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David A. Paterson
Governor

NEW YORK STATE
OFFICE OF TEMPORARY AND DISABILITY ASSISTANCE
40 NORTH PEARL STREET
ALBANY, NEW YORK 12243-0001

David A. Hansell
Commissioner

May 7, 2008

Ms. Kelly A. Reed
Commissioner
Monroe County Department of Human
and Health Services
111 Westfall Road
Rochester, New York 14620

Dear Commissioner Reed:

I am pleased to inform you that your Temporary Assistance and Food Stamp Employment Plan for the period January 1, 2008 through December 31, 2009 is approved by the Office of Temporary and Disability Assistance (OTDA). A copy of your final plan is enclosed.

The plan will be made available to our Office of Administrative Hearings for use by administrative law judges when conducting employment-related fair hearings. Any amendments necessary to reflect changes to your district's policies or procedures that are covered by the plan must be submitted to your OTDA Employment Technical Advisor for approval.

We look forward to continuing our work over the next few years as we work to continually enhance employment services provided to low-income individuals so they are prepared to retain employment and access the array of work supports available in New York. As always, feel free to contact me or Barbara Guinn at (518) 486-6106 for any assistance to support your efforts.

Sincerely,

Russell Sykes
Deputy Commissioner
Center for Employment and Economic Supports

Enclosure

cc: Barbara Guinn
Elaine Cohen
James Yonkers

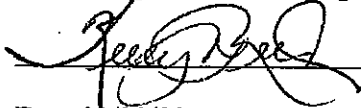
"providing temporary assistance for permanent change"

S-6-9-08

**Temporary Assistance and Food Stamps Employment Plan
January 1, 2008 – December 31, 2009**

Section 1 Assurances/Signature

As a condition of the receipt of federal and State funds the Monroe County Department of Human Services submits this Temporary Assistance and Food Stamp Employment Plan (Plan) to the New York State Office of Temporary and Disability Assistance. The Plan outlines the administration of the employment services for Temporary Assistance (TA) and Food Stamp (FS) applicants and recipients program for the period January 1, 2008 through December 31, 2009. As Commissioner of Monroe County Department of Human 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 03/20/08

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 Human Services that are involved in the operation of the district's employment program. The responsibilities of each office are described below.

1. MCDHS – The Financial Assistance Director oversees Temporary Assistance, Food Stamps, Medicaid, Employment Services, Domestic Violence, and Day Care. The Employment Coordinator has responsibility for: Front door job search activities, the operations of the DHS Employment Unit, the Pathways program staff, Paths to Recovery program staff, the BOSS program staff, the employment related activities of the financial assistance teams, and the contracts which are part of Monroe County's WTW overall program.

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WELFARE-TO-WORK DIVISION
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2. The staffs of the Employment Unit operate the upfront diversion activities for applicants of TANF, SN, SNF, and FS assistance. These activities include the provision of: orientation, job search, job club, on-site employers and job interviews. The Employment Unit staff provides: orientations, assessments, reassessments, assignment to work activities, monitoring, conciliation, dispute resolution, non-compliance referrals, and WTCMS entries for TANF, SNMOE, and SN individuals without dependent children including individuals transitioning from exempt to employable status.
3. The MCDHS Temporary Assistance examiners maintain active TA and FS caseloads. The staff is divided into four separate workgroups: Intake, Employable/Disabled, Rehabilitation, and Child Only. The Intake workers are responsible for referral to applicant job search activities and referral to Employment assessment. They are also responsible to initiate supportive services such as transportation and day care for new recipients of public assistance. There is a Temporary Assistance team that handles all cases where the adult in the household has been determined to be disabled. The team has dedicated staff to review medicals develop plans with to return to employability with appropriate individuals and move to the SSI track in-cases where the individuals are permanently and completely disabled. The district utilizes the VESID LIVES and Adjunct LIVES contracts to work with the work limited individuals.
4. The Employment Unit examiners are responsible for the supportive service payments, the conciliation and sanction process for TA recipients. The Income Eligible Day Care team issues Transitional childcare for Cases that close due to excess income.
5. The Rehabilitation teams are responsible for the monitoring of progress and participation for all adults enrolled in drug and alcohol treatment programs which includes maintaining the ARES system.
6. MCDHS currently contracts with 2 assessment providers, Baden St Settlement and Career Systems Development Corp to deliver 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 EPs directly into WTCMS.
7. The total number of employees of the local Department of Human Services Financial Assistance Division is 737
8. MCDHS contracts with a number of community agencies to provide job placement and retention services. The agencies currently delivering that service are:
 - a. Career Start- Job placement and subsidized employment for TANF recipients
 - b. REOC- Job Placement and Retention for SN and TANF Recipients
 - c. Catholic Family Service – Job Placement and Retention for non English speakers
 - d. East House Career Services – Job Placement, Retention, and supported employment for Mentally ill recipients of TANF or SN

- e. Action for a Better Community – Job Placement and Retention for SN and TANF recipients
 - f. Career Systems Development Corp - Job Placement and Retention for FS and SN recipients and applicants
 - g. Urban League of Rochester- Job Placement and Retention for SN and TANF recipients
9. MCDHS contracts with various providers in the community to deliver programs that include: developing WEP positions, supervising those WEP participants, preparing participants for paid employment, reporting attendance and performance and in certain programs providing GED and Job skill or vocational education training on site.
10. The current list of contracted WEP provider agencies are:
- a. Rochester City School District Family Learning Center Careers Program- Careers is a program that provides participants with a full schedule that has a minimum of 22 hours weekly in a core work activity(mainly WEP) and 10 to 15 hours of either education (GED, ABE, or ESOL) or job skills or vocational education. The program uses a combination of City School District staff, MCDHS staff, and a JOBS counselor to provide case management for participants with attendance or other problems. The work experience includes working in carpentry, tailoring, printing, or jewelry making workshops and creating actual products that are sold by participants at craft fairs and at the Rochester Public Market. All funds from the sale of goods go back into supporting the program. The program includes several hours weekly of classroom work in areas such as financial literacy, resume writing, job search, etc.
 - b. Rochester Landscape Technicians (RLT)- The program has developed 100 work experience slots at community non-profit providers. RLT monitors and tracks attendance and enters actual attendance directly into WTCMS.
 - c. South West Neighborhood Association (SWAN) The program has developed 100 work experience slots at community non-profit providers. SWAN monitors and tracks attendance and reports actual attendance weekly to the DHS attendance team. SWAN has a computer lab for job skill training on-site.
 - d. Rochester Rehabilitation, Inc. Options Program- The options program has developed over 100 work experience slots at community non-profit agencies including their own agency. The program begins with a week of JRT followed by work experience plus job skills or GED. Rochester Rehab has a PLATO computer lab on site for job skill training .Rochester Rehab reports attendance weekly to the DHS attendance team.
 - e. Baden St Settlement – Baden St developed and manages approximately 200 work experience slots within their own agency and at other non-profit agencies. Baden St enters actual attendance directly into WTCMS.
 - f. Monroe Community College (MCC)- MCC is contracted to develop and manage 100 work experience slots on campus for TANF and SN recipients who are enrolled in school at MCC. Most MCC students meet their required participation

- through a combined schedule of work experience and/or college work study plus vocational education or job skills hours. MCC reports actual attendance to the DHS attendance team.
- g. MCDHS utilizes a wide variety of public and non-profit agencies through worksite agreements to maintain work experience placements. MCDHS 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.
11. Monroe County uses a revenue intercept with NY State for a contract with NYSID to collect and enter actual attendance from the majority of work activity providers in the district. This service includes calling weekly to obtain data, entering the data and maintaining the paper records.
 12. MCDHS currently contracts with Industrial Medicine Associates to provide independent health examinations, mental health evaluations, and cognitive testing. The district will switch over to the NY State contract with IMA in January of 2008.
 13. MCDHS has a contract with Rochester Works Inc to provide intensive case management for underemployed individuals. RWI will orient all participants and assess them using the new Prove It vocational testing program to determine aptitude and interests to help clients in establishing employment and training goals. They will meet individually at times convenient to the participants and develop plans to move to full time employment either through skill upgrades, job development or subsidized employment.
 14. MCDHS contracts with the Urban League of Rochester to provide intensive case services for sanctioned individuals. The program incorporates in-depth assessment
 15. Along with home visits and monthly small group meetings to identify the individuals barriers as well as their strengths to help them to comply with requirements and move toward self sufficiency.
 16. MCDHS has a contract with Rochester Rehabilitation Center to deliver job coaching services for clients with difficulty retaining employment or who have multiple barriers and may not be eligible for supported employment through VESID.
 17. Monroe County utilizes VESID and VESID LIVES services for work limited individuals. MCDHS added a component to the VESID LIVES contract with Career Systems Development Corp. The program is Adjunct LIVES and it is designed to case manage TANF individuals coded exempt who have the potential to improve through physical therapy or other rehabilitation and who haven't progressed prior to referral. The goal is to help people who have the potential to move from disabled to at least partially able to work or participate in an activity.

Section 2.2 TA and FSET Provider Agencies

Table 1 lists the local contracts or agreements with agencies to provide employment services to TA and FS clients. These activities and services may include, but are not necessarily limited to, employability determinations, development of assessments and employment plans, conciliation and grievance activities, provision of work activities, 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.

Agencies/providers that offer services to participants but which have no direct financial agreement with the district are included in Table 2 (e.g., Bridge, EDGE, OTDA Wage Subsidy, etc.).

TABLE 1 - Contracts Associated with Employment Programs and Services

Provider	Total Contract Cost (per yr.)	Funding Source(s)	Categories of Clients Served	Programs, Services or Activities Provided
Career Systems Development Corp Employment and Placement	\$ 176,000	FSET SN	SNF, SNA & FS	The program includes Job readiness, Job search, placement, retention. Payment is performance based on meeting placement and retention milestones
Career Systems Development Corp Work Now Program	\$ 765,000	TANF Program SN Program	FA & SNF	In depth Assessment assignment to work activity, EDP WTWCMS entries
Career Start	\$ 111,300	TANF Program SN Program FSET	FA, SNF, SNA	Job Development, Job placement, Subsidized Employment contracts, and post placement services
Baden St Settlement	\$ 590,000	TANF Program SN Program	FA & SNF SNA	In depth Assessment assignment to work activity, EDP WTWCMS entries Manage 200 WEP slots within Baden ST and elsewhere in the community, Supervise and monitor and report attendance in WTWCMS
Industrial Medicine Associates	\$ 240,000	TANF Program SN Program	FA, SNF & SNA	Disability evaluations, medicals, psychological, and IQ testing

Rochester Landscape Technicians	\$ 60,000	TANF & SN Program	FA & SNF SNA	Work Experience, JRT, Supervised Job Search, Job Placement, Post placement retention services Payment is performance based on meeting placement and retention milestones
East House Career Services	\$ 15,000	TANF & SN Program	FA, SNF & SNA	The program includes Case management, JRT, Supervised Job Search, Job Placement, Job coaching, Post placement retention services for individuals with diagnosed mental health and/or chemical dependency issues. Payment is performance based on meeting placement and retention milestones.
Rochester Works, Inc.	\$ 134,000	Intensive Case management Funding	FA & SNF	The program includes case management assessment, job placement, financial literacy and transitional benefits training for Underemployed individuals
Catholic Family Center	\$ 22,000	TANF & SN Program	FA & SNF & SNA	Focusing mostly on refugees and non English speakers the program includes JRT, Supervised Job Search, Job Placement, Post Placement and retention services. Payment is performance based on meeting placement and retention milestones
Action for a Better Community	\$ 65,000	TANF & SN Program	FA & SNF SNA	The program includes JRT, Supervised Job Search, Job Placement, Post Placement and retention services. Payment is performance based on meeting placement and retention milestones
Urban League of Rochester Paths To Recovery	\$135,000	SN program & SNAP	SNA & Non-custodial parents of TANF recipients	Case Management services for Recovering substance abusers with coexisting conditions. Program includes goal setting monthly meetings and assessment and placement in work activities
Urban League of Rochester	\$349,000	Intensive Case Management Funding	FA and SNF	Intensive case services for sanctioned individuals. The program incorporates in-depth assessment Along with home visits and monthly small group meetings to identify the individuals barriers as well as their strengths to help them to comply with requirements and move toward self sufficiency.
Urban League of Rochester	\$60,000	TANF & SN Program	FA & SNF & SNA	The program includes JRT, Supervised Job Search, Job Placement, Post Placement and retention services. Payment is performance based on meeting placement and retention milestones
SWAN	\$37,000	TANF & SN Program	FA & SNF SNA	Manage a work experience program for a minimum of 100 slots within SWAN and other non profit community agencies. Supervise and monitor attendance and performance. Report attendance weekly

Rochester Rehabilitation Inc	\$203,864	TANF & SN Program	FA & SNF	JRT, JS, Job placement. Manage a work experience program for a minimum of 100 slots within and other non profit community agencies. Supervise and monitor attendance and performance. Provide GED and Job Skill Training. Report attendance weekly
Rochester Rehab	\$100,000	TANF & SN Program	FA & SNF	Job Placement and Retention services Payment is performance based on meeting placement and retention milestones
RCSD Family Learning Center	\$349,999	TANF & SN Program	FA & SNF	Manage a FT Work Experience program that wraps around scheduled hours of job skill or educational training provides supervision and record keeping and report attendance weekly. Monitors job search activities during school vacations
RCSD Family Learning Center	\$95,000	TANF & SN Program	FA & SNF SNA	The program includes JRT, Supervised Job Search, Job Placement, Post Placement and retention services. Payment is performance based on meeting placement and retention milestones
Monroe Community College	\$45,000	TANF & SN Program	FA & SNF SNA	Manage a work experience program for a minimum of 100 slots within the community college campus. Supervise and monitor attendance and performance. Report attendance weekly
The City Of Rochester	65,000	TANF & SN Program	FA & SNF SNA	Manage a work experience program, and provide job skill training in cemetery maintenance, landscaping, and OSHA safety certification on site for a minimum of 100 slots at 2 City of Rochester cemeteries. Supervise and monitor and report attendance weekly

TABLE 2 – Other Service Providers

Provider	Funding Source(s) (if known)	Categories of Clients Served	Programs, Services or Activities Provided
ABC Youth Works		FA & SNF, SNA & 200% Youth	GED, Life Skills, JRT
REOC BRIDGE	BRIDGE	FA	Work Experience, Vocational Education, Job Skills, Education, Job Placement
Family Learning Center	NY State Ed	SNF & SNA FAA	ABE, GED, Vocational Education combined with work experience
BOCES #2	NY State Ed	SNF, FA, SNA FS, & 200 %	ESOL, ABE, GED, HS diploma, Vocational education Work Experience
BOCES #1	NY State Ed	SNF, SNA FA, FS, 200 %	ESOL, ABE, GED, HS diploma, Vocational education Work Experience, Job placement

Greece Community Education	State Ed & EDGE	FA & SNF, SNA Families	GED
Catholic Family Center	Wheels to Work	FA and SNF	Car loans, Car buying education, financial literacy
Career Systems	VESID LIVES	FA & SNF	Expedite VESID process, ensure participation in countable activities
Rochester rehab	HIV employment	HIV positive FA and SNF & SNA	Employment services, supported employment, SSI application assistance
NYSID	WTWCMS data entry	All	Data entry and collection of actual attendance in WTWCMS
VESID	NY State ED	SNF, FA, FS SNA, 200%	Vocational Rehab, Assessment, Testing, Work Tryouts, Job Coaching
Career Systems BEST Program	WIA	SNF, SNA FA, FS, 200 %	JRT, Supervised job search, work experience, placement
Lifespan, Women in Transition	NY State OTDA	FA & SNF	JRT, Supervised Job Search, Community Service, Placement, Work Experience, OJT
CFC ELI		SNF, SNA, &FA Non English speakers	English and workplace literacy
Rochester Housing Family Investment Center	HUD	SNF, SNA &FA, 200%	GED, Voc. Ed. Community service JRT, Job Placement
Salvation Army Project Redirect		SNF, SNA, & FA recently homeless	Case management, OJT, JRT, Job placement, GED
YWCA Successful Futures for Youth		SNF, SNA, FA Out of School Youth	Case management, GED, Life Skills, JRT

Section 2.3 – Jobs Agreement

Jobs Program Services – Target Groups

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

Services	Target Groups
Assessment/Employability Plan _____	Applicants <u> X </u>
Supervised Job Search _____	TANF (inc. SN fam.) <u> X </u>
Job Readiness Training <u> X </u>	Safety Net Singles <u> X </u>
Job Club <u> X </u>	Food Stamps _____
Job Placement Services _____	200% of Poverty _____
Grant Diversion _____	
Job Development (employer field visits) _____	

Other Services Requested

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

One JOBS program staff member in our district is stationed at The Family Learning Center providing some case-management for participants with problems complying (poor attendance).

Jobs Program Staffing and Location (Address)

Number of Jobs staff 3

Locations

-
1. 691 St Paul St Rochester NY , MCDHS
-
2. 691 St Paul St Rochester NY , MCDHS
-
3. 30 Hart St Rochester, NY Family learning
Center
-

Jobs Program LDSS Staff Contact (Name & Phone Number)

Sylvia Anderson 585 753-5720 and Shelly Usiatynski 585 7535721

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 the district determines they are ready, but no later than within 24 months of receiving federally funded assistance, the district's definition of "Engaged in Work" is:

Compliance with assessment, employment planning, and any activity included in the individual's Employment/Self-Sufficiency plan, or any of the work activities listed in Section 3.4. Also included is pursuit of other forms of income such as SSI and SSD.

*The district's definition of "Engaged in Work" is: All activities from 3.4 apply

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. When they are deemed able to work some of these individuals will participate in the Pathways to Recovery case management project.
2. Applicants/recipients identified as potentially eligible for SSI and having a mental health diagnosis will be referred to a Benefits Facilitator to assist them through the SSI application process.
3. Sanctioned adults in families receiving SN or TANF assistance will be referred to the Building Opportunities for Self-Sufficiency, (BOSS) case-management project to review financial eligibility, set individualized goals and achieve self-sufficiency. The in depth assessment and home visits for these individuals will help us to identify barriers and strengths that have previously gone undetected and will be incorporated into the planning process.
4. Employable adults that have exhausted their 60 months of TANF assistance and who are not employed will work closely with one of our placement contracts or a case management team to help overcome their barriers and help them to plan and attain self-sufficiency.

Section 3.2 Orientation (Reference 18 NYCRR 385.5)

Check one of the following:

The district provides orientation in accordance with Dept. Reg. 385.5 and no additional information is provided at orientation.

In addition to the requirements outlined in 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, and free computers.

Described below is the manner in which the district completes the required orientation, e.g. done in a group setting or individually or a combination of both.

Orientation is given initially at intake by the Employment Unit examiner and Sr. Examiner staff in a group setting for employable applicants. Orientation is handled individually by the Intake examiners for applicants who are exempt from job search requirements at that time. At recertification orientation is done individually. It is included as a part of job search orientation at intake and was added to the recertification checklist this year. 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 Employability PlanningTemporary Assistance Assessment (Reference 18 NYCRR 385.6 and 385.7)

a. Check one of the following:

The district conducts assessments in accordance with 18 NYCRR 385.6(a) and 385.7(a) with no additional requirements.

In addition to the requirements outlined in 18 NYCRR 385.6(a) and 385.7(a), the district's assessment also includes the following elements:

b. The qualifications of the employees administering the assessment tool(s) 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 MCDHS examiner position.

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

1. Career Systems Development
2. Baden St Settlement
3. MCDHS Employment Unit

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

Yes No

Applicants in households without dependent children are required to participate:

Yes No

Food Stamps Assessment

A district may require a food stamp work registrant to participate in an assessment.

a. The district does does not require work registrants to participate in a formal employment assessment.

b. If assessment is required, the assessment includes the following elements:

Temporary Assistance Employability Plans (Reference 18 NYCRR 385.6(b) and 385.7(b))

a. A copy of the district's employability plan is attached and:

The district completes employment plans in accordance with 18 NYCRR 385.6(b) and 385.7(b) and no additional information is contained in the plan.

In addition to the requirements outlined in 18 NYCRR 385.6(b) and 385.7(b), the employability plan includes:

b. The district administrative unit or contractor that develops employability plans is (list only if different from those performing assessments):

c. The qualifications of the employees developing employability plans are (list only if different from the requirements for those performing assessments):

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 typical time period it takes for nonexempt individuals to be engaged in activities for both newly opened cases and individuals whose status changes from exempt to nonexempt. Information regarding engaging exempt individuals is entered in Section 3.6
1. Non –exempt individuals who apply for assistance in Monroe County are immediately referred to supervised job search and job club activities during the application period. Applicants go through the complete employability assessment within 5 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 on line applications. The required number for Applicants of TANF or SNMOE is 10 and 5 may be on line applications. The numbers are flexible depending upon individual circumstances, work experience and type of employment sought.
 2. TANF and SN family assessments are a 2 day process including all testing and completion of the Employability Development Plan. The assignment to activity is made on the second day of the assessment and clients are generally given a start date within 1 week.
 3. TANF and SN family recipients are assigned to a minimum of 30 hours of work activity regardless of the age of the children in the household and often are assigned to 40 hours of activity depending upon the individual circumstances.
 4. Assessments for SN recipients with no dependents are completed in one day and the individual is generally assigned to a work activity within 5 days depending upon the availability of work experience openings.
 5. Individuals in households without children are generally assigned to a total of 35 hours of activity. Most single individuals participate in a combination of work experience plus job search and/or job skills training. Depending on their skill level and on the size of their public assistance grant plus food stamp allotment.
 6. Monroe County has stationed staff from our day care referral agency on site to facilitate obtaining day care in time to participate in activities and or to accept employment.
 7. Monroe County is launching a new initiative to promote up front diversion to staff and applicants. This includes training staff and clients on opportunities to divert applicants through supportive services, rent, heat and utility payments, and landlord negotiations to name a few.
 8. Monroe County has demonstrated it is committed to improvement in participation by adding 8 additional staff to the Employment Unit 2 of which will be deployed to work with our Intake staff to help with diversion at the front door. The other 6 will be deployed to work with recipients with the specific purpose of focusing on non-participants

9. The District has worked hard this past year to increase our Work Experience sites as well as our total number of slots in the WEP program. We have been able to add approximately 400 work experience slots in 2007 and now we will focus our efforts not only on bringing in providers but on finding ways to motivate participants to attend. We have added participation incentives to our 2008 Work Experience site contracts to encourage our providers to find creative ways to make their program more appealing so clients are more apt to attend. We have dedicated 3 staff to one large program to help with case managing clients with barriers to attendance.
 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. A very successful placement contract for Monroe County has been with Career Start, an agency that places our clients in subsidized employment for 6 months and provides individual attention and follow up for both the employers and participants. Monroe County currently averages approximately 65 TANF and SNMOE individuals participating in subsidized employment each month and our goal is to double that monthly average. Subsidized employment has proven to be an excellent way to increase employment participation along with long term successful outcomes when 90 percent of the subsidized employment placements transition successfully into permanent unsubsidized employment
 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, lack of English or other basic skills. This will allow the county to provide more employment opportunities for some work limited individuals and to increase the participation rate.
 12. MCDHS continues to operate a Pathways program while not an Employment program as such, provides case-management for individuals who haven't been successful in transitioning from public assistance to self sufficiency assistance. The case-management and goal setting that Pathways provides is a key factor in helping recipients in becoming employed.
 13. We have replicated a version of the Pathways model that works with long term sanctioned individuals in households in receipt of TANF or SN Family assistance. This new program is called BOSS, Building Opportunities for Self Sufficiency. Our goal is to move 150 adults from a sanctioned status to participants in countable work activities
 14. Monroe County DHS Financial Assistance Division is engaged in the Rebuilding the Pride initiative to assist us in becoming a district which is a leader in NY State in all areas including Employment. As part of this initiative we have challenged all staff in our division to work on ways to improve our employment participation and increase positive outcomes for our clients. So far the projects that have come from this include: new strategies for examiners to engage sanctioned individuals, WTWCMS training for all staff, a best practices employment manual for examiners, Financial Literacy workshops for clients, a campaign to promote Diversion and Transitional Benefits.
- b. The allowable work activities that are available in the social services district are listed and defined as follows. An "X" in the appropriate column indicates the activity is available for

individuals receiving FA, SNF (indicating SN households with children or Safety Net Families), SNA, (SN households without children), and/or FS (indicating NTA Food Stamp).

If a column is blank it indicates that the activity is not available for that household/case type.

FA	SNF	SNA	FS	Activity	Definition
X	X	X	X	Unsubsidized Employment	Full time or part time employment in the public or private sector that is not subsidized by TANF or any other public program (excluding employer tax credits). Unsubsidized employment includes self employment and/or paid internships.
X	X	X		Subsidized Private Sector Employment	Employment in the private sector for which the employer receives a subsidy from TANF or other public funds (excluding tax credits) to offset some or all of the wages and costs of employing and training a recipient in accordance with New York State Social Services Law 336-e. Subsidized private sector employment will include positions subsidized through grant diversion, 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.
X	X	X		Subsidized Public Sector Employment	Employment in the public sector for which the employer receives a subsidy from TANF or other public funds (excluding tax credits) to offset some or all of the wages and costs of employing and training a recipient. Subsidized public sector employment will include positions subsidized through grant diversion, 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.

X	X	X	X	Work Experience	<p>Unpaid work performed at a public or not for profit organization to enable participants who cannot find unsubsidized employment to improve his or her employability. Work experience provides participants with an opportunity to acquire the general skills, training, knowledge and work habits 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 will be reported as employment.)</p>
X	X	X		On-the-Job Training (OJT)	<p>Training in a public or private sector employment setting during which the participant receives work-essential paid training while he or she is engaged in productive work that provides the knowledge and skills essential to attain full and adequate performance of the job.</p> <p>OJT will be unsubsidized (for which the employer does not receive a subsidy) or subsidized using TANF funds or other funds to offset the cost of the training provided to the participant. A subsidized OJT will be subsidized for up to the full cost of providing such training and wages/benefits provided to the program participant. Positions will be subsidized for the length of time determined appropriate by the State or social services district. OJT is distinct from subsidized employment due to the fact that the individual must participate in workplace training to attain full and adequate job performance and the subsidy provided is intended to offset the cost of such training.</p>

X	X	X		Community Service	<p>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>
X	X	X	X	Job Search	<p>The act of seeking or obtaining employment or preparing to seek or obtain employment and will include looking for suitable job openings in a group or individual setting, making contact with potential employers, learning appropriate workplace expectations and behaviors in preparation for submitting job applications and interviewing, preparing to or applying for and/or interviewing for jobs and related activities.</p>

X	X	X	X	Job Readiness Training (JRT)	Participation in programs that include seeking and preparing for work. 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.
X	X	X		Vocational Education	Vocational education is defined as an organized educational program that directly relates to the preparation of individuals for current or emerging occupations that require training other than a baccalaureate or advanced degree. Vocational education does not generally include basic or remedial education or 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/SN 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.
X	X	X	X	Job Skills Training	Training or education in job skills to improve a participant's employability, to ensure clients have the basic skills competencies required by employers to support job entry and/or to advance or adapt to the changing demands of the workplace. Where identified as needed such training may include the development of basic workplace skills including professional workplace behaviors and decision making skills. Job skills training may include customized or technical training designed to provide participants with additional workplace skills, post secondary education courses leading to a bachelor's or other advanced degree or other training included under the definition of vocational education training. Job skills training may include literacy instruction, English language instruction or other basic education for an individual who has already obtained a high school diploma or equivalency when determined from a client's assessment that such instruction is needed to improve the participant's employability.

X	X	X	Education Training	Education directly related to employment for a recipient who has not received a high school diploma or equivalency must be related to a specific occupation, job or job offer or otherwise determined based on a client assessment as necessary to improve the participant's employability to support job entry, retention or advancement. Education directly related to employment may include courses designed to provide the knowledge and skills for general or specific occupations or work settings to ensure clients have the basic skills competencies required by employers and may also include adult basic education, English language instruction and education leading to a GED or HS 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.
X	X	X	Secondary School	Regular attendance in accordance with the requirements of the secondary school or a course of study at a secondary school leading to a general equivalence diploma (GED), 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 GED as determined necessary by the educational institution. Secondary School or GED 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.
			Provision of Childcare for Individual Participating in Community Service	Providing unpaid child care to enable another Temporary Assistance (TANF/MOE funded) recipient to participate in a community service program.

X	X	X	Treatment Plan for Substance Abuse	Substance Abuse 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. For FA families with dependant children this activity will be deemed to be Job Readiness Training within participation rate reporting. For SN households without children this activity will be deemed to be community service.
X	X	X	Treatment Plan Other than Substance Abuse	Physical health treatment and rehabilitation services including attending necessary physical therapy, mental health treatment, or rehabilitation activities in which a qualified medical or mental health professional has certified that such treatment is necessary. For FA families with dependant children this activity will be deemed to be Job Readiness Training within participation rate reporting. For SN households without children this activity will be deemed to be community service.
			Other	Any work activity that does not meet the criteria of any of the above countable activities constitutes participation that is not countable toward federal and state participation rates.

Local District Job Search Procedures:

The district assigns Temporary Assistance applicants to Job Search. Yes No

If yes, please describe the local district procedure for TA Applicant Job Search, including the generally required number of job search contacts and hours per week assigned. Also include a description of how often applicants are generally required to report job search outcomes and if activities other than job search are routinely expected of TA applicants during the application period.

1. The Employment Unit along with 2 district JOBS staff operates the upfront diversion activities for applicants of TANF, SN, and SNMOE, assistance.
2. The applicant job begins with the intake examiner referring all non-exempt TA applicants to Job Search Orientation.
3. The applicants are issued a 30 day 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 has staff on site at DHS to assist applicants in securing 2 legal daycare openings when needed.

4. At Job Search orientation applicants are: informed of their rights and responsibilities regarding job search, are given brief job readiness overview, are provided with current employment postings, given a tour of our on-site one stop center, given information on community resources, and frequently meet with employers on site.
5. 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. MCDHS accepts online job search contacts and faxed applications for half of the job search and the rest must be in person.
6. The applicants are given return appointments for a job club that they must attend weekly and provide verification of their job search activity.

The district assigns TA recipients to Job Search

Yes No

If yes, please describe the local district procedures for TA Job Search, including the required number of job search contacts and hours per week assigned. Also include a description of how often recipients are generally required to report job search outcomes.

1. TA recipients are assigned to various providers to assist them with job search. This is in addition to the core work activity that clients are assigned to and the number of hours and contacts varies by program. 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.
2. 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.

Section 3.5 Job Development

Yes No The district conducts or receives job development activities to expand job opportunities for TA and FS clients, either directly or by contract or agreement.

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

District staff contact 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:

MCDHS has 1 Sr. Examiner and one examiner who engage in job development as a specific part of their job description. The staff makes daily contact with local employers to market DHS clients, employment subsidies, and Tax Credits to those employers. The

Job Development staff participates in local business advisory councils, area job fairs, and in the job development network.

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

1. MCDHS contracts with a number of providers who have job developers on staff.
2. There are 2 contracted job development and placement providers co-located with DHS on site at the 691 St Paul St., Career Start, and the Urban League of Rochester. The Urban League of Rochester operates a one stop career center at the MCDHS office with staff that provides a combination of services including job development and placement.
3. Career Start has 2 FT job developers who market their program to employers as "DHS Staffing" They supply job ready clients to employers interested in subsidies and Tax credits. This program averages 30 new fulltime placements per month. The Career Start program works around the other work activities the clients are participating in so the frequency and number of contacts is flexible depending on the individual. The job developers will often meet with clients at their WEP site or after hours

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 & Activity Enrollment Policy (Reference 18 NYCRR 385.9)

- a. Describe how the district identifies/provides appropriate education (Adult Basic Education, GED preparation), and English language instruction, program services that are available to clients whose assessment indicates such services would be an appropriate work activity assignment:

Monroe County DHS refers clients for GED preparation, Adult Basic Education, and English language instruction at the following educational institutions which are approved by NY State Education to provide these programs:

The Rochester City School District Family Learning Center
 BOCES I
 BOCES II (WEMOCO)
 REOC
 Catholic Family Center
 Threshold Center for Youth
 Salvation Army Project Redirect

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

A vocational Education and Job Skill Training program will be automatically approved if it has been approved by the Workforce Development Board through Rochester Works for tuition payment or if it meets the following criteria:

1. Has requested to become an approved educational or training provider with the Monroe County Department of Human and Health Services (MCDHS) and
2. is licensed and in good standing with the State Department of Education or approved in accordance with the regulations of the New York State Department of Labor, and
3. Offers instruction that has led to useful employment for Temporary Assistance recipients in the local labor market , and
4. Has secured employment for enrollees. The training provider must assist in determining the proportion of Public Assistance entrants who graduate and the number of those graduates, who become employed and may be required to furnish documentation of such, and
5. Furnishes confirmation of public assistance enrollee's actual hours of attendance and satisfactory progress on a weekly basis.
6. offers specific instruction in skills that will assist client become more marketable for the jobs they are seeking.

- c. OTDA is requesting each district to increase the number of vocational training or job skills enrollments by at least 20 percent by January 2009 (generally as compared to September 2007) as one method to increase the skill development of recipients to support improved job entries. Districts that have at least

Describe what steps the district will take to increase the number of participants engaged in vocational education and job skills training programs. Such steps may include increased use of contracted services through local training providers, including WIA funded services, or use of OTDA funded Bridge or EDGE training programs. Districts should consider additional blending of activities such as work experience or employment with job skills training in fields that would improve participants' ability to obtain employment or increase wages or hours of employment.

OTDA has instructed Monroe County increase the enrollment in vocational education or job skill programs by an additional 134 participants with the target being 212 total monthly enrollments. The figure was based on the September 2007 engagement report showing 78 enrollees. As of the October engagement report the total number of enrollees increased to 94.

MCDHS has implemented several new strategies to increase enrollment in Voc Ed and Job Skill training programs including:

1. MCDHS has scheduled a variety of community training providers to present to our Employment staff as well as to client groups to generate more interest in vocational education.
2. Rochester Works, Inc. the local WIA provider agency recently delivered in-service training to the MCDHS Employment Unit on the WIA process for training, tuition

funding, and approvals. As a result RWI will hold biweekly orientations at MCDHS for clients interested in approval for training to expedite the process. Rochester Works Inc will fund tuition costs for individuals who become enrolled and DHS will cover the supportive services.

3. The district is expanding our work experience sites to include more training provider agencies. The anticipated outcome is that with some encouragement from DHS, clients who are performing their WEP assignments at training sites will opt to enroll in the programs where they are participants. The agencies that are part in this initiative are BOCES I, BOCES II, Monroe Community College, MCDHS has developed a contract with Monroe Community College to manage work experience on campus which will assist more of our clients to participate in short term, certificate Voc Ed programs at MCC.
4. The Careers program at RCSD offers a full schedule for clients that combine hours of WEP with hours of Job Skill Training or GED.

d. 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 GED, 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.
5. The Voc Ed provider can demonstrate the successful completion for a minimum of 75 % of enrollees and a placement rate of 80% for completers.

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

Training and education providers frequently address DHS clients at Job Search Orientation, Job Club, and all of our case-management groups to market their programs. Marketing materials for all training providers are posted and available as handouts throughout the waiting rooms, interviewing areas, and job search rooms. Applicants and recipients are made aware of the possibility of training or education through the orientation and assessment process. 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.

f. Participants must meet the following requirements in order to be assigned to education/training 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 their Employment Unit worker 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 and refuses to withdraw 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.

- g. 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

- h. 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 check below:

- [X] It has been determined that the student voluntarily quit a job or reduced earnings to qualify for initial or increased Public Assistance.
- [X] 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
- [X] 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.
- [X] Failure of the institution or student to monitor and report information regarding the student's attendance and performance as required.
- [X] Failure of the student to progress toward the completion of a course of study without good cause, as determined by the district.
- [X] 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. In order to verify continued exempt status, the local district will monitor the high school attendance of 16-18 year old students in the following manner:

Persons aged 16 through 18 who regularly attend high school, equivalency or technical training are exempt from participation in Monroe County's welfare to work programs.

To be considered as attending high school, recipients must maintain the standard set by their district (generally 85% attendance) or make up missed work to the satisfaction of the school official within ten days of the missed days. Attendance for 16 and 17 year olds in high school is verified at eligibility and recertification by the temporary assistance examiners

High school attendance is collected monthly for students aged 18 or older.

Recipients and applicants who do not regularly attend school must meet the requirements of this plan and 18 NYCRR 385.

- j. 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 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. The client's diagnosis is only shared when the client authorizes the release of that information in writing.

Section 3.7 Work Verification

Consistent with Work Verification Plan (WVP) requirements established by the United States Department of Health and Human Services, districts must develop a quality assurance plan for addressing the work participation rate it reports. The plan must include the district's procedure for monitoring attendance in paid employment and work activities and the controls in place to ensure that federal exclusions from work participation rate requirements are accurately made, work eligible individuals are correctly identified, hours of attendance reported by providers is accurate and documented, data entry is accurate and that the district and its providers adhere to approved district and State policy for work activity definitions and the determination of excused absences and holiday reporting. Districts must describe how it will determine that system entries agree with documentation in case files. The district must also explain how it will sample cases, the sample size, and how frequently cases will be reviewed.

After the reviews are completed, the district should provide a summary of findings for management and State review, including errors identified. In addition, the district must include the corrective action it will take when monitoring reveals substantial problems.

The Quality Assurance plan must explain how staff will:

- Assure that documentation of wages and actual hours of employment are verified and accurately projected/reported and present in the case file;
- Assure 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 meet the federal definition for the activity;
- Assess that the data entered into either WTCMS, NYCWAY or other automated system used for reporting work activities is accurate, including actual hours, excused absences and holidays; and is based on documentation in the case record; and,
- Make sure that documentation necessary to exempt an individual due to being the caretaker of a disabled household member (Employability Code 38) 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):

Monroe County DHS 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.

The Monroe County DHS Quality Review Team will perform a random sample of 10 cases per quarter for paid work activities. The temporary assistance 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.

The Monroe County DHS Quality Review Team will perform a random sample of 25 cases per quarter for participation in unpaid work activities. The employment Unit master 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 that documentation of actual hours of attendance is accurate and matches the hours of participation reported on WTCMS by district or provider staff.

The Monroe County DHS Quality Review Team will perform a random sample of 10 cases per quarter in which a case member is reported as an employability code 38-needed in the home

fulltime to care for a disabled household member. 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 Monroe County DHS Quality Review Team will perform a random sample of 10 cases per quarter in which a case member is reported as an employability code 31-caretaker of a child under the age of 12 months. The temporary assistance case file will be reviewed to ensure there is a birth certificate present to verify the child under the age of one.

The Monroe County DHS Quality Review Team will perform a random sample of 10 cases per quarter in which a case member is reported to be incapacitated to determine if s/he remains incapacitated or is now a work eligible person. 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

A summary/management report using the OTDA recommended format will be prepared following each review period and will be forwarded to Kathleen Nagy at OTDA for review.

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

1. The case reviews will be conducted by the MCDHS Quality Review Team (QRT) staff that performs all in-house reviews for the Financial Assistance Division.
2. MCDHS Information systems will use the parameters established by OTDA to write a program to select the random sample of cases for the review.
3. QRT will review a quarterly sample of 50 cases, ten from each of the required employability coded areas.
4. QRT will develop a standard checklist to use to document the presence of the required elements for each of the 5 types of employment situations.
5. 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 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 a disabled individual has the potential to be restored to self-sufficiency. This determination is different from the determination of the individual's disability exemption as covered in Section 6 of this plan. Included here is who (e.g. physician, 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 physician, district contracted provider, specialist evaluation obtained as result of district referral, etc.):
 1. MCDHS contracts with Industrial Medicine associates to provide medical evaluations, psychological evaluations, and IQ testing for individuals to determine if they have the potential to be restored to self-sufficiency. The individual also has the right to provide documentation from their own practitioner as specified in 18 NYCRR 385.2 within the allowable time frames.
 2. Currently the determination of exemption, and/or restoration to self sufficiency is made by the employment unit staff with consultation from medical or mental health professionals who have involvement with the individual.
 3. MCDHS will dedicate staff whose function will be to review medicals, communicate with clients, the TA workers, Employment workers, medical professionals involved in the case. They will make the disability determinations and develop plans to restore individuals to employability when appropriate or to refer to SSI application facilitators.
 4. When additional functional or a psycho-social evaluations are indicated a referral will be made to VESID or LDA to obtain those services.

- b. Following is the district's procedure for developing a treatment plan and for referring the participant to appropriate treatment, etc.:
 1. In the case of substance abuse treatment MCDHS contracts with an outside agency to provide 4 CASAC s on site at MCDHS to evaluate the need for treatment and the level of care needed. A referral is then made to a treatment provider and the plan is entered into the ARES system which serves as the instrument for tracking compliance and progress.
 2. For individuals who are participating in substance abuse treatment and are employable an assessment and Employability plan is completed and when possible the clients are assigned to a work activity in addition to their treatment program.

3. As the individual progresses the plan is revised and the work activity requirements increase.
 4. MCDHS has 2 TA teams specializing in cases with substance abuse problems and Employment has one case management team specializing in substance abusers with multiple barriers to employment, Paths to Recovery.
 5. MCDHS 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. Disability Review 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.
 6. TANF recipients may be referred to several case management programs, such as the Adjunct LIVES program or Pathways, to work with the client, provide support, help with goal setting, and encourage progress.
- c. Following is the district's procedure for tracking the participant's compliance with the treatment plan. Include if monthly attendance at rehabilitation is received, etc.:
1. Substance abuse treatment is tracked in the ARES system which is updated monthly by treatment providers.
 2. Treatment such as physical therapy or mental health is tracked monthly by case managers in the Pathways, Paths to Recovery, and Adjunct LIVES programs.
 3. Clients not engaged in those programs are monitored by their temporary assistance examiner if it has been a long term condition and by the Employment examiner if the duration of the condition is expected to be short term (under 6 months)

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.

MCDHS plans to increase attendance and participation in a number of ways:

- a. Monroe County has added incentives and disincentives to several employment contracts to encourage providers to be more creative in actively engaging enrollees and to be proactive and reach out to participants with less than adequate attendance before the client becomes sanctioned. Some of the reasons that participants have poor attendance may be easily solved once the problem has been identified.
- b. Several MCDHS contracted employment providers are piloting the use of home visits by case-managers to help clients with truancy problems overcome barriers to attendance.
- c. MCDHS has collocated district Case Aide staff at the Family learning Center to do outreach to help clients find ways to resolve problems that are affecting their attendance.

Section 3.10 Strategies/Procedures for Engaging Sanctioned Temporary Assistance Participants

[] District has no specific strategies to engage sanctioned participants.

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

MCDHS employment workers are sending newly sanctioned individuals a letter inviting them to come in and meet with them to work on resolving the sanction. They are beginning to refer them directly to job developers because often clients won't participate in a program but they will go to work if someone connects them directly to employment.

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

Monroe County refers many of the durationally sanctioned individuals to the Intensive Case management BOSS program to participate in monthly meetings and to have an opportunity to comply.

The BOSS program works with clients through an in-depth assessment process, home visits, and monthly group meetings to identify any barriers to compliance and to motivate the clients to be successful. We have discovered that a large number of these clients have undiagnosed mental health conditions, low IQs, or learning disabilities that have hindered their ability to comply and we are connecting them with appropriate services.

[X] District attempts to engage sanctioned participants during different times in the sanction period using the following strategies:

Monroe County Employment staff are attempting to contact and engage sanctioned individuals frequently and not wait until recertification to make contact.

Section 3.11 Diversion Strategies

[] District has no specific diversion strategies.

[X] District's diversion strategies are described below:

MCDHS offers job search orientation, job club, and on site career services to help all applicants of public assistance and food stamps to find employment prior to completing during the application process. Additional services offered at job search orientation, and job club are:

- Assistance with legal issues through the Judicial Process Commission,
- Bonding for convicted felons through DOL,
- Financial literacy information
- EITC Outreach
- VITA
- Assistance with child support
- Direct job matching through our career center
- Referrals to Wheels for Work
- Referrals to WIC
- Voluntary Depression screening
- Employers interviewing on site
- Resumes typed and copied
- MCDHS 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 For Temporary Assistance Applicants and Recipients in Work Activities**

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 to participants the following expenses which the district deems necessary for the individual to participate in orientation, assessment, employment planning, work activities and activities to restore self-sufficiency: a monthly unlimited ride all zone bus pass or if necessary the district will provide cash in lieu of a buss pass for individuals who own a vehicle and bus travel is impractical. The district issues cash allowance for transportation in the same amount as the cost of a monthly buss pass, fifty six dollars in the City of Rochester or eighty dollars for outside the City.

Monroe County has a Memorandum of understanding with The VOA to provide clothing up to 3 outfits for interview attire or to begin or maintain employment.

MCDHS 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.

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.

MCDHS 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.

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

The district may approve other miscellaneous items necessary for an applicant or recipient to secure, or maintain employment provided that these services are not available through another source.

b. The district will use the following approach to assist those participants who need transportation to and from a work activity site (including any applicable mileage reimbursement rate and the method used by the district to arrive at that reimbursement rate):

1. The Rochester Genesee Regional Transportation Authority produces and mails a 30 day unlimited ride monthly bus to adults coded employable, engaged in a work activity and in a Family assistance or Safety Net Family household the first of each month. Exceptions to this policy may occur when there is no reasonable access to public transportation and a private vehicle is available. In that instance cash allowance would be issued in lieu of a bus pass. The amount to be issued is at a rate of \$56 for inside the City of Rochester or \$80 for outside the City of Rochester.
2. SN single individuals pick up a monthly 30 day unlimited ride all zone bus pass at Rochester Rehab Employment Connection.

3. When providing cash instead of a bus pass the worker should verify the existence of the car, check that it has met the resource policy, that it is registered and establish that the client has a valid driver's license.
 4. Other exceptions may include situations where the client requests cash versus a bus pass because of a need to transport children to child care, illness or infirmity, the desirability of a job search effort in a suburban area or in a career field where automobiles are normally required. Other similar situations may also fit within this exception.
 5. The examiner or assessment worker assigning the client to the activity will determine the need for a transportation allowance.
 6. Note that there are no Monroe County Temporary Assistance recipients with documented transportation hardships that prevent active participation. Persons with these claiming 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.
- c. The district will use the following approach for those individuals who reside in an area where public transportation is not available. In those instances where the district would require a participant to walk to a work activity assignment, please identify the maximum distance the client would be expected to walk, along with a rationale for the maximum distance:

The maximum distance a healthy employable individual would be required to walk is 1.5 miles which is the distance that several area school districts require students to live beyond before they are eligible to be bused. Individuals with disabilities will be accommodated.

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

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

1. Transportation (bus pass)
2. Vehicle repair
3. Clothing
4. Tools
5. Licensing fees
6. Applicant Job search program
7. One time rent payment
8. Child care
9. Heat and Utility payments

e. Following is a description of how the district accommodates the needs of non-English speaking participants in accessing employment activities and services (or sees below):

The district contracts for interpreter services when an individual does not provide their own interpreter

Section 4.2 Transitional Supportive Services

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

Monroe County has a contract with Rochester Rehabilitation Center Inc to provide Job Coaching services for 50 hard to place clients who become employed. The level of service and amount of contact will be determined by the individual needs of the employed client

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

The District will continue to provide transportation in the form of a monthly unlimited ride bus pass for 3 months following a case closing for TANF or SNMOE.

Section 4.3 Extended Supportive 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.

The district will provide transitional Food Stamps and Medicaid to eligible households.

Section 4.4 Supportive Services for Food Stamp Employment & Training (FSET) Participants: (Reference 18 NYCRR 385.4(b))

The district provides necessary childcare in accordance with the childcare section of the Child and Family County Services Plan.

a. Following is the district's policy for providing transportation services for FSET participants:

The district provides a 30 day monthly unlimited ride pass to FSET participants

b. The district will provide the following supportive services in addition to transportation:

Section 5 – Temporary Assistance Conciliation and Dispute Resolution Procedures; Food Stamp “Good Cause” Determination Procedures (Reference 18 NYCRR 385.11 and 385.12)

Section 5.1 Conciliation

The district’s conciliation process is in accordance with 18 NYCRR 385.11(a).

Conciliations are conducted (check all that apply.):

- in person
- by phone
- by mail, etc.
- other as described below:

The good cause/willfulness determination is made by:

- client’s employment worker
- a supervisor
- separate entity (please describe below)
- other (please describe below)

Section 5.2 Sanction

The district’s procedure for determining compliance for those individuals who wish to end their employment sanction (18NYCRR 385.11(b), 385.12) is:

Individuals are determined to be in compliance on the day that they participate in a work activity. Individuals that 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.

If an individual is determined after the fact to have been disabled the sanction will be lifted.

Section 5.3 Dispute Resolution

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

The grievance is mediated by:

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

Section 5.4 Food Stamps Good Cause Determination

The district's procedure for determining if good cause exists for applicants and recipients who fail to comply with Food Stamp Program employment requirements is in accordance with 18NYCRR 385.12(c) and is conducted:

- conciliation is offered in the same manner as described in Section 5.1 of this plan;
- by the Employment worker using available information, including that provided by the participant if any, to determine if there was a good cause reason.
- Other (described below)

Section 6 – Disability Determinations (Reference 18 NYCRR 385.2(d))

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:

- 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, described below.

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, described below:

Employment Unit examiner staff, temporary assistance examiner staff, or contracted assessment staff may review medical documentation and make the determinations whether individuals are exempt, nonexempt, or work-limited and complete the 4005 accordingly. In situations where the individuals have previously been coded exempt and are being re-reviewed the medicals and determinations will be handled by the designated disability review examiner staff.

In situations that are very complicated or the individuals are contesting the determination MCDHS may request additional testing or evaluations from IMA or from another source such as LDA in order to make a determination.

Monroe County Department of Human Services
Financial Assistance Division

