

# **Nassau County**

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

January 01, 2024 - December 31, 2025

# Table of Contents

1. Administration .....	1
1.1 Administrative Structure .....	1
1.2 TA and SNAP Employment & Training (SNAP E&T) Provider Agencies.....	3
1.3 OTDA Jobs Staff Agreement.....	6
1.4 Access to Services at New York State Career Centers .....	7
2. Orientation, Assessment and Employment Plan .....	8
2.1 Orientation (Reference 18 NYCRR 385.5) .....	8
2.2 Temporary Assistance (TA) Employment Assessment.....	9
2.3 TA Employment Planning (Reference 18 NYCRR 385.6 and 385.7) .....	10
3. Engagement .....	11
3.1 Federal “Engaged in Work” Requirement (Reference 18 NYCRR 385.2 (f)).....	11
3.2 Strategies/Procedures for Accommodating Individuals with Limited English Proficiency .....	12
3.3 Strategies/Procedures for Increasing Program Attendance .....	12
3.4 Strategies/Procedures for Engaging Sanctioned TA Participants .....	13
3.5 Strategies for Reducing the Need for TA.....	14
4. Work Activities .....	14
4.1 Allowable Work Activities .....	14
4.2 Job Development .....	18
4.3 Training Approval and Activity Enrollment Policies (Reference 18 NYCRR 385.9) .....	19
4.4 Post-Secondary Education Approval and Enrollment Policies .....	22
5. Work Requirements .....	23
5.1 Meeting TA Work Requirements .....	23
5.2 Informing SNAP Applicants and Recipients of Work Requirements.....	26
5.3 Meeting SNAP Work Requirements .....	27
5.4 Advising Households of Employment and Training Services .....	28
5.5 Provider Determinations.....	29
6. Quality Assurance/Work Verification .....	29
6.1 Quality Assurance Process - Random Case Sampling.....	29
6.2 Use of Outside Providers/Vendors .....	31
7. Supportive Services.....	31
7.1 TA and Non-TA SNAP Applicants and Recipients in Work Activities Approved by the District.....	31
7.2 Post-Employment/Transitional Supportive Services .....	33
7.3 Extended Support Services.....	34
8. Conciliation, Sanction and Dispute Resolution Procedures .....	34

8.1 Conciliation .....	34
8.2 Sanction .....	36
8.3 Dispute Resolution .....	37
9. Disability Determinations, Documentation and Requirements of Exempt Individuals.....	37
9.1 Disability Determination Process and Tools .....	37
9.2 Mental Health Screening and Assessment.....	40
9.3 Requirements for Exempt TA Participants (Reference 18 NYCRR 385.2 (e)).....	41
10. District Certification .....	42
10.1 Certification.....	42

# 1. Administration

## 1.1 Administrative Structure

- a. 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.  
*(Attachments must be uploaded to the system through the "Documents" screen prior to submitting the plan. Use the textbox below to provide any additional information.)*

See attached.

Below 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 and include the responsibilities of each office.

The Nassau County Department of Social Services' Welfare to Work Program is operated by the Department's Employment Unit, which consists of the following areas: the Family Assistance (FA) Unit; Safety Net Assistance unit (SNA Non-MOE); WEP Services unit; ABAWD unit, Job Development/Placement; Job Readiness; Contract Compliance/Quality Assurance; Conciliation; Front Door Employment Orientation and Fair Hearings. Other Departmental Units which play an integral role in the Welfare To Work (WTW) operations are the Child Care and Child Support Units. The Child Care Unit's role is to assist recipients with appropriate childcare services and to administer the payments to childcare providers which allow temporary assistance recipients to participate in the range of WTW activities. The Child Support Unit assists individuals who request childcare with filing for child support. There are several outside agencies which provide services directly linked with WTW activities. They are:

Nassau County's Department of BEHAVIORAL HEALTH which has assigned Certified Alcohol and substance Abuse Counselors (CASAC's) to evaluate the employability of applicants and recipients with substance abuse barriers.

Family Assistance and Safety Net applicants who claim to be exempt for medical reasons are referred to Industrial Medical Associates (IMA) for a medical evaluation. The results of the medical evaluation are forwarded to the DSS Medical Doctor who makes the final employability determination.

Domestic Violence Coordinators are assigned to the Department's New Application Center to evaluate applicants or recipients who are at risk or are victims of domestic violence. As part of the Front Door process, all Public Assistance applicants are given an EMPLOYMENT ASSESSMENT EVALUATION form which must be completed. The Screening form will be utilized as a basis to determine the appropriate WTW activity to enroll the individual in. Employable Safety Net NON-MOE recipients will be assigned to the Job Development/Placement Unit at the time of application and will be placed on job search until their case is opened.

Safety Net NON-MOE applicants and recipients are maintained in employment activities by the Welfare Examiners, Job Developers and Job Readiness staff. Welfare Examiners are also responsible for making appropriate referrals to the WEP Services unit and to the Job

Development/Placement Unit staff.

The WEP Services unit, consisting of One (1) Supervisor, two (2) Social Welfare Examiners and one (1) clerk, will conduct a comprehensive employment assessment and employability plan for all Safety Net clients referred to them. They will also place FA and SNA NON-MOE clients referred to them on appropriate WEP sites, monitor WEP attendance records, and input this data into the WTWCMS.

Two (2) Job Readiness Staff, one (1) Social Welfare Examiner, and two (2) Job Developers will play an integral role in working with the Safety Net clients in preparing them for employment. They will be conducting job search classes which will include assisting clients with their resumes, working on their pre-vocational skills, interviewing techniques, conducting mock interviews, proper attire, addressing negative issues on their resumes, filling out application forms, using electronic media in conducting job searches, and using social media for effective networking etc. In addition, Job Developers will meet with prospective employers to develop jobs for Safety Net clients. Staff will continue to maintain two job posting boards in the lobby. This board will be updated weekly to inform the public of job openings, upcoming job fairs and Civil Service Exam notices.

The ABAWD unit consists of one (1) Social Welfare Examiner and one supervisor who are responsible for enrolling NPA-SNAP recipients in ABAWD qualifying work activities, monitoring ABAWD compliance and closing NPA-SNAP cases of noncompliant ABAWD's before the end of the third month of noncompliance. Currently there is no ABAWD requirement.

The Employment Unit may (depending on the economy and county's unemployment rate) conduct one job fair per year. Staff will recruit employers and maintain a database of participating employers. On an ongoing basis, the job developers will meet with contract agency staff and employers to collaborate and share ideas, job development techniques, review labor market trends and assess employer labor needs. Staff will collaborate with the District Attorney's Re-entry Task Force to assist and refer clients with criminal backgrounds to obtain resources which will lead to employment.

The Family Assistant Unit's welfare examiner staff, consisting of four (4) Social Welfare Examiners, is responsible for client referrals to one of the contract agencies as appropriate. In addition, they are also responsible for issuing supportive services. The contractor agencies are responsible for enrollment and maintenance via WTWCMS of all employment activities and updating computer data.

The Temporary Assistance Units are responsible for determining TA eligibility and identifying other temporary assistance issues for both Safety Net and TANF individuals, whether exempt or non-exempt for employment requirements. These units work closely with all areas of Employment to report changes in case status. The Temporary Assistance (TA) and Employment Units work cooperatively in order to facilitate a team caseload approach for Family Assistance (FA) recipients, Safety Net (SN) families, and Safety Net Non-MOE's.

## 1.2 TA and SNAP Employment & Training (SNAP E&T) Provider Agencies

- a. Table 1 lists the local contracts or agreements with agencies to provide employment services to TA and SNAP clients. These activities and services may include, but are not limited to: employability determinations; development of assessment and employment plans; conciliation and grievance activities; provision of work activities such as job readiness training; education and job skills training; monitoring and support for compliance with treatment plans for exempt individuals with the potential for restoration to self-sufficiency; job development; job placement and retention services; and other employment related activities.

Each contract listed in Table 1 contains an assurance that the activities are not otherwise available from that provider on a non-reimbursable basis, and, if not a performance-based contract, a statement regarding use of a cost allocation methodology that satisfies Generally Accepted Accounting Principles, as well as the requirements of U.S. Office of Management and Budget Circulars A-122 for nonprofit organizations, A-21 for educational institutions, or A-87 for State and local governments. Districts must maintain proper monitoring and oversight to ensure that contractors perform in accordance with the terms, conditions, and specifications of their contracts.

Funding sources include, FFFS, SNAP E&T, Local or “other”. Categories of clients served include Family Assistance (FA), Safety Net Assistance for households with dependent children (SNA Fam), Safety Net Assistance for households without dependent children (SNA Ind), Supplemental Nutrition Assistance Program (SNAP), and Temporary Assistance to Needy Families (TANF) 200%.

### Contracts or Agreements with Agencies Who Provide TA and SNAP Employment Services

Provider	Total Contract Cost per Year	Funding Source(s)	Categories of Clients Served	Programs, Services or Activities Provided
NADAP	\$965,541	FFFS	FA SNA Family	Employment-focused individualized services that serve clients that are nonexempt and exempt from work activity participation * Emphasis upon enrollment into countable work activities and entries to employment. * Effective client assessment and engagement strategies (i.e. formal assessment tools, enhanced case management, motivational interviewing, etc.) * Development of individualized employability plans that accurately assess client needs and barriers to employment, explore service options, and make sound planning decisions that lead to self-sufficiency and employment

Provider	Total Contract Cost per Year	Funding Source(s)	Categories of Clients Served	Programs, Services or Activities Provided
				<ul style="list-style-type: none"> <li>* Emphasis upon income enhancements and work supports that maintain self-sufficiency and employment (i.e. transitional services, home energy assistance, health insurance, food and nutritional benefits, tax credits, free income tax preparation, etc.)</li> <li>* Job development and placement strategies that link welfare recipients with employment opportunities in the community.</li> <li>* Strategies that leverage existing community resources (i.e. Workforce Investment Act-funded programs, One-Stop Career Centers, etc.)</li> <li>* Innovative strategies focused on strategic solutions to public assistance employment issues, such as partnerships that link local non-profits, government, educational institutions, and community based organizations involved in training, education, economic development, welfare, and employment.</li> </ul>
Town of Oyster Bay	\$365,226	FFFS	FA SNA Family	Same as NADAP
IMA	\$130,000	FFFS	FA SNA Family SNA Individual	Employability and disability determinations.

- b. 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.

Categories of clients served include Family Assistance (FA), Safety Net Assistance for households with dependent children (SNA Fam), Safety Net Assistance for households without dependent children (SNA Ind), Supplemental Nutrition Assistance Program (SNAP), and TANF 200%.

**Agencies and Providers to whom the District Refers for Employment Services**

<b>Provider</b>	<b>Funding Source(s)</b>	<b>Categories of Clients Served</b>	<b>Programs, Services or Activities Provided</b>
ACCES-VR	Others: NYS Dep't of Education	FA SNA Family SNA Individual	Vocational rehabilitative services for people with disabilities, work limitations, job placement, training, job coaching, supported employment services.
Adult Learning Center of Long Beach	Others: NYS Dep't of Education, U.S. Dep't of Education.	FA SNA Family SNA Individual SNAP TANF 200%	Educational Services, Career counseling, resume assistance, job leads, youth programs, vocational training assistance.
LIEOC	Others: NYS Dep't of Labor	FA SNA Family SNA Individual SNAP	Career counseling, resume assistance, job leads, youth programs, vocational training assistance.
Town of Oyster Bay WIB	Others: NYS Dep't of Labor	FA SNA Family SNA Individual SNAP TANF 200%	Career counseling, resume assistance, job leads, youth programs, vocational training assistance, ESL classes.
Leadership Training Institute (LTI)	Others: NYS	FA SNA Family SNA Individual SNAP TANF 200%	Case management of ex-offenders who are on parole to re-enter society through employment or other job-related activities.
Hempstead / Long Beach WBD and Hempstead Works Career Center	Others: NYS Dep't of Labor	FA SNA Family SNA Individual SNAP TANF 200%	Career counseling, resume assistance, job leads, youth programs, vocational training assistance.
Healthy Families NY (HFNY)	Others: NYS Office of Children & Family Services	FA SNA Family	Family support specialist Educate on newborn care, growth and development Promote bonding and attachment Promote school-readiness

<b>Provider</b>	<b>Funding Source(s)</b>	<b>Categories of Clients Served</b>	<b>Programs, Services or Activities Provided</b>
Perinatal and Infant Community Health Collaborative (PICHC)	Others: NYS Office of Children & Family Services	FA SNA Family	Community health workers Assess needs and barriers to access services Connect to community resources Parent support groups Promote prenatal, postpartum, and interconception health

c. Monitoring and Oversight of TANF and SNAP E&T Funded Contracts/Agreements

Described below is the process used to monitor district held contracts/agreements with providers that use TANF and SNAP E&T funds for employment services:

Monitoring and overseeing of TANF and SNAP E & T funded contracts/agreements consist of monthly vendor meetings, both individually and collectively. Contracted vendors are required to submit monthly reports to DSS to show accountability of contractual agreement. A detailed report of exempt, non-exempt, and two parent household cases are submitted monthly and reviewed by NCDSS.

Nassau County DSS incorporates a combination of cost-based and performance-based reimbursement to pay the contract vendors. This strategy will provide increased emphasis on TANF program outcomes by implementing a goal-oriented approach to increasing the work participation and job entry of TANF and SN MOE recipients. The Department's strategy emphasizes formal goal setting, performance tracking, accountability for goal achievement, and performance-based reimbursement.

### 1.3 OTDA Jobs Staff Agreement

a. OTDA Jobs Program Services - Target Groups (reply yes or no to the options as they apply):

**Services Provided by Jobs Staff**

<b>Yes or No:</b>	<b>Services Provided:</b>
N/A	Assessment/Employment Plan
N/A	Supervised job search
N/A	Job readiness training
N/A	Job club
N/A	Job placement services
N/A	Grant diversion
N/A	Job development (employer outreach)
N/A	WOTC pre-certification

**Jobs Staff Target Groups**

<b>Yes or No:</b>	<b>Target Groups:</b>
N/A	Applicants
N/A	FA & SNA with children
N/A	SNA without children
N/A	SNAP
N/A	TANF 200%

- b. Described below are the additional services/duties Jobs Staff will be requested to perform (e.g., Welfare to Work Case Management System (WTWCMS) data entry, case conferencing, job fairs).

As of 11/28/2023, there will no longer be a Jobs Program liaison stationed in Nassau.

**1.4 Access to Services at New York State Career Centers**

- a. Described below is how the district provides access to its programs and services with Career Center partners (reply yes or no to the options as they apply):

**Programs and Services Provided at Career Centers**

<b>Yes or No:</b>	<b>Programs and Services Provided:</b>
No	The district has employee(s) physically present at a Career Center
Yes	The district has contract staff physically present at a Career Center
No	The district makes available direct access to its program staff via phone or technology at a Career Center
Yes	The district makes available copies of the LDSS-2921 (Common Application) at a Career Center
No	Other (described here):

- b. Described below is how the district coordinates with Career Center partners to provide services to the district’s clients, including referral and information sharing mechanisms, or other collaboration such as participation on the local WIOA Business Services Team, etc.

NCDSS will conduct referral and information sharing collaborations with the local WIOA providers. Hempstead Works and Town of Oyster Bay have MOU’s with NCDSS to work with SNA, Family Assistance and 2 Parent Households. Town of Oyster Bay (TOB) also has a current contract with NCDSS to work with Family Assistance and 2 parent households. Clients are referred weekly to TOB for case management. Employment-focused individualized services that serve clients that are nonexempt and exempt from work activity participation.

\*Emphasis upon enrollment into countable work activities and entries to employment

\*Effective client assessment and engagement strategies (i.e. formal assessment tools, enhanced case management, motivational interviewing, etc.).

\*Development of individualized employability plans that accurately assess client needs and barriers to employment, explore service options, and make sound planning decisions that lead to self-sufficiency and employment.

\*Emphasis upon income enhancements and work supports that maintain self-sufficiency and employment (i.e. transitional services, home energy assistance, health insurance, food and nutritional benefits, tax credits, free income tax preparation, etc.)

\*Job development and placement strategies that link Public Assistance recipients with employment opportunities in the community.

\*Strategies that leverage existing community resources (i.e. Workforce Investment Act-funded programs, One-Stop Career Centers, etc.).

\*Innovative strategies focused on strategic solutions to public assistance employment issues, such as partnerships that link local non-profits, government, educational institutions, and community based organizations involved in training, education, economic development, and employment.

Safety Net and 2 parent households are also encouraged to utilize services on Job Zone available through Town of Oyster Bay and Hempstead Works, the two WIBs in Nassau County. Information on on-site job fairs, employer recruitment at the WIBs, is distributed to all clients weekly. NCDSS also shares on-site employer recruitment and job fair information with the WIB staff.

## 2. Orientation, Assessment and Employment Plan

### 2.1 Orientation (Reference 18 NYCRR 385.5)

- a. How does the district provide orientation (reply yes or no to the options as they apply)?

#### District Orientation Procedures

Yes or No:	District Orientation:
No	The district provides orientation in accordance with 18 NYCRR 385.5 and no additional information is provided at orientation.
Yes	In addition to the requirements outlined in 18 NYCRR 385.5 of the regulations, the district's orientation provides the following: All clients are offered to participate in an assessment / orientation (3-step class). This class is held 3 times per week. At assessment / orientation clients are told of their rights and responsibilities regarding their participation in employment activities which meet the requirements of applicable State regulations. This will include information on time limits for receipt of cash benefits and requirements to engage in work. They will also receive information on a variety of community resources, including housing, childcare, educational and transportation, home visiting services, etc.

- b. Described below is how the district completes the required orientation for all applicants and recipients of TA at application and recertification. Orientation can be held in-person, either in a group setting, individually, or a combination of both. It can also be held virtually, over the phone, or by sending orientation material to the client by mail. Please include the orientation procedure for exempt individuals and non-exempt individuals, if different:

All nonexempt applicants and recipients for Temporary Assistance are provided assessment / orientation in a group setting. All exempt applicants and recipients for Temporary Assistance are provided an orientation worksheet detailing the employment services that the district provides.

## 2.2 Temporary Assistance (TA) Employment Assessment

- a. How does the district conduct assessments as required by 18 NYCRR 385.6(a) and 385.7(a) (reply yes or no to the options as they apply)?

### District Assessment Procedures

Yes or No:	How the district conducts assessments
No	The district enters assessments directly into WTWCMS.
No	The district uses the LDSS 4980 (New York State Assessment) and later enters information into WTWCMS.
Yes	The district conducts assessments using a local equivalent tool, and later enters information into WTWCMS. If applicable, the local equivalent contains additional elements beyond what is required: N/A

- a. Described below is the district procedure for the completion of an employment assessment, including when initial assessments are conducted and whether an assessment is conducted in-person, virtually by phone, or a combination of both:

TANF and Safety Net MOE (SN MOE) clients are given an initial screening during the 3 Step Class. This screening includes the individual's educational background, prior work history, criminal history, medical issues and limitations to be completed by the applicant and then reviewed by NCDSS staff. Once eligibility is established for TANF and Safety Net-MOE (SN MOE) clients, the contractor vendor agency will conduct a more comprehensive assessment using WTWCMS. The vendor will authorize childcare for TANF and SN MOE recipients if necessary. The Safety Net Non-MOE clients and childless couples are also given an initial assessment during the 3 Step Class in the same manner as described above and are subsequently referred for a more comprehensive assessment using WTWCMS internally by NCDSS staff rather than by a contractor vendor. Active adults with children will be assessed within 90 days and all other recipients will be assessed within 1 year. For TANF and Safety Net MOE clients, reassessment will be conducted at a minimum annually to determine if there are changes that affect the client's employment plan (such as changes to individual circumstances). For Safety Net Non-MOE clients and childless couples, reassessment will be conducted at a minimum annually to determine if there are changes that affect the client's employment plan to the extent that resources are available. Changes are done as circumstances warrant. Additionally, if there are changes to a client's Employment Plan before the reassessment, the plan will be changed accordingly, and a copy of the plan will be provided to the client. The assessments given during the 3 Step Class are required as part of the class.

- b. Which district administrative unit or contractor is responsible for conducting assessments?

NCDSS, NADAP and Town of Oyster Bay.

- c. Described below are the minimum qualifications of the employees conducting the assessment (refer to requirements listed in 18 NYCRR 385.6(c) and 385.7(c)):

The minimum qualifications of the staff administering the assessment tool are in keeping with Nassau County Civil Service Commission requirements for a Welfare Examiner I position with the Nassau County Department of Social Services. Contract vendor agency staff that administers the assessment and/or employability plan must have backgrounds in the following areas: Education, Career Counseling, Case Management and/or Job Placement/Development. The information gathered is used to make referrals to appropriate agencies/activities and for additional testing and/or evaluation where required.

- d. Are applicants in households with dependent children required to participate in completion of an employment assessment?

Yes.

- e. Are applicants in households without dependent children required to participate in completion of an employment assessment?

Yes.

- f. Are exempt adults in households without dependent children required to participate in completion of an employment assessment?

No.

- g. How often and under what circumstances is the employment assessment updated?

For TANF and Safety Net MOE clients, annually or when circumstances change. For Safety Net Non-MOE clients, annually or when circumstances change to the extent that resources allow.

### **2.3 TA Employment Planning (Reference 18 NYCRR 385.6 and 385.7)**

- a. How does the district develop individual employment plans as required by 18 NYCRR 385.6(a) and 385.7(a) (reply yes or no to the options as they apply)?

#### **District Employment Plan Procedures**

<b>Yes or No:</b>	<b>How the district develops employment plans</b>
Yes	The district enters employment plans directly into WTWCMS.
No	The district uses the LDSS-4987 (New York State Employment Plan) and later enters information into WTWCMS.

<b>Yes or No:</b>	<b>How the district develops employment plans</b>
No	The district develops individual employment plans using a local equivalent tool. If applicable, the local equivalent contains the following additional elements beyond what is required:

- b. Who develops the employment plan (reply yes or no to the options as the apply)?

**District Employment Plan Development**

<b>Yes or No:</b>	<b>Who develops the districts employment plans</b>
Yes	The same administrative unit or contractor that conducts employment assessments also develops employment plans.
No	A different administrative unit or contractor develops employment plans and the contractor’s qualifications include:

- c. Described below is the district procedure for the completion of an individual's employment plan:

Employment plans are done concurrently with the assessments. Short and long term Specific, Measurable, Attainable, Realistic and Timely (SMART) goals are established at this time with the client's employment history, likes, dislikes, barriers to employment and career goals being taken into consideration when practical. Vocational education, English as a Second Language and High School equivalency programs are discussed at this time and offered if appropriate. A copy is provided to the client.

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

For TANF and Safety Net MOE clients, annually or when circumstances change. For Safety Net Non-MOE clients, annually or when circumstances change to the extent that resources allow. A copy is provided to the client.

**3. Engagement**

**3.1 Federal “Engaged in Work” Requirement (Reference 18 NYCRR 385.2 (f))**

- a. Federal requirements state 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:

N/A

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 4.1. Also included is pursuit of other forms of income such as SSI and SSDI.

- b. Described below is additional information regarding the district's "Engaged in Work" requirements:

N/A

### **3.2 Strategies/Procedures for Accommodating Individuals with Limited English Proficiency**

- a. Described below is how the district accommodates non-English speaking participants' access to employment activities and services:

The Department provides visual and verbal assistance in identifying the proper languages. We also provide translation and interpretation services to all non-English speaking participants in order for them to access employment activities and services in a timely manner. These services may be provided by a staff member who is proficient in the client's language.

Staff foreign language proficiency will be determined by the following criteria:

1. Bilingual job title. For Example, a Social Welfare Examiner - Bilingual Spanish is deemed proficient in Spanish by the Nassau County Department of Civil Service by having passed a civil service exam certifying him/her as proficient in Spanish.

2. In the absence of bilingual job titles for foreign languages other than Spanish, language proficiency will be determined by either:

A. Fluency with the language due to having lived in a geographical region where that language is spoken and written by its population; or

B. Having studied and obtained a college degree in that language.

If a staff member is not available, NCDSS will do a 3-way conference call with Language Line. Language Line will assist with the interview in the client's native language. Referrals to free ESL classes are made as needed, and the district may require ESL participation if deemed appropriate. NCDSS has language line I-pads deployed to use with translation services as well. NCDSS will notify all staff and contract agencies involved in the individual's employment assessment, employability plan or work activity of the individual's primary language. NCDSS will also provide, upon request, sign language interpretation, as appropriate, for clients who are hearing impaired.

### **3.3 Strategies/Procedures for Increasing Program Attendance**

- a. Described below are the district policies and/or procedures used to reduce the number of times participants fail to participate in work activities. This includes absences with good cause:

Nassau County DSS has incorporated specific performance measures into the vendor agency contracts. These measures are designed to increase case management of Family Assistance recipients' employment activity participation. The increased case management by contract vendors will provide more frequent client follow-up via telephone and mail. Increased communication with Family Assistance recipients and the monitoring of activities

reduces the amount of time participants fail to participate in work activities. DSS Employment staff will monitor and issue supportive services to ensure recipients have transportation, childcare and any other necessary resources to participate in their activities.

Nassau County DSS incorporates a combination of cost-based and performance-based reimbursement to pay the contract vendors. This strategy will provide increased emphasis on TANF program outcomes by implementing a goal-oriented approach to increasing the work participation and job entry of TANF and SN MOE recipients. The Department's strategy emphasizes formal goal setting, performance tracking, accountability for goal achievement, and performance-based reimbursement.

There are two types of reimbursement: Cost-based reimbursement and performance-based reimbursement. With cost-based reimbursement contract vendors will be reimbursed for approved expenses made for costs associated with the delivery of program services. With performance-based reimbursement contract vendors will be reimbursed based upon successful completion of performance milestones of assessment within 15 days, employment, 30- and 90-day retention and non-work activities. Non-work activities include job search, treatment-substance abuse and medical treatment, work experience, vocational education, job skills and job readiness training, TASC and adult basic education and community service. In addition, the enrollment of a client in a fully countable activity or combination of activities is considered a milestone, as well as an exempt assessment and a positive case closing.

### 3.4 Strategies/Procedures for Engaging Sanctioned TA Participants

- a. The following are strategies used to engage sanctioned participants. If a district uses one of the options, a description will be provided (reply yes or no to the options as they apply and provide a description for "yes" responses):

#### Strategies and Procedures for Engaging Sanctioned TA Participants

Yes or No:	Strategies and Procedures for Engaging Sanctioned TA Participants
Yes	Described here are the strategies the district uses to attempt to engage sanctioned participants as soon as they are sanctioned: The social services district will contact first time sanctioned participants to see if they are willing to comply. If so, they will be referred to a vendor for an assessment and enrollment in work activities. A letter will be sent to the sanctioned participant with a scheduled appointment. At the time of their appointment, the participants will be questioned regarding their household budget management and will be referred to a work activity. Sanctioned participant's cases will also be reviewed during their recertification appointments.
Yes	Described below are the strategies the district uses to attempt to engage sanctioned participants when the durational period of the sanction is completed: Upon completion of a durational sanction, a client is contacted and if he/she indicates a willingness to comply, he/she is referred to a vendor for an assessment and enrollment in an employment activity. A client must comply with the required work activity for 5 business days to demonstrate their sincerity in their claim to be willing to comply. After that, the sanction is lifted. Sanctions are lifted retroactively to the date the individual establishes compliance.
Yes	Described below are the strategies the district uses to attempt to engage sanctioned participants during different times in the sanction period: Clients are removed from the participation rate for only the first three months of their sanction.

Yes or No:	Strategies and Procedures for Engaging Sanctioned TA Participants
	<p>Client's sanctioned longer than three months are in the participation rate and counting against us. Each Employment FA worker will schedule sanctioned clients on a monthly basis for a Management and Compliance interview. FA Employment staff will call in clients according to how long the client has been on the sanction past the duration period. During these scheduled interviews, the sanctioned client will meet with an eligibility worker to determine the following:</p> <ol style="list-style-type: none"> <li>1. How the client has been managing since the sanction</li> <li>2. If they are willing to comply with employment rules or what is preventing them from complying.</li> </ol> <p>After the interview the information is reviewed to determine if the legally responsible sanctioned individual has provided the agency with a reasonable explanation regarding how the household monthly expenses are being paid. Client's that are Willing to Comply are referred to the appropriate vendors. If a client has mailing or housing issues an immediate referral is done, and the appointment letters are hand given to the client. Sanctioned participant's cases will also be reviewed during their recertification appointments.</p>

### 3.5 Strategies for Reducing the Need for TA

- a. Described below are the district's strategies for reducing the need for TA:

The Job Development Unit will provide job leads to divert applicants and recipients from PA to work. Employers are invited to DSS to interview and hire applicants/recipients. The agency also uses diversionary payment strategies in order to assist clients who are in need and /or are applying for assistance. We meet the short term needs of a client by either making a one-time payment such as the individual who needs money for a car repair to continue working or start a new job. Other one-time emergency payments issues can be transportation until client receives first paycheck, clothing i.e., office attire, uniforms, etc. Additionally, childcare in lieu of temporary assistance can also be provided to families who are eligible.

## 4. Work Activities

### 4.1 Allowable Work Activities

- a. Below is a list of activities available to individuals receiving Family Assistance (FA), Safety Net Assistance for households with dependent children (SNA Fam), Safety Net Assistance for households without dependent children (SNA Ind), and Supplemental Nutrition Assistance Program (SNAP) benefits. In the chart below, the case type is listed next to each activity available to it in the district.

#### Allowable Work Activities by Case Type

Activity and Definition	Case Type
<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>	<p>FA SNAFAM SNA SNAP</p>

Activity and Definition	Case Type
<p><b>Work Experience</b> – Unpaid work performed at a public or not-for-profit organization to enable a participant who has not obtained unsubsidized employment to improve his or her employability. Work experience provides participants with an opportunity to acquire training, knowledge, work habits, and work references necessary to obtain and retain employment. Participation in work experience includes training required for the participant to complete the work experience assignment. For example, an individual who is expected to provide clerical support in a government agency may be provided training to develop or refine filing and data entry skills as needed to perform the tasks required as part of the work activity assignment.</p>	FA SNAFAM SNA 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 and applying for, and/or interviewing for jobs and related activities.</p>	FA SNAFAM SNA 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>	FA SNAFAM SNA 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 equivalency (HSE) diploma, in the case of a recipient who has not completed secondary school or received a certificate of general equivalency. 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>	FA SNAFAM SNA SNAP

Activity and Definition	Case Type
<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>	<p>FA SNAFAM SNA SNAP</p>
<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 (ABE), 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>	<p>FA SNAFAM SNA SNAP</p>
<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>FA SNAFAM SNA SNAP</p>
<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>	<p>FA SNAFAM SNA SNAP</p>

Activity and Definition	Case Type
<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>	<p>FA SNAFAM SNA SNAP</p>
<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>FA SNAFAM SNA SNAP</p>
<p><b>Provision of Childcare for Individual Participating in Community Service</b> – Providing unpaid childcare to enable another TA (TANF/SNA MOE funded) recipient to participate in a community service program.</p>	<p>FA SNAFAM</p>
<p><b>SNAP E&amp;T Supervised Job Search</b> – The act of seeking or obtaining employment through a job search that is directly supervised and may include: case management services, career exploration, interview preparation, job application assistance, learning appropriate workplace expectations and behaviors in preparation for submitting job applications and interviewing, job leads, and direct job referrals.</p>	<p>N/A</p>
<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>FA SNAFAM SNA SNAP</p>
<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>	<p>N/A</p>

## 4.2 Job Development

- a. Does the district conduct or access job development services to expand job opportunities for TA and SNAP participants?

Yes.

How does the district participate in job development activities (reply yes or no to the options as they apply)?

### How the District Participates in Job Development Activities

Yes or No:	How the district participates in job development activities
Yes	<p>District staff contacts employers to solicit jobs for TA and/or SNAP participants. Describe how this is done, including number of staff, frequency of contact, etc.: Two (2) Job Readiness Staff, two (2) Job Developers and one (1) Social Welfare Examiner will play an integral role in working with the Safety Net clients in preparing them for employment. They will be conducting job search classes which will include assisting clients with their resumes, working on their pre-vocational skills, interviewing techniques, conducting mock interviews, proper attire, addressing negative issues on their resumes, filling out application forms, using electronic media in conducting job searches, and using social media for effective networking etc. In addition, Job Developers will meet with prospective employers to develop jobs for Safety Net Clients. Clients will provide the Job Developers with notification of all interviews that a participant has with potential employers. Such notification shall include the employer's name, address, and date of interview. Staff will continue to maintain two job posting boards in the lobby. This board will be updated weekly to inform the public of job openings, upcoming job fairs and training announcements.</p> <p>On an ongoing basis, the job developers will meet with contract agency staff and employers to collaborate and share ideas, job development techniques, review labor market trends and assess employer labor needs. NCDSS staff will collaborate with Nassau's Re-entry Task Force to assist and refer clients with criminal backgrounds to obtain resources which will lead to employment. The job developers will also collaborate with both government and nonprofit agencies to assist veterans with their search for employment by going to veteran stand downs and attending veteran meetings such as the NS/LIJ's Barracks to Business.</p>
Yes	<p>District contacts or has an agreement with another agency to contact employers and solicit jobs for TA and/or SNAP participants. Described here is how this is done, including number of staff, frequency of contacts, etc.: The contractor vendor agencies (NADAP and Town of Oyster Bay) will provide job development services to all active adults with households with dependent children. They will provide DSS with notification of all interviews that a participant has with potential employers. Such notification shall include the employer's name, address, and date of interview. In addition, the contractor will also keep track of client's progress towards gaining unsubsidized employment through the job developers. This job placement information will be communicated to DSS via the monthly report. The vendor agencies provide Job Development/Placement activities to Family Assistance clients. Clients are seen on a monthly basis and receive job counseling and job placement assistance. Outreach to local employers is ongoing to identify and solicit suitable job openings. Each contractor agency will employ a minimum of one job developer. In addition, case managers coordinate with the Local Work Force agencies and OTDA to develop employment</p>

Yes or No:	How the district participates in job development activities
	<p>opportunities for participants.</p> <p>NTA-SNAP clients are given information on the two WIB's, TOB and Hempstead Works. Both WIB's offer job placement assistance to assist clients with job counseling and job placement services.</p>

### 4.3 Training Approval and Activity Enrollment Policies (Reference 18 NYCRR 385.9)

- a. Described below is how the district identifies appropriate education program providers for services of Adult Basic Education (ABE), 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. Please ensure to include providers the district partners with for the provision of ABE, HSE, and English language instruction in Table 1 or Table 2 under section 1.2 of this Plan.

The district through contract vendors identifies appropriate education program providers for program services of Adult Basic Education, TASC (HSE) preparation, and English Language Instruction. This list is obtained through Nassau BOCES and other Community Based Organizations. The Employment Unit and contract vendor staff utilizes this list and makes it available to clients whose assessment indicates such services would be an appropriate work activity assignment.

- b. Described below is how the district identifies appropriate program providers of Vocational Education and Job Skills Training programs that are available to clients whose assessment indicates such services would be an appropriate work activity assignment. Please ensure to include the current providers the district partners with for the provision of Vocational Education and Job Skills Training in Table 1 or Table 2 under section 1.2 of this Plan.

The district through contract vendors identifies appropriate education program providers for program services of vocational education. This list is obtained through Nassau BOCES, ACCES-VR and other Community Based Organizations. The Employment Unit and contract vendor staff utilizes this list and makes it available to clients whose assessment indicates such services would be an appropriate work activity assignment.

- c. Described below are the district's process and guidelines 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. This includes individuals who are 18 and older and individuals aged 16 or 17 who are not attending secondary school or its equivalent.

An individual who has not obtained a high school diploma or its equivalent may be assigned to educational activities (basic literacy, ESL, Adult Basic Education, TASC) if deemed appropriate by the district based on the client's assessment results.

- d. Described below are the district's process and policy, including the guidelines 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 district would deny participation in educational activities.

All recipients are required to meet certain math and reading levels depending upon the type of training being pursued. If a recipient wishes to enroll in a particular training program, but is unable to pass the minimum entry requirements, a referral may be made to appropriate remedial training to help an individual raise his/her skill level, obtain a HSE or improve language skills. A decision to deny or not to require school attendance is based on an individual assessment which indicates that further attendance is unlikely to result in the attainment of a high school diploma or its equivalent based upon aptitude and other factors. The district may encourage individuals to attend other educational activities based on case circumstances. A decision to deny may also be based on whether the client has demonstrated a history of poor attendance from previous enrollment in educational activities.

- e. Described below is the district's process and policy for determining whether a participant is approved/assigned to participate in job skills or vocational education activities.

Approval of training for Family Assistance clients is determined during assessment. Criteria for approved training is based on curriculum, TABE test scores, client's motivational level, length of program, job skills that would be obtained, training that would lead to a job in a high demand industry. Training approval is also determined based on a client's prior training and history of program compliance.

SNA Non-MOE recipients who want to enroll into a vocational or job skills training program will be approved by Employment Staff based on client's motivational level, length of program, job skills that would be obtained, training that would lead to a job in a high demand industry. Training approval is also determined based on a client's prior training and history of program compliance. At this time, training approval is primarily for low or no-cost training programs. Clients are encouraged to apply for financial aid and if eligible, apply for funding through ACCES-VR.

- f. Described below are the standards by which education and training providers are evaluated.

- Training institutions utilized by the Nassau County Department of Social Services are evaluated by the following standards:
- Must be licensed by the New York State Department of Education or other appropriate licensing agency for the type of training provided.
- The experience and evident capability of the provider to perform the work required (i.e. background of organization, proper facilities, equipment, supplies and qualified staff).
- A proven history of effectiveness in securing training related job placements.
- Training site is accessible to the population to be served.
- Cost effectiveness of the training program.
- Preference will be given to programs that do not require participants to take out a student loan to pay for the cost of the program.
- Should provide documentation of expected study time.
- Must have established procedures approved by DSS for reporting attendance and

satisfactory progress for students who are DSS recipients.

- Training in occupations that are locally in demand are preferred.

- g. Described below is the district's procedure for advising participants of approved training.

Each of the subcontract agencies is responsible for notifying Family Assistance (TANF and SNA MOE) recipients of approved training providers. Recipients who are identified as suitable candidates for vocational training based on an assessment of their skills level, educational and interest inventory will be informed by their vendor agency of approved training institutions which offer the specific program the recipient is interested in. SN NON-MOE recipients are encouraged by Employment Unit workers to enroll in state approved training programs at orientation.

- h. Described below is the district's procedure for notifying participants they are approved for training or enrollment in a work activity.

Approval of training for Family Assessment clients is determined during assessment. Criteria for approved training is based on curriculum, TABE test scores, client's motivational level, length of program, job skills that would be obtained, training that would lead to a job in a local demand industry. Training approval is also determined based on a client's prior training and history of program compliance.

SNA Non-MOE recipients who want to enroll into a vocational or job skills training program will be approved by Employment Staff based on client's motivational level, length of program, job skills that would be obtained, training that would lead to a job in a high demand industry. Training approval is also determined based on a client's prior training and history of program compliance.

- i. Described below is how the district will monitor the high school attendance for 16-18 year-olds in order for them to retain their TA exempt status.

The district will verify enrollment of participants in high school per local district school attendance requirement. Verification of time frame to be at a minimum at every six months.

- j. Described below is the district's procedure for ensuring that an individual's health related limitations are accommodated when assigning the individual to a work activity.

Individuals with health-related limitations who have provided adequate medical documentation to the Department are evaluated for placement in a suitable work activity. Referral to a work activity is made based on the individual's work limitations and the required number of hours of participation. Work limitations are written on the Work Experience Program (WEP) referrals and are provided to WEP site supervisors. NCDSS staff also calls WEP site supervisors before assigning work limited clients to ensure that the sites can accommodate the client's needs.

## 4.4 Post-Secondary Education Approval and Enrollment Policies

- a. Described below is the highest level of post-secondary level education that the district will approve as a work activity, up to a four-year college program (please ensure to include the current providers the districts partners with for the provision of post-secondary education programs in Table 1 or Table 2 under Section 1.2 of this plan):

Excluding 4-year degree programs or higher, the district will allow up to 2 years of post-secondary education as an approved work activity pending the district's approval on a case by case basis.

- b. 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 described below (reply yes or no to options as they apply):

### Conditions For Disapproval of Work Activities For Individuals Enrolled in College

Yes or No:	Conditions for disapproval of work activity
Yes	It has been determined that the student voluntarily quit their job or reduced earnings to qualify for initial or increased TA.
Yes	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.
Yes	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.
Yes	The institution or student fails to monitor and report information regarding the student's attendance and performance as required.
Yes	The student fails to progress toward the completion of a course of study without good cause, as determined by the district.
Yes	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.
No	Additional reasons as stated here:

## 5. Work Requirements

### 5.1 Meeting TA Work Requirements

- a. Described below is how the district plans to meet federal and State TA participation rate requirements. Included in this description is the weekly hours standard participation requirements 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 whose status changed from exempt to nonexempt. (Information regarding engaging exempt individuals is entered in Section 9).

The district will continue to work toward increasing its participation and engagement rates for all applicants and recipients by assigning them to work activities which will continue once their case has opened. Since the majority of TANF cases are opened within 30 days of application, it is expected that these clients will be referred to a vendor agency within 7 to 10 days of their case opening. Individuals whose status changes from exempt to nonexempt will be referred to a vendor agency for enrollment in a suitable work activity in a timely manner. It is expected that Safety Net Non-MOE and childless couple clients attend the 3 Step class within five days of application and participate in job search. Non-exempt and work limited clients will participate in job search. After the case is opened, clients will be referred to enrollment in the WEP program if appropriate and continue job search. In addition, SNA Non-MOE and FA clients who obtain part time jobs, per diem jobs, off the books jobs, commission based jobs, or jobs that pay less than minimum wage and the local district determines that income, or lack thereof, from such a job is insufficient to restore the client to self-sufficiency; the district may still require that the client comply with job search and/or WEP. The district may assign all recipients to participate in a work activity for up to 35 hours weekly on a case-by-case basis taking into consideration any documented work limitations.

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

#### Number of Individuals Who Receive Employment Services

Household Type	Number Served
Households with Dependent Children Average Monthly	198
Households without Dependent Children Average Monthly	1,734

- c. Described below is 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:

COGNOS Reports:

Monthly:

1. Combined Engagement report (TANF & SN MOE),
2. Combined TANF & SNMOE Families Participation Rate;
3. SN NON MOE Detail Report - countable, non-countable and not participating;

4. SN NON MOE Participation Rates;
5. TANF & SN MOE Detail Report: countable, non-countable and not participating;
6. TANF & SNMOE Worker Participation/Engagement Summary Report

Current Reports:

1. Preliminary countable and not countable
2. Earned Income

WTWCMS Reports:

1. Current Activity Enrollment
2. Employed Clients
3. Schedules without Actual Hours
4. Folders by Assigned Status

SNAP E&T Reports:

1. ABAWD Tracking Reports
2. SNAP E&T(adults 16+)

- d. Does the district assign TA applicants to Job Search? If yes, describe the district procedure for Job Search, including the required number of job search contacts and hours per week assigned. Use the “Additional Information” column in the chart below to describe how often individuals are generally required to report job search outcomes and if activities other than job search are routinely expected:

Yes.

**Applicant Job Search**

<b>Applicant Job Search</b>	<b>Min. Contacts</b>	<b>Min. Hours</b>	<b>Additional Information</b>
TANF and SNA MOE	20	20	DSS staff and contracted vendor staff review job search contacts submitted and enter actual hours of participation into WTWCMS on a weekly basis.
SNA Individuals	20	20	DSS staff and contracted vendor staff review job search contacts submitted and enter actual hours of participation into WTWCMS on a weekly basis.

- e. Does the district assign TA recipients to Job Search? If yes, describe the district procedure for Job Search, including the required number of job search contacts and hours per week assigned. 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 using the “Additional Information” column.

Yes.

**TA Recipient Job Search**

Recipient Job Search	Min. Contacts	Min. Hours	Additional Information
TANF and SNA MOE	40	40	<p>DSS staff and contracted vendor staff review job search contacts submitted and enter actual hours of participation into WTWCMS on a weekly basis.</p> <ol style="list-style-type: none"> <li>1. Call the client in for Job Search</li> <li>2. Have the client fill out a Job Search Agreement for the specific 4-week time period.</li> <li>3. Provide the client with Job Search instructions during the meeting and also provide a Job Search tutorial via LEARN@NADAP.</li> <li>4. Meet with the client mid-month (if they have not done Job Search before or in a long time) to make sure they are completing their job searches correctly. If they are completing their JS correctly, the client will continue the rest of their Job Searches to fulfill the 4-week requirement. If they are not completing their JS correctly, they are provided instruction again and are given the opportunity to correct their Job Searches. If the client did not complete enough Job Searches to continue, the client is referred for non-compliance unless they have a valid excuse.</li> <li>5. The client submits their 4 weeks of JS and the end of the specified period.</li> </ol>
SNA Individuals	20	20	<p>DSS staff review job search contacts submitted and enter actual hours of participation into WTWCMS on a weekly basis. The safety net job search class meets once a week face to face. There are two job developers, one JRT staff and one social welfare examiner conducting the weekly classes. The job search class shows a slide show of what is expected and how to job search. In the job search class mock interviews are conducted. From time to time, guest speakers come such as employers and certain programs. The class discusses proper attire and provides referrals when needed. Supportive services are also discussed. The class is interactive and individual. There are some clients who meet individually with JRT to</p>

<b>Recipient Job Search</b>	<b>Min. Contacts</b>	<b>Min. Hours</b>	<b>Additional Information</b>
			work on certain barriers such as having a criminal background. Clients are required to submit 10 job searches and/or proof of job interviews.

- f. Described below is the district’s process and policy used for determining whether participation in self-employment is approved as part of an individual’s required work activities, including the guidelines workers follow. If the district always approves self-employment as part of an individual’s required work activities, please note this policy below:

If a client becomes self-employed, or obtains a part time job, per diem job, off the books job, commission based job, or a job that pays less than the state minimum wage and the local district determines that income, or lack thereof, from such a job is insufficient to restore the client to self-sufficiency; the district may require that the client continue to comply with all work activities as assigned by the district.

## 5.2 Informing SNAP Applicants and Recipients of Work Requirements

The district informs SNAP households where at least one member is subject to a work requirement of the applicable work rules at certification, recertification, and when a previously exempt household member or new household member becomes subject to work requirements. Notification is provided verbally and in writing.

- a. Described below is how SNAP applicants and recipients are informed in writing of SNAP work requirements (reply yes or no to options as they apply).

### Written Information Provided to SNAP Applicants and Recipients

<b>Yes or No:</b>	<b>How written information is provided to SNAP applicants and recipients</b>
Yes	Eligibility staff use the LDSS-5193 <i>Important Information about SNAP Work Rules (General, Mandatory E&amp;T, and ABAWD)</i> and the LDSS-5193A <i>Important Information about SNAP Work Rules (General and Mandatory E&amp;T)</i> as appropriate.
No	Eligibility staff use a local equivalent consolidated work requirements notice to inform SNAP applicant and recipient households of their work requirements. Please attach a copy of the district’s OTDA approved local equivalent.

- b. Described below is the process eligibility staff follow to provide a comprehensive oral explanation to SNAP households of work requirements, including General SNAP Work Rules, Mandatory SNAP E&T, and ABAWD Rules which pertain to non-exempt individuals in the household.

Staff offer the oral explanation over the phone at certification, every recertification, and whenever the status changes from exempt to nonexempt. Workers reiterate what is on the 5193 and / or 5193A highlighting the main talking points regarding SNAP work requirements.

- c. Described below is how the district documents in the case record how the written information about SNAP work requirements was provided to the household (reply yes or no to options as they apply).

**How the District Documents the Written Requirement in the Case Record**

Yes or No:	How written information is provided to SNAP applicants and recipients
Yes	The district retains copies of all LDSS-5193/LDSS-5193A in the case record.
No	The district retains copies of local equivalent notices provided to the household in the case record.

- d. Described below is the district’s process for documenting in the case record how the oral explanation of SNAP work requirements was provided to the household (reply yes or no to options as they apply).

**How the District Documents the Oral Requirement in the Case Record**

Yes or No:	How oral information is provided to SNAP applicants and recipients
No	Eligibility staff complete the LDSS-4826C and retain a copy in the case record.
No	Eligibility staff use a locally developed oral explanation tool and retain a copy in the case record.
Yes	Eligibility staff document the case record through case notes/comments.

**5.3 Meeting SNAP Work Requirements**

- a. Described below is the extent to which the district requires NTA SNAP recipients to participate in SNAP E&T work activities. (Please note: Case management services must be provided to all participants enrolled in SNAP E&T activity):

Nassau County DSS does not mandate NTA SNAP applicants or recipients to participate in SNAP E&T work activities.

- b. If the district is offering Supervised Job Search as an E&T activity component, describe below how the job search activity will be supervised and tracked, including the frequency of monitoring the participant's job search efforts.

N/A

- c. If the district is not mandating SNAP E&T work activity assignments, please describe below 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 offer job search assistance to NTA SNAP applicants and recipients):

NCDSS will offer WEP and/or job search assistance to NTA SNAP applicants and recipients upon request. NTA SNAP clients will be encouraged to attend job fairs and on-site employer recruitment. The Employment Unit is available for job search and placement and job readiness activities such as resume prep, mock interviews, and filling out job applications. All SNAP application packets include information about the services mentioned above (attached).

### 5.4 Advising Households of Employment and Training Services

At the time of recertification, non-exempt SNAP recipients who are members of certain TA/SNAP and NTA/SNAP households must be advised of the availability of employment and training services within the district and/or region. This requirement applies non-exempt recipients in households containing at least one adult, with no elderly or disabled individuals, and with no earned income at their last certification or required report.

- a. Described below is who the district provides information about employment and training services to (reply yes or no to the options as they apply):

#### Who the District Provides Employment and Training Services Information to

Yes or No:	Who the district provides employment and training services information to:
No	Required population only
Yes	Other groups described here: This information is included with the TA and SNAP application and recertification applications and is available to all clients.

- b. Described below is the method the district uses to advise SNAP recipients of available employment and training services at recertification (reply yes or no to the options as they apply):

#### How the District Provides Employment and Training Services Information

Yes or No:	How the district provides employment and training services information
Yes	Materials and information provided in print form
No	Materials and information provided on a website. Described here is how individuals are made aware the information is available on the website:

Yes or No:	How the district provides employment and training services information
No	Material and information provided via email.

## 5.5 Provider Determinations

- a. Not every activity assignment/referral to training might be the right fit for every participant. As such, districts are required per federal regulations at 7 CFR 273.7(c)(18) to have procedures in place for when a provider/contractor determines an individual is not a good fit for a particular activity or program they are referred or assigned to. This is called the provider determination process. Described below is the district’s process for provider determination, including the process for screening individuals prior to referral to a provider, how to communicate information related to provider determinations with the district, how workers communicate information related to provider determinations with the client, and documenting provider determinations.

Typically, a provider will notify NCDSS within 7 to 10 business days if a client is not fit for a work activity and the reason why via phone or e-mail. The client is then notified within 1 to 2 business days via phone or mail and a comment is entered in the case record.

- b. Described below is the district process for informing providers of their authority and responsibility to determine if an individual is not a good fit for a particular activity or program.

Providers are informed verbally of this.

- c. Described below is the district process for provider oversight to ensure that provider determinations are not unfair or used to discriminate against protected classes.

Providers will be reminded that all criteria for determination "good fit" are applied consistently across the board.

## 6. Quality Assurance/Work Verification

### 6.1 Quality Assurance Process - Random Case Sampling

Consistent with New York State’s approved Work Verification Plan (WVP), and in accordance with the requirements established by the United States Department of Health and Human Services, districts must develop a quality assurance plan to ensure that the data reported, from which their work participation rates are derived, are accurate. The plan must include the district’s procedure for monitoring reported scheduled and actual attendance in paid employment and unpaid work activities and the controls in place to ensure that reported exemption statuses resulting in federal exclusions from the work participation rate calculation are accurately made, work eligible individuals are correctly identified, hours of attendance reported are accurate and documented, data entry is accurate and that the district and its providers adhere to the approved work activity definitions and the determination of countable excused absences and holiday reporting within federal limits. Each district must maintain the documentation to verify what is being reported to NYS OTDA.

Each district must describe how it will conduct periodic self audits to determine that system entries are consistent with documentation in case files. The district must also explain how it will choose the sample size, select sample cases and establish the review period (no less frequently than semi-annually). The plan must indicate the district will maintain documentation on all pertinent findings produced through its self audit process and that case records for all reviewed cases will be available for State and other auditors in their review of the local work verification system for the standard 6 year period associated with such reviews.

The district will sample cases from each month within the (6 month) semi-annual period. The October to March review will be due by May 20th. The April to September review will be due by November 20th. The results of these audits will enable the district to identify policies, processes or cases that may need corrective action.

After each self audit is completed, the district must submit a summary of findings to OTDA A&QI at [AQI.WV.SelfAudits@otda.ny.gov](mailto:AQI.WV.SelfAudits@otda.ny.gov) for State review including specific information on each of the errors identified. In addition, when monitoring reveals substantial problems, the district must describe the corrective action it will take.

The Quality Assurance (QA) plan must include the following elements:

- Ensure that documentation of wages and actual hours of employment is verified and accurately projected/reported and present in the case file, is actual and is projected correctly;
  - Ensure that the documentation for actual hours, supervision/attendance, excused absences, and holidays in other activities is present in the case file;
  - Assess whether participation in the work activities reported for work eligible individuals meets the approved federal definition for the activity;
  - Assess that the data entered into either WTWCMS, the Self-Sufficiency, Employment, Assessment and Management System (SEAMS) or other automated systems used for reporting work activities is accurate, including actual hours, excused absences and holidays; and is based on documentation in the case record; and
  - Ensure that documentation necessary to determine an individual to be exempt due to being the parent caretaker of a disabled household member (TA Employability Code 38 or 48), and/or parent or caretaker relative of a child in the household under 12 months of age, (TA Employability Code 31), is present in the case file and that individuals meet the exempt status based on the required documentation.
- a. Below is the number of random sample cases of participation in paid work activities the district will review semi-annually. Refer to the Instruction Guide for the minimum number of cases per district and guidance regarding review requirements.

24

- b. Below is the number of random sample cases of participation in unpaid work activities the district will review semi-annually. Refer to the Instruction Guide for the minimum number of cases per district and guidance regarding review requirements.

24

- c. Below is the number of random sample cases in which a case member is reported as an TA Employability Code 38 – “Parent needed in the home full time to care for an incapacitated/disabled household member” or TA Employability Code 48 – “Needed in the home to care for an incapacitated child full time – time limit exemption”. Refer to the Instruction Guide for the minimum number of cases per district and guidance regarding review requirements.

12

- d. Below is the number of random sample cases in which a case member is reported as an TA Employability Code 31 – “Parent or caretaker relative of a child under 12 months of age”. Refer to the Instruction Guide for the minimum number of cases per district and guidance regarding review requirements.

12

The district will review district worker or approved provider/vendor collected documentation and data entry of the above listed elements. The district will assess and verify that participation in the reported work activities listed above meet the State approved definition for the activity.

## **6.2 Use of Outside Providers/Vendors**

- a. Does the district utilize outside providers/vendors to collect documentation and enter data directly into WTCMS?

Yes.

- b. If Yes, does the district’s provider/vendor documentation collection, data entry and management of WTCMS follow the same process that would be used by the district worker?

Yes.

- c. If No, describe below the process used:

N/A

## **7. Supportive Services**

### **7.1 TA and Non-TA SNAP Applicants and Recipients in Work Activities Approved by the District**

- a. The district must provide childcare in accordance with the childcare section of the district’s Child and Family County Services Plan. The district will also provide the following expenses, which the district deems necessary for the individual to participate in orientation, assessment, employment planning, approved work activities and activities to restore self-sufficiency:

The district may, at its discretion, provide the following on a case-by-case basis:

1. Academic application fees up to a maximum of \$400.00 per year.

2. Books and supplies up to \$400.00 per year.

3. Mileage reimbursement for private transportation (IRS Business rate) or daily transportation rate as deemed reasonable by the Department. This includes the cost of transporting children of employment/training participants to and from childcare. When possible public transportation will be encouraged if it is the most cost effective. Metro cards will be made available.

4. All clients will be referred to our in-house Dress to Impress Program Boutique run by the Volunteer Coordinators of Nassau County. A referral will be made by vendor or employment staff to the boutique. If for some reason, client is unable to find suitable work clothes (size, or height limitations), and if it is documented, only then will a clothing allowance up to \$200.00 per year, in addition to uniforms be provided to the client.

5. Job related license fees-up to \$400.00 per year.

6. Tools and equipment necessary to participate in employment or work activities (not to exceed \$500.00 during any period of eligibility for temporary assistance).

7. Car repairs. The cost must be reasonable (not to exceed \$600) and the recipient must document ownership of the vehicle. The Department shall have the discretion to provide up to a maximum based on the recipient's related costs.

8. Camp fees-a maximum of \$400.00 not to exceed four (4) weeks within a one year period to be administered by the NCDSS Day Care unit.

9. Exception to any of the above minimum amounts must be approved by Employment Coordinator at Nassau County DSS.

- b. Indicated below are the services the district will use 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 (reply yes or no to the options as they apply).

#### **Transportation Services Provided to Clients**

<b>Yes or No:</b>	<b>Transportation Assistance Provided</b>
Yes	Bus pass/token
No	Gas card/voucher
Yes	Mileage reimbursement at the IRS Business rate (effective 1/1/2023 is 65 cents per mile)
No	Mile reimbursement at the IRS Medical/Moving rate (effective 1/1/2023 is 22 cents per mile)

Yes or No:	Transportation Assistance Provided
Yes	Other mileage rate (the methodology used to establish reimbursement rate is described here): The need for transportation services is addressed by DSS Employment staff or by vendor staff during the assessment and employability plan development process. All individuals who are required to participate in work activities are eligible for transportation services. Upon a review and approval of the Employability Plan, DSS Employment staff authorizes and issue transportation funds either electronically or via the Metro card. In instances, where an individual lives in an area accessible to public transportation, and within one mile of the employment activity, no transportation will be issued, unless there are mitigating circumstances.

- c. OTDA policy establishes a distance not to exceed two miles as the maximum distance that the district can require a participant to walk to a work activity assignment or to access public transportation. Describe below the distance an individual may be required to walk, each way, to a work activity or to access public transportation:

In instances where an individual lives in an area not accessible to public transportation, the district will make every effort to locate an appropriate work activity assignment within a reasonable walking distance. The maximum distance a client will be expected to walk is one mile, provided there are no physical limitations to prohibit walking. The rationale for the one-mile limit is based on the standard instituted by the majority of Nassau County school districts. The exception being mitigating circumstances which must be approved by a doctor if it is due to a physical condition such as physical limitations.

- d. Described below are the services the district will provide to assist individuals at risk of needing TA to improve their opportunities for employment or to maintain their employment:

Clients are mandated to look for employment through supervised job search. Employment leads are provided to both applicants and recipients. New recipients are placed in core job search classes which meet once a week for a month. Intensive JRT is provided to them which cover local job market, resumes, networking and interviewing skills. Job related license fees (up to \$400.00), tools and/or equipment (not to exceed \$500.00), uniforms, and referrals to community-based agencies for external services, i.e., mental substance abuse counseling, and domestic violence counseling.

## 7.2 Post-Employment/Transitional Supportive Services

- a. Described below are the supports and strategies the district will provide to support job retention:

Supportive services for transportation, uniforms and supplies will be issued for up to thirty days to individuals who have obtained employment. These monies will be issued after a thorough review of the individual's needs to ensure that the local district has received adequate documentation of the need.

The district will provide the following supportive services:  
 Transitional day care will be provided to TANF recipients whose cases have closed to employment and may be available for up to one year. Transitional day care will be provided as long as the case has been closed due to employment and the required transitional forms are on file with the Department and income is within childcare subsidy guidelines.

Transitional forms are required for verification of the need for day care.

Transitional Medicaid is available to TANF recipients whose cases have closed due to employment. Transitional Medicaid benefits are available for up to six months based on the client's certification of continued eligibility. Individuals must apply for the benefits and meet all eligibility requirements.

- b. Described below are the support services (for up to 90 days after case closing) the district will provide to individuals whose TA cases have closed due to employment:

Day Care and transportation as needed if eligible on a case-by-case basis.

### 7.3 Extended Support Services

- a. Described below are the support services the district will provide for individuals who are eligible under the TANF Services 200% of poverty eligibility guidelines. These services can be provided as long as funding is available (FFFS, etc.):

If an individual has a bona-fide job offer with documentation, funds for necessary uniforms, equipment and/or licensing fees, may be provided up to a maximum of \$500.00. In addition, at the district's discretion other emergency supportive services to assist individuals in employment retention and avoid a return to temporary assistance may be provided on a case-by-case basis.

## 8. Conciliation, Sanction and Dispute Resolution Procedures

### 8.1 Conciliation

- a. The district's conciliation process for TA applicants and recipients must be conducted in accordance with 18 NYCRR 385.11(a). Indicate below how conciliations are conducted (reply yes or no to the options as they apply).

#### How the District Conducts Conciliation for TA Applicants and Recipients

Yes or No:	How conciliation is conducted
Yes	In person
Yes	By phone
Yes	By mail

The districts process for conduction TA conciliations is described below:

DSS is notified of the client's failure to comply. After that, a conciliation notification is mailed to the client. If the client replies to the conciliation notice, a conciliation hearing is held. At the conciliation hearing the client is given the chance to explain their reasons for noncompliance. If the client gives an excuse deemed to be acceptable by the agency representative, an agreement is reached between the parties and the client is referred back to the appropriate work activity. If the reason provided by the client fails to indicate that the client was not willful and without good cause, or does not respond to the conciliation notice,

he/she will be referred for sanction. The criteria for determining whether or not the failure was willful and without good cause may include, but is not necessarily limited to, identifying a pattern of the client's failure to take reasonable steps to address issues within his/her control that may have prevented him/her from complying. Such a determination will be made on a case-by-case basis, and the steps that the client took to address issues within his/her control which prevented him/her from complying will be taken into consideration.

- b. Who makes the TA good cause/willfulness determination (reply yes or no to the options as they apply)?

**How the District Makes the Good Cause/Willfulness Determination for TA Applicants and Recipients**

<b>Yes or No:</b>	<b>Who makes the TA good cause/willfulness determination?</b>
No	The client's employment worker
No	A supervisor in the district
Yes	A separate entity (described here): Designated NCDSS staff with no direct responsibility for the individual's case.

- c. The district's conciliation process for SNAP applicants and recipients must be conducted in accordance with 18 NYCRR 385.11(d). Indicate below how conciliations are conducted (reply yes or not to the options as they apply).

**How the District Conducts Conciliation for SNAP Applicants and Recipients**

<b>Yes or No:</b>	<b>How conciliation is conducted</b>
Yes	In person
Yes	By phone
Yes	By mail

The district's process for conducting SNAP conciliations is described below:

SNAP recipients who fail to attend SNAP E&T activities are contacted to provide documentation of good cause. If the district determines that the failure to comply was willful and without good cause, and the client has not demonstrated compliance to avoid a SNAP sanction, a sanction will be imposed. The criteria for determining whether or not the failure was willful and without good cause may include, but is not necessarily limited to, identifying a pattern of the client's failure to take reasonable steps to address issues within his/her control that may have prevented him/her from complying. Such a determination will be made on a case-by-case basis, and the steps that the client took to address issues within his/her control which prevented him/her from complying will be taken into consideration. In addition, an opportunity to avoid a SNAP sanction is given to each SNAP recipient in the form of a job search log. Clients who complete this log appropriately will not be sanctioned for SNAP, even if they are sanctioned for TA.

- d. Who makes the SNAP E&T good cause/willfulness determination (reply yes or no to the options as they apply)?

**How the District Makes the Good Cause/Willfulness Determination for SNAP Applicants and Recipients**

<b>Yes or No:</b>	<b>Who makes the TA good cause/willfulness determination?</b>
No	The client's employment worker
No	A supervisor in the district
Yes	A separate entity (described here): Designated NCDSS staff with no direct responsibility for the individual's case.

- e. Described below is the district's procedure for engaging SNAP recipients in a work activity to demonstrate compliance to avoid a SNAP E&T related sanction:

An opportunity to avoid a SNAP sanction is given to each SNAP recipient in the form of a job search log. A minimum of 5 job search contacts is considered acceptable to avoid a SNAP sanction due within 10 days of the notice date.

**8.2 Sanction**

- a. Described below is the district's procedure for determining compliance for those TA recipients who wish to end their employment sanction (18 NYCRR 385.12, 385.13), including the time period established for demonstrating compliance to the satisfaction of the district:

Individuals who are in cases with dependent children and are on a first non-compliance sanction will be mailed a letter by the district's Employment Unit informing them of their sanction status and inquiring whether or not they are willing to comply. If the client responds affirmatively, they will be referred to a vendor agency for activity enrollment to demonstrate compliance. Demonstrated compliance shall be defined as reporting to a required appointment, enrolling in an employment activity, actually starting that activity and attending the activity for 5 business days before the sanction will be lifted. The same procedure will apply to individuals who are on durational sanctions. Benefits will be restored retroactively from the date the individual expressed an interest complying with work requirements, but no earlier than the minimum durational sanction period.

Safety Net Non-MOE individuals may reapply for TA 30 days before the end of their durational sanction and must comply with applicant work requirements as directed.

- b. Describe below the district's procedure for determining compliance for those SNAP recipients who wish to end their employment sanction (18 NYCRR 385.12, 18 NYCRR 385.13), including the time period established for demonstrating compliance to the satisfaction of the district:

If the client requests to be added back to the household or reapplies for SNAP benefits, in most instances, the client will be assigned to participate in the activity they were assigned to, if the activity is no longer available, the client will participate in an alternative activity acceptable to the district. The individual will be added back to the household and SNAP

benefits re-determined upon the conclusion of the minimum disqualification period once the household requests the individual be added to the household and the disqualified (or sanctioned) individual complies the individual participates as assigned for 5 business day period of demonstrated compliance.

Individuals who are working at least 30 hours per week on average during the calendar month or earning at least 30 times the federal minimum wage per week are in compliance and are exempt from SNAP E&T Work Requirements. An Exempt Individual will be added back to the household's SNAP budget and benefits re-determined (provided the individual is otherwise eligible) so long as the household requests the individual be added to the household and the individual cooperates with verifying the exemption.

### 8.3 Dispute Resolution

- a. 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 must be conducted in accordance with 18 NYCRR 385.11(c). Indicate below who mediates the grievance (reply yes or no to the options as they apply).

#### Grievance Mediation

Yes or No:	Who makes the TA good cause/willfulness determination?
No	An independent entity which has an agreement with the district.
No	Supervisory staff who are trained in mediation and who have no direct responsibility for the individual's case.
Yes	Designated supervisory staff who have no direct responsibility for the individual's case and who are not trained in mediation.

## 9. Disability Determinations, Documentation and Requirements of Exempt Individuals

### 9.1 Disability Determination Process and Tools

- a. The district's process for determining an individual's disabilities and/or work limitations must be in accordance with 18 NYCRR 385.2(d). Indicate below what the district's process is for determining an individual's disabilities and/or work limitations (reply yes or no to the options as they apply).

#### Process for Determining Disabilities and/or Work Limitations

Yes or No:	How the district determines an individual's disabilities and/or work limitation
Yes	District participates in the OTDA managed contract for independent medical evaluations.
Yes	District contracts directly with a physician to provide independent medical evaluations.

Yes or No:	How the district determines an individual's disabilities and/or work limitation
Yes	District accepts physician's statement provided by participant.
Yes	District accepts physician's statement provided by participant but refers for an independent evaluation when deemed necessary.
Yes	<p>Other process: Clients come to be known to DCAP through a few means. A new applicant for public assistance that claims to have a disability that prevents them from employability is referred to the IMA (Industrial Medicine Association) by Nassau County DSS staff. This is a contracted company we use for independent medical and mental health evaluators. The appointment notice instructs the client to bring relevant medical records to the appointment. The DCAP (Disabled Client Assistance Program) unit receives via the website and emails a doctor's report of the assessment. The assessment includes diagnosis, suggestions for further specialist evaluations, and any drug and alcohol referrals if needed. Upon reading the doctor's assessment it is determined if client is employable or not. If needed, a new referral to the proper specialist is sent to the client by the means of a 279 form. The client may be coded 70 while awaiting the return of the new evaluation.</p> <p>Ongoing cases can also be referred to DCAP by a TA worker through the worker initiating a 279 form through the system. This is done when a client informs the interviewer they have a disability, temporary or permanent in nature, that prevents them from working.</p> <p>All 279 forms are evaluated by the Medical Director. She makes an employability determination. She determines if more medicals are needed from other specialists or if the client is employable fulltime or with any limitations such as part time or sedentary work. Medical documents from a client's doctor are submitted at times. These records can be evaluated by the medical director in lieu of a 279 form. If a client is found to be exempt, the doctor asks for follow up evaluations. These are usually in the form of a 279 to the appropriate treating specialist to see if the condition has changed enough to increase the working hours. This may also identify clients as a possible candidate for SSI. If the doctor determines the disability is permanent or will last over a year, we assign the case to a nurse to begin the process of applying for SSI with the client. Failure to submit any follow-up medical evidence of work exempt status will result in a case closing.</p> <p>As mentioned earlier, IMA also asks for referral to Drug and Alcohol monitoring by our Behavioral Health Unit. A Public Assistance worker or other DSS staff member can also make referrals to drug and alcohol, or the client may have been court mandate to be in treatment. The Behavioral Health Staff are CASAC's that are trained in evaluating if the client needs to be in treatment for substance abuse. They evaluate the client and determine if a 4526 form and a referral to a drug treatment program is appropriate. When this form is returned, the CASAC and Medical Director read the report and determine if the client is exempt or employable. If the client's substance abuse rehabilitation is to be part of their work activities that is also determined. Employment units monitor DSS recipients required work activities including monitoring attendance at rehabilitation as part of their required employment activities. The returned 4526 evaluation by the doctor and CASAC alert the staff what code to put on WMS. An SA (substance Abuse) code tells the IT department that a new substance abuse form 4527 must be sent and the date to send this form. All forms are logged in as they are received, and determinations recorded. When a determination of employability is made a notice (4005 form) is</p>

<b>Yes or No:</b>	<b>How the district determines an individual's disabilities and/or work limitation</b>
	sent to the client to let them know if they are exempt, or fully/partially employable. The client has a right to contest by requesting a fair hearing.

- b. Described below is the district's procedure for notifying an individual of their exempt or non-exempt determination whenever an individual alleges to be unable to participate, or the individual otherwise participates in the employability disability review, including when an individual is notified that their status changes from exempt to non-exempt:

See section 9.1 c.

- c. Described below is how the district notifies an individual of their exempt or non-exempt determination (reply yes or not to the options as they apply):

**Process for Notifying an Individual of Their Exempt or Non-Exempt Status**

<b>Yes or No:</b>	<b>District's process for reviewing medical documentation</b>
Yes	The district sends the LDSS-4005 or LDSS-4005a and a retains a copy in the case record.
No	The district sends a local equivalent and retains a copy in the case record.

- d. Indicated below is the process for reviewing the medical documentation to determine if the individual is exempt, nonexempt, or work limited and describe the process by which the determination is made (reply yes or no to the options as they apply).

**Process for Reviewing Medical Documentation**

<b>Yes or No:</b>	<b>District's process for reviewing medical documentation</b>
No	District directs the contracted physician or individual's physician to determine status.
No	District review team reviews and determines status (described here):
No	Specialized disability/medical staff or unit reviews and determines status (described here):
Yes	Other process: Temporary Assistance applicants, who demonstrate/claim to be exempt from or limited in the scope of employment requirements because of disability, are sent to the medical practitioner at IMA for a medical examination to determine employability. Applicants who claimed disability, but are deemed non-exempt, or work limited by the Medical Director, are given a Notification of Disability Review Findings and the Right to Contest at the eligibility review. Applicants, who are found to be exempt may be referred to the Disabled Client Assistance Program (DCAP) for screening after the eligibility review if appropriate.  TA recipients who demonstrate/claim to be exempt from or limited in the scope of employment requirements because of disability, are issued a medical form 279 which is to be completed by their own doctor. The form is returned to the DCAP unit

<b>Yes or No:</b>	<b>District's process for reviewing medical documentation</b>
	where the agency doctor or medical director reviews it and makes an employability determination based on what the client's doctor wrote.

## 9.2 Mental Health Screening and Assessment

- a. In addition to screening for a disability as part of the application or disability determination process, does the district administer a screening tool for TA participants to help determine whether a referral for a mental health evaluation is warranted?

Yes.

- b. Describe the district's policy for determining when a program participant is offered a mental health screen:

A screening is offered when the district has reason to believe based on staff observations that a client may have a mental health condition.

- c. What screening tools does the district use (reply yes or no to the options as they apply)?

### Screening Tools the District Uses

<b>Yes or No:</b>	<b>Screening Tools</b>
Yes	LDSS 5009 - Mental Health Screening Tool
No	The computer assisted version of the Modified Mini Screening tool (MMS)
Yes	Other Screening tool (described here): Form 32N65 Psychiatric Assessment. A more detailed psychiatric form may be sent to the client by a nurse if the 32N65 indicates a permanent disability.

- d. If using the MMS, indicate below the district's cutoff score (7, 8 or 9) for referral to a mental health evaluation.

9

- e. Describe below the procedure the district uses if the screening tool warrants a mental health evaluation referral:

If a client is in the building at the time, a referral to ARC (Assessment and Referral Center) is made via the district's Status Tracking system. Otherwise, a referral letter is sent to the client to report to ARC for a mental health evaluation. In some instances, the CASAC's in the Behavioral Health unit will also administer the Mental Health Screening Tool depending on client circumstances and ARC availability.

### **9.3 Requirements for Exempt TA Participants (Reference 18 NYCRR 385.2 (e))**

- a. An exempt individual who has the potential to be restored to self-sufficiency through rehabilitation may be required to accept medical care to assist them 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 the individual is participating in the assigned program.

Described below is the district's procedure for determining if an individual, who is unable to work due to mental or physical impairment, has the potential through treatment or other rehabilitative activities to improve the ability to work. This determination is different from the determination of the individual's disability exemption as covered in Section 9.1 of this Plan. Indicate who makes or assists in this determination that an individual can restore or improve employability through treatment or other rehabilitative activities (e.g., medical practitioner, employment worker, TA worker, local review team, etc.). Also indicate 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.).

The DCAP unit has procedures to ensure that the type of disability is identified and an appropriate monitoring activity is initiated. The medical director or independent medical evaluator evaluates medical information submitted from the participant and determines the necessity for the type of specialized treatment.

- b. Described below is the district's procedure for developing a treatment plan and for referring the participant to appropriate treatment, etc.

Participants that state they have a medical issue must submit medical documentation. The worker issues a 279 form which the participant's health care practitioner must complete. Our DCAP Unit evaluates the information provided by the participant's health care practitioner. If a treatment plan is recommended by the doctor the DCAP Unit monitors the client's treatment plan on a regular basis. All Temporary Assistance applicants are screened at New Applications with the (4571 Drug and Alcohol screening tool and seen by Nassau County Drug and Alcohol certified alcohol and substance abuse counselors (CASAC's). Nassau County Drug and Alcohol, in turn, advises the Department of the employability status of applicants. That determination is followed up utilizing the intake evaluation and periodic assessments submitted by the individual treatment facilities.

- c. Described below is the district's procedure for tracking the participant's compliance with their treatment plan, including who in the district is responsible for monitoring compliance. Include elements such as monthly confirmation of attendance at rehabilitation or other factors to judge participation and progress, along with how often the treatment plan is updated.

The DCAP Unit of Social Services tracks compliance by monitoring all medical forms and identifies any overdue medical forms for appropriate action; follow-up; or to initiate closing the case. The TA workers also get an overdue 279 list to monitor their own cases that are not in compliance. Monthly attendance verification is required in order for the activity (drug and alcohol treatment) to count toward the district's participation rate. The treatment plan is updated every two or three months depending on the type of treatment and medical condition of the participant.

## **10. District Certification**

### **10.1 Certification**

As a condition of the receipt of federal and State funds the Local District Commissioner of [County] Department of Social Services submits this Temporary Assistance (TA) and Supplemental Nutrition Assistance Program (SNAP) Employment Plan (Plan) to the New York State Office of Temporary and Disability Assistance. The Plan outlines the administration of employment services for TA and SNAP applicants and recipients for the period January 1, 2024 through December 31, 2025. Submission of this Plan certifies that the district has read and accepts the terms of this certification and hereby affirms that employment services programs will be administered in accordance with all applicable federal and State policies, laws, regulations, and provisions of this Plan.

1/18/2024

Nancy Nunziata  
Commissioner