

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

January 1, 2020 – December 31, 2021

Montgomery County

Contents_Toc18482208

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Section 1- Assurances

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

/s/ MM 02182020

Michael McMahon, Social Services Commissioner

02182020, Date

Amendments to this Plan:

| Date Approved OTDA | Section(s) Amended |
|--------------------|--------------------|
| | |
| | |
| | |
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| | |

(To be completed by OTDA)

Section 2 Administration

Section 2.1 Administrative Structure

This agency’s organizational chart is attached. It identifies the units and staff within the agency that are involved in the operation of the district’s employment program.

Following is a description of the office(s) in and/or outside of the Department of Social Services that are involved in the operation of the district’s employment program. The responsibilities of each office are described below.

The Employment Unit is primarily responsible for coordinating the Welfare-to-Work Program. They are also responsible for overseeing the conciliation and dispute resolution processes. The Job Training Developer acts as the Conciliator. The Temporary Assistance/SNAP Unit is responsible for imposing any closures or sanctions as related to the Welfare-to-Work Program. Other units that may be involved with the Welfare-to-Work Program would be Child Support Collection, the Investigators’ Unit and the Services Unit. The Montgomery County Department of Social Services Employment Unit does orientation and work site placement and monitoring.

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 |
|--|---------------------------------------|--|--|--|
| Catholic Charities of Fulton & Montgomery County | \$53,406.00 | <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% | Intensive Case Management Services |

| 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 |
|--|--------------------------------|--|--|--|
| Catholic Charities of Fulton & Montgomery County | \$57,028.00 | <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% | Translation/Interpreter Services for non-english speaking families/individuals |
| | \$0 | <input type="checkbox"/> FFFS <input type="checkbox"/> SNAP E&T <input type="checkbox"/> Local <input type="checkbox"/> Other | <input type="checkbox"/> FA <input type="checkbox"/> SNA Family <input type="checkbox"/> SNA Individual <input type="checkbox"/> SNAP <input type="checkbox"/> TANF 200% | |
| | \$0 | <input type="checkbox"/> FFFS <input type="checkbox"/> SNAP E&T <input type="checkbox"/> Local <input type="checkbox"/> Other | <input type="checkbox"/> FA <input type="checkbox"/> SNA Family <input type="checkbox"/> SNA Individual <input type="checkbox"/> SNAP <input type="checkbox"/> TANF 200% | |
| | \$0 | <input type="checkbox"/> FFFS <input type="checkbox"/> SNAP E&T <input type="checkbox"/> Local <input type="checkbox"/> Other | <input type="checkbox"/> FA <input type="checkbox"/> SNA Family <input type="checkbox"/> SNA Individual <input type="checkbox"/> SNAP <input type="checkbox"/> TANF 200% | |
| | \$0 | <input type="checkbox"/> FFFS <input type="checkbox"/> SNAP E&T <input type="checkbox"/> Local <input type="checkbox"/> Other | <input type="checkbox"/> FA <input type="checkbox"/> SNA Family <input type="checkbox"/> SNA Individual <input type="checkbox"/> SNAP <input type="checkbox"/> TANF 200% | |
| | \$0 | <input type="checkbox"/> FFFS <input type="checkbox"/> SNAP E&T <input type="checkbox"/> Local <input type="checkbox"/> Other | <input type="checkbox"/> FA <input type="checkbox"/> SNA Family <input type="checkbox"/> SNA Individual <input type="checkbox"/> SNAP <input type="checkbox"/> TANF 200% | |
| | \$0 | <input type="checkbox"/> FFFS <input type="checkbox"/> SNAP E&T <input type="checkbox"/> Local <input type="checkbox"/> Other | <input type="checkbox"/> FA <input type="checkbox"/> SNA Family <input type="checkbox"/> SNA Individual <input type="checkbox"/> SNAP <input type="checkbox"/> TANF 200% | |
| | \$0 | <input type="checkbox"/> FFFS <input type="checkbox"/> SNAP E&T <input type="checkbox"/> Local <input type="checkbox"/> Other | <input type="checkbox"/> FA <input type="checkbox"/> SNA Family <input type="checkbox"/> SNA Individual <input type="checkbox"/> SNAP <input type="checkbox"/> TANF 200% | |
| | \$0 | <input type="checkbox"/> FFFS <input type="checkbox"/> SNAP E&T <input type="checkbox"/> Local <input type="checkbox"/> Other | <input type="checkbox"/> FA <input type="checkbox"/> SNA Family <input type="checkbox"/> SNA Individual <input type="checkbox"/> SNAP <input type="checkbox"/> TANF 200% | |
| | \$0 | <input type="checkbox"/> FFFS <input type="checkbox"/> SNAP E&T <input type="checkbox"/> Local <input type="checkbox"/> Other | <input type="checkbox"/> FA <input type="checkbox"/> SNA Family <input type="checkbox"/> SNA Individual <input type="checkbox"/> SNAP <input type="checkbox"/> TANF 200% | |
| | \$0 | <input type="checkbox"/> FFFS <input type="checkbox"/> SNAP E&T <input type="checkbox"/> Local <input type="checkbox"/> Other | <input type="checkbox"/> FA <input type="checkbox"/> SNA Family <input type="checkbox"/> SNA Individual <input type="checkbox"/> SNAP <input type="checkbox"/> TANF 200% | |
| | \$0 | <input type="checkbox"/> FFFS <input type="checkbox"/> SNAP E&T <input type="checkbox"/> Local <input type="checkbox"/> Other | <input type="checkbox"/> FA <input type="checkbox"/> SNA Family <input type="checkbox"/> SNA Individual <input type="checkbox"/> SNAP <input type="checkbox"/> TANF 200% | |

Table 2 – Other Service Providers

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

| Provider | Funding Source(s) (if known) | Categories of Clients Served (Check all that apply) | Programs, Services or Activities Provided |
|--|-------------------------------------|--|--|
| Catholic Charities of Fulton & Montgomery County | | <input type="checkbox"/> FA <input type="checkbox"/> SNA Family <input type="checkbox"/> SNA Individual <input type="checkbox"/> SNAP <input type="checkbox"/> TANF 200% | clothing, child care |
| Centro Civico | | <input type="checkbox"/> FA <input type="checkbox"/> SNA Family <input type="checkbox"/> SNA Individual <input type="checkbox"/> SNAP <input type="checkbox"/> TANF 200% | English as a Second Language (ESL) classes, counseling |
| Fulmont Community Action | | <input type="checkbox"/> FA <input type="checkbox"/> SNA Family <input type="checkbox"/> SNA Individual <input type="checkbox"/> SNAP <input type="checkbox"/> TANF 200% | Assistance with vehicles, licenses, registration, vehicle repair |
| Acces-VR | | <input type="checkbox"/> FA <input type="checkbox"/> SNA Family <input type="checkbox"/> SNA Individual <input type="checkbox"/> SNAP <input type="checkbox"/> TANF 200% | Counseling services for the disabled, worksite and job placement, job coaching |
| OTDA | | <input type="checkbox"/> FA <input type="checkbox"/> SNA Family <input type="checkbox"/> SNA Individual <input type="checkbox"/> SNAP <input type="checkbox"/> TANF 200% | JOBS worker - assign and monitor job searches, job placement and retention, resume writing, intake and assessments, job counseling |
| HFM BOCES | | <input type="checkbox"/> FA <input type="checkbox"/> SNA Family <input type="checkbox"/> SNA Individual <input type="checkbox"/> SNAP <input type="checkbox"/> TANF 200% | High School Equivalency (HSE), literacy |
| Workforce Solutions | | <input type="checkbox"/> FA <input type="checkbox"/> SNA Family <input type="checkbox"/> SNA Individual <input type="checkbox"/> SNAP <input type="checkbox"/> TANF 200% | High School Equivalency (HSE), Life Skills |
| Handy Ups & Downs | | <input type="checkbox"/> FA <input type="checkbox"/> SNA Family <input type="checkbox"/> SNA Individual <input type="checkbox"/> SNAP <input type="checkbox"/> TANF 200% | Clothing |
| Super Shoe Store | | <input type="checkbox"/> FA <input type="checkbox"/> SNA Family <input type="checkbox"/> SNA Individual <input type="checkbox"/> SNAP <input type="checkbox"/> TANF 200% | Work related apparel (i.e. steel toe shoes, scrubs) |

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)

WTWCMS data entry, case conferencing with DSS Employment Staff. Also, daily interaction with Social Welfare Examiners. Employer outreach and job fairs at district office.

Section 2.4 Access to Services at New York State Career Centers

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

- a. Below is a description of how the district provides access to its programs and services with Career Center partners. Check all that apply:
 - The district has employee(s) physically present at a Career Center
 - The district has contract staff physically present at a Career Center
 - The district makes available direct access to its program staff via phone or technology at a Career Center
 - The district makes available copies of the LDSS-2921 (Common Application) at a Career Center
 - Other:
- b. Please provide a description of how the district coordinates with Career Center partners with providing services to the district’s clients, including referral and information sharing mechanisms, or other collaboration such as participation on the local WIOA Business Services Team, etc.

Per the recently completed Fulton, Montgomery, and Schoharie Local Workforce Development Area Service Delivery MOU a standardized interagency referral is used to help the participant access all available partner resources. We collaborate with the following career center partners; Workforce Solutions, Acces-VR, Schenectady Community Action Program (SCAP) and The Literacy Zone. All partners of the MOU

agree to help the participant apply for services or help arrange appointments for all appropriate services or programs. The referral system that has been developed is a personal hand off from one agency to the other. There is a direct linkage between the partners.

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:

Engaged in work means participation in any activities that enhance the individuals chances of self-sufficiency. This includes working with other agencies and programs (i.e. Acces-VR) to overcome barriers.

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:

The District provides two (2) orientations.

The first one is provided by either a Welfare Employment Representative or the Job Training Developer from The Employment Unit at Montgomery County and the other is provided at the Workforce Solutions Office. In addition to the required elements the on-site orientation provides information on employable vs. exempt status, a discussion about medical limitations to employment, the difference between core and non-core activities, how criminal history should be addressed when filling out an application or during a job interview, child care in lieu of Temporary Assistance, supportive services available both through the Department of Social Services and other community partners, transportation available, the Wheels to Work program, and the importance of a first impression during a job interview. There is discussion about reporting case changes, including income, in a timely manner. There is also a discussion explaining the consequences of sanctions for not complying as required. Individuals are also asked to complete an employment self-assessment which helps them identify their personal strengths and any potential barriers to employment that they may have.

The Workforce Solution orientation goes into more detail about the services available through the One-Stop office. This orientation and informational meeting is held once a week. Clients are invited to sign up to attend various workshops including; Basic Computer Skills, Resume Writing, and Interviewing Skills. They are also given information about High School Equivalency (HSE) classes, the Acces- VR Community Information Orientation, Meet the Employer Events, Job Fairs, Metrix Training, and Veteran Services.

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

Orientation is conducted weekly in a group setting. All clients (exempt or non-exempt) are requested to attend the orientation within a week or two weeks of application or re-certification.

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:

The individual begins the process of completing the assessment (LDSS4980) and then meets with the Welfare Employment Representative. At that time they complete the assessment together, address barriers and limitations, and develop the employment plan together. The employment representative writes any notes on the LDSS4980 that they feel are pertinent during their conversation.

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

The Employment 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)]

The Welfare Employment Representative minimum qualifications are as follows: an Associates degree and two years experience in employment interviewing, counseling, or labor or industrial relations.

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?
The assessment is updated as needed, when information changes or a minimum of every six months.

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 WTWCMS.
 - The district uses the LDSS 4978 (New York State Employment Plan) and later enters information into WTWCMS.
 - The district develops individual employment plans using a local equivalent tool and later enters information into WTWCMS. Attached is the local equivalent.
 - The local equivalent **does not** contain additional elements other than what is required.
 - The local equivalent **does** contain additional elements beyond what is required, listed below:
- b. 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 Plan's are completed within 90 days of the case being open. The Welfare Employment Representative meets with the individual and completes the LDSS-4978. Upon the completion of the employment plan the Welfare Employment Representative enters the employment plan into the WTWCMS system.
- d. How often and under what circumstances is the employment plan updated?

The employment plan is updated as needed, when information changes or a minimum of every 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:

Applicants are engaged in a job search from the date of application and have to meet with and provide the Welfare Employment Representative a job search verification, this is to be done weekly after a case opening. Non-exempt individuals are engaged in appropriate, countable work activities (e.g. Work Experience Programs) for up to 40 hours per week once the TA case opens and the assessment and employment plan are completed - usually within 2 weeks of the case opening.

Exempt individuals are tracked and monitored by the Employment Unit and engaged in countable activities once they become non-exempt. The District tracks participants through the use of various reports available (e.g. COGNOS), maintains timely WTWCMS entries, and engages non-exempt individuals in a timely manner to maximize countable participation.

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

| | Households with Dependent Children Average Monthly | Households without Dependent Children Average Monthly |
|-------------|---|--|
| Individuals | 55 | 50 |

- 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 Welfare Employment Representatives receive the COGNOS reports on a regular basis, they review the lists to determine if an individual is meeting the necessary requirements. They then would call any individuals that appear on the list that may not be fully engaged in an activity to their ability.

- 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):

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):

The district verbally informs applicants and recipients of the availability of job search assistance.

- 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:

All non-exempt individuals meet with the Welfare Employment Representative on the day of their documentation appointment. At this time the individual is given 10 job searches that are to be completed and returned within 10 business days at their next appointment. The Welfare Employment Representative continues to monitor their weekly job search activity while the case is open. In the Amsterdam office the individuals are referred to the Jobs program staff after their initial documentation appointment. The Jobs program staff will assign the individual 10 job searches to be completed in 10 business days and returned at their next appointment. The Jobs program staff will work with the individual until the case is opened and then at this time the case is assigned to the Welfare Employment Representative.

| Applicant Job Search | Minimum Number of Contacts | Minimum Number of Hours | Additional Information |
|----------------------|----------------------------|-------------------------|---|
| TANF and SNA MOE | 10 | | The job search is monitored by the number of contacts during the required period not by the number of hours spent in the activity. 10 job searches every 10 days. |
| SNA Individuals | 10 | | The job search is monitored by the number of contacts during the required period not by the number of hours spent in the activity. 10 job searches every 10 days. |

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

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

Recipients of Temporary Assistance are required to continue to job search as assigned. Recipients are required to meet bi-weekly (every 10 business days) with their Welfare Employment Representative. At this meeting they are required to submit their completed job search log with at least 10 new verifiable contacts. The individual is required to record in their log the actual time spent conducting their job search (minimum of 5 hours), including travel time between potential employers.

- 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. Montgomery County has developed a local form that the applicant/recipient fills out when they claim self-employment. The Social Welfare Examiner reviews the information on the form and determines if all of the deductions claimed are allowable. The Social Welfare Examiner looks at the allowable net monthly income and divides it by the current federal minimum wage to determine the number of hours of participation. The individual may be required to participate in additional employment activities to meet participation requirements. The agency will ask for a statement from individuals for whom the self-employed individual provides services.

- 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 WTWCMS as such, will be deemed within WRTS participation rate logic to be JRT for recipients of TANF and SNA MOE funding but will be deemed to be Community Service for recipients of SNA non-MOE, include:</p> <ul style="list-style-type: none"> • Physical health treatment and rehabilitation services including attending necessary physical therapy, and doctor appointments. Such treatment will include medical, behavioral and other treatment necessary for individuals suffering from substance abuse (current and former users) with such required treatment ranging from detoxification services to after care/abstinence maintenance. • Mental health services including therapy, counseling, and other services to address mental or emotional disorders that can interfere with an individual's daily life functions, ability to work, looking for work or the ability to retain employment. |
| <ul style="list-style-type: none"> — FA — SNA Fam — SNA Ind — SNAP | <p>Vocational Education - Vocational education is defined as an organized educational program that directly relates to the preparation of individuals for current or emerging occupations that require training up to a four-year degree. Vocational education does not generally include basic or remedial education or English as a Second Language (ESL) but may include work focused general education and language instruction that is a regular or integral part of a vocational education program. Social services districts are responsible for ensuring that any such remedial education or ESL is a regular part of the program for participants with similar skill sets as the TANF/SNA MOE client, is determined necessary by the program provider, and is limited in hours to less than one half of program participation. Vocational education programs include the completion of activities that provide individuals the knowledge and skills to perform a specific trade, occupation or vocation. Vocational education must be provided by an education or training organization.</p> |
| <ul style="list-style-type: none"> — FA — SNA Fam — SNA Ind — SNAP | <p>Job Skills Training - Training or education in job skills to improve a participant's employability, to ensure clients have the basic skills competencies required by employers to support job entry and/or to advance or adapt to the changing demands of the workplace. Where identified as needed, such training may include the development of basic workplace skills including professional workplace behaviors and decision-making skills. Job skills training may include customized or technical training designed to provide participants with additional workplace skills, post-secondary education courses leading to a bachelor's or other advanced degree, or other training included under the definition of vocational education training. Job skills training may include literacy instruction, English language instruction, or other basic education for an individual who has already obtained a high school diploma or equivalency when determined from a client's assessment that such instruction is needed to improve the participant's employability.</p> |

| Activity and Definition | |
|--|--|
| <ul style="list-style-type: none"> — FA — SNA Fam — SNA Ind — SNAP | <p>Education Training - Education directly related to employment for a recipient who has not received a high school diploma or equivalency must be related to a specific occupation, job or job offer or otherwise determined based on a client assessment as necessary to improve the participant’s employability to support job entry, retention or advancement. Education directly related to employment may include courses designed to provide the knowledge and skills for general or specific occupations or work settings to ensure clients have the basic skills competencies required by employers and may also include adult basic education, ESL instruction and education leading to a high school equivalency diploma as determined as necessary to improve the participant’s job opportunities in potential occupations. Where identified as needed such training may include the development of basic workplace skills including professional workplace behaviors and decision-making skills.</p> |
| <ul style="list-style-type: none"> — FA — SNA Fam — SNA Ind — SNAP | <p>Secondary School - Regular attendance in accordance with the requirements of the secondary school or a course of study at a secondary school or other State accredited institution leading to a high school equivalence (HSE) diploma, in the case of a recipient who has not completed secondary school or received a certificate of general equivalence. Secondary school participation may include general adult basic education or ESL if it is linked to attending secondary school or leading to a HSE diploma as determined necessary by the educational institution. Secondary School or HSE programs that routinely include ESL, career training, alternative school, tutoring, dropout prevention, teen pregnancy or parenting programs as a requirement of program participation as determined by the educational institution will also be permitted.</p> |
| <ul style="list-style-type: none"> — FA — SNA Fam — SNA Ind — SNAP | <p>Provision of Childcare for Individual Participating in Community Service - Providing unpaid childcare to enable another TA (TANF/SNA MOE funded) recipient to participate in a community service program.</p> |
| <ul style="list-style-type: none"> — FA — SNA Fam — SNA Ind — SNAP | <p>Other - Any work activity that does not meet the criteria of any of the above countable activities constitutes participation that is not countable toward federal and State participation rates.</p> |

Section 3.5 Job Development

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

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

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

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

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

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

The OTDA Jobs staff person contacts local businesses to develop permanent job placement for recipients. The OTDA Jobs Staff lets the Department of Social Services staff know when companies are hiring and what their requirements are as well as schedules on site job fairs.

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:

Montgomery County works with the Board of Cooperative Educational Services (BOCES), Centro Civico and the Literacy Zone to provide Adult Basic Education, English Second Language (ESL), and High School Equivalency (HSE) classes. These programs have a successful track record and are found to be appropriate in helping individuals find work.

- b. Describe how the district identifies appropriate program providers of Vocational Education and Job Skills Training programs that are available to clients whose assessment indicates such services would be an appropriate work activity assignment:

The district works with the Board of Cooperative Educational Services (BOCES) and Project Lift for Vocational Education and Job Skills training. These programs have a successful track record and are found to be appropriate in helping individuals find work.

- 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:

The Welfare Employment Representative reviews the individual's self-assessment when interviewing the individual and develops their Employment Plan. They discuss with the individual their educational needs and what is available for the individual. If it is determined during the assessment that the applicant/recipient has not attained a basic literacy level and/or has not attained a high school diploma, the Welfare Employment Representative will offer the information available for the High School Equivalency class. If the individual participates in the High School Equivalency class, the individual attendance will be indicated in the Employment Plan. Full-time or part-time attendance will be determined by taking into consideration other activities the individual may be participating in.

- 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:
The individual begins by completing an assessment, the Welfare Employment Representative meets with the individual to review the information in the self-assessment and to speak with the individual regarding their situation. The Welfare Employment Representative then makes the determination as to what services the individual needs to help them to obtain self-sufficiency. For individuals with self-initiated education, the Welfare Employment Representative reviews the program and determines whether it is appropriate. Some determinations that would be considered would be attendance, past success in a program, will the services lead to employment, etc. The individual would first have to comply with all other employment requirements prior to being considered. For individuals seeking to enroll, the district makes the appropriate referrals. The information is reviewed together by the the Welfare Employment Representative and Head Social Welfare Examiner to determine what educational activities are appropriate.
- 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:
The following things are considered:
-A review of the individual's past history is done to make sure they would be eligible/qualified for employment in the field they are seeking
-Emerging occupations requiring no more than an associate's degree may be approved.
-The individual's educational level and abilities are reviewed to determine if the program is appropriate
-Previous program cooperation
-Length of training
-Present marketable skills and work history
-Occupational demand of the curriculum
- 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:
Associate's Degree, two (2) year degree
- g. Describe how the district will ensure that enrollments in post-secondary education beyond the 12-month lifetime limit are combined with a weekly average of at least 20

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

The Welfare Employment Representative and the individual will discuss the requirement that if an individual completes one year of post secondary education, the individual will have to be employed or participating in work experience or community services for at least 20 hours.

- h. Education and training providers are evaluated by the following standards:
Providers must meet NY State prescribed requirements such as confidentiality, record retention, reporting requirements and performance standards. It is also important that education and training providers offer the individuals knowledge and training that offers usability, accessibility and is accurate and relevant to their needs.
- i. The district procedure for advising participants of approved training providers is:
The individual is called in to meet with their Welfare Employment Representative, at this time the individuals are notified of approved training providers. The individuals are also sent a letter in the mail notifying them of approved training providers.
- j. The district procedure for notifying participants of approval for training or enrollment in a work activity is:
The individual is called in to meet with their Welfare Employment Representative. They are also sent a letter in the mail.
- 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:

- I. To verify continued exempt status, the district will monitor the high school attendance of 16-18 year old students in the following manner:
The district requests verification of enrollment from the school at the time of application and re-certification.

- 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:
 - The district will assign an activity that is consistent with the individual's treatment plan as prescribed by a practitioner.
 - The assignment will be consistent with an individual's documented mental health and physical limitations
 - The district will inform the work activity supervisor in writing regarding an individual's limitations

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 district contracts with a local agency who provides interpreter services by stationing an interpreter at the office on a daily basis. The Welfare Employment Representative also has access to the Language Line which provides interpreter services to its applicants/recipients. The Welfare Employment Representative also refers participants to local agencies for English Second Language (ESL) classes.

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:

There is a strong emphasis on the importance of attendance, including during the orientation. It is explained to the individual that the experience and skills that they receive participating in work activities, including experience at Work Experience Program sites, can be used on their resume. In making a work activity assignment the agency considers the appropriateness of the activity. The agency makes regular telephone contact with the worksites to resolve any issues that might arise. The Welfare Employment Representative closely monitors attendance and tracks clients

closely due to the work verification requirements and in doing so, is better able to address attendance issues as they arise and discuss issues including good cause.

Section 3.10 Strategies/Procedures for Engaging Sanctioned TA Participants

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

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

The Welfare Employment Representative calls the individual back into the office to update the assessment and encourages re-engagement by discussing the reasons for the non-compliance.

— 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:

All employable applicants are referred to either and OTDA JOBS staff or a Welfare Employment Representative to conduct a supervised job search. Individuals that may have non-recurring needs of assistance are referred to the appropriate case worker and one time payments of assistance may be provided in order for an applicant to maintain 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:

The Welfare Employment Representative will provide the following as needed:

- One time clothing allowance including required uniforms and shoes up to a maximum of \$150 per work activity
- Job related safety equipment up to a maximum of \$150 per work activity
- Tools and equipment up to a maximum of \$250 per calendar year
- Transportation assistance as required and determined by the district

- 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):

The Welfare Employment Representative will also provide the following as it determines appropriate (all requests are subject to the availability of funds and program approval):

- reasonable and necessary car repairs to a maximum of \$350. Such approval will be contingent upon the value and condition of the car
- Car insurance up to 3 months with estimates provided from 2 insurance carriers or verification that the client is in jeopardy of losing their car insurance due to non-payment.

NOTE: High risk drivers or excessive premiums will not be considered

- 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:
- Individuals are required to walk to a work activity assignment or to access public transportation as long as it does not exceed 2 miles. Consideration is given to individuals with disabilities or young children and will not be required to walk.
- d. The district will provide the following services to assist individuals at risk of needing TA to improve their opportunities for employment or to maintain their employment:
- The district will work with individuals to assist in removing barriers to obtain and maintain employment, such as clothing, job skills training, transportation, child care, emergency housing, etc.

Section 4.2 Transitional Support Services

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

Transitional supportive services, including child care, SNAP and transportation are provided to eligible households.

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

Transitional supportive services, including child care, SNAP and transportation are provided to eligible households.

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:

The district will refer individuals to the necessary community agency.

Section 5 Conciliation, Sanction and Dispute Resolution Procedures

(Reference 18 NYCRR 385.11 and 385.12)

Section 5.1 Conciliation

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

- in person
- by phone
- by mail

The conciliation notice is processed on WTWCMS and mailed to the individual by the Welfare Employment Representative. Recipients must respond within the required timeframe (10 days). The conciliation is then held in person. The conciliation is attended by the individual, the Welfare Employment Representative and is conducted by a Supervisor. If the result is favorable to the individual, the individual is referred to the Welfare Employment Representative and assigned to an activity.

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

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

The Supervisor determines good cause based on the information presented at the conciliation, including whether the non-compliance was willful and without good cause. If the individual does not respond to the conciliation notice, the worker determines, based on the available evidence, whether the non-compliance was willful and without good cause.

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

A SNAP recipient who has failed to comply with employment requirements will be sent a Conciliation Notice through WTWCMS. The individual is given the opportunity to comply by

providing a medical statement or completing a job search. The individual is given ten (10) days to respond and provide proper documentation and/or the reason for non-compliance.

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

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

All available information is taken into account when determining willfulness and good cause even if the individual fails to respond to the Conciliation Notice.

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

A SNAP recipient who has failed to comply with employment requirements will be sent a Conciliation Notice through WTWCMS advising him/her that he/she can avoid a SNAP sanction by completing 10 job searches within the ten (10) days. A SNAP job search log will be sent with the Conciliation Notice.

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:
All individuals who remain sanctioned past their duration are asked at re-certification whether they wish to comply. If they wish to comply, they would then meet with their Welfare Employment Representative who would then update the individuals assessment and Employment Plan. At that point, the individual must show they are ready to comply by completing an assigned supervised job search (making the required number of contacts and returning the documentation on time - usually within 5 business days) or if the individual is assigned to an activity (e.g. Work Experience Program), they must demonstrate compliance for 5 consecutive business days before the employment sanction is ended. With a satisfactory report from the activity supervisor TA benefits are restored to the date the individual indicated a willingness to comply (but no earlier than the expiration of the minimum duration period).

If after the durational period has ended and the client claims to be exempt, the client will be given the opportunity to submit medical documentation to verify the exemption from work requirements and will be added back into the case in the same time frame as a non-exempt individual who has complied.

- 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:
The client would notify the agency that they wish to end their sanction. Additionally, all individuals who remain sanctioned past their duration are asked at re-certification whether they wish to comply. The client would be sent a letter with an appointment to meet with their Welfare Employment Representative. At this meeting the individual is given a job search (5 job searches). The client must show they are ready to comply by

completing the assigned activity within 5 days. With the satisfactory completion of the assigned activity the SNAP benefits would be restored in the following month.

An individual may be eligible for SNAP benefits before the end of the durational period if the individual documents that he/she is exempt from SNAP E&T requirements and is otherwise eligible for SNAP benefits. If the individual claims to be exempt, the client will be given the opportunity to submit medical documentation to verify the exemption from work requirements and will be added back into the case in the same time frame as a non-exempt individual who has complied.

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):

The Welfare Employment Representative meets with the individual and gives them the LDSS-2642 (documentation requirements) followed by the LDSS-4526 (medical examination for employability assessment, disability screening, and alcoholism/drug addiction determination) to be completed and returned to the Welfare Employment Representative within 10 business days. The district has contracted with St. Mary's Hospital for physical, mental health and drug/alcohol evaluations. Individuals are generally referred to the contracted provider for an evaluation when

they do not already have a treating practitioner. The Welfare Employment Representative can also accept medical documentation from the individuals practitioner.

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 Intake Worker, makes the initial employability determination during the application process. At this time it is determined as to whether the individual is employable or needs medical documentation. The Intake worker will make the appropriate referrals at that time (drug and alcohol evaluation, etc.). The Welfare Employment Representative reviews the appropriate referrals as well as the medical documentation and determines whether the individual is exempt, non-exempt, or work limited based on the evidence provided and in accordance with NYCRR guidelines. Once the determination is made the Welfare Employment Representative will notify the individual of the determination in writing with the LDSS-4005 and 4005a, Notification of Temporary Assistance Work Requirements Determination (Exempt/Non-Exempt).

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 declares that he or she has a physical or mental impairment, the Welfare Employment Representative will request that the individual has the LDSS-4526 completed and returned to the district within 10 business days. The Welfare Employment Representative will review the medical information (LDSS-4526, drug prescriptions, reports from the treating health care practitioner, etc.) Based on the information provided the representative will determine the restoration of the individual's self-sufficiency.

- 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 treatment plan is based on the recommendation of the health care provider. The Welfare Employment Representative reviews the medical information received, calling the doctor if necessary, and then refers the individual to the recommended treatment provider.

- 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 Welfare Employment Representative requires updated medical reports and evidence of compliance with treatment periodically as determined appropriate based on the medical evidence, and at a minimum, at re-certification. The Welfare Employment Representative assists individuals to obtain verification as needed. The district also

tracks, monitors, and provides case management for potentially employable individuals. Monthly hours of treatment attendance will be collected as determined appropriate.

Once an individual is determined to be employable the Welfare Employment Representative will assign an activity that is consistent with the individuals documented mental health and physical limitation. The Welfare Employment Representative will inform the work activity supervisor in writing regarding an individuals limitations.