

SNAP Employment and Training Provider Training

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) is in charge of operating the Employment and Training Program (E&T Program) within Supplemental Nutrition Assistance Program (SNAP), SNAP recipients may volunteer to participate in becoming self-sufficient.
- ▶ Federal Regulations require some Able Bodied Adult without Dependents (ABA) SNAP recipients 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 by volunteering to participate with the E&T Program. Participation in the E&T Program is voluntary, there are no mandatory requirements.

Training Goals

- ▶ To provide guidance on how the SNAP E&T Program operates to assist SNAP recipients with increasing their employability with the goal of becoming self sufficient.
- ▶ To provide hands on training in the data management system (SNAP Works).

Acronyms and Terminology

- ▶ DHS – Department of Human Services
- ▶ ABA- Able Bodied Adults
- ▶ DCO- Division of County Operations (a division within DHS)
- ▶ E&T- Employment and Training
- ▶ SNAP- Supplemental Nutrition Assistance Program
- ▶ SSN- Social Security Number
- ▶ BUID- Budget Unit ID

Who can participate in E&T?

- ▶ Anyone who is receiving SNAP benefits
- ▶ 16 years or older
- ▶ Physically and mentally fit to participate
- ▶ Able to participate immediately

Note: Anyone receiving TEA (Transitional Employment Assistance) or Unemployment Insurance (UI) are not eligible for the E&T Program.

Good cause vs. Exemption

- ▶ Good cause includes circumstances beyond the household member's control, such as, but not limited to illness, household member illness requiring the presence of the member and or household emergency or the unavailability of transportation. The individual is considered to have met the work requirement if the circumstance is temporary and they intend to return to work, including lack of transportation. Good cause will be determined by the county office on a case-by-case basis.
- ▶ Exemptions can be long term and the client does not intend to return to work. An exemption is when SNAP work requirements are waived because a SNAP participant meets a certain criteria.
- ▶ Under the non-compliance tab, the provider will create a good cause task submitted to the county office for review and approval. The county office will determine if the criteria for good cause/ exemption has been met.

Fair Hearings

- ▶ A request for a hearing is defined as any clear expression, oral or written, by the household or a representative that the household wishes to appeal a decision or to present its case to a higher authority. The freedom to make such a request must not be hampered in any way.
- ▶ If the provider receives a request from a client for a fair hearing then they are to create a “Fair Hearing” task in SNAP Works and submit it to the County Office with one business day.

Referrals

The **SNAP Notice of Work Registration (DCO-260)** is an automated system generated notice that is sent to each Able Bodied Adult in the household at the time the case is approved.

The **DCO-260** advises who in the household is work registered and who is subject to the RTW.

E&T referrals occur at certification, recertification and reinstatement of SR cases. Household members with the work participation code “Mandatory – SNAP” and “SNAP E&T Participating” are selected for automated referral.

Referrals will be auto-generated to SNAP Works nightly. The provider will need to conduct a search by Referral task each morning to see new referrals.

ARKANSAS DEPARTMENT OF HUMAN SERVICES
Supplemental Nutrition Assistance Program
NOTIFICATION OF WORK REGISTRATION and REQUIREMENT TO WORK

Casehead Name & Address _____ SNAP Case Number _____
County Office Address & Telephone Number _____

Si necesita este formulario en Español, llame al 1-800-482-8988 y pida la versión en Español.

Section 1 - Work Registration:
All non-exempt SNAP recipients are required to register for work. Work registrants must:

- Seek work and accept employment if offered
- Provide the DHS county office with information about his or her job status if requested

The following SNAP recipients are exempt from registering to work:

- People under age 16
- People age 16 or 17 who live with a parent
- People age 60 or older
- People who care for a dependent child under age 6 or an individual of any age living with a disability
- A person subject to and complying with any work requirement under title IV of the Social Security Act
- A regular participant in a drug addiction or alcoholic treatment and rehabilitation program.
- People who are disabled or unable to work
- People who attend school half time
- People who are employed or self-employed 30 hours weekly or 30 hours x minimum wage
- People who are receiving unemployment benefits or who have applied but are not yet receiving benefits but are complying with the work requirements that are part of the application process.

❖ All other SNAP recipients are required to register for work.
❖ When you signed the SNAP application form, you registered all required members for work.

Section 2 – Requirement to Work for Able Bodied Adults:

People age **18 through age 49** who get SNAP benefits must also meet the Requirement To Work or the RTW rule.


The RTW rule only applies to Able Bodied Adults who are age **18 through age 49**. If the work requirements of this rule are not met, then an Able Bodied Adult can only receive SNAP benefits for 3 months out of a 3-year period. However, if work requirements are met, benefits can continue. Proof will be required.


The 3-year period is January 1, 2019 through December 31, 2021. You do not have to meet the requirement to work if:


- You are exempt from Work Registration as indicated in *Section 1* above
- You are medically certified as disabled
- You live in the SNAP household with a child age 17 or younger
- You are pregnant
- You are given a personal exemption by the DHS County Office

Monthly notices

- ▶ For every month an able bodied month is used the client will receive a system generated letter from the DHS eligibility system: Month 1 , Month 2, and Month 3.

County Return address name Line2 _____ Line3 _____ Line4 _____ Phone number ***.***.****		If you need this material in a different format, such as large print, contact your local DHS office.
Date of Notice: MON DD CCYY	Customer name Address Line 2 _____ Address Line 3 _____ Address Line 4 _____	
Case number _____		
First Month Notice: As of the date above you have received your first month of SNAP benefits as an Able Bodied Adult. You may only receive 3 months of SNAP benefits during the period ending December 31, 2018 while not complying with the Requirement To Work (RTW). You may retain eligibility for SNAP benefits if you meet the RTW or if you meet an exemption.		
How can you meet the RTW? <ul style="list-style-type: none">• Work at least an average of 80 hours each month; or• Participate in and comply with a Workforce Investment Opportunity Act Program; or• Participate in a SNAP E&T; or• Participate in an Employment and Training Program, other than a job search or job search training program, operated or supervised by the State or political subdivision of the State that meets standards approved by the Governor such as AR Works for Medicaid; or• Participate in and comply with a Workfare Program; or• Participate at least half-time in a recognized refugee training program approved, funded, or operated by the Office of Refugee Resettlement which determines half-time status.		
How can you meet an exemption? <ul style="list-style-type: none">• Residing in a SNAP household where a household member is under age 18; or• Pregnant; or• Physically or mentally unable to work and you can provide verification; or• Already working more than 20 hours a week; or• Complying with the work requirement of another program; or• Exempt from work registration which means I am:<ul style="list-style-type: none">o Receiving a TEA or Unemployment Benefit; oro Participating in a Drug or Alcohol Treatment Program; oro A Half-Time Student.		
This is based on SNAP policy 3500.		
Have questions about this notice? Call us at 1-800-482-8988 or you may contact your local DHS office. Si necesita este formulario en español, llame al 1-800-482-8988 y pida la versión en español.		

County Return address name Line2 _____ Line3 _____ Line4 _____ Phone number ***.***.****		If you need this material in a different format, such as large print, contact your local DHS office.
Date of Notice: MON DD CCYY	Customer name Address Line 2 _____ Address Line 3 _____ Address Line 4 _____	
Case number _____		
Second Month Notice: As of the date above you have received your second month of SNAP benefits as an Able Bodied Adult. As an Able Bodied Adult, you may only receive 3 months of SNAP benefits during the period ending December 31, 2018. You may retain eligibility for SNAP benefits if you meet the Requirement to Work or if you meet an exemption. If you fail to meet the Requirement to Work or an exemption by the end of your third month of SNAP benefits, your case will close.		
How can you meet the RTW? <ul style="list-style-type: none">• Work at least an average of 80 hours each month; or• Participate in and comply with a Workforce Investment Opportunity Act Program; or• Participate in the SNAP E&T Program; or• Participate in an Employment and Training Program, other than a job search or job search training program, operated or supervised by the State or political subdivision of the State that meets standards approved by the Governor, such as AR Works for Medicaid; or• Participate in and comply with a Workfare Program; or• Participate at least half-time in a recognized refugee training program approved, funded, or operated by the Office of Refugee Resettlement which determines half-time status.		
How can you meet an exemption? <ul style="list-style-type: none">• Residing in a SNAP household where a household member is under age 18; or• Pregnant; or• Physically or mentally unable to work and you can provide verification; or• Already working more than 20 hours a week; or• Complying with the work requirement of another program; or• Exempt from work registration which means I am:<ul style="list-style-type: none">o Receiving a TEA or Unemployment Benefit; oro Participating in a Drug or Alcohol Treatment Program; oro A Half-Time Student.		
This is based on SNAP policy 3500.		
Have questions about this notice? Call us at 1-800-482-8988 or you may contact your local DHS office. Si necesita este formulario en español, llame al 1-800-482-8988 y pida la versión en español.		

County Return address name Line2 _____ Line3 _____ Line4 _____ Phone number ***.***.****		If you need this material in a different format, such as large print, contact your local DHS office.
Date of Notice: MON DD CCYY	Customer name Address Line 2 _____ Address Line 3 _____ Address Line 4 _____	
Case number _____		
Third Month Notice: As of the date above you have received your third month of SNAP benefits as an Able Bodied Adult. You may only receive 3 months of SNAP benefits during the period ending December 31, 2018. You may retain eligibility for SNAP benefits if you meet the RTW or if you meet an exemption. Failure to comply with the SNAP Requirement to Work by the end of your third month of eligibility will result in case closure.		
How can you meet the RTW? <ul style="list-style-type: none">• Work at least an average of 80 hours each month; or• Participate in and comply with a Workforce Investment Opportunity Act Program; or• Participate in a SNAP E&T; or• Participate in an Employment and Training Program, other than a job search or job search training program, operated or supervised by the State or political subdivision of the State that meets standards approved by the Governor, such as AR Works for Medicaid; or• Participate in and comply with a Workfare Program; or• Participate at least half-time in a recognized refugee training program approved, funded, or operated by the Office of Refugee Resettlement which determines half-time status.		
How can you meet an exemption? <ul style="list-style-type: none">• Residing in a SNAP household where a household member is under age 18; or• Pregnant; or• Physically or mentally unable to work and you can provide verification; or• Already working more than 20 hours a week; or• Complying with the work requirement of another program; or• Exempt from work registration which means I am:<ul style="list-style-type: none">o Receiving a TEA or Unemployment Benefit; oro Participating in a Drug or Alcohol Treatment Program; oro A Half-Time Student.		
This is based on SNAP policy 3500.		
Have questions about this notice? Call us at 1-800-482-8988 or you may contact your local DHS office. Si necesita este formulario en español, llame al 1-800-482-8988 y pida la versión en español.		

Note The ABA can only receive SNAP benefits for 3 months out of a 36 month period if work requirements are not met).

Referrals

If the individual is an Able Bodied Adult, the county office Eligibility Worker will issue the household a PUB-429 which summarizes the RTW and a PUB-427 which explains the criteria for participating in the SNAP E&T program and the services the program offers.



In accordance with Federal civil rights law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, the USDA, its Agencies, offices, and employees, and institutions participating in or administering USDA programs are prohibited from discriminating based on race, color, national origin, sex, religious creed, disability, age, political beliefs, or reprisal or retaliation for prior civil rights activity in any program or activity conducted or funded by USDA.

Persons with disabilities who require alternative means of communication for program information (e.g. Braille, large print, audiotape, American Sign Language, etc.), should contact the Agency (State or local) where they applied for benefits. Individuals who are deaf, hard of hearing or have speech disabilities may contact USDA through the Federal Relay Service at (800) 877-8339. Additionally, program information may be made available in languages other than English.

To file a program complaint of discrimination, complete the USDA Program Discrimination Complaint Form, (AD-3027) found online at: http://www.usda.gov/complaint_filing_cust.html, and at any USDA office, or write a letter addressed to USDA and provide in the letter all of the information requested in the form. To request a copy of the complaint form, call (866) 632-8922. Submit your completed form or letter to USDA by:

- 1) mail: U.S. Department of Agriculture, Office of the Assistant Secretary for Civil Rights, 1420 Independence Avenue, SW, Washington, D.C. 20250-9410;
- 2) fax: (202) 690-7442; or
- 3) email: program.intake@usda.gov.

This institution is an equal opportunity provider.

PUB-429 (11/1/2017)

FOR MORE INFORMATION

Contact your caseworker at your local DHS county office.

RTW
Requirement to Work



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To file a program complaint of discrimination, complete the USDA Program Discrimination Complaint Form, (AD-3027) found online at: http://www.usda.gov/complaint_filing_cust.html, and at any USDA office, or write a letter addressed to USDA and provide in the letter all of the information requested in the form. To request a copy of the complaint form, call (866) 632-8922. Submit your completed form or letter to USDA by:

1. mail: U.S. Department of Agriculture, Office of the Assistant Secretary for Civil Rights, 1420 Independence Avenue, SW, Washington, D.C. 20250-9410;
2. fax: (202) 690-7442; or
3. email: program.intake@usda.gov.

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PUB-427 (11/1/2017)

EMPLOYMENT & TRAINING
THE E & T PROGRAM

WHAT IS THE REQUIREMENT TO WORK?

The Requirement to Work or RTW is a rule for Supplemental Nutrition Assistance Program (SNAP).

It means that certain individuals who are considered to be able bodied adults without dependents, have to meet work requirements to receive SNAP benefits.

If able-bodied adults without dependents on SNAP do not meet the requirement to work, then they can only get SNAP benefits for three months out of a three-year period.

WHAT ARE THE WORK REQUIREMENTS?

Work at least 20 hours per week or 80 hours averaged monthly; or

Participate in and comply with a Workforce Investment Act Program for 20 hours or more per week or 80 hours averaged monthly; or

Participate in a SNAP Employment and Training Program; or

Participate in and comply with a Workforce Program (this is a limited program so ask your local county office if it is available in your area); or

Participate at least half-time in a recognized refugee training program approved, funded, or operated by the Office of Refugee Resettlement which, determines half-time status.

EXEMPTIONS TO THE REQUIREMENTS

An exemption means that you do not have to meet the work requirement. You have an exemption if you are:

- Under 18 or age 50 or older; or
- Residing in a SNAP household where a household member is under age 18; or pregnant; or
- Physically or mentally unable to work and a healthcare provider can provide verification of this; or
- Already working more than 20 hours a week; or
- Complying with the work requirements of another program; or
- Receiving a TEA Benefit; or
- Receiving Unemployment; or
- Participating in a Drug or Alcohol Treatment Program; or
- A Full-Time Student



ARE YOU ELIGIBLE FOR SNAP?

In order to participate in the E&T Program, you must receive SNAP benefits. To see if you are eligible for SNAP benefits, visit your local county office or visit: www.access.arkansas.gov.

HOW TO USE ACCESS ARKANSAS

1. Go to www.access.arkansas.gov
2. To see if you are eligible for SNAP, click "Am I Eligible?"
3. To apply for SNAP benefits, click "New User" and create a new account

EMPLOYMENT & TRAINING

The E&T Program helps Supplemental Nutrition Assistance Program (SNAP) recipients get a job or helps them receive education and training that can lead to a job.

PROGRAM SERVICES

- General Education Diploma (GED)
- Independent Job Search
- Job Search Training
- Employment Counseling
- Basic Skills Training
- English as a Second Language (ESL)
- Work Experience
- Occupational Skills Training
- Post-Secondary Vocational Training
- On-the-Job Training
- Job Club

The E&T Program will provide some travel reimbursement and certain education-related expenses.

Note A client has the option to cross county lines and is not limited to working with the provider in their residence county. Referrals are based on service county.

Referrals

- ▶ If a referral is coded as Mandatory SNAP first confirm their willingness to participate in the E&T program then send a Reverse Referral task to the local county office in order to have their code updated to E&T participating. Add a case note explaining the purpose of the task. For example: “ Client is coded as Mandatory SNAP but would like to participate in E&T. Please update to E&T Participating”.

Note The importance of notifying the county office is so that the client will no longer accrue countable months under the Mandatory SNAP participation code.

- ▶ If a referral is coded as E&T participating you can immediately begin working with the client.
- ▶ If the client is otherwise exempt from participating (i.e. Incapacitated Short Term , SNAP Cares for child) but wants to participate in the E&T program a Reverse Referral task needs to be sent to the county office in order to have their General Characteristic updated to Volunteer. Add a case note to explain what needs to be changed by the county staff.

Note E&T is not a mandatory program. Arkansas operates a voluntary program , Mandatory SNAP is simply the name of the code.

Assessments & Employment Plans

- ▶ An assessment must be completed within 30 days of the referral receipt. A provider should not finalize an assessment until all client scores are keyed. If needed, a provider can save an assessment in order to enter a complete set of scores.
- ▶ Once an assessment is finalized, changes cannot be made.
- ▶ During the assessment the client's goals, strengths, and barriers should be discussed.
- ▶ The employment plan cannot be created prior to the completion of the assessment. Keep a signed record of the employment plan. (In the future it will be uploaded in to SNAP Works).
- ▶ Each time a client has a new test score a new assessment must be created.

Participant Types

▶ Mandatory SNAP

- ▶ An individual that is able bodied age 18-49 that meets no other exemptions. The individual must participate in order to receive benefits; approved to receive benefits for up to 3 months unless they meet some type of work requirement in order for benefits to continue.
- ▶ If the client does not comply, the SNAP case will close after 3 months.
- ▶ Must participate a minimum of 80 hours / month.

▶ SNAP E&T Participating

- ▶ SNAP recipients that are participating and complying with a SNAP E&T program.
- ▶ This participation code stops the clock from counting towards their 3 months.
- ▶ Must participate a minimum of 80 hours/ month.

▶ Volunteer

- ▶ A SNAP recipient who has expressed a desire to participate in E&T but would otherwise be exempt from participating. No monthly participation requirement.

Components

- ▶ Independent Job Search (non-qualifying)
- ▶ Job Search Training (non-qualifying)
- ▶ Vocational Training
- ▶ Occupational Training
- ▶ GED/ Basic Skills/ Literacy
- ▶ ESL
- ▶ OJT/ Apprenticeship
- ▶ Work Experience

Component Hours (Able bodied adults without Dependents ONLY)

Component	Qualifying?	Activity	Formula	Allowable Monthly Hours
Independent Job Search	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
Job Search Training, Job Club, Employment Counseling	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
Vocational Training Credit bearing courses	Yes	Progress required	1 credit hour equals 3 weekly clock hours	80
Occupational Training includes certification courses, short or long, credit or non-credit.	Yes	Progress towards certification	1 hour of instruction equals 3 weekly clock hours	80
GED/Basic Skills/Literacy	Yes	Increase grade level	1 hour of instruction equals 3 weekly clock hours	80
ESL	Yes	Progress required	1 hour of instruction equals 3 weekly clock hours	80
OJT/Apprenticeship	Yes	Paid work	Hour = hour	80
Work Experience	Yes	Unpaid work @ non-profit or public agency.	SNAP benefits ÷ State or Federal minimum wage (whichever is greater)	

Independent Job Search

(searching without relying on someone else)

- ▶ Participant will turn in the following weekly to the provider:
 - ▶ Log daily/weekly contacts
 - ▶ List company/business name and phone number
- ▶ Participant will check the method of contact
- ▶ Participant will answer job search questions
- ▶ Participant will sign and date form

- ▶ Participant must make at least 3 job search contacts each week.

Note Non-qualifying components will only account for **Less** than 50% of all activities. When assigning a participant one of these components another component must be assigned in conjunction in order for the individual to be considered a full participant.

Job Search Training

- ▶ Develop an employment and training plan after a job skills assessment;
- ▶ Assist in finding financial aid for education;
- ▶ Monitor and report progress
- ▶ Employment counseling, resume building, motivational techniques, job search methods, interview coaching, instructions in a group setting

Note Non-qualifying components will only account for less than 50% of all activities done monthly.

Education

- ▶ 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 (i.e. Certified Nursing Assistant)
- ▶ Post-secondary vocational training (limited to 24 months).

Education: Scholarships

- ▶ The client must have an open SNAP case.
- ▶ A scholarship request form and supporting documentation must be submitted to snapet@dhs.arkansas.gov at least 30 days prior to the program start date.
- ▶ The request should include:
 - ▶ Employment plan
 - ▶ Assessment
 - ▶ Program information (prices, duration, etc.)

Note Submitting a scholarship request packet does not mean the request is automatically approved.

SCHOLARSHIP REQUEST

Client Name:

Social Security Number: - -

Date of Birth: (mm-dd-yy)

Date of most recent assessment: [Click here to enter a date.](#)

Date of most recent employment plan: [Click here to enter a date.](#)

Certification Name:

Certifying Organization:

Program duration:

Program Cost:

Has the client been assessed by the certifying organization? Yes No

Please include the following:

Employment Plan

Assessment

Program documents (website information, brochure, etc.)

This document and supporting paperwork should be submitted at least 30 days prior to program start date.

Work Experience (WEX)

- ▶ Unpaid work at a non-profit or public agency
- ▶ The participant's obligation of work experience will be calculated by dividing the household's monthly SNAP allotment (before recoupment) by the current federal or state minimum wage whichever ever is highest.
- ▶ Always round down.

- ▶ Example: Mary's SNAP allotment is \$192/month. $\$192/\$9 = 21.33$
 - ▶ Mary will need to complete 21 hours monthly.

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.
- ▶ 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.
- ▶ **Note** The client is not paid when participating in WEX. In OJT the client is paid at the same rate as other employees performing the same or similar job.

Reimbursements

- ▶ Employment and Training participants are eligible for travel reimbursements when complying with program requirements.
- ▶ Maximum amount per month is \$50.
- ▶ Reimbursements should be uploaded weekly to SNAP Works for review/ approval by central office staff.
 - ▶ Completed documentation required for approval. DCO-243 form and page one of DHS-187 form.
 - ▶ A signed receipt/ statement is required if someone provided transportation for the E&T client.
- ▶ Possible reimbursements items: transportation, uniforms, boots, fees , tuition (when requested by the provider), GED test payments, personal safety items or necessary equipment, training manuals, suitable clothing for interviews, licensing and bonding, background check fees and vision needs.
- ▶ **Note** Documentation will be required for all reimbursements. Some reimbursements (i.e. vision needs) will be paid on a case by case basis.

Travel Reimbursement Documents

SNAP Employment & Training Program Travel Reimbursement Documentation

SECTION A

Name of E&T Program Participant _____ Last four digits of SSN for E&T Participant _____

SNAP Case Head _____ SNAP Case Number _____
(If different) *(Not the case head's social security number)*

Address _____
Mailing Address *City* *State* *Zip Code*

Telephone Number or Message Phone _____

SECTION B: Record of Transportation Costs for Month

Year _____

Date Traveled	Traveled From:	Traveled To:	Did You Travel in Your Own Vehicle?		If Yes, List Your Mileage	Amount To Be Reimbursed Per Mile	Total	Other Transportation Cost <i>(Public transportation, payment to friend or relative, etc.)</i>	Explain Cost
			YES	NO					
						per mile	\$	\$	
						per mile	\$	\$	
						per mile	\$	\$	
						per mile	\$	\$	
						per mile	\$	\$	
						per mile	\$	\$	
						per mile	\$	\$	
						per mile	\$	\$	
						per mile	\$	\$	

Total Transportation Reimbursement Claimed \$ _____

SECTION C: Signature

I certify that the information reported on this form is correct and that all transportation costs were incurred while participating in the SNAP E&T Program.

E&T Program Participant's Signature _____ Date _____

E&T Program Worker _____ Date _____

All sections of the DCO-243 must be completed and legible for timely processing.

Note: After travel is approved and processed it can take up to 10 business days for the client to receive it. A case note will always be keyed after travel has been approved or denied. Remember to make sure the following are completed prior to travel reimbursement requests: assessment, employment plan and component assignment.

Toast Messages

Assessment-Skills & Strengths
Record added successfully.

Assessment-Tests & Score
Please add atleast one Test & Score record

Reimbursements Summary
Error occurred.

Success Message

Logical Error Message

Hard Error Message

Assessment-Skills & Strengths
Record added successfully.

Assessment-Tests & Score
Please add atleast one Test & Score record

Reimbursements Summary
Error occurred.

Most common error message- most times the SNAP case is closed.

Universe Search
Client Summary Information not found in ANSWER

SNAP Works Tasks

- ▶ Referral tasks come automatically from the DHS eligibility system based on work participation characteristics. Referral tasks will be closed automatically when an appointment is scheduled.
- ▶ Appointment tasks will be automatically created when a provider schedules an appointment and will close automatically when an appointment is marked as “no show”, “rescheduled”, or “show”.
- ▶ Assessment tasks will be automatically created when an appointment is marked as “show”. The task will close automatically when the assessment is finalized. An assessment task can be closed manually if an assessment cannot be finalized due to non-compliance.
- ▶ Employment plan tasks will be automatically created when an assessment is finalized. The employment plan task will be closed when an employment plan is created. Employment plan tasks can be manually closed if an employment plan cannot be created due to non-compliance.
- ▶ Employment plan annual review tasks are automatically created 10 days from the end of the year if there is an active employment plan. This task should be manually closed after the provider reviews the employment plan.

SNAP Works Tasks

- ▶ Component tasks will be automatically created when an employment plan is created. Component tasks will close when at least one component (linked to an active employment plan) is created.
- ▶ Monthly track component tasks will be automatically created on the 1st of every month if there was an active component assigned in the previous month. The monthly track component tasks will be closed when all hours and “met plan” are entered for all components assigned during the previous month.
- ▶ Reimbursement decision tasks are automatically created when a reimbursement decision has been completed. Because the reimbursement decision task is a notification this task will require a manual closure.
- ▶ Client dropped from SNAP case tasks are manually created by a DHS county office staff when a client is dropped from a SNAP case in the eligibility system. The task will close automatically when the case is closed on the enrollment summary page with a reason of “case closed”.

SNAP Works Tasks

- ▶ Non-compliance decision tasks are automatically created notifications that a decision has been completed. This task can be closed manually.
- ▶ Client no longer RTW tasks are manually created by DHS county office staff if the client is determined to be exempt from participating in E&T. This task will close automatically when the case is closed on the enrollment page with a closure reason of “ client no longer eligible”.
- ▶ Case closure tasks are automatically created when the SNAP cases closes in the eligibility system. This task will automatically close when the case is closed on the enrollment summary page with a closure reason of “ SNAP case closed”.
- ▶ Good cause decision tasks are automatically created notification tasks that a decision has been completed. Because the task is a notification it will require a manual closure. The good cause decision will update the non-compliance page and the components overall progress for the non-compliance month.

Timeline reminders

- ▶ From the date the referral is received, the Provider should schedule the individual's first appointment within 5 days of the initial contact.
 - ▶ If the participant misses the first appointment, a second appointment should be scheduled within the next 10 days. The second appointment should be put in the mail no later than the next business day following the missed appointment.
 - ▶ Non-compliance should be reported to the county office within 10 days.
- ▶ To be in compliance with DHS, an assessment must be completed within 30 days of the referral receipt. Once an assessment is finalized, changes cannot be made.
- ▶ The employment plan cannot be created prior to the completion of the assessment. Keep a signed record of the employment plan. (In the future it will be uploaded in to SNAP Works). Each time a client has a new test score a new assessment must be created.

Reporting

- ▶ Monthly component tracking should be updated in SNAP Works by the 10th of each month for the previous month.
- ▶ SNAP Works will generate a task for the provider if the client has open components to remind them that they are due.
 - ▶ Monthly reports are no longer due on the 10th of each month, SNAP Works does all of this for you.
- ▶ It is important to build a positive working relationship with your local county office. Please keep the county office staff up to date of any changes with a client by creating a task with detailed narratives. A case note should also be created for documentation purposes.

Scenario 1 (Component calculations)

Jack has chosen to participate in Independent Job Search for 2 hours per week. 3 hours of Job Search equals 6 hours of RTW time. That gives him a total of 24 non-qualifying component hours per month.

*Remember this can only account for less than 50% of his hours since this is a non-qualifying component.

Jack has decided that he wants to get his GED and will be attending 2 hours weekly. According to the formula each hour of instruction counts as 3 weekly clock hours. Jack will receive a total of 24 qualifying hours for working towards his GED.

So far Jack has a total of 48 hours. He needs a total of 80 component hours to meet the requirements. So how many more component hours does Jack need?

$$(80-48= 32)$$

Jack has decided to participate in OJT. According to your training material is OJT a qualifying component?

(Yes)

One hour of OJT equals one qualifying component hour. So Jack will complete 8 hours per week of OJT to give him his 32 hours.

Independent Job Search (non-qualifying) component - 24 hours

GED (qualifying) component - 24 hours

On the Job Training (OJT) component - 32 hours

.....
Total component hours - 80 hours

Scenario 1 continued

Looking at Jack's scenario a little different. What if he was receiving benefit amount of \$194 how would we calculate the hours need to complete his Work Experience obligation?

- ▶ Benefit amount of \$194 divide by \$9 per hour state minimum wage which equals 21.55.
- ▶ Remember fractions are rounded down so the participant only needs 21 hours
- ▶ Jack chooses to complete **12 hours of Work Experience** then he would only need complete **9 additional component hours** if he received the benefit amount of **\$194**.

Scenario 2 : household with more than one member

Rick and Michone live with their son Carl. Both Rick and Michone are 60 years old so they are exempt from work registration. However, their son Carl is 26 years old and does not meet an exemption according to the exemption tool. The 3 members are included in the same SNAP case. Their monthly benefit amount is **\$362**. If Carl wishes to participate in **Work Experience** how many hours will he need?

362 divided by **9** = **40.22** (so Carl needs **40 component hours**)

If Carl wants to complete 10 hours of work experience each week then he meet the requirements.

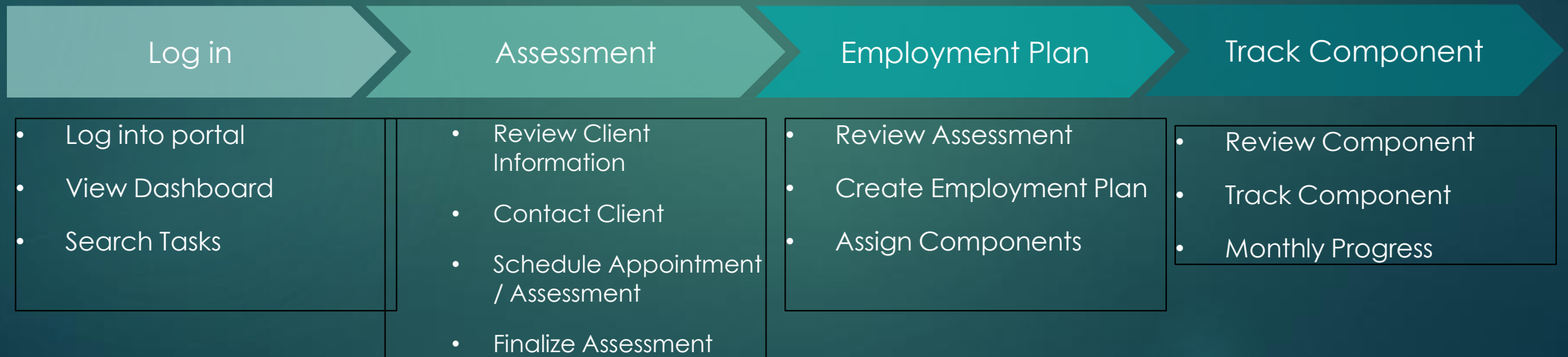
Work Experience note

If you currently don't have Work Experience available in your county then nothing will change.

However, as the program grows we foresee that the Work Experience component will play a bigger role for providers.

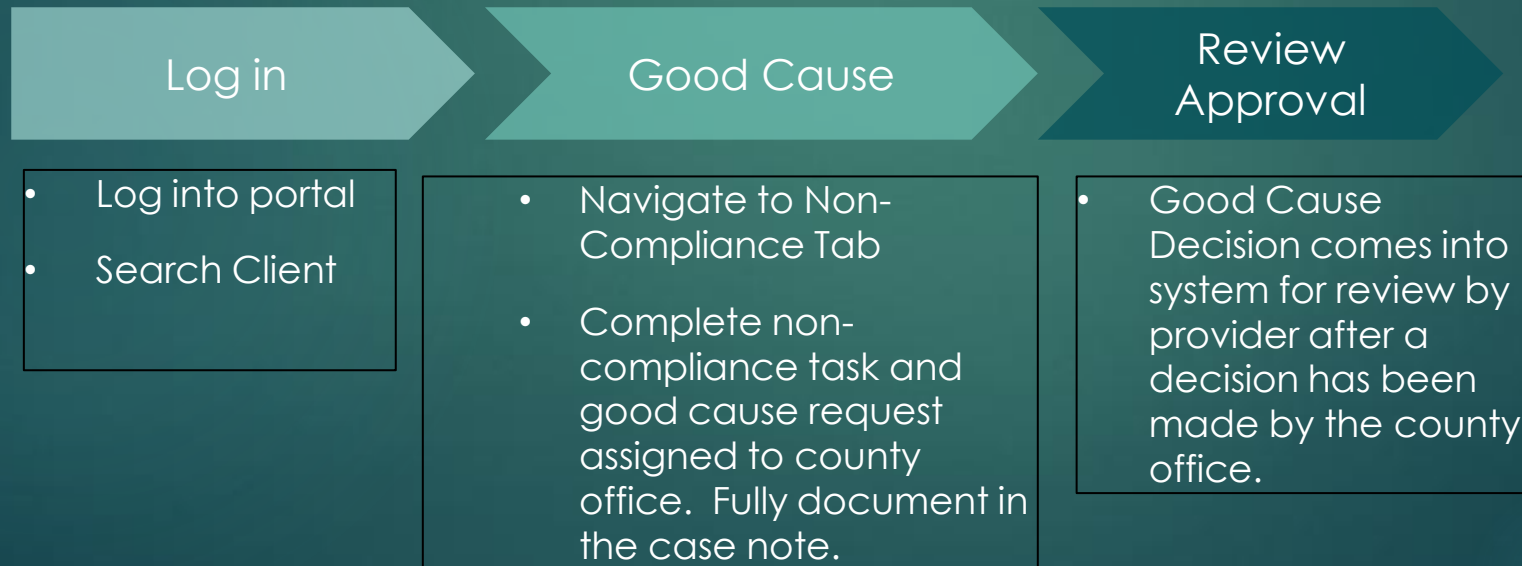
Scenario 3 (Enrollment)

- ▶ Daniel White is an Arkansas resident who is receiving SNAP benefits. He was referred to participate in the E&T program. A Provider picked up Daniel's referral to contact the client, scheduled an appointment, conducted assessment, and created an employment plan to get the necessary training and skills to gain permanent employment.



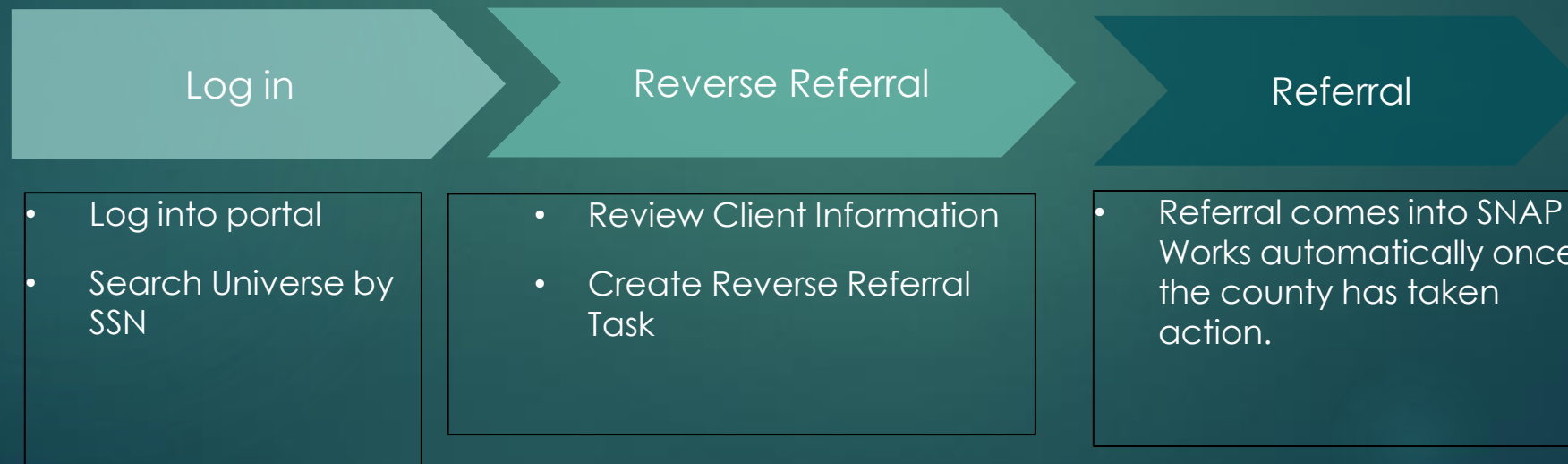
Scenario 4 (Good cause)

- ▶ Brittany is an E&T program participant, and is not participating in her components. The Provider contacted the client multiple times and found out that Brittany was in a car accident in October. The Provider decides to request good cause for the month and enters the non-compliance information with detailed notes.



Scenario 5 (Reverse referral)

- ▶ Rennick is an Arkansas resident who is receiving SNAP benefits and is exempt from the E&T program. He talks to his neighbor about the E&T program, and goes to a provider to get more information. A provider discusses the E&T program with Rennick, and Rennick is excited to join. The provider performs a reverse referral to be approved by the County Staff so that Rennick can start participating in the E&T program as a volunteer.



Reverse referral continued

- ▶ If you did a reverse referral and they did not show up after the county took action you can first try to attempt another reverse referral. You should receive the “Red” toast message indicating that the client is already open in SNAP Works. If that happens then send an email with a screen shot to snapet@dhs.arkansas.gov and request the client be assigned to you. We can then go in and reassign the client to the correct provider.
- ▶ Another instance where this may happen is when the client lives in one county but decides to participate with a provider in another county. The reverse referral would first go to the provider in the county of residence. The same procedures would be followed. If they do not show in SNAP Works attempt to do another reverse referral and if you get the red toast message then that is your indication that you need to email to have the client reassigned.

Virtual Services

- ▶ Virtual case management is in rural counties that have been identified as having a low amount of able bodied adults.
- ▶ E&T will provide the DHS county offices in those counties with computer equipment with a camera so that the client can participate in one on one virtual case management with the provider via WebEx.
- ▶ The provider will schedule an appointment with the client just like they would a face to face appointment. The client will report to the DHS County Office and County Office Staff will assist the client in joining the online WebEx session. During the session the client and provider will have face to face contact so they can complete the initial assessment and employment plan exactly as an in person appointment would take place. The provider will then email documents to the County Office Staff so it can be printed and given to the client to sign. Once any needed documentation is signed the County Office Staff will scan and email it back to the provider. The client will be referred to resources within their community for services just like they would in a normal in person setting.

What would you do?

- ▶ I have a client who has been complying with the program until last month. She called me in the middle of the month and said that her husband's COPD was acting up badly and wanted to know if she could take some time to take care of him. I told her that it would use one of her months, but if that is what she felt like she needed to do it would be fine. She received a letter in the mail from the county office that is she could not provide proof for good cause that her status would be changed to Mandatory. She called me in a panic this morning asking to explain the letter. I tried to explain, but suggested that she call the DHS office since the letter came from them. She has just called me back, but the county office said that she was not allowed to miss any at all. Her status would be changed to Mandatory and that after her 3 months runs out she would lose her food stamps.
- ▶ I guess I just want to know if I am wrong in telling clients that they are able to use a month while they are participating when life circumstances come up. Do I need to, or am I even allowed to re-enroll her? Please advise.

What would you do?

- ▶ I have a question about the required paperwork: for Adult Ed, we use a release of information form for all clients that allows us to speak with law enforcement, judges, mental health professionals, and others involved in our client's lives in order to coordinate services for each individual. If a client refuses to sign the release form due to their conflict with law enforcement, are they in non-compliance?

What would you do?

- ▶ I have a scholarship request for my client to attend CNA courses. What steps do I need to take?

Reminders

- ▶ Remember to use Google Chrome to access SNAP Works.
 - ▶ Be sure to disable pop-up blockers in order to print.
- ▶ Central office staff cannot reset user passwords.
- ▶ If you search for a client and get a yellow toast message “ client not found in ANSWER” , it is highly likely that the SNAP case is closed.
- ▶ Only DHS staff including the system coordinator will be able to edit the non-compliance page once the record is created. The pencil icon will only be enabled while a decision is pending. Once a decision is made, the page will be read only for all users. (page 96 SNAP Works Provider User Guide)

Reminders

- ▶ Clients do not have to sign release of information forms in order to be compliant, this is not a requirement for SNAP E&T.
- ▶ Instructions per tab are explained in detail beginning on page 31 of the provider user guide and go through page 112.
- ▶ Appointment tasks cannot be closed manually. Marking the appointment as show/ no show will close the task.
- ▶ All case management should be documented in the client's case notes.
- ▶ Please send all questions to snapet@dhs.arkansas.gov . Provide screenshots.

Reminders

Unfortunately, there is no cookie cutter answer to every situation. Each case will be looked at on a case by case basis.



What we don't want to do is get in to a cycle where we are constantly sending tasks back and forth to drop the client from the program only to turn around the next month and refer them back in to the program because they have applied again to participate in the SNAP program.

Churn Rate



What is churn rate?

It is a measure of the number of individuals or items moving out of a collective group over a specific period of time.

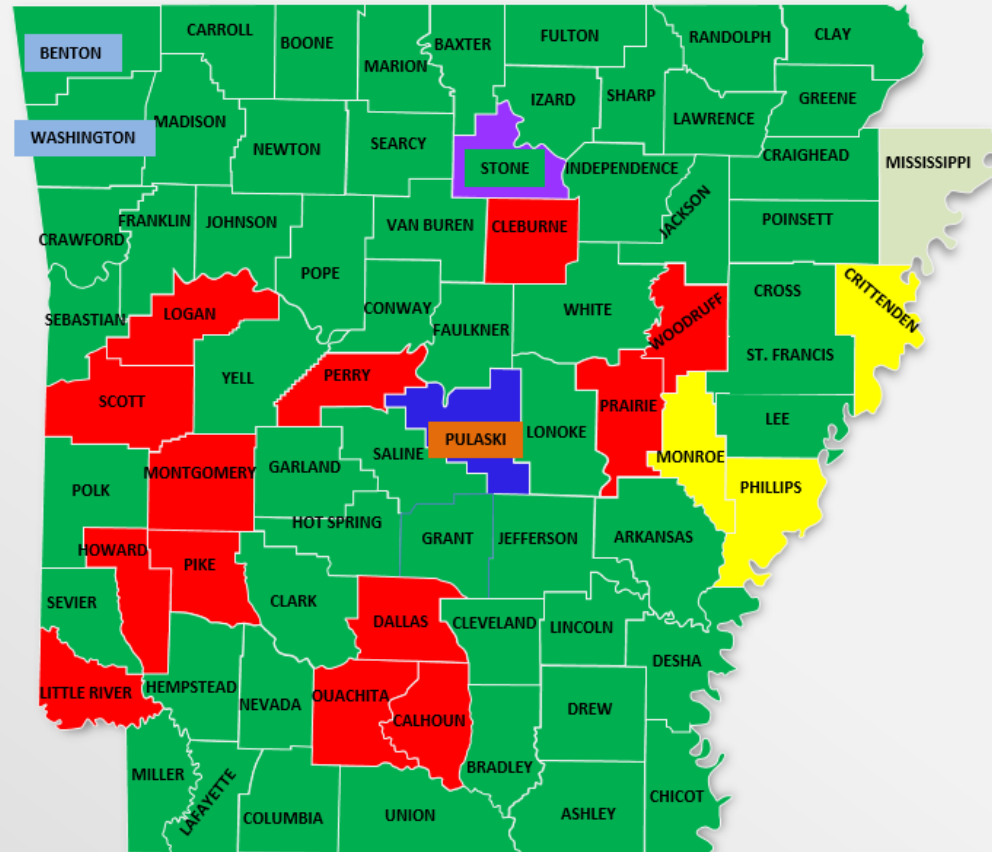
How does it affect us?

If proper case management steps are not applied it means that we will constantly be moving clients in and out of the E&T program and possibly the SNAP program. If left unmanaged that means we will waste our resources moving the clients in and out of the programs rather than providing the supportive services that they need.

It is likely to get the same clients over and over again.

E&T coverage

July 1, 2019 Coverage E&T



Workforce Development Board of Eastern Arkansas (2 yellow); Workfare (1 purple); Shorter College (1 orange Our House (1 royal blue); Adult Education Section of Arkansas Division of Workforce Services (60 regular dark green & 13 virtual red); Arkansas Northeastern College (1 light green); Canopy (2 light blue)

Questions?

