SELF DIRECTED SUPPLEMENTAL NUTRITION ASSISTANCE (SNAP) EMPLOYMENT AND TRAINING (E&T) PROGRAM STEP BY STEP GUIDE

This document compliments the Employment and Training Manual

The Food Stamp Employment & Training (E&T) Program has Employment Security Specialists located in Fairbanks & Kenai. This is a voluntary program. Clients must be receiving Food Stamps and must not have participated in the past 6 months. They may participate twice in 12 months with a break in having received food stamps.

DPA REFERRALS:

- Referrals from eligibility will occur at new Food Stamp application or at Recertification.
- The eligibility technician (ET) will show the job seeker the E&T flyer and ask them if they would like to benefit from these services. If so, they will refer the client.

SELF REFERRALS:

- Job seekers may self-refer anytime during their Food Stamp involvement by contacting the E&T Specialist.
- The E&T Specialist will go to the currently authorized benefit month's WORK screen; place an "x" beside the job seeker's name; enter a "Y" on the ET line in the "VOL" column and press enter.
- This will put the JOMO (work activity screen) in RG status and will refer the client to the Default Caseload Referral Report (DCRR - caseload list).

E&T SPECIALIST:

- Does not screen for exemptions or impose any penalties since all clients are self-directed; however, they will ensure the client is willing and able to participate in the E&T program.
- Assists self-referrals. May send EIS Notices or call clients on the DCRR if time allows.
- Conducts orientation having the job seeker complete the Participation Plan and the EPI (optional).
- Documents all actions in CMS client notes (CLNO); such as, attendance at orientation, completion of the program, sending the EIS notice, and supportive services.
- Issues supportive services at the limit set by the E&T program, as appropriate.
- If job seekers do not attend orientation, on the CMS work activity screen, change the voluntary "Y" code to "N" and use closure reason NA immediately following the missed orientation.
- Enters all work activity coding at the time of orientation/assessment.
- Do not case manage E&T clients. The goal is to serve as many clients as possible as quickly as possible.

REVIEW THE DEFAULT CASELOAD AT LEAST ONCE PER MONTH:

- Print the Default Caseload Referral Report (DCRR) in doc**u**ment direct. The default referral list numbers are: Fairbanks 255-7-72 and Kenai 257-7-72

- Skip over any cases that aren't in OP status.
- Close out cases that did not self-refer and leave cases open that you are working with.
- If time allows, check to see if the client has participated 2 times in the past 12 months. If not, they may be invited to attend. If they have already participated 2 times in the past 12 months, they cannot participate. Close the work activity screen EX.
- If you call the client rather than sending an EIS notice, ask if they want to volunteer to participate. If not, go thru close out procedure, if so, advise them when the E&T orientation is and CLNO the invitation.
- On the caseload list, record by each name the date they are to attend. (see procedures)

SEND EIS NOTICE OR CALL THE CLIENT (optional):

- On the NORE screen, in the Client column, enter an "X".
- Tab to Notice column & enter the 4 digit code: Fairbanks E107, Kenai E108.
- In the Ben Mnth column, enter the 2 digit month and year.
- In the Pgm column, enter ET and press enter.
- This will bring up a list of household members. Place an "X" in the EIS SEL column of the correct client and press enter.
- Type the free-form text with the meeting time/date and any specific information, such as your name and phone number. Or, record keystrokes to use every time (see supervisor). Press enter and review the letter.
- In the lower right corner, enter a "Y" in the MAIL? Field. Press enter.

ACTIONS FOR CLIENTS INVITED TO ATTEND ORIENTATION:

- On the Work Activity tab in CMS, change the start date to the date of the orientation they are scheduled to attend. *(if benefits are not authorized into the upcoming month, it won't allow you to change the date to the next month; just enter the last day of this month).*
- Carc the client to the E&T active/on-going caseload; Fairbanks 255-2-03 & Kenai 257-2-03.
- If applicable, enter a brief CLNO indicating when the EIS notice was sent and the date they are to report to orientation. In the CLNO title, enter the date they are scheduled to attend. Ie., "E&T Invite for mm/dd/yy".
- On the caseload list, write the date they are to attend next to their name. Put the list into the date file for the date of the orientation.
- If client does not attend, see the Closing Out Clients section below.

FACILITATE GROUP ORIENTATION WEEKLY:

- Put together forms for each attendee: Employer Contact Record, Participation Plan, Community Resources, job list, etc.
- Present program information. Indicate the 30 day work search period and the expectation to do 24 hours of activities in the 30 days. Provide overview of Job Center services.
- Authorize necessary supportive services, such as immediate transportation needs. Make referrals to community services.
- Make referrals to employment or refer to the Job Center for workshops, ALEXsys registration, etc.

- Provide the client with a copy of the Participation Plan and keep the originals together for the documentation step below.

DOCUMENTATION OF ATTENDANCE:

- Open the Work Activities tab by coding the Pgm Status as OP.
- When the client attends the orientation and completes the assessment, enter AS for 1 hour and J1 for 23 hours of actual activity beginning on the date of orientation.
- Enter CLNO regarding their attendance, such as: Client attended E&T orientation & assessment on mm/dd/yy. CM explained program information, services and Job Center resources. Provided copy of Community Resource List, Job Search Sites, Job List and Job Center Calendar.
- File plans in monthly alpha order.

SUPPORTIVE SERVICES:

- E&T field staff is allowed to authorize supportive services up to $100.
- If a client has a job offer, it is verified, and the services are needed, additional funds may be approved up to $300.
- Amounts over $300 total for any 1 client must be approved in advance by the Work Services Supervisor.

CLOSING OUT CLIENTS:

- The CMS work activity screen may be left open for 30 days to allow for completion of the program. This can be extended to 60 days if the client has not completed the 24 hours of work search activity.
- If a job seeker tells you they did not want to be self-directed, on the CMS work activity screen, change the voluntary “Y” code to “N” and use closure reason NA.
- If a job seeker is invited, but does not attend orientation, on the CMS work activity screen, change the voluntary “Y” code to “N” and use closure reason NA immediately following the missed orientation.
- If the job seeker attends orientation, but does not turn in the completed employer contact record or does not find work, on the CMS work activity screen, change the voluntary “Y” code to “N” and use closure reason EX.
- If the job seeker reports they found work, on the CMS work activity screen, change the voluntary “Y” code to “N” and use closure reason WK.
- If the job seeker turns in the completed employer contact record, on the CMS work activity screen, change the voluntary “Y” code to “N” and use closure reason MR.

TIPS FOR WORKING THE E&T PROGRAM:

- Set up the filing system according to the E&T Filing System instructions.
- Print all E&T Caseloads. Ensure clients are closed out correctly.
- If time allows, send letters or call clients for group orientations instead of one on one.
- Keep follow-up sessions brief; clients' just need to turn in their employer contact sheet.
- You do not need a doctor’s note to exempt someone for medical or mental health issues.

- Skip over any client on the list that is in Pended status.
- Carc client from the default caseload to the on-going caseload when you send the letter.
- Enter actual hours in CMS for work activities at the time of orientation. Enter J1 for 23 hours and AS 1 hour. All data entry for the previous month must be done by the 20th.
- Do not case manage E&T clients. Orientate as many clients as possible. Refer to resources.
- Follow-up with clients to the extent possible to get info about work and get their employer contact record so you can close them to WK and MR as appropriate.
- When closing out clients, use MR or WK when appropriate in CMS.
- Issue supportive services only up to $100 and according to the manual. Up to $300 can only be issued if the client has a verified job offer.

FLOW CHART:

CASELOAD Job Seeker is eligible to volunteer or appears on default caseload referral report

↓

WORK Ensure work activity screen is in RG status in the current month
Screen (see Step by Step Guide for complete instructions)

↓

EIS/NORE If applicable, call client or send EIS Notice (Fairbanks E107 and Kenai E108)

↓

CMS/CLNO Record in CLNO

↓

Carc to your active/on-going E&T caseload

↓

Change JAS start to date to the date they are to attend
orientation (use last day of month if it won't let you use the date of orientation)

↓

Indicate on caseload list the date they are to attend orientation

↓

Client attends orientation → Client didn't attend orientation

Client attends orientation	Client didn't attend orientation
↓	↓
Enter AS 1hr & J1 23hrs On CMS work activity screen	
↓	↓
File participation plan	Close CMS work activity to **NA** Never Appeared at work search
↓ ↓ ↓	

At the end of 30 days change the Y to N and close CMS work activity screen to:

WK = Work; went to work
MR = Met Requirements; if employer contact record is complete
NA = Never Appeared at work search