

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

January 01, 2024 - December 31, 2025

Delaware

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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.)

Please 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.

Since we are a generic County, all Program Specialists are responsible for employment functions. The Delaware County Department of Social Services Temporary Assistance employees are responsible to provide the Welfare-To-Work services. These Department employees are responsible for: orientation/job search, assessment, employability determinations, employability planning, assignment to work activities, monitoring of participation, developing and monitoring treatment plans for exempt individuals engaged in treatment or rehabilitation to restore self-sufficiency, conciliation, sanction, dispute resolution referrals for child care and coordination of supportive services provided to individuals to enable them to participate in WTW activities including employment and retention services. The Principal Program Specialist coordinates and consults with other partner units/agencies including: the Child Support Coordinator, the Delaware County Attorney’s Office, the Resource Coordinator, Fraud Unit, the Director of Services, Delaware Opportunities, the Office of Temporary and Disability Assistance, the Office of Employment and Training, BOCES, Afton Consortium of Schools, and SUNY Delhi. Delaware Opportunities (a Not-for-Profit Community Service Agency) is responsible for the following: 1) Develop work sites and secure work experience at not-for-profit organizations and/or municipalities. In addition, provide two work experience crew supervisors and operate two work experience crews. 2) Assuring the availability of child care services and providing payment toward such expenses to eligible clients. 3) Post employment services 4) Job Development/Job Retention. The CDO Workforce assists with job placement and participates in job readiness training, and case management. The OTDA Jobs Program Specialist assists with employment referrals, job placement orientation/job search and job readiness training.

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.

Provider	Total Contract Cost/Year	Funding Source(s)	Categories of Clients Served	Programs, Services or Activities Provided
Delaware Opportunities	256586	FFFS SNAP E & T Local	FA SNA Family SNA Individual SNAP TANF 200%	Work Experience Program, Job Counseling and Job Coaching

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.

Provider	Funding Source(s)	Categories of Clients Served	Programs, Services or Activities Provided
Oneonta Community Education Center	Others: State Education	FA SNA Family SNA Individual SNAP TANF 200%	Adult Basic Education, High School Equivalency, and (ESL) English as a Second Language
SUNY Delhi	Others: State Education	FA SNA Family SNA Individual SNAP TANF 200%	Vocational Training
Afton Consortium of Schools	Others: State Education	FA SNA Family SNA Individual SNAP TANF 200%	Adult Basic Education and High School Equivalency
BOCE	Others: State Education	FA SNA Family SNA Individual SNAP TANF 200%	High School Equivalency and Vocational Training

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:

Contracts are reviewed and monitored by the Commissioner. The Commissioner meets with Directors to ensure funds are utilized appropriately for employment functions. The Principal Program Specialist confers with Delaware Opportunities to discuss Work Experience Program, participant progress and to address issues as needed.

1.3 OTDA Jobs Staff Agreement

a. OTDA Jobs Program Services - Target Groups. Check all services and target groups that apply:

Selected	Services
	Assessment/Employment Plan
X	Supervised Job Search
	Job Readiness Training
	Job Club
	Job Placement Services
	Grant Diversion
	Job Development (employer outreach)
	WOTC pre-certifications

Selected	Target Groups
X	Applicants
X	FA & SNA with children
X	SNA without children
X	SNAP
X	TANF 200%

b. Described below are the additional services/duties Jobs staff will be requested to perform (e.g. WTCMS data entry, case conferencing, job fairs).

OTDA Jobs Program Specialist meets weekly with applicants/recipients during Orientation/Job Search Class and provides Job Referrals. In order to assist a greater number of individuals seeking employment services, the Jobs Program Specialist works out of two locations: Sidney (WIOA Satellite Office) and Delhi (DSS).

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 (select all that apply):

- The district has employee(s) physically present at a Career Center
- The district has contract staff physically present at a Career Center
- The district makes available direct access to its program staff via phone or technology at a Career Center
- The district makes available copies of the LDSS-2921 (Common Application) at a Career Center
- Other:

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.

Applications for Temporary Assistance and SNAP are located at the Career Center in Delhi and Sidney. Department of Social Services provides ongoing referrals to clients during Application and Recertification to the Career Centers by means of an Employment Services Turnaround Document. Career Center staff will contact a Principal Program Specialist if they have an individual that needs District Services. Clients are provided with an overview of the CDO Workforce Services during the Orientation/Job Search Class and Program Specialists will provide each applicant/recipient with information on resources available through CDO Workforce. CDO Workforce provides information regarding their services at our (WIP) Work in Progress Program. Department of Social Services apprises CDO Workforce of the services available at our District to assist clients in attaining or maintaining employment.

2. Orientation, Assessment and Employment Plan

2.1 Orientation (Reference 18 NYCRR 385.5)

a. Check one of the following:

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

Delaware County Department of Social Services combines Orientation and Job Search Class. In conjunction with our Employment Services staff and OTDA Jobs Program Specialist, we provide the following information: Diversion Payments, Temporary Assistance Budgeting, Subsidized Childcare and Transitional Benefits; alternatives to Temporary Assistance, as well as other resources available through CDO Workforce, OTDA Jobs Program, and Delaware Opportunities. Applicants/Recipients are also apprised of Barriers to Employment and resources with potential solutions; sanction information, where to look for work, application completion, resume development, requirement to engage in work, attend school if a teen parent, explanation of rights and responsibilities of applicants and recipients and of the benefits and obligations of participation in employment activities, time limits, supportive services, vocational training options, availability of High School Equivalency, Adult Basic Education and English as a Second Language classes. Emphasis is placed on the temporary nature of assistance.

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 or virtually over the phone. In-person and virtual orientation can be in a group setting individually, or a combination of both. Please include the orientation procedure for exempt individuals and non-exempt individuals, if different:

As a "generic county" our Temporary Assistance staff conducts the Orientation/Job Search Class. DSS Employment Services Unit conducts the Job Application completion and Interviewing Skills portion of the class. OTDA JOBS Programs Specialist provides Job Referrals and Resume Development. Applicant Orientation/Job Search is conducted in a group setting every Thursday from 9:00 to 1:00pm. Applicants are advised to attend one of the next two Orientation/Job Search groups following the Eligibility Employment Assessment Interview. On a case-by-case basis, we will conduct one on one Orientation/Job Search Information. At recertification, the Program Specialist assigned to the case would advise the recipient to attend one of the next two Orientation/Job Search groups following the Recertification Interview.

2.2 Temporary Assistance (TA) Employment Assessment

a. The district conducts assessments as required by 18 NYCRR 385.6(a) and 385.7(a). Check one of the following:

- The district enters assessments directly into WTWCMS
- The district uses the LDSS 4980 (New York State Assessment) and later enters information into WTWCMS.
- The district conducts assessments using a local equivalent tool, and later enters information into WTWCMS. Please attach the local equivalent tool. If the local equivalent contains additional elements beyond what is required, list them below:

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, by phone or a combination of both):

At the interview for Temporary Assistance Benefits, the Program Specialists will conduct Employment Assessment. During the Eligibility Interview, any household with dependent children ages 16 and 17 and not in school are advised that the 16- and 17-year-old will be called in for an Assessment within 30 days. Applicant households with a 16- or 17-year-old will also be advised of the requirements to verify school attendance. Applicant/Recipient Assessments are reviewed to ascertain each client's strengths and potential barriers. Recipient Assessments are reevaluated at Recertification and updated on an as needed basis or when case or individual's circumstances change including participants' work status and activity assignment.

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

The District's Temporary Assistance Program Specialists conduct Assessments for applicant households with children and households without children. The Senior Program Specialists review completed assessment for new workers. If a Senior Program Specialist has any questions regarding the Assessments, a Principal Program Specialist would provide guidance and supervision.

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)):

Minimum Qualifications: Either: Graduation from High School or possession of a High School Equivalency Diploma and either:

- a. One year of experience in a New York State Social Services Department in a position involving duties and training comparable to those required of a Social Services Program Specialist.
- b. Two years' experience in examining, investigating, or evaluating claims for assistance, veterans or unemployment benefits, insurance, or a similar program operating under established criteria for eligibility or:
- c. Three years' experience in interviewing, collecting, and compiling data, account keeping, or related work or:
- d. An equivalent combination of training and experience as defined by the limits of A, B, or C.

Note: Study in a college, university, or business school may be substituted for the experience on a year for year basis. Study must have been conducted at a college or university accredited by a regional, national, or specialized agency recognized as an accrediting agency by the U.S. Department of Education/U.S. Secretary of Education. If your study was conducted at an educational institution outside the United States and its territories, the applicant must provide independent verification of equivalency.

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

Yes No

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

Yes No

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

Yes No

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

Program Specialists review and update individual assessments at Recertification and if a client has a substantial change in circumstances.

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

a. The district develops individual employment plans as required by 18 NYCRR 385.6(a) and 385.7(a). Check one of the following:

- The district enters employment plans directly into WTCMS.
- The district uses the LDSS-4978 (New York State Employment Plan) and later enters information into WTCMS.
- The district develops individual employment plans using a local equivalent tool and later enters information into WTCMS. Attached is the local equivalent tool. If the local equivalent contains additional elements beyond what is required, list them below:

b. Check one of the following:

- The same administrative unit or contractor that conducts employment assessments also develops employment plans.
- A different district administrative unit or contractor develops employment plans, and their qualifications include:

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

Program Specialists complete the Employment Plan with the client at the interview for Temporary Assistance.

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

Our Program Specialists and Principal Program Specialists in conjunction with the client's and partner agencies routinely update plans on an as needed basis when case or individual circumstances change.

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:

None

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:

Our district employs Bi-lingual employees who are proficient in Spanish. Language Identification Signs are posted at Reception as well as available to workers to assist clients in identifying their primary language. In addition, we can utilize the Language Line services and an interpreter will be available to assist the applicant/recipient by means of a phone conference.

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:

During our Application/Orientation/Job Search Class, our District underline the importance of attendance in work activities. When individuals attend Work in Progress, the facilitator and employers stress the importance of attendance and its relevance to employment retention. When assigned to the Work Experience Program (Work Crew), the crew chiefs encourage attendance and assist with problem-solving skills to facilitate increased attendance in work activities. All agencies counsel clients on the importance of having alternative childcare and transportation arrangements in place. During Orientation/Job Search and Work in Progress, the Employment Services Facilitator discusses barriers to employment and potential solution. WIP participants partake of presentations focused on addressing barriers to employment and resources to potential solutions as well as supportive services necessary to address the barriers to employment.

3.4 Strategies/Procedures for Engaging Sanctioned TA Participants

a. Select all that apply:

Described below are the strategies the district uses to attempt to engage sanctioned participants as soon as they are sanctioned:

Delaware County Department of Social Services' Temporary Assistance sanctioned individuals are limited in number. When a sanction has been processed, service providers involved with the person (Services, OTDA, Mental Health, Delaware Opportunities, etc.) are apprised to determine how we can facilitate to assist the individual to compliance. We also engage sanctioned clients during recertification to encourage compliance with work activities and participation.

Described below are the strategies the district uses to attempt to engage sanctioned participants when the durational period of the sanction is completed:

Program Specialist set up appointments with the sanctioned participant to discuss compliance and reinstatement. At recertification, Program Specialists will discuss the benefits of compliance to the work activities and potentially the increase of benefits once an individual is in compliance. Additionally, the Employment Services Unit will send out invitation letters to the Work in Progress Program to encourage participation in work activities to attain compliance.

Described below are the strategies the district uses to attempt to engage sanctioned participants during different times in the sanction period:

Same as above.

3.5 Strategies for Reducing the Need for TA

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

The Department provides information regarding subsidized housing, subsidized daycare, income disregards, child support, earned income tax credits, WIC, and supportive services are discussed at Orientation/Job Search and at Recertification.

4. Work Activities

4.1 Allowable Work Activities

a. Please select all the 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.

Case Type	Activity and Definition
FA SNAFAM SNA SNAP	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.
FA SNAFAM SNA SNAP	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.
FA SNAFAM SNA SNAP	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.
FA SNAFAM SNA SNAP	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.
FA SNAFAM SNA SNAP	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.
FA SNAFAM SNA SNAP	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

FA SNAFAM SNA SNAP	<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, 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>
FA SNAFAM SNA SNAP	<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>
FA SNAFAM SNA	<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	<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>
SNAP	<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>
FA SNAFAM SNA SNAP	<p>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.</p>

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.

4.2 Job Development

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

Yes No

If Yes, select how the district participates in job development activities.

District staff contacts employers to solicit jobs for TA and SNAP Participants. Describe below how this is done, including number of staff, frequency of contacts, etc.

District Program Specialists staff have the capability to contact employers to solicit jobs for applicants and participants.

District contracts or has an agreement with another agency to contact employers and solicit jobs for TA and/or SNAP participants. Describe below how this is done, including number of staff, frequency of contacts, etc.

Delaware Opportunities has 2 crew chiefs on staff that also perform job development/job retention for our recipients. They meet with our participants and contact employers on their behalf. The crew chiefs participate in the Work in Progress (job readiness training program) and provide transportation to job interviews.

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 districts 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):

Based on the applicant/recipient reading scores, the individual would be assigned to participate in ABE/HSE/English language instruction. The providers of these services are limited to Afton Consortium of School, Oneonta Community Education Center, Literacy volunteers and BOCES. We have a long standing cooperative relationship with each of these education providers. We would assign the client to the class closest to their home. Delaware County DSS Program Specialist would discuss at assessment and recertification the availability of classes and provide phone number of appropriate provider.

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).

Our Vocational Education and Job Skills Training Programs are provided by SUNY Delhi and BOCES. They provide a range of training and have training resources to meet our needs. We have frequent contact with both and would inform clients of the vocational programs offered (both training providers participate in our Work In Progress Program). As we are aware of Job Skills programs, we refer our clients.

c. Described below are the 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.

As part of our assessment, we offer applicants information on the availability of educational activities in their area.

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:

We would discuss the educational opportunities for all individuals without a high school diploma or HSE and would approve as appropriate. It is unlikely that the Agency would deny participation in educational activities since we encourage/mandate attendance in ABE/HSE.

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:

Participants must meet the following requirements: Training must be for a specific skill or occupation relevant to the local labor market and must be sufficient to enhance the recipient's opportunity to secure unsubsidized employment. Training is approved if it can be determined that the individual's current skills are obsolete or the individual lacks sufficient skills to find gainful employment. At the interview for Temporary Assistance/SNAP, the Program Specialists discuss vocational, educational and job skills training opportunities as part of the Employment Assessment. In addition, The Department discusses at Orientation/ Job Search, the Vocational, Educational and Job Skills Training opportunities in Delaware County and the contact information for these. At recertification, the Program Specialists, again discuss the benefits of Vocational Education, and Job Skills Training to increase and maintain enrollments.

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

Progress reports are required. Outcomes will be reviewed on a semi-annual basis to be evaluated for contributions to job readiness and job placement of a participant. Approved training providers will prepare customers to qualify for local job opportunities.

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

Training approval is determined by an assessment of the client's current job skills and employment goals as they relate to the local labor market conditions. Each recipient, on request, will receive a list of approved training providers.

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

Clients are enrolled in training or assigned to work activities after completing an assessment with a Program Specialist. Each client is given a letter via WTWCMS providing the following information: the enrollment date of the specific activity, the number of hours available per month, and the interview date, if appropriate. If work experience, the participant will be given an assignment letter via WTWCMS that includes enrollment date, hours available, worksite and address of worksite, information regarding daycare and transportation is discussed at employment assessment.

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:

School attendance policy for 16 through 18 year old students is the same as the local school district policy. Attendance is monitored by the school district with notification of attendance issues and copies of report cards to the local district. Program Specialists track attendance at Application and Recertification; they directly request attendance information from the school.

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:

Following the initial interview and at recertification, both applicants and recipients who identify as incapable of participating in employment or job preparation services will be given a Physical Assessment for Determination of Employability or a Psychological Assessment for Determination of Employability and asked to make a medical appointment with their physician to complete the form. If there are medical records that the applicant wishes to submit the eligibility worker will assist, if asked, in gathering more information. If an applicant does not identify as incapable of participating in employment or job preparation services in any capacity the examiner will review the Waiver of New York State Welfare-to-Work Medical Review Procedure (from Chapter 15, Model Documents, NYS TA and SNAP Employment Policy Manual) with the client. The participant medical form is reviewed by a program specialist prior to the participant being assigned to a work activity. The medical can be reviewed by a Principal Program Specialist and, if necessary, our A.D. person if the Program Specialist has a question regarding the medical information. The worksites are informed in writing of any/all work limitations.

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. Include in this section. (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.)

For the provision of post-secondary educational programs, individuals are referred to SUNY Delhi. The district approves up to a year of post-secondary 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 checked below (Select all that apply):

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

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. Include in this description 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 Program Specialists are required to enroll clients in activities immediately after case opening. At the beginning of each month, a Principal Program Specialist reviews each Temporary Assistance case with a non-exempt recipient to ensure they are engaged in a work activity. Non-exempt applicants are referred to the OTDA Jobs Program Specialist for job referrals immediately after the eligibility interview. Recipients are referred to Delaware Opportunities for worksite placement immediately after the case is opened. Delaware Opportunities is responsible to conduct a worksite placement assessment for each individual. At case opening, the client is assigned to participate in a work activity. Program Specialists are required to monitor worksite participation by means of time sheets. If an individual's status changes from exempt to nonexempt, the Program Specialist would refer the non-exempt client to engage in a work activity. The district's participation standard is 40 hours per week for households without children under age six in a countable work activity. Single parent caretakers of a child under 6 may be required to participate up to 40 hours weekly as long as all necessary supportive services are available and authorized.

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

Households with Dependent Children Average Monthly

Households without Dependent Children Average Monthly

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:

A Principal Program Specialist monitors the activity status of non-exempt and exempt individuals no less than bimonthly to monitor progress toward meeting the work participation requirements and to ensure full engagement by recipients in work and/or work preparation activities. The TANF Adult Cases Receiving Assistance in the Current Month is also monitored bimonthly. Other COGNOS reports are reviewed bi-monthly. WTW/CMS is also utilized.

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:

The district assigns TA applicants to Job Search.

Yes

No

Applicant Job Search	Min. Contacts	Min. Hours	Additional Information
TANF and SNA MOE	5	5	Households with dependent children are assigned to complete a minimum number of 5 verifiable job search contacts and a minimum number of 5 hours per week. Households without dependent children are assigned to a minimum number of 5 verifiable job search contacts and minimum number of 5 hours per week. Applicants are required to submit the Job Search Handbook to the Program Specialist that has the Application/Recertification. The Program Specialist will review the Job Search Handbook to assess the extent to which a reasonable number of contacts were made during the time reported given the amount of time required to identify, apply, and interview for a job as well as time spent preparing and sending follow-up materials to an employer. We are using a modified Job Search Booklet LDSS-3696 (11/17). All participation in job search is documented, reviewed, monitored and tracked on a weekly basis by the Program Specialist. During the Application interval, applicants are expected to meet with the OTDA Jobs Program Specialist for job referrals. The Jobs Program Specialist has weekly contact with the applicants to follow up on their job referrals. Applicants are also expected to meet with Delaware Opportunities for their worksite interview and job referrals.
SNA Individuals	5	5	Same as above.

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. 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:

The district assigns TA recipients to Job Search.

Yes No

Recipient Job Search	Min. Contacts	Min. Hours	Additional Information
TANF and SNA MOE	5	5	When a Job Search Activity is assigned to non-exempt individuals, the district uses the same process mentioned in 5d. In addition, Delaware Opportunity crew chiefs will transport individuals to employers to apply for job openings with their work abilities and interests.
SNA Individuals	5	5	Same as above.

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.

The number of employment hours for self-employed individuals is determined by dividing the individual's self-employment income (gross income less documented business expenses) by the federal minimum wage. Self-employed individuals working less than 40 hours per week may be assigned additional work activities, in addition to their self-employment hours so that they are engaged in up to 40 hours of work activities per week. Delaware Social Services will allow 2 months to all self-employed individuals earning less than minimum wage to increase their business income, additional time may be permitted based on case circumstances. After this time, a recipient who is self-employed and earning less than the state hourly minimum wage in earnings may be assigned to participate in up to 40 hours of activity each week, not including hours of self-employment.

5.2 Informing SNAP Applicants and Recipients of Work Requirements

a. Written information is provided as follows. Please select one of the following:

Eligibility staff use the LDSS-5193 *Important Information about SNAP Work Rules (General, Mandatory E&T, and ABAWD)* and the LDSS-5193A *Important Information about SNAP Work Rules (General and Mandatory E&T)* as appropriate.

- 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 (General SNAP Work Rules, Mandatory SNAP E&T, and ABAWD Rules) pertaining to individuals in the household

For households with at least one member who is subject to the General SNAP Work Rules, Program Specialists will conduct a comprehensive oral explanation of the work requirements and document this process in a case comment. The information provided orally is detailed as follows: Individuals must accept any job offer unless there is a good cause reason. Clients must inform the district of their employment, rate of pay, and number of weekly hours worked. Individuals must not quit their jobs or reduce their hours if employed 30 or more hours per week or earning at least the equivalent of 30 times the federal minimum wage on a weekly basis (currently \$217.50/week). Participation in work activities assigned by the district is required. If noncompliant, an individual may lose their SNAP benefits without good cause reason. Program Specialists will discuss the exemptions from the General Work Rules to ascertain that the appropriate determination of each SNAP employability code is assigned to the individual. Individuals are informed of the consequences associated with non-compliance without good cause reason. Individuals are also informed that they will be allowed to start receiving benefits before the end of the sanction time period if they prove they should be excused from the General SNAP Work Rules and contingent upon being eligible for SNAP benefits.

c. Described below is the district's process for documenting the provision of written information about work requirements (General SNAP Work Rules, Mandatory SNAP E&T, and ABAWD Rules) to SNAP households. Check one of the following:

- The district retains copies of all LDSS-5193/LDSS-5193A in the case record.
- 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 the provision of an oral explanation of work requirements (General SNAP Work Rules, Mandatory SNAP E&T, and ABAWD Rules) to SNAP households. Check all that apply:

- Eligibility staff complete the LDSS-4826C and retain a copy in the case record.
- Eligibility staff use a locally developed oral explanation tool and retains a copy in the case record.
- 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):

Our district does not require Non-Temporary Assistance Supplemental Nutrition Assistance (NTA SNAP) applicants and recipients to participate in SNAP Employment and Training activities. Non-exempt NTA SNAP individuals who voluntarily elect to participate in the work requirements will have an assessment completed and assigned to a work activity. Case Management Services are provided to all participants enrolled in SNAP Employment & Training activities. The following case management services are provided: completion of employability assessment, employability plan, one on one case management to discuss barriers (educational/employment, etc.), referrals to activities such as job search, trainings, job fairs, employment, educational programs, health services, housing programs, and coordination with service providers to ascertain client participation and progress. If an individual is not successful in an assigned work activity, employment training or educational program, the Employment Services Unit will conduct a one-on-one case management session to address any identifiable barriers or will assign to another work activity that will better serve the needs of the individual as outlined in the assessment.

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.

At the time that an individual voluntarily opts in to participate in a SNAP E&T work activity the individual(s) will be assigned a Supervised Job Search activity. Program Specialists will monitor the client’s progress weekly usually 5 contacts per week for two weeks. In addition, during the (JRT) Job Readiness Training 2-Day Session, individuals will participate in supervised job search with the assistance of the Employment Unit Senior Program Specialist.

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):

Our district does not mandate SNAP E&T work activities. NTA SNAP work registrants are informed of the employment services available to them upon their request, for assistance with job search activities during Certification and Recertification. Program Specialists will inform the individual (s) of the work activities available to them. Along with a copy of the LDSS-5193A, an employment services flyer will be mailed to the applicant/recipient detailing that job search assistance is available to them upon request.

5.4 Advising Households of Employment and Training Services

a. The district provides information about employment and training services to:

- The required population only
- Other groups (please describe below)

b. Described below is the method the district uses to advise SNAP recipients of available employment and training services at recertification (select all that apply and describe the procedure below):

- Materials/information provided in printed form
- Materials/information provided on a website (describe below how individuals are made aware the information is available on a website):

- Materials/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. Please describe the district process below. Include in the description the district process for screening individuals prior to referral to a provider, the procedures providers follow to communicate information related to provider determinations with the district, the procedures workers follow to communicate information related to provider determinations with the client, and the procedures for documenting provider determinations.

Prior to referring an individual to an appropriate SNAP E&T activity, Program Specialists will conduct an assessment, offer case management to identify any barriers & set employment/educational goals with the individual to ascertain that the appropriate work activity is suitable for the applicant/recipient. Providers are informed of an individual's medical limitations and necessary accommodations by means of a (OTDA Approved) Referral Turnaround Document.

Providers have 10 days from the date of a provider determination to notify the district in writing that a participant is not a good fit for their program or an activity component. All communication from the provider to the district is documented in a Referral Turnaround Document.

The district will notify the SNAP E&T participant of a provider determination within 10 calendar days after receiving notification from the provider. The district will explain the provider determination to the SNAP E&T participant. The district will also notify the client what the district's next steps will be as a result of the provider determination and provide the client with the district's contact information. The individual will also be notified that a sanction will not be imposed due to the provider determination.

When the district receives a provider determination, the SNAP E&T participant will be notified either verbally or in writing. All provider determinations are documented with a case note in the client's case file at the time a client is informed of a provider 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:

The district informs service providers collaborating with the Employment Services Unit that they have authority and a responsibility to make a provider determination if an individual is not a good fit for the work assignment. When a service provider contracts with the district to provide employment services, they are informed of their responsibility to report a determination in writing by means of a Referral Turnaround Document.

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:

The district confers regularly with service providers and clients to ascertain that provider determinations are fair and do not discriminate against individuals assigned to a work activity. Upon receipt of a Referral Turnaround Document with a provider determination, the district will engage in a discussion with the service provider and the individual to confirm details for said determination. If there are discrepancies, the district may request to meet with a service provider to further discuss questions and concerns. This process is documented in a case note and kept in the client's case file.

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, NYCWAY or other automated systems used for reporting work activities is accurate, including actual hours, excused absences and holidays; and is based on documentation in the case record; and
- Ensure that documentation necessary to determine an individual to be exempt due to being the parent caretaker of a disabled household member (Employability Code 38 or 48), and/or parent or caretaker relative of a child in the household under 12 months of age, (Employability code 31), is present in the case file and that individuals meet the exempt status based on the required documentation.

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.

6

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 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?

Yes

No

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?

Yes

No

c. If No, describe below the process used:

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. (This includes both in-person and virtual activities):

Support Services based on an individual's need include the following: 1) Clothing allowance for training, work experience, unsubsidized and subsidized employment, 2) Professional license fees and other work-related fees necessary for participation in training and to accept/retain employment, 3) Moving expenses to another community if it deems such service is appropriate. 4) Jobs related safety equipment, protective gloves, boots, and etc. needed to accept/maintain employment. 5) Tools and equipment necessary to participate in training and to accept/retain employment. 6) Transportation for activities, including the cost of transporting children of TANF participants to/from daycare, car registration fees, car insurance, 5-hour course, car repairs, permit/driver's license, gasoline vouchers, mileage reimbursement rate of 65.5 cents/mi. (same rate for mileage reimbursement for County Employees). The district will consider other needs for supportive services necessary to enable an applicant/recipient to participate in an employment activity or retain employment. The need must be documented and approved by a Principal Program Specialist based on the availability of funds. Support Services in excess of \$500.00 needs to be approved by the Deputy Commissioner.

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. (Select all that apply)

- Bus pass/token
- Gas card/voucher
- Mileage reimbursement at IRS Business rate (effective 1/1/2023 is 65.5 cents/mi)
- Mileage reimbursement at IRS Medical/Moving rate (effective 1/1/2023 is 22 cents/mi)
- Other mileage rate (please explain methodology used to establish reimbursement rate):

Delaware County attempts to provide whatever is necessary for the client to participate in activities. The Department develops with the applicant/recipient a transportation plan. The Department may contract with Delaware Opportunities to transport a recipient to and from full-time work for a limited time in order for the recipient to complete a transportation plan. The Department has two work crew vans that provide transportation to work activity sites. Clients can be assigned to the mobile work crews that provide transportation or assigned to work sites that provide transportation. Also, the Department provides: gasoline cards and mileage reimbursement rate of 65.5 cents/mi. (the same rate for mileage reimbursement for County employees). In addition, the Department makes a reasonable effort to assign participants to appropriate work activities at a site as close as possible to a participant's home.

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 Department's policy is to require a participant to walk to a work activity assignment if the distance is no greater than 1.5 miles. There are several factors determining if an individual would be required to walk. For instance, a client's general health, if there are children that need day care, weather conditions, etc. The distance is the same as our local school districts require of middle school children.

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:

Supported Services based on an individual's need will be issued to assist individuals at risk of needing Temporary Assistance to improve their opportunities for employment or to maintain their employment as outlined in Section 7.1.

7.2 Post-Employment/Transitional Supportive Services

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

In addition to Case Management, the district will make any Supportive Services (as outlined in Section 4.1) needed, available to an individual whose case has closed due to employment, provided the supportive services is necessary for the individual to retain employment. The need for the Supportive Services must be documented. The Supportive Services will be provided pending the available funds. Supportive childcare and transitional Medicaid will be provided, if eligible.

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:

Same as 7.1

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.):

Same as 7.1

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. (Select all that apply and describe the procedure below).

In person

By phone

By mail

Program Specialists will mail Conciliation Notification LDSS-4230 to the recipient. Recipients must respond within the required timeframe. If the client fails to respond to the Conciliation notice within the respective time frame or if the district determined from the conciliation that the individual's refusal to comply or failure to comply was willful and without good cause, the district will issue a ten-day notice to impose an employment sanction consistent with 385.12. If client responds, the client will be given an opportunity to explain why he/she did not comply. Client will be requested to provide the reason for refusal or failure to comply. If client does not wish to state reasons, worker will record case notes on WTWCMS or I/EDR. The client will receive written notification of the Conciliation whether the determination was with or without good cause regardless of whether format is telephone or face-to-face. Conciliation is conducted by agency staff trained in the process to be followed. If there is no response to the conciliation, the worker reviews the information available and if it is determined that the individual willfully and without good cause, refused or failed to comply with employment requirements a timely notice will be sent regarding the appropriate sanction. If there is a response, a conference is held with the client and Employment Unit Principal Program Specialist or the Senior Program Specialist. The employment staff and if necessary, the supervisor, will make the determination that noncompliance was or was not willful and without good cause.

b. Who makes the TA good cause/willfulness determination? (Select all that apply)

The client's employment worker

A supervisor in the district

A separate entity (describe below):

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. (Select all that apply and describe the procedure below)

In person

By phone

By mail

Program Specialists will mail a Conciliation Notification LDSS-4230 to the SNAP recipient. SNAP Recipients must respond within the required timeframe. If the client fails to respond to the Conciliation notice within the respective time frame or if the district determined from the Conciliation that the individual's refusal to comply or failure to comply was willful and without good cause, the district will issue a ten-day notice to impose an employment sanction consistent with 385.12. If client responds, the client will be given an opportunity to explain why he/she did not comply. Client will be requested to provide the reason for refusal or failure to comply. If client does not wish to state reasons, worker will record case notes on WTWCMS or I/EDR. The client will receive written notification of the Conciliation whether the determination was with or without good cause regardless of whether format is telephone or face-to-face. Conciliation is conducted by agency staff trained in the process to be followed. If there is no response to the Conciliation, the worker reviews the information available and if it is determined that the individual willfully and without good cause, refused or failed to comply with employment requirements a timely notice will be sent regarding the appropriate sanction. If there is a response, a conference is held with the client and Employment Unit Principal Program Specialist or Senior Program Specialist. The employment staff and if necessary, the supervisor, will make the determination that noncompliance was or was not willful and without good cause.

d. Who makes the SNAP E&T good cause/willfulness determination? (Select all that apply)

- The client's employment worker
- A supervisor in the district
- A separate entity (describe below):

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:

In the Conciliation Notice, the client is notified to contact their Program Specialist for a work assignment to demonstrate compliance to avoid a SNAP sanction. The clients have 2 weeks to complete Job Search.

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:

The client would request reinstatement. As part of this request, the client would agree to comply and demonstrate compliance in an employment activity for a minimum of 5 days. The department will end the sanction retroactively to the date that the individual expressed an interest in ending the sanction as long as the minimum durational period has ended, and the client has demonstrated compliance for 5 days.

For TA individuals who have become exempt after the noncompliance, and who have provided documentation of the exemption, the district will end the sanction retroactively to the date that the individual expressed an interest in ending the sanction as long as the minimum durational period has ended.

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:

The client would request reinstatement. As part of this request, the client would agree to comply and demonstrate compliance in an employment activity for a minimum of 5 days. The department will end the sanction retroactively to the date that the individual expressed an interest in ending the sanction as long as the minimum durational period has ended, and the client has demonstrated compliance for 5 days.

For SNAP individuals who have become exempt after the noncompliance, and who have provided documentation of the exemption the district will end the sanction retroactively to the date that the individual expressed an interest in ending the sanction.

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.

- An independent entity which has an agreement with the district
- Supervisory staff who are trained in mediation and who have no direct responsibility for the individual's case
- Designated supervisory staff who have no direct responsibility for the individual's case and who are not trained in mediation

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. (Select all that apply, and describe the process)

- District participates in the OTDA managed contract for independent medical evaluations.
- District contracts directly with a physician to provide independent medical evaluations.
- District accepts physician's statement provided by participant.
- District accepts physician's statement provided by participant but refers for an independent evaluation when deemed necessary
- Other process

When an applicant or recipient declares a medical impairment, the local district issues a Physical/Psychological Assessment for Determination of Employability. This form also states that the following information is required: 1. A specific diagnosis 2. Any specific work limitations caused by this diagnosis 3. The expected duration of these work limitations/prognosis 4. The duration of the disability The local district has sole discretion in determining if the documentation provided is sufficient to make a determination of medical impairment. Submitting the required documentation is described above to determine the initial claim of impairment by an applicant, or in evaluating the continuing claim of a recipient who has been previously determined exempt from participation in work activities, shall be a condition of initial or ongoing eligibility for Temporary Assistance. For SNAP, failure to document a disability causes the individual to lose exempt status. Additional documentation may be required of the individual's health care practitioner to evaluate an individual's ongoing claim of a mental or physical impairment. In these circumstances, such individual remains exempt until a final employability determination is made by the local district. If an individual has demonstrated an inability to successfully participate in work activities or employment and the local district has reason to believe this is due to a disability or work limitation, the local district shall require the individual to participate in a disability related screening and/or evaluation. Additionally, if an individual has demonstrated an inability to successfully function in a work setting and is determined through an evaluation or assessment to be exempt and in need of treatment, the individual shall be required to participate in necessary treatment a condition of eligibility for temporary assistance.

b. Described below is the district's procedure for notifying an individual of their exempt/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.

The district's procedure for notifying an individual of their exempt/non-exempt determination is conducted in writing utilizing the LDSS-4005(a) for those non-exempt and LDSS-4005 for individuals determined to be exempt. A copy of the LDSS-4005/4005(a) is placed in the individual's case file and a case note documents the exemption/non-exemption determination.

c. Described below is how the district notifies an individual of their exempt/nonexempt determination. Check one of the following:

- The district sends the LDSS-4005/LDSS-4005(a) and retains a copy in the case record.

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. (Select all that apply)

District directs the contracted physician or individual's physician to determine status.

District review team reviews and determines status (described below).

Specialized disability/medical staff or unit reviews and determines status (described below).

Other

The local district shall deem an individual work limited if the verification received shows medical impairment that would limit the individual's ability to engage in work activities in accordance with Department Regulation. Each applicant and/or recipient for Temporary Assistance that states a medical issue/limitation is requested to have a medical form DSS-4526 completed by his/her physician. When this medical is received, the Program Specialist and/or the Senior Program Specialist and/or a Principal Program Specialist will review the available medical information. The district will notify the individual of this determination in writing with the LDSS- 4005/a Notification of Temporary Assistance Work Requirements Determination (Exempt/Non-Exempt). The local district assigns individuals through close and recurring written collaboration with work experience sites. Any work offered at a site is developed in accordance with each individual's documented abilities. The individual's limitations are provided to the worksite supervisor in writing. For each individual where employment limitations are cited, the Program Specialist coordinates work activities to accommodate the limitations and involvement in a rehabilitation plan to return the individual to self-sufficiency. The treatment plan and progress are/may be monitored. In addition, if program specialists have any questions, our agency Director and/or A.D. Program coordinator will review the information and provide input. Our procedure follows the process of the regulation 18 NYCRR 385.2(d).

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 No

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

c. What screening tools does the district use? (Select all that apply)

LDSS 5009 - Mental Health Screening Tool

The computer assisted version of the Modified Mini Screening tool (MMS)

Other Screening tool (describe below)

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

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

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 Program Specialist and Senior Program Specialist review the medical statements, reports, evaluations, or forms provided by the individual's medical provider to determine if the individual has the potential to be restored (or improved employability) through treatment or other rehabilitative activities to self-sufficiency. If they have any questions or concerns regarding their determination, they review the information with the Principal Program Specialist and Director of Temporary Assistance, or our A.D. person.

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

All individuals with an indicated need for treatment are referred to the appropriate provider. The indicated need can be determined by means of medical information provided by the client, an assessment, employability plan and case management. The treatment provider is required to provide a copy of the treatment plan.

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.

Providers are required to notify the Department if an individual is not complying with his/her treatment plan. We require monthly attendance verification. The Director of Programs currently monitors all in-house rehabilitation clients utilizing progress reports and direct communication. Treatment plans are to be updated every 3 months.

10. District Certification

10.1 Certification

As a condition of the receipt of federal and State funds the Local District Commissioner of Delaware 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 01, 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.

10/27/2023 2:47:24 PM

Sylvia Armanno

Commissioner
