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Eliot Spitzer
Governor

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

David A. Hansell
Commissioner

July 24, 2008

Ms. Sandra Wright
Commissioner
Livingston County Department of Social Services
3 Murray Hill Drive
Mount Morris, New York 14510-1699

Dear Commissioner Wright:

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
David Peck
Krista Etters

"providing temporary assistance for permanent change"

**Livingston County Department of Social Services
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 Livingston County Department of Social 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 Livingston 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: January 18, 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 Employment Unit within the Department of Social Services administers the WTW Programs in Livingston County. The Employment Unit, under the direction of the Employment Coordinator, reports directly to the Commissioner of Social Services. The Employment Unit works closely with the Division of Financial Assistance Programs to ensure continuity of service to, and tracking of, temporary assistance/food stamp participants. The Employment Examiners also works closely with Services Division Caseworkers* to make employability determinations, and to determine underlying issues that constitute hurdles to clients fully participating in self-sufficiency activities. Additionally, a Jobs Program representative from OTDA, and a Livingston County Workforce Development staff person are co-located within the Employment Unit under contractual agreements.

* Note: All Services Division Caseworkers on the teams are experienced in working with medical treatment plans.

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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) (if known)	Categories of Clients Served	Programs, Services or Activities Provided
Livingston County Workforce Development	\$105,000	FFFS and Livingston County DSS	TANF, SN, FS	"Employment Training Program" Job Skills Training. Work Experience Program Coordination Supervised Job Search
Career Systems Development Corp.	\$8,000	FFFS SNAP	TANF SN	Assessment/Job Readiness/Job Search/Job Retention
Catholic Charities of Livingston County	\$48,000	FFFS	TANF	Transitioning Off TANF (TOT) Case Management
Catholic Charities of Livingston County	\$25,000	FFFS	TANF	SSI/SSD Intensive Case Management
Catholic Charities of Livingston County	\$55,000	Intensive Case Management Funds	TANF	Noncompliance Intensive Case Management

Livingston County Council on Alcohol & Substance Abuse	\$14,000	FFFS LAF	TANF, SN	Assessment, Referral
Industrial Medicine Associates*	\$15,000	FFFS	TANF, SN	Medical Assessments for second opinion employability determination, and for SSI/SSD application packaging.
Total	\$270,000			

TABLE 2 – Other Service Providers

Provider	Funding Source(s) (if known)	Categories of Clients Served	Programs, Services or Activities Provided
Genesee Valley BOCES		TANF, SN	Vocational/Education Training, TABE Testing, GED Coordination
NYS OTDA		TANF, SN	Oversight of Job Search Program: Job Search Readiness, Referrals, & Placement.
Livingston County Mental Health Dept.		TANF, SN	Address mental & emotional hurdles to employment.
Literacy Volunteers		TANF, SN	Assist with overcoming literacy hurdles to employment.

Section 2.3 – Jobs Agreement

Jobs Program Services – Target Groups

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

Services		Target Groups	
Assessment/Employability Plan	<u> X </u>	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	<u> </u>	Food Stamps	<u> X </u>
Job Placement Services	<u> X </u>	200% of Poverty	<u> X </u>
Grant Diversion	<u> </u>		
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.)

Oversight of Job Search Process as defined in Attachment 4, WTWCMS Data Entry, Case Conferencing, Job Fairs, participation in call-in trainings, tracking of job opportunities in Livingston County, measuring percentage of client placements against job market, maintaining Employment focus in DSS lobby w/postings and Weekly Job Opportunities booklet, developing jobs in Livingston County, and assisting with coordination of Employment Training Program with Workforce Development.

Jobs Program Staffing and Location (Address)

Number of Jobs staff: 1

Locations

1. Employment Group	Building 3 (2008), Building 1 (2009) on Livingston County Campus.
2.	
3.	

Jobs Program LDSS Staff Contact (Name & Phone Number)

LCdSS Employment Unit Coordinator, David Peck (585) 243-7300

Section 3 Engagement and Work Preparation

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

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

Engaged in Work Activities includes, but is not limited to:

- A. All activities required for the purpose of completing the Employment Unit's participant registration, assessment, and referral process.
- B. Activities and programs to which the participant may be referred during the assessment process for determining specific exempt status or disability limitations.
- C. All scheduled activities and trainings as defined in this plan.
- D. All activities listed within section 385.9 of Department Regulations as work activities and work requirements.

Exempt individuals whose employability determination indicate appropriateness for classroom activity are required to attend appropriate life skills training, and are offered the same range of services/activities as non-exempt individuals. This may include selected work activities on a limited basis as well as referrals for therapy, counseling, rehabilitation, training, etc. Additionally, participants are expected to:

- A. Actively pursue SSI/SSD when appropriate.
- B. Follow recommended treatment plans, e.g., physical therapy, mental health treatment, drug & alcohol treatment plans, and/or medical treatment.

Compliance with assessment, employment planning, 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.

[Click here and type the additional items included]

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.

In addition, the district's orientation provides the following:

- Expectations under Welfare Reform (TANF & SN)
- Time Limits
- Availability of child care and transportation
- Work Experience Requirements
- School Attendance if a teen parent
- "Day care in lieu of Temporary Assistance" Information

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.

Orientations are done on an individual basis, as well as in group settings when deemed appropriate. Orientations are conducted by Employment Unit Staff. Orientations conducted at recertification are done in the same fashion as the initial orientation.

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:

Participants are given the Test of Adult Basic Education (TABE). A qualified staff member from Genesee Valley BOCES administers this test. The test is designed to measure a participant's reading comprehension and math skill level. Results are given as a comparable high school grade level. The TABE scores become part of the participant's assessment and employment record. Additionally, the TABE serves as a tool in determining that appropriate referrals are made to employers, work sites, etc. Incorporated into the process are also other assessment tools administered by Workforce Development to determine interests and aptitudes.

- b. A copy of the assessment tool used by the district is attached. Additional assessment tool(s) used by the district is (are):

Livingston County DSS TA Team Assessment Form, and/or the WTWCMS assessment tool. (Attachment 5), TABE, and Interests & Aptitudes Inventories.

- 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))

Those qualifications set forth by the State of New York for the Civil Service Title "Social Welfare Examiner". Employment Unit Assessment Workers are hired under this title. Experience in employment/training programs is taken into account during the interview process. Once assigned to the Employment Unit, new staff will be subject to a period of training whereby he/she will receive any appropriate training offered by the state, in-house training by appropriate Employment Unit personnel, and the Staff Development Unit of the agency.

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

The Department of Social Services Employment Unit conducts and takes responsibility for the 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:

- a. Educational and basic skill level, including literacy and English language proficiency.
- b. Prior work experience and skills.
- c. Supportive service needs.

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:

1. Completion of a formal employability plan as per the WTWCMS template. The original is maintained by the agency in the participant's case record, and a copy is given to the participant.
2. Completion of detailed plans arising out of specialized call-in trainings designed to address specific hurdles to employment. Clients will plan step by step efforts to overcome specific hurdles, and progress will be tracked at subsequent appointments or call-ins. A copy of the plan is kept in the participant's case record, and a copy is given to the participant.
3. Completion of a Work Activities Assignment Calendar/Form (Attachment 6), if applicable, at the time of employability planning. The original is maintained by the agency in the participant's case record, and a copy is given to the participant.
4. The Employment Unit's expectation that the participant is to actively take part in any and all activities that may be assigned.

The plan shall be explained to the individual. Any changes to the plan shall be discussed with the individual, and documented in writing.

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

Click here and type 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):

Click here and type ONLY if different from 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

- a. We have combined our core and non-core activities into a unified program called The Employment Training Program, consisting of Work Experience, Skills Training, and Supervised Job Search. Assignment to the Employment Training Program enrolls the participant in all three activity categories.
- b. Where medicals for Exempt clients indicate appropriateness for classroom activity, we are assigning classroom skills training to increase engagement.
- c. District staff monitor participation and engagement of participants using reporting tools in COGNOS. Using COGNOS detail reports helps effectively direct staff efforts to achieve better case management, improve tracking of client progress in work activities, and complete data entry in the CMS system for reporting.
- d. Increase the number of participation hours, while assisting clients in overcoming hurdles to employment, with the implementation of specialized Client Development Workshops targeted at hurdles experienced by significant percentages of our client population.
- e. The typical turn around time from case opening to engagement in activities averages one to two weeks. This is a tremendous improvement over the last 20 months.
- f. The typical turn-around time from when an individual's status changes from exempt to non-exempt and are engaged in employment activities also averages One to two weeks. This too, is a marvelous improvement over the past 20 months.
- g. The district's standard for engaging participants in activity hours is that they will participate at least the minimum number of hours based on employment code type (20-30-35 hours) to be countable as fully participating to meet the participation rate prescribed by the State and Federal government. The minimum requirements are followed for administrative ease in regards to the availability of training staff, who only work 35 hour weeks. The standard for a full work week for Livingston County employees is 35 hours. We do reserve the right to schedule up to 40 hours per week of activities.









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.
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		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.
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		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.

			<p>Work Experience</p>	<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>
			<p>On-the-Job Training (OJT)</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>

				<p>Community Service</p>	<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>
				<p>Job Search</p>	<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>

		<p>Job Readiness Training (JRT)</p>	<p>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.</p>
		<p>Vocational Education</p>	<p>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.</p>

<p>☒</p>	<p>☒</p>	<p>☒</p>	<p>Job Skills Training</p>	<p>Training or education in job skills to improve a participant's employability, to ensure clients have the basic skills competencies required by employers to support job entry and/or to advance or adapt to the changing demands of the workplace. Where identified as needed such training may include the development of basic workplace skills including professional workplace behaviors and decision making skills. Job skills training may include customized or technical training designed to provide participants with additional workplace skills, post secondary education courses leading to a bachelor's or other advanced degree or other training included under the definition of vocational education training. Job skills training may include literacy instruction, English language instruction or other basic education for an individual who has already obtained a high school diploma or equivalency when determined from a client's assessment that such instruction is needed to improve the participant's employability.</p>
<p>☒</p>	<p>☒</p>	<p>☒</p>	<p>Education Training</p>	<p>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.</p>

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	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.

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.

Livingston County's TA Recipient Job Search is a **Supervised Job Search**, and consists of:

1. Recipients are assigned 10 – 15 contacts during one week out of each month. Clients obtain the employment applications, but bring them uncompleted to a four-day training.
2. The supervised job search provides 20 – 30 core activity hours for that week. This entire work activity is supervised by staff who monitor attendance, participation, and performance.
3. During the training, staff give instruction for customizing applications and resumes to tailor fit the jobs they are applying for, and assistance in filling out the applications. Resumes are updated/adjusted. Everything is checked for completion, spelling, and presentation.
4. Transportation is provided by a mobile supervisor for in-person delivery of the applications. The supervisor monitors for appropriate attire, personal presentation, and actual completion of each job search contact.
5. Recipients then go through 3 more weeks of Work Experience and Skills Training before doing another week of supervised job search. Clients' marketability to employers is improved each time they go through the cycle before doing another supervised job search, and resumes are updated after each cycle.
6. This extends our countable job search activity out to 6 months @ 1 week per month, and we believe is more effective in developing the client with every training and job search cycle.

Job Search Definitions

The following applies to both Applicant Job Search and Supervised Job Search:

Job Searchers must apply for positions for which they meet the minimum qualifications for applications to be valid.

On-line job applications will only be accepted with prior approval from the Job Search Specialist or Employment Examiner working with the client. With prior approval, an on-line application will be accepted if the employer requires this form of contact. Attach a clipping of the job posting to document the employer's request for on-line contact, and the print out of the receipt of your submitted application, to your job search entry for that employer contact.

Employers must actually have a job opening for the application to be counted toward the job search.

| Applications must be filled out and turned in to employers to count for the job search.

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:

~~[Click here and type the description]~~

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.

~~[Click here and type the description]~~

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

Jobs Program Staff assist with employer relationships and job development.

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:

Appropriate referrals for education and English language instruction are identified using the TABE test instrument. Referrals are then made to the appropriate service coordinated through the local BOCES.

- 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:

Appropriate referrals for Vocational Education and Job Skills Training are identified using a combination of client needs and goals, Interest-Aptitudes-Skills Inventories, and job market opportunities. Referrals are then made to the appropriate service coordinated through the local Office of Workforce Development, who may offer training directly, or in partnership with the ATTAIN Lab, Cooperative Extension, BOCES, Child Care Council.

- 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.

Livingston County has started a blended "Employment Training Program" that is made up of Work Experience, Job Skills Training, and Supervised Job Search. This program is done in partnership with our local Office of Workforce Development, and provides 2 days of Job Skills Training per week, 7 hours per day. This is a definite increase in our Job Skills Training activity hours. Employable recipients are automatically enrolled in all three components when assigned to the program, so Skills Training will definitely increase. Exempt recipients who are appropriate for classroom instruction are assigned to the skills training when the topics are appropriate.

We are also implementing increased use of contracted services through our local Workforce Development office, as well as BOCES funding.

Job Skills required by employers in Livingston County as listed in the Employment Opportunities booklet help determine training topics offered. The booklet is comprised of actual employer advertisements each week.

Exempt recipients whose medicals indicate appropriateness for classroom instruction are assigned to the skills training when the topics are appropriate. This too will increase the number of participants in Skills Training, as well as our Engagement Rate.

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

Providers are evaluated by the following standards.

1. State approval or licensing.
2. Past performance.
3. Range of training/education activities available.
4. Qualifications of staff.
5. Documentation of fiscal responsibility.
6. Cost per enrollment/completion/entry to employment.

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

Upon request, a participant's case manager will provide information regarding approved providers. In general, these include BOCES, Catholic Charities, Workforce Development Office's approved training providers, and local SUNY and Community Colleges.

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

Approval shall be case specific, based upon information from the assessment form, medical form, Employment Plan, and face-to-face discussion with the participant. Individuals requesting training/education approval must meet the minimum requirements for acceptance of all individuals served by the training provider. Further, the employment unit has established a system of prerequisites in order to determine if the participant is likely to follow through and successfully complete training/education and is therefore a good risk to benefit from the funding expended on his/her behalf by the Department of Social Services.

The prerequisites may include, but are not limited to, attendance at the one week Job Seekers Workshop and participation in a work experience activity. These activities enable the Employment Unit Case Manager to evaluate the participant's attendance, ability to arrange childcare if necessary, and coordinate transportation. If the participant is eligible and training/education is approved, the Employment Unit will authorize supportive services, as applicable.

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

Upon approval or denial for any work activity, participants are notified in writing. Notification will include any conditions or requirements for approval, or the specific reasons for denial.

- 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 a 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:

[\[Click here and type the procedure\]](#)

- 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:

For teens attending high school, the school must complete a School Attendance Verification Form on a monthly basis for high school head of households, and quarterly for high school students who are members of a household case. Further, the school will monitor attendance on a regular basis and make this information available to the participant's Employment Unit Case Manager. Many schools provide a computer printout showing daily attendance. The Employment Unit's school attendance policy for teens is based on the individual school's determination as to whether a participant's class attendance is *satisfactory*, *not satisfactory*, or *not attending*. This information is reported to the Employment Unit Case Manager via the aforementioned School Attendance Verification Form.

- 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:

After following provisions for determining disability, if the Employment Unit and/or Health Services Unit determines a participant to be work limited, the Employment Unit will assign a participant to work activities and/or specialized programs only if such assignment:

- Is consistent with the participant's treatment plan as prescribed by the participant's individual physician, or the physician under contract with Industrial Medicine Associates; or
- If no such plan exists, any such assignment shall be consistent with the participant's documented mental and physical limitations; and/or
- If the Employment Unit determines that the participant is able to perform a given assignment, and such assignment will assist the participant to become self-sufficient.

If a participant is, in fact, found to have a disability/limitation, the local district will inform in writing the individual responsible for supervising such activities of any limitation of the participant.

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 WTWCMS, 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):

Livingston County will perform a random sample of 10 cases per quarter for paid work activities. Both the temporary assistance and employment case files will be reviewed. Hours of employment will be verified through receipt of pay stubs, employer verification forms, and direct phone contact with the employer documented in case notes. The review will ensure the hours of employment on the ABEL budget are consistent with the hours reported on WTCMS and documentation is in the file to support hours reported on WTCMS and that the scheduled hours on WTCMS is consistent with the documentation.

Livingston County will perform a random sample of 10 cases per quarter for participation in unpaid work activities. The employment case files will be reviewed. Actual hours of attendance will be documented by attendance sheets showing actual hours of attendance, any excused absences during the month, any unexcused absences during the month, and holiday time. The review will ensure the actual hours of attendance reported on the monthly attendance sheets has been correctly reported on WTCMS, excused absences and holiday time are documented in the case file and correctly reported on WTCMS in accordance with federal limitations, and that documentation of actual hours of attendance is accurate and matches the hours of participation reported on WTCMS by district or provider staff.

Livingston County will perform a random sample of 2 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.

Livingston County will perform a random sample of 2 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.

Livingston County will assess and verify that participation in the work activities reported for work eligible individuals meets the federal definition for the activity.

A summary/management report will be submitted to OTDA after each quarterly review. This summary will be forwarded to Kathleen.Nagy@otda.state.ny.us.

The internal review will assure the following:

Quality Assurance Plan

- The documentation of wages and actual hours of employment are verified with copies of pay stubs, which are kept in the case file. The Employment hours schedule is then projected out 6 months in WTCMS based on the documented pay stub hours, or until such a time as a change occurs.

- The documentation for actual hours, supervision/attendance, excused absences and holidays for assigned activities is captured on the activity verification forms completed by activity supervisors. The completed verification forms are kept in the case file.
- The Employment Coordinator assesses and verifies that participation in the work activities reported for work eligible individuals meets the federal definition for the activity. In the case sampling, all activities that clients are enrolled in will be assessed and verified for compliance with the definitions of those activities as set forth by the federal government.
- The Livingston County DSS internal reviewer verifies quarterly that a sampling of the data entered into the WTWCMS system used for reporting work activities is accurate, including actual hours, excused absences and holidays; and is based on documentation in the case record.
- Documentation necessary to exempt an individual due to being the caretaker of a disabled household member or child under one (Employability Code 31 and 38) consists of a signed doctor's statement with an anticipated end date, or date of next review. The doctor's statement is kept in the case file for documentation.

Please see Attachment 8 for Quality Assurance Plan Check Points. All cases audited will be randomly selected by the staff auditor.

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):

As part of the quarterly internal review outlined above, the district reviewer will also review the provider collected documentation and data entry. The sampling will include the same 5 code 20's (Employable) as above, who are engaged in core and non-core countable activities, as well as 5 Exempts who are approved for classroom Skills Training activities. The internal review will assure the following:

- The documentation for actual hours, supervision/attendance, excused absences and holidays for assigned activities is captured on the activity verification forms completed by activity supervisors. The completed verification forms are kept in the case file.
- The Employment Coordinator assesses and verifies that participation in the work activities reported for work eligible individuals meets the federal definition for the activity.

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.):

Individuals deemed to have a disability exempting them from work activity requirements, as outlined in section 6, are routinely monitored and re-assessed by the DSS Services Caseworkers. In conjunction with information received from the Services Caseworkers, the Employment staff will meet with the individual to discuss whether there is potential to be restored to self-sufficiency, and update his/her Employability/Self-Sufficiency Plan accordingly. To assist in making these determinations, the Services Caseworkers and Employment staff refer to medical statement details regarding prognosis and recommended treatment plans.

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

Based on information obtained from a health care provider, the Employment Unit in conjunction with a Services Team Caseworker will develop an appropriate treatment plan and make referrals to appropriate providers. This plan will be discussed with the individual at a face-to-face meeting, and will become part of the individual's Employability/Self-Sufficiency Plan.

- 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.:

The Services Team Caseworkers will track individuals who have been determined to be employable with limitations, or not employable at all for a given period of time, by requesting updated medical or other relevant information. The CMS Alerts & Ticklers system is used to identify due dates for updated medical statements. Updated information regarding the individual's potential to be restored to self-sufficiency is shared with the Employment Unit, and adjustments to the individual's Employability/Self-Sufficiency Plan are made accordingly. Medically Exempt recipients are contacted either by phone or called in monthly, or bi-monthly, to review compliance with their treatment plan, therapeutic progress, and consideration of appropriate classroom activities that will improve employability when their medical status changes. Additionally, every attempt is made to make face to face contact with these individuals at the time of their temporary assistance recertification in order to identify any change regarding their disability.

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.

The district's procedure to reduce the amount of time participants fail to participate in work activities is outlined in our "Flexible Accountability Plan".

Flexible Accountability Plan

Concept: We will hold clients accountable for full participation in activities from the start of their application/case opening. Think in terms of employee flex time at work; how we plan ahead to put in extra time, or make up for time missed, in order to put in a full work week. The two differences are, we're talking about clients, and we need a full work month (rather than a week) for our Participation Rates.

Need: To do weekly reporting/tracking on a full week calendar that catches the overlaps in a month.

Plan:

1. Our goal is to reduce the number of sanctions, and keep clients engaged in activities if we can.
2. Participation hours will be scheduled weekly, but we will hold clients accountable for the monthly totals. As long as their monthly total activity hours add up, we will consider them in compliance.
3. When a non-compliance event occurs, send a conciliation notice as we always have.
4. Two to three days after mailing conciliation letter, someone from the team will call the client to inquire about good cause/alternative plan to make up the activity hours/assignment. If the client does not have a phone, you can utilize one of our field workers to have the conversation (Mobile Work Crew Supervisor, Intensive Case Manager, or our Sanctioned Engagement Fieldworker).
5. The opportunity to make up the activity hours/assignment will be offered regardless of good cause.
6. If the alternative plan isn't carried out, or no contact is made within the conciliation time frame, then we start the sanction process.
7. Track weekly participation hours on a calendar tool that goes by full weeks, not months, to ensure all CMS hours are entered properly, and see how the weeks are averaging out for the month.
8. At the end of third weeks in a month, check to see who hasn't made up their hours to be in full compliance by the EOM.

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:

[Click here and type the procedure]

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

[Click here and type the procedure]

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

At different times during the sanction process, sanctioned participants will be required to do one or more of the following:

1. Keep an appointment with an Examiner to discuss the sanction issue and household composition, set an action plan to lift the sanction, discuss the implications of reduced benefits on budgeting for family needs, and discuss the activities that the participant may still voluntarily participate in so as to continue moving toward self-sufficiency.
2. Keep follow-up appointments with an Examiner to review the participant's monthly income and expenses, and provide documentation as to how temporary assistance resources are being used to meet the needs of the other household members on the case. Documentation must be provided to show how they spend the Temporary Assistance grant to support their family, and demonstrate how they are meeting their own needs without cash grants. They will need to provide receipts for such things as food (if their portion of Food Stamps was also sanctioned), clothing, rent, utilities, etc.
3. In questionable cases where discrepancies are evident between household resources and expenditures, referrals may be made for home visits, child protective services, and fraud investigation services. The participant will be offered the option to voluntarily close their case if they feel they cannot stand up to this level of scrutiny.
4. Sanctioned participants may also be required to report to the agency in person to pick up their temporary assistance cash benefits in the form of a paper check.
5. Conciliated or Sanctioned clients may be required to work with our Noncompliance Intensive Case Manager through home visits, phone calls, and other means of contact.

Section 3.11 Diversion Strategies

District has no specific diversion strategies.

District's diversion strategies are described below:

Applicants are assessed by workers in the intake process to inventory all resources available to the applicant (personal resources, relationship supports, past problem solving strategies, community resources) in addition to applying for Temporary Assistance. Their resource list becomes a menu of options for the client to develop their own plan of action, and corresponding responsibilities of each option selected, among which may be receiving Temporary Assistance. Each option selected by the applicant will be done with a full explanation of what that option will require of them, including the employment activity requirements of Temporary 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 child care in accordance with the child care 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 in an amount not to exceed the cost of public transportation or mileage reimbursement at the rate determined by IRS for medical or moving purposes, whichever is less, will be provided. Reimbursement may be made by pre-paid gas card, or EBT card. One round trip per day may be requested. Other requests are considered on a case specific basis. Reimbursement will not be made for trips of 2 miles or less, one way, except under extenuating circumstances. The district will make accommodations on a case by case basis for individuals with limitations who would otherwise be expected to walk to work activities. Employment Unit Case Managers refer all transportation requests to the Livingston County Department of Social Services Transportation Unit. Requests for mileage reimbursement are handled within the Employment Unit.

MEDICAL ASSISTANCE will be provided through Medicaid if the participant is a recipient of Medicaid. If a participant is required to secure an employment physical, and is a recipient of Medicaid, the physical shall be provided through the Medicaid program. If the participant is not a recipient of Medicaid, then the Employment Unit shall make payment. Expenses incurred as the result of any injury suffered in an assigned work activity will be processed through Medicaid channels, or Workman's Compensation, as appropriate.

CLOTHING/UNIFORM payments may be authorized when such items are necessary to allow participation in an assigned work activity, or when required to accept unsubsidized employment. A participant must submit a written request, including an itemized list of the clothing/uniforms required. If said clothing/uniforms are deemed necessary, a payment to the participant will be processed.

VEHICLE REPAIRS/INSURANCE and TOOLS/EQUIPMENT. In accordance with section 385.4 of the Regulations, the Employment Unit may provide certain financial supportive services, as deemed necessary, to allow applicants/recipients of Family Assistance or Safety Net to participate in subsidized or unsubsidized full time employment. The Employment Unit maintains a *One Time Payment Program* specifically designed to meet this need, thereby allowing a participant to accept or retain employment. This often precludes the participant's need for Temporary Assistance.

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): Participants who have their own vehicles are provided a mileage allowance calculated at the IRS rate for medical and moving purposes, once verification of attendance at the work activity is provided. Reimbursement may be made by pre-paid gas card or EBT card.

For those without their own vehicle, the participant is responsible for contacting the Transportation Unit to make arrangements. The Transportation Unit utilizes DSS Staff transporters, volunteer drivers, and the local public transportation system.

The District will provide transportation to worksites for participants without transportation.

Employment Examiners and Transportation Staff will work with participants who have transportation hurdles by suggesting ways and methods to overcome those hurdles. Participants are encouraged to network through monthly workshops, and develop resourceful ways to take the steps necessary to overcome their transportation hurdles, in order to find employment, and achieve self-sufficiency.

LATS Bus Passes are also made available to recipients as a resource for transportation in order to comply with employment activity requirements.

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:

Transportation in an amount not to exceed the cost of public transportation or mileage reimbursement at the rate determined by IRS for medical or moving purposes, whichever is less, will be provided. Reimbursement may be made by pre-paid gas card, or EBT card. One round trip per day may be requested. Other requests are considered on a case specific basis. Reimbursement will not be made for trips of 2 miles or less, one way, except under extenuating circumstances. Transportation may also be provided by the Mobile Work Crew Supervisor. Employment Unit Case Managers refer all transportation requests to the Livingston County Department of Social Services Transportation Unit. Requests for mileage reimbursement are handled within the Employment Unit. The maximum distance a participant may be required to walk to any activity is 2 miles one way, unless in instances of severe weather extremes. This maximum distance is based on the rationale that it is not unreasonable, nor does it pose an undue hardship.

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:

Services outlined in section "a." above will be offered to individuals at risk of needing Temporary Assistance. Additionally, an inventory assessment of the individual's resources will be assembled during the intake assessment process. This inventory will help the individual develop an action plan utilizing any combination of personal resources, community resources, emergency relief to be self-sufficient apart from Temporary Assistance using all available 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):

Translators and/or available translation services are utilized to the greatest extent possible through agency contracts.

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 may provide the following supports and strategies to support job retention:

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

Services may include the following based on identification as an appropriate referral:

- Weekly telephone and/or personal contacts with the employer and the client.
- Personal contact, at the place of employment, at the request of either the client or the employer to resolve any on-the-job problems that may arise.
- Personal contact with the client, at the request of the client or the employer, to ensure that personal issues do not affect attendance or performance at the workplace.
- Intervention with the client, the employer and the LCDSS worker to develop appropriate corrective action plan necessary for success on the job as soon as issues are identified..
- Conversation with the client and the employer to ensure that communication between the two is accurately received and interpreted.

The Employment Unit may provide transportation (through a referral to the Transportation Unit), work related expenses, and one-time payments. All requests for after-case closing supportive services are considered on a case-by-case basis.

Requests for supportive services that do not fall within the framework of the Employment Unit are referred to the appropriate staff within the Temporary Assistance Division. Participants may be eligible for transitional Medicaid and/or childcare services as set forth in part 415 of 18NYCRR.

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.

Access to transportation services provided by the DSS Transportation Unit, and on a case-by-case individual basis, work related expenses, and one time payments are provided, as deemed necessary. One time payments include, but are not limited to, auto repairs, auto insurance, job related tools, and job related equipment.

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 Employment Unit will refer transportation requests to our Transportation Unit, or make reimbursement at the rate of \$25 per month through federal FSET funds, as appropriate. For administrative ease, Employment staff will use the \$25 per month reimbursement, and upon client request, will reimburse for mileage expenses above \$25 per month at the rate determined by IRS for medical or moving purposes. Reimbursement may be made by pre-paid gas card, or by EBT card.

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

Requests for additional supportive services are considered on a case specific basis, and dependent on available resources and funding.

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:

[Click here and type the procedure]

The good cause/willfulness determination is made by:

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

[Click here and type the process]

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:

Where possible, the sanctioned client will be assigned to the activity that they non-complied in to lift their sanction.

TANF:

- Complete 10 Applicant Job Searches, 1 JRT Worksheet, and 1 full week of the Employment Training Program’s scheduled activities. **OR**
- Complete 20 Supervised Job Searches in the Employment Training Program’s Supervised Job Search Phase.

SN:

- Complete 20 Supervised Job Searches in the Employment Training Program’s Supervised Job Search Phase. **OR**
- Complete 10 Applicant Job Searches, 1 JRT Worksheet, and 4 days of Job Skills Training.

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)

[Click here and type the procedure]

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 District has an independent contract with IMA for independent medical opinions.

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:

Our Services Division Team Caseworkers primarily make these determinations.

Attachment 4

Job Search Process

1. When applicants first come to the agency, a team will meet with them.
2. The Jobs Specialist or Employment Examiner reviews the Orientation Packet, secures all signatures, and explains the requirements re. Job Search Books and Resume Packets.
3. When the applicant returns to the EU for their **first** Job Search appointment with the required number of job contacts, they are also to bring a completed Resume Packet and/or a resume.
4. The OTDA Jobs specialist will review both the Job Search Book and the Resume Packet (or resume) for completeness, and forward the Resume Packet or resume to Workforce Development by inter-office mail.
5. The applicant will be required to schedule an appointment with Workforce Development in Geneseo to have their resume created or enhanced by Workforce staff before their **second** scheduled Job Search appointment at the EU.
6. By the **third** scheduled Job Search appointment with the Jobs Specialist, the client will have met with Workforce Development staff, and bring their completed/enhanced resume along with their Job Search Book.
7. Hurdles:
 - a) If the client has no phone to schedule the required appointment, the client will be given permission to use a phone in the EU.
 - b) If the client has no transportation to make their appointment with Workforce Development, the client can make arrangements with our Transportation staff while at the EU, or by phone.
 - c) EU and Workforce Development staff will take responsibility for equipping the client with Resume Development, and it is the client's responsibility to arrange and keep their appointments.
8. Recipient Supervised Job Search:
 - Recipients are assigned 10 – 15 contacts during one week out of each month. Clients obtain the employment applications, but bring them uncompleted to a four-day training.
 - The supervised job search provides 20 – 30 core activity hours for that week.
 - During the training, staff give instruction for customizing applications and resumes to tailor fit the jobs they are applying for, and assistance in filling out the applications. Resumes are updated/adjusted. Everything is checked for completion, spelling, and presentation.
 - Transportation is provided by a mobile supervisor for in-person delivery of the applications. The supervisor monitors for appropriate attire, personal presentation, and actual completion of each job search contact.
 - Recipients then go through 3 more weeks of Work Experience and Skills Training before doing another week of supervised job search. Clients' marketability to employers is improved each time they go through the cycle before doing another supervised job search.

- This extends our countable job search activity out to 6 months (1 week per month), and we believe is more effective in developing the client with every training and job search cycle.
9. Non-Compliance: If a client is non-compliant, the OTDA Jobs Staff should refer the client to the appropriate Examiner.

Employment Unit Staff
Draft 11/28/07