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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

February 27, 2008

Eileen M. Tiberio  
Commissioner  
Ontario County Department of Social Services  
3010 County Complex Drive  
Canandaigua, New York 14424-1296

Dear Commissioner Tiberio:

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  
Brian Young  
James Yonkers

*"providing temporary assistance for permanent change"*

bcc: S. Antos  
D. Bloodstein

**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 Ontario 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 Ontario 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.

Eileen Tiberio Social Services Commissioner  
Eileen Tiberio

Date: 2/1/08

**Section 2 Administration**

**Section 2.1 Administrative Structure**

This agency's organizational chart is attached, attachment #1. 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 the DSS Workforce Development Unit are described below.

1. Provide orientation to all public assistance applicants to explain their responsibilities in participating in job search, work experience, community services, and employment activities.
2. Recruit work experience and community service worksites to ensure ongoing participation for clients.
3. As required by NYS, the Department of Social Services Workforce Development Unit determine eligibility for contracted programs offered to TANF under 200% of the poverty level.
4. Provide exploring employment assessment and complete the employability plan with each participant as required by state/federal regulations.

5. Assist in the screening of employability for persons claiming mental or physical disabilities as well as referral for appropriate evaluations and treatment.
6. Provide counseling and case management and monitor progress for all clients, to ensure compliance with their employment plan.
7. Monitor the employment activities progress of all clients to assure compliance with regulations and/or policies.
8. Provide job development opportunities in the private/public sector.
9. Coordinate employment services with other contracted employment programs to assure documentation of client participation in those programs.
10. Develop and implement a plan offering specific services which target the employed client population. Services may include: non-traditional hours and expanded services to employed clients to assist with retention and advancement.
11. Assist and provide staff representation for conciliations and fair hearings as may be required.
12. Report matters of client non-compliance to the Temporary Assistance Unit in accordance with developed procedures.
13. Provide individual and group job readiness and job search activities.
14. Make participant records available for the purpose of ongoing program review and monitoring.
15. Provide monthly reports to NYS Office of Temporary and Disability Assistance, as required.
16. Provide targeted services to eligible adults and children.
17. Provide services at both the Hopewell and Geneva office sites.
18. Require that all staff involved in this program comply with the confidentiality policies.
19. Directs program efforts aimed to meet or exceed the participation rates established by the state/federal government.

The total number of employees of the local Department of Social Services is 150.

## 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
Family Counseling of the Finger Lakes	\$15,914	FFFS	TANF and 200% TANF	Interpreter services
Catholic Family Center	\$27,543	Community Solutions for Transportation FFFS	TANF and 200% TANF	Car loan program
Ontario County Transportation Department	\$36,312	Community Solutions for Transportation	TANF and 200% TANF	Bus pass program
Lifespan	\$25,711	TANF FFFS	TANF	Women in Transition Services
Ontario County DPW	\$36,312	Community Solutions for Transportation	TANF	Gas Cards
<b>Total</b>	<b>\$141,792</b>			

**TABLE 2 – Other Service Providers**

Provider	Funding Source(s) (if known)	Categories of Clients Served	Programs, Services or Activities Provided
FLCC	State Education	All categories	Job Readiness Training (BRIDGE) Vocational Training, GED
Literacy Volunteers		All categories	Literacy Training
Wayne Finger Lakes BOCES	EDGE	TANF, FS and 200% TANF TANF and FS	Adult Basic Education Vocational Training
Ontario County Workforce Development/ Finger Lakes Works	Workforce Investment Act, Title V SCSEP	TANF, FS and SN 200% TANF All categories	Vocational Training, Youth and Older Worker Services
VESID	State Ed	All categories	Vocational Rehabilitation Services
Ontario Transit	CST	All categories	Transportation
NYS Department of Labor	Wagner Peyser and Veterans	All categories	Labor Exchange
OTDA/JOBS Program	OTDA	All categories	Job search and job readiness activities and employer assistance

Section 2.3 – Jobs Agreement

**Jobs Program Services – Target Groups**

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

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

Other Services Requested

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

WTWCMS Data entry, collaboration with One Stop Business Services Team, OSOS use for job development and job leads.

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

**Number of Jobs staff**    1

**Locations**

- 1. 3010 County Complex Drive, Canandaigua
- 2. 83 Seneca Street, Geneva
- 3.

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

Brian Young, 585-396-4024

**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, 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.

Assurance: The social services district will provide a WTW orientation to all applicants/recipients of temporary assistance at the time of application to include descriptions of the following:

- a brief overview of welfare reform (time limits, income disregards, etc.);
- education, employment and training opportunities available, including those which are available at no cost to the individual and those which are available in the local district according to its employment plan;
- the participant's responsibilities associated with the repayment of student financial aid;
- supportive services available through the district and the obligations of the district to provide them;
- work activities available through the local district and the local district's obligation, if any, regarding those activities;
- the types and settings of reasonably accessible child care services for individuals assigned to work activities, and how such services will be provided and financed;
- the assistance available upon request to help individuals assigned to work activities select and obtain child care services; and,
- the individual's responsibility to cooperate in establishing paternity and enforcing child support obligations;
- a discussion about the upcoming assessment and plan development;
- Childcare availability for employed individuals in lieu of temporary assistance.

Within one month of the individual's participation in orientation, the individual will be notified in writing of the opportunity to participate in the district's work activities or this notification may be incorporated into the district's orientation.

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.

At the time of application the orientation is done in a group setting on a daily basis, although some situations dictate an individual session. Staff from both the Dept of Social Services and Workforce Development conducts the session. At recertification the Dept of Social Services staff does the orientation on a 1-1 basis.

### 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:

Assurance: The district will provide an individual assessment of all adult members of households with dependent children and 16 and 17 year-old members of households with dependent children who have left school without completing or receiving an equivalency diploma. The assessment will be completed within 90 days of determining that the individual is eligible for assistance.

To the extent that resources are available, the district will provide an employability assessment for applicants and recipients without dependent children who are not exempt from assignment to work activities. The assessment shall be conducted within a year of application for assistance.

Applicants and recipients who are assigned to participate in an assessment are required to comply.

b. The district utilizes the Assessment section in WTWCMS for all recipients. Additional assessment tool(s) used by the district is (are):

- ◆ Test of Adult Basic Education Level D
- ◆ Harrington-O'Shea Interest Survey
- ◆ Meyers-Briggs Personality Assessment
- ◆ Career Zone
- ◆ ONET

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)

Workforce Development Counselor in keeping with Civil Service requirements. (Job description and qualifications are attached, attachment #2).

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

Ontario County Department of Social Services, Workforce Development Unit

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:

- educational and basic skill level;
- supportive services needs;
- prior work experience and skills;
- training and vocational interests;

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

a. The district utilizes the Employability Plan in WTWCMS for all recipients 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:

Assurance: Based on the temporary assistance participant's assessment the district will develop an employability plan in consultation with the participant.

The plan will be explained to the individual and any changes to the plan will be discussed with the individual and documented in writing. The assessment and plan are contained in the Welfare to Work Caseload Management System.

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

Assurances: The social services district will enroll temporary assistance and food stamp clients in work activities that will:

1. achieve required State and federal participation rates, which could be 20, 30 or 35 hours of participation based on the employment code of the non exempt participant which are the minimum State and federal participation rate requirements, and
2. lead clients to employment and financial independence.

The participation rate requirements are monitored by Workforce Development staff and reviewed by DSS staff utilizing the WINR 9465, Cognos Upfront reports and locally produced reports.

Work experience and community service assignments will meet the requirements prohibiting displacement and other provisions contained in Department of Labor Regulations 1300.9(d)(3). The number of hours of participation in work experience and any work portion of community service will not exceed the Temporary Assistance and Food Stamp grants divided by the federal or State minimum wage, whichever is higher.

Clients are engaged in a job search activity within 3 days of WTWCMS notification of the change with additional employment related activities typically within the next 10 business days.

The Workforce Development staff provides immediate engagement to all DSS applicants to divert them from ongoing assistance while combining work activities such as job search and work experience for cases that receive ongoing assistance in order to meet participation rates.

- 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	SNE	SNA	FS	Activity	Definition
X	X	X	X	Unsubsidized Employment	Full time or part time employment in the public or private sector that is not subsidized by TANF or any other public program (excluding employer tax credits). Unsubsidized employment includes self employment and/or paid internships.
X	X	X		Subsidized Private Sector Employment	Employment in the private sector for which the employer receives a subsidy from TANF or other public funds (excluding tax credits) to offset some or all of the wages and costs of employing and training a recipient in accordance with New York State Social Services Law 336-e. Subsidized private sector employment will include positions subsidized through grant diversion, supported employment programs, and paid college work study programs at private institutions. Individuals participating in subsidized private sector employment are paid wages and receive the same benefits as unsubsidized employees who perform similar work. An employment situation will be subsidized for up to the full amount of wages/benefits provided to the program participant and will be subsidized for the length of time as determined appropriate by the State or social services district.
X	X	X		Subsidized Public Sector Employment	Employment in the public sector for which the employer receives a subsidy from TANF or other public funds (excluding tax credits) to offset some or all of the wages and costs of employing and training a recipient. Subsidized public sector employment will include positions subsidized through grant diversion, supported employment programs, and paid college work study programs at public institutions. Individuals participating in subsidized public sector employment, and work study unless otherwise permitted under a federal work study program, are paid wages and receive the same benefits as unsubsidized employees who perform similar work. An employment situation will be subsidized for up to the full amount of wages/benefits provided to the program participant and will be subsidized for the length of time as determined appropriate by the State or social services district.

X	X	X	X	Work Experience	<p>Unpaid work performed at a public or not for profit organization to enable participants who cannot find unsubsidized employment to improve his or her employability. Work experience provides participants with an opportunity to acquire the general skills, training, knowledge and work habits necessary to obtain and retain employment. Participation in work experience includes training required for the participant to complete the work experience assignment. For example, an individual who is expected to provide clerical support in a government agency may be provided training to develop or refine filing and data entry skills as needed to perform the tasks required as part of the work activity assignment.</p> <p>In addition to those components noted above, work experience will include unpaid internships that are part of any non-graduate student's education curriculum. (Note: Paid internships will be reported as employment.)</p>
X	X	X	X	On-the-Job Training (OJT)	<p>Training in a public or private sector employment setting during which the participant receives work-essential paid training while he or she is engaged in productive work that provides the knowledge and skills essential to attain full and adequate performance of the job.</p> <p>OJT will be unsubsidized (for which the employer does not receive a subsidy) or subsidized using TANF funds or other funds to offset the cost of the training provided to the participant. A subsidized OJT will be subsidized for up to the full cost of providing such training and wages/benefits provided to the program participant. Positions will be subsidized for the length of time determined appropriate by the State or social services district. OJT is distinct from subsidized employment due to the fact that the individual must participate in workplace training to attain full and adequate job performance and the subsidy provided is intended to offset the cost of such training.</p>

X	X	X		Community Service	<p>A structured program in which participants perform work for the direct benefit of the community under the auspices of public or nonprofit organizations. Community service placements must be projects that serve a useful community purpose in fields such as health, social services, environmental protection, education, urban and rural redevelopment, welfare, public recreation, public facilities, public safety, and childcare. Community Service programs are designed to improve the employability of participants not otherwise able to obtain unsubsidized employment. Participation in community service may include training that is directly required for the participant to complete the community service assignment. For example, an individual who is expected to provide clerical support to a food pantry may be provided training to develop or refine filing and data entry skills.</p> <p>Community service assignments will primarily be voluntary in nature including participation in VISTA, Americorps, and unpaid volunteer activities at a school, Head Start programs, religious or faith-based institutions, community organizations or a nonprofit or public agency but will also include such mandated participation when court ordered. Participation in activities to support these organizations is deemed to provide a service to the community. In those instances where the participation could meet the federal definition of work experience or community service and the district or program provider would like to have another recipient provide childcare for the community service individual, such hours of work may be reported as participation in community service.</p>
X	X	X	X	Job Search	<p>The act of seeking or obtaining employment or preparing to seek or obtain employment and will include looking for suitable job openings in a group or individual setting, making contact with potential employers, learning appropriate workplace expectations and behaviors in preparation for submitting job applications and interviewing, preparing to or applying for and/or interviewing for jobs and related activities.</p>

X	X	X	X	Job Readiness Training (JRT)	Participation in programs that include seeking and preparing for work. Traditional JRT activities will include: resume preparation, training in interview skills, instruction in workplace expectations, training in effective job seeking, life skills essential to workplace success, time management, goal setting, budgeting, basic math and literacy skills, household management, interpersonal skills, decision making skills, anger management, parenting skills when it has been determined that such training could help reduce unplanned work leave or apprehension toward entering employment.
X	X	X	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	<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>
X	X	X	X	Education Training	<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	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.
				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.

Upon completion of Exploring Employment, all employable applicants are assigned to Supervised Job Search for four (4) consecutive weeks. All applicants are expected to report weekly with their job search handbook/log with eight (8) verifiable contacts and a minimum of twenty (20) hours of job search activity. The handbook/log is reviewed by staff or the JOBS staff for compliance. Random samples of applicant's job contacts will be called to verify if a recent application is on file and/or if contact was made.

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.

Staff meets weekly with TA recipients that are assigned to job search. The recipient is required to have eight (8) verifiable contacts per week, as documented in a job search handbook/log and a minimum of twenty (20) hours of job search activity. Random samples of recipient's job contacts will be called to verify if a recent application is on file and /or if contact was made. This activity is structured to be flexible in scheduling, depending on a recipient's other activity schedules, or other extenuating circumstances.

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:

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.

Ontario County Workforce Development staff contact employers and solicit jobs for Temporary Assistance participants. Using Business Service Representatives and the NYS Dept of Labor Job Bank located within the Workforce Development office and partner agencies, as well as staff funded by the Federal Workforce Investment Act, employers are contacted daily and job orders distributed to all staff. Incentives such as employer reimbursement of wages, under grant diversion and OJT programs, are marketed to group and individual employers daily.

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

JOBS Program staff have established employer contacts and will use those contacts in job development activities and coordinate those activities with the Business Services Representative.

### 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:

Individuals are given the Test of Adult Basic Education (TABE) at Exploring Employment. The TABE will identify if an individual is in need of adult basic education services regardless of their completion of high school or not. Also individuals may disclose their lack of a high school diploma. In both cases, individuals may be mandated to attend ABE/GED instruction through the local community college, BOCES or a rural home study program. For those non English speaking individuals, the community college and BOCES offer English as a Second Language classes that the person may be mandated to attend. We also administer the Spanish TABE for those Spanish speaking customers to identify possible difficulty in their native language. Literacy Volunteers may also be an appropriate referral for those with very low literacy levels.

- 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:

For any individual that may be interested or appropriate for Vocational Education or Job Skills training, they are referred to Workforce Development staff funded by the Workforce Investment Act at the One Stop Center. They are required to go through the same process as One Stop customers which begins with an informational workshop called Interested in Training. From that session they are given a Career Research Portfolio, attachment #3, to complete and schedule an appt with the WD WIA staff person for further discussion and a recommendation of whether or not the training may be approved.

During this process the WD DSS staff person maintains contact with the WIA staff and provides further input and/or assessment information as necessary. The training program must be on the local demand occupation list and providers of that training accessible for the individual and be approved by the Finger Lakes Workforce Investment Board. Attached are the documents used for this purpose.

- 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.

Ontario County intends to access more programs through the BRIDGE Program with the Finger Lakes Community College (FLCC). FLCC offers several short term vocational education and job skills training programs that include but not limited to Certified Nursing Assistant, Customer Service and Food Handling Certifications, Computer Training and a certificate program currently being developed in Culinary Arts. In addition, training that meets the local employer demand is emphasized including On the Job Training which benefits both the employer and job seeker. Individuals appropriate for WIA funded services are referred to the One Stop as described in section 3.6(b).

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

Ontario County utilizes the system that is used for WIA training providers and the Finger Lakes Workforce Investment Board.

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

Participants are referred to [www.fingerlakesworks.com](http://www.fingerlakesworks.com) and directed to the Finger Lakes WIB approved training provider list.

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

A participant that is interested in training must meet some basic guidelines. These include but are not limited to: attending the Interested in Training workshop noted above, complete the Career Research Portfolio, which is attached, meet with the appropriate WD staff person, they must not have any criminal history that would prohibit

entering employment in the training field, they must have at least the minimum basic skills, they must have reliable transportation and childcare arranged, if applicable.

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

If a participant is approved for training, they then meet with either or both the WIA or DSS Workforce Development staff for completion of the training voucher, attachment #4, and a review of attendance requirements and forms to be completed. For other activities such as job search or work experience letters are sent with at least 5 business days notice, attachment #5 and #6. Most letters are generated from those in WTWCMS.

- 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:

- 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:

Teens in school, coded exempt are required to submit school attendance verification at the time their case is recertified.

- 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:

At the initial objective assessment meeting between client and the employment staff any restrictions related to health are discussed. In developing a worksite, restrictions are taken into consideration and the individual is placed in an assignment that is appropriate.

The job duties are developed through communication with the worksite representative to ensure that any limitations are accommodated.

### 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):

Ontario County will perform a random sample of 5 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.

Ontario County will perform a random sample of 5 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.

Each sample of a work related activity will be assessed and verified that participation in the work activity meets the State approved definition for the activity.

Ontario County will perform a random sample of 1 case 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.

Ontario 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.

Ontario County will perform a random sample of 7 cases per quarter in which a case member is reported to be incapacitated to determine if s/he remains incapacitated or is now a work eligible person. The temporary assistance case file will be reviewed to ensure there is presence of medical documentation to support the exemption and that the documentation has a timeframe for the exemption.

A summary report will be prepared following each review period and forwarded to: [Kathleen.Nagy@otda.state.ny.us](mailto:Kathleen.Nagy@otda.state.ny.us).

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):

Does not apply, completed by the district.

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.):

Ontario County has entered into a contract agreement with a local agency, Lifespan, to engage short term exempt clients into appropriate activities. A plan of action is developed to meet at least monthly with participants to discuss options and progress.

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

To be determined.

- 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.:

To be determined.

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.

At the onset of when an individual applies for cash assistance the district informs and reinforces throughout their participation that assistance is only temporary and we are here to help them move toward self sufficiency, however there are choices the person must make that can either help or hinder their participation. During the applicant process we start by explaining specifically what will be expected of them while on assistance. We also strongly encourage the use of our resources to help in finding employment. Workforce Development programs are set up in a way that mirrors paid employment and staff emphasize this during the process and as educational opportunities when a participant fails to comply. We also explain the unfortunate consequences of their choosing not to follow through with required activities. This kind of

knowledge early in the process will hopefully curtail unexpected consequences and increase participation in work activities. If a person does not follow through, staff has the ability to contact the person and find out immediately the reason they did not participate instead of beginning the conciliation process that could take up to four (4) weeks. We also believe that building a strong rapport with customers will help in making positive choices. Lastly, it is the districts intention to participate in the state contract for an independent medical evaluation, which for individuals that do not have a current physician, will speed up the determination of the individuals abilities or lack there of.

### 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:

Ontario County tries to engage participants that have been sanctioned for the first time thirty (30) days after the sanction began. For those participants that have durational sanctions we engage them within 45-30 days of their sanction term completion. We invite both first time and durational sanctioned participants in for a case conference to explain how to end the sanction and what we can do to help them become employed. We also invite in the participants that wish to remain disengaged for a similar case conference in hopes they will end their sanction and begin participation.

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

[Click **here** and type the procedure]

### Section 3.11 Diversion Strategies

District has no specific diversion strategies.

District's diversion strategies are described below:

Supportive services and diversion payments are offered for individuals that may be employed and in need of transportation assistance or other supports to maintain their 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:

The social services district will provide to participants the following expenses, in addition to child care, which the district deems necessary for the individual to participate in assigned work activities including Exploring Employment. Applicants and recipients may be entitled to the following expenses:

1. Tuition may be paid for those clients enrolled in Vocational or Job Skills Training provided there is no other funding source available (e.g. TAP, PELL, scholarships, and other sources that may offset the cost of the tuition) and the client and the Workforce Development Case Manager have jointly developed the employability plan which has identified the needs for the training. Reimbursements for books and supplies can also be provided in addition to tuition. Written documentation from the training facility will be required for payment for tuition and books. This will be accomplished by utilizing the training facility Individual Training Account. Payment will be made directly to the provider unless otherwise arranged (payment to the client) and approved by the Senior Counselor in Workforce Development. The maximum allowable amount per year is \$3000. The \$3000 limit includes tuition, books, academic fees, and supplies. [NOTE: Tuition, books, and supplies for self-initiated training are not an allowable training related expenses (TREs).]
2. A transportation allowance reimbursed at the rate of \$.30 per mile (for round trips at least 5 miles up to \$15 per day) paid to clients enrolled in employment training activities when other funds and sources of transportation are not available. Reimbursement to clients will be made twice per month. The District will consider any transportation hardship claims over and above the maximum allowance per day.

The cost of public transportation will be reimbursed upon receipt of documentation of attendance in the approved activity, up to \$10.00 per day. This transportation arrangement and the cost must receive prior authorization by the Workforce Development case manager. Also monthly bus passes are purchased for individuals involved in work activities and on fixed public transportation routes. CST funds are used to purchase "dial a ride" passes for TANF recipients

in work activities. In addition, CST funds are used to purchase gas cards for individuals with their own vehicle and in a work activity.

On a case-by-case basis, payment can be pre-approved on the condition the client will attend the assigned activity. If the client fails to attend the activity, the payment will be recouped from future supportive services of the client.

3. A clothing allowance of up to \$150 will be available to clients in need of clothing in order to participate in their work activity. The client or instructor/supervisor must provide documentation of the need for the clothing. The Workforce Development Case Manager will authorize payment for the clothing based upon estimates from vendors or upon receipt of sales slips. This allowance can only be used for items absolutely necessary for the participation in the program. If a check is issued directly to the client, a sales slip must be submitted to the Case Manager within 5 days after the purchase. All requests will be considered on a case by case basis. Consideration will be given to the client's progress and participation in their training activity on work experience. Clients are not automatically entitled to this allowance and approval must be granted by the Workforce Development Case Manager and Senior Counselor prior to any purchase.
4. If a client is required to have a license to pursue training, the fee for the license will be paid at an actual cost not to exceed \$200. This may include driver's licenses or any other license required by the state. Whenever possible, the payment will be made directly to the provider. If payment must be made to the client, a receipt or documentation must be submitted to the Case Manager prior to payment being made. No payments will be made without prior approval of the Workforce Development Case Manager and Senior Counselor.
5. ~~Tools, equipment and miscellaneous items required for training or employment~~ will be paid for upon documentation from the training facility or employer. The list of tools, etc. that will be required must be identified by the instructor or supervisor at the start of the training or job unless otherwise arranged. Whenever possible, payment will be made directly to the vendor. If payment is made to the client, payment will be made based upon the estimate provided by the instructor or worksite supervisor. The total amount cannot exceed \$500. If payment is made directly to the client, receipts must be submitted to the Case Manager within five (5) days after the purchase. No payments will be made without prior approval of the Workforce Development Case Manager and Senior Counselor.
6. Payment for car insurance and car repairs may be made for those enrolled in an employment activity provided that this is the least costly means of providing transportation. The cost will not exceed \$600.00, or the retail value of the vehicle (as documented in the blue book) per year per individual for repairs and \$1,000.00 per year for insurance. Clients must use authorized repair shops licensed by the State of New York and must provide at least two estimates on

official letterhead or invoice. Clients submit these documents to the Workforce Development Case Manager for review. Approval must be made by a Supervisor before work is started. Please note all repairs must be done by authorized repair shops and must include their DMV Repair Shop Identification Number. No reimbursement will be made without prior approval of the Workforce Development Case Manager and Senior Counselor. The estimate must be attached to the DETA 11 form.

In order for Ontario County to consider paying for repair to a client's vehicle, it is necessary for the following to be submitted to Workforce Development:

- A. Two separate written estimates from New York State approved vehicle repair shops listing all necessary repairs to the vehicle to put it in safe working order. In addition, a statement on repair shop letterhead from the repair shop is required indicating that the vehicle has been visually inspected and the repairs listed on the estimate are necessary to put the vehicle in safe working order. This statement must be signed by the repair shop owner or manager, and include a valid DMV Repair Shop Identification Number.

In the event that two written estimates cannot be obtained (i.e.: the vehicle cannot be driven), the reason why must be documented prior to approval of any repair and/or towing costs.

- B. Upon receipt of the two written estimates, the Workforce Development Case Manager will review to determine if car repairs can be paid for by Ontario County. All repairs must be reviewed with a Supervisor who will determine if repairs will be approved. No approvals are to be made verbally or without written statements. If this happens, the staff authorizing may be liable for the payment. If the repair expense can be authorized, the case manager will authorize the repairs in writing, furnishing a copy of the authorization to the repair shop and to the client. If the repairs cannot be authorized, the Case Manager will notify the client, in writing, of this fact.
- C. Once the work is completed, the repair shop must submit a bill to Workforce Development, showing that the work has been completed and listing the repair shop's Federal Employer Tax Identification Number and DMV Identification Number, authorizing them to do repairs.

Upon receipt of this bill, the Case Manager will submit the bill, along with the estimate for payment.

- D. A log is maintained that includes case number, name, repairs, vendor, amount and date work completed. Supervisory approval is required for these payments.

**NOTE:** For items 7 through 9, the Case Manager must be informed by the worksite supervisor, instructor or other agency professional dealing with the client, of the client's need for the service. A joint case management meeting will occur and the Workforce Development Case Manager will recommend approval of the provider to the Senior Counselor. Final approval will be made by the Senior Workforce Development Counselor. No authorization for payment will be made if the Workforce Development Case Manager has not been consulted or informed of the client's personal or family need of this service.

7. Payment will be made directly to the provider for clients who need individual or family counseling up to a maximum of \$100 for each individual session and \$50 for each group session for crisis intervention, problem solving skills, drug and alcohol abuse, and related problems.
8. Payment will be made directly to the provider for clients who are in need of drug and alcohol-related counseling when it is necessary for effective participation in employment activities. The limits are \$100 for each individual session and \$50 for each group session.
9. Payment will be made directly to the child care provider for child care registration fees of up to \$50 per child for enrollment of children of employment participants in licensed childcare centers when such child care is necessary for the client's participation in employment activities.

Expenses will be paid if there are no other monetary sources to meet these needs.

- 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): "Refer to Section 4.1(a)(2)"
- 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:

For those SN cash assistance individuals that reside in rural areas where public transportation is not available we would expect them to walk no more than two (2) miles one way. On a case by case basis, this maximum could be waived where clients can demonstrate limitations or other inability to attend work activities.

For TANF cash assistance individuals, the above two (2) mile policy would not apply as those individuals may receive a "dial a ride" public transportation bus pass that would transport them anywhere within Ontario County with at least twenty four (24) hour advanced notice.

- 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: "Refer to Section 3.4 and 4.1(a)"
- 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):

The district contracts with Family Counseling Services of the Finger Lakes to provide interpreter services to non-English speaking participants. In addition we have translated documents commonly used for employment programs into Spanish.

Telephone contacts are available to translate for the following languages: Albanian, Arabic, Chinese (Mandarin and Cantonese), Creole, French, Hebrew, Hindi, Italian, Korean, Russian, Spanish, Urdu and Vietnamese.

[ ] 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 supports and strategies to support job retention:

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 that will help in supporting job retention.

1. Non-recurring expenses relating to childcare (daycare registration or application for service fees) not to exceed \$50. Payment will be made directly to the provider.
2. Clothing allowance of up to \$150 for employment or in connection with the participant's job search. The case manager and the client will develop a list of necessary items. Payment will be made directly to the client who will submit a receipt after purchase.
3. Tools and equipment for employment, not to exceed \$500 and documented by the employer if such tools and equipment are required to be purchased by other employees similarly employed. Payment will be made directly to the vendor or if this is not possible, payment will be made directly to the client utilizing the estimate received from the employer or the vendor. The need for tools, etc. will be identified at the start of the client's employment unless otherwise arranged.

Reimbursement for job related safety equipment of up to \$200 will be provided to the client upon documentation of the need from the employer.

4. Reasonable cost of necessary repairs to a recipient's automobile if this is the only barrier to the client's employment and it is reasonable. At least two estimates from licensed repair shops or garages are necessary prior to approval. Payment will be made directly to the provider. The total cost will not exceed \$600 or the retail value of the vehicle, whichever is lower. This section also applies to those clients in training or work related activity. See #6 above. Payments will be made only to authorized repair shops.
5. Payment for automobile insurance premiums up to a maximum of \$1000 per year (coverage will include basic requirements and collision if necessary) if this is the only barrier to the participants employment. Payment will be made directly to the insurance company. This section also applies to clients enrolled in a training or work related activity. See #6 above.

**NOTE: AUTHORIZATION FOR THESE EXPENSES (CAR REPAIR AND INSURANCE) WILL BE MADE ONLY WHEN IT IS THE LEAST COSTLY MEANS OF MEETING THE TRANSPORTATION NEEDS OF THE PARTICIPANT.**

The extended services provided will be the same as those described and will be available only if they have not been paid to the person during the employment participation.

Also, expenses will only be provided upon a determination of need by the Case Manager and if it is determined that funds from other sources are insufficient to meet the person's needs.

There may be a need that is not described in section 4.2. If this is the case, the case manager will discuss the situation with the Senior Counselor and Director and a decision on payment will be made with documentation in the file on the rationale for the decision.

Ontario County continues to provide expanded job retention and post employment services.

#### 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.

1. Interpreter services  
This service is available to Spanish-speaking individuals to assist them in applying for transitional benefits (child care, Medicaid, Food Stamps, HEAP, etc.).

- 2. Bridge College To Work  
Provides job readiness and technical training through Finger Lakes Community College.

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 that are involved in work activities:

"Refer to Section 4.1"

- b. The district will provide the following supportive services in addition to transportation for those that are involved in work activities:

"Refer to Section 4.1"

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:

For persons who have failed or refused to comply with one or more requirements, the following conciliation procedure is provided.

1. 7-10 days written notice to the individual of her/his right to conciliation.
2. If individual responds either in person or in writing, a conciliation conference will be scheduled at which the individual may give reasons for the failure/refusal to comply.
3. The procedure will be administered by designated trained staff with no direct responsibility for a participant's case. Based on all available evidence, including that offered by a participant, the Mediator must determine if the client had good cause in his/her willful refusal or failure to comply.
4. If it is determined that good cause exists, no action shall be taken for failure to comply; if it is determined that the client willfully did, without good cause, refuse

or fail to comply, a ten day notice must be issued to begin the process of negative action.

5. If the participant does not respond to the 7-10 day conciliation process notice, a ten day written notice of intent to discontinue or reduce assistance will be issued to begin the process of negative action.
6. The conciliation period shall not last longer than fourteen days in the case of an applicant for or recipient of Safety Net, or thirty days in the case of an applicant for or recipient of Family Assistance from the date on which the individual requested conciliation unless the individual and the social services official agree that it should last longer.

The good cause/willfulness determination is made by:

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

The County's Senior Social Welfare Examiner assigned to employment will make the determination after hearing the client's and the employment counselor's issue.

### 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:

Ontario County's policy requires a sanctioned individual to sign an "agreement to comply" document AND attend at least one activity for a period of time prior to removing the sanction. The period of time is determined on a case by case basis.

### 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

The district's procedure for individuals who wish to dispute their assignments is as follows:

Step 1. Informal resolution. The individual discusses the disputed assignment with the Workforce Development Case Manager. This step is informal and the dispute resolution officer is not involved. If health related dispute not resolved, disputed tasks are not required to be performed by participant unless and until dispute is decided through formal resolution process, including Fair Hearing decision, if need be.

Step 2. Formal resolution.

- a. Client submits his/her dispute in writing to the Dispute Resolution Officer, the Director of Workforce Development.
- b. The Dispute Resolution Officer reviews the case and sets up an appointment with complainant.
- c. The Officer reviews the case and interviews the parties involved.
- d. A conference is held within 30 days of the receipt of the formal grievance. Those present will include the complainant, the case manager and the Dispute Resolution Officer.
- e. The Officer will prepare a formal report of the resolution and send to the complainant within 10 days of the conference. In this report the client will be advised that he/she may call for a fair hearing if he/she does not agree with the resolution. A copy will also be forwarded to the case manager.
- f. If the dispute is not resolved before the fair hearing, the client is required to continue in the activity.

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)

The Workforce Development staff person determines good cause based on all available information, including that provided by client.

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:

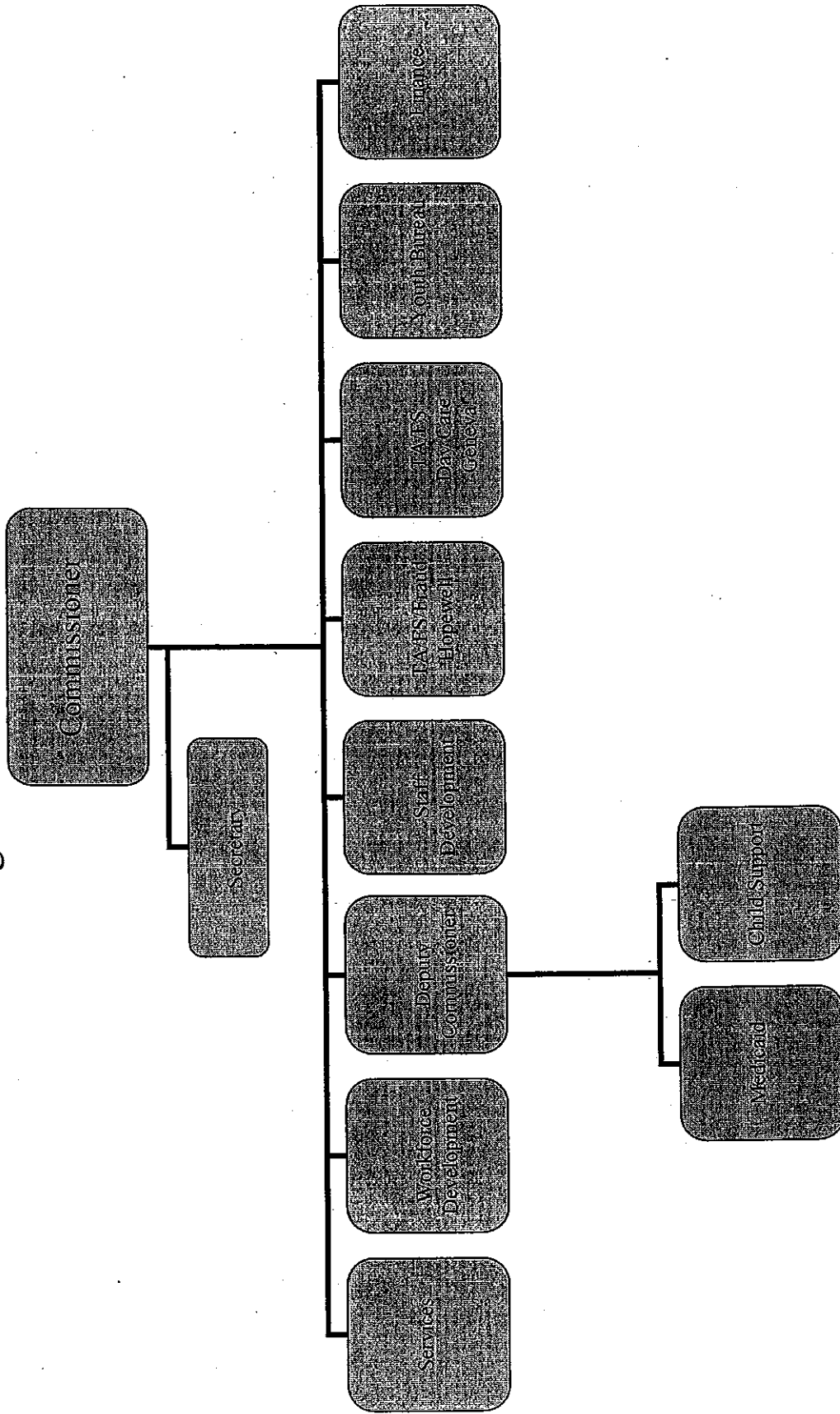
1. At application and recertification or whenever the Dept of Social Services staff has reason to believe that an applicant for or recipient of public assistance might have a physical or psychiatric impairment, DSS staff inquire whether such individual has any medical or psychiatric conditions which would limit his/her ability to participate in work activities.
2. Should the applicant or recipient declare that he or she has a psychiatric or physical impairment, DSS staff:
  - a. Notifies the individual in writing of the opportunity to present, within ten calendar days, a statement from the individual's treating health care practitioner. Such documentation must contain a specific diagnosis resulting from any medically appropriate tests and specify any work limitation of the individual;
3. DSS staffs evaluate the individual's claim of a physical or psychiatric impairment, determining whether the documentation provided is sufficient to make a determination.
4. DSS staffs require new documentation as indicated by the length of disability indicated by the existing medical statement.
5. DSS staff notifies the individual of an opportunity to present any medical documentation available from the individual's practitioner to further determine employability status.
6. At the time that DSS staff make a determination of an individual's medical condition, we will notify the applicant or recipient in writing of such determination and of the right to request a fair hearing to contest such determination within ten days of such notification.
  - a. If the individual requests a fair hearing within the ten day period, Workforce Development staff shall not assign the individual to work activities pending the fair hearing determination, except that WD staff may, during the pendency of a determination pursuant to this section assign an individual, with the agreement of such individual, to a limited work assignment which would be consistent with any limitations associated with the psychiatric or physical impairments alleged by the individual.
  - b. An individual shall not have the right to a fair hearing to contest such determination if he or she requests a fair hearing after the ten day period specified in subparagraph (1) of this paragraph.
7.
  - a. At any time after an applicant or recipient alleges that he or she has a psychiatric or physical impairment which would limit his or her assignment to work activities,

or render him or her exempt from assignment to work activities and the District has reason to believe that the individual does not suffer from such an impairment, DSS shall notify the individual in writing of a potential sanction, the duration of which is consistent with the provisions of paragraph (2) of the subdivision (d) of section 13-00.12 of Employment Policy Manual.

b. DSS staff shall affect such sanction if:

- i. he or she determines, based upon clear medical evidence, that there is no medical basis for the individual's claim that he or she is unable to participate in work activities based upon a physical or psychiatric impairment; and
  - i. he or she determines that the individual intentionally misrepresented his or her psychiatric condition.
8. Workforce Development staff shall not assign to work activities any individual for whom a medical determination is pending until such a determination is rendered pursuant to the requirements of this section unless the individual agrees to a limited work assignment consistent with the individual's alleged medical condition.
  9. Notwithstanding any other requirement of this section, an individual who is eligible to receive comprehensive health services through a special needs plan as set forth in paragraph (m) or (n) of subdivision one of section 364j of the social services law and the regulations promulgated thereunder, regardless of whether such a plan is operating in the social services district in which the individual resides, shall be considered to be either disabled or work limited, as determined by the District.
  10. Notwithstanding paragraph (1) through (11) of this subdivision, an individual whom the District suspects as having, or who indicates that he or she has an impairment that is due to alcohol or substance abuse, shall be subject to the requirements of subdivision (i) of section 351.2 of 18 NYCRR.

# Ontario County Department of Social Services Organizational Chart 2008



EMPLOYMENT AND TRAINING COUNSELOR

DISTINGUISHING FEATURES OF THE CLASS: Provides professional vocational guidance and related services to individuals participating in various aspects of the local Employment and Training Program. This is an entry level position in the field of vocational guidance in the local Employment and Training Agency. The duties involve the responsibilities of assisting Employment and Training participants in formulating and modifying employability plans which may involve remedial education, work experience, specialized skill training and related supportive services. The Employment and Training Counselor is called upon to exercise sound professional judgment in formulating and carrying out plans to meet individual vocational problems faced by participants. Work is performed under the general supervision of either a higher level Counselor or other higher level administrative staff employee of the agency who, as necessary, offers guidance and instruction on individual problem cases. Supervision may be exercised over the work of para-professional and clerical assistants. The incumbent of this position does related work as required.

TYPICAL WORK ACTIVITIES: (Illustrative only)

Interviews clients to gather and evaluate information related to prior work experience, education, specific skills, physical, personal and social background to aid in formulating employability or training plans;  
Formulates employability plans for participants of the program;  
Aids clients in obtaining support services as needed.  
Provides information to clients regarding job opportunities, training or apprentice programs and vocational education;  
Makes home or work site field visits to discuss problems and progress with clients, training agencies and employers;  
May conduct orientation and/or informal informational sessions with client groups regarding career opportunities in the community;  
Maintains and updates client program records, employability plans, and progress reports;  
Visits community groups to promote the use of Employment and Training Agency Services;  
Participates in staff meetings and conferences designed to define client goals, problems and evaluate progress;  
May administer standardized vocational tests used in the evaluation of CETA participant vocational skills and/or needs;  
Prepares a variety of narrative as well as tabular reports;  
Provides information to and develops subsidized employment opportunities for clients in both public and private sector.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:  
Working knowledge of concepts of the cultural, environmental and personal factors influencing the lives of Employment and Training Agency clientele; working knowledge of interviewing practices and techniques; working knowledge of community organizations and human service agencies; good knowledge of training and educational programs sponsored by the Employment and Training Agency; working knowledge of sources of job placement; working knowledge of Federal, State and Local Employment and Training Rules and Regulations, and ability to apply the knowledge in the performance of the duties of the position; ability to evaluate clients' vocational interests and aptitudes; ability to establish and maintain effective interpersonal relationships with clients, employers and training agencies; ability to prepare, as well as interpret, narrative and tabular reports; ability to communicate effectively orally; physical condition commensurate with the demands of the position.

EMPLOYMENT AND TRAINING COUNSELOR

MINIMUM QUALIFICATIONS: Either:

1. Graduation from a regionally accredited or New York State registered college or university with a Bachelor's Degree in social science, human services or resources, or other area of study structured to prepare individuals in the field of counseling; or
2. Satisfactory completion of a minimum of 60 semester credit hours in a regionally accredited or New York State registered college or university with at least 12 credit hours in any of the areas described in (1) above, and two years of full-time experience as a Counselor, Caseworker, Employment Interviewer, or other related position with similar duties and responsibilities; or
3. Graduation from high school or possession of a high school equivalency diploma and four years of full-time experience as defined in (2); or
4. Six years of full-time experience in the areas defined in (2); or
5. An equivalent combination of training and experience as defined by the limits of (1) through (4).

NOTE: Post high school educational training in the areas defined in (1) can be substituted for experience on a year-for-year basis. Individuals having neither a high school diploma nor a high school equivalency diploma must possess the full six years of required experience.

NOTE: Verifiable part-time and/or volunteer experience will be prorated toward meeting full-time experience requirements.

SPECIAL REQUIREMENT FOR APPOINTMENT: Possession of a valid New York State Operator's license at the time of appointment, and maintenance of such license throughout the tenure of employment in the position.

APPROVED: MAY 7, 1990

CIVIL SERVICE CERTIFICATION: COMPETITIVE

# CAREER RESEARCH PORTFOLIO

FOR \_\_\_\_\_

Finger Lakes Works  
Ontario Center  
3010 County Complex Drive  
Canandaigua, NY 14424  
(585) 396-4020  
Fax: (585) 396-4028  
E-mail: [ontariowfd@dfa.state.ny.us](mailto:ontariowfd@dfa.state.ny.us)  
Web site: [www.co.ontario.ny.us/workforce](http://www.co.ontario.ny.us/workforce)  
And  
[www.workforcenewyork.org](http://www.workforcenewyork.org)

## WHO I AM NOW

An up to date and honest assessment of your skills, education and goals will provide the needed information to develop an employment plan.

**My current/most recent job:**

**My most important transferable skills:** A transferable skill is one that you develop over a lifetime and can be used in a variety of situations and occupations. To secure your next job it is important that you identify these skills and be able to communicate them to a prospective employer on an application, resume or during an interview. Transferable skills are not job duties. A good source of information is the skills search function on O\*NET, found at <http://online.onetcenter.org>

If you're not working, what kind of job can you get with the skills you have?

Attach:

- Resume with work history

## EMPLOYMENT EXPECTATIONS

Short-term employment goal (same field, new field?)

Long-term employment goal (5-10 years)

What is the job outlook for this career?

What skills, experience, training, credential is needed for this career?

What kinds of jobs would you qualify for after training?

Brief job description/primary responsibilities for this kind of work:

List at least three companies that hire people for this type of job:

What salary can you expect as a new graduate?

**Attach:**

- Ten openings within commuting distance from within the last month from newspaper, Internet, job banks or any other sources (“If I had the proposed training, I would be a qualified candidate for this job.”)
- Any other information about the potential job

# IS THIS A NEW CAREER?

(IF NOT, GO TO PAGE 5)

How and why did you choose this career?

What are the pros and cons of this occupation?

	Pros	Cons
Length, difficulty of training		
Schedule		
Pace, stress level		
Location		
Salary		
Job security		

Other comments:

Attach:

- Results of informational interviewing or shadowing

# ASSESSMENT

Assessments often confirm what we already know about ourselves and help us gain better insight into who we are. It is important to know who we are, especially during a job transition, so that informed decisions are made to secure meaningful work. Assessments are used in conjunction with a review of your transferable skills, education and career counseling to create your Employment Plan. Decisions about your career should never be made solely on an assessment.

**Interest and work importance surveys are available from Workforce Development or online at [www.ioscar.org/tx](http://www.ioscar.org/tx)**

**Interest Inventory (O\*NET, Self-Directed Search, Harrington-O'Shea or similar):**

**Scores:**

Realistic	Social
Investigative	Enterprising
Artistic	Conventional

**Reading/math level:**

**Work Importance (O\*NET or similar):**

**Scores:**

Achievement	Relationships
Independence	Support
Recognition	Working Conditions

**Any other testing or assessments:**

# APPLICANT TRAINING QUESTIONNAIRE

NAME: \_\_\_\_\_

What training facility do you plan to attend? \_\_\_\_\_

Is it on the approved NYS/FLWIB approved provider list? **YES/NO**

What is your planned course of study? \_\_\_\_\_

\_\_\_\_\_

How long will it take you to complete? \_\_\_\_\_

Given the job market conditions expected to exist at the time of completion of training, is there a reasonable expectation of finding a job using the skills acquired

while in training? \_\_\_\_\_

\_\_\_\_\_

What are your plans after completion (work full time or part time, continue education)?

\_\_\_\_\_

\_\_\_\_\_

Satisfactory completion of the training will result in the receipt of:

- Associates degree in \_\_\_\_\_
- License to \_\_\_\_\_
- Industry recognized/college certificate in \_\_\_\_\_
- Verification of seat time \_\_\_\_\_

# FINANCIAL PLAN

**Proposed training:**

Location \_\_\_\_\_ Distance \_\_\_\_\_

Length in weeks \_\_\_\_\_ Days per week \_\_\_\_\_

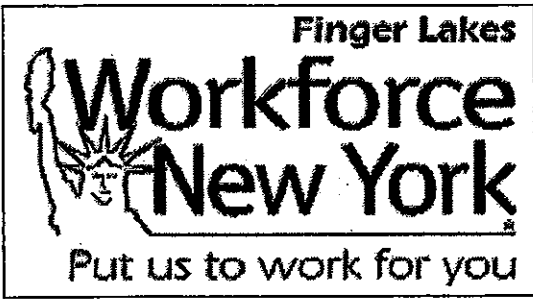
**Cost of training:**

Tuition		\$
Books		
Supplies/clothes		
Child care/support payments/other		
Transportation	RT miles x # trips x 24¢	
⇒ Yr/make of vehicle	Possible repairs, maint.	
	Insurance	
Living expenses:	Housing	
	Food	
	Loans/other	
<b>Total expenses</b>		<b>\$</b>

**Source of funds for training:**

Workforce Investment		\$
Other financial aid		
Unemployment Insurance		
Savings		
Loans		
Family		
<b>Total</b>		<b>\$</b>

Comments, notes:



**ARE YOU INTERESTED IN TRAINING?**

Listed below are the criteria you must meet **BEFORE** your training will be considered. Under no circumstances can you begin training without prior approval by Finger Lakes Works Staff.

1. Completion of eligibility and verification requirements.
2. Complete the Applicant Training Questionnaire.
3. Provide documentation that your training will lead to full-time employment. (Check newspaper ads, job outlook information, definite job offer, etc.)
4. Provide three letters of recommendation (preferably from previous or potential employers).
5. Apply for financial aid (i.e. PELL/TAP – if applicable).
6. Provide information that the training facility you choose is on the approved provider list for the Finger Lakes WIB.
7. Provide documentation that you have transportation and childcare (if applicable).
8. Meet with staff to discuss your plans.
9. Provide additional information relevant to your request for funding/training approval.
10. Follow through with all scheduled appointments.

The above criteria have been explained to me and I understand that I must receive prior approval before I begin a training program.

\_\_\_\_\_  
APPLICANT

\_\_\_\_\_  
WITNESS

\_\_\_\_\_  
DATE

\_\_\_\_\_  
DATE

## Important Internet Sites FOR CAREER EXPLORATION AND TRAINING

**O\*NET** <http://online.onetcenter.org>

Information about careers including skills needed and related occupations.

Online career interest & work importance assessments:

[www.ioscar.org/tx](http://www.ioscar.org/tx)

**Occupational Outlook Handbook** <http://www.bls.gov/oco>

Detailed information about specific occupations including what workers do on the job, working conditions, training and education needed, earnings and expected job prospects.

**NYS Department of Labor** <http://www.labor.state.ny.us>

Labor Market Information has links to occupational outlook in this region and publications by the state for job seekers. Also information about unemployment benefits.

### Training Providers & Demand Occupations

<http://workforcenewyork.org>

Link to Finger Lakes section:

- Local areas
- Local Workforce Investment Board Web pages
- Finger Lakes (on map or list)
  - Demand occupations
  - Trainers
  - Hot Jobs
  - Wages

**Workshops, Job Leads** <http://co.ontario.ny.us/workforce>

For the Ontario County workshop calendar and list of services provided by Ontario County Workforce Development

Finger Lakes Works- Ontario Center  
3010 County Complex Dr.  
Canandaigua, NY 14424  
(585) 396-4020







## TERMS AND CONDITIONS

1. If required, the curriculum, tuition and fees, have been approved by the NYS Education Department and are included on the New York State Department of Labor's Eligible Training Provider List.
2. The Authorized Training Facility Representative will ensure that all departments involved in the implementation of this voucher, including, but not limited to, Financial Aid Office, Registrar's Office, Business or Bursar's Office, Book Store(s), are informed of such and agree to these terms and conditions.
3. The Facility agrees that TAP/Pell and/or other federal, state, local grants available to the student and WIA or WtWBG funds will **not** be used for the same expenses. The Facility agrees it will reimburse the WIB if the individual's TAP/Pell Grant is received by the Facility after the Facility has invoiced the WIB.
4. If this voucher does not include the cost of required books, the Training Facility agrees to work in conjunction with the Bookstore to ensure that the appropriate grants are applied to the costs incurred by the individual at said Bookstore.
5. The Facility agrees to abide by all applicable federal, state, and local laws and policies governing it and this program which shall include, but not be limited to, all levels of policy which emanate from the Workforce Investment Act of 1998 P.L. 105-220, as amended or revised.
6. Payment to the Facility shall be predicated upon the submission of properly completed documents which detail all costs and include, but not limited to, tuition, fees, adjustments, rebates, discounts, refunds which are consistent with the policies of the Facility. Invoices shall be only for the class(es) indicated on the reverse of this document and shall be forwarded to:  
Finger Lakes Workforce Investment Board, Inc.  
41 Lewis Street, Suite 104  
Geneva, NY 14456
7. The Facility will allow the Finger Lakes Workforce Investment Area access to all information the Facility compiles concerning the stated WIA/WtWBG funded individual. Pursuant to the source of funding, State and Federal regulations require that access be granted to the US Inspector General, US Department of Labor, NYS Department of Labor and/or their designated agents.
8. The Facility agrees to save and hold harmless the Finger Lakes Workforce Investment Area from all losses, liabilities, claims, judgments, demands, legal proceedings, recoveries, costs, expenses, and attorney fees brought or recovered against the Facility which may arise as a result of the acts of any of its personnel or designees in the performance of its obligations under this agreement.



**Ontario County**  
**Workforce Development**  
**Finger Lakes Works – Ontario Center**  
**Brian Young, Director**

Attachment 5

DETA 43



**MAIN OFFICE**

3010 County Complex Drive  
 Canandaigua, New York 14424  
 Telephone: (585) 396-4020  
 Facsimile: (585) 396-4028

E-Mail: [ontariowfd@dfa.state.ny.us](mailto:ontariowfd@dfa.state.ny.us)

**BRANCH OFFICE**

83 Seneca Street  
 Geneva, New York 14456  
 Telephone: (315) 789-6340  
 Facsimile: (315) 781-2942

DATE \_\_\_\_\_  
 Hand Delivered

NAME: \_\_\_\_\_

Job Search will help you find a job! Feel free to come in and use our Resource Room. There are a lot of materials that can help you find a job. You should pick up our job lead sheets every week.

As an applicant/recipient of cash public assistance, you are required to look for work and show your efforts. The requirements for Job Search are as follows:

- 1) You must make eight (8) employer contacts per week and these contacts must be written in your Job Search Handbook. A contact can be:
  - Filling out and turning in an application
  - Direct contact with an employer
  - Mailing a resume and cover letter
- 2) You must report to the Department of Workforce Development on the dates listed below and bring your Job Search Handbook with you.
- 3) You must continue to look for a job while you are receiving cash public assistance benefits.
- 4) You will be enrolled in other employment activities while you are receiving assistance.

Your assistance could be denied, reduced or closed, if you do not follow through. **No children are allowed to attend these group sessions.**

If you have any questions, please contact the person listed below.

Sincerely,

\_\_\_\_\_  
 Workforce Development Staff

Reporting Dates  
**INSERT DATES**

**Report at 9:30.** The meeting time will last 2 hours.

Report To: _____	Canandaigua Office	Geneva Office	Finger Lakes One Stop Center
	3010 County Complex Drive	83 Seneca St.	70 Elizabeth Blackwell St.
	Canandaigua, NY 14424	Geneva, NY 14456	Geneva, NY 14456



**Ontario County**  
**Workforce Development**  
**Finger Lakes Works – Ontario Center**  
**Brian Young, Director**

**MAIN OFFICE**

3010 County Complex Drive  
 Canandaigua, New York 14424  
 Telephone: (585) 396-4020  
 Facsimile: (585) 396-4028

E-Mail: [ontariowfd@dfa.state.ny.us](mailto:ontariowfd@dfa.state.ny.us)

**BRANCH OFFICE**

83 Seneca Street  
 Geneva, New York 14456  
 Telephone: (315) 789-6340  
 Facsimile: (315) 781-2942

Date

Address

Dear:

As a recipient of public assistance, you are required to work \_\_\_ hours each week in order to keep your benefits active per the Work Experience Program requirements. Your failure to comply without good cause may result in loss of Public Assistance and Food Stamp benefits and possible sanction per Office of Temporary and Disability Assistance Regulations 385.9 and 385.12.

You are being assigned to the Day Reporting Bus at the Ontario County Sheriff's Department Jail Complex, 3045 County Complex Drive, Canandaigua, New York 14424. You are to report at the jail (located behind the Human Services Facility) at **8:00 a.m. on DATE** to begin this mandatory activity. If you are any later than 8:30 a.m. – you will be conciliated for failure to comply. If you are scheduled for meetings with Workforce Development on the days you are to report please do not miss those appointments, just let the Deputy know you will not be there on those days.

This activity will be manual labor. Some types of activities you may be required to do: washing windows, painting, picking up litter, working on Town/Village/City projects as needed, etc. Most of these activities will be located outside – therefore you will need to dress appropriately, wear sturdy shoes, bring a hat, bring sunscreen, bring your lunch/snacks/drinks with you. This activity may end about 3:00 p.m., with the bus returning you to the 3045 County Complex, Canandaigua location. This should allow you to catch the CATS Bus System.

You must be at the jail, appropriately dressed, with your food, sunscreen, etc, by the cut-off time of 8:30 a.m. Your reporting days are as follows:

Monday, Tuesday and Thursday 8am-3pm

NOTE: Deputy David Barnard, will be the supervisor for this activity.

If you have any questions, call STAFF NAME, Workforce Development at (585) 396-4020. **Final Reminder:** You must report on – **DATE** by **8:30 a.m.** at the jail to begin this mandatory Work Experience requirement.

Sincerely,

CC: Client's file  
 Workforce Development Counselor  
 Deputy David Barnard