

**Temporary Assistance and Supplemental Nutrition Assistance Program  
Employment Plan  
January 1, 2018 – December 31, 2019**

**Monroe County**

## **Contents**

### **Section 1- Assurances**

### **Section 2 Administration**

Section 2.1 Administrative Structure

Section 2.2 TA and SNAP Employment & Training (SNAP E&T) Provider Agencies

Table 1 - Contracts Associated with TA and SNAP Employment Programs and Services

Table 2 – Other Service Providers

Section 2.3 OTDA Jobs Staff Agreement

Section 2.4 Access to Services at Comprehensive Career Centers

### **Section 3 Engagement and Work Preparation**

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

Section 3.2 Orientation (Reference 18 NYCRR 385.5)

Section 3.3 Assessment and Employment Planning

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

Section 3.5 Job Development

Section 3.6 Training Approval and Activity Enrollment Policies (Reference 18 NYCRR 385.9)

Section 3.7 Work Verification

Section 3.8 Strategies/Procedures for Accommodating Individuals with Limited English Proficiency

Section 3.9 Strategies/Procedures for Increasing Program Attendance

Section 3.10 Strategies/Procedures for Engaging Sanctioned Temporary Assistance Participants

### **Section 4 Support Services** (Reference 18 NYCRR 385.4)

Section 4.1 TA and Non-TA SNAP Applicants and Recipients in Work Activities Approved by the District

Section 4.2 Transitional Support Services

Section 4.3 Extended Support Services

### **Section 5 Conciliation, Sanction and Dispute Resolution Procedures**

(Reference 18 NYCRR 385.11 and 385.12)

Section 5.1 Conciliation

Section 5.2 Sanctions

Section 5.3 Dispute Resolution

### **Section 6 Disability Determinations, Documentation and Requirements of Exempt Individuals**

(Reference 18 NYCRR 385.2)

Section 6.1 Disability Determination Process and Tools

Section 6.2 Mental Health Screening and Assessment

Section 6.3 Requirements for Exempt Temporary Assistance Participants (Reference 18 NYCRR 385.2 (e))

**Temporary Assistance and Supplemental Nutrition Assistance Program Employment Plan  
January 1, 2018– December 31, 2019**

**Section 1- Assurances**

As a condition of the receipt of federal and State funds the Monroe County Department of Social Services submits this Temporary Assistance and Supplemental Nutrition Assistance Program Employment Plan (Plan) to the New York State Office of Temporary and Disability Assistance. The Plan outlines the administration of employment services for Temporary Assistance (TA) and Supplemental Nutrition Assistance Program (SNAP) applicants and recipients for the period January 1, 2018 through December 31, 2019. As Commissioner of Monroe County Department of Social Services, I hereby affirm that employment services programs will be administered in accordance with all applicable federal and State policies, laws, regulations and provisions of this Plan.

\_\_\_\_\_, Social Services Commissioner

\_\_\_\_\_, Date

Amendments to this Plan:

Date Approved OTDA	Section(s) Amended

(To be completed by OTDA)

## **Section 2 Administration**

### **Section 2.1 Administrative Structure**

This agency's organizational chart is attached. It identifies the units and staff within the agency that are involved in the operation of the district's employment program.

Following is a description of the office(s) in and/or outside of the Department of Social Services that are involved in the operation of the district's employment program. The responsibilities of each office are described below.

1. Monroe County Department of Social Services (MCDSS) – The Financial Assistance Director oversees Temporary Assistance, SNAP, Medicaid, Employment Services, Domestic Violence, Home Energy Assistance Program (HEAP), Child Support Enforcement Unit (CSEU) and Day Care. The Employment Coordinator has responsibility for: Front door job search activities, the operations of the Self-Sufficiency workgroup, Teen Age Services Act (TASA) youth case-management services, the employment related activities of the financial assistance teams, and all contracts which are part of Monroe County's Welfare to Work Case Management System (WTWCMS).

2. The work of the Self Sufficiency Unit is organized in a Task-Based Case-management model. Within this framework there are three distinct groups. These three groups are comprised of:

- Employment Interviewers
  - Employment Assessments
  - Restoration to Self Sufficiency Plans (RSSP)
  - Diversion
  
- Employability examiners
  - Participation\ Accountability
  - DART (Disability Review and Assessment)\ RSSP (Restoration to Self Sufficiency)-contractors
  - Conciliation
  - Subsidized Employment
  
- Clerical Support
  - Appointment scheduling
  - Document management

Employment Interviewers - Perform and deliver all functions related to: orientations, employability assessments, reassessments, determine employability, create employability development plans, and assign to work activities, refer to case-management or TASA youth services, review contractors Assessment packets, and request/issue supportive services. Interviewing Staff also perform Employability Assessments for our disabled population (TANF/SN Moe EU codes 32, 36, 41, 42), and Timing Out interviews for TANF recipients who are about to reach sixty (60) months of assistance received. These interviews include an eligibility interview complete with Job Search expectations as appropriate. This group also interviews individuals for our Restoration to Self Sufficiency Plan (RSSP) and keeps a caseload of those interviews that have been determined to be temporarily disabled > six months. This group also responds to questions regarding assessments from our contractors and offers bi-annual refresher trainings for contracted assessors as well as on site Assessor Fairs to keep all assessors current with local resources for employment activities.

Employability Examiners - This team uses COGNOS and WTWCMS lists to monitor client participation and compliance. The staff in this area: make assessment appointments at assessment providers for new clients or in-house for SN non MOE and returning TANF eligible clients, review attendance reports, generate conciliations, request sanctions, perform code changes, issue supportive services as appropriate and respond

to employment related inquires from other Temporary Assistance Staff. Employability Examiners also schedule and run hiring events hosted in the agency as well as throughout the community. Staff monitor requests for medical or other information needed to determine employability. The Employability Examiners are responsible for the monitoring of progress and participation for all adults enrolled in drug and alcohol treatment programs which includes maintaining the Addiction Recovery Employability System (ARES) online attendance system. This group also handles all self sufficiency customer service inquiries including rescheduling appointment, case specific or general questions from clients, providers, and the community. Staff in this area documents all client interactions in WTWCMS and OTDA's Imaging and Enterprise Document Repository (IEDR) and complete actions resulting from the phone calls.

The DART Examiners - Are dedicated staff to review medicals, schedule RSSP interviews with our RSSP contractor to develop plans with the clients to help return them to employability when appropriate. DART Examiners work strongly with our RSSP contractors to aid in improved outcomes for our RSSP clients. In cases where the individuals are permanently disabled, MCDSS staff assists them in the SSI process and linkage to our Law Departments SSI Advocacy Team for follow through on SSA applications. The district utilizes ACCESVR, Industrial Medicine Associates (IMA), area PROS (Personalized Recovery Oriented Services) and medical professionals to aid in the development of successful RSSP plans for individuals.

The Conciliation Examiners - Are dedicated staff that review all non compliance employment instances for willfulness and good cause for both Temporary Assistance and SNAP. Each Conciliation Examiner is responsible for the entire Conciliation process. All non compliant actions are reviewed, Conciliations mailed, responses are reviewed with regard to willfulness and good cause. If an individual demonstrates good cause individual is re-engaged in appropriate employment program. If good cause is not established this team is responsible for the data entry of the sanction action. Each Examiner is responsible for conciliation response calls, faxes, letters, and walk-ins.

Clerical Support – The clerical unit is responsible for receiving incoming mail and documentation that comes directly to the Self Sufficiency Unit, scanning it into I/EDR and tasking it to workers via Annex, our task based management system. This unit is also responsible for issuing bus passes, scheduling or rescheduling employment related activities, and some scheduling of Employment Assessments. This group is also responsible for the tracking/clerical duties of our OTDA-Non-Custodial Parent Employment Grant Program (NCPEP).

Other functional areas employment responsibilities:

3. The MCDSS Temporary Assistance Examiners maintain active TA and SNAP cases in the Care Management (CM) Workgroup. Rehab sanctions are referred to our CM Examiners for processing three ways, directly through ARES to our Annex system when provider advises of program failure, from Employability Examiners after determination has been made, and through attendance review from our contracted CASAC staff to impose appropriate sanctions.

4, The Income Eligible Day Care team issues Transitional childcare for Temporary Assistance cases that close due to excess income.

5. MCDSS currently contracts with 3 assessment providers, Career Systems Development Corp, Rochester Works and Catholic Family Centers to deliver a portion of MCDSS orientations, in depth assessments, Employability Development Plans and referrals to work activities for applicants and recipients of TANF or SN assistance. The assessment centers enter the completed assessments and Employment Plans directly into WTWCMS.

6. Self Sufficiency staff is responsible for delivering the remaining portion of orientations, in depth assessments, Employability Development Plans and referrals to work activities for applicants and recipients of TANF or SN assistance. The Examiners enter the completed assessments and Employment Plans directly into WTWCMS.

7. MCDSS contracts with community agencies to provide employment related services. The agencies currently delivering those services are:

a. Monroe County contracts with Career Systems Development Corp for Applicant Job Search, Job Placement and Retention for SNAP and SN recipients and applicants, Job Readiness Training (JRT)

b. Monroe County contracts with Rochester Works for the management of the Work Experience Program (WEP) by developing WEP positions, supervising those WEP participants, preparing participants for paid employment, reporting attendance and managing 1600 WEP openings throughout the community. RW! utilizes a wide variety of public and non-profit agencies through worksite agreements to maintain work experience placements. MCDSS clients participate in WEP at sites such as, the Hall of Justice, Monroe Community Hospital, the County Office Building, the Public Library System, daycare centers, etc. Rochester Works provides Subsidized Job Placement and Retention services for TANF and SN recipients, JRT, Non-Custodial Parent Employment Grant Program (NCPEP).

8. Monroe County contracts with NYSID to collect and enter actual attendance from the majority of work activity providers for eligible participants in the district. This service includes calling weekly to obtain data, entering the data and maintaining the paper records.

9. MCDSS currently uses a Revenue Intercept process to utilize the New York State OTDA Industrial Medicine Associates contract to provide independent health examinations, mental health evaluations, and cognitive testing.

10. Monroe County utilizes ACCESVR services for work limited individuals as well as individuals that are deemed temporarily disabled.

**Section 2.2 TA and SNAP Employment & Training (SNAP E&T) Provider Agencies**

**Table 1 - Contracts Associated with TA and SNAP Employment Programs and Services**

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

Each contract listed in Table 1 contains an assurance that the activities are not otherwise available from that provider on a non-reimbursable basis, and, if not a performance-based contract, a statement regarding use of a cost allocation methodology that satisfies Generally Accepted Accounting Principles, as well as the requirements of U.S. Office of Management and Budget Circulars A-122 for nonprofit organizations, A-21 for educational institutions, or A-87 for State and local governments.

<b>Provider</b>	<b>Total Contract Cost (per year)</b>	<b>Funding Source(s) (Check all that apply)</b>	<b>Categories of Clients Served (Check all that apply)</b>	<b>Programs, Services or Activities Provided</b>
Career Systems Job Search	\$483,000.00	<input checked="" type="checkbox"/> FFFS <input checked="" type="checkbox"/> SNAP E&T <input checked="" type="checkbox"/> Local <input type="checkbox"/> Other	<input checked="" type="checkbox"/> FA <input checked="" type="checkbox"/> SNA Family <input checked="" type="checkbox"/> SNA Individual <input type="checkbox"/> SNAP <input type="checkbox"/> TANF 200%	Job Search Orientation, assisted job search, JRT, direct job referrals

<b>Provider</b>	<b>Total Contract Cost (per year)</b>	<b>Funding Source(s) (Check all that apply)</b>	<b>Categories of Clients Served (Check all that apply)</b>	<b>Programs, Services or Activities Provided</b>
Career Systems SNAP E&T	\$225,000.00	<input type="checkbox"/> FFFS <input checked="" type="checkbox"/> SNAP E&T <input checked="" type="checkbox"/> Local <input type="checkbox"/> Other	<input type="checkbox"/> FA <input checked="" type="checkbox"/> SNA Family <input checked="" type="checkbox"/> SNA Individual <input checked="" type="checkbox"/> SNAP <input type="checkbox"/> TANF 200%	Job readiness, Job search, placement, retention,. Payment is performance based on meeting placement and retention milestones
Career Systems Work Now	\$280,000.00	<input checked="" type="checkbox"/> FFFS <input checked="" type="checkbox"/> SNAP E&T <input checked="" type="checkbox"/> Local <input type="checkbox"/> Other	<input checked="" type="checkbox"/> FA <input checked="" type="checkbox"/> SNA Family <input checked="" type="checkbox"/> SNA Individual <input type="checkbox"/> SNAP <input type="checkbox"/> TANF 200%	In depth Assessment, assignment to work activity, EDP, WTWCMS entries
Catholic Family Centers	\$50,000.00	<input checked="" type="checkbox"/> FFFS <input checked="" type="checkbox"/> SNAP E&T <input checked="" type="checkbox"/> Local <input type="checkbox"/> Other	<input checked="" type="checkbox"/> FA <input checked="" type="checkbox"/> SNA Family <input checked="" type="checkbox"/> SNA Individual <input type="checkbox"/> SNAP <input type="checkbox"/> TANF 200%	In depth Assessment, assignment to work activity, EDP, WTWCMS entries
Rochester Works Assessments	\$175,000.00	<input checked="" type="checkbox"/> FFFS <input checked="" type="checkbox"/> SNAP E&T <input checked="" type="checkbox"/> Local <input type="checkbox"/> Other	<input checked="" type="checkbox"/> FA <input checked="" type="checkbox"/> SNA Family <input checked="" type="checkbox"/> SNA Individual <input type="checkbox"/> SNAP <input type="checkbox"/> TANF 200%	In depth Assessment, assignment to work activity, EDP, WTWCMS entries
Rochester Works WEP	\$650,000.00	<input checked="" type="checkbox"/> FFFS <input checked="" type="checkbox"/> SNAP E&T <input checked="" type="checkbox"/> Local <input type="checkbox"/> Other	<input checked="" type="checkbox"/> FA <input checked="" type="checkbox"/> SNA Family <input checked="" type="checkbox"/> SNA Individual <input type="checkbox"/> SNAP <input type="checkbox"/> TANF 200%	WEP Management
Rochester Works JRT-Parenting	\$150,000.00	<input checked="" type="checkbox"/> FFFS <input type="checkbox"/> SNAP E&T <input type="checkbox"/> Local <input type="checkbox"/> Other	<input checked="" type="checkbox"/> FA <input type="checkbox"/> SNA Family <input type="checkbox"/> SNA Individual <input type="checkbox"/> SNAP <input type="checkbox"/> TANF 200%	Job Readiness, parenting skills, community service
Rochester Works Job placement/OJT	\$200,000.00	<input type="checkbox"/> FFFS <input type="checkbox"/> SNAP E&T <input type="checkbox"/> Local <input checked="" type="checkbox"/> Other	<input checked="" type="checkbox"/> FA <input checked="" type="checkbox"/> SNA Family <input checked="" type="checkbox"/> SNA Individual <input type="checkbox"/> SNAP <input type="checkbox"/> TANF 200%	Job search, placement, retention. Payment is performance based on meeting placement and retention milestones
Coordinated Care Services, inc (CCSI)-RSSP	\$260,000.00	<input checked="" type="checkbox"/> FFFS <input type="checkbox"/> SNAP E&T <input checked="" type="checkbox"/> Local <input type="checkbox"/> Other	<input checked="" type="checkbox"/> FA <input checked="" type="checkbox"/> SNA Family <input checked="" type="checkbox"/> SNA Individual <input type="checkbox"/> SNAP <input type="checkbox"/> TANF 200%	Restoration to Self Sufficiency plan development and monitoring
Rochester Rehab-Paths to Empowerment	\$125,000.00	<input checked="" type="checkbox"/> FFFS <input type="checkbox"/> SNAP E&T <input checked="" type="checkbox"/> Local <input type="checkbox"/> Other	<input checked="" type="checkbox"/> FA <input checked="" type="checkbox"/> SNA Family <input checked="" type="checkbox"/> SNA Individual <input type="checkbox"/> SNAP <input type="checkbox"/> TANF 200%	Aftercare program for individuals once they close off of TA for excess income
Total	\$2,598,000.00			

**Table 2 – Other Service Providers**

Table 2 includes agencies/providers that offer services to participants and to which the district expects to refer participants but which have no direct financial agreement with the district.



<b>Provider</b>	<b>Funding Source(s) (if known)</b>	<b>Categories of Clients Served (Check all that apply)</b>	<b>Programs, Services or Activities Provided</b>
ABC-Family Self Sufficiency, JRT, TASC		<input checked="" type="checkbox"/> FA <input checked="" type="checkbox"/> SNA Family <input checked="" type="checkbox"/> SNA Individual <input type="checkbox"/> SNAP <input type="checkbox"/> TANF 200%	TASC, Life Skills, JRT, ABE, HSE
OACES Rochester City School District	NYS ed, TANF/SN, SNAP Opportunities, SNAP Ventures	<input checked="" type="checkbox"/> FA <input checked="" type="checkbox"/> SNA Family <input checked="" type="checkbox"/> SNA Individual <input type="checkbox"/> SNAP <input type="checkbox"/> TANF 200%	ABE, TASC, Vocational Education provides alternative HS, TASC, ESOL and case management for 16-20 y.o. alternative HS and case-management services for pregnant and parenting teens
BOCES #1	NYS Ed	<input checked="" type="checkbox"/> FA <input checked="" type="checkbox"/> SNA Family <input checked="" type="checkbox"/> SNA Individual <input checked="" type="checkbox"/> SNAP <input checked="" type="checkbox"/> TANF 200%	ESOL, ABE, TASC, HS diploma, Vocational Education
BOCES #2	NYS Ed, SNAP Ventures	<input checked="" type="checkbox"/> FA <input checked="" type="checkbox"/> SNA Family <input checked="" type="checkbox"/> SNA Individual <input checked="" type="checkbox"/> SNAP <input checked="" type="checkbox"/> TANF 200%	ESOL, ABE, TASC, HS diploma, Vocational Education
Greece Community Education	NYS Ed	<input checked="" type="checkbox"/> FA <input checked="" type="checkbox"/> SNA Family <input checked="" type="checkbox"/> SNA Individual <input type="checkbox"/> SNAP <input type="checkbox"/> TANF 200%	TASC, HS Diploma
ACCESS-VR	NYS Ed. SUNY	<input checked="" type="checkbox"/> FA <input checked="" type="checkbox"/> SNA Family <input checked="" type="checkbox"/> SNA Individual <input checked="" type="checkbox"/> SNAP <input checked="" type="checkbox"/> TANF 200%	Vocational Rehabilitation, Assessment, Testing, Work Tryouts, Job Coaching
NCPEP	OTDA grant	<input type="checkbox"/> FA <input type="checkbox"/> SNA Family <input checked="" type="checkbox"/> SNA Individual <input checked="" type="checkbox"/> SNAP <input type="checkbox"/> TANF 200%	JRT
Volunteers of America	United Way	<input checked="" type="checkbox"/> FA <input checked="" type="checkbox"/> SNA Family <input checked="" type="checkbox"/> SNA Individual <input type="checkbox"/> SNAP <input type="checkbox"/> TANF 200%	The Working Wardrobe delivers workshops on dressing and grooming for employment along with one on one consultations, interview attire and clothing to begin work
N.E.E.D Ministries		<input checked="" type="checkbox"/> FA <input checked="" type="checkbox"/> SNA Family <input checked="" type="checkbox"/> SNA Individual <input type="checkbox"/> SNAP <input type="checkbox"/> TANF 200%	JRT-Clients are given Job Readiness Training instruction tailored to their individual needs. Participants are given instruction in resume writing, interviewing techniques, proper grooming/attire, criminal justice concerns, and maintaining employment
Ibero Action League		<input checked="" type="checkbox"/> FA <input checked="" type="checkbox"/> SNA Family <input checked="" type="checkbox"/> SNA Individual <input type="checkbox"/> SNAP <input type="checkbox"/> TANF 200%	TASC for Spanish/Bilingual individuals
Urban League		<input checked="" type="checkbox"/> FA <input checked="" type="checkbox"/> SNA Family <input checked="" type="checkbox"/> SNA Individual <input type="checkbox"/> SNAP <input type="checkbox"/> TANF 200%	TASC, Life Skills, JRT, YouthBuild
MCC	NYS Ed. SUNY	<input checked="" type="checkbox"/> FA <input checked="" type="checkbox"/> SNA Family <input checked="" type="checkbox"/> SNA Individual <input type="checkbox"/> SNAP <input type="checkbox"/> TANF 200%	Post-Secondary Education, TASC

Provider	Funding Source(s) (if known)	Categories of Clients Served (Check all that apply)	Programs, Services or Activities Provided
REOC	NYS Ed. SUNY, SNAP Venturey	<input checked="" type="checkbox"/> FA <input checked="" type="checkbox"/> SNA Family <input checked="" type="checkbox"/> SNA Individual <input checked="" type="checkbox"/> SNAP <input type="checkbox"/> TANF 200%	Vocational Training, TASC
Refugees Helping Refugees		<input checked="" type="checkbox"/> FA <input checked="" type="checkbox"/> SNA Family <input checked="" type="checkbox"/> SNA Individual <input type="checkbox"/> SNAP <input type="checkbox"/> TANF 200%	English for Speakers of Other Languages (ESOL)
Mary's Place		<input type="checkbox"/> FA <input type="checkbox"/> SNA Family <input type="checkbox"/> SNA Individual <input type="checkbox"/> SNAP <input type="checkbox"/> TANF 200%	English for Speakers of Other Languages (ESOL)
Job Corps	DOL	<input checked="" type="checkbox"/> FA <input checked="" type="checkbox"/> SNA Family <input checked="" type="checkbox"/> SNA Individual <input checked="" type="checkbox"/> SNAP <input type="checkbox"/> TANF 200%	Vocational training, Academic education
Bryant and Stratton		<input checked="" type="checkbox"/> FA <input checked="" type="checkbox"/> SNA Family <input checked="" type="checkbox"/> SNA Individual <input type="checkbox"/> SNAP <input type="checkbox"/> TANF 200%	Vocational Education, Job Skills Training
Continental School of Beauty		<input checked="" type="checkbox"/> FA <input checked="" type="checkbox"/> SNA Family <input checked="" type="checkbox"/> SNA Individual <input type="checkbox"/> SNAP <input type="checkbox"/> TANF 200%	Vocational Education, Job Skills Training
YAMTEP - CNC		<input type="checkbox"/> FA <input type="checkbox"/> SNA Family <input type="checkbox"/> SNA Individual <input type="checkbox"/> SNAP <input type="checkbox"/> TANF 200%	Vocational Education
		<input type="checkbox"/> FA <input type="checkbox"/> SNA Family <input type="checkbox"/> SNA Individual <input type="checkbox"/> SNAP <input type="checkbox"/> TANF 200%	
		<input type="checkbox"/> FA <input type="checkbox"/> SNA Family <input type="checkbox"/> SNA Individual <input type="checkbox"/> SNAP <input type="checkbox"/> TANF 200%	

## Section 2.3 OTDA Jobs Staff Agreement

### OTDA Jobs Program Services – Target Groups

("X" signifies those that apply in this district)

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

### Other Services Requested

Described below are additional services/duties which will be requested of Jobs staff (e.g.,WTWCMS data entry, case conferencing, job fairs)

Monroe County does not currently have an OTDA Jobs program employee.

## Section 2.4 Access to Services at Comprehensive Career Centers

In New York State, TANF is a required WIOA partner and must coordinate access to TANF services with the comprehensive Career Centers.

a. Below is a description of how the district provides access to its programs and services with Career Center partners. Check 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: At the co-located WIOA Career Center applications are given to individuals that request one. DSS is available in the same building. MCDSS and our local WIOA comprehensive Career Centers have a specific referral process to assist TANF eligible individual with access to TANF services. When a TANF individual requests services a referral is faxed to our designated liaison in our CDM Unit and a LDSS-2921 is directly mailed via USPS to the individual requesting the information.

b. Please provide a description of how the district coordinates with Career Center partners with providing services to the district's clients, including referral and information sharing mechanisms.

The district currently shares a location with one of our WIOA Career Center Offices. At our joint location we collaborate on a hiring wall for all community job postings. The district advises individuals of the services available through the Career Center including training assistance, available jobs and open opportunities for the computer lab, resume and job search services as well as assigning individuals to available programs through the Career Center/WIOA

### **Section 3 Engagement and Work Preparation**

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

For purposes of satisfying the federal requirement which states that parents or caretakers must be engaged in work as soon as the district determines they are ready, but no later than within 24 months of receiving federally funded assistance, district’s definition of “Engaged in Work” is:

Compliance with assessment, employment planning, all activities included in the individual’s Employment/Self-Sufficiency plan including any need to attend treatment/rehabilitation programs, or any of the work activities listed in Section 3.4. Also included is pursuit of other forms of income such as SSI and SSDI.

Include any additional information regarding the district’s local “engaged in work” requirements:

1. For the purposes of targeting substance abuse applicants/recipients, the district will utilize the Addiction Recovery Employability System (ARES) to monitor individual treatment compliance and progress towards self -sufficiency. Individuals deemed able to work with no other disabling condition will be required to participate in a variety of other work activities in conjunction with treatment.

2. The Rapid Engagement Demonstration (RED) Team is a collaboration between DHS Temporary Assistance and Monroe County Office of Mental Health. RED assists adults with histories of substance use disorder diagnosis work with DHS to obtain access to Public Benefits and achieve recovery. Recipients of RED services must have a history of substance use disorder diagnosis and or serious mental health diagnosis; have 3 or more applications for public assistance, or 3 or more Emergency Housing placements in the past 12 months. Individuals must also be eligible for public assistance and be residents of Monroe County. The team meets with clients in the community where they live with a goal of engaging effectively with them. One of the goals of the RED team is for their clients to establish stable housing in the community. If it is determined that an individual is going to be permanently disabled the RED team works to support the SSI application process.

3. MCDSS assesses exempt individuals to determine whether they may benefit from some form of treatment or therapy to improve their ability to work. Once the disability review has been completed, a Restoration to Self Sufficiency Plan employment assessment is scheduled as appropriate and a RSSP developed with the participation of the affected individual. This RSSP treatment plan is reviewed and signed by the client and then monitored for compliance. RSSP plans are currently tracked by our local contractor in an access database to ensure updated medical information is provided at the appropriate interval and at MCDSS through a database and our Annex system for individuals that remain with the local district for RSSP. When clients have complied with the RSSP and are still determined to be exempt a referral is made to the DART unit to begin the SSI process.

4. The Disability Assessment Review Team (DART) reviews medicals and related documentation for disability status, assists disabled applicants/recipients with online application for SSI/SSD and refers to the Monroe County Law Department's SSI Advocacy Unit and attorneys to follow up the application and appeal process. When necessary the SSI Advocacy Unit provides legal assistance with SSI appeals.

Monroe County has implemented SSI/SSDI Outreach, Access and Recovery (SOAR) training for case managers working for community based organizations and health care organizations that assist individuals with the SSI/SSA application process. SOAR is an initiative that helps to increase access to SSI/SSDI benefits for people who are homeless or at risk of homelessness. The SOAR Stepping Stones to Recovery training curriculum includes intensive training for case managers and entitlement specialists to assist applicants and gather evidence proactively. The goal is to present comprehensive documentation of the disability so that the application is approved without need for a hearing or appeal.

5. Non-exempt adults who are work ready will be referred to one of our placement contracts to help them to become employed and self sufficient. The district will utilize employment subsidies such as TEAP, Monroe County funded OJT, and tax credits to assist with job placement and incentivize employers.

### **Section 3.2 Orientation (Reference 18 NYCRR 385.5)**

Check one of the following:

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

Monroe County provides literature and information in the orientation about Responsible Fatherhood Programs and services, free banking, bonding for convicted felons, nutrition programs, maintaining a healthy home (lead abatement, and asthma-prevention environment), community resources for cars, clothing, food, and computers.

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

Intake -

Non-exempt - For those clients who are scheduled an employment assessment with DHS staff or CFC the orientation is delivered one-on-one during the Employment Assessment. For those clients scheduled at one of the assessment centers, the orientation may be given in a group setting (Career Systems/Rochester Works) prior to the individual assessment or one-on-one during the Employment Assessment.

Exempt – Clients are provided orientation during various contact points with agency and contracted staff such as CASAC assessment, RSSP Interview, or Disability Interview.

Recertification -

Orientation is done individually. It is included as a part of the recertification checklist the Recertification Interviewers utilize.

The contracted assessment centers also provide clients with a comprehensive orientation as do all of our JRT and JS contracted providers. Orientation is given both verbally and in written form.

### Section 3.3 Assessment and Employment Planning

#### Temporary Assistance Assessment

(Reference 18 NYCRR 385.6 and 385.7)

a. Check one of the following:

The district conducts assessments as required by 18 NYCRR 385.6(a) and 385.7(a):

- The district enters assessments directly into 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. Attached is the local equivalent.
  - The local equivalent does not contain additional elements other than what is required.
  - The local equivalent does contain additional elements beyond what is required, listed below:

In cases of system outage MCDSS uses LDSS 4980 and reports the information into WTWCMS when the system is operational

b. Describe the local district procedure for the completion of an employment assessment:

The assessment centers all follow the same basic processes for TANF eligible and Safety Net applicants or recipients.

1. Clients participate in a group orientation and receive an overview of the assessment process and are handed all forms including, the Employability Development Plan Part A. Questionnaire, Employability Development Plan Supplement, Child Care Rights and Responsibilities, and Request for Supportive Services.
2. Clients then have an opportunity to fill out the EDP Part A, EDP Part A Supplement, and Request for Supportive Services.
3. Assessment specialist meets individually with each client to review the form, discuss any barriers and go over supportive services.
4. TANF eligible applicants fill out The Self-Directed Search. TANF, SN-MOE and SN Non MOE applicants and recipients only TABE test on an as needed basis. Assessment staff makes a determination on a SN Non MOE individual's basic skills proficiency based first on self-disclosure by the client that there is an educational deficit and/or the educational background information provided and/or observation of the individual's ability to read and complete DHS required paperwork.
5. After the self-directed search, clients are either seen that day or scheduled for a return one on one appointment to: review all information gathered, to discuss Work First Opportunities, to discuss all program offerings, to request supportive services,

and to discuss any barriers. The Assessment specialist enters the evaluation in WTWCMS and completes the optional sections on Veteran status, Criminal Background, Job History, and Health Status.

6. Clients who are determined to be medically exempt are referred back to DHS for development of a Restoration to Self Sufficiency Plan (RSSP) or an assessment with our disability assessment review team (DART) and a time frame is established to re-determine employability. A 4005 form Notice of Employability is issued to apprise the clients of their employability status and advise them of their rights relative to a fair hearing.

7. The assessment specialist, using input from the client, develops an individualized Employment Plan including the assignment to work activities and authorization for supportive services.

Employability assessments conducted by MCDSS examiners are all done in a one on one setting. Examiners provide clients with an orientation and overview of their rights and responsibilities, supportive services, childcare, program offerings etc. MCDSS examiners use the EDP Part A, the EDP supplement, Childcare Rights and responsibilities, and Request for Supportive Services. MCDSS examiners do not administer any testing.

The MCDSS Examiner enters the evaluation in WTWCMS and completes the optional sections on Veteran status, Criminal Background, Job History, and Health Status. The Examiner, using input from the client, develops an individualized Employment Plan including the assignment to work activities and authorization for supportive services.

Individuals seen at our contracted employment centers or MCDSS who are determined to be medically exempt or work limited are referred as appropriate to develop a Restoration to Self Sufficiency Plan (RSSP) or an assessment with our disability assessment review team (DART) and a time frame is established to re-determine employability. A 4005 form Notice of Employability is issued to apprise the clients of their employability status and advise them of their rights.

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

1. Career Systems Development
2. Catholic Family Centers
3. Rochester Works!
4. MCDSS-Self Sufficiency Unit

d. The qualifications of the employees conducting the assessment are at minimum: [Refer to requirements listed in 18 NYCRR 385.6(c) and 385.7(c)]

The minimum requirements necessary to perform assessments are the same qualifications as those of the MCDSS Examiner position. MCDSS and its contractors use designated trained staff or providers with demonstrated effectiveness in assessment and employability development to prepare the assessments and plans.

e. Applicants in households with dependent children are required to participate in completion of an assessments:

Yes     No

f. Applicants in households **without** dependent children are required to participate in completion of an assessments:

Yes  No

g. **Exempt** adults in households **without** dependent children are required to participate in the completion of an assessment:

Yes  No

### **Temporary Assistance Employment Plans**

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

a. Check one of the following:

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

The district enters employment plans directly into WTCMS.

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

The district develops individual employment plans using a local equivalent tool and later enters information into WTCMS. Attached is the local equivalent.

The local equivalent does not contain additional elements other than what is required.

The local equivalent does contain additional elements beyond what is required, listed below:

In cases of system outage MCDSS uses LDSS 4978 and reports the information into WTCMS when the system is operational

b. Check one of the following:

The same administrative unit or contractor that conducts employment assessments also develops employment plans.

A different district administrative unit or contractor develops employment plans, and their qualifications include:

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

a. Described below is how the district plans to meet federal and State Temporary Assistance participation rate requirements. Included is the weekly hours standard participation requirement for individuals in the different case and household types, along with the typical time period it takes for nonexempt individuals to be engaged in activities for both newly opened cases and individuals who status changed from



exempt to nonexempt. Information regarding engaging exempt individuals is entered in Section 6:

1. Non-exempt individuals who apply for assistance in Monroe County are immediately referred to supervised job search activities during the application period. Applicants go through the complete employability assessment within 10 days of providing all required documentation to determine eligibility. The required number of contacts for SN single applicant is 15 per week and 8 can be online applications. The required number for Applicants of TANF or SNMOE is 10 and 5 may be online applications. The numbers are flexible depending upon individual circumstances, work experience and type of employment sought.

2. TANF and SN family assessments in some cases are a 2 day process including all testing and completion of the Employability Development Plan.

The assignment to activity is made upon completion of the assessment and clients are given an activity start date within 7 days.

3. TANF and SN family recipients are assigned depending on individual circumstance to an amount of hours over the minimum number of weekly hours required for participation regardless of the age of the children in the household to assist the family in achieving self sufficiency.

4. Assessments for SN recipients with no dependents are completed in one day and the individual is assigned to a work activity within 7 days depending upon the availability of openings.

5. Individuals in households without children are typically assigned to a total of 35 hours per week of activity. Most single individuals participate in a combination of work experience plus job skills training. The number of hours of work experience depends on the size of their public assistance grant plus SNAP allotment and the non-core activity depends on their skill level.

6. Monroe County provides information from the local day care referral agency to clients to facilitate obtaining day care in time to participate in activities and or to accept employment. Monroe County prioritizes daycare tasks to ensure timely approval for participation in required activities or to accept employment.

7. Monroe County promotes up front diversion at Intake. This includes training community advocates, vendors, staff and clients on opportunities to divert applicants through supportive services, rent, heat and utility payments, and landlord negotiations as well as other community resources.

8. Monroe County and Rochester Works Inc have partnered to expand our training and career center located at our 691 St Paul St office. The Training and Career Center offers services to applicants and recipients through its state of the art computer center. Clients in our St Paul Street waiting room are notified of open lab hours by daily announcements over the intercom system as well as schedules made available in the waiting rooms and distributed throughout the community.

9. The District has consolidated all WEP management contracts into one contract to manage 1600 WEP openings throughout the community. The contractor, Rochester Works uses a robust computer software program that has attendance and

job matching capabilities that is adaptable to use for WEP management as well as assist with job placement.

10. In addition the county is continuing our efforts in job placement and retention by continuing to contract with providers who have shown results in this area. MCDSS and its contractors have had significant success working with the public assistance population. Subsidized employment has proven to be an excellent way to increase job entries and retention.

11. Contracted provider agencies all have differing strengths and specialties which permit staff options for referral of individuals with barriers to employment such as, mental illness, chemical dependency, limited English proficiency or other basic skills. This allows the county to provide more employment opportunities for some work limited individuals.

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

	Households with Dependent Children Average Monthly	Households without Dependent Children Average Monthly
Individuals	2700	1300

- c. Described below is a description of how the district uses work participation management reports available through Cognos or other reports and activities to monitor district progress toward meeting work participation requirements and ensuring full engagement by adults in work or work preparation activities:

MCDSS internal task based management computer system, Annex, allows agency staff to advise Self Sufficiency Staff when clients are in need of employment related action, this includes the need for assessments, enrollment in an activity, enrollment changes, are not participating, are under-enrolled, under-employed, need reassignment to a new activity, or need a code change.

MCDSS Self Sufficiency Unit also utilize current Employment Reports in COGNOS to identify clients who: are not participating, are under-enrolled, under-employed, need reassignment to a new activity, or need a code change. Our internal task based management computer system, Annex, also allows agency staff to advise Self Sufficiency Staff when clients are in need of employment related action, this includes the need for assessments, enrollment in an activity, enrollment changes, are not participating, are under-enrolled, under-employed, need reassignment to a new activity, or need a code change. For those purposes the following reports are reviewed at least monthly by supervisors and the work on those cases is distributed to the task group that generates appointments, code changes, and conciliations.

Activity Status of Adults

Adults in Work Experience

Job Search/Readiness > 6 weeks

Adults in Vocational Education 9 Months or More

Adults in Sanction Status/Process

Exempted Caretaker of Child < 1 Exceeding 12 Month Limit

Adults with No Activity Status > 3 Months

MCDSS Self Sufficiency Unit utilizes the Adults with Earned Income Reports to ensure that ABEL budgeting and WTCMS schedules accurate

The following reports are cross-referenced:  
Adults with Current Employment Schedule  
Adults with Budgeted Earned Income and Current Employment Schedule  
and  
Adults with Budgeted Income and No Current Employment Schedule  
Adults with No Budgeted Income and Current Employment Schedule

MCDSS also utilizes the COGNOS monthly detail reports for SN Non MOE, TANF, and SN MOE to identify and analyze which individuals are engaged but not counting in order to engage them fully if possible and increase participation.

MCDSS Self Sufficiency Unit looks at the WTCMS listing reports No Sanctions Imposed, and Client No Shows to impose and keep track of non-compliance actions.

The report Omission of Hours is used to ensure that attendance and non-attendance is being entered timely.

The ARES system generates reports that are used to track drug and alcohol rehabilitation completions to then refer to additional employment activities and change employment coding.

The ARES system generates reports that are used to track drug and alcohol rehabilitation attendance to ensure appropriate action is taken on participation.

Reports are pulled from the RSSP database to initiate disability reviews and engage formerly exempt individuals in employment activities or refer to SSI if appropriate.

SSI application status is tracked in the local DART database.

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

MCDSS currently does not mandate SNAP E&T assignments for NTA SNAP applicants and recipients. Currently MCDSS will send all Non-TA-SNAP non-exempt work registrants the MCDSS Voluntary Employment/Training Opportunities literature at case opening, recertification, or per client request. Non-exempt SNAP work registrants may also request referral to Career Systems Employability Job Readiness Training and Job Search Program. This program consists of, but is not limited to, 5 days of job readiness and up to 15 weeks of supervised job search activities. If a referral to this program is requested, MCDSS will hand deliver or send via USPS a referral for the next available start date for the Career Systems Employability Job Readiness Training and Job Search Program. At anytime a Non-TA SNAP non

exempt work registrant applies for Temporary Assistance and is denied due to failing to Job Search (N19) or failing to attend an applicant employment assessment (N21) he/she will need to be conciliated for SNAP .

For non-TA SNAP applicants/recipients subject to ABAWD(Able Bodied Adults Without Dependents) work rules, the agency will refer to appropriate programs such as SNAP Ventures, ABE, GED, HSE, TASC, and other approved area programs available throughout the community.

e. Please describe the local district procedure for Job Search, including the required number of job search contacts and hours per week assigned. Also include a description of how often individuals are generally required to report job search outcomes and if activities other than job search are routinely expected:

1. The district assigns TA **applicants** to Job Search.  Yes  No

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

Job Search contract with Career Systems for applicants

- Orientation following TA in depth interview
- 2 sessions per day 40 max per session
- Those seen Mon, Tues will come back for their first semi-weekly group later that week
- Those seen Wed – Fri will come back for the first semi-weekly group the following week
- Follow up session will be required semi-weekly
- 6 one hour sessions per day 25 person max
- 10 / 15 required job contacts
- 6 week total duration (42 – 45 days)
- Career Systems will handle reschedules
- They will send daily logs (Excel) to report compliance

1. The applicants are issued a monthly unlimited ride bus pass to participate and informed regarding their responsibility to arrange for childcare if necessary and are given all childcare forms at that time. The childcare resource and referral agency is provided to applicants to assist in securing legal daycare openings when needed.

2. At Job Search orientation applicants are informed of their rights and responsibilities regarding job search. They are then given a job search log, informed that the must provide it in completed form at next scheduled follow up appointments.

3. Once the applicants have been oriented they are given their job search assignments which consist of: 10 contacts per week for families and 15 contacts per week for singles. MCDSS currently accepts online job search contacts at the limit described in 3.4 (a) and faxed applications as appropriate. The percentage of online versus in person applications can be flexible on a case by case basis depending upon the job market at the time, the nature of the jobs, and the applicants' qualifications.

Applicant Job Search	Number of Contacts	Number of Hours	Additional Information
----------------------	--------------------	-----------------	------------------------

TANF and SNA MOE	10	as needed	on line as appropriate
SNA Individuals	15	as needed	on line as appropriate

d  
 is District assigns TA recipients to Job Search.  Yes  No

If yes, the process for engaging TA recipients is: TA recipients are assigned to job search in addition to the core work activity. Contracted job search providers meet weekly with job search participants to discuss progress with the clients, assist with referrals and guidance and to review reasonableness and completeness of the job search attestation log. Recipients in a full-time job search are expected to spend 30 hours per week working on job search activities including: looking for job openings, sending out resumes, filling out applications, going on interviews, etc. Recipients enrolled in Job Search are expected to make 15 (SN) 10 (TANF) job search contacts per week of which an appropriate amount of on line applications will be accepted. TA recipients are assigned to self-attested job search during times that their regular assigned work experience or training program is closed for days that are not counted as holidays. The minimum required number of hours per week is 30 and the number of contacts may vary depending upon the time the clients attest that they have actually spent on each individual job search contact on their log.

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

A recipient who provides unregistered child care is encouraged to register through the Child Care Council to become a legally exempt childcare provider in order to receive payment from the agency and a higher rate of payment. MCDSS will budget this childcare income as appropriate. An individual that is self employed and who receives less than the hourly minimum wage in payment will be required to participate in 35 hours of activity each week, not including the hours of provision of self-employment. MCDSS will allow two months to all self employed individuals to increase their business income, additional time may be permitted as determined by the district based on case circumstances.

g. The allowable work activities that are available in the social services district are listed and defined in the table on the next two pages. An "X" in the appropriate check box indicates the activity is available for individuals receiving Family Assistance (FA), Safety Net Assistance for households with children (SNA Fam), Safety Net Assistance for households without children (SNA IND), and/or Supplemental Nutrition Assistance Program (SNAP) benefits. A blank check box indicates the activity is not available for that case type.

<b>Activity and Definition</b>	
<input checked="" type="checkbox"/> FA <input checked="" type="checkbox"/> SNA Fam <input checked="" type="checkbox"/> SNA Ind <input checked="" type="checkbox"/> SNAP	<p><b>Unsubsidized Employment</b> - Full time or part time employment in the public or private sector that is not subsidized by TANF or any other public program (excluding employer tax credits). Unsubsidized employment includes self-employment and/or paid internships.</p>
<input checked="" type="checkbox"/> FA <input checked="" type="checkbox"/> SNA Fam <input checked="" type="checkbox"/> SNA Ind <input type="checkbox"/> SNAP	<p><b>Subsidized Private Sector Employment</b> - Employment in the private sector for which the employer receives a subsidy from TANF or other public funds (excluding tax credits) to offset some or all of the wages and costs of employing and training a recipient in accordance with New York State Social Services Law 336-f. Subsidized private sector employment will include positions subsidized through grant diversion/Transitional Employment Advancement Program (TEAP), supported employment programs, and paid college work study programs at private institutions. Individuals participating in subsidized private sector employment are paid wages and receive the same benefits as unsubsidized employees who perform similar work. An employment situation will be subsidized for up to the full amount of wages/benefits provided to the program participant and will be subsidized for the length of time as determined appropriate by the State or social services district.</p>
<input checked="" type="checkbox"/> FA <input checked="" type="checkbox"/> SNA Fam <input checked="" type="checkbox"/> SNA Ind <input type="checkbox"/> SNAP	<p><b>Subsidized Public Sector Employment</b> - Employment in the public sector for which the employer receives a subsidy from TANF or other public funds (excluding tax credits) to offset some or all of the wages and costs of employing and training a recipient in accordance with New York State Social Services Law 336-e. Subsidized public sector employment will include positions subsidized through grant diversion/TEAP, supported employment programs, and paid college work study programs at public institutions. Individuals participating in subsidized public sector employment, and work study unless otherwise permitted under a federal work study program, are paid wages and receive the same benefits as unsubsidized employees who perform similar work. An employment situation will be subsidized for up to the full amount of wages/benefits provided to the program participant and will be subsidized for the length of time as determined appropriate by the State or social services district.</p>
<input checked="" type="checkbox"/> FA <input checked="" type="checkbox"/> SNA Fam <input checked="" type="checkbox"/> SNA Ind <input type="checkbox"/> SNAP	<p><b>Work Experience</b> - Unpaid work performed at a public or not-for-profit organization to enable a participant who has not obtained unsubsidized employment to improve his or her employability. Work experience provides participants with an opportunity to acquire training, knowledge, work habits, and work references necessary to obtain and retain employment. Participation in work experience includes training required for the participant to complete the work experience assignment. For example, an individual who is expected to provide clerical support in a government agency may be provided training to develop or refine filing and data entry skills as needed to perform the tasks required as part of the work activity assignment.</p> <p>In addition to those components noted above, work experience will include unpaid internships that are part of any non-graduate student's education curriculum. (Note: Paid internships are to be reported as employment.)</p>
<input checked="" type="checkbox"/> FA <input checked="" type="checkbox"/> SNA Fam <input checked="" type="checkbox"/> SNA Ind <input type="checkbox"/> SNAP	<p><b>On-the-Job Training (OJT)</b> - Training in a public or private sector employment setting during which the participant receives work-essential paid training while he or she is engaged in productive work that provides the knowledge and skills essential to attain full and adequate performance of the job.</p> <p>OJT will be unsubsidized (for which the employer does not receive a subsidy) or subsidized using TANF funds or other funds to offset the cost of the training provided to the participant. A subsidized OJT will be subsidized for up to the full cost of providing such training and wages/benefits provided to the program participant. Positions will be subsidized for the length of time determined appropriate by the State or social services district. OJT is distinct from subsidized employment since the individual must participate in workplace training to attain full and adequate job performance and the subsidy provided is intended to offset the cost of such training.</p>
<input checked="" type="checkbox"/> FA <input checked="" type="checkbox"/> SNA Fam <input checked="" type="checkbox"/> SNA Ind <input checked="" type="checkbox"/> SNAP	<p><b>Community Service</b> - A structured program in which participants perform work for the direct benefit of the community under the auspices of public or nonprofit organizations. Community service placements must be projects that serve a useful community purpose in fields such as health, social services, environmental protection, education, urban and rural redevelopment, welfare, public recreation, public facilities, public safety, and childcare. Community service programs are designed to improve the employability of participants not otherwise able to obtain unsubsidized employment. Participation in community service may include training that is directly required for the participant to complete the community service assignment. For example, an individual who is expected to provide clerical support to a food pantry may be provided training to develop or refine filing and data entry skills.</p> <p>Community service assignments will primarily be voluntary in nature including participation in VISTA, Americorps, and unpaid volunteer activities at a school, Head Start programs, religious or faith-based institutions, community organizations or a nonprofit or public agency but will also include such mandated participation when court ordered. Participation in activities to support these organizations is deemed to provide a service to the community. In those instances, where the participation could meet the federal definition of work experience or community service and the district or program provider would like to have another recipient provide childcare for the community service individual, such hours of work may be reported as participation in community service.</p>
<input checked="" type="checkbox"/> FA <input checked="" type="checkbox"/> SNA Fam <input checked="" type="checkbox"/> SNA Ind <input checked="" type="checkbox"/> SNAP	<p><b>Job Search</b> - The act of seeking or obtaining employment or preparing to seek or obtain employment and will include: looking for suitable job openings in a group or individual setting; making contact with potential employers; learning appropriate workplace expectations and behaviors in preparation for submitting job applications and interviewing; preparing and applying for, and/or interviewing for jobs and related activities.</p>

<b>Activity and Definition</b>	
<input checked="" type="checkbox"/> FA <input checked="" type="checkbox"/> SNA Fam <input checked="" type="checkbox"/> SNA Ind <input checked="" type="checkbox"/> SNAP	<p><b>Job Readiness Training (JRT) Activities</b> - Participation in programs that include seeking and preparing for work. JRT includes two types of activities: (1) traditional activities of resume preparation, training in interviewing skills, and instruction in workplace expectations, training in effective job seeking, including life skills training; and (2) activities that improve an individual's employability, such as substance abuse treatment, mental health treatment, or rehabilitation activities in which a qualified medical or mental health professional has certified that such treatment is necessary.</p> <p>Traditional JRT activities will include: resume preparation, training in interview skills, instruction in workplace expectations, training in effective job seeking, life skills essential to workplace success, time management, goal setting, budgeting, basic math and literacy skills, household management, interpersonal skills, decision making skills, anger management, parenting skills when it has been determined that such training could help reduce unplanned work leave or apprehension toward entering employment.</p> <p>For TANF and SNA MOE funded families, JRT also includes substance abuse and other treatment and rehabilitative services that are required for individuals who are unable to work or individuals whose employability and employment retention requires such services. Such services, which should be reported on WTWCMS as such, will be deemed within WRTS participation rate logic to be JRT for recipients of TANF and SNA MOE funding but will be deemed to be Community Service for recipients of SNA non-MOE, include:</p> <ul style="list-style-type: none"> <li>Physical health treatment and rehabilitation services including attending necessary physical therapy, and doctor appointments. Such treatment will include medical, behavioral and other treatment necessary for individuals suffering from substance abuse (current and former users) with such required treatment ranging from detoxification services to after care/abstinence maintenance.</li> <li>Mental health services including therapy, counseling, and other services to address mental or emotional disorders that can interfere with an individual's daily life functions, ability to work, looking for work or the ability to retain employment.</li> </ul>
<input checked="" type="checkbox"/> FA <input checked="" type="checkbox"/> SNA Fam <input checked="" type="checkbox"/> SNA Ind <input checked="" type="checkbox"/> SNAP	<p><b>Vocational Education</b> - Vocational education is defined as an organized educational program that directly relates to the preparation of individuals for current or emerging occupations that require training up to a four-year degree. Vocational education does not generally include basic or remedial education or English as a Second Language (ESL) but may include work focused general education and language instruction that is a regular or integral part of a vocational education program. Social services districts are responsible for ensuring that any such remedial education or ESL is a regular part of the program for participants with similar skill sets as the TANF/SNA MOE client, is determined necessary by the program provider, and is limited in hours to less than one half of program participation. Vocational education programs include the completion of activities that provide individuals the knowledge and skills to perform a specific trade, occupation or vocation. Vocational education must be provided by an education or training organization.</p>
<input checked="" type="checkbox"/> FA <input checked="" type="checkbox"/> SNA Fam <input checked="" type="checkbox"/> SNA Ind <input checked="" type="checkbox"/> SNAP	<p><b>Job Skills Training</b> - Training or education in job skills to improve a participant's employability, to ensure clients have the basic skills competencies required by employers to support job entry and/or to advance or adapt to the changing demands of the workplace. Where identified as needed, such training may include the development of basic workplace skills including professional workplace behaviors and decision making skills. Job skills training may include customized or technical training designed to provide participants with additional workplace skills, post-secondary education courses leading to a bachelor's or other advanced degree, or other training included under the definition of vocational education training. Job skills training may include literacy instruction, English language instruction, or other basic education for an individual who has already obtained a high school diploma or equivalency when determined from a client's assessment that such instruction is needed to improve the participant's employability.</p>
<input checked="" type="checkbox"/> FA <input checked="" type="checkbox"/> SNA Fam <input checked="" type="checkbox"/> SNA Ind <input checked="" type="checkbox"/> SNAP	<p><b>Education Training</b> - Education directly related to employment for a recipient who has not received a high school diploma or equivalency must be related to a specific occupation, job or job offer or otherwise determined based on a client assessment as necessary to improve the participant's employability to support job entry, retention or advancement. Education directly related to employment may include courses designed to provide the knowledge and skills for general or specific occupations or work settings to ensure clients have the basic skills competencies required by employers and may also include adult basic education, ESL instruction and education leading to a high school equivalency diploma as determined as necessary to improve the participant's job opportunities in potential occupations. Where identified as needed such training may include the development of basic workplace skills including professional workplace behaviors and decision making skills.</p>
<input checked="" type="checkbox"/> FA <input checked="" type="checkbox"/> SNA Fam <input checked="" type="checkbox"/> SNA Ind <input type="checkbox"/> SNAP	<p><b>Secondary School</b> - Regular attendance in accordance with the requirements of the secondary school or a course of study at a secondary school or other State accredited institution leading to a high school equivalence (HSE) diploma, in the case of a recipient who has not completed secondary school or received a certificate of general equivalence. Secondary school participation may include general adult basic education or ESL if it is linked to attending secondary school or leading to a HSE diploma as determined necessary by the educational institution. Secondary School or HSE programs that routinely include ESL, career training, alternative school, tutoring, dropout prevention, teen pregnancy or parenting programs as a requirement of program participation as determined by the educational institution will also be permitted.</p>
<input checked="" type="checkbox"/> FA <input checked="" type="checkbox"/> SNA Fam <input checked="" type="checkbox"/> SNA Ind <input type="checkbox"/> SNAP	<p><b>Provision of Childcare for Individual Participating in Community Service</b> - Providing unpaid childcare to enable another Temporary Assistance (TANF/SNA MOE funded) recipient to participate in a community service program.</p>
<input type="checkbox"/> FA <input type="checkbox"/> SNA Fam <input type="checkbox"/> SNA Ind <input type="checkbox"/> SNAP	<p><b>Other</b> - Any work activity that does not meet the criteria of any of the above countable activities constitutes participation that is not countable toward federal and State participation rates.</p>

### Section 3.5 Job Development

The district conducts or accesses job development services to expand job opportunities for TA and SNAP clients.  Yes  No

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

District staff contacts employers to solicit jobs for Temporary Assistance participants.

Below is the description of how this is done, including number of staff, frequency of contacts, etc.:

Self Sufficiency Supervisory Staff members promote the hiring of Temporary Assistance clients through the use of the Transitional Employment Advancement Program (TEAP). There is a pool of employers that staff work with weekly to utilize TEAP funding. MCDSS offers periodic job interviews with 60 – 75 TA recipients (concentrating on the Safety Net Singles) to fill vacant positions within companies participating in TEAP.

Daily, job openings are received from area employers and reviewed by the Self Sufficiency staff for possible applicant matching. All jobs are posted in our waiting rooms, handed out at our front windows, given during recertification interviews or employment assessments for clients and applicants to review and submit applications to. Each week the Self Sufficiency clerical support mails out TEAP letters to employers actively seeking employees.

To find additional employers, intranet searches of employment web sites, phone calls, cold calls, and mailings are made to employers in the area to explain the TEAP contracts along with information about Tax Incentives. Self Sufficiency staff also attend Job Fairs, as they arise, to speak with employers and discuss the benefits of hiring a client currently on Public Assistance. Individuals that are eligible for TEAP are also given a TEAP brochure to use to advise potential employers that they are eligible for TEAP if they are hired.

The Employment Coordinator receives notifications of job postings from all of Monroe County's vendors, we then try to match clients with these positions.

MCDSS screens recipients for job skills matching current openings at an employer. MCDSS then schedules recipients to come to office and have a job interview here in the building we assist with online application filing and interview preparation before the interview is conducted with the employer.

MCDSS receives notifications of community job fairs and assigns employable individuals to attend. MCDSS is able to have a sign in table at these events and are able to mentor individuals and offer support during the fair.

MCDSS was awarded a grant from OTDA-NCP grant to assist NCP with obtaining job skills to aid in obtaining higher wage paying jobs. We are working in collaboration with our Child Support Enforcement Unit, Rochester Works, and our Self Sufficiency Unit to create a well rounded successful program.

District contracts or has an agreement with another agency to contact employers and solicit jobs for Temporary Assistance and/or SNAP participants. Below is the description of how this is done, including number of staff, frequency of contacts.



Rochester Works - There are 3 full-time and one part-time staff members on the business services team dedicated to employer outreach. This is done in a variety of ways such as group presentations to associations and groups such as the local Chambers of Commerce, JSEC and other networks, one-on-one meetings at employers' worksites, weekly recruitment events, weekly business news updates via email and over the phone and email contact. Employer outreach takes place on a daily basis. Rochester Works also uses employers from our local county Workforce Development Department to connect to employers to promote our participants for hiring.

Career Systems - Career Systems will bring employers to its location so that participants will have an opportunity to apply for jobs and be interviewed at the Job Search Group location. Individuals with particularly relevant skills will be identified and directed to attend these interviews. Other participants will be invited to apply and seek interviews at the discretion of the participating employer. Career Systems currently refers Job Seekers from a number of programs to area job fairs. They will continue this and consider a referral to a job fair to be equivalent to a referral to potential employment; it will be a condition of continued eligibility for the program. They will facilitate, monitor and report this attendance and participation. Career Systems will also develop relationships with hiring agencies that will allow groups of participants to be interviewed at the job site. Career Systems staff will facilitate, monitor and report attendance at these functions.

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

### **Section 3.6 Training Approval and Activity Enrollment Policies (Reference 18 NYCRR 385.9)**

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

MCDSS completes a process for local area educational providers to apply to be approved for referrals. Providers submit information regarding their accreditation, staffing, and numbers served, outcome measures as well as attendance tracking and student performance policies. Programs that demonstrate reasonable performance measures and comply with attendance tracking will be considered. Programs must agree to gather and report attendance weekly to MCDSS on any of our clients in program.

- b. Describe how the district identifies appropriate providers of Vocational Education and Job Skills Training programs that are available to clients whose assessment indicates such services would be an appropriate work activity assignment:

MCDSS completes a process for local area Vocational education providers to apply to be approved for referrals. Providers submit information regarding their accreditation, staffing, numbers served, outcome measures including percentage of enrollees who complete program and percentage of graduates who obtain employment. They must also submit attendance tracking and student performance policies. Programs that demonstrate reasonable performance measures and comply with attendance tracking will be considered. Programs must agree to gather and report attendance weekly to MCDSS on any of our clients in program.

- c. Describe the process and guideline workers follow to ensure that individuals who have not attained a basic literacy level and/or have not attained a high school diploma are offered the opportunity to participate in an educational activity:

Clients who have not attained a HS credential or are in need of ESOL or literacy education are offered the opportunity to engage in educational activities during the employment assessment.

- d. Describe the district's process and policy, including the guideline workers follow, when determining whether participation in educational activities is approved for individuals who have not attained a high school diploma who are interested in participating in an educational activity. Include in this section instances when the agency would deny participation in educational activities:

Clients who read and perform math below a 9th grade level are encouraged to participate in educational activities. Clients performing above those levels are encouraged to participate in TASC or if they are not interested in TASC are informed of vocational education offerings, and/or job readiness and placement opportunities. Clients that have had multiple unsuccessful attempts at educational activities may not be re-referred.

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

Recipients must achieve the minimum entrance requirements established by the training program as documented by their testing instrument.

A recipient who has completed an approved vocational training program in the past 2 years without obtaining employment will not be approved for further training unless administratively approved. A recipient seeking administrative approval should submit a written request to the Self Sufficiency Workgroup documenting why the program they recently completed did not result in employment and a reason why they feel additional training will have a more positive result. This will be forwarded for review to the Employment Coordinator.

A recipient who enrolls in an unapproved vocational training program will be denied training related expenses, but may be deferred from other required employment-related activities for the duration of the current session. Concurrent work activities may be assigned.

- f. Describe the highest level of post-secondary level education that the district will approve as a work activity, up to a four-year college program:

Up to a two year college program, depending on course of study, will be approved as a work activity.

- g. Describe how the district will ensure that enrollments in post-secondary education beyond the 12 month lifetime limit are combined with a weekly average of at least 20 hours in paid employment activities which may include work study, work experience or community service:

Clients enrolled in post-secondary education beyond the 12 month lifetime limit will be assessed at regular intervals to ensure additional assigned work activities meet countable participation requirements. Individuals that are attending vocational education or job skills training are required to provide monthly attendance and if they fail to provide documentation supporting the number of hours assigned they would be subject to conciliation.

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

1. Education providers must be licensed by the state of NY.
2. Attendance is documented and reported weekly and accurately.
3. Participants in TASC, ESOL, and ABE achieve appropriate educational attainment milestones in a timeframe that is reasonable given the individuals' abilities.
4. Vocational training offered continues to be for demand occupations in the local labor market.

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

Applicants and recipients are made aware of the possibility of training or education through the orientation and assessment process. Marketing materials for all training providers are posted and available as handouts throughout the waiting rooms, interviewing areas, and job search rooms. Copies of approved program listings will be available in the orientation area and are available for study at the client's request. Marketing materials and copies of the approved training lists are distributed to contracted assessment centers and community agencies that serve TANF and Safety Net recipients.

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

Recipients and applicants will be notified verbally and in writing of their program assignment and the minimum standards for participation in that program. This notification will generally take place after the development of the Employability Plan.

Recipients and applicants will receive a Notice of Decision informing them of any supportive services that are approved to receive.

All work activity enrollment, approval, required number of hours in program, and duration of approval will be detailed in the Employability Development Plan.

k. In accordance with 18 NYCRR 385.9(b), regardless of whether the college program is approved for the participant as an employment work activity, the district will approve as a work activity a work-study, internship, externship or other work placement that is part of a non-graduate student's curriculum unless one or more of the following conditions applies as checked below:

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

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

MCDSS requests school attendance at Intake, recertification and review for each school age child. The district has an MOU with The Rochester City School District (the largest number of MCDSS youth attend RCSD) to provide attendance for high school students via a case specific request, this is centralized with Self-Sufficiency clerical staff. We will continue to request verification for students in suburban school districts manually. All teenage heads of household on their own case are referred for case management services to agencies such as the Center for Youth Services, Hillside, etc.

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

The individual's medical and or psychological evaluation is reviewed, 4005 sent to client, and considered when choosing a work activity and establishing the individual's Employment Plan. When the assignment is made to a work site the referral form documents the person's restrictions and is used to inform the site supervisor.

### **Section 3.7 Work Verification**

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

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

After each self audit is completed, the district must submit a summary of findings for State review including specific information on each of the errors identified. In addition, when monitoring reveals substantial problems, the district must describe the corrective action it will take.

The Quality Assurance plan must explain how staff will:

- Ensure that documentation of wages and actual hours of employment is verified and accurately projected/reported and present in the case file, is actual and is projected correctly;
- Ensure that the documentation for actual hours, supervision/attendance, excused absences, and holidays in other activities is present in the case file;

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

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

The district will perform a random sample of (24) cases semi-annually for paid work activities to review district worker collected documentation and data entry. Both the temporary assistance and employment case files will be reviewed. Hours of employment will be verified through receipt of pay stubs, employer verification forms or collateral contact with the employer. The review will ensure the hours of employment on the ABEL budget are consistent with the hours reported on WTCMS and documentation is in the file to support hours reported on WTCMS and that the scheduled hours on WTCMS is consistent with the documentation.

The district will perform a random sample of (24) cases semi-annually for participation in unpaid work activities to review district worker collected documentation and data entry. The employment case files will be reviewed. Actual hours of attendance will be documented by attendance sheets showing actual hours of attendance, any excused absences during the month, any unexcused absences during the month, and holiday time. The review will ensure the actual hours of attendance reported on the monthly attendance sheets has been correctly reported on WTCMS, excused absences and holiday time are documented in the case file and correctly reported on WTCMS in accordance with federal limitations, and documentation of actual hours of attendance is accurate and matches the hours of participation reported on WTCMS by district or provider staff.

The district will perform a random sample of (12) cases semi-annually in which a case member is reported as an employability code 38-needed in the home fulltime or employability code 48-time limit exemption to care for a disabled household member to review district worker collected documentation and data entry. The temporary assistance case file will be reviewed to ensure there is presence of medical documentation to support the exemption and that the documentation has a timeframe for the exemption and that the individual is the appropriate caretaker.

The district will perform a random sample of (12) cases semi-annually in which a case member is reported as an employability code 31-caretaker of a child under the age of 12 months to review district worker collected documentation and data entry. The temporary assistance case file will be reviewed to ensure there is documentation from hospital, birth certificate or social security card present to verify the child under the age of one. Temporary assistance records will also be reviewed to ensure that the household composition is in fact a one parent case and that the individual has not exceeded the 12 month lifetime limit.

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

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

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

Does the district utilize and separate providers to collect documentation and enter data directly into WTCMS?

Yes       No

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

Monroe County DSS will assess and verify that work eligible individuals are correctly identified, hours of attendance reported by providers is accurate and documented, data entry is accurate and that district and providers adhere to approved district and State policy in terms of work activity definitions and determination of excused absence reporting.

MCDSS will perform a random sample of 24 cases semi-annually for paid work activities. Both the temporary assistance and employment case files will be reviewed. Hours of employment will be verified through receipt of pay stubs, employer verification forms, and direct phone contact with the employer documented in case notes. The review will ensure the hours of employment on the ABEL budget are consistent with the hours reported on WTCMS and documentation is in the file to support hours reported on WTCMS and that the scheduled hours on WTCMS is consistent with the documentation.

Monroe County will maintain the supporting documentation for participation in paid and unpaid work activities and make it readily available for review by A&QI auditors upon request. In addition, documentation related to the caretaker of a child under 12 months of age or caretaker of a disabled household member exemptions/exclusions will also be retained and made available upon request.

Monroe County will validate unpaid work activity attendance reporting by conducting monitoring visits to providers and viewing attendance rosters for training. MCDSS senior examiner staff will conduct at least semi-annual site visits to view attendance monitoring and participation: for work experience, JRT, and training and other work activity sites.

1. The case reviews will be conducted by a designated MCDSS Employment Unit supervisor and senior examiner.

2. MCDSS will review a semi-annual random sample of attendance collected and data entered for 25 work experience participant cases, 10 vocational education participant cases, 10 educational participant cases, and 10 job skill training participant cases.

3. Entries in WTCMS will be compared with actual attendance rosters along with verification of holidays, site closings, and excused absences.

4. Upon completion of the case reviews the results will be compiled and summarized for the district to evaluate areas for improvement, corrective action, and will be submitted to the state as required.

### **Section 3.8 Strategies/Procedures for Accommodating Individuals with Limited English Proficiency**

Following is a description of how the district accommodates the needs of Non-English speaking participants in accessing employment activities and services:

MCDSS contracts with Catholic Family Center (CFC) to provide employment assessments for our non-English speaking populations. Catholic Family Center is equipped to serve this population with translators and other resources.

Our Employment Assessment Group and our Employment Assessment contractors employ bi-lingual employees to assist with assessments for individuals with Limited English Proficiency.

Our contracted vendor for Applicant Job Search conducts weekly orientations in Spanish.

Our District has also entered into a Memo of Understanding (MOU) with Catholic Family Center for applicant Job Search for refugees outside of the 8 month arrival exemption, recognizing the challenges this population face becoming Self Sufficient. CFC has relationships with area employers to hire non-English speaking individuals.

Bilingual District staff compile and regularly update a list of employers who hire individuals with Limited English Proficiency. The list is shared with employable LEP clients at any contact.

The district contracts for interpreter services for all individuals with Limited English Proficiency. Interpreting services are provided in-person by Catholic Family Center and through the electronic Language Line phone system for telephonic interpretation.

### **Section 3.9 Strategies/Procedures for Increasing Program Attendance**

Describe district policies and/or procedures in place to reduce the amount of time participants fail to participate in work activities, including absences that are with good cause:

MCDSS plans to increase attendance and participation by:

Reviewing the performance of contracted providers to determine which have the best performance and will replicate where possible and remediate the weaker performers.

Assigned liaisons work with the contracted employment program providers to identify gaps, implement solutions and best practices.

Establish a team to monitor program compliance and take corrective action when necessary.

MCDSS was selected to participate in a research study funded by ACS, to study behavioral interventions that lead to increased compliance with employment activities. Federal researchers with the BIAS Next Gen project are reviewing appointment letters and assessment/orientation materials from a behavioral science aspect to provide insight into changes that may result in increased compliance. Study will launch in 2018 and continue throughout year.

For a person-centered approach to assessing individuals reaching 60 months of TANF assistance, MCDSS has created a survey to be administered during the timing out interview. This survey asks the recipient to identify what they see as their barriers to employment and what they would need in employment programming to meet their needs.

In an attempt to identify barriers for individuals who have received 60 months of assistance, MCDSS is using the Mini Mental Health screening tool during timing out interviews on a voluntary basis.

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

District attempts to engage sanctioned participants as soon as they are sanctioned using the following strategies:

District attempts to engage sanctioned participants when the durational period of the sanction is completed using the following strategies:

MCDSS will engage sanctioned individuals once the duration period of the sanction is over by monitoring appropriate COGNOS durational reports. Clients will be scheduled for Employment Assessments to re-engage in employment activities. At all client contact, agency staff will discuss options for compliance after the durational period ends to encourage recipients to re-engage in employment programming. At recertifications, sanctioned clients whose durational period has ended will be scheduled for Employment Assessments. If the individual does not attend the assessment appointment, or refuses a work activity assignment consistent with the demonstrated compliance process outlined in section 5.2, they will remain sanctioned.

District attempts to engage sanctioned participants during different times in the sanction period using the following strategies.

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

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

MCDSS espouses a WorkFirst philosophy, from initial contact through eligibility the benefits of work are discussed. During this process Supportive Services such as:

Background checks

Assistance with legal issues through the Judicial Process Commission,

Bonding for convicted felons through DOL,

Financial literacy information

EITC Outreach

VITA referrals

Assistance with child support

Direct job matching through our career center and employment contracts

Access to computers and internet daily in our onsite Career Center

Basic computer training daily in our onsite Career Center

Immediate referrals and access to Interview attire through MOU with the Volunteers of America

Working Wardrobe

Referrals to WIC

Employers interviewing on site

Resumes typed and copied

are reviewed and issued as appropriate.

MCDSS offers one time only assistance payments for: rent, energy, transportation, car insurance or repairs, tools, etc. to avoid ongoing assistance.

## **Section 4 Support Services** (Reference 18 NYCRR 385.4)

### **Section 4.1 TA and Non-TA SNAP Applicants and Recipients in Work Activities Approved by the District**

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



1. Monroe County has a Memorandum of understanding with The Volunteers of America Working Wardrobe (VOA) to provide clothing. The agreement states The VOA will furnish clients with up to 3 appropriate outfits for job interview attire or for clients to begin or maintain employment. Under the MOU Volunteers of America will also conduct one on one consultations and monthly dressing for success, grooming and appearance workshops.

2. MCDSS will provide participants with a Clothing Allowance in the amount of \$150 when needed to secure or maintain employment or when essential for other assigned employment activities.

3. The district will assist participants in need of supplies and or books with a maximum allowance of \$500 when necessary to secure or maintain employment or for other assigned employment activities such as training.

4. MCDSS will assist participants in need of licensing or testing fees that are job specific and are necessary to secure or retain employment. The district will authorize a maximum allowance of \$300 for this purpose.

5. MCDSS will provide participants with a maximum allowance of \$500 for the purchase of tools necessary to obtain, maintain, or resume employment

b. The district will use the following approach to assist those participants who need transportation to and from an approved work activity site, including any applicable mileage reimbursement rate, and the method used by the district to arrive at that reimbursement rate. OTDA policy establishes a mileage reimbursement rate of no less than the IRS established rate for medical/moving purposes. In all instances, should the actual cost of transportation needed to participate in an assigned work activity exceed the reimbursement rate determined by the district, the district will reimburse for the actual costs based on reasonable documentation submitted by the work activity participant.

Please check all that apply:

- Bus pass/token
- Gas card/voucher
- Mileage reimbursement at IRS Business rate, (effective 1/1/17 is 53.5 cents/mi)
- Mileage reimbursement at IRS Medical/Moving rate, (effective 1/1/17 is .17 cents/mi)
- Other mileage rate, (please explain methodology used to establish reimbursement rate):

MCDSS provides clients who reside within walking distance of public transportation a monthly unlimited ride bus pass in order to participate in work activities. Individuals who own a vehicle and who could potentially take advantage of public transportation but would prefer to use their vehicle are provided with a gas allowance in lieu of a bus pass in the equivalent dollar amount of a \$56 monthly bus pass

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

There are a limited number of Monroe County Temporary Assistance recipients with documented transportation hardships that prevent active participation. Persons claiming

these hardships will be counseled and offered available transportation and relocation services. It is the district's expectation that these individuals will make themselves available for employment programs.

In accordance with OTDA policy MCDSS has established the maximum distance a non-exempt individual would be required to walk to participate in a work activity assignment or to access public transportation is 2.0 miles. Individuals with disabilities will be accommodated.

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

MCDSS offers a single point of entry intake process for all programs. At intake MCDSS is able to provide the following supportive services for diversion of individuals and families at risk of needing public assistance:

1. Transportation (bus pass, gas allowance)
2. Vehicle repair
3. Clothing/Uniforms
4. Tools
5. Licensing fees-driver/skilled trade
6. Applicant Job search program
7. One time rent payment
8. Heat and Utility payments
9. Assistance with certificates of relief
10. Background checks

#### **Section 4.2 Transitional Support Services**

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

MCDSS has built paid performance incentives for retention into all job placement and job development contracts to encourage placement contractors to provide case management and additional retention services including financial literacy, VITA services, etc. MCDSS works closely with Child Support Enforcement to help our families get the support in place to help transition from welfare to self-sufficiency. MCDSS utilizes TEAP to encourage employers to work with participants to achieve better outcomes. The Self Sufficiency Workgroup is equipped to intervene if an employee is struggling, before the client is terminated.

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

MCDSS will determine eligibility for diversion payments during the 90 day period after case closing due to employment. If eligible, payments will be issued to prevent loss of employment or return to Temporary Assistance. MCDSS has also contracted for an aftercare program "Paths to Empowerment" will link individuals closed for excess income to resources and assistance in the community for 6 months. These services can be but are not limited to-financial literacy education, transportation assistance, rental assistance, basic life skills education.

#### **Section 4.3 Extended Support Services**

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

The district will provide transitional childcare for up to 12 months for eligible households.

## **Section 5 Conciliation, Sanction and Dispute Resolution Procedures**

(Reference 18 NYCRR 385.11 and 385.12)

### **Section 5.1 Conciliation**

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

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

Clients respond to the conciliation in one of the 3 methods above and the response is reviewed initially by an examiner and conference with a senior examiner or supervisor as necessary.

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

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

Clients respond to the conciliation in one of the 3 methods above and good cause/ willfulness is reviewed initially by an examiner and conferenced with a senior examiner or supervisor as necessary.

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

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

Clients respond to the conciliation in one of the 3 methods above and the response is reviewed initially by an examiner and conference with a senior examiner or supervisor as necessary.

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

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

Clients respond to the conciliation in one of the 3 methods above and good cause/ willfulness is reviewed initially by an examiner and conferenced with a senior examiner or supervisor as necessary.

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

There will be no conciliation process or sanction for failure to participate in any SNAP E & T activities for NTA-SNAP participants unless a client is applying for Temporary Assistance and is denied for failing to Job Search or failing to attend applicant employment assessment

MCDSS Conciliation Team will send client Conciliation Notice (LDSS-4230) selecting option 3, giving the opportunity to avoid the SNAP sanction. The LDSS-4230 along with a Job Search worksheet will be mailed via USPS to client advising of opportunity to avoid SNAP sanction by doing a valid Job Search of 2 job searches per day and submit with conciliation response within 10 calendar days

## Section 5.2 Sanctions

a. The district's procedure for determining compliance for those Temporary Assistance 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 is:

Individuals are determined to be in compliance on the day that they participate in a work activity. Individuals who are sanctioned for failure to participate in an assessment must complete the assessment process. Individuals who become employed full time are considered to be in compliance. Benefits are restored retroactive to the date the individual indicated a willingness to comply but, not before the end of the durational sanction period.

If an individual is determined after the fact to have been exempt at the time of the incident, the sanction will be removed and benefits restored retroactive to the date of sanction.

b. The district's procedure for determining compliance for those SNAP 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 is:

Recipients must request to be added back to the case after the minimum duration has ended and comply with work requirements as required by the district. Those who document an exemption may have their SNAP sanction lifted before the end of the durational sanction period.

## Section 5.3 Dispute Resolution

The district's procedure for individuals who wish to dispute their work activity assignments, including individuals who dispute the district's response to their request for health-related accommodations is conducted in accordance with 18 NYCRR 385.11.

The grievance is mediated by:

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

## **Section 6 Disability Determinations, Documentation and Requirements of Exempt Individuals**

(Reference 18 NYCRR 385.2)

### Section 6.1 Disability Determination Process and Tools

The district's process for determining an individual's disabilities and/or work limitations is in accordance with 18 NYCRR 385.2(d). Check all that apply, and describe the process:

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

Self Sufficiency staff, temporary assistance examiner staff, or contracted assessment staff may review medical documentation and make determinations on whether individuals are exempt, nonexempt, or work-limited and complete the LDSS-4005 (Notice of Disability Determination) accordingly. In situations where the individuals have previously been coded exempt and are being re-evaluated, the medical statements and determinations will be handled by the designated Self Sufficiency Examiner staff.

In situations that are complex or an individual is contesting the determination, MCDSS may request additional testing or evaluations from IMA or from another appropriate community resource in order to make a determination.

The local process for reviewing the medical documentation to determine if the individual is exempt, nonexempt, or work limited is as follows:

- District directs the contracted physician or individual's physician to determine status.
- District review team reviews and determines status (described below).
- Specialized disability/medical staff or unit reviews and determines status (described below)
- Other:

Self Sufficiency staff, temporary assistance examiner staff, or contracted assessment staff may review medical documentation and make determinations on whether individuals are exempt, nonexempt, or work-limited and complete the LDSS-4005 (Notice of Disability Determination) accordingly. In situations where the individuals have previously been coded exempt and are being re-evaluated, the medical statements and determinations will be handled by the designated Self Sufficiency Examiner staff.

In situations that are complex or an individual is contesting the determination, MCDSS may request additional testing or evaluations from IMA or from another appropriate community resource in order to make a determination.

## Section 6.2 Mental Health Screening and Assessment

The district is administering a screening tool for Temporary Assistance participants to help determine whether a referral for a mental health evaluation is warranted, in addition to screening for a disability that occurs as part of the application or disability determination process

- Yes       No *(If No, section 6.2 is complete)*

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

We are offering screening to participants during the Timing Out Interview and Safety Net application process.

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

- Yes       No

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

MCDSS will refer for a mental health evaluation as well as a Health Home Care Management referral for any individual scoring 9 or above.

If using a screening tool other than the MMS, indicate the screening tool used:

n/a

Describe the district procedure for referring a participant for a mental health evaluation, when warranted by the screening result:

If an individual scores 9 or above the LDSS, working with the local Office of Mental Health, will refer the individual for a mental health evaluation at an available community provider. Compliance and treatment recommendations will be reviewed by Self Sufficiency staff and appropriate referrals will be made.

### **Section 6.3 Requirements for Exempt Temporary Assistance Participants (Reference 18 NYCRR 385.2 (e))**

An exempt individual who has the potential to be restored to self-sufficiency through rehabilitation may be required to accept medical care to assist the individual in recovering from a mental or physical impairment, accept referral to and enrollment in a program of vocational rehabilitation, training, and/or other essential rehabilitation, and provide requested evidence that he/she is participating in the assigned program.

a. Following is the district's procedure for determining if an individual who is unable to work due to mental or physical impairment has the potential through treatment or other rehabilitative activities to improve the ability to work. This determination is different from the determination of the individual's disability exemption as covered in Section 6.1 of this plan. Included here is who (e.g., medical practitioner, employment worker, Temporary Assistance worker, local review team, etc.) makes or assists in this determination that an individual can restore or improve employability through treatment or other rehabilitative activities. Also included is the source and type of information used to make the determination (e.g., information from individual's medical practitioner, district contracted provider, specialist evaluation obtained as result of district referral, etc.):

1. MCDSS requests that individual provides documentation from their own practitioner as specified in 18 NYCRR 385.2 within the allowable time frames. MCDSS contracts with Industrial Medicine Associates via the NY State contract to provide medical evaluations, psychological evaluations, and IQ testing for individuals to determine if they have the potential to be restored to self-sufficiency.

2. Currently the determination of exemption, and/or restoration to self-sufficiency is made by the Disability Assessment Review Team, the TA Supervisors and Sr. Examiners, or the Employment Unit staff with consultation from medical or mental health professionals who have involvement with the individual.

3. MCDSS has dedicated staff on the D.A.R.T. team whose function is to review medicals, communicate with clients, the TA workers, Employment workers, medical professionals involved in the case. They make the disability determinations and develop plans to restore individuals to employability when appropriate or assist with the filing of the SSI application.

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

#### **Restoration to Self Sufficiency Plan (RSSP)-**

MCDSS staff dedicated to the disability review process review medical evaluations to determine whether to work with clients to restore them to employability or to assist them in obtaining SSI. Whenever necessary the staff will seek input from: the TA workers, Employment workers, medical

professionals or any case managers involved in the cases to gain a better understanding of the clients' situations. RSSP – our contracted staff of BSW's (RSSP Facilitators) or Self Sufficiency examiner staff will develop plans together with the clients. Plans may include such activities as: participation in any treatment programs recommended in their medical evaluations, physical or mental health therapy, and Vocational rehabilitation activities, working with case-managers, and/or participating in regular group meetings. As well as offer referrals to local Health Home Care Management. As the individual progresses through the RSSP process the plan is revised and the work activity requirements increase, as appropriate after LDSS 4005 is mailed. Once an individual is determined to be able to work or becomes work limited the RSSP Facilitators refer client back to Self Sufficiency Unit for an Employment Assessment and enrollment in appropriate work activities.

As the individual progresses through the RSSP process the plan is revised and the work activity requirements increase, as appropriate after LDSS 4005 is mailed. Once an individual is determined to be able to work or becomes work limited the RSSP Facilitators refer client back to Self Sufficiency Unit for an Employment Assessment and enrollment in appropriate work activities.

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

2. Treatment such as physical therapy or mental health is tracked regularly by dedicated RSSP-Facilitators through a current system in place at the contracted site. Treatment such as physical therapy or mental health is tracked monthly by our RSSP Team and direct data entered by our NYSID data entry contractors.
3. Clients with active cases on the case-management teams, RED, or Transitional Housing are monitored by their case-managers.