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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 1, 2008

Mr. Dennis Packard  
Commissioner  
Schenectady County Department of Social Services  
487 Nott Street  
Schenectady, New York 12308

Dear Commissioner Packard:

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  
Shane Bary  
Michele Wilk

bcc: S. Antos  
D. Bloodstein



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Sincerely,

A handwritten signature in black ink, appearing to read 'RSY', written over a horizontal line.

Russell Sykes  
Deputy Commissioner  
Center for Employment and Economic Supports

Enclosure

cc: Barbara Guinn  
Shane Bary  
Michele Wilk

**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 Schenectady Department of Social Services submits this Temporary Assistance and Food Stamp Employment 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 Schenectady 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: December 7, 2007, revised February 13, 2008, April 4, 2008.

**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.

The Schenectady County department of Social Services is responsible for maintaining a TA/FS Employment Program that meets the employment service needs of all TA/FS applicants and recipients who are residents of this county. Currently the Department contracts with the Schenectady Job Training Agency (SJTA) for the provision of these services. SJTA is a free standing county agency created to meet the employment support needs of the local community.

In the Fall of 2007, the Schenectady County Legislature voted to combine SJTA with the Department of Social Services effective January 2008. This Legislative mandate is an opportunity for Schenectady County to streamline procedures related to employment services. With a new focus on individualized customer service in employment support, our goal is to increase the efficiency in working with A/Rs toward employment and work related skill development. Organizational charts will be supplied upon completion of the planned reorganization.

**Section 2.2 TA and FSET Provider Agencies**

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WELFARE-TO-WORK DIVISION**

APR 09 2008

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
None	\$			
	\$			
	\$			
	\$			
	\$			
	\$			
	\$			
	\$			
	\$			
Total	\$			

**TABLE 2 – Other Service Providers**

<b>Provider</b>	<b>Funding Source(s) (if known)</b>	<b>Categories of Clients Served</b>	<b>Programs, Services or Activities Provided</b>
Schenectady Community Action Program, Inc. (SCAP)	Federal and State	TANF, SN, 200% FPL Low Income	Displaced Homemaker Job Readiness Job Search
Work Limitations Coordinator	Federal and State	TANF, SN	Client assessment, referral and coordination between Welfare to Work and VESID services
Northeast Career Planning	State	Disabled Alcohol and Drug	Supported Employment Supported Education Diagnostic Vocational Evaluation Job Readiness Job Search Job Retention Support
Schenectady ARC	Federal and State	Developmentally Disabled	Supported Employment Job Skills Vocational Evaluation Job Search Job Retention Support
Schenectady MHA	Federal and State	Residents in Low Income Housing	Job Search Job Skills Employment Resources Financial Literacy
Schenectady County Community College	State and Federal	Residents in Low Income Housing	Job Search Employment Resources Education/Tuition Assistance Child Care Assistance Transportation Assistance
Capital District BOCES	Federal and State	County School District Residents	Vocational Education Vocational Assessment GED Job Search Job Retention Support

**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	_____ <u>X</u> _____	TANF (inc. SN fam.)	_____ <u>X</u> _____
Job Readiness Training	_____ <u>X</u> _____	Safety Net Singles	_____ <u>X</u> _____
Job Club	_____	Food Stamps	_____
Job Placement Services	_____ <u>X</u> _____	200% of Poverty	_____
Grant Diversion	_____		
Job Development (employer field visits)	_____ <u>X</u> _____		

**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.)

**Entering case notes in WTWCMS, A/R Employment Support Services Orientation, Case Conference, and Participation in job fairs.**

**Jobs Program Staffing and Location (Address)**

**Number of Jobs staff**

**Locations**

1. Holly Claire Beaudet Jobs Program Specialist	Schenectady Job Training Agency 433 State Street, Schenectady NY 12308
2. Vacant	Schenectady Job Training Agency 433 State Street, Schenectady NY 12308

**Jobs Program LDSS Staff Contact (Name & Phone Number)**

Dawn M. Oliver, Director Temporary Financial and Medical Assistance (518) 388-4359

**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.**

**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.

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 provided in a group setting at the time of application. Group orientation is scheduled weekly for Safety Net and Family Assistance applicants. Orientation is provided individually at case opening, recertification and at client entry to work eligible employment status.**

**Section 3.3 Assessment and Employability Planning**

**Temporary 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. A copy of the assessment tool used by the District is attached. Additional assessment tool(s) used by the District is (are):

**Assessment tool is on WTWCMS.**

- c. 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))

**Employability Assessments are completed by Employment and Training Counselors and Social Welfare Examiners.**

**Employment and Training Counselors are employees of the Department who are college graduates with four-year degrees from accredited colleges/universities with experience in Human Services/Employment and Training programs.**

**Social Welfare Examiners are employees of the Department who have graduated from a regionally accredited of NYS college or university with an Associate's degree or high school diploma or equivalency and two (2) years experience in examining, investigating or evaluating claims for assistance, or combination of the above. Social Welfare Examiners must demonstrate knowledge of State and Federal laws governing eligibility for social service benefit programs.**

- d. The District administrative unit or contractor responsible for conducting assessments is:

**Effective January 1, 2008, the Schenectady County Job Training Agency which had responsibility for conducting assessments will become part of the Schenectady County Department of Social Services. Going forward Department Staff and Department designee agency's will have responsibility for conducting assessments.**

- e. 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:

**Assessment tool on WTWCMS is used which includes the following elements:**

- **Demographics**
- **Math/Literacy Proficiency**
- **Education level and English Proficiency**
- **Occupational Skills**
- **Basic Skills**
- **Skills and Prior Work Experience**
- **Training and Vocational Interests**
- **Family Circumstances**
- **Supportive Services**
- **Medical Limitation/Work Accommodations**
- **WTW Initiatives**

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:

**Employability Plan format is on WTWCMS.**

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

**Effective January 1, 2008, the Schenectady County Department of Social Services will be responsible for the development of employability plans.**

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

**Bachelors prepared Employment Counselors with experience assisting individuals with limited job skills and work experience.**

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

**All nonexempt individuals that receive Temporary Assistance will be engaged in a combination of core and non-core work activities at the required hours of participation within two weeks of case opening or change in employment status. This two week period allows for establishment of reliable child care and resolution of any transportation concerns. Assigned work hours may vary depending on individual circumstances.**

<b>Participant</b>	<b>Minimum Hours of Activity</b>
Single parent, child < 6yrs of age	20+
Single parent, child > 6 yrs of age	30+
Two parent HH, one parent disabled	30+
Two parent HH, none disable (SN non-MOE)	40
Nonexempt individual SN (non-MOE)	40

*Two parent families in which both parents are in recipient of TANF or SN-MOE funds but one or both are disabled remain in the all families rate and must be treated as single parent families, meaning that minimum hours are calculated based on age of child and (total monthly TA/FS grant /minimum wage).*

1. District will at the time of application or re-determination for Temporary Assistance and/or Food Stamps, inform the applicant or recipient of activities and supportive services available to assist them in developing work skills and/or securing employment consistent with 18NYSCRR Part 385, in the form of a detailed orientation program for each applicant/recipient, which includes information on the A/R's responsibilities to engage in work and/or countable work related activity at the required rate of participation.
2. District will provide to each recipient of Temporary Assistance and/or Food Stamps an individualized employment assessment within 30 days of determination of eligibility or receipt of benefit. Consistent with 18NYSCRR Part 385.
3. District will develop for each of the individuals described above an individualized employability plan. The employability plan shall detail the individual recipient's path to self-sufficiency. The employability plan shall include the assignment of the recipient to a countable work activity for the required weekly hours of participation based on the recipient's monthly grant.
4. District will monitor each recipient's compliance with his/her employability plan to ensure he/she meets the required participation rate each week.
5. District will maintain 100% accuracy of verification of each A/R's participation in core and non-core work activity.
6. District will development a quality improvement process to verify each A/R's compliance with scheduled and actual attendance requirements as specified in the employment plan.
7. District will provide directly or through arrangement with qualified entities the following core work activities to each work eligible recipient in support of employment and skill development for a minimum participation rate of 20 hours each per week:

- a. Unsubsidized employment
  - b. Subsidized private-sector employment
  - c. Subsidized public-sector employment
  - d. Work experience
  - e. On-the-job training
  - f. Job search and job readiness assistance
  - g. Community service programs
  - h. Vocational education training
  - i. Child care for individuals participating in community service programs
8. The following non-core activities shall be provided to each work eligible recipient at a participation rate of up to 20 hours each week, above the 20 hours per week of required core activities.
- a. Job skills training directly related to employment
  - b. Education directly related to employment
  - c. Satisfactory attendance at a secondary school or in a GED program
9. District will keep accurate records of the A/R's daily attendance, compliance and progress toward employment and self sufficiency when engaged in on-site work activity and off-site work activity. All monitoring will be documented in the Welfare to Work Case Management System (WTWCMS) including accurate, detailed procedures for the documentation of A/R attendance, compliance and progress.
10. Each Employment Counselor will report quality improvement data monthly to the Director of Employment at minimum, quality improvement data must evaluate performance on the following performance indicators:
11. All A/Rs referred for employment services will be assigned to an employment counselor who will assess the A/Rs employability and support needs. The employment counselor will develop an individualized employability plan which includes core and non-core work activity at the required hours of participation for the A/R within 72 hrs of referral. The benchmark for this performance indicator is 100%.
12. All A/Rs will be engaged in core and non-core work activity at the required hours of participation within two weeks of referral from the eligibility examiner to employment services. The benchmark for this performance indicator is 100%.
13. Safety Net – Non Moe recipients will be engaged in 40 hrs/week of core work activity. The benchmark for this performance indicator is 100%.
14. Safety Net – Non Moe recipients will engage in job search and job search reporting weekly with the goal being that they become self-sufficient within 60 days of referral from the eligibility examiner to employment services. The benchmark for this indicator is 90%.
15. District will fully engage recipients to reduce the number of work eligible individuals who become sanctioned due to non-compliance with work rules.

- The performance indicator is *Percent of Adult-Headed Cases in Sanction Status/Process* the benchmark for this performance indicator is 10%. The percent of adult-headed cases in sanctioned status/process will be less than 10%.
16. Documentation to support hours of participation shall be collected and entered onto the WTWCMS as appropriate and timely. Absences, excused absences and holiday time must be documented and verified. The benchmark for this performance indicator is 100%. (See attached Participant Job Search Form)
  17. District will ensure documentation to verify hours of participation are maintained as part of the A/Rs employment services case record for no less than six years from the date information is submitted. The benchmark for this performance indicator is 100%.
  18. District will document the on-site review of each work experience site monthly using the following indicators of performance:
    - a. Percent of time site operates at scheduled hours
    - b. Accuracy of reporting A/R attendance
    - c. Participation (Number of A/Rs who worked their required hours during the entire month)
    - d. Site Rate (A/Rs meeting participation divided by ending enrollments)
    - e. Enrolled (Number of A/Rs at the site on the first day of the reporting period)
    - f. Referrals (Number of A/Rs referred to your site during the reporting period)
    - g. No Shows (Number of A/Rs referred, but did not report)
    - h. Total Enrolled (Enrolled plus referrals that reported minus no shows)
    - i. Non Compliant (Number A/Rs terminated from your work site)
    - j. Percent of recipients who worked their required hours in the month
    - k. Entries to Competitive Employment
    - l. Full time positions
    - m. Part time positions
  19. District will assist the A/R in achieving full participation in work and work activity by providing employment support services including transportation assistance in the form of car fare/bus tokens/public transportation access cards, when the eligible A/R has a scheduled work activity, employment interview or work.
  20. District will provide job placement, job coaching and employment follow up/support counseling to A/Rs. Job coaching and employment support counseling must include work site visits and communication with employers as to the A/R's performance on the job. Job coaching and employment support counseling must be documented accurately and timely in the A/R's WTWCMS case folder.
  21. District will develop procedures for engaging A/R's at a minimum of 20 hours of core work activity per week, when the individual has a has a limited capacity to work due to a medical condition.
  22. District will access available community employment resources to meet the A/Rs employment support needs to ensure full engagement in work and work activity for each A/R to their maximum employment capacity with the goal being that the individual achieve self sufficiency expeditiously.

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	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	X	Subsidized Public Sector Employment	<p>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.</p>
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	X	<p><b>On-the-Job Training (OJT)</b></p>	<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>
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X	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	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	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	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.
X	X	X	X	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	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	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.

**A/Rs assigned to Job Search as a Work Activity are required to submit documentation of a minimum of ten (10) job contacts per week. A/Rs are expected to dedicate 30 hours per week to this activity. Hourly calculation will be client attestation of hours spent on each job contact. See attached Job Search Log that will be implemented Jan. 2008 for A/R documentation of Job Search. Participation will be monitored and tracked weekly.**

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.

**A/Rs assigned to Job Search as a Work Activity are required to submit documentation of a minimum of ten (10) job contacts per week. A/Rs are expected to dedicate 30 hours per week to this activity. Hourly calculation will be client attestation of hours spent on each job contact. See attached Job Search Log that will be implemented Jan. 2008 for A/R documentation of Job Search. Participation will be monitored and tracked weekly.**

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:

**Job Development procedures will be defined during the district reorganization planning process. Staff will be dedicated to increase current job development activity and outcome measure will be defined to measure performance.**

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, etc.

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

**Jobs program a staff have as one of their job duties the expectation to participate in job fairs and develop employment relationships/contacts with local employers.**

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:

**The area of vocational education and achievement of the GED are areas of focus that will be address during the reorganization of the districts employment support services. It is acknowledge that there must be an improved connection between the A/Rs assessed skill deficits and the development of an employability plan that includes vocational education and/GED, with the expectation that the A/R will complete the assignment.**

- 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:

Fortunately, there are available community based resources that provide vocational education and GED programs. Effort will be directed in 2008-2009 at developing an understanding of these programs, their admission criteria/target population and creating referral procedures to assist A/Rs in accessing these services. Effort will be placed on assisting A/Rs with employment supports toward completion of these programs with the focus being to build work skills that will allow the A/R to secure employment and become self sufficient.

- 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.

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.

As stated above, efforts will be directed toward accessing community based vocation education programs for those A/Rs with assessed job skill deficits. Employment Counselors will be instructed to assign A/Rs to a combination of work experience and vocational education to address their identified skill deficits. Employment Counselors will work closely with A/R to support their ability to comply with the components of the employability plan (which includes the assignment to a work and work activity).

District will increase A/R access to computer resources for training and job search available at the One-Stop. Provide hands on technical assistance to A/Rs while using resources located at the One-Stop.

District will increase networking and referral options with available community employment resources.

District will investigate developing referral relationships with shelter work shops and other supported work programs that assist individuals with limited skills and abilities.

District will set the benchmark at 21 TANF recipients to be engaged in vocational education each month, recognizing effort will be made to increase enrollment in vocational education options for recipients consistently over time.

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

**The providers will be evaluated on the following performance indicators:**

- **Flexibility hours of operations**
- **Availability of public transportation or agency transportation**
- **Rate of completion for TANF recipients**
- **Documentation of Attendance**
- **Staff to recipient ratios**

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

**Recipients will be given written instructions for accessing the program. Instructions will include the name, address and telephone number of a contact person within the program. Recipient child care and transportation needs will be addressed prior to being given instruction to attend the program.**

- f. Participants must meet the following requirements in order to be assigned to education/training activities:

**The recipients need for education and/or training will be identified during the employment assessment and employability planning process. The recipient's willing to engage in education/training will be factored.**

- g. The District procedure for notifying participants of approval for training or enrollment in a work activity is:

**Written communication is provided to the recipient and the training program/work site documenting the approved start date, time and a contact person at the assigned work activity. This document is generated by the employment counselor and maintained in the recipients file.**

- 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:

It has been determined that the student voluntarily quit a job or reduced earnings to qualify for initial or increased Public 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.

Failure of the institution or student to monitor and report information regarding the student's attendance and performance as required.

Failure of the student 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. 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:

**Recipients will be required to provide written documentation of school attendance from the high school at time of recertification and at the 18<sup>th</sup> birthday.**

- 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:

**Reasonable accommodation will be made to ensure recipient safety while engaged in work activity. Work activity will be assigned based on client ability to access the activity site safely given her/his documented physical/mental limitations.**

**Written communication is provided to the recipient and the training program/work site documenting the approved start date, time, contact person at the assigned work activity and any accommodation needed. This document is generated by the employment counselor and maintained in the recipients file.**

### 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):

**A random sample of 5 cases per quarter will be selected to assess and verify that individual meets the State approved definition of the reported employability code or is working the reported number of hours each week. Case sample will be randomly selected without prejudice, by someone other than the reviewer.**

- **For paid work activity 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.**
- **In cases where adult HH member is reported as *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 time frame for the exemption and that the individual is the appropriate**

- caretaker and no other resources exist for care that will enable said individual to engage in work activity.
- In cases where an adult HH member is reported as *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.
- In cases where cases where adult HH 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 random sample of 20 cases per quarter will be selected to assess and verify individual participation in unpaid work activities and that the activity meets the State approved definition. The case sample will be randomly selected without prejudice, by someone other than the reviewer.

The employment case files will be reviewed. Actual hours of attendance will be documented by attendance sheets from the work activity site showing the month's actual hours of attendance, excused absences, unexcused absences and holiday time. The review will ensure that actual hours of attendance reported on the monthly attendance sheet has been correctly reported in WTWCMS, including excused absences, unexcused absences and holiday time. Documentation of actual hours of attendance must be accurate and match the hours of participation reported on WTWCMS.

A summary report will be prepared following each review period and a copy of the report is to be forwarded to Kathy Nagy at [kathleen.nagy@otda.state.ny.us](mailto:kathleen.nagy@otda.state.ny.us). The district will assess and verify that participation in the work activities reported meets the State approved definition for the activity as part of the review of sampled cases. 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):

Provider collected documentation of attendance and work activity participation will be audited on a quarterly basis to ensure:

- The hours reported on WTWCMS are supported by the attendance sheets or it is a documentation error.
- The hours entered on WTWCMS agree with the documentation or it is a data accuracy error.
- Attendance sheets indicate that an absence is excused or unexcused. Actual documentation should be maintained by the provider but can be sent to the employment worker. Otherwise there is a documentation error for excused absences.
- Holidays hours are correctly entered on WTWCMS in the designated Holiday area.

**No information is entered into WTCMS directly by the provider. Provider agencies will be visited quarterly by district employment staff verify accuracy of the agency's process for documentation of recipient work activity participation.**

**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.):

**Schenectady County works with recipients to determine if a disabled individual has the potential to be restored to self-sufficiency by reviewing the medical documentation submitted by the recipient. District will refer recipients to Industrial Medical Associates (IMA) for physical and behavioral evaluation to assist in determining the potential for employability.**

**Schenectady County refers work limited and disabled recipients to the Work Limitations coordinator for assistance in filing applications for VESID services and accessing community resources toward self-sufficiency.**

**Schenectady County conducts recipient call-ins to assist disabled clients in connecting with Legal Aid services to assist them in the SSA disability application process.**

**Schenectady County refers recipients to Legal Aid and provides Legal Aid with contact information for recipients who are in appeal or hearing status with SSA in an effort to connect the recipient with legal support to assist with the application process.**

**Schenectady County reviews cases and requires recipients provide documentation that they are actively participating in the rehabilitative services recommended by the treating physician.**

- b. Following is the District's procedure for developing a treatment plan and for referring the participant to appropriate treatment, etc.:

**Schenectady County works with recipients to determine if a disabled individual has the potential to be restored to self-sufficiency by reviewing the medical documentation submitted by the recipient. District will refer recipients to Industrial Medical Associates (IMA) for physical and behavioral evaluation to assist in determining the potential for employability.**

**Schenectady County reviews cases and requires recipients provide documentation that they are actively participating in the rehabilitative services recommended by the treating physician.**

- 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.:

**A TA supervisor monitors participant compliance with the treatment plan by reviewing case notes, requesting medical documentation from providers, calling recipients in to the Department to review and document their treatment participation.**

#### 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.

**District employs procedures to reduce recipient absenteeism from work activity. By explaining to a recipient how a sanction will reduce their TA grant. We also stress the requirements for participation in work activity with each recipient. We provide JRT and employment support counseling to recipients with a history of noncompliance. Increased efforts are planned to improve the coordination of staff efforts by using email between (CPS, TA and employment staff) to alert all DSS staff involved that the family is experiencing difficulty in meeting their work requirement and assistance is needed to support compliance with work activity. These procedures will be defined in early 2008.**

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

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

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

**Schenectady County has an Intensive Case Management Program in place to assist TANF recipient who are sanctioned or at risk for sanction due to non-compliance. The program is a joint effort between the Department and the Schenectady Community Action Program, Inc (SCAP).**

**A list of recipients identified as non-compliant is sent to SCAP at conciliation. SCAP case management staff will assist the family in completing the conciliation appointment.**

**A list of sanctioned recipient households is sent to SCAP bi-monthly. These recipients are contacted by SCAP case management their barriers to compliance are assessed and services are provided to assist the recipient in re-engaging in work activity.**

**SCAP reports monthly to the Department on the number and outcomes of each family targeted. This data is then report to OTDA in the TRACS reporting system.**

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

**Schenectady County has an Intensive Case Management Program in place to assist TANF recipient who are sanctioned or at risk for sanction due to non-compliance. The program is a joint effort between the Department and the Schenectady Community Action Program, Inc (SCAP).**

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

**Sanctioned recipients are provided the opportunity to sign a letter of intent to comply with work rules. The recipient is then given an appointment with an employment counselor who will assess the recipient's employment support needs and assign her/him to a work activity in an effort to re-engage the recipient in work activity.**

### Section 3.11 Diversion Strategies

District has no specific diversion strategies.

District's diversion strategies are described below:

**Schenectady County works to divert TA applicants from becoming on-going TA cases by verifying employment and referring applicants to community resources when ever possible. TANF and SN applicants are registered with the Jobs Program and must conduct**

a supervised job search and accept job leads. The Jobs Program staff will assess the need for diversion and refer the applicants to a worker for help with non-recurring needs and help to sustain employment.

**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:

**Transportation assistance in the form of bus tokens, swipe cards, mileage reimbursement at 48.5 cents per mile (until other resources are available). Uniform, work clothes, tools or work supplies allowances.**

- 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):

**Mileage is calculated using the Map quest application on Centraport. Mileage is reimbursed and transportation is provided from home to child care location to work activity and return. County mileage reimbursement is 48.5 cents/mile or bus tokens/ swipe cards are provided to access public transportation.**

- 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:

**Schenectady County is fortunate to have a public transportation system that accesses over 90% of the county. For those recipients in rural areas (of which there are few), recipients will be required to walk 1 – 1.5 miles to access public transportation. Accommodation is made for individuals with work limitations who are unable to walk 1 – 1.5 miles.**

- 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:

**Schenectady County will provide individuals at risk of needing TA with information on community based employment resources such as JRT, GED, One Stop, and current job listings, in an effort to assist these individuals in improving their employment options.**

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

**Schenectady County employs Spanish Speaking staff and makes use of language resources in the community.**

[ ] This is not generally applicable in our area (never or rarely have occasion to serve such individuals).

#### Section 4.2 Transitional Supportive Services

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.

**Recognizing that even after becoming employed, many families will continue to be low income household that may need support during the transition strategies such as transitional child care, transitional Medicaid coverage, food stamps are available. Each year a mailing is sent with a letter from the Commissioner to all recipients with reported wages, with information on free Income Tax prep listing local VITA sites and information on EITC and CTC. Former recipients are encouraged to check in bi-weekly with their employment counselors via telephone for up to 90 days to ensure the employment is going well and the employment will continue.**

#### 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.

**Car repairs not to exceed \$500. Cost for work tools, uniforms, and work supplies not to exceed \$500.**

**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:

**Transportation support services are provided to FSET participants depending on the needs of the household and the anticipated duration of need, the availability of alternatives to address a situation need.**

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

None

**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)

**If the determination is not made by a supervisor, then the determination of good cause is made by an experienced employment counselor not involved in management of the case.**

**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:

**The individual is required to sign a statement of compliance. She/he is then given an appointment for assessment by an employment counselor. The employment counselor will identify and address the individual's employment support needs and assign the individual to a work activity. The individual must demonstrate compliance with work rules by engaging in the assigned work activity for 10 consecutive days, without incident or absence without good cause.**

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.

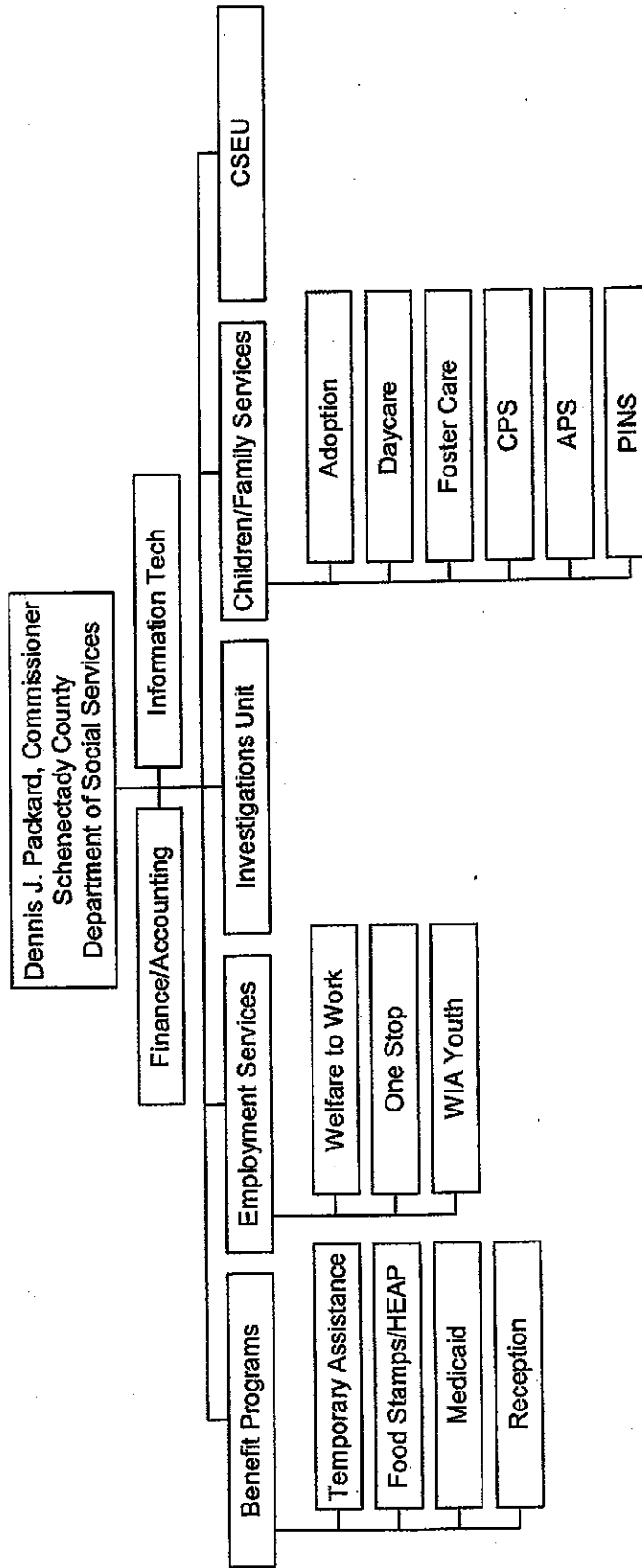
- District directs the contracted physician or individual's physician to determine status.
- District review team reviews and determines status (described below)
- Specialized disability/medical staff or unit reviews and determines status (described below).
- Other, described below:

**TA supervisor and case examiner review medical documentation provided by contracted physician (IMA) and/or individual's physician to determine status.**





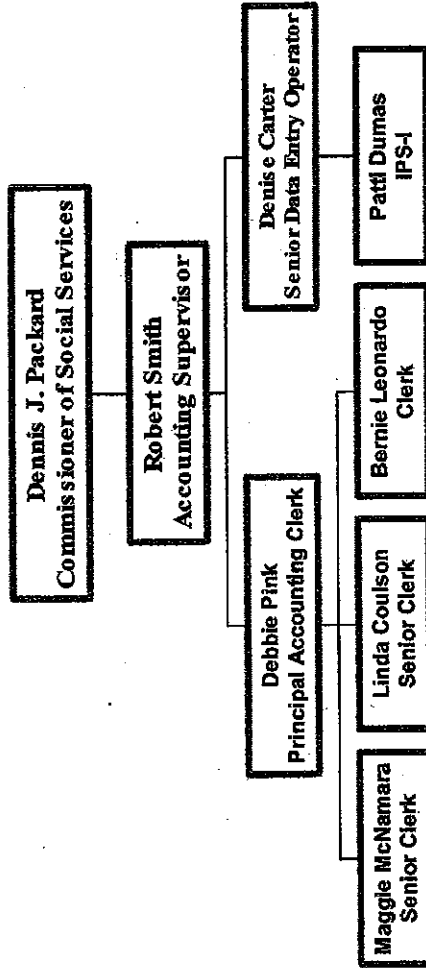
# Schenectady County Department of Social Services



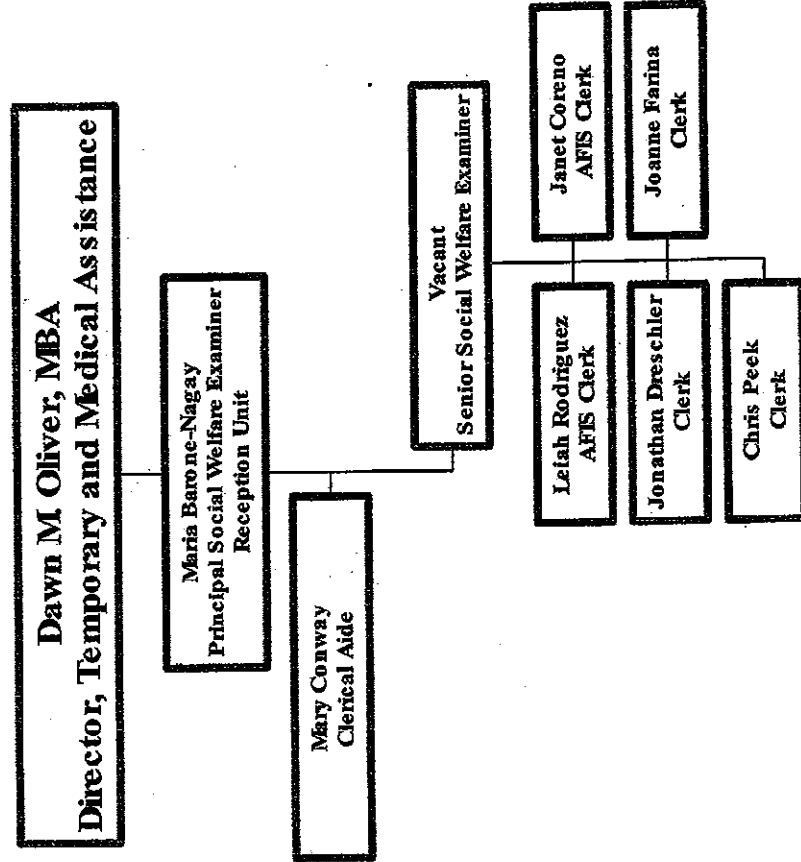




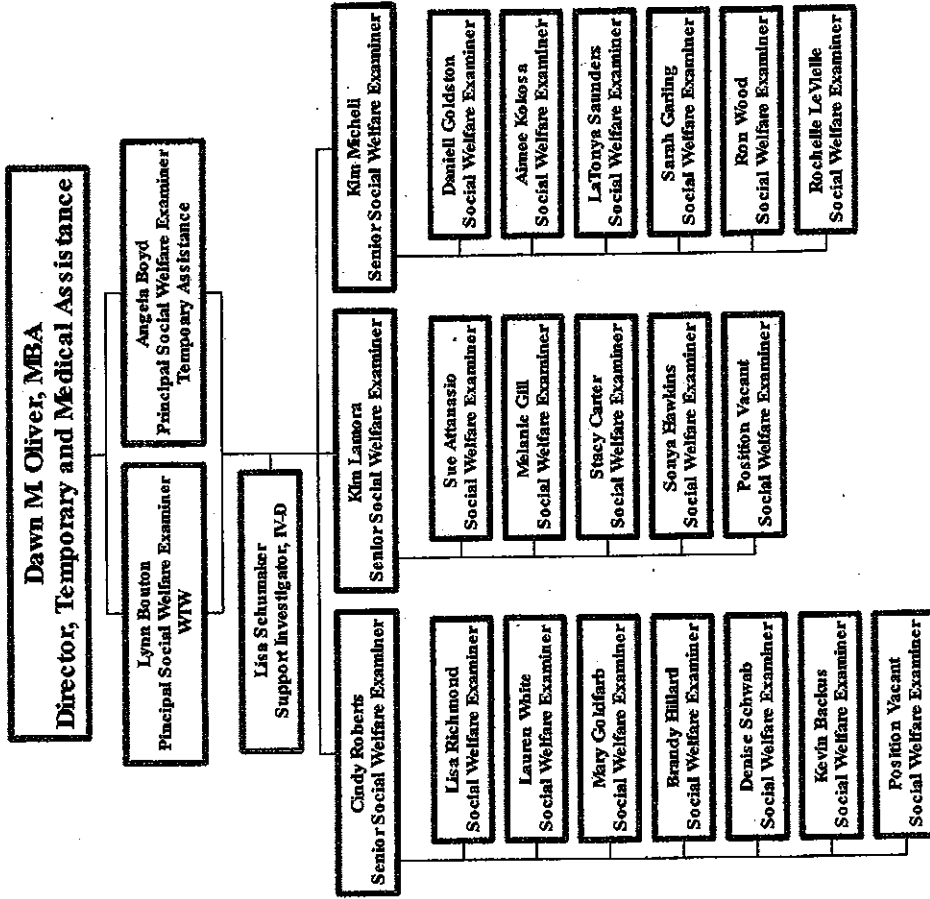
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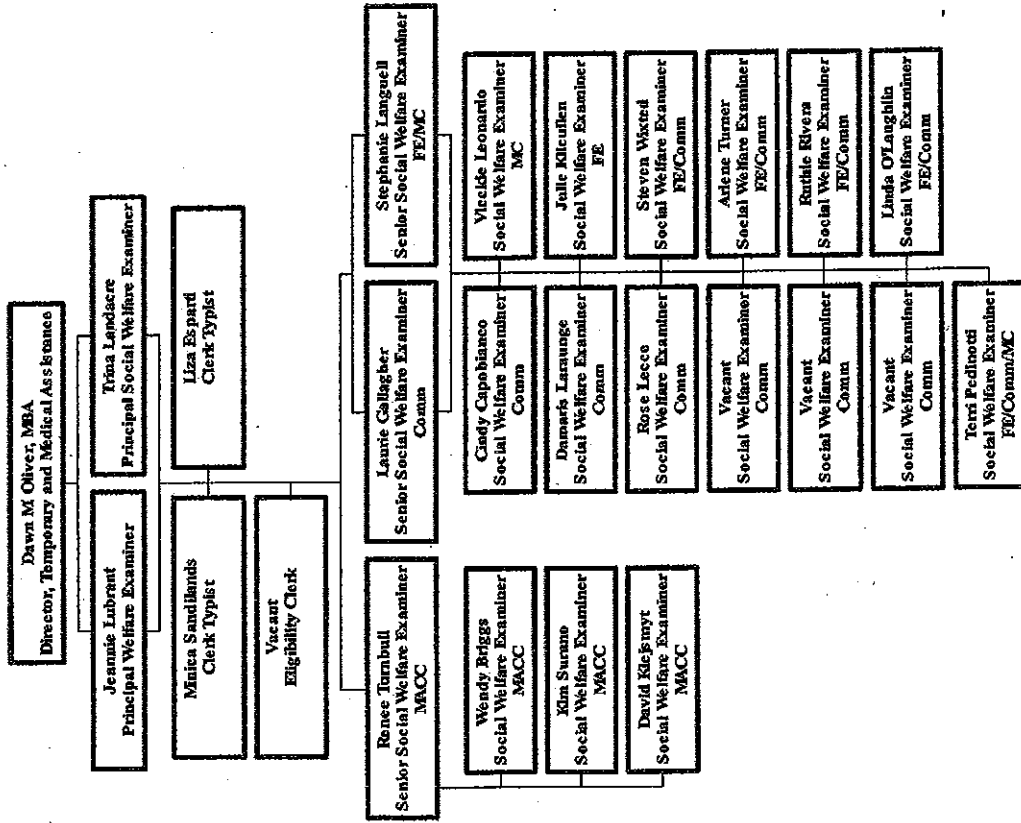
# Reception Unit



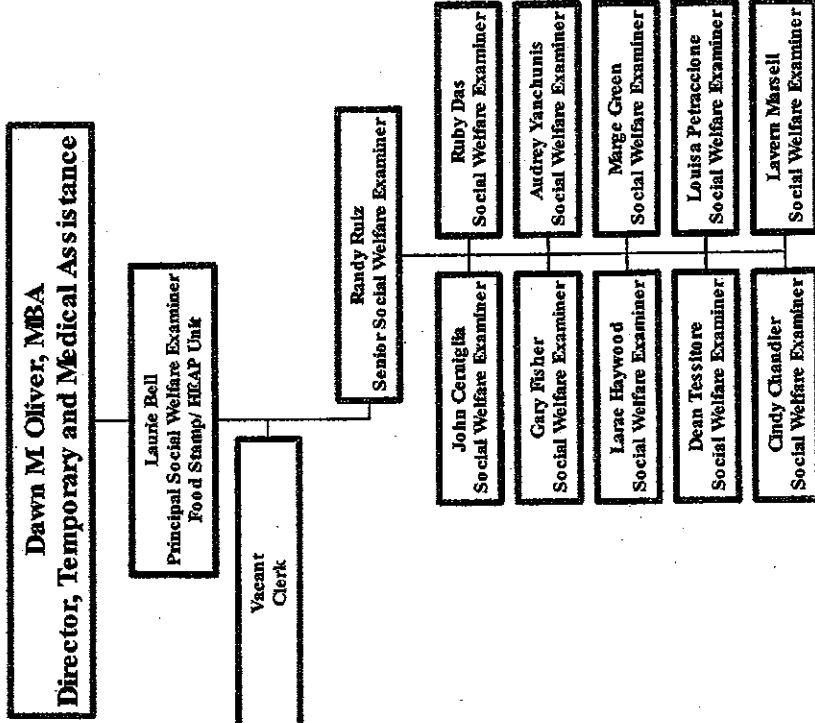
# Temporary Assistance



# Medical Assistance Unit



# Food Stamp/HEAP Unit



# Schenectady Job Training Agency

