

Tioga County

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

January 01, 2024 - December 31, 2025

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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 organizational chart.

- b. 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 Tioga County Department of Social Services is co-located in the Health and Human Services Complex with Tioga County Department of Mental Hygiene, Tioga County Department of Public Health, and the Tioga Career Center. DSS Staff that are involved in the delivery of employment services/activities are physically located within the Tioga Career Center Offices within the complex. The Employment Principal Welfare Examiner has the responsibility for functions relating to service delivery of employment activities, including program development, reporting and in addition supervises the low income child care subsidy program. The Director of Employment and Transitional Supports has the responsibility for all administrative functions relating to service delivery of employment activities noted above.

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
Tioga Opportunities, Inc.	\$63,732	FFFS Local	FA SNA Family TANF 200%	Disability case manager to assist A/Rs in SSI/SSD application process.

- 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

Provider	Funding Source(s)	Categories of Clients Served	Programs, Services or Activities Provided
Tioga County Rural Ministries	Others: N/A	FA SNA Family SNA Individual SNAP TANF 200%	Food, car repairs/car insurance, rental assistance, utilities, clothing, prescriptions
Open Door Mission	Others: N/A	FA SNA Family SNA Individual SNAP TANF 200%	Food and clothing
Catholic Charities	Others: N/A	FA SNA Family SNA Individual SNAP TANF 200%	Food, clothing, security deposit, rental arrears, electric bills, prescriptions
Salvation Army	Others: N/A	FA SNA Family SNA Individual SNAP TANF 200%	Electric and water bills

Provider	Funding Source(s)	Categories of Clients Served	Programs, Services or Activities Provided
Tioga Opportunities, Inc.	Others: N/A	FA SNA Family SNA Individual SNAP TANF 200%	Age 55 and over or terminal disability (Must be able to move to and from car independently). Offers transportation anywhere to anything (Exception – an active Medicaid recipient to medical appointments)
Get There Call Center	Others: N/A	FA SNA Family SNA Individual SNAP TANF 200%	Short-term transportation assistance when someone has started new employment. Assist with solutions to establish long term strategy for transportation to work. Provides public transit passes and fuel cards for carpooling
Tioga Career Center	FFFS SNAP E&T	FA SNA Family SNA Individual SNAP TANF 200%	Resume assistance, job search, training if available, job fairs
Broome/Tioga BOCES	Others: N/A	FA SNA Family SNA Individual SNAP TANF 200%	Education assistance, training assistance
Literacy Volunteers of Broome/Tioga County	Others: N/A	FA SNA Family SNA Individual SNAP TANF 200%	GED preparation, computer skills classes
Tioga/Chenango PACT Healthy Families	Others: N/A	FA SNA Family SNA Individual SNAP TANF 200%	Serves families from pre-natal through age 5. They assist with referrals to different agencies, home visiting.

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:

The Tioga Opportunities Inc Disability Case Manager is co-located in our Office. The Employment Principal Welfare Examiner and the Disability Case Manager meet the last Wednesday of each month to review A/R, SSI/SSD applications and where at in the process.

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

Yes or No:	Services Provided:
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

Yes or No:	Target Groups:
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).

Tioga County currently does not have JOBS Program Staff.

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

Yes or No:	Programs and Services Provided:
Yes	The district has employee(s) physically present at a Career Center
Yes	The district has contract staff physically present at a Career Center
Yes	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
N/A	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.

Our office is co-located with the Tioga County Career Center. DSS completes referrals to WIOA Staff. On a bi-weekly basis we refer all our employable clients to work with WIOA for job search assistance and resume assistance. They report back weekly on a referral advising worker of where the client has applied for employment. Often if needed the WIOA worker and the DSS Staff will meet to discuss the client's barriers and come up with a plan to better serve the clients.

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:
Yes	The district provides orientation in accordance with 18 NYCRR 385.5 and no additional information is provided at orientation.
No	In addition to the requirements outlined in 18 NYCRR 385.5 of the regulations, the district's orientation provides the following:

- 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 exempt and non-exempt applicants are scheduled to attend orientation during the initial interview. Orientation is generally completed in a group setting but can be done on an individual basis when needed to accommodate a client's specific needs. Orientation is bi-weekly on Monday at 9:30 a.m. - 12:30 p.m. The orientation is completed by both TA staff and Employment Specialists. At recertification, orientation activities are done on an individual basis and supportive services are discussed and offered to further the recipient's self-sufficiency goals/needs. The home visiting component is discussed with the clients who have children under the age of 5, we discuss the different home visiting options available in our county and provide them with the "Let's Talk about Home Visiting Benefits" from 23 ADM 03. We also explain to the client that participation in home visiting activities could be used towards job search and job readiness requirements.

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.
Yes	The district uses the LDSS 4980 (New York State Assessment) and later enters information into WTWCMS.
No	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:

- b. 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:

The staff assisted completion of LDSS4980 is completed during orientation. Within 30 days of a temporary assistance case opening, all recipients are scheduled for an appointment with their Employment specialist. It is then that the LDSS 4980 that was completed at orientation is reviewed and discussed further between the recipient and the Employment Specialist. During this same appointment the employment assessment in WTWCMS is completed as well.

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

DSS Employment Unit staff.

- d. 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)):

DSS Principal Welfare Examiner, DSS Senior Social Welfare Examiner, DSS Employment Specialists and DSS Social Welfare, Examiners meeting Civil Service qualifications.

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

Yes

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

Yes

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

Yes

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

At recertification and at any/all employability changes.

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

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

Yes or No:	Who develops the districts employment plans
Yes	The same administrative unit or contractor that conducts employment assessments also develops employment plans.

Yes or No:	Who develops the districts 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:

Initially plans are completed within 30 days of the opening. Recipients are scheduled for an appointment with their Employment Specialists via WTWCMS. It is then that an employment plan is discussed, explained and completed. A copy of the plan is provided to the client.

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

Plans are updated at every recertification, when there is change in their circumstances and when they have completed a SMART goal. A copy of the plan 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:

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:

Agency has language identification signs posted in reception areas as well as available to workers to assist in identifying their language. If an interpreter is required Tioga County DSS contacts the American Civil Association located in Binghamton NY and coordinates the service to provide to the clients.

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:

Employment Specialist are both the TA and employment worker in Tioga County. We provide a solid orientation to our clients. We attempt to assign to workfare sites based off of their individual needs and or likes. We are continually in contact with the clients and the sites to see where we can do better for our clients in hopes to reduce absences.

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 the 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: Each month the PWE pulls off a list of sanctioned individuals from COGNOS, phone calls are then attempted to discuss with the clients the details of the sanction and what can be done to lift that sanction.
Yes	Described below are the strategies the district uses to attempt to engage sanctioned participants when the durational period of the sanction is completed: Each month the PWE pulls off a list of sanctioned individuals from COGNOS, phone calls are made to discuss with the clients' details of the sanction and what can be done to lift it. We will review budgets with them explain what they get now vs. what they could get if sanction was lifted. We explain the benefits of the sanction being lifted. We make all efforts to work with the sanctioned individuals.
Yes	Described below are the strategies the district uses to attempt to engage sanctioned participants during different times in the sanction period: Sanctioned individuals typically have numerous barriers that may prohibit them from engaging in employment programs. We attempt to identify the barriers and work towards eliminating them so they can be referred for reengagement to work towards self-sufficiency and goals for themselves and their families.

3.5 Strategies for Reducing the Need for TA

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

This Office offers VITA (Volunteer Income Tax Assistance) free tax service to our clients and the public; we work collaboratively with our Support Collection Unit. Childcare is also offered in our Unit, and we work diligently to assist with getting people childcare assistance, daycare in lieu of TA, tools for success; incentives for individuals who obtain employment (a kit that contains a lunch box, personal hygiene products, gas cards, gift card for clothing, haircuts). Gift cards for interview and or new employment for clothing and or shoes required to start employment. Gas cards, car repairs/maintenance and or car insurance in some instances.

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>Unsubsidized Employment – Full time or part time employment in the public or private sector that is not subsidized by TANF or any other public program (excluding employer tax credits). Unsubsidized employment includes self-employment and/or paid internships.</p>	FA SNAFAM SNA SNAP
<p>Work Experience – Unpaid work performed at a public or not-for-profit organization to enable a participant who has not obtained unsubsidized employment to improve his or her employability. Work experience provides participants with an opportunity to acquire training, knowledge, work habits, and work references necessary to obtain and retain employment. Participation in work experience includes training required for the participant to complete the work experience assignment. For example, an individual who is expected to provide clerical support in a government agency may be provided training to develop or refine filing and data entry skills as needed to perform the tasks required as part of the work activity assignment.</p>	FA SNAFAM SNA SNAP
<p>Job Search – The act of seeking or obtaining employment or preparing to seek or obtain employment and will include: looking for suitable job openings in a group or individual setting; making contact with potential employers; learning appropriate workplace expectations and behaviors in preparation for submitting job applications and interviewing; preparing and applying for, and/or interviewing for jobs and related activities.</p>	FA SNAFAM SNA SNAP
<p>Vocational Education – Vocational education is defined as an organized educational program that directly relates to the preparation of individuals for current or emerging occupations that require training up to a four-year degree. Vocational education does not generally include basic or remedial education or English as a Second Language (ESL) but may include work focused general education and language instruction that is a regular or integral part of a vocational education program. Social services districts are responsible for ensuring that any such remedial education or ESL is a regular part of the program for participants with similar skill sets as the TANF/SNA MOE client, is determined necessary by the program provider, and is limited in hours to less than one half of program participation. Vocational education programs include the completion of activities that provide individuals the knowledge and skills to perform a specific trade, occupation or vocation. Vocational education must be provided by an education or training organization.</p>	FA SNAFAM SNA SNAP

Activity and Definition	Case Type
<p>Secondary School – Regular attendance in accordance with the requirements of the secondary school or a course of study at a secondary school or other State accredited institution leading to a high school equivalence (HSE) diploma, in the case of a recipient who has not completed secondary school or received a certificate of general equivalence. Secondary school participation may include general adult basic education or ESL if it is linked to attending secondary school or leading to a HSE diploma as determined necessary by the educational institution. Secondary School or HSE programs that routinely include ESL, career training, alternative school, tutoring, dropout prevention, teen pregnancy or parenting programs as a requirement of program participation as determined by the educational institution will also be permitted.</p>	<p>FA SNAFAM SNA SNAP</p>
<p>Job Skills Training – Training or education in job skills to improve a participant's employability, to ensure clients have the basic skills competencies required by employers to support job entry and/or to advance or adapt to the changing demands of the workplace. Where identified as needed, such training may include the development of basic workplace skills including professional workplace behaviors and decision-making skills. Job skills training may include customized or technical training designed to provide participants with additional workplace skills, post-secondary education courses leading to a bachelor's or other advanced degree, or other training included under the definition of vocational education training. Job skills training may include literacy instruction, English language instruction, or other basic education for an individual who has already obtained a high school diploma or equivalency when determined from a client's assessment that such instruction is needed to improve the participant's employability.</p>	<p>FA SNAFAM SNA SNAP</p>
<p>Education Training – Education directly related to employment for a recipient who has not received a high school diploma or equivalency must be related to a specific occupation, job or job offer or otherwise determined based on a client assessment as necessary to improve the participant's employability to support job entry, retention or advancement. Education directly related to employment may include courses designed to provide the knowledge and skills for general or specific occupations or work settings to ensure clients have the basic skills competencies required by employers and may also include Adult Basic Education (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>Job Readiness Training (JRT) Activities – Participation in programs that include seeking and preparing for work. JRT includes two types of activities: (1) traditional activities of resume preparation, training in interviewing skills, and instruction in workplace expectations, training in effective job seeking, including life skills training; and (2) activities that improve an individual's employability, such as substance abuse treatment, mental health treatment, or rehabilitation activities in which a qualified medical or mental health professional has certified that such treatment is necessary.</p>	<p>FA SNAFAM SNA SNAP</p>

Activity and Definition	Case Type
<p>Subsidized Private Sector Employment – Employment in the private sector for which the employer receives a subsidy from TANF or other public funds (excluding tax credits) to offset some or all of the wages and costs of employing and training a recipient in accordance with New York State Social Services Law 336-f. Subsidized private sector employment will include positions subsidized through grant diversion/Transitional Employment Advancement Program (TEAP), supported employment programs, and paid college work study programs at private institutions. Individuals participating in subsidized private sector employment are paid wages and receive the same benefits as unsubsidized employees who perform similar work. An employment situation will be subsidized for up to the full amount of wages/benefits provided to the program participant and will be subsidized for the length of time as determined appropriate by the State or social services district.</p>	FA SNAFAM SNA SNAP
<p>Subsidized Public Sector Employment – Employment in the public sector for which the employer receives a subsidy from TANF or other public funds (excluding tax credits) to offset some or all of the wages and costs of employing and training a recipient in accordance with New York State Social Services Law 336-e. Subsidized public sector employment will include positions subsidized through grant diversion/TEAP, supported employment programs, and paid college work study programs at public institutions. Individuals participating in subsidized public sector employment, and work study unless otherwise permitted under a federal work study program, are paid wages and receive the same benefits as unsubsidized employees who perform similar work. An employment situation will be subsidized for up to the full amount of wages/benefits provided to the program participant and will be subsidized for the length of time as determined appropriate by the State or social services district.</p>	FA SNAFAM SNA SNAP
<p>Community Service – A structured program in which participants perform work for the direct benefit of the community under the auspices of public or nonprofit organizations. Community service placements must be projects that serve a useful community purpose in fields such as health, social services, environmental protection, education, urban and rural redevelopment, welfare, public recreation, public facilities, public safety, and childcare. Community service programs are designed to improve the employability of participants not otherwise able to obtain unsubsidized employment. Participation in community service may include training that is directly required for the participant to complete the community service assignment. For example, an individual who is expected to provide clerical support to a food pantry may be provided training to develop or refine filing and data entry skills.</p>	FA SNAFAM SNA SNAP
<p>Provision of Childcare for Individual Participating in Community Service – Providing unpaid childcare to enable another TA (TANF/SNA MOE funded) recipient to participate in a community service program.</p>	FA SNAFAM
<p>SNAP E&T Supervised Job Search – The act of seeking or obtaining employment through a job search that is directly supervised and may include: case management services, career exploration, interview preparation, job application assistance, learning appropriate workplace expectations and behaviors in preparation for submitting job applications and interviewing, job leads, and direct job referrals.</p>	N/A

Activity and Definition	Case Type
On-the-Job-Training (OJT) – Training in a public or private sector employment setting during which the participant receives work-essential paid training while he or she is engaged in productive work that provides the knowledge and skills essential to attain full and adequate performance of the job.	FA SNAFAM SNA SNAP
Other – Any work activity that does not meet the criteria of any of the above countable activities constitutes participation that is not countable toward federal and State participation rates.	N/A

4.2 Job Development

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

No

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
N/A	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.:
N/A	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.:

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.

There are limited number of providers in our area for program services of adult basic education, TASC/HSE preparation, and English Language Instruction. WIOA identifies these programs for DSS.

- 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.

There is difficulty in identifying providers for this service in our area due to the limited resources and limited transportation to the resources available. Again, WIOA is responsible to evaluate and recommend any available programs.

- 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.

During initial assessment, education level and educational activities are discussed. Appropriate referrals are completed by the Employment Specialist to begin the engagement to educational activity.

- 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 who do not have a high school diploma or TASC/HSE are scheduled to attend BOCES program to prepare and obtain a HSE which is located at our Career Center. Recipients have to score at a certain level when being TABE tested before they are scheduled to attend HSE classes. If the score is low, then remedial educational opportunities if available are offered. There are no instances we would not approve educational activities. If it was determined an individual did not have the basic skills necessary to be successful in HSE classes they would be referred to Adult Basic Ed or Literacy Volunteers.

- 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.

Approved training shall fall into two categories, self-initiated Training and Center-initiated training: Self-Initiated shall be defined as education/training activities in which the individual has enrolled without the prior approval of DSS staff. A meeting is conducted between the Emp Spec and the SSWE and or PWE. During this meeting previous compliance/non-compliance is reviewed along with the current education level of the client. Also reviewed is whether or not the activity they are currently in will lead to a specific job which is in demand occupation located on the NYSDOL website. Self-initiated training and Center-initiated trainings are both evaluated the same way for approval.

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

Training providers are limited in our area, and we essentially utilize our local BOCES. We evaluate our providers and the services that they offer according to the program curriculum, have performance-based contracts, provide outcome measures that are in keeping with the programs purpose and who are willing to enroll and support the clientele that we serve.

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

Employment Specialist verbally advises the participant of any approved training providers during the employment plan appointment. If the client engages in any of those activities, then that is added in their employment plan.

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

The district shall notify in writing all recipients of approval or disapproval for enrollment in work activities. The individual employment plan will indicate activities assigned and a copy will be provided to each applicant/recipient. Approval or disapproval of education/training work activities shall be provided in writing in the same manner.

- 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.

Staff will utilize state prescribed form LDSS-3708 which is requested from the head of household at initial eligibility and at recertification to monitor attendance. Satisfactory school attendance will be defined as meeting local school districts policy for attendance and performance. LDSS-3708 is mailed directly to the school districts every October of each year, every mid-January each year and mid-March each year.

- 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.

Staff will rely on the medical/psychiatric information given to them by the professional that assessed or evaluated the individual's condition when assigning work activities. Staff notified the worksite via email or written referral of any/all limitations of client.

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):

Associates Degree and only one year of Vocational Education program will be approved as vocational education.

- 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.
N/A	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).

Employment Center staff work with each individual to assess and meet the needs of that individual. Assignments to activities are done in keeping with goals of the individual's employment plan. Applicants are engaged in activities from the date of application and this continues until the goal of engagement in f/t employment occurs; Recipients whose status changes from exempt to non-exempt are re-engaged within 10 business days. Standard hours of assignment for work activities are 20 hours for households with a child under 6, 35 hours for a household with children over age 6, up to 40 hours for intact 2 parent households and 35 hours for SN individuals. All non-exempt individuals are assigned up to 40 hours weekly.

- 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	20
Households without Dependent Children Average Monthly	55

- 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:

The Employment Supervisor reviews all management reports that are available daily to ensure/monitor progress of full engagement and participation. If during the review a client is identified as being under-enrolled in activities the Employment Supervisor contacts the worker via email and directs them to fully engage the client.

- 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

Applicant Job Search	Min. Contacts	Min. Hours	Additional Information
TANF and SNA MOE	10	20	Applicants are referred to the Tioga Employment Center on the day of application. They are seen by employment unit staff who complete the Intake Assessment, schedule the applicant for the 3 day Employability Skills class and then assign Job Search. Applicants are required to keep a log for each contact made that includes the contact’s name and demographic information as well as time, date and duration of the contact. Logs are reviewed weekly for completeness and reasonableness upon receipt. Applicants are seen by employment unit staff at weekly intervals. Family Assistance applicants are required to make 10 job contacts per week for up to 20 hours. SNA individual applicants are required to make 10 job contacts per week for up to 20 hours.
SNA Individuals	10	20	Applicants are referred to the Tioga Employment Center on the day of application. They are seen by employment unit staff who complete the Intake Assessment, schedule the applicant for the 3 day Employability Skills class and then assign Job Search. Applicants are

Applicant Job Search	Min. Contacts	Min. Hours	Additional Information
			required to keep a log for each contact made that includes the contact's name and demographic information as well as time, date and duration of the contact. Logs are reviewed weekly for completeness and reasonableness upon receipt. Applicants are seen by employment unit staff at weekly intervals. Family Assistance applicants are required to make 10 job contacts per week for up to 20 hours. SNA individual applicants are required to make 10 job contacts per week for up to 20 hours.

- 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	5	10	Recipients see employment unit staff based on their individual employment plan. Recipients are required to keep a log for each contact made that includes the contact's name and demographic information as well as time, date and duration of the contact. Logs are reviewed weekly for completeness and reasonableness upon receipt. Recipients are seen at weekly intervals. Family assistance recipients are required to make 5 job contacts per week for up to 10 hours. SNA individual recipients are required to make 5 contacts per week for up to 10 hours per week.
SNA Individuals	5	10	Recipients see employment unit staff based on their individual employment plan. Recipients are required to keep a log for each contact made that includes the contact's name and demographic information as well as time, date and duration of the contact. Logs are reviewed weekly for completeness and reasonableness upon receipt. Recipients are seen at weekly intervals. Family assistance recipients are required to make 5 job contacts per week for up to 10 hours. SNA individual recipients are required to make 5 contacts per week for up to 10 hours per week.

- 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:

Tioga county accepts self-employment as part of an individuals' required work activities. Their income is verified via their yearly taxes or if just starting their business, a 3 month self-employment worksheet must be completed quarterly. For TANF a review of earnings/hours worked is conducted every 180 days. For SNA a review of earnings/hours worked is conducted every 90 days. If their gross income is less than minimum wage, the worker then calculates what work experience hours are needed in order to meet participation; after the hours are calculated, if they aren’t working enough hours to meet participation, in addition we assign them to WEP. Absent other documentation of the hours of self-employment the number of hours are divided by the individual’s net income after subtracting certain allowable (as described in 95 INF-33) business expenses (this is the amount counted as temporary assistance gross income before earned disregards in the ABEL budget) by the federal minimum wage.

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

Yes or No:	How written information is provided to SNAP applicants and recipients
Yes	Eligibility staff use the LDSS-5193 <i>Important Information about SNAP Work Rules (General, Mandatory E&T, and ABAWD)</i> and the LDSS-5193A <i>Important Information about SNAP Work Rules (General and Mandatory E&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.

At interview, recert and when employability status changes it is verbally explained to clients. District staff use a locally developed oral explanation tool at interview, recertification and when employability status changes to verbally explain 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.
Yes	Eligibility staff use a locally developed oral explanation tool and retain a copy in the case record.
No	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):

Tioga County does not currently mandate SNAP E&T work activities for the NTA SNAP population

- 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):

All NTA SNAP applicants/recipients are given the opportunity to utilize our Career Center services as well as our employment unit Staff for job search activities. When screened for TA benefits or interviewed for NTA/SNAP benefits, clients are informed of assistance with job search activities and locally available job search resources is available via Tioga Career Center.

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:
Yes	Required population only
No	Other groups described here:

- 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
Yes	Materials and information provided on a website. Described here is how individuals are made aware the information is available on the website: All applicants are informed during the eligibility interview. TA applicants are also informed during the mandated orientation.
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.

Non-exempt clients are screened for site assignment during the orientation. An assessment is completed, and they sign releases to obtain information in relation for possible future site assignments. The district has created a form that will be utilized between the provider and the worker, which will assist with communicating concerns and any determinations of a client being unfit. The provider must notify the district of the provider determination within 10 days of making the determination and the client must be informed by the district of the determination within 10 days of the provider notifying the district of the determination.

- 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.

When providers are contacted via phone call regarding a potential client starting the assignment there it is discussed that if at any point there are concerns/issues they can contact the referring worker and or the Supervisor. Depending on the situation we can re-assign accordingly.

- 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 sign a contract yearly that outlines the expectations. The district has created a form that will be completed from the provider giving the worker the reason the client is not a good fit for the program assigned to. This will be reviewed by Supervisor when received from a Provider to ensure that it was a fair decision under the protected class.

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 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.

- 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.

6

- 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.

3

- 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.

3

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 WTWCMS?

Noi

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

N/A

- 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:

Actual costs of items needed for supported job search. Reimbursement for mileage in use of personal vehicles where public transportation is not available or appropriate at the current IRS standard rate. Participants must provide verification of actual mileage to receive reimbursement. If the actual cost of gas necessary to meet the assigned participation requirement exceeds the current IRS rate, we will increase the reimbursement to meet the actual fuel cost. Automotive repairs or insurance premiums where necessary to allow the individual to obtain/retain employment. Up to 3 estimates may be required. Purchase of essential items such as clothing, footwear, tools, etc. when necessary for the individual to obtain employment. Up to 3 estimates may be required. Payment for licensure, testing fees and other costs related to Federal, State or local certification requirements for specific employment goals. Verification may be required.

Note: Any/all possible limitations pertaining to the above supportive services are reviewed and determined on a case-by-case basis by the Employment Supervisor. Any/all supportive services over \$1,000 must receive Commissioner or Administration approval.

- 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

Yes or No:	Transportation Assistance Provided
No	Bus pass/token
Yes	Gas card/voucher
No	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	Other mileage rate (the methodology used to establish reimbursement rate is described here):

Yes or No:	Transportation Assistance Provided
	The district has opted to use the current IRS standard mileage rate for reimbursement (effective 01/01/2024 it is \$0.67 per mile)

- 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:

The maximum distance is two miles by foot which coincides with our definition of reasonable distance outlined in the Consolidated Services Plan regarding Daycare issues. Participants with physical limitations will be accommodated based off their medical that they have submitted. The following factors will be considered when determining travel requirements; freezing weather, thunderstorms, flooding, safety of the road conditions and the sidewalks, etc. District will assist with transportation when these factors are present.

- 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:

See section 7.1 (a) and (b)

7.2 Post-Employment/Transitional Supportive Services

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

See Section 7.1 (a) and (b) including transitional SNAP benefits, Medicaid, child care and any other supportive services that an individual could receive. The district will provide the above support services, for up to 90 days after case closing, to individuals whose TA cases have closed due to employment; see Section 7. Such services will be provided on a case-by-case basis, requiring verification as necessary to establish need.

- 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:

If eligible under the TANF Services 200% of poverty eligibility guidelines, the district will provide services described in section 7 to individuals to maintain employment.

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.):

The district will provide services described in section 7 to individuals to maintain employment.

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
No	By mail

The districts process for conduction TA conciliations is described below:

A conciliation notice is generated via WTWCMS and mailed to the recipient. During the conciliation meeting, which consists of the Employment Specialist, the Mediator and the client, the conciliation notification form (LDSS-4230) is reviewed and explained, specifically the good cause and exemptions area of the form. The Mediator begins the meeting by explaining the conciliation meeting process and their specific role. During this process the good cause and exemptions are once again discussed to possibly lead to a positive resolution. After the conciliation procedure takes place, the Supervisor reviews CMS, along with the typed summary of the actual conciliation and any other supportive documentation from either the worker or the Recipient, the review takes place to identify a possible pattern of unwillingness to comply with necessary Federal/State work rules. The Supervisor makes determinations, on a case-by-case basis. The steps that the Recipient takes to address issues within the Recipients control which prevent him/her from complying with the necessary employment requirement(s) are also explored in each instance on non-compliance.

- 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

Yes or No:	Who makes the TA good cause/willfulness determination?
No	The client's employment worker
Yes	A supervisor in the district
No	A separate entity (described here):

- 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

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

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

A conciliation notice is generated via WTWCMS and mailed to the client; included is Tioga County’s job search log. During the conciliation meeting, which consists of the Employment Specialist, the Mediator and the client, the conciliation notification form (LDSS-4230) is reviewed and explained, specifically the good cause and exemptions area of the form. The Mediator begins the meeting by explaining the conciliation meeting process and their specific role. During this process the good cause and exemptions are once again discussed to possibly lead to a positive resolution. After the conciliation procedure takes place, the Supervisor reviews CMS, along with the typed summary of the actual conciliation and any other supportive documentation from either the worker or the client; the review takes place to identify a possible pattern of unwillingness to comply with necessary Federal/State work rules. The Supervisor makes determinations, on a case-by-case basis. The steps that the client takes to address issues within the client's control which prevent him/her from complying with the necessary employment requirement(s) are also explored in each instance on non-compliance.

- 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

Yes or No:	Who makes the TA good cause/willfulness determination?
No	The client’s employment worker
Yes	A supervisor in the district
No	A separate entity (described here):

- 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:

The client is notified in writing of the non-compliance issue and is given 10 days to respond to the conciliation notice. When the conciliation notice is mailed to the client, included is a job search log along with the option to avoid notice that explains the required amount of job searches that need to be submitted to avoid the pending sanction. If the client feels there is good cause for their noncompliance that determination is made during the conciliation

appointment. If the client does not have good cause for their non-compliance, the client can still avoid a SNAP sanction demonstrating compliance via job search or WEP. If they choose job search, they must have 10 job contacts within a 5 consecutive business day period; this will be worker supervised. If they choose WEP then the Employment Specialist would assign them to a work experience site for a 5 consecutive business day period.

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:

This is dependent on the reason for the sanction and its duration. The client has to either show willingness to comply by participating in the previous activity that was originally assigned or any other activity as assigned by the district; provide verification of compliance (i.e., sign-in sheets or collateral contact with the assignment verifying customer participation/completion of assignment); the client must show compliance for 5 full days and wait for time durations to expire. Temporary Assistance benefits are restored retroactive to the date the individual indicated a willingness to comply (but no earlier than the expiration of the minimum duration period).

- 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:

Recipients must request to be added back to the case after the minimum duration has ended and comply with work requirements as assigned by the district. Clients comply via job search or WEP. If they choose job search, they must have 10 job contacts within a 5 consecutive business day period; this will be worker-supervised. If they choose WEP then the Employment Specialist would assign them to a work experience site for a 5 consecutive business day period. Those who document an exemption may have their SNAP sanction lifted before the end of the durational sanction period.

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 or No:	Who makes the TA good cause/willfulness determination?
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.
No	District contracts directly with a physician to provide independent medical evaluations.
No	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	Other process: The client is required to obtain a completed medical form (LDSS 4526) indicating disability determination from their physician that must state diagnosis, prognosis, and length of time; client must provide it to our office. We then will accept that determination or, if deemed necessary, refer to our contracting agency, Tioga Opportunities, Inc., and their disability liaison, for an independent evaluation.

- 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:

When client submits a medical form or other medical supporting evidence of their disability (that has diagnosis, prognosis and length of time listed) agency will make a determination and send the client a LDSS 4005 or LDSS 4005 (a) either exempting or non-exempting them. Agency refers clients to the disability liaison when there is evidence that suggests an SSI/SSD application should be filed. Agency also utilizes the LDSS CNS code of "R50" which is equivalent to the LDSS 4005 or LDSS 4005 (a).

- 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

Yes or No:	District’s process for reviewing medical documentation
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

Yes or No:	District’s process for reviewing medical documentation
Yes	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: Employment Specialists and Principal Welfare Examiners determine exempt/non-exempt status, along with work limitations.

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?

No

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

N/A

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

Screening Tools the District Uses

Yes or No:	Screening Tools
N/A	LDSS 5009 - Mental Health Screening Tool
N/A	The computer assisted version of the Modified Mini Screening tool (MMS)

Yes or No:	Screening Tools
N/A	Other Screening tool (described here):

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

N/A

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

N/A

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.).

1. DSS Employment/Eligibility Staff, and Program Supervisors may make the determination individually or as a group.

2. Determinations are made based on information provided by the individuals medical/psychiatric provider or by an independent medical and/or psychological review/evaluation.

3. LDSS 4005/4005(a) is issued to the individual.

4. Individuals may be assigned to or be engaged in treatment or other rehabilitative activities that accommodate identified need. The individual will then be observed, and their progress monitored and assessed. If the evidence supports that the individual is making progress toward restoration to self-sufficiency, then that path is continued. If the individual is not making progress, we utilize the observation and information to establish a path toward disability (SSI).

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

The district relies on information and suggestions from the individuals medical/psychiatric provider or the independent review/evaluations in developing treatment plans or referring to treatment.

- 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 district reviews individual employment plans (which include compliance with specified treatment plans) on a monthly basis. This is done individually, and providers are contacted so that attendance, participation, and progress are monitored and so noted. The Employment Specialist assigned to the case is responsible for monitoring of the compliance on a monthly basis. Supervisor will review on an as needed basis the individual's compliance.

10. District Certification

10.1 Certification

As a condition of the receipt of federal and State funds the Local District Commissioner of Tioga 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.

2/13/2024
Shawn Yetter
Commissioner