If the local district determines that the individual's refusal or failure to comply was not willful and with good cause, the conciliation procedure shall terminate with no adverse action toward the individual.

Applicants who are assigned to and fail or refuse to comply with an employability assessment or job search, or who fail to accept an offer of employment shall not be entitled to conciliation.

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

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

Lewis County will consider good cause for all Temporary Assistance recipients who fail to comply with a TA Employment Requirement. A conciliation letter (LDSS-4230) is sent to the recipient by the E&T Specialist. Recipient is given 10 days to respond to letter and provide a good cause reason. If good cause is granted, there will be no sanction. If good cause is not granted as determined by the Staff & Workforce Development Coordinator, the E&T Specialist sends an Interface to the TA worker, requesting the recipient's case be denied, closed or a reduction of benefits (whichever is appropriate) be applied to the cases. The E&T Specialist and

SWE/Social Services Program Examiner will jointly determine the durational sanction that should be applied when appropriate.

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

Lewis County will allow all SNAP recipients, who fail to comply with a SNAP employment requirement the opportunity to document good cause. The procedure will be the same as the conciliation procedure for TANF and Safety Net individuals as far as notification. Individuals are informed of the non-compliance issue and informed of their right to provide "good cause". They will have 10 days to respond. The individual may also document an exemption from participation. The individual will also be offered the opportunity to avoid a SNAP sanction by demonstrating compliance with SNAP work requirements, as assigned by the district. If the individual does not respond nor choose to come into compliance, the individual will be sanctioned and the SNAP grant reduced or closed accordingly.

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

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

Lewis County will allow all SNAP recipients, who fail to comply with a SNAP employment requirement the opportunity to document good cause. A conciliation letter (4230) is sent to the recipient by the E&T Specialist. The letter will explain what must be done in order for the applicant/recipient to get back into compliance for SNAP. If recipient has provided a good cause reason, or has demonstrated compliance with the assigned SNAP work requirements, there will be no sanction. If good cause is not granted and the recipient has not come back into compliance, then the E&T Specialist will send an Employment Interface to the Eligibility Worker, requesting that a sanction be applied to the SNAP case. The E&T Specialist and SWE/Social Services Program Examiner will jointly determine the durational sanction that should be applied when appropriate. The SWE/Social Services Program Examiner will implement the sanction
WMS

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

SNAP recipients will be assigned to a supervised Job Search monitored by a E&T Specialist or employment assessment when the action of noncompliance is employment assessment. It is expected that recipients will complete a minimum of 5 employer contacts during the Job Search within seven days which will include application and/or resume submissions {in person and/or on-line} and interviews for jobs. After the E&T Specialist has verified the job search results, an Employment Unit Interface will be sent to the SNAP unit confirming compliance for the SNAP program. Information on Job Search assistance, Work Place services and major employers in the area will be provided to all SNAP recipients regardless of compliance with the Employment Unit.

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:
Only Individuals in sanction status on an active TA cases will be notified when they are nearing the end of their sanction period. They are set up with an Eligibility Review appointment to speak with a TA worker. At this contact, the TA worker will ask the sanctioned person if they are willing to comply with employment activities in order to be added back into the case. If they are willing to comply, the individual will have their assessment and employment plan completed with the E&T Specialist. Once the client has satisfactorily complied with 5 days (one week) of the required employment activities the sanction will end. Upon demonstrating compliance, individuals will have their sanction removed and benefits restored retroactive to the date that the individual indicated & signed their willingness to comply (but no earlier than the expiration of the minimum duration period). The E&T Specialist will notify the SWE/Social Services Program Examiner via the Employment Interface when compliance is achieved

- 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:
Only Individuals in sanction status on an active SNAP cases will be notified when they are nearing the end of their sanction period. At this contact, the SNAP SWE/Social Services Program Examiner will ask the sanctioned person if they are willing to comply with employment activities in order to be added back into the case. If they are willing to comply, the individual will be required to document an exemption from SNAP work requirements or demonstrate compliance with SNAP work activities by engaging in a SNAP supervised job search as assigned for 5 days. Once the client has satisfactorily complied with supervised job search or documented an exemption, the sanction will end. Upon demonstrating compliance, individuals will have their sanction removed and benefits restored retroactive to the date that the individual indicated & signed their willingness to comply (but no earlier than the expiration of the minimum duration period). The E&T Specialist will notify the SWE/Social Services Program Examiner via the Employment Interface when compliance is achieved.

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):

To determine an individual's disability and/or medical limitations, a medical statement {LDSS-4526} is required at application, recertification or at intervals determined by the circumstances. The DSS medical or mental evaluation is completed and submitted to the department within 10 days; once received, it is reviewed to determine the applicant/recipient's initial ability to engage in work activities or address work limitations. Once all documentation to be reviewed is obtained and a determination is made, the individual will be notified of such, and the right to a fair hearing. The district will inform work site providers of any individual's limitations: to ensure the worksite is responding to the respective limitations of each participant. The E&T Specialist contacts the site supervisor regularly, making adjustments in work assignment/location when necessary, or as warranted upon receipt of updated medical statements. The district will inform providers of any limitations in writing.

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 Staff & Workforce Development Coordinator and/or the Director of Economic Supports will review the LDSS-4526 {including any additional medical information provided by the client} to make the final determination of exempt, non-exempt, or work limited.

Additional documentation may be required of the individual's health care practitioner to evaluate an individual's ongoing claim of a mental or physical impairment, if such individual has been found not to be exempt from work activities by the local district. Such individuals remain non-exempt until a different determination is made by the local district.

If, an individual has demonstrated an inability to successfully participate in work activities or employment and the local district has reason to believe this is due to a disability or work limitation, the local district shall require the individual to participate in a disability related screening and/or evaluation. Additionally, if an individual has demonstrated an inability to successfully function in a work setting and is determined through an evaluation or assessment

to need treatment, the individual shall be required to participate in any necessary treatment as a condition of eligibility for public assistance.

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.):

If an individual claims to have a disability and/or medical limitations, the E&T Specialist will provide the applicants/recipients with signed LDSS-4526(s) forms to provide to their treatment providers to obtain proof of their disabling condition(s) or work limitations. The LDSS-4526 forms are given to all physicians, CASAC's, and/or Mental Health treatment providers by the applicants/recipients and are expected to be returned to the agency within 10 days. The physician(s)/ CASAC/Mental Health provider completes the appropriate sections and returns the forms to the E&T Specialist. The E&T Specialist relies on the physician's/CASAC/Mental Health provider's evaluation, diagnosis, and recommendations in regards to appropriate work activities and whether the individual has limitations or has a need for special accommodations. The physician(s)/CASAC/Mental Health Provider is also asked on this form if rehabilitation services are being considered. The E&T Specialist will follow up on rehabilitation services if they were recommended by the client's physician. The E&T Specialist in conjunction with Supervisory staff will reassess the individual's disability status at least quarterly, unless the initial medical documentation stated the illness/incapacity to be of a longer duration, and may also refer the individual for a "second opinion" if further clarification is needed.

The Staff & Workforce Development Coordinator and/or The Director of Economic Supports will review the LDSS-4526(s) and make an employability determination and assign the appropriate employment code.

- 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 physician(s)/CASAC/Mental Health providers will make a recommendation as to the abilities of the individual to participate in employment and/or work activities. If the medical verification indicates a treatment plan is necessary, the E&T Specialist will refer the individual to the appropriate provider if the medical provider has not already made the referral. The E&T Specialist will make sure the employment code is accurate, document the findings in WTWCMS, and follow-up with the individual to make sure they are following through with the treatment plan. Monthly attendance and progress reports will be collected by the agency and entered into WTWCMS

- 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 agency has developed a standard attendance form to monitor the participation of all applicants/recipients in rehabilitation programs, substance abuse treatment, and treatment for mental health and physical impairments. Attendance is collected monthly

by the 15th of the month, and the E&T Specialist enters the attendance information into the WTWCMS system.

The E&T Specialist meets with exempt applicants/recipients every other month face to face. During the month where no face to face meeting is scheduled, the E&T Specialist will contact the via the phone to verify that no changes in treatment have occurred that month. The E&T Specialist will review health issues, current treatment plans, and upcoming appointments. If medical documentation shows that an individual may return to work the E&T Specialist will review any/all limitations that may impact the applicants/recipients ability to engage in work activities. Updated medical documentation will be obtained when changes to the A/R treatment are noted on progress/attendance reports, when the E&T Specialist is notified of health changes, and/or at Recertification.