



**Arkansas Department of Human Services**  
**SNAP Employment and Training Program Manual**

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# SNAP E&T Program Manual

## Introduction

The State of Arkansas' vision for improving the quality of life for our most vulnerable citizens includes assisting those in need of finding employment. The Division of County Operations (DCO) oversees the operations of the Employment and Training Program (E&T Program) within Supplemental Nutrition Assistance Program (SNAP). SNAP recipients may volunteer to participate in becoming self-sufficient. The purpose of this handbook is to provide guidance on how to assist E&T participants in reaching those goals according to policy.

Federal Regulations require some SNAP recipients who are Able-Bodied Adults without dependents (ABAWDS), to register to work and participate in approved activities to maintain eligibility for food assistance. Able Bodied Adults without dependents who do not meet an exemption can meet the Requirement to Work (RTW) by participating in the E&T Program.

As a provider of services to individuals receiving assistance from the State of Arkansas, excluding persons from participating in the program on the basis of race, color, national origin, age, sex, disability, political beliefs, or religion will be considered non-compliance with DHS policies and procedures. The Department of Human Services does not condone rudeness, disrespect, or any other ill treatment of program applicants, participants, or the public. Any substantiated claim will also be considered non-compliance. All persons employed by any E&T Provider who will be in direct contact with program participants and their information will be required to complete training related to civil rights, confidentiality, disclosure, and mandatory reporting. These trainings must be completed annually as well as when the Provider hires new personnel.

This handbook will provide guidance on how the SNAP Employment and Training (E&T) Program operates to assist SNAP recipients with increasing their employability with the goal of becoming more self-sufficient. SNAP E&T Providers and the Division of County Operations are partners in achieving this goal.

SNAP E&T is designed to assist SNAP recipients gain the necessary skills, training, and/or work experience to improve their ability to obtain regular employment that leads to self-sufficiency. States have final determination of which SNAP recipients to serve, whether voluntary or mandatory, the components offered and who will provide the services. The allowable components are Supervised Job search, Job search training, work experience or training, educational programs, self-employment programs and job retention.

## DHS Employment & Training Staff

### Program Contacts

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## Civil Rights and Non-Discrimination

In accordance with federal civil rights law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, this institution is prohibited from discriminating on the basis of race, color, national origin, sex (including gender identity and sexual orientation), disability, age, or reprisal or retaliation for prior civil rights activity.

Program information may be made available in languages other than English. Persons with disabilities who require alternative means of communication to obtain program information (e.g., Braille, large print, audiotope, American Sign Language), should contact the responsible state or local agency that administers the program or USDA's TARGET Center at (202) 720-2600 (voice and TTY) or contact USDA through the Federal Relay Service at (800) 877-8339.

To file a program discrimination complaint, a Complainant should complete a Form AD-3027, USDA Program Discrimination Complaint Form which can be obtained online at: <https://www.usda.gov/sites/default/files/documents/USDA-OASCR%20P-Complaint-Form-0508-0002-508-11-28-17Fax2Mail.pdf>, from any USDA office, by calling (866) 632-9992, or by writing a letter addressed to USDA. The letter must contain the complainant's name, address, telephone number, and a written description of the alleged discriminatory action in sufficient detail to inform the Assistant Secretary for Civil Rights (ASCR) about the nature and date of an alleged civil rights violation. The completed AD-3027 form or letter must be submitted to USDA by:

1. **Mail:**  
U.S. Department of Agriculture  
Office of the Assistant Secretary for Civil Rights  
1400 Independence Avenue, SW  
Washington, D.C. 20250-9410; or
2. **Fax:**  
(833) 256-1665 or (202) 690-7442; or
3. **Email:**  
[Program.Intake@usda.gov](mailto:Program.Intake@usda.gov)

**This institution is an equal opportunity provider.**

**All staff members (managers, supervisors, frontline staff, volunteers, etc.) must receive annual Civil Rights training. This training is provided by the State Agency.**

## Employment and Training Management Information System

SNAP Works is the management information system (MIS) that maintains and tracks E&T participants. The SNAP Works MIS will serve as the electronic case file for each participant in the program. This system will allow multiple providers offering different components to serve one participant. SNAP Works provides an electronic method of communication between AR DHS and SNAP E&T providers through messaging and tasks.

SNAP Works participants may receive work support services which may include transportation, childcare, and other services. These funds are available for necessities required for participation in an approved and assigned educational or training activity.

### What can be done in SNAP Works?

- Schedule appointments
- Complete assessments
- Create impactful employment plans
- Enroll work registrants in training
- Facilitate educational gains
- Track progress through case notes
- Communicate to State Agency

Access to SNAP Works, requires each provider and appropriate staff to complete the DHS Systems Security Access Request (DHS-5002).

If assistance is needed with navigating the SNAP Works MIS, please refer to the SNAP Works Provider User Guide. To request a copy of the SNAP Works Provider User Guide or if there are other questions regarding the E&T Program, please contact the SNAP Unit at [snapet@dhs.arkansas.gov](mailto:snapet@dhs.arkansas.gov).

Components will be assigned using the Component Details Page in SNAP Works. This screen will assign components and the Component Summary page will maintain the history of each component assigned to the participant. Upon completion of the assigned component, the date the component was completed must be documented in the participant's record. The Component Summary Page will help providers keep track of how many hours the participant was assigned to prevent exceeding the allowable number of assigned hours. Use the Maintain Component tab to see the list of components that do not have an end date. Tracking the monthly progress on any component will be completed on the Track Component Page. This will allow providers to manage any component the participant is currently engaged in or has completed.

SNAP Works will maintain component history for each participant. DCO Central Office will generate a monthly report tracking the component progress for each participant. This report will be generated on the 10th of every month therefore Providers must have

components assigned to active clients by the last day of the previous month to ensure an accurate accounting of component reporting.

A refresh of the available client list in the SNAP Works system is completed daily. DHS is required to automatically refer Able Bodied Adults without dependents.

The SNAP Works system is used to complete and assign tasks communicating changes in the E&T participant's SNAP case such as address, telephone numbers, case closure, etc. from the county office. SNAP Works Announcements Board will make communication between the State Agency and E&T Providers much easier and faster. The announcement board will be used by SNAP E&T to communicate new information that pertain to the program as well as system issues or maintenance. New and overdue tasks will be shown on the Dashboard alerting the eligibility workers of tasks that are ready to be worked and or cleared.

## **E&T Eligibility and Requirements**

Arkansas Department of Human Services determines an individual's eligibility to receive SNAP benefits. When a person is approved for SNAP, the eligibility worker will discuss the requirements to continue receiving this assistance. Participation in E&T may be required for some SNAP recipients based on certain criteria set by the AR DHS. A volunteer is anyone who has expressed a desire to the local DHS eligibility worker or to the E&T Provider to participate in the Employment and Training Program and is not considered a mandatory participant.

### **Individuals are eligible to participate in SNAP E&T if they:**

- Receive SNAP benefits,
- Are sixteen years or older,
- Are physically and mentally fit to participate and,
- Can participate immediately.

**Individuals receiving Transitional Employment Assistance (TEA), or Unemployment Insurance (UI) are not eligible to participate in the E&T Program.**

**NOTE: If a client's SNAP case is in "pending" status, that means that eligibility is being determined or redetermined. While a case is in this status, SNAP E&T services will not be granted.**

**The following criteria are used to determine if a participant is eligible to enroll in SNAP E&T:**

1. Those receiving SNAP benefits in the month they participate.

2. Those having SNAP benefits verified by staff and receiving a referral from DCO or SNAP E&T providers.
3. Those not receiving Temporary Emergency Assistance (TEA) cash assistance.
4. Those able and willing to work upon program completion.

### The Requirement to Work (RTW)

As a condition of SNAP eligibility, individuals must comply with the general SNAP work requirement unless they are exempt. Individuals required to comply with the general work requirement must:

- Take any job offer they receive, unless there is a good reason they cannot.
- Not quit their job or choose to work less than 30 hours each week without having a good reason, such as getting sick, being discriminated against, or not getting paid.
- Report to DHS (eligibility worker) about their new job and include their work hours if asked.
- If they choose to do Workfare (another option to meet the RTW), they must complete all their hours each month
- Participate in E&T and complete all hours each month if they are **required** to do so.

### Time Limit Rules

Most SNAP participants who can work, are employed. SNAP rules require all recipients to meet work requirements unless they are exempt because of age or disability or another specific reason. Children, seniors, and those with disabilities comprise almost two-thirds of all SNAP participants.

If an individual is between the age of 18-49, able to work, and do not have any dependents in the household, they may be required to meet both the general work requirement and an additional work requirement for ABAWDs to receive SNAP for more than three (3) months in a three (3) year time. The ABAWD work requirement can be met by doing any one of the following:

- Work at least 80 hours a month. Work can be for wages, for goods or services (for something other than money), unpaid, or as a volunteer.
- Participate in a work program at least 80 hours a month. A work program could be SNAP Employment and Training or another federal, state, or local work program.
- Participate in a combination of work and work program hours for a total of at least 80 hours a month.
- Participate in workfare for the number of hours assigned each month (the number of hours will depend on the amount of SNAP benefits received.)



An individual may be excused from the ABAWD work requirement and time limit if they meet one of the following criteria:

- Unable to work due to a physical or mental limitation.
- Pregnant.
- Excused from the general work requirements (see above).

If the individual must meet the ABAWD work requirement and they do not, they will lose their benefits after three (3) months. To regain eligibility for SNAP benefits, the individual must meet the ABAWD work requirement for a 30-day period or become excused. Otherwise, they must wait until the end of their three (3) year period.

### **Identifying Potential Participants for SNAP E&T Services**

Below are some strategies for identifying potential participants for SNAP E&T services:

- Referrals made directly from DHS eligibility staff through an automated process. These referrals are based on conversations with applicants during the application process.
- Marketing and outreach in the community by SNAP E&T Providers and/or DHS Contractors.

## **Referrals**

### **Division of County Operations State Agency Referral**

An individual is considered an E&T participant once they are referred to E&T. This is true for both mandatory and voluntary participants. The Arkansas DHS eligibility worker is responsible for educating SNAP applicants and recipients about the employment and training program during the SNAP interview or case actions. DHS will send a notice to each SNAP recipient who is required to meet the Requirement to Work. This notice will provide them with basic information regarding specific rules they must adhere to based on their individual circumstance. E&T Providers also have the option of sending marketing material to the individuals' the provider has identified using search features in SNAP Works MIS (potential candidate report).

### **E&T Provider Reverse Referral**

A report is available to all providers that is a list of potential candidates for E&T. This report will contain all SNAP recipients who are 16 and over (those receiving TEA and UI benefits will not be included). These clients can be identified by using the Search Clients Page (page 28 of the SNAP Works Provider User Guide). The recipients included in the report do not receive TEA or Unemployment Benefits. When then

prospective E&T participant is referred to the program by a third-party partner, a reverse referral occurs. The E&T Provider will create a task to initiate a reverse referral when an individual contacts the provider and expresses a desire to participate in the SNAP E&T Program.

The purpose of the reverse referral is to alert the eligibility workers of the individual's desire to participate in the E&T Program. The E&T Provider will search for the individual using the Reverse Referral tab located on the "Search Client Page" to determine if the individual is currently receiving SNAP. To complete a reverse referral search, input the client's SSN (social security number). See image below. If the individual does not receive SNAP, the provider may assist the individual in completing the SNAP application. The application can be emailed to their local DHS county office or completed online at <https://access.arkansas.gov/Learn/Home>. An eligibility worker will process the application and upon approval, the eligibility worker will create a task in SNAP Works.

The provider and local DHS county office must communicate through tasks on the Reverse Referral Page and the announcements to ensure the provider who initiated the reverse referral will be able to select the individual once the SNAP application has been approved.



## SNAP E&T Orientation

### Scheduling the Appointment

An individual (whether mandatory or voluntary) becomes an E&T participant once he or she is referred to the program. Contact and an appointment should be **scheduled** with the client no more than five (5) days after the date of the referral. Providers can contact the client through mail, email, or telephone to schedule this appointment. Every provider must make at least two attempts to contact the client. Providers are required to document each appointment scheduled in the appointment section of SNAP Works. The date of each contact and the method of contact must be entered into the SNAP Works on the Contact History and Schedule Appointment pages in the Client Information folder. All fields in this section are required fields.

If the participant misses the first appointment, a second appointment should be scheduled within the next ten (10) days. The second appointment should be put in the

mail no later than the next business day following the missed appointment. Please be mindful to document missed appointments in the SNAP Works system and the reason if one is provided.

If the participant misses both appointments that were issued to him or her during the referral month, document in the SNAP Works system that the individual was a “no show”. The Contacts and Appointment section will maintain a history of contacts and appointments. Once both appointments are missed, the provider will create a non-compliance task. This task will notify the local DHS Office. Non-compliance should be reported to the county office within 10 days. The eligibility worker will determine if a sanction should be applied to their SNAP case.

## **Orientation**

Before the required assessment and employment plan is completed, an orientation is encouraged. This orientation should be an overview of the expectations of the agency and the SNAP E&T program. This could include requirements for dress, timeliness, overview of the services and programs offered, expectations of each participant, etc.

After orientation, conduct a one-on-one assessment to determine the individual’s barriers and goals. Document (in case notes) that the assessment was completed and a summary of that assessment. This is a federal requirement and must be captured in a case note.

## **Summary of Participant Flow**

1. Referral received from DHS to verify E&T eligibility
2. Appointment scheduled
3. Participant reports to orientation
4. One-to-one assessment and employment plan completed
5. Placement into a component
6. Follow up with appropriate staff for continued enrollment procedures
7. Monthly follow up to bring attendance verification and receive transportation reimbursement for the previous month’s activity. Further assessments will be made to uncover any new barriers. All training costs, including transportation, must be reviewed and have a determination made concerning which costs will be covered by SNAP-allocated funds.
8. SNAP E&T staff completes monthly follow-up appointments and case management to include detailed case notes and appropriate.

## **Assessments & Employment Plans**

To follow the requirement set by DHS, an assessment must be completed within 30 days from the date the referral is received. During the Assessment appointment, notate information about the participant that will assist in understanding him or her using the

case notes on the Client Summary Page. This will allow anyone else who will be working with the participant to know all the pertinent details regarding the participant's barriers and employment goals. Use the SNAP Works to document the barriers in the individual's life that may make it difficult to maintain participation such as family responsibilities, substance abuse, etc... Barriers to participation in the program as well as maintaining stable employment will be captured on the Barriers tab. While collecting information during the Assessment, educational background and work history should be included.

The skills and strengths of the participant will be added to the Skills/Strength tab as well as any licenses and/or certifications obtained. If the participant has an issue, credentials, or ability not listed in the system, the information can be documented in the Case Notes. The Assessment contains an Assessment Grid that will enable users to catalog pertinent information that will impact the Employment Plan. Users also can print the completed Assessment and Employment Plan. If there are any questions about how to enter the assessment on the Assessment Page, refer to the SNAP Works Provider User Guide.

While the TABE test is the suggested method of testing, providers can use their own tools if the tool gathers the same information as the TABE test. The information regarding test scores and educational progress will be entered and updated in the SNAP Works on the relevant Assessment Page. The information gathered during the Assessment should be sufficient to determine which components should be assigned to meet the stated goals. If the relevant testing tool does not show in the drop-down box in the Test & Scores Section, please notify [snapet@dhs.arkansas.gov](mailto:snapet@dhs.arkansas.gov)

During the initial interview, the coordinator will complete the following, if appropriate:

- TABE (Test of Adult Basic Education) or equivalent testing
- Scales Scores
- Educational Functional Level
- Career scope or equivalent if time allows.

**Note:** Providers are allowed to use evaluation tools not listed in this handbook if those tools are nationally accepted methods of testing.

## Employment Plan

While completing the initial Assessment and determining the participant's education functional level and aptitudes, **an Employment Plan (EP) must be completed**. The Assessment must be created prior to creating the Employment Plan. The Employment Plan end date will be entered on the Employment Plan Summary Page. After creating the employment plan, it must then be printed and signed by the client.

## Employment Plan Updates

The Employment Plan must be updated yearly as well as when the participant changes component assignments. Participants must have the availability and the ability to do the activity to which he or she is being assigned. If the provider becomes aware of physical or mental limitations that would hinder or prohibit the individual's ability to complete the assigned component, please notify AR DHS by creating a good cause request on the non-compliance tab and sending a task to the county office. This will alert the eligibility worker to contact the E&T participant to explore the issue(s) that presented during the Assessment and Employment Plan completion. The DHS eligibility worker will create a task to notify the provider of a change in status for the individual.

## Employment & Training Components

SNAP recipients participating in the E&T Program may be assigned to one or more of the following components:

1. Supervised Job Search (non-qualifying component)
2. Job Search Training (non-qualifying component)
3. Education
4. Work Experience
5. On -the- Job Training (OJT)
6. Vocational Training
7. Job Retention

**Supervised Job Search** Supervised job search programs are those that occur at State-approved locations at which the activities of participants are directly supervised and the training and activities of participants tracked in accordance with guidelines issued by the State agency. This component must be paired with another qualifying component.

**Job Search Training (JST)** - Job search training is a component that enhances the job readiness of participants by teaching them job seeking techniques, increasing job search motivation, and boosting self-confidence. This component may consist of job skills assessments, and other direct training or support activities. These are distinct from "work readiness" activities, which are included in the education component. Job search training differs from supervised job search because of the need to conduct training activities. This component must be paired with another qualifying component.

This component will include a job skill assessment and must total less than half of the 20-hour average per week per month requirement to meet a job search component. It may include one-on-one help with resume development, procuring job leads, and interview coaching. Skills testing may also be conducted. Participants may be provided employment counseling, motivational techniques, and effective job search methods and instructions in a group setting. Job Search Training is a non-qualifying component. This component must be combined with a qualifying component for the individual to be

considered a full participant. Participants may be assigned an employment counselor or case manager for the following supports:

- Develop an employment and training plan.
- Provide encouragement.
- Assist in finding financial aid for education.
- Manage referrals; and/or,
- Monitor and report progress

**Education** – Participants may be provided:

- Educational and remedial programs or activities designed to improve basic skills including literacy, reading and math programs to improve functional levels.
- Assistance in acquiring a high school diploma/equivalency (GED).
- Assistance to acquire proficiency in the English language.
- Occupational skills training, including but not limited to work keys and self-guided computer-assisted learning programs.
- Short courses (e.g., Certified Nursing Assistant); and/or,
- Post-secondary vocational training (limited to 24 months).

**Work Experience (WEX)** – An activity or program designed to help SNAP recipients gain skills, training, or work experience that will improve their likelihood to obtain regular employment. Participants in this component do not receive any monetary compensation for their work. Work experience training should take place at a supervised training site. The participant's obligation of work experience hours will be calculated by dividing the household's monthly SNAP allotment (before recoupment) by the current state or federal minimum wage whichever is greater.

**On the Job Training (OJT)** – Participants receive training on the job, or through an apprenticeship, that provides direct knowledge and / or skills for a specific job. Under OJT or apprenticeship, participants may be hired by a private or public employer and will be paid at the same rate as other employees performing the same or similar jobs.

**Job Retention** – This component consists of cash payments to vendors on behalf of a former E&T Program participant to support job retention. This supportive service is available up to 90 days to individuals who have secured employment. Only individuals who have received other employment and training services under the E&T program are eligible for job retention services. The request for assistance from the individual must be for an immediate job-related need. Some examples of the job retention service that DHS will cover are:

- Clothing required for employment.
- Equipment or tools required for employment.
- Testing fees.
- Vision correction (such as eyeglasses, eye exams, etc.).

- Membership fees or dues, e.g., union, or professional association dues; and,
- Licensing and bonding fees.

## Component Hours

Able-bodied adults without dependents (ABAWDS) are limited to three months of SNAP benefits in a three-year period (please see time-limit rules) unless they are completing the work requirement. These individuals can fulfill this work requirement by participating in E&T, Workfare, working, or a combination. Whichever path they chose; their hours **must equal to at least 80 hours per month**. Below is a table of reference per component to track the allowable hours each month.

Component	Qualifying?	Activity	Formula	Allowable Monthly Hours
<b>Supervised Job Search</b>	No	Restricted to less than 10 hrs. weekly. Cannot be combined with JST to exceed the hours cap.	3 weekly job contacts equal 9 hours of RTW time	Less than 40
<b>Job Search Training</b>	No	Restricted to less than 10 hrs. weekly. Cannot be combined with IJS to exceed the hours cap.	3 weekly job contacts equal 9 hours of RTW time	Less than 40
<b>Vocational Training</b> Credit bearing courses	Yes	Progress required	1 credit hour equals 3 weekly clock hours	80
<b>Occupational Training</b> includes certification courses, short or long, credit or non-credit.	Yes	Progress towards certification	1 hour of instruction equals 3 weekly clock hours	80
<b>GED/Basic Skills/Literacy</b>	Yes	Increase grade level	1 hour of instruction equals 3 weekly clock hours	80

<b>ESL</b>	Yes	Progress required	1 hour of instruction equals 3 weekly clock hours	80
<b>On-the-Job Training (OJT)</b>	Yes	Paid Work	Hour = Hour	80
<b>Work Experience</b>	Yes	Unpaid work @ non-profit or public agency.	SNAP benefits ÷ State or Federal minimum wage (whichever is greater)	

## Case Management

Case management services serve a critical function in a state's SNAP E&T program, ensuring that participants have what they need to be successful and are connected to the right services. Case management services include but are not limited to Comprehensive intake assessments, Progress monitoring, referral to state agency for exemptions or good cause, and coordination with service providers. Case management should provide these services soon after the referral to E&T and periodically as needed. As a best practice, it is providers should update the case file each month to show progress of the E&T participant.

Case management services can be flexible, but E&T funds can only be used for allowable components, activities, and participant reimbursements. For example, an assessment could reveal that the individual is in need of substance abuse services. Resources can be provided to the participant; however, SNAP E&T funds cannot be used to pay for substance abuse treatment because that is not an allowable activity in E&T.

It is also important that the provided case management services do not impede on the participation in E&T. Case management should not create barriers that make it difficult for the individual to comply with the requirements of E&T. All SNAP E&T participants must receive case management and at least one qualifying component.

## Participant Reimbursements

Arkansas DHS is required to provide participants with reimbursements for necessary and reasonable expenses that directly relate to their participation in SNAP E&T, such as transportation. Providers can help coordinate these reimbursements (another form of



case management), as well as referrals to other services and supports, such as clothing for interviews, training and education services, and work-based learning opportunities.

Employment and Training participants are eligible for travel reimbursements when complying with program requirements. Total monthly E&T reimbursements should not exceed \$75 per participant per month to ensure that client is covered for needed expenses throughout the year (\$900 annually). SNAP Works maintains an annual record of reimbursements. The reason, amount, and remaining balance is stored on the Reimbursement Summary page. This includes both transportation costs and other costs.

Participants may receive other reimbursements for uniforms, boots, fees, or tuition when requested by the E&T Provider. When these requests cause the annual reimbursement limit to exceed \$900, the approval will be handled on a case-by-case basis according to criteria set by the state agency. The reimbursement will be sent to the vendor unless the expense was paid for by the program participant. When expenses such as uniforms are paid by the participant, the provider must furnish documentation.

Participant reimbursements must be submitted on a weekly basis.


### **Transportation Reimbursements**

When a participant requests reimbursement for transportation, the request must be uploaded in SNAP Works on Travel Reimbursement Documentation (DCO-243) and page one of the Billing and Routing Sheet (DHS-187). Page 2 of the DCO-187 does not require completion. The E&T Provider will upload the documents creating a reimbursement request task to DHS central office for review and approval. After approval, the provider will receive a reimbursement decision task.

When a participant uses his or her own vehicle for E&T activities, sections A, B, and C of the DHS-187 must be completed by the participant. When the transportation is provided by someone else, sections A, B, and C of the DHS-187 must be completed and documentation of the transportation costs must be attached. The DCO-243 must be included with the DHS-187. The individual that provided transportation to the E&T participant must write a statement indicating the dates on which transportation was provided and the cost of the transportation. When public transportation is used for E&T activities, a copy of the bus ticket or a receipt must be attached to submitted documents. E&T reimbursements for transportation may include transportation cost such as:

- Bus tokens
- Gas vouchers
- Prepaid gas cards
- Automobile repairs
- Carpools

- Mileage reimbursements
- Taxicab services
- Contracts with private entities, such as transit providers who provide shuttle or car services
- Purchase of tires or automobile batteries
- Driver license fees (including renewals).

 Reimbursements are to be submitted on a weekly basis.

## Non-compliance with Mandatory E&T

All ABAWDS and mandatory participants who fail to comply, without good cause, must be sanctioned. Compliance in the E&T program consists of attending all training sessions, making job contacts, and meeting the required hours monthly. Non-compliance with E&T must be reported to the state agency within ten (10) days. The state agency will determine if good cause exists. If the eligibility worker determines that good cause does not exist, a notice of adverse action will be sent to the client to explain the reason for non-compliance, the disqualification period, and instructions on how to regain eligibility if disqualified.

**NOTE: A disqualification for failure to comply applies only to mandatory participants and not to voluntary participants. This will be determined by the eligibility worker.**

## Good Cause

Good cause includes circumstances **beyond** the individual's control, such as, but not limited to illness, illness of another household member requiring the presence of the E&T participant, a household emergency, not having transportation or the lack of childcare for children between 6-12. Good cause can also include leaving employment under certain circumstances (such as discrimination or unsafe working conditions).

Documentation from the provider is essential and required when requesting good cause for the E&T participant. Providers must report circumstances that may indicate a participant has good cause so that state agency can make the appropriate determination. When an individual fails to comply with the E&T rules, the provider will create a non-compliance task in SNAP Works (choose non-compliance in the task menu). Because the provider could know the circumstances surrounding the non-compliance, the request for good cause is also an option on this screen. Once the eligibility worker has determined good cause existed (or not), a task will be sent back to the provider through an informational task.

Good cause can be requested once per month as needed. Only eligibility workers can determine good cause.

## Provider Determinations

An E&T participant may receive a provider determination when the [E&T provider](#) determines the individual is not a good fit for the E&T [component](#) in which the individual is participating. The E&T provider will inform the State agency of the provider determination, and the State agency must take [actions](#) to identify a program or service that may be a better fit for the individual.

**Only the [E&T provider](#) has the authority and responsibility to make the provider determination.** Since E&T providers know their programs the best, providers have flexibility to use their own judgment to determine if an individual is not a good fit for their program. E&T providers must not discriminate against protected classes when making provider determinations.

Provider determinations are different from good cause requests because they are specific to the provider. Individuals with a provider determination cannot be disqualified for failure to comply with mandatory E&T while the eligibility workers determine the next step for that individual. The E&T provider has ten (10) days to inform the state agency of the determination. The state agency will notify the participant and perform the required task associated with a provider determination.