

**Temporary Assistance and Supplemental Nutrition Assistance Program Employment Plan  
January 1, 2016 – December 31, 2017**

**Madison County**

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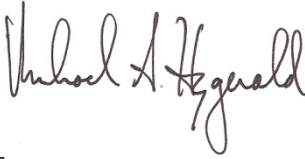
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**Temporary Assistance and Supplemental Nutrition Assistance Program Employment Plan  
January 1, 2016– December 31, 2017**

**Section 1- Assurances**

As a condition of the receipt of federal and State funds the Madison County Department of Social Services submits this Temporary Assistance and Supplemental Nutrition Assistance Program Employment Plan (Plan) to the New York State Office of Temporary and Disability Assistance. The Plan outlines the administration of employment services for Temporary Assistance (TA) and Supplemental Nutrition Assistance Program (SNAP) applicants and recipients for the period January 1, 2016 through December 31, 2017. As Commissioner of Madison 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.



—, Social Services Commissioner

**February 3, 2016**, Date

Amendments to this Plan:

Date Approved OTDA	Section Amended	Pages Effected

(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 Madison County Department of Social Services (DSS) operates the Welfare to Work (WTW) program in Madison County. The unit consists of 3 Welfare Employment Representatives, 2 Work Crew Leaders and one Social Welfare Examiner that manages the Day Care caseload. The Director of Financial Programs supervises the unit. The Employment Unit provides the WTW services, which include but are not limited to, orientation, assessment, employability planning, assignment to work activity, monitoring of treatment or rehabilitation to restore self-sufficiency, coordination and provision of supportive services, and disability determinations as they relate to employability.

The same unit and staff (3 Welfare Employment Representatives and 2 Work Crew Leaders) are also responsible for employability determinations, conciliation, sanction, dispute resolution and coordination of supportive services that provided to clients to enable them to participate in WTW activities including employment.

The total number of employees of the Madison County DSS is 120.

**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 necessarily 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.

<b>Provider</b>	<b>Total Contract Cost (per year)</b>	<b>Funding Source(s) (Check all that apply)</b>	<b>Categories of Clients Served (Check all that apply)</b>	<b>Programs, Services or Activities Provided</b>
Madison County Employment and Training	\$8,412.00	<input checked="" type="checkbox"/> FFFS <input type="checkbox"/> SNAP E&T <input checked="" type="checkbox"/> Local <input type="checkbox"/> Other	<input checked="" type="checkbox"/> FA <input checked="" type="checkbox"/> SN Family <input checked="" type="checkbox"/> SN Individual <input checked="" type="checkbox"/> SNAP <input checked="" type="checkbox"/> TANF 200%	Job Development, Job Club
Madison County Employment and Training	\$62,691.00	<input checked="" type="checkbox"/> FFFS <input type="checkbox"/> SNAP E&T <input type="checkbox"/> Local <input type="checkbox"/> Other	<input checked="" type="checkbox"/> FA <input checked="" type="checkbox"/> SN Family <input type="checkbox"/> SN Individual <input type="checkbox"/> SNAP <input checked="" type="checkbox"/> TANF 200%	Job Searches, Job Readiness

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
Madison County Employment and Training	\$50,211.	<input checked="" type="checkbox"/> FFFS <input type="checkbox"/> SNAP E&T <input type="checkbox"/> Local <input type="checkbox"/> Other	<input checked="" type="checkbox"/> FA <input checked="" type="checkbox"/> SN Family <input type="checkbox"/> SN Individual <input type="checkbox"/> SNAP <input checked="" type="checkbox"/> TANF 200%	Case Management
Madison County Community Action Program	\$72,224.00	<input checked="" type="checkbox"/> FFFS <input type="checkbox"/> SNAP E&T <input type="checkbox"/> Local <input type="checkbox"/> Other	<input checked="" type="checkbox"/> FA <input checked="" type="checkbox"/> SN Family <input type="checkbox"/> SN Individual <input type="checkbox"/> SNAP <input checked="" type="checkbox"/> TANF 200%	Transportation
BRiDGES	\$5,200.00	<input checked="" type="checkbox"/> FFFS <input type="checkbox"/> SNAP E&T <input checked="" type="checkbox"/> Local <input type="checkbox"/> Other	<input checked="" type="checkbox"/> FA <input checked="" type="checkbox"/> SN Family <input checked="" type="checkbox"/> SN Individual <input type="checkbox"/> SNAP <input type="checkbox"/> TANF 200%	Drug & Alcohol Assessment
	\$0.00	<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"/> SN Family <input type="checkbox"/> SN Individual <input type="checkbox"/> SNAP <input type="checkbox"/> TANF 200%	
Total	\$211,218.00			

**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 (e.g., WIOA programs, SED funded services, OTDA Wage Subsidy providers).

Provider	Funding Source(s) (if known)	Categories of Clients Served (Check all that apply)	Programs, Services or Activities Provided
Oneida City Public Library		<input checked="" type="checkbox"/> FA <input checked="" type="checkbox"/> SN Family <input checked="" type="checkbox"/> SN Individual <input checked="" type="checkbox"/> SNAP <input checked="" type="checkbox"/> TANF 200%	English as a Second Language (ESL)
Cornell Cooperative Extension Oneida County		<input checked="" type="checkbox"/> FA <input checked="" type="checkbox"/> SN Family <input checked="" type="checkbox"/> SN Individual <input checked="" type="checkbox"/> SNAP <input checked="" type="checkbox"/> TANF 200%	Child Care Resource and Referral Service
Cornell Cooperative Extension Oneida County		<input checked="" type="checkbox"/> FA <input checked="" type="checkbox"/> SN Family <input checked="" type="checkbox"/> SN Individual <input checked="" type="checkbox"/> SNAP <input checked="" type="checkbox"/> TANF 200%	Eat Smart New York Program

Provider	Funding Source(s) (if known)	Categories of Clients Served (Check all that apply)	Programs, Services or Activities Provided
Working Solutions Madison County Employment and Training		<input checked="" type="checkbox"/> FA <input checked="" type="checkbox"/> SN Family <input checked="" type="checkbox"/> SN Individual <input checked="" type="checkbox"/> SNAP <input checked="" type="checkbox"/> TANF 200%	Employment counseling, use of computers for resume writing, etc.

## 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	<input type="checkbox"/>	Applicants	<input type="checkbox"/>
Supervised Job Search	<input type="checkbox"/>	FA & SN with children	<input type="checkbox"/>
Job Readiness Training	<input type="checkbox"/>	SN without Children	<input type="checkbox"/>
Job Club	<input type="checkbox"/>	SNAP	<input type="checkbox"/>
Job Placement Services	<input type="checkbox"/>	TANF 200%	<input type="checkbox"/>
Grant Diversion	<input type="checkbox"/>		
Job Development (employer outreach)	<input type="checkbox"/>		
WOTC pre-certifications	<input type="checkbox"/>		

### 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)

Madison County Department of Social Services no longer has an OTDA Jobs Staff employee.

## **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, the 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 SSD.

The district’s definition is further defined as any combination of hours worked on a LDSS approved work experience worksite, employment at or above the applicable State or Federal minimum wage in unsubsidized private or public sector employment, LDSS approved community service, involvement in medical/drug/alcohol treatment known to the LDSS, SSI/DDS application appeal known to the LDSS and prescribed by a qualified health professional, and/or LDSS approved education/training as outlined in this plan. The agency reserves the right to require more hours, up to 40 per week, as it deems necessary. This determination may be on a case-by-case basis.

### **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:

Clients are provided with an explanation of the requirement to provide medical verification of limitations and/or disabilities. The LDSS will provide independent medical exams (IMA) when needed.

Also, an explanation of the client’s obligation to participate in programs to evaluate the need for vocational and/or drug/alcohol/medical counseling or rehabilitation, DSS will provide referrals for revaluations and establishment of treatment plans.

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

The orientation is conducted by the Employment Unit staff at time of application, individually and in a group setting. Orientation is conducted individually again at recertification.

### **Section 3.3 Assessment and Employment Planning**

#### **Temporary Assistance Assessment**

(Reference 18 NYCRR 385.6 and 385.7)



a. Check one of the following:

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 local district procedure for the completion of an employment assessment:

Within a month of a case opening, the Employment Unit conducts their employment assessment with the recipient. Together, the recipient and employment unit worker review the completed answers. This process provides an opportunity for both parties to ask any clarifying questions, and initiate discussion to identify a client's abilities, skills, interest, experience (both work and life) and barriers to support the development of the client's employment plan.

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

Madison County DSS 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)]

A Welfare Employment Representative of the Madison County DSS Employment Unit will administer the assessment tool. The Welfare Employment Representative staff meet the mandatory requirements of the civil service position.

e. Applicants in households with dependent children are required to participate:

Yes  No

f. Applicants in households without dependent children are required to participate:

Yes  No

**Temporary Assistance Employment Plans**

(Reference 18 NYCRR 385.6(b) and 385.7(b))

a. Check one of the following:

The district develops individual employment plans as required by 18 NYCRR 385.6(a) and 385.7(a):

- The district enters employment plans directly into WTCMS.

- The district uses the LDSS 4978 (New York State Employment Plan) and later enters information into 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:

**Section 3.4 Participation Rates and Work Activities (Reference 18 NYCRR 385.8 and 385.9)**

- a. Described below is how the district plans to meet federal and State Temporary Assistance 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:

The district plans to meet Federal and State Temporary Assistance participation rate requirements by engaging nonexempt clients in activities within 2-3 weeks of case opening. In addition, clients whose status changes from exempt to nonexempt are similarly engaged in activities within 2-3 weeks of the change.

The districts weekly standard participation requirement for individuals in the different case and household types are as follows:

- Households with no children under age six are required to participate 30 hours per week; however, for the activity of work experience most cases cannot even participate 30 hours due to grant and SNAP benefit amount in relation to minimum wage and lack of other appropriate countable work activities to assign.

- Single caretaker of a child under six is required to participate a minimum of 20 hours per week. Individuals engaged in an unsubsidized employment or approved education activities may be participating more than 20 hours per week.

- Safety Net clients with/without dependent children, the department's standard weekly assignment is up to 40 hours.

In all instances, the department strives to engage all clients up to 40 hours per week in one or more countable work activities.

b. Estimate the number of individuals served averaged monthly:

	Households with Dependent Children	Households without Dependent Children
Individuals	95	145

c. Described below is a description of 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:

On a monthly basis, employment workers review the Federal All Families Detail Listing Report available through Cognos. The report enables the worker to identify clients that need additional increased activities to meet participation. The report outlines the activities the client is enrolled in, the number of hours, and their employability code providing a quick snapshot for the worker to develop a strategy to assist the client with their work participation.

In addition, the Director of Financial Assistance also reviews the Federal All Families Detail Listing Report monthly to discuss cases with the employment staff.

d. Describe the extent to which the district requires Non-Temporary Assistance Supplemental Nutrition Assistance Program (NTA SNAP) applicants and recipients to participate in SNAP E&T work activities. If the district is not mandating SNAP E&T work activity assignments, please describe how NTA SNAP work registrants are informed of the services available, upon request, for assistance with job search activities. Please note: At a minimum, districts are required to make available job search as a SNAP E&T activity to NTA SNAP applicants and recipients:

Although Madison County DSS does not mandate NTA SNAP applicant/recipients to participate in work activities, the department will be following regulations regarding ABAWD requirements according to state/federal rules.

Job search services will be offered to applicants and again to recipients at each recertification.

e. Please describe the local 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:

Nonexempt Temporary Assistance applicants are assigned to job search as a condition of eligibility. Each week a minimum of five contacts must be made with potential employers and the results of those contacts brought back to the agency or Career Center on a weekly basis and discussed with employment unit staff or Workforce Development Counselor. The expectation is that applicants/recipients assigned to job search will spend a minimum of ten hours per week on job search efforts. Hours of job search may vary depending on individual's circumstances and other work activity assignments. For monitoring

purposes, individuals participation in job search are required to maintain and submit a log, provided to the applicant by employment unit staff or Workforce Development Counselor , detailing the amount of time spent looking for work with various potential employers. The job search log will be reviewed on a weekly basis by the responsible staff person to assess the extent to which a reasonable number of contacts were made during the time reported given the amount of time required to identify, apply and interview for a job as well as time spent preparing, sending follow-up materials to potential employers and traveling between potential employers. The Workforce Development Counselor person located at DSS, who will meet with individuals and identify appropriate job openings, will support each individual's search for work.

As an additional measure of verification, the Workforce Development Counselor will contact a 10% sample of employers listed on each job search participant's log on a semi-monthly basis to verify that the participant actually contacted the employer about a job.

The employment staff will report hours of participation reported by the participant that are determined to be complete and reasonable on the WTWCMS as actual hours of participation.

The above job search requirements also apply to Safety Net non-MOE applicants/recipients.

The other activities other than job search that are routinely expected of TA applicants during application period are Job Club and Mobile Work Crew orientation.

Applicant Job Search	Number of Contacts	Number of Hours	Additional Information
TANF and SN MOE	5	10	Weekly
SN Individuals	5	10	Weekly

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

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

The local district procedures for TA recipients assigned to job search are the same as outlined for TA applicants.

- f. The allowable work activities that are available in the social services district are listed and defined as follows. 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 (SN Fam), Safety Net Assistance for households without children (SN IND), and/or Supplemental Nutrition Assistance Program (SNAP)

benefits. If a check box is blank it indicates that the activity is not available for that household/case type. See the table on the next two pages.

Activity and Definition	
<input checked="" type="checkbox"/> FA <input checked="" type="checkbox"/> SN Fam <input checked="" type="checkbox"/> SN Ind <input checked="" type="checkbox"/> SNAP	<p><b>Unsubsidized Employment</b> - Full time or part time employment in the public or private sector that is not subsidized by TANF or any other public program (excluding employer tax credits). Unsubsidized employment includes self-employment and/or paid internships.</p>
<input checked="" type="checkbox"/> FA <input checked="" type="checkbox"/> SN Fam <input checked="" type="checkbox"/> SN Ind <input checked="" type="checkbox"/> SNAP	<p><b>Subsidized Private Sector Employment</b> - Employment in the private sector for which the employer receives a subsidy from TANF or other public funds (excluding tax credits) to offset some or all of the wages and costs of employing and training a recipient in accordance with New York State Social Services Law 336-f. Subsidized private sector employment will include positions subsidized through grant diversion/Transitional Employment Advancement Program (TEAP), supported employment programs, and paid college work study programs at private institutions. Individuals participating in subsidized private sector employment are paid wages and receive the same benefits as unsubsidized employees who perform similar work. An employment situation will be subsidized for up to the full amount of wages/benefits provided to the program participant and will be subsidized for the length of time as determined appropriate by the State or social services district.</p>
<input checked="" type="checkbox"/> FA <input checked="" type="checkbox"/> SN Fam <input checked="" type="checkbox"/> SN Ind <input checked="" type="checkbox"/> SNAP	<p><b>Subsidized Public Sector Employment</b> - Employment in the public sector for which the employer receives a subsidy from TANF or other public funds (excluding tax credits) to offset some or all of the wages and costs of employing and training a recipient in accordance with New York State Social Services Law 336-e. Subsidized public sector employment will include positions subsidized through grant diversion/TEAP, supported employment programs, and paid college work study programs at public institutions. Individuals participating in subsidized public sector employment, and work study unless otherwise permitted under a federal work study program, are paid wages and receive the same benefits as unsubsidized employees who perform similar work. An employment situation will be subsidized for up to the full amount of wages/benefits provided to the program participant and will be subsidized for the length of time as determined appropriate by the State or social services district.</p>
<input checked="" type="checkbox"/> FA <input checked="" type="checkbox"/> SN Fam <input checked="" type="checkbox"/> SN Ind <input checked="" type="checkbox"/> SNAP	<p><b>Work Experience</b> - Unpaid work performed at a public or not-for-profit organization to enable a participant who cannot find 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>
<input checked="" type="checkbox"/> FA <input checked="" type="checkbox"/> SN Fam <input checked="" type="checkbox"/> SN Ind <input checked="" type="checkbox"/> SNAP	<p><b>On-the-Job Training (OJT)</b> - 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 due to the fact that 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>
<input checked="" type="checkbox"/> FA <input checked="" type="checkbox"/> SN Fam <input checked="" type="checkbox"/> SN Ind <input checked="" type="checkbox"/> SNAP	<p><b>Community Service</b> - 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>
<input checked="" type="checkbox"/> FA <input checked="" type="checkbox"/> SN Fam <input checked="" type="checkbox"/> SN Ind <input checked="" type="checkbox"/> SNAP	<p><b>Job Search</b> - 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 to or applying for and/or interviewing for jobs and related activities.</p>

Activity and Definition	
<input checked="" type="checkbox"/> FA <input checked="" type="checkbox"/> SN Fam <input checked="" type="checkbox"/> SN Ind <input checked="" type="checkbox"/> SNAP	<p><b>Job Readiness Training (JRT) Activities</b> - 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 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 but will be deemed to be Community Service for recipients of SNA non-MOE, include:</p> <ul style="list-style-type: none"> <li>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.</li> <li>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.</li> </ul>
<input checked="" type="checkbox"/> FA <input checked="" type="checkbox"/> SN Fam <input type="checkbox"/> SN Ind <input checked="" type="checkbox"/> SNAP	<p><b>Vocational Education</b> - 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>
<input checked="" type="checkbox"/> FA <input checked="" type="checkbox"/> SN Fam <input checked="" type="checkbox"/> SN Ind <input checked="" type="checkbox"/> SNAP	<p><b>Job Skills Training</b> - 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>
<input checked="" type="checkbox"/> FA <input checked="" type="checkbox"/> SN Fam <input checked="" type="checkbox"/> SN Ind <input checked="" type="checkbox"/> SNAP	<p><b>Education Training</b> - 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>
<input checked="" type="checkbox"/> FA <input checked="" type="checkbox"/> SN Fam <input checked="" type="checkbox"/> SN Ind <input checked="" type="checkbox"/> SNAP	<p><b>Secondary School</b> - 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>
<input checked="" type="checkbox"/> FA <input checked="" type="checkbox"/> SN Fam <input type="checkbox"/> SN Ind <input checked="" type="checkbox"/> SNAP	<p><b>Provision of Childcare for Individual Participating in Community Service</b> - Providing unpaid childcare to enable another Temporary Assistance (TANF/SNA MOE funded) recipient to participate in a community service program.</p>
<input checked="" type="checkbox"/> FA <input checked="" type="checkbox"/> SN Fam <input checked="" type="checkbox"/> SN Ind <input checked="" type="checkbox"/> SNAP	<p><b>Other</b> - 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 clients.  Yes       No

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

- District staff contacts employers to solicit jobs for Temporary Assistance 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 Temporary Assistance and/or SNAP participants. Below is the description of how this is done, including number of staff, frequency of contacts.

Madison County contracts with the Career Center for job development services. A career center staff has daily contact with the employment unit staff in regards to job development. Also a monthly meeting is held with career center, employment unit and temporary assistance staff to discuss job development, including leads, potential employers and appropriate client referrals.

In addition, the work crew leader in the employment unit has contacts at several local places of employment and is regularly contacted when an opening arises. These employers routinely request recipients to be set up with interviews for the job openings.

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

### Section 3.6 Training Approval and Activity Enrollment Policies

(Reference 18 NYCRR 385.9)

- a. Describe how the district identifies appropriate education program providers for services of Adult Basic Education, High School Equivalency (HSE) diploma preparation, and English Language Instruction that are available to clients whose assessment indicates such services would be an appropriate work activity assignment:

Madison County DSS has over the years developed strong working relationships with providers of appropriate education or job skill services for individuals whose assessment indicated that such services would be an appropriate work activity assignment. Those strong working relationships are maintained through periodic meetings between responsible DSS staff and provider agency staff, which serve to facilitate information sharing regarding needs and available programs and services and coordination with regard to participants and potential participants engaged in these programs. The local district has a contract with Employment and Training, to provide job readiness/job club services. Madison Oneida BOCES provides Adult Basic Education and High School Equivalency (HSE) preparation. Persons with limited English proficiency are referred to the Oneida Access Site (BOCES) or the Literacy volunteers at the Oneida Public Library.

- b. Describe how the district identifies appropriate 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 identifies and provides appropriate Vocational Education and Job Skills programs in the same fashion as outlined in Section 3.6a above. Madison Oneida BOCES is the primary provider of the Vocational Education program. The Madison County Employment and Training/Career Center is the primary provider for the job skills training program.

- 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:

Once a case has opened together, the recipient and employment unit worker reviews the completed answers on the Employment Assessment. This process provides an opportunity for both parties to ask any clarifying questions, and to initiate discussion regarding education, including if applicable the applicants desire to pursue attending HSE instruction. If the recipient expresses interest in attending HSE instruction, the employment worker will provide information regarding availability offered in Madison County. This is an ongoing process and is conducted during check pickup appointments or at any other face-to-face client contact. The employment worker directly inputs answers in the WTWCMS client evaluation sections during conversations, this step again prompts discussion regarding employability and education plans between the worker and individual. This information is also used to assist the worker and individual in creating an Employment Plan.

- 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 education activities:

The district accepts and reviews all individuals request for participating in an educational activity. When an individual expresses interest in an educational activity the employment unit directs the individual to various sites, including Madison Oneida BOCES, and Madison County Employment and Training to allow them the opportunity to have an educational career counselor assist them in determining if they are capable of pursuing their career of interest and whether the career choice is marketable. The agencies and the district will work together with the individual to develop a workable plan. Participation in the educational activities would be counted as work activities. An example of a reason why the district would not approve an individual's request for participation in educational advancement would be if an incident in the client's past would result in the client not being able to be employed or licensed in their field of interest. I.E. - felony conviction and the client wanted to work in an area that requires a gaming license.

- e. Describe the district's process and policy for determining whether or not a participant is approved/assigned to participate in job skills or vocational education activities:

Recipients who wished to be assigned to participate in job skills or vocational education activities must demonstrate their ability to successfully complete the program. The program must have a demonstrable outcome in a field of employment that offers immediate job placement upon completion. Clients must participate in pre-placement testing as assigned by the LDSS to assist and determining the appropriateness of the education/training request. Clients have no prior work history in a field that offers access employment opportunities or existing education/training in a field that offers employment opportunities.

- 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:

Two 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, work experience or community service:

The Employment Unit staff will track a recipient's 12 month lifetime limit enrollment in post-secondary education. Once the recipient has reached his/her 12 month limit, the employment unit staff will meet with them to change their employment plan to add core activity of 20 hours of employment activities, work experience, or community service.

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

Providers must be accredited by the New York State Department of Education or other state and/or federally recognized certifying agency. They must demonstrate a history of serving the educational needs of the community as it relates to providing education and/or training that leads to a job placement.

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

The employment worker makes clients aware of training providers that are available during the completion of the assessment. Clients are to submit training/education providers to the LDSS for approval. The LDSS will verify with the certifying agency (NYS Department of Education) whether the training/education agency has approval. The LDSS will notify recipients of that determination within ten (10) days of notification.

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

Recipients requesting education/training approval must complete an Employment Plan with the LDSS Employment Services unit. The LDSS has seven (7) days to notify the client in writing, of the agency's approval/rejection of the requested program.

- 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 Temporary Assistance.
- A job or on-the-job training position that is comparable to the work-study, internship, externship or other work placement cannot reasonably be expected to exist in the private, public or not-for-profit sector.
- The student is not maintaining a cumulative C average (or the equivalent). The district may disregard this provision if the student documents an undue hardship.
- The institution or student fails to monitor and report information regarding the student's attendance and performance as required.
- The student fails to progress toward the completion of a course of study without good cause, as determined by the district.
- The student has previously enrolled in work-study, internship, or other work placement and failed to complete the work placement without good cause as determined by the district.
- Additional reasons as stated below:

- l. To verify continued exempt status, the local district will monitor the high school attendance of 16-18 year old students in the following manner:

Satisfactory school attendance is determined by the local district standard. Any client in an approved education/training program must submit grades and attendance within ten (10) days of any LDSS request. School enrollment and attendance are verified at recertification.

- 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:

Written notification of the individual's work limitations will be provided to the provider of the activity and appropriate accommodations will be provided. In the event of a dispute regarding health-related limitations for the individual, a resolution will be sought through consultation with an IME.

### **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.

After each self audit is completed, the district must submit a summary of findings 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 plan must explain how staff will:

- Ensure that documentation of wages and actual hours of employment is verified and accurately projected/reported and present in the case file, is actual and is projected correctly;
- Ensure that the documentation for actual hours, supervision/attendance, excused absences, and holidays in other activities is present in the case file;
- Assess whether participation in the work activities reported for work eligible individuals meets the approved federal definition for the activity;
- Assess that the data entered into either WTWCMS, NYCWAY or other automated systems used for reporting work activities is accurate, including actual hours, excused absences and holidays; and is based on documentation in the case record; and
- Ensure that documentation necessary to determine an individual to be exempt due to being the 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.

Please describe the process the district will use to review district worker collected documentation and data entry of the above listed elements (include a description of how a case sample for review will be selected, sample size and frequency of reviews):

The district will perform a random sample of (four) cases semi-annually for paid work activities to review district worker collected documentation and data entry. Both the temporary assistance and employment case files will be reviewed. Hours of employment will be verified through receipt of pay stubs, employer verification forms or collateral contact with the employer. The review will ensure the hours of employment on the ABEL budget are consistent with the hours reported on WTWCMS and documentation is in the file to support hours reported on WTWCMS and that the scheduled hours on WTWCMS is consistent with the documentation.

The district will perform a random sample of (four) cases semi-annually for participation in unpaid work activities to review district worker collected documentation and data entry. The employment case files will be reviewed. Actual hours of attendance will be documented by attendance sheets showing actual hours of attendance, any excused absences during the month, any unexcused absences during the month, and holiday time. The review will ensure the actual hours of attendance reported on the monthly attendance sheets has been correctly reported on WTWCMS, excused absences and holiday time are documented in the case file and correctly reported on WTWCMS in accordance with federal limitations, and documentation of actual hours of attendance is accurate and matches the hours of participation reported on WTWCMS by district or provider staff.

The district will perform a random sample of (two) 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 temporary assistance 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 (two) 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 temporary assistance 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. Temporary assistance 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.

In each of the above samples, the district will assess and verify that participation in the reported work activities meets the State approved definition for the activity.

The district will sample cases from each month within in the (6 month) semi-annual period. The October to March review will be due by May 20<sup>th</sup>. The April to September review will be due by November 20<sup>th</sup>. The district will maintain supporting documentation for the cases that are reviewed and make them readily available for review by A&QI auditors upon request.

The results of these audits will enable the district to identify policies, processes or cases that may need corrective action. We will ensure that a summary report will be prepared following each review period and forwarded to Kathy Nagy, [Kathleen.Nagy@otda.ny.gov](mailto:Kathleen.Nagy@otda.ny.gov), and Kyle Miller, [Kyle.Miller@otda.ny.gov](mailto:Kyle.Miller@otda.ny.gov).

Please describe the process the district will use to review provider collected documentation and data entry of the above listed elements (include a description of how a case sample for review will be selected, sample size and frequency of reviews):

N/A - Providers do not collect documentation or conduct data entry.

### **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:

Persons with limited English proficiency are referred to the Oneida Access Site (BOCES) or the Literacy Volunteers at the Oneida Public library. While Madison County rarely encounters non-English speaking participants in accessing employment activities and services, we accommodate their needs by requesting an interpreter through Interpreters, Unlimited.

### **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:

Appropriate district staff (including Employment and Training employees) meets monthly to review and discuss cases in order to identify barriers, which prevent individuals from fully participating in work activities. These monthly meetings provide an opportunity to evaluate and identify appropriate supportive services, which may be needed to address whatever issues are preventing an individual from participating in and attending assigned activities.

### **Section 3.10 Strategies/Procedures for Engaging Sanctioned Temporary Assistance Participants**

- District attempts to engage sanctioned participants as soon as they are sanctioned using the following strategies:
  
- District attempts to engage sanctioned participants when the durational period of the sanction is completed using the following strategies:
  
- District attempts to engage sanctioned participants during different times in the sanction period using the following strategies:

The district provides intensive case services to participants who are non-compliant with work activities. Prior to imposing a sanction, the employment and training staff member will meet with any recipient who is subject to penalty for non-compliance with work activities.

The meeting will serve to:

- Provide the opportunity to thoroughly assess and investigate the reasons for the noncompliance, including the family's barriers to self-sufficiency;
- Identify appropriate services to assist them to comply;

- Provide information to clarify the reasons for the sanctions, the impact of the sanction on the family cash grant and the methods for curing the sanction.

As a follow-up to the meeting, the participant, whether sanctioned, or not, will be scheduled to meet with the worker at the DSS office once a month to pick up their benefit check, and receive information on community based services that may help to address the family's needs and help to bring the family into compliance or to maintain compliance. These scheduled office visits also serve to provide the DSS worker an opportunity to monitor compliance. The participants will also meet with the Workforce Development Counselor located at DSS for employment referrals during these scheduled office visits.

District has no specific strategies to engage sanctioned participants.

### **Section 3.11 Strategies for reducing the need for Temporary Assistance:**

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

In an effort to avert or reduce the need for Temporary Assistance, the district provides supportive services. The criteria for providing these services is that these services would allow or enable the individual to remain employed or obtain employment, thus averting or reducing the need for temporary assistance. Supportive services may include but are not limited to: day care assistance, transportation expenses, car repairs, appropriate clothing, housing assistance, job referrals, etc.

### **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:

Transportation – the least expensive form of transportation that is available will be reimbursed to clients on a monthly basis after the completion of activity requirements. The LDSS will reimburse actual expenses up to prevailing IRS mileage rate – effective January 1, 2016, the rate is 57.5 cents per mile

Additionally, the LDSS will provide housing relocation assistance for clients who are not able to access personal or public transportation. It has been this LDSS's experience that clients who are not able to access transportation to DSS activities, are not able to access transportation to employment. Therefore, with the exception of clients who own their own homes, a move from remote areas of the county will be needed to ensure attachment to the job market.

When requesting assistance from LDSS with car repairs, clients will be required to submit a minimum of one (1) and a maximum of three (3) written estimates. The employment unit worker will discuss and determine the most appropriate option with client. Upon completion of repair, payment will be provided directly to the repair vendor.

- 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 1/1/15 is 57.5 cents/mi)
- Mileage reimbursement at IRS Medical/Moving rate, (effective 1/1/15 is 23 cents/mi)
- Other mileage rate, (please explain methodology used to establish reimbursement rate):

The LDSS utilizes the Madison County public bus transit (operated by Bernie Bus) and allows for reimbursement of expenses for use of personal vehicles when preapproved by the LDSS. The least expensive form of transportation that is available will be reimbursed to clients on a monthly basis after the completion of activity requirements.

Clients will be provided with bus tokens to participate in LDSS assigned activities for those able to access the public transportation system.

The LDSS will reimburse clients the exact cost of necessary transportation on a monthly basis for actual days of attendance at assigned activities based upon receipt of monthly attendance sheets. Requests for mileage reimbursement must be submitted in writing. Bus tokens (free passes) may be issued in limited cases to clients who lack the necessary financial resources to access the bus route.

- c. OTDA policy establishes a distance not to exceed 2 miles as the maximum distance that the district can require a participant to walk to a work activity assignment or to access public transportation. The district's policy states that an individual may be required to walk up to the distance described below each way to a work activity or to access public transportation:

In instances where individuals reside in an area where public transportation is not available and the client has no means to travel to a work activity, the LDSS will attempt to develop a work activity assignment within travel distance. The LDSS will require clients, who are physically able, to walk up to two (2) miles when they are within that distance of the assigned work activity from their residence or from the nearest Madison County transit bus stop.

- d. The district will provide the following services to assist individuals at risk of needing temporary assistance to improve their opportunities for employment or to maintain their employment:

Madison County provides an on-site child care referral and information specialist employed by the Madison - Herkimer childcare resource and referral agency (Cornell Cooperative Extension of Oneida County). The services provided include enhanced childcare referrals (including the name, address, and availability of three (3) providers), assistance in becoming a licensed provider and assistance for families that use a legally exempt provider in assuring a health, safe environment.

Madison County provides for an on-site Domestic Violence liaison to assist applicants and recipients in overcoming issues related to violence in their homes. Services include referrals to advocates for safety planning, Family Court orders and advice and recommendations for work activities.

## Section 4.2 Transitional Support Services

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

In addition to the mandated transitional programs (SNAP, Medicaid, child care, etc.), the LDSS will provide job retention case management services for ninety (90) days following the case closing.

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

Same as above.

## Section 4.3 Extended Support Services

As long as funding is available (through FFFS, etc.), the district will provide the following supportive services for individuals who are eligible under the TANF Services 200% of poverty eligibility guidelines:

- Housing/Credit services – The Madison County Community Action Program (CAP) provides services to 200% eligible families who are at risk of being homeless. Services include payment for security deposits, first month rent, moving expenses, or payment to repair client owned building. Additionally, families can access credit-counseling services to help manage their debts. Often families leaving temporary assistance are burdened with enormous debt load. The program offers solutions to this debt and for families ongoing financial planning.

- Drug/Alcohol Case Management – Family Counseling of Cortland County provides for drug and alcohol evaluations and follow-up case management services for individuals and families who are struggling to overcome their addictions. These services include a quick reattachment to employment, therapy and employment cooperatively, and returning clients who are in treatment outside of the LDSS back to the community for services.

- Direct Transportation Services to assist eligible individuals obtain or maintain employment – Community Action Program of Madison County (CAP) provides direct client disbursement to include the cost of vehicle repairs, maintenance, purchase, rental, gas vouchers, and driving license to eligible families to maintain, or obtain employment.

## **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 Temporary Assistance 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, etc.:

Temporary Assistance clients who failed or refused to comply with Welfare-to-Work activity assignments are issued a Conciliation Notification. The notice advises the recipient they must respond within the required timeframe for the case type. Conciliation meetings must be scheduled and held within thirty (30) days for the Family Assistance recipients and within fourteen (14) days for Safety Net



recipients of the client's contacting the LDSS unless otherwise arranged by/with the LDSS. The noncompliant individual who the district believes has willfully and without good cause refused or failed to comply with employment requirements will be encouraged to submit any evidence available to help document the reason(s) for the noncompliance. The conciliation meetings will consist of the client, an Employment unit representative, and a supervisory level LDSS staff person who is not directly responsible for the client's benefits. In addition, the client will be provided with the opportunity to discuss their noncompliance with a Domestic Violence Advocate to ensure that issues of family violence were no direct cause of the noncompliance. A sanction will be imposed when the worker determines that the individual willfully and without good cause failed to comply with assigned employment requirements or fails to respond to the Conciliation Notice within the prescribed time limits. The LDSS has seven (7) days to arrive at a determination and inform the client, in writing, of the agency's determination after a conciliation meeting. When a client willfully and without good cause refuses or fails to comply with a work requirement a sanction is imposed, and the agency will issue a ten (10) day notice of intent to deny, close or reduce benefits. If the client is in disagreement with the agency's determination, a Fair Hearing may be requested as advised on the intent notice.

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

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

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

- in person
- by phone
- by mail, etc.:

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

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

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

If it is determined, that the individual did not have good cause and that the individual willfully did not comply with work requirements, he/she will be afforded the opportunity to avoid a SNAP sanction by completing a work activity as assigned. A typical work activity will require the individual to make 5 job contacts in 5 days, log them into a job search worksheet and return the worksheet with the required 5 contacts to the employment unit staff within the 5 days. If the individual successfully completes the work activity as assigned, a SNAP sanction will not be imposed. If not, a request will be sent by the Employment unit staff to the Eligibility worker to impose the SNAP sanction consistent with 385.12.

## Section 5.2 Sanctions

The district's procedure for determining compliance for those individuals 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:

Those individuals who wish to end their employment sanction will be added back to the case and have their sanction lifted as soon as they have demonstrated compliance. Demonstrated compliance shall mean that the client, as required by the district, reports to an assigned work activity on time and prepared to engage in the assigned activity.

## 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(b).

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):

At application, clients will complete the medical section of the employment assessment form. Based on an interview with the individual and any additional information provided by the client, a member of the Employment unit will determine if a possible disability/limitation exists. If it is determined at assessment that there is a possible disability/limitation, the LDSS will require medical documentation from the client to verify any claim(s). The client has ten (10) days to provide this verification to the LDSS. All clients will be provided with the LDSS 4005 or LDSS 4005(a), whichever is appropriate. This document will provide the client with notification regarding their work capability status. A client could be found "fully employable without exemptions," "work limited-with exemptions but the work activity does not conflict with the documented disability/limitations(s)", or "not employable" – the disability/limitations(s) are to the point that most activities are contraindicated. Clients with partial or full limitations will still be required, consistent with the verified medical limitation and/or treatment plan, to continue to be engaged in work activities. Based on the client's current disability, there exists the potential to be restored to self-sufficiency. Examples of self-sufficiency activities could include involvement in medical/drug/alcohol

treatment known to LDSS, SSI/SSD application appeal known to the LDSS, independent medical exams assigned by the LDSS, psychological counseling known to the LDSS and prescribed by a mental health professional, and/or LDSS approved education/training as outlined in this Plan. If the LDSS is unable to make a determination based on an interview with client from the verification provided by the client or the client refutes the LDSS's determination, the agency can make a referral to a health care provider certified by the Office of Disability Determinations (ODD) for an independent medical examination (IME). Clients claiming disabilities/limitations may submit their own medical documentation to the provider certified by the ODD for consideration. Any documentation available from the client's practitioner must be submitted to the IME provider no later than four (4) business days from the date of the independent examination to submit additional documentation. The LDSS staff as the basis for work activity assignments will use the results of the IME. Clients who are verified as having disability/limitations must work with the LDSS staff to access education/training/rehabilitation necessary to remove or reduce the disability or limitations. They must provide medical documentation for determining the individual's ability to recover and accept medical care to assist in recovery. Clients will be required to accept referrals to and enrollment in a treatment or rehabilitation program and provide evidence of participation in the assigned program. Clients must also work with LDSS staff to apply for SSI or SSD benefits, comply with all requirements of the application process, and exhaust all possible appeals in the process.

At the point of placing a client with a documented limitation(s) on a worksite, the LDSS will send notice to the cooperating agency of the scope of limitations. A representative of the cooperating worksite and the agency's Employment unit supervisor, (TA Director) must sign a statement acknowledging the limitation(s) an assuring that the work assigned will not exceed the specified limitations(s). On a quarterly basis, the cooperating agencies will be required to reaffirm their knowledge of the limitation(s) and assure that limitations have not been exceeded in a written statement to the LDSS. These statements will be kept in the client's employment file, kept at LDSS.

Clients who meet one or more of the following categories will be exempt from work activities:

- Sixty years of age or older;
- Pregnant and within thirty (30) of medically verified delivery date; or
- The single parent or caretaker relative of a child under age one for a lifetime maximum of twelve (12) months

It is important to note that the LDSS does not provide, generally, the full twelve (12) month exemption at any one time for clients who are the single parent or caretaker relative of a child under age one.

Because this exemption can only be given for a lifetime maximum of twelve (12) month, the LDSS:

Offers this exemption for a lesser duration, generally three (3) months or less;

May extend the exemption based on case-by-case circumstances up to the twelve (12) month lifetime maximum.

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:

Please refer to the above description of the process as outlined in Section 6 of this Plan. Ultimately, based on all of the available medical documentation, the Employment worker determines the status.

## Section 6.2 Mental Health Screening and Assessment

The district is administering a screening tool for Temporary Assistance 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 yes, describe the district's policy for determining when a program participant is offered a mental health screen.

If yes, does the district use or intend to use the LDSS 5009 - Mental Health Screening Tool and/or the computer assisted version of the Modified Mini Screening tool (MMS)?

Yes       No

If yes, 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 Temporary Assistance 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 a 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, Temporary Assistance 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.):

Refer to section 6.1 - same process followed

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

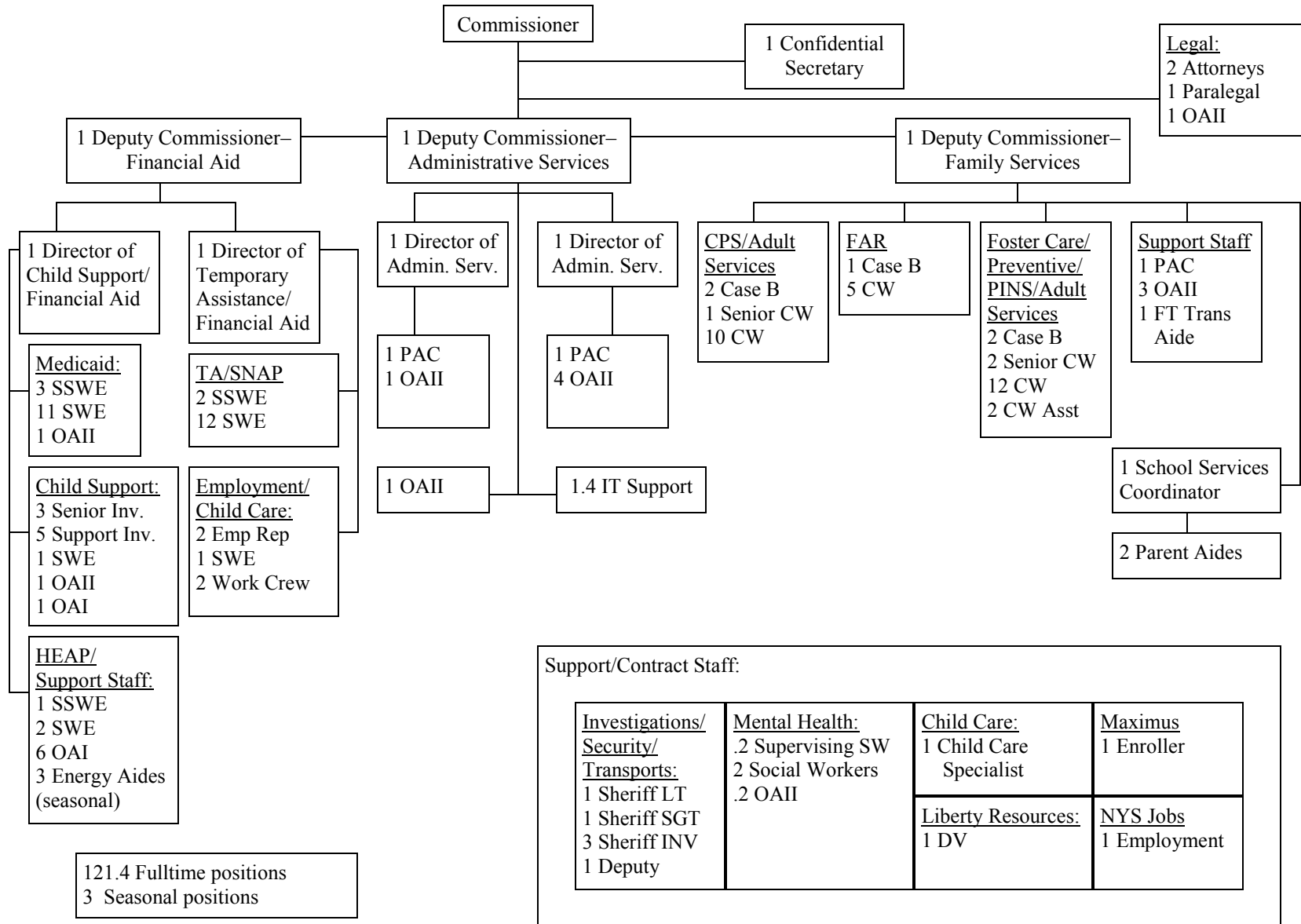
Employment unit staff reviews medical documentation provided by medical practitioner with recipient to develop a treatment plan based on practitioner's recommendation to be added to his/her employment plan.

- 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:

Each month, employment staff meets with exempt temporary assistance participants to discuss progress of treatment plan and review participants provided attendance timesheets of required treatment or other rehabilitative activities.

# Madison County Department of Social Services

7/1/13



121.4 Fulltime positions  
3 Seasonal positions

Support/Contract Staff:

<u>Investigations/ Security/ Transports:</u> 1 Sheriff LT 1 Sheriff SGT 3 Sheriff INV 1 Deputy	<u>Mental Health:</u> .2 Supervising SW 2 Social Workers .2 OAI	<u>Child Care:</u> 1 Child Care Specialist	<u>Maximus</u> 1 Enroller
		<u>Liberty Resources:</u> 1 DV	<u>NYS Jobs</u> 1 Employment