TN Department of Labor and Workforce Development

SNAP E &T Program Manual

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Background

A growing body of evidence points to the importance of an individual's skills as a driver of economic security. Two-thirds of the jobs created over the next decade are expected to require at least some education or training beyond high school. Today's employers are seeking a more qualified, high-skilled workforce. Without access to workers with the right skills, which can limit State economic development, employers will struggle to grow their businesses. Expanding access to education and training for Supplemental Nutrition Assistance participants is critical and can help participants transition to self-sufficiency while investing in the State's economy.

Supplemental Nutrition Assistance Employment and Training (SNAP E&T) is a funding source that allows states to provide employment, training, and related supportive services to individuals receiving Supplemental Nutrition Assistance Program (SNAP) benefits (formerly this program was known as "food stamps"). The purpose of SNAP E&T is to assist participants in finding a career that pays a self-sustaining wage and allows SNAP recipients to become totally independent of government assistance. The Food and Nutrition Act requires all states to provide employment and/or training opportunities for individuals receiving SNAP. In Tennessee SNAP E&T is operated as a joint partnership between the Department of Human Services (TDHS) and the Department of Labor and Workforce Development (TDLWD) through a grant from United States Department of Agriculture (USDA). SNAP E&T has the potential to improve the job prospects for thousands of low-income, low-skilled workers across the country with more effective and robust training programs provided by the American Job Centers.

Coordination of Services

TDLWD has a number of divisions and programs that provide services to support workforce development throughout the State. The Workforce Services Division is responsible for delivering the Department's employment and educational services to employers and job seekers in American Job Centers (AJCs), including services at partner agencies and online at www.jobs4tn.gov. SNAP E&T is fully integrated within the AJC structure and offers training and educational opportunities to SNAP E&T participants. The participation of SNAP eligible participants in the AJC provides these participants with other expansive services that will increase their opportunity for self-sufficiency.

In addition, WIOA Title I legislation requires that all recipients of public assistance, other low-income individuals, and individuals who are basic skills deficient be given priority of service for career and training services. This makes SNAP E&T participants a priority – after the veteran population – in all programs offered under WIOA youth and adult/dislocated workers. SNAP E&T Participants can take full advantage of this opportunity. The AJC also has several partners with additional resources that may meet the needs of this population.

Responsibility of Local Boards Receiving SNAP E&T Funding
Local Workforce Development Boards (LWDBs) have been allocated portions of the 100% SNAP E&T funds based on the number of work registrants for SNAP benefits in their area. The following lists their responsibilities.

- Case management and approving training.
- Setting up a process for the referrals to be made and for WIOA Title I co-enrollment with SNAP E&T
- Conducting a more thorough assessment to help each participant determine best training.
- Using a Test of Adult Basic Education (TABE) assessment to determine if the participant falls into the basic skills-deficient category.
- Communicating to AJC SNAP staff that it is their responsibility to communicate with DHS. These communications include:
    - Status updates of SNAP participants when officially co-enrolled in Title I and SNAP E&T.
    - Date the training begun; including monthly updates to provide the required monthly status notice to DHS.
- Ensuring that potential SNAP eligible participants referred from educational institutions will receive AJC services. (This process is referred to as reverse referral.)
- Providing services including support services to SNAP recipients who volunteer to participate in SNAP E&T.
- Tracking training costs and ensuring that allocated SNAP funds are utilized only on allowable costs for that funding stream.
- Participating in the monthly and annual E&T SNAP training (for AJC staff providing SNAP E&T services.)

Responsibility of the AJC SNAP E&T staff
- AJC SNAP E&T staff is required to send status notice through Jobs4TN when the referred participant enrolls in a component and the monthly updates show the necessary hours completed.
- Reaching out to all referred participants, and scheduling them for an initial appointment within 10 days of receipt of an automated referral from DHS.
- Contacting participants to let each know the scheduled day and time for orientation and the items that the participants must bring to register in the Jobs4tn system.

Determination of Eligibility for SNAP Benefits

TDHS determines an individual's eligibility to receive SNAP benefits and then makes a referral to the TDLWD's American Job Centers (AJCs) through an automated interface; the Food and Nutrition Service (FNS) oversees the SNAP E&T programs that are administered by state agencies. Within the established regulations, there is flexibility within each state to devise a yearly plan to be approved by FNS. Tennessee operates an all-voluntary E&T program and has expanded in the last two years from serving 13 counties to serving all 95 counties.

Communication between agencies for SNAP E&T is sustained through a referral system in Jobs4TN which accurately tracks the participant's status. SNAP E&T Coordinators have access to all individuals who were referred by TDHS that report to orientation. The Coordinators assist the participants to complete a plan of activities while participating in SNAP E&T. The plan identifies steps to reach the overall goal of employment with a self-sustaining wage that significantly reduces, or eliminates, the need for government assistance. The duration of each participant's engagement depends on their background, education, and employment history.

The following criteria are used to determine if a participant is eligible to be enrolled in SNAP E&T:

- Those receiving SNAP benefits in the month they participate
- Those having SNAP benefits verified by staff and receiving a referral from TDHS
- Those not receiving Temporary Assistance for Needy Families (TANF) cash assistance (Referral can be made on child only cases or for those receiving transitional child care assistance).
- Those able and willing to work upon program completion

Identifying Potential Participants for SNAP E&T Services

Below are some strategies for identifying potential participants for SNAP E&T services:

- Referrals made directly from TDHS to the AJC through an automated process. These referrals are based on TDHS staff conversations with applicants during the process of approving SNAP benefits

- Marketing and outreach in the community by AJC staff

ABAWDs (Able Bodied Adult without Dependents)
- SNAP E&T is a voluntary program in Tennessee. There is a category of SNAP recipients who must meet work requirements to remain eligible for benefits; however, they are not required to fulfill those requirements with SNAP E&T. Participation in AJC activities will meet the work requirement for those who must meet a work requirement. This population is referred to as ABAWD'S (Able Bodied Adult without Dependents).
- ABAWDs are limited to 3 months of SNAP eligibility in a 36-month period unless the individual meets the ABAWD work requirements.
- ABAWD time limits and work requirements apply to people who are:
  - Age 18-49
  - Fit for employment
  - Do not live in a SNAP household with a minor
  - Not pregnant
  - Not already exempt from general work requirement (determined by TDHS staff)
  - Not covered by a time-limit waiver or a fifteen (15) percent exemption

The 15 percent exemption is determined by TDHS staff. TDLWD will work with ABAWD participants determined by TDHS and coded as an ABAWD on the automated referral system.
- If an ABAWD is fulfilling their Work Requirement hours, they may continue to be eligible for SNAP benefits beyond the 3 months. These requirements may include:
  - Work for at least 20 hours per week, averaged monthly
  - Participate in a work program at least 20 hours per week, averaged monthly and
  - A combination of activities

As of May 2017, all of Tennessee counties except the following nine counties are under a waiver. This means time limits only apply to:
- Cheatham
- Davidson
- Knox
- Lincoln
- Robertson
- Rutherford
- Sumner
- Williamson
- Wilson

The waiver will be lifted in the future for more counties. Once the waiver is lifted those counties would fall under the time limit and work requirements.

The following are ways ABAWDs regain their SNAP eligibility after 3 months of benefits without fulfilling work requirements:

- Meeting an exemption from ABAWD work requirements
- Fulfilling the ABAWD work requirement for 30 consecutive days
- Utilizing services under the AJC, (the hours these participants work under AJC services will be reported by the ABAWD participant to DHS caseworker). Once the work hours are achieved SNAP benefits have been approved, DHS can refer the ABAWD eligible participant to SNAP E&T for enrollment. SNAP E&T dollars cannot be spent during the regaining eligibility time frame.

WIOA activities that will help SNAP participants find employment and meet their work requirement.
- o Job Exploration Counseling which may include Work Strategy Assessments
- o Academic Assessments and Vocational Counseling and Guidance
- o Work-Based Learning Experiences which may include in-school and after-school opportunities
- o Experiences outside of the traditional school settings: examples of work-based learning; experiences include on-the-job training, apprenticeships, internships, summer work
- o Job Search Assistance, Job Placement Assistance
- o On-the-Job Support and Customized Employment.
- o Counseling on Post-Secondary Opportunities, which may include Vocational Counseling and Guidance
- o Academic Assessments
- o Workplace Readiness Training for the development of social skills and independent living skills. This may include Job Readiness Training and Life Skills Training.
- o Training on Self-Advocacy which may also include Peer Mentoring, Self-Determination Training
- o Life Skills Training
- o Financial literacy Training

Services that Count Towards SNAP Work Requirements
- Basic education to include working with Adult Education partners to obtain HISET
- Vocational or technical training
- On-the-Job Training, or
- Job search activities must be less than half of the required hours when combined with one of the above qualifying activities.
- Activities completed at the One-Stop Service Delivery system – including job search – will count toward the participant's required hours since it is operated under WIOA legislation. This service would fall under the WIOA Skill Building component.

Partner Program Services to Referred SNAP Participants

Assessment
  A key service to be provided in the AJC is the initial assessment of a participant's knowledge, skills, and abilities to support that customer's employment goal. The initial assessment is used to identify supportive service needs and is based on an analysis of information gathered from the customer through an intake process. The intake process may include the use of: registration information, a résumé, data collection, and/or the customary verbal interview. A quality initial assessment will provide sufficient information – specifically concerning the customer's current situation – which staff will use to create a next-step service plan. The assessment will include the individual's background, education, work history, hobbies, and any barriers to employment.

Individual Employment Plans (IEP)
  The assessment results will provide the participant with steps to take toward gainful employment. Title I staff will use the assessment results to develop an IEP for SNAP E&T activities. The action steps developed will assist the participant with reaching either employment goal.

  Note: Any participant who has not attained a diploma or a high school equivalency certificate will be required to enroll in the Adult Education component. All SNAP E&T participants within the WIOA youth age group (16-24 years of age) will be referred to Youth Services.

Work Experience
  Participants will be required to find their own work assignment until LWDA staff can enter into agreements with employers. The location must have a bona-fide employment opportunity or lead to the employability of an individual.

Supportive Services
  Supportive Services offered by LWDAs are intended to work in concert with, and provide support to, WIOA core programs including training. Supportive services are explained in the Combined State Plan and are intended to ensure better outcomes for participants (see **Tennessee Combined State Plan** page 63). Services offered include – but are not limited to – transportation assistance and child care.
  Co-Enrollment with SNAP E&T and WIOA Title 1 will maximize the use of available funding and ensure that all supportive services needed for successful program completion are provided. Federal regulations for SNAP E&T require that all "reasonable and necessary" costs are covered for SNAP E&T participants.

Youth Services (Ages 16-24)

All SNAP E&T participants that meet the age criteria will be referred to Youth Services for an assessment to determine if they meet the WIOA-specific eligibility standards for in-school or out-of-school youth. If eligible, participants can receive several services such as occupational skills training, paid/unpaid work experience, tutoring, leadership development, and follow-up services for at least 12 months.

WIOA Adults and Dislocated Workers Vocational and Post-Secondary Training

All SNAP E&T adults and dislocated workers will be referred to WIOA staff for an assessment to determine if they meet the WIOA eligibility standards for training. If eligible, they can receive services such as occupational skills training, paid/unpaid work experience, On-the-Job training, and subsidized employment opportunities.

- Skill Building/Career Development: SNAP E&T participants who fail to attain the minimum score on the assessment test to enter training, or those not interested in training, will have the opportunity to increase their skills through career or college readiness training. These training programs are designed to prepare participants for an academic environment or for employment.

Adult Education Services

As a core partner in the AJC, the Adult Education (AE) services are made available to participants who do not have a high school diploma or its equivalent; participants will be entered into this educational component first. After successful completion they may move to an additional component. In Tennessee, Adult Education is focused on reading, writing, and math skills intended to prepare the participant to pass the High School Equivalency Test (HISET) and ultimately compete in the labor market. A warm handoff should be provided to the participant, to include staff making a phone call for the participant to set up their orientation and intake, or taking the participant to the Adult Education representative if they are co-located in the facility.

Coordination with Community Services

- SNAP E&T should make effort to connect with any community partners that would have potential SNAP E&T participants to market the opportunities available.
- Staff should be aware of organizations in the community that may be able to assist with various barriers identified.
- Staff should reach out and establish third Party Partnerships with Community Organizations that are already providing E&T eligible services. These third party Partners may receive federal funds available at a 50% match to non- federal funding sources. These funds will help expand services and increase the funding source for participants.

SNAP Orientation

Once a referral is coded in the TDHS system it is processed automatically into Jobs4TN, creating a partial registration. An AJC SNAP staff member pulls the referral list daily and enters an appointment for orientation. An AJC SNAP staff member then sends a letter to the participant to make him/her aware that an appointment is being set up for an interview at the AJC. The letter will contain a user name and password to log onto Jobs4TN to complete the registration. Participants will need to complete this step when they visit the AJC for orientation. A PowerPoint is sent to AJC SNAP staff members for each fiscal year to use for orientation to the SNAP program and for overviewing the components offered. After the orientation has been completed, program participants will be assessed during a one-on-one meeting with a case manager to develop an Individual Employment Plan (IEP).

Summary of Participant Flow
1. Referral received from DHS to verify E&T eligibility
2. Appointment letter mailed
3. Participant reports to orientation
4. One-to-one assessment conducted
5. Placement into a component
6. Follow up with appropriate staff for continued enrollment procedures
7. Monthly follow up to bring attendance verification and receive transportation reimbursement for the previous month's activity; each LWDA has different guidelines for transportation assistance. Furthermore, an assessment will be made to uncover any new barriers. All training costs, including transportation, have to be reviewed and have a determination made concerning which costs will be covered by SNAP-allocated funds. If a SNAP participant does not receive transportation assistance from Title I then SNAP E&T program will need to cover these costs.
8. SNAP E&T staff completes the SNAP module in Jobs4TN to ensure that all information required for reporting (by Food Nutrition Service (FNS)) is obtained and all policies and procedures are followed.

Monitoring Participant Services

One stop operators will be responsible to ensure that SNAP E&T participants have access to all services within the AJC.

- SNAP E&T trained staff will be responsible for:
    - Monitoring and processing referrals from DHS
    - Mailing appointment letters
    - Conducting orientation
    - Ensuring proper assessment occurs
    - Placing participants in appropriate component
    - Monthly follow-up appointments and case management to include detailed case notes and appropriate Jobs4TN SNAP module completion
- SNAP E&T Central Office staff will perform desk top reviews on participants.
- LWDA staff will be responsible to ensure that SNAP allocated funds are used only for allowable costs. The allocated funds can only be used for administrative costs and tuition.
- If available, SNAP E&T technical assistance is given upon request. Questions can be sent to SNAP.ET@tn.gov.
- SNAP E&T works on the Federal fiscal year from October1–September 30. Each year the plan is approved by DHS, TDLWD, and FNS and that approval will guide how services will be delivered and monitored.

Follow-Up Services

SNAP E&T participants are required to meet a monthly follow-up appointment. Attendance will be reported and attendance sheet will be scanned and uploaded into VOS; additional barriers will be assessed; and transportation reimbursement issued. Case notes are required for each interaction with a participant during the enrollment time frame.

Instructions on how to use the Virtual One Stop (VOS) when assisting participants

Referral List

Once DHS has coded a referral in their ACCENT system, it will be processed overnight into VOS through an automated process. Referrals should be pulled daily from VOS by SNAP E&T staff. After logging into VOS, follow steps below to access referral list for your area.

Steps to run the DHS Referral report:

- Click "Detailed Reports" in the Reports section on the menu to the left of the screen
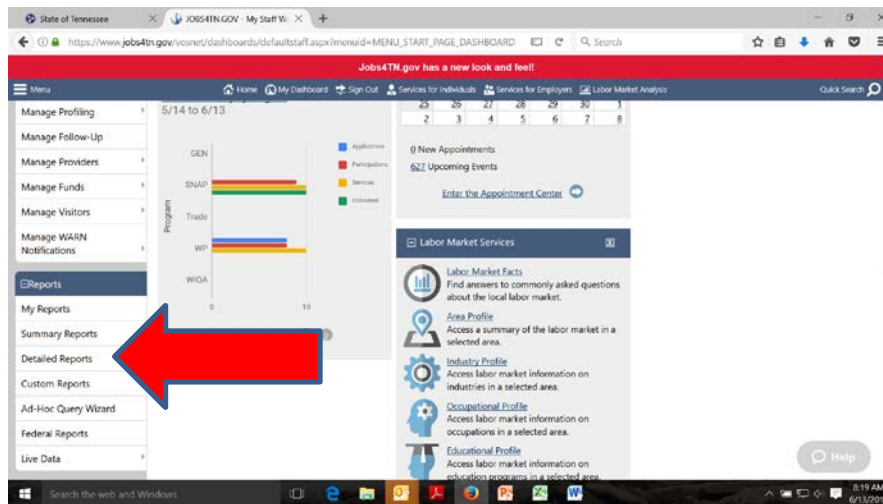
- Click "Case Load – Non-WIOA" in the Case Management Reports section
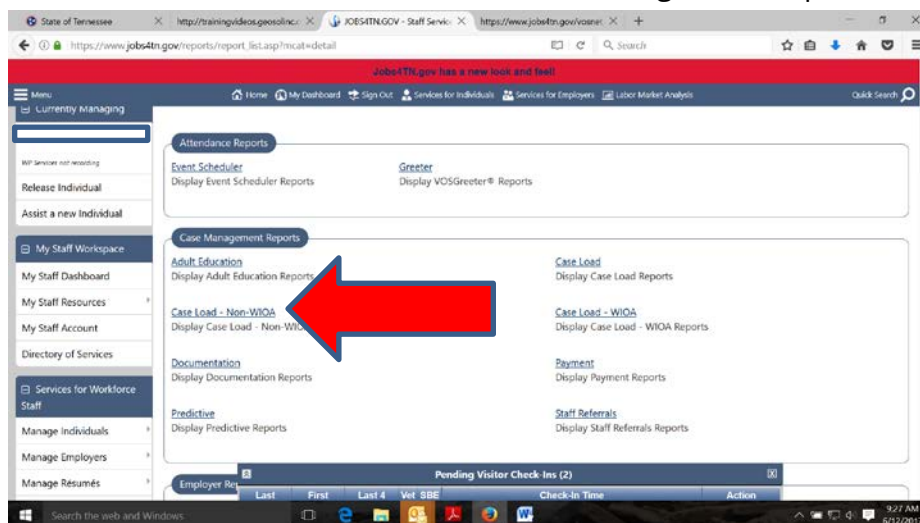
- Click "DHS Referral Report" in the SNAP section
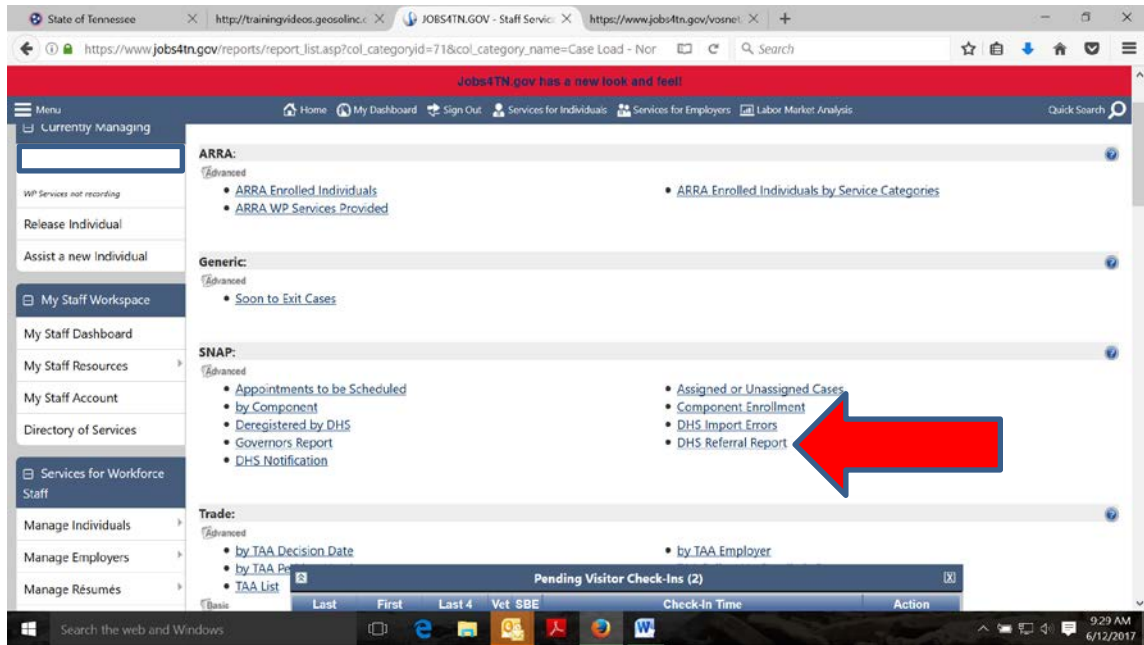
- Enter your LWDA number and the current date which will pull the previous day referrals/de-registrations by DHS.
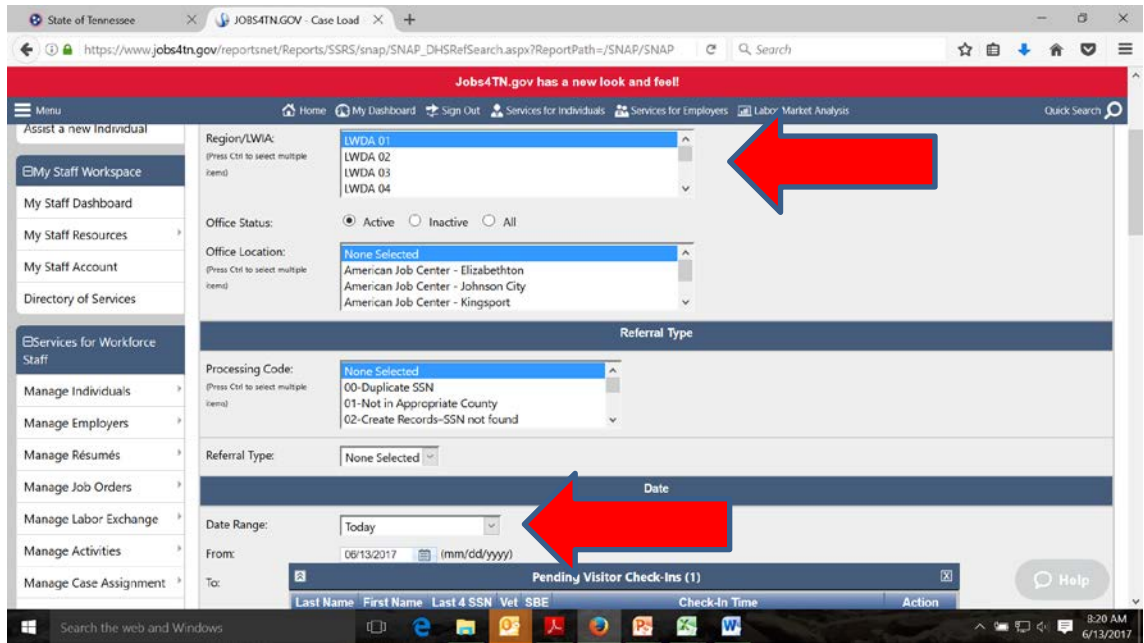
- Press the "Run Report" button at bottom of the page.

The following steps are to export the report into an Excel spreadsheet.

- If you have multiple counties, click the up/down arrow above the county column to sort by county.
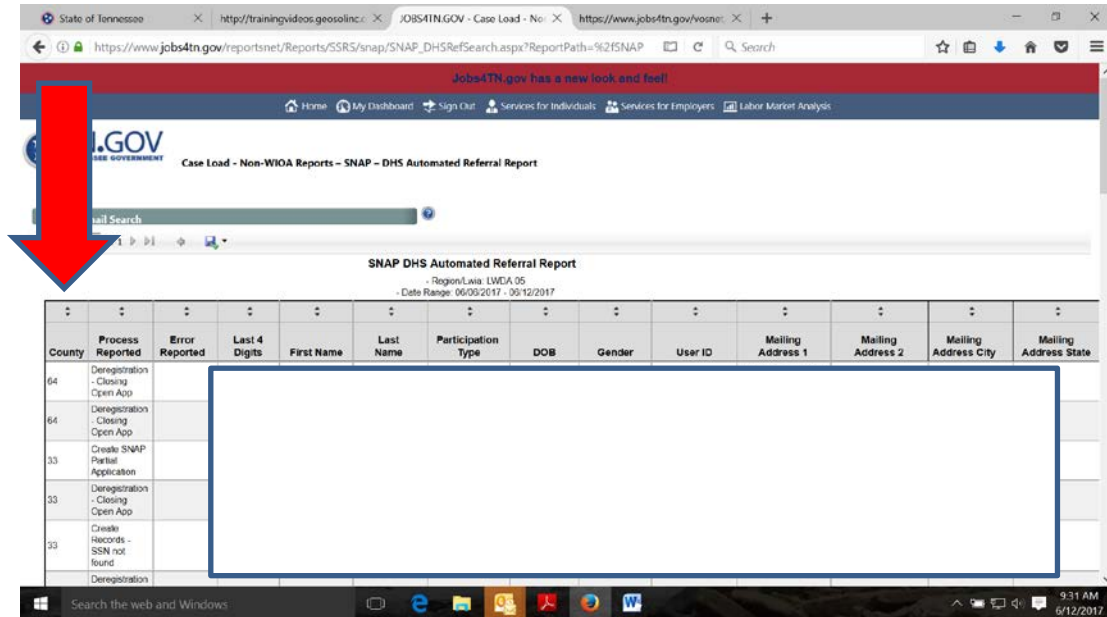
- Click the Export icon, at the top of the screen and choose Excel
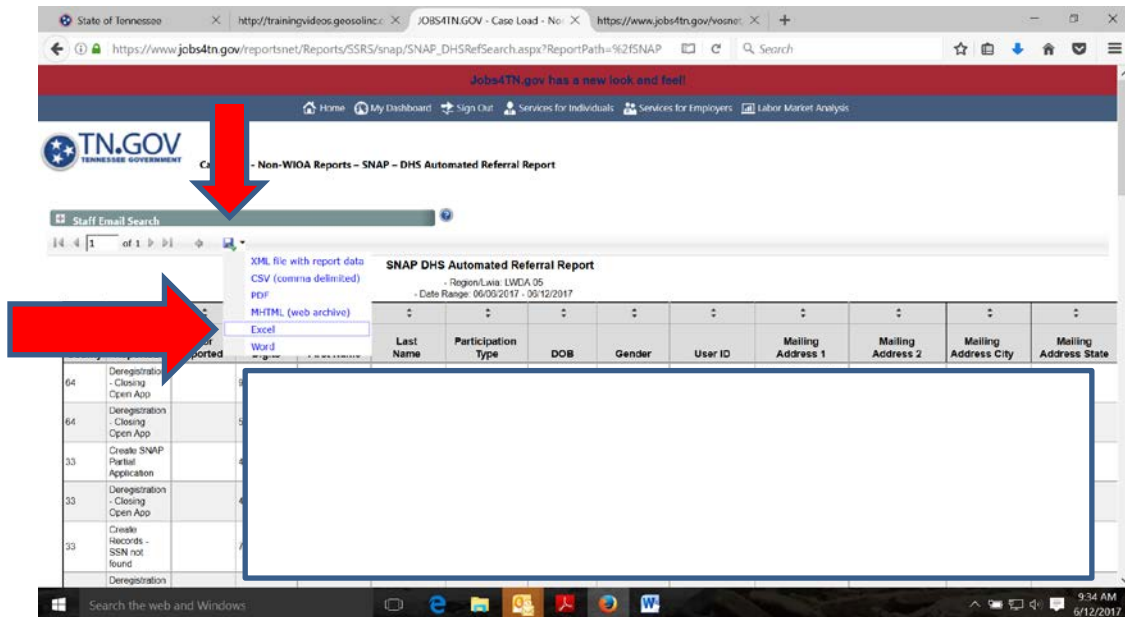
- Press the "open" on the next pop up. Then choose "enable editing" at the top of the Excel file.

- Press the Save As button (if needed) to enter a Name and select a Location for the exported spreadsheet.

Explanation of columns:

"C" Process Reported– This column will tell you the action that VOS took on that individual referral. If "create snap application" or "create partial snap application" appears, then that action was already completed by the automated process. The following are exceptions that will require additional action beyond just creating appointment on your part.

- "**SSN Match DOB and/or Gender Do not match**"
  - o This individual is already registered in VOS by the SSN of referred individual but the DOB and/or Gender that is in VOS does not match what DHS has submitted. You will need to manually create this SNAP application using the information from the referral spreadsheet. Make yourself a note to verify with the participant when they report which information is correct. The application date would be the date DHS made the referral. *See instructions for creating a SNAP application in "scheduling appointments" section of this manual on page 22.*
- "**Deregistration**"
  - o Consider this the opposite of a referral. DHS is notifying you that participant is no longer eligible for participation until a new referral is received. You must check and see if the participant is active. If so, you would need to notify them that you will no longer be able to serve.   This will automatically close the SNAP application in VOS. No SNAP E&T funding can be utilized on this participant from the date of the deregistration. A new referral from DHS is needed to reopen the SNAP application.

- **"SNAP application already exited"**
  - o If the participant has a **current year application** that has been closed but they are now being referred by DHS, you would need to click under the outcome section to see the reason it was exited.
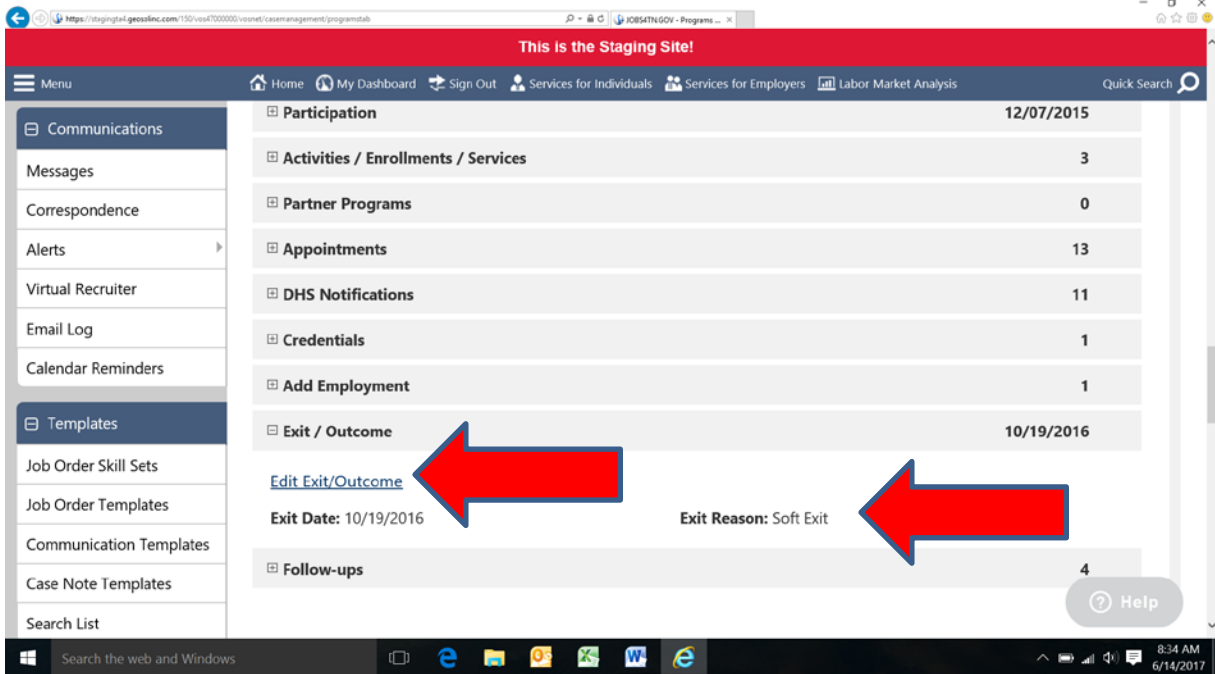
  - o If it was a staff closure, read the case note to see why it was closed. If it was a soft exit due to no activity for 90 days, delete the outcome to reopen the application. If it was a DHS registration closure, then verify that the date of the referral was *after* the deregistration date, then delete the outcome to reopen.
  - o Each time a closure is deleted, an automatic case note will be populated. Edit that case note and add a statement for the reason the exit was deleted. Be sure to add the date of the new DHS referral to the case note.
  - o If the application date on the closed application is **older than a year**, then you would click on "create snap application" and enter information from referral spreadsheet. Follow directions on page 22.

- **"Previous SNAP application for current FY"**
  - o Only one SNAP E&T application can be used for a 12 month time period. If participant is being referred again before it has been 12 months since initial referral, you would work off the same SNAP application and enter new appointments under the application that already exists. Create a case note to document the date of new referral from DHS.

"H" Participation type – If you have ABAWD counties, this designates whether the referral is an ABAWD voluntary or voluntary (non ABAWD) client.

"K" User ID – This is the client's user ID in VOS. You can use this to search for the client to enter the appointment date.

"T" Referral type – Either "R" for registration or "D" for Deregistration

"Y" Snapframe – The client's DHS caseworker

Suggestion: You can delete any unnecessary columns (J, M, P, V and X) and condense column size. This will make printing a one page document possible.

Scheduling appointments

- From Daily referral list, enter the user id in the **Quick Search** link on Jobs4tn.
  - If no USER ID is provided, click "assist an individual" and enter last name
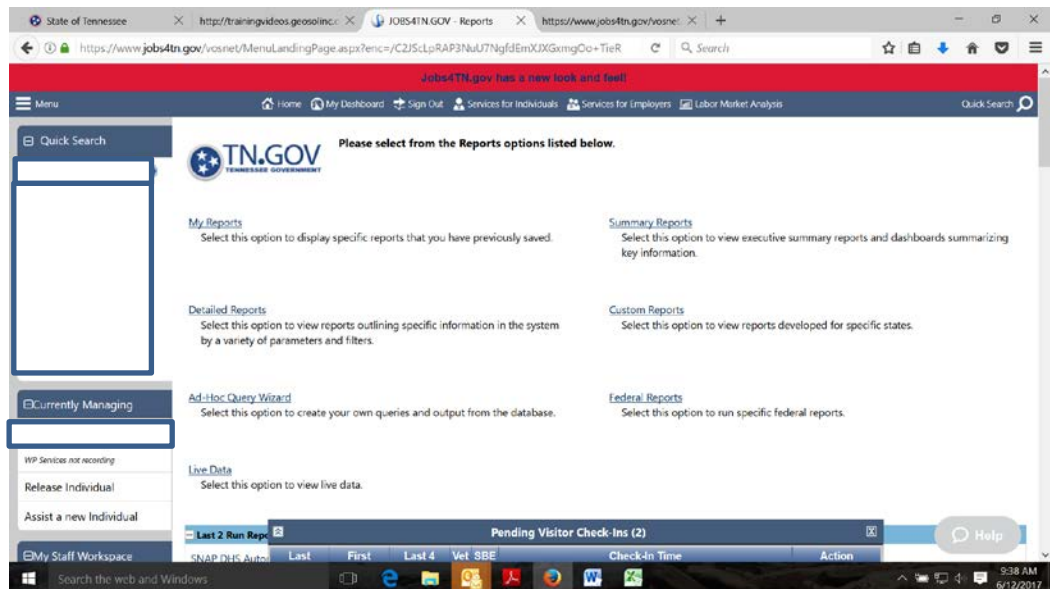
    and last 4 of SSN.

- Click on the participants name below **Quick Search**

- If client is not active in Wagner Peyser, click on the client's name under "currently managing" a second time. If they are active, skip and go to next step.
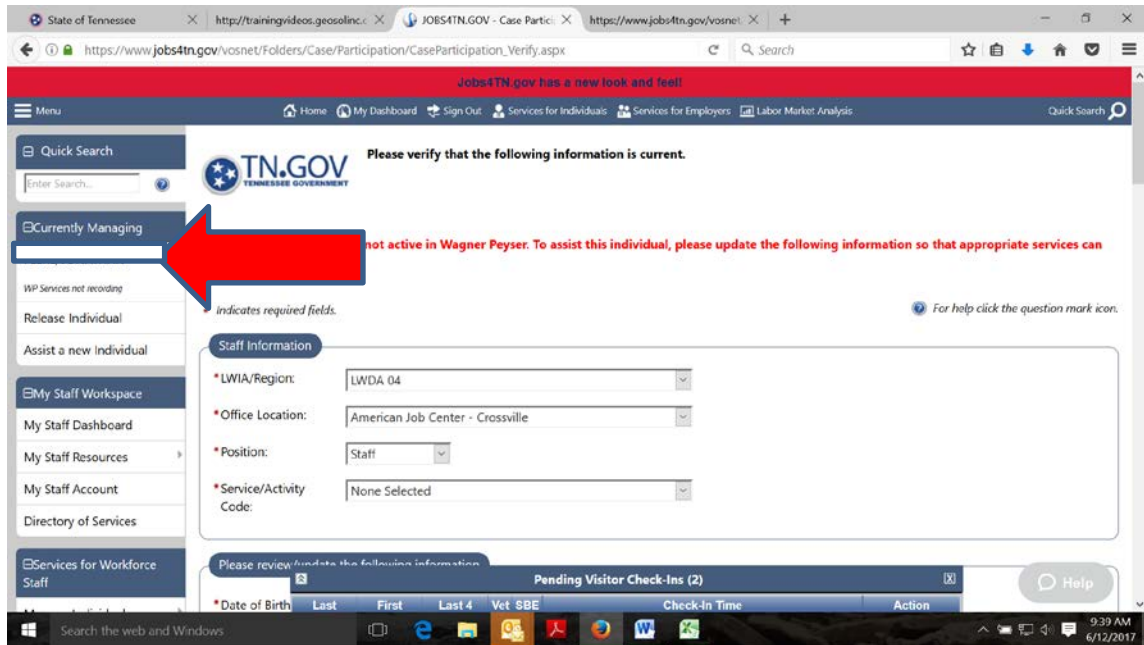
- Select **Programs** tab.
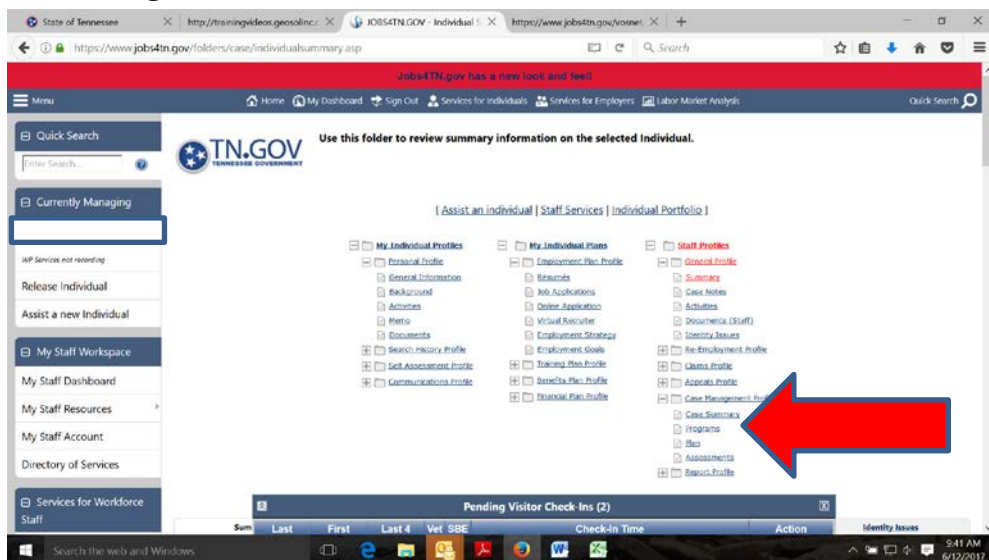
- Scroll down to "SNAP Employment and Training'". Click the first "+ SNAP # - incomplete" to expand the selection.
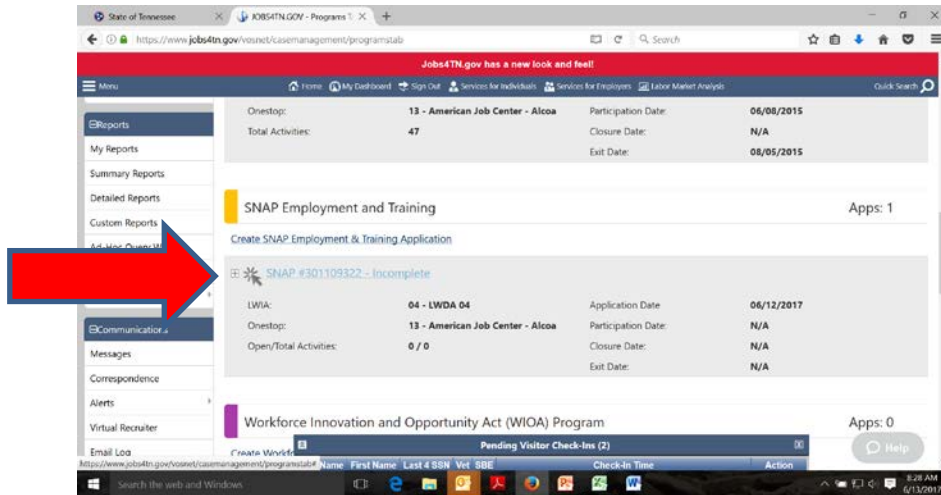
*If there is a "SNAP #incomplete", the automated referral process entered a mini registration into VOS and the **SNAP application** will already be started but listed as incomplete until the participant reports for orientation and we have enough information to complete the application. Enough information will entered on the partial application to be able to generate the initial call in letter for orientation.
**If there was no SNAP application generated by the automated referral process or the existing SNAP application date has passed twelve months, you will need to follow the instructions in blue on page 24to create the SNAP application.

- Click "+ Appointments" to expand again
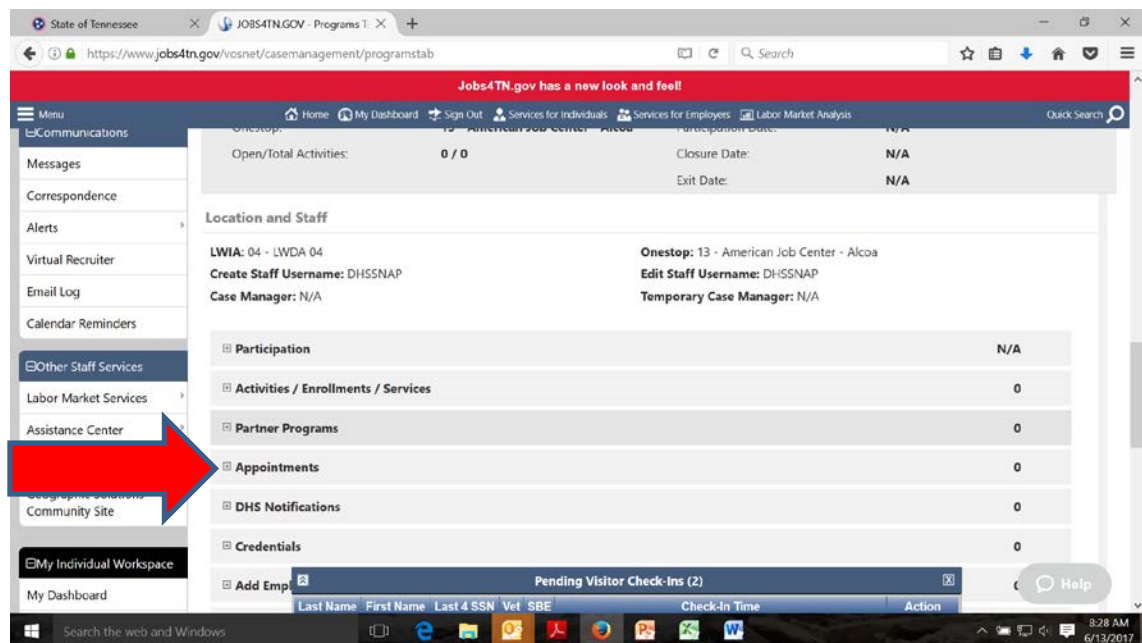
- Click on "**Create Appointment**"
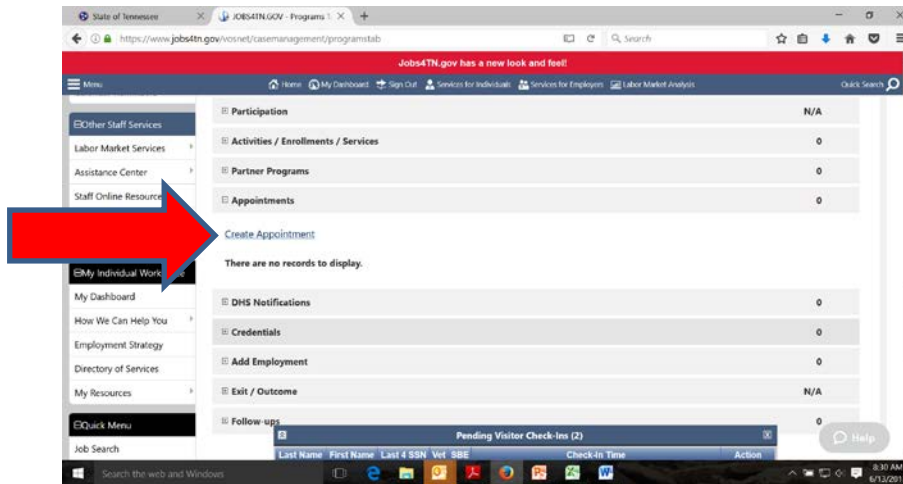
- Enter orientation date, time and location.
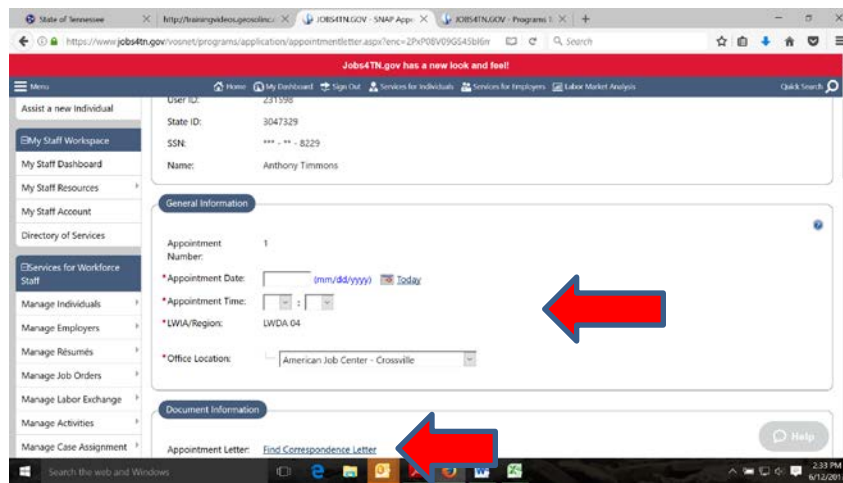
- Click "Find Correspondence Letter"
- Click "**insert template**" for creating appointment letter.
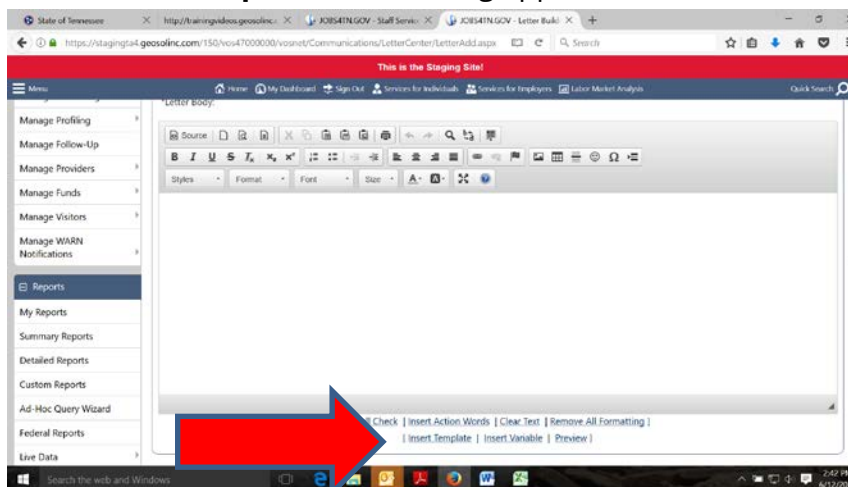
- Pop up window will show template options. Click "select" for "appointment letter"
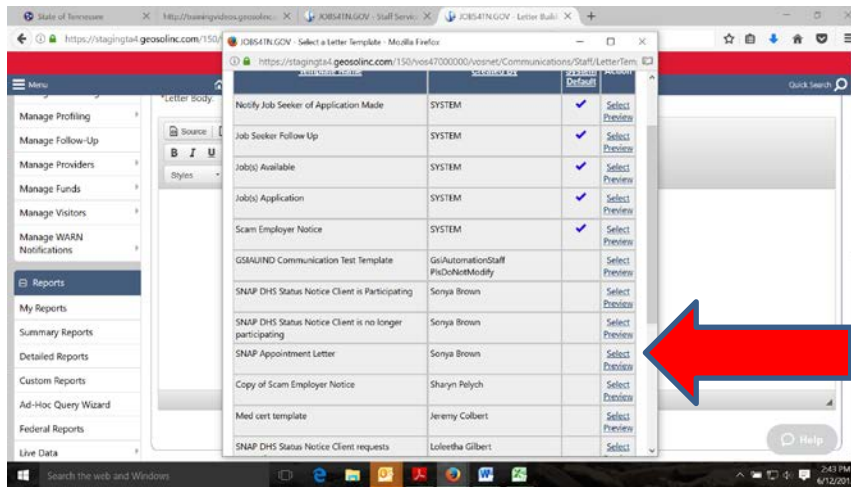
- Do not make any changes to letter (except your contact phone number and name at bottom if needed)
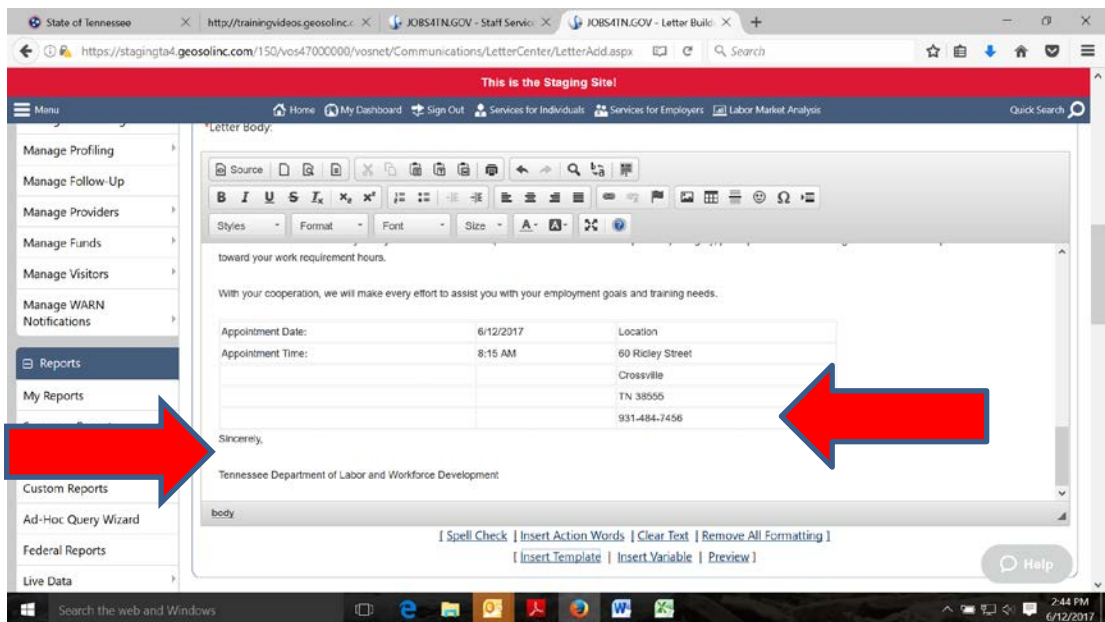
- **Click "save**" at bottom of screen.

To print letter to be mailed. There are two ways you can print your letters:
- You can click on the link now to print and then remember to click save
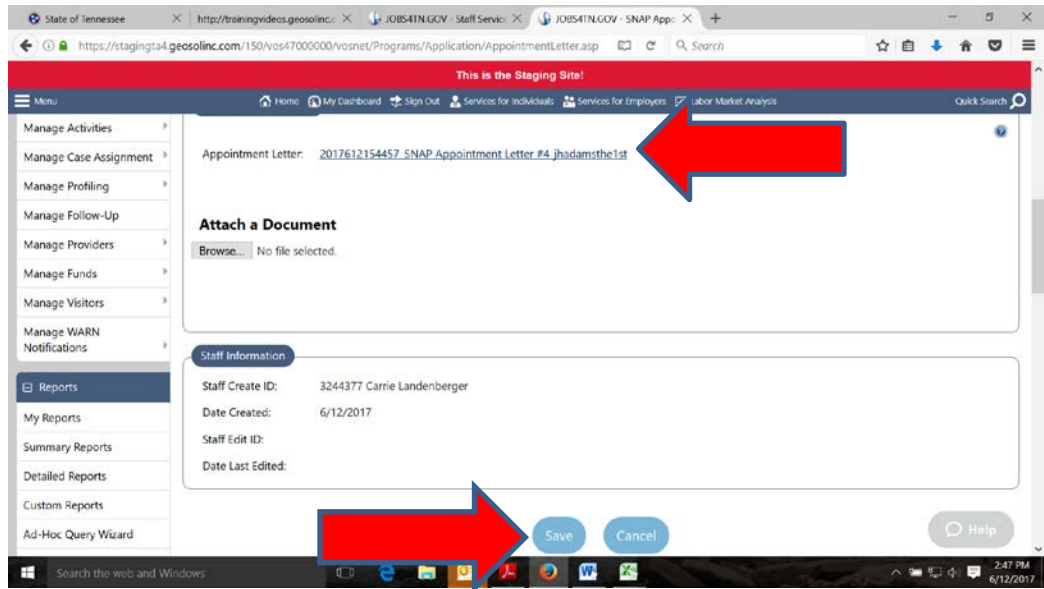
- Or you can use the "correspondence link" under Communications
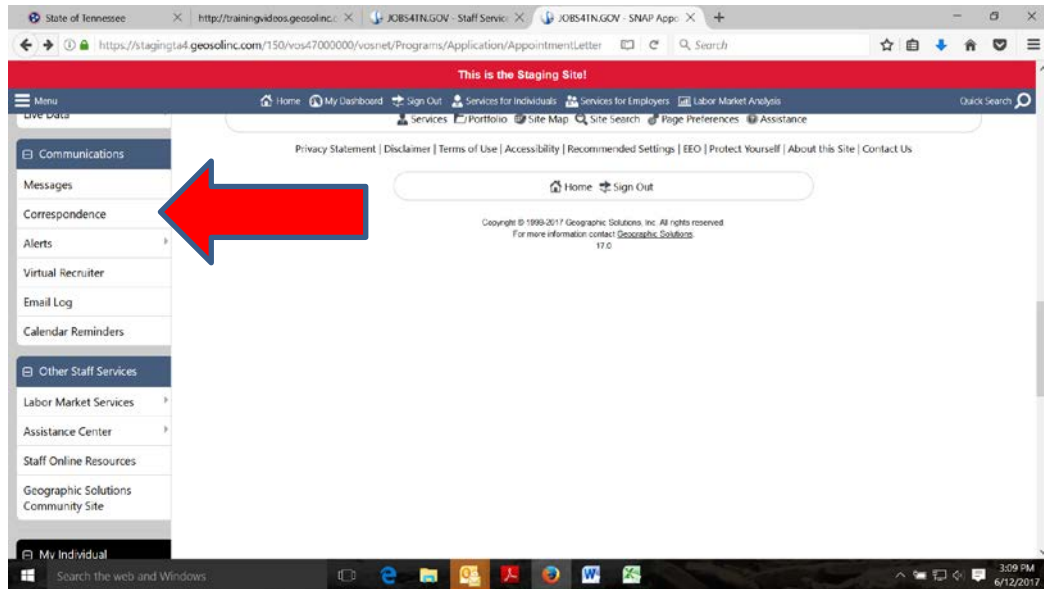
- Click on the link and use Ctrl P to print
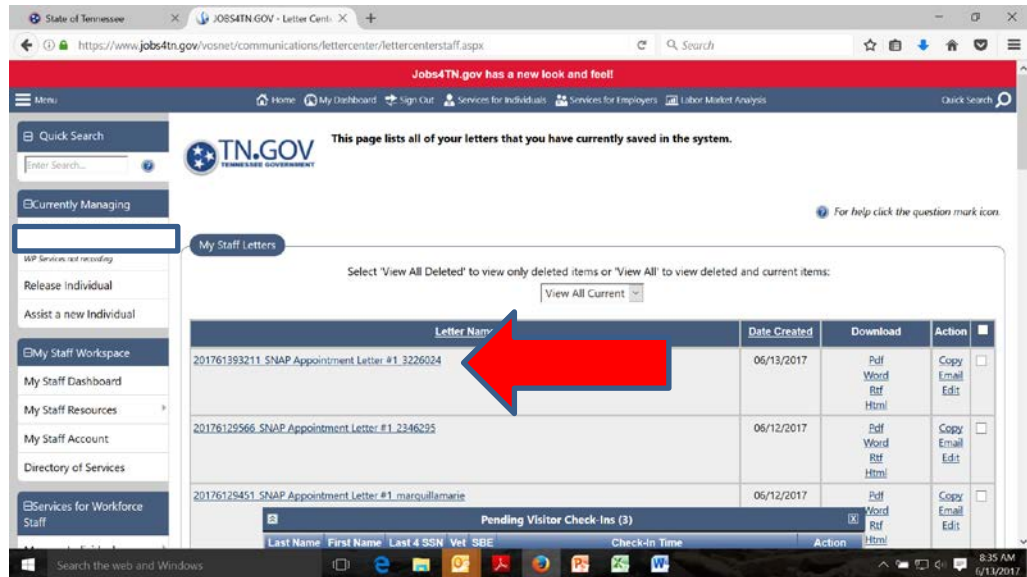
Instruction for manually creating SNAP application:

- Click on create SNAP Employment and Training Application
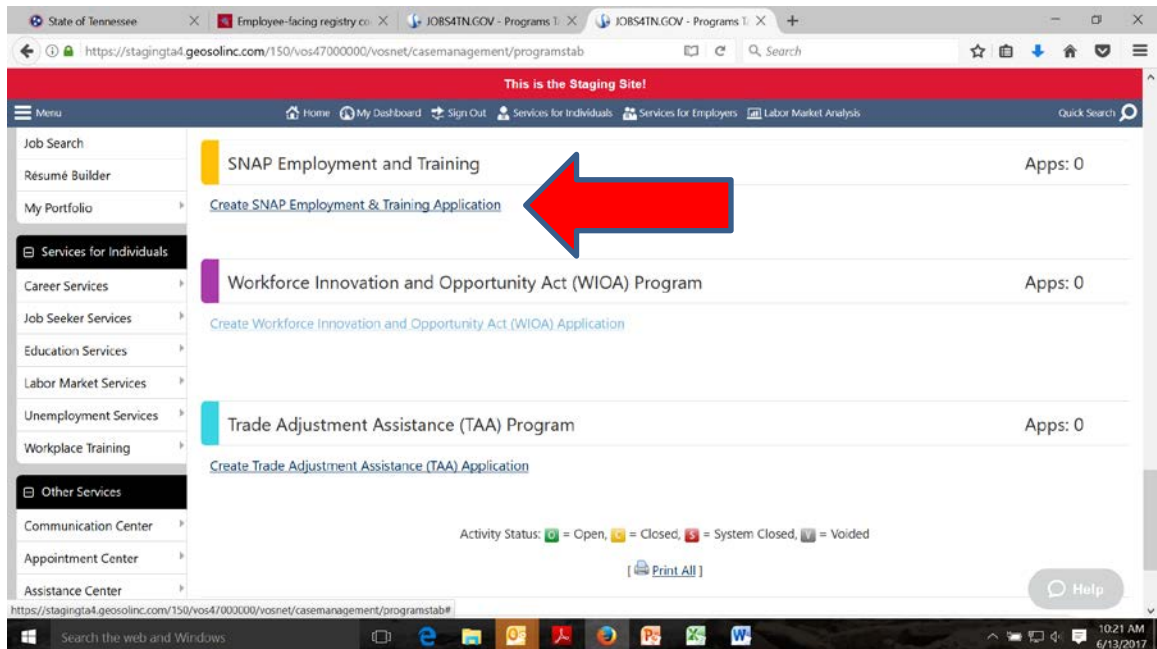
- Enter referral date for the application date , make status either "voluntary or ABAWD voluntary", make application status "pending", enter office location and click "next".

- You only have to complete the sections with a red asterisk (*). No additional information may be needed.

- Enter orientation appointment date and time, status should be "scheduled", click "add appointment" and next.

- You only need to answer questions with a red asterisk (*). If you do not know this information, you can enter something now and confirm after orientation. Click "next".

- You only need to answer questions with a red asterisk (*). If you do not know this information, you can enter something now and confirm after orientation. Click "next".

- You only need to answer questions with a red asterisk (*). If you do not know this information, you can enter something now and confirm after orientation. Click "next".

- Enter this information from the referral. Click "no" for unanswered questions but make note to ask after orientation.
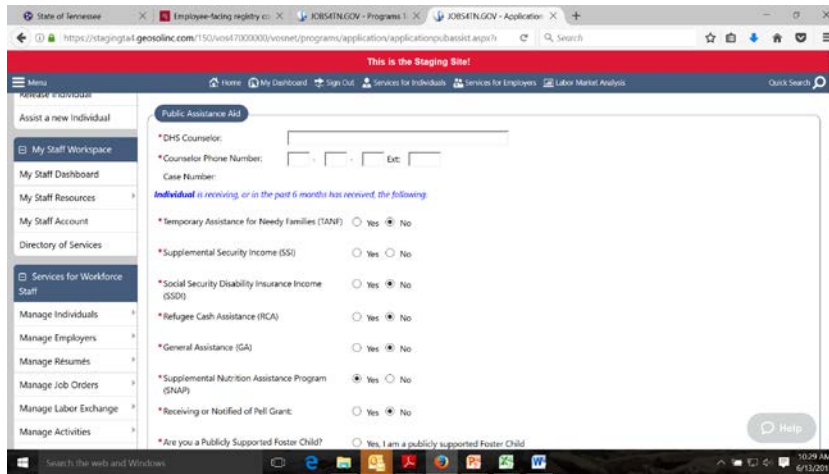
- Enter nothing. Click "next"
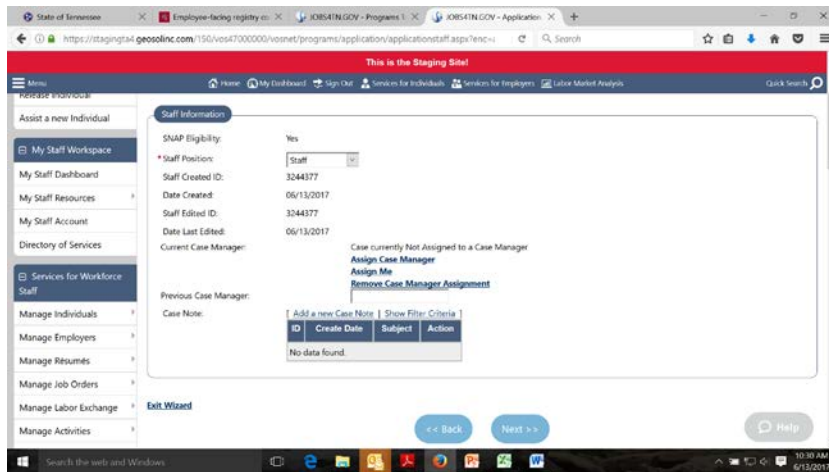
- Enter nothing. Click "next"
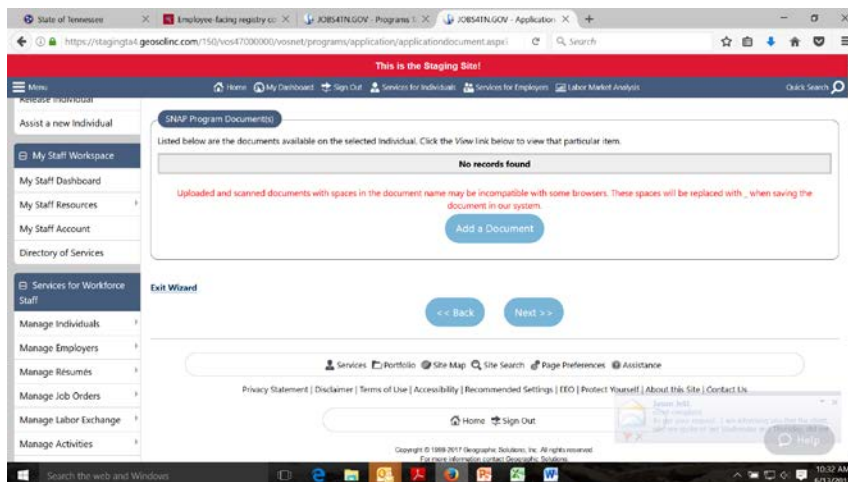
- Click "finish"
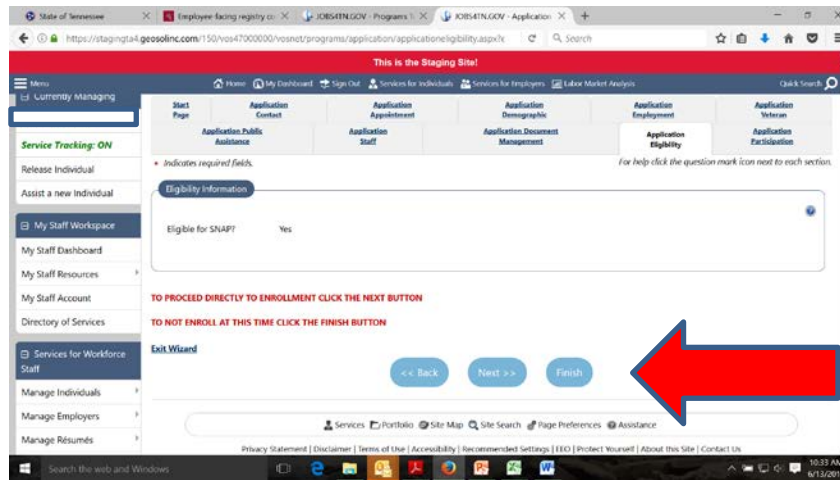
- Now to print, expand "appointments" and click on "appointment 1"
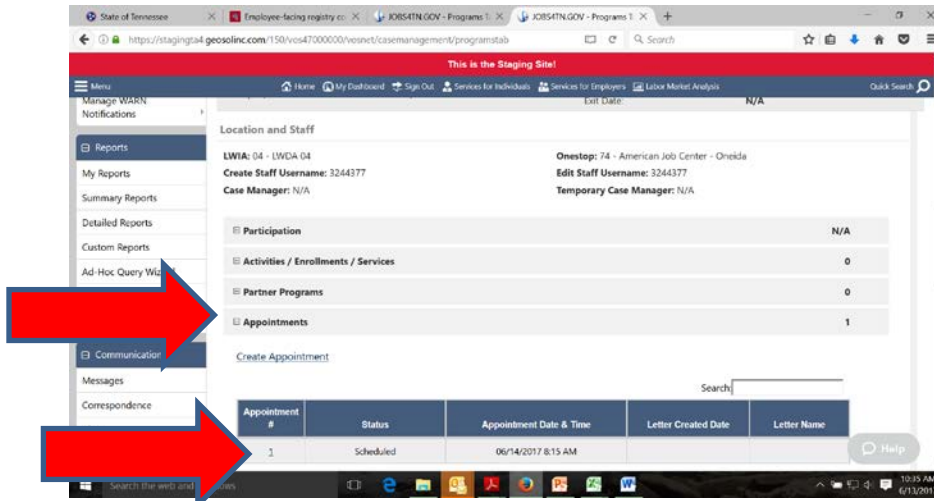
- If you have multiple counties, you may need to correct the county information. Then click "find correspondence letter".
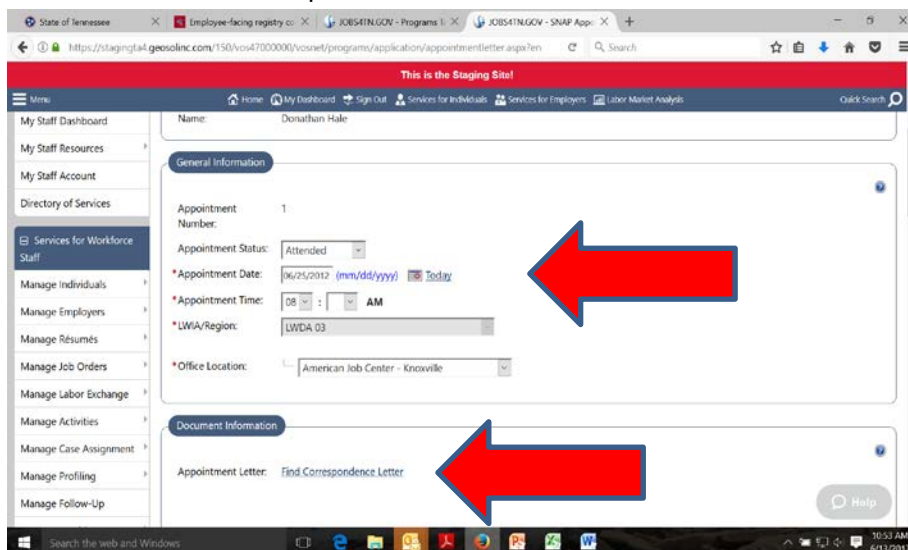
- Click "**insert template"** for creating appointment letter.
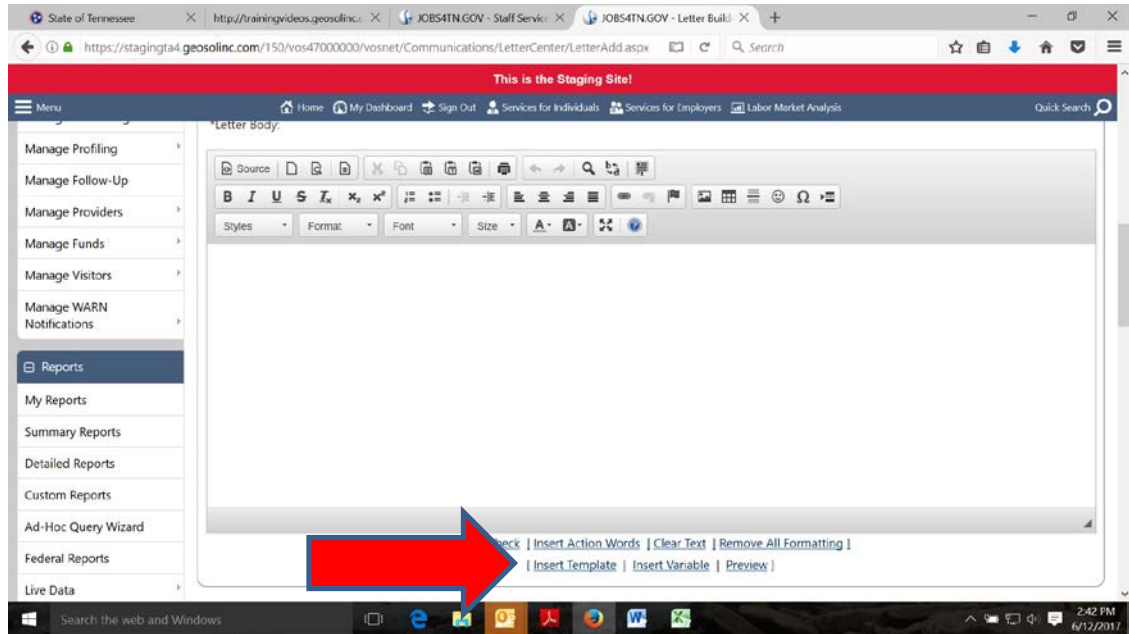
- Pop up window will show template options. Click "select" for "appointment letter"
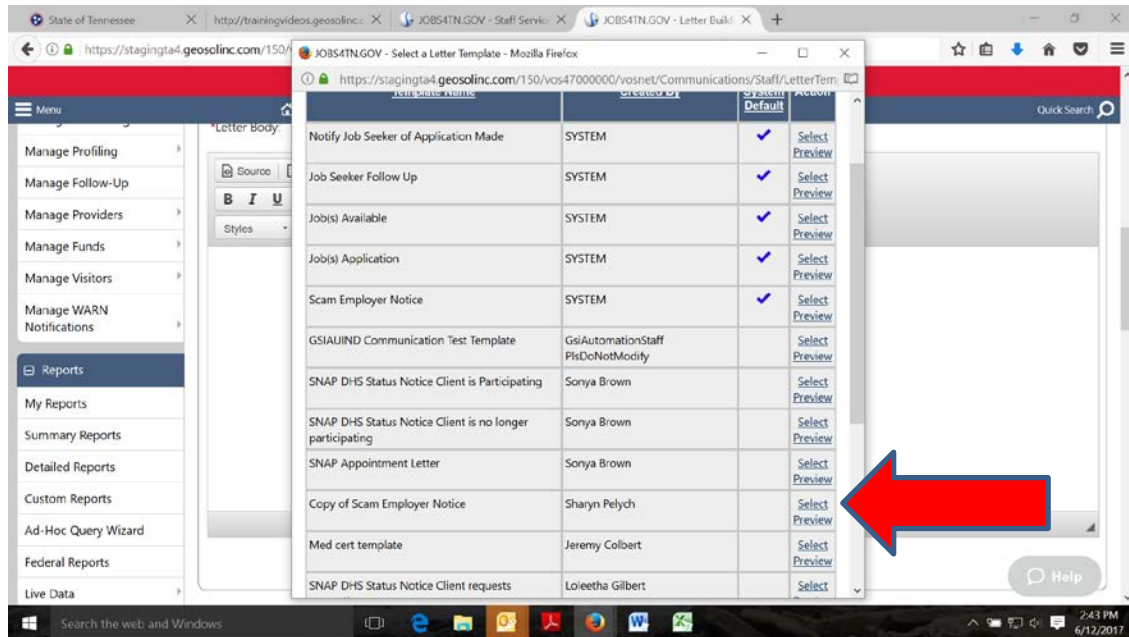
- Do not make any changes to letter (except your contact phone number and name at bottom if needed)
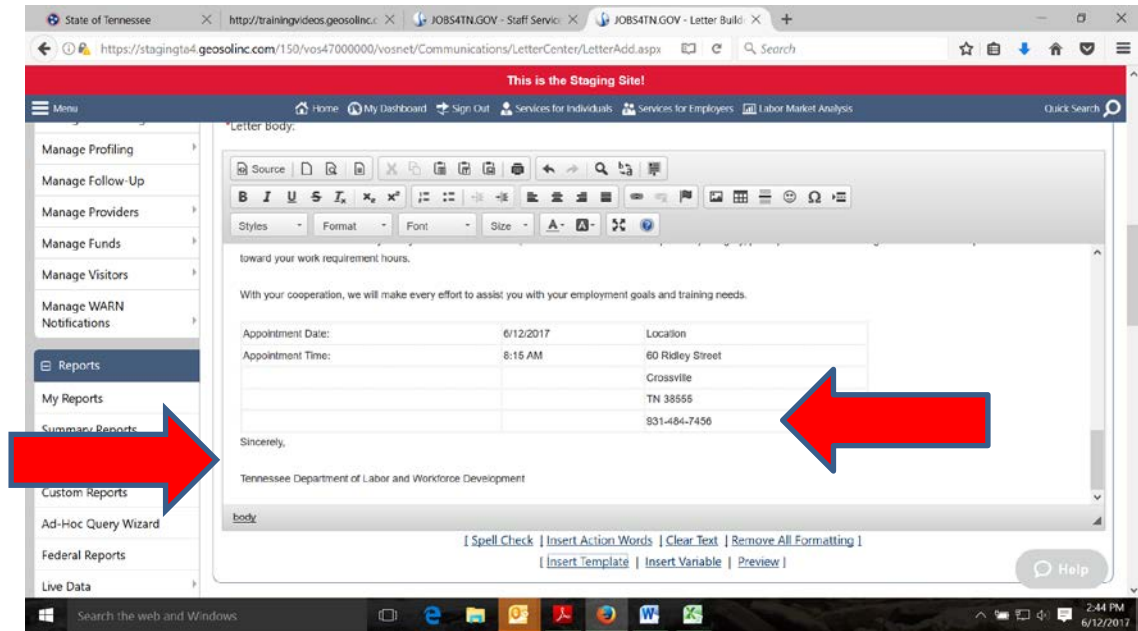
- **Click "save**" at bottom of screen.
- Follow previous instructions for printing options

Re-scheduling appointments. If participant calls to reschedule appointment after receiving apt letter:

Click on appointment number

Mark as rescheduled

You would then need to enter new appointment. Enter case note to document the reason appointment was rescheduled.

Returned appointment letter. If appointment letter is returned, go on the USPS website and use the" look up zip code" link to verify that address is listed as a legitimate address. If not, re-send a new appointment letter with new date and time to corrected address. If it is correct, then send a miscellaneous DHS notification through VOS that appointment letter was returned and client could not be notified of appointment with the address listed on referral. Add a case note for each action taken.

- Appointments need to be scheduled and letters mailed within 48 hours of receiving referrals. Participants should have an orientation dates within seven to ten days of the referral date.

Orientation

- Use **Power Point** is issued each FY by Central Office to conduct orientation. This will consist of overview of program and explanation of offered components.
- Verify that **Jobs4tn self-registration** has been completed.
- After orientation, sit with each individual and conduct **one on one assessment** to determine client's barriers and goals. Document in case notes that assessment was held and a summary of that assessment. This is a federal requirement and must be captured in a case note.
- Make appropriate referrals for taking the **first step** towards their goal.
    - Give referral information for Adult Education participants. They will need to contact our Adult Education partners to schedule their orientation and intake process.
    - Refer participants interested in training to LWDA Title I partners. Staff within the AJC needs to coordinate the customer flow so a streamlined co-enrollment process can occur.
    - Connect participants not interested in training with AJC staff, resource center and workshops and encourage customer to maximize use of Jobs4tn by completing background, skills section, and resume.
- Give participant the next monthly follow up appointment date and time.

Staff responsibilities after Orientation

- Mark appointment in VOS as Attended, Rescheduled, or No Show.
  This can be done on each individual participant's SNAP application by going into the program tab under the appointment link. Click on the appointment number and make selection.

This can also be done quickly for the whole group that is scheduled that day.
For doing the whole group, follow these steps:

- Under "Services for Workforce Staff" on left side of screen, choose Manage Activities

- Choose "Scheduled Snap Appointments"

- When screen appears, enter the LWDA number and appointment date and scroll down to select "Find Records"
- Then choose attended, no show or rescheduled for each participant.
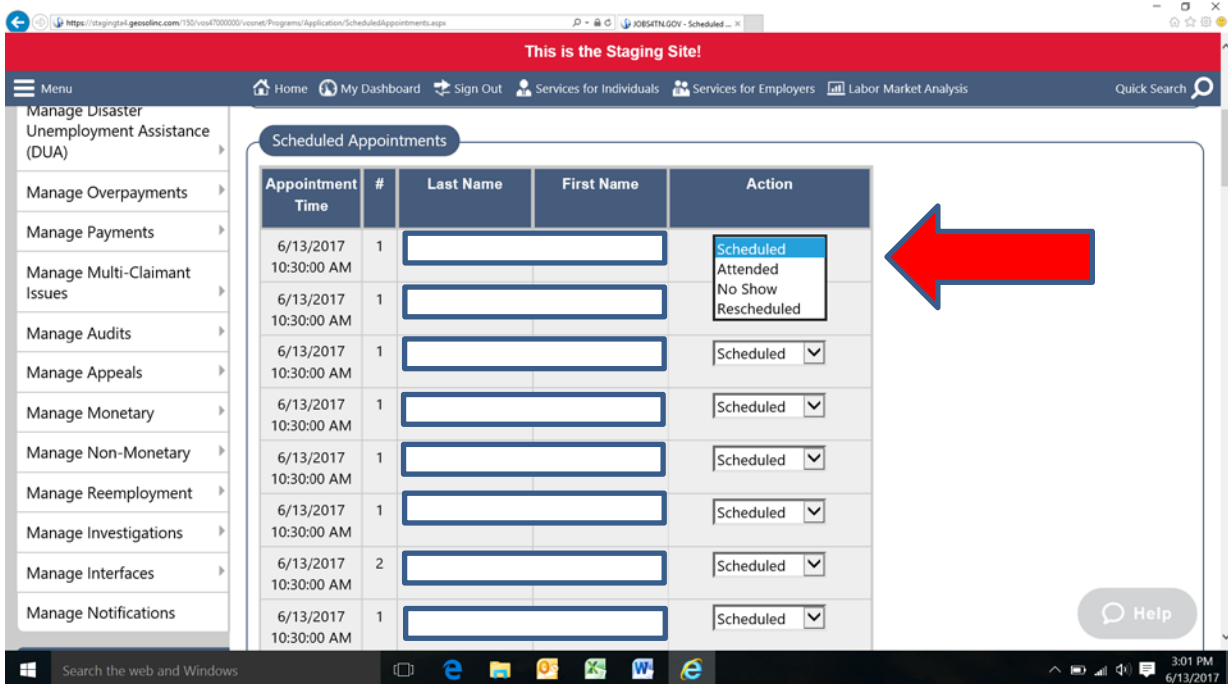
- **Participants that were No Shows to Orientation**
  - All DHS notifications are required to be sent within five days.
  - Click on the appointment and mark as a no show if not completed by group process above.
  - Click "+ DHS Notification" link to expand and click "create DHS notifications
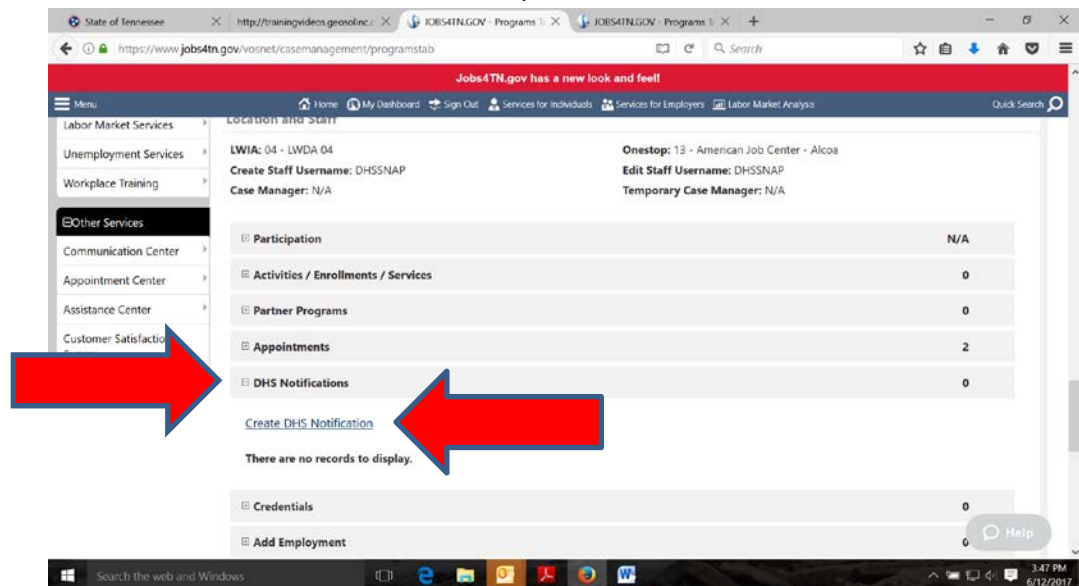
  - Select Notification type. Unless an ABAWD participant, select "Not Participating"

- o Select "Client failed to attend scheduled appointment" on Additional Information.
- o Choose appointment date , LWDA region, and office location
- o If additional comments are needed other than the template wording , type the comments in the box, if not scroll and click on "send message" at the bottom of the page (not shown)
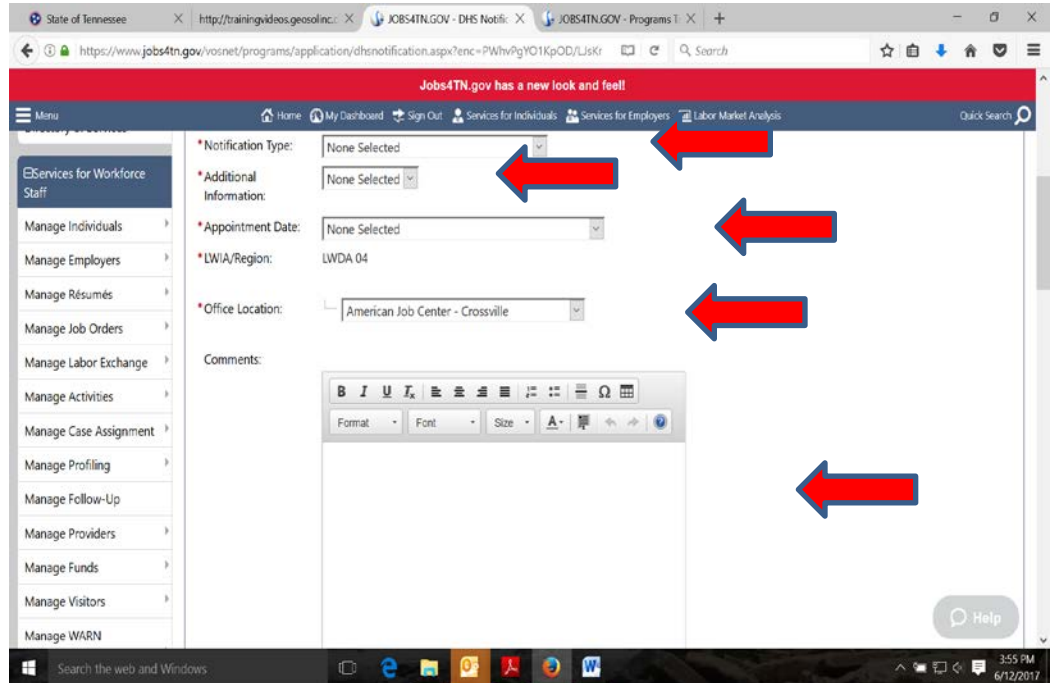
- o Click "insert template" (found under the large box)
- o Choose template marked "SNAP DHS Notice/Client is no Longer Participating"
- o Click Send.
- o Verify that a date is showing for that notification under the "create DHS notice box" to ensure that all steps were taken.
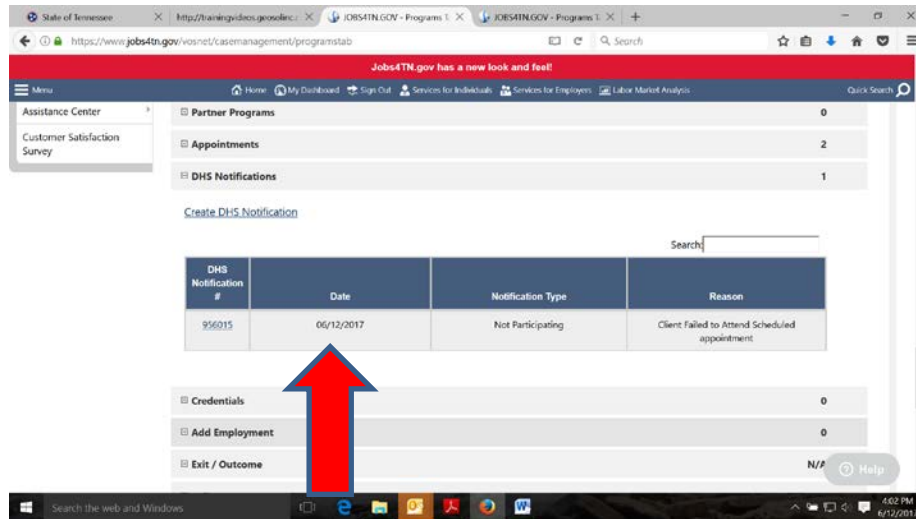
- Participants that reported to Orientation and decided NOT to participate
  - Steps above would be the same, only appointment would be marked as attended.
  - Notification type would still be "not participating"
  - Additional information drop down selection would be "client attended appointment but decided not to participate"
  - In the comments box, type the additional information "client attended appointment but decided not to participate" so it will be captured on the notice format that DHS will see.

- **Participants that reported and are participating**
  - Confirm with participant at orientation that they completed the Jobs4tn registration.
  - After orientation, meet one on one with participant for assessment. This assessment will need to be documented and summary given in a case note. For each case note, SNAP should always be selected for the program. It can be selected as the partner program if they are co-enrolled.
  - Work with participant to develop a goal and identify the first step they need to take towards that goal. Give them date for the next follow up appointment. If they are enrolling in Adult Education, give a calendar for them to track attendance. They will have instructor sign and bring back on the follow up appointment.

o Use Quick Search to pull up participants file.

o Activate the Wagner Peyser service. On the left side menu under currently managing, check to see if it states "Services tracking on" or "WP services not recording." It will show in green letters if they are already active with WP.
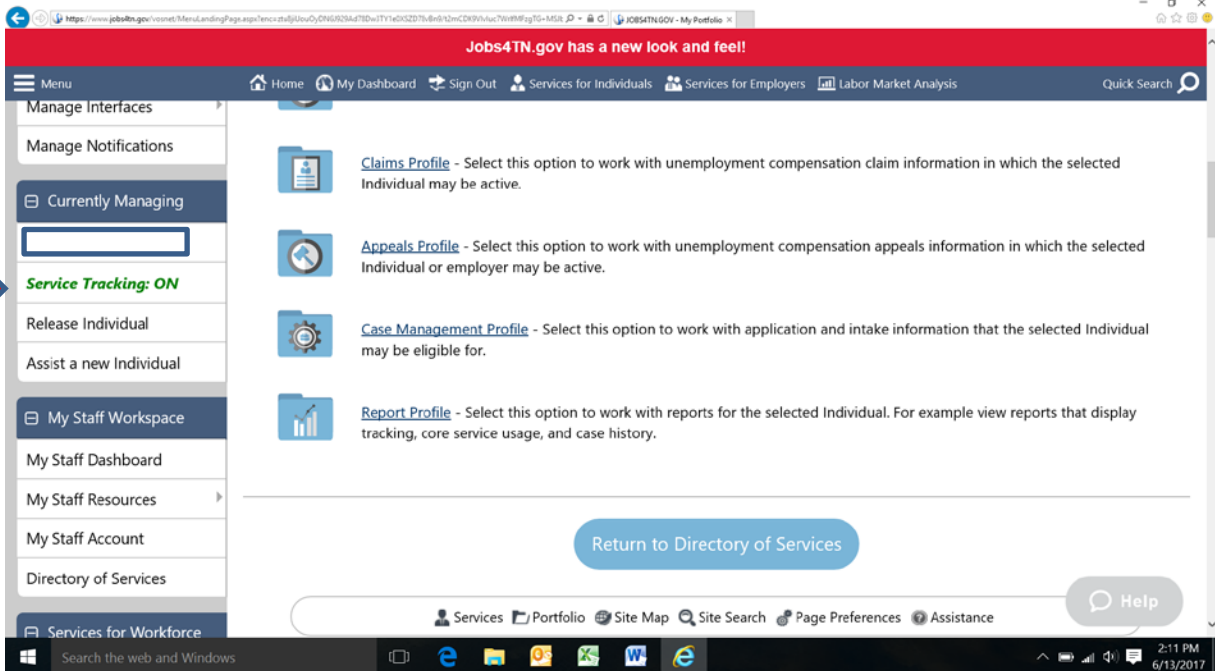
If green "Service Tracking words do not appear, click on the words " WP Services not recording"
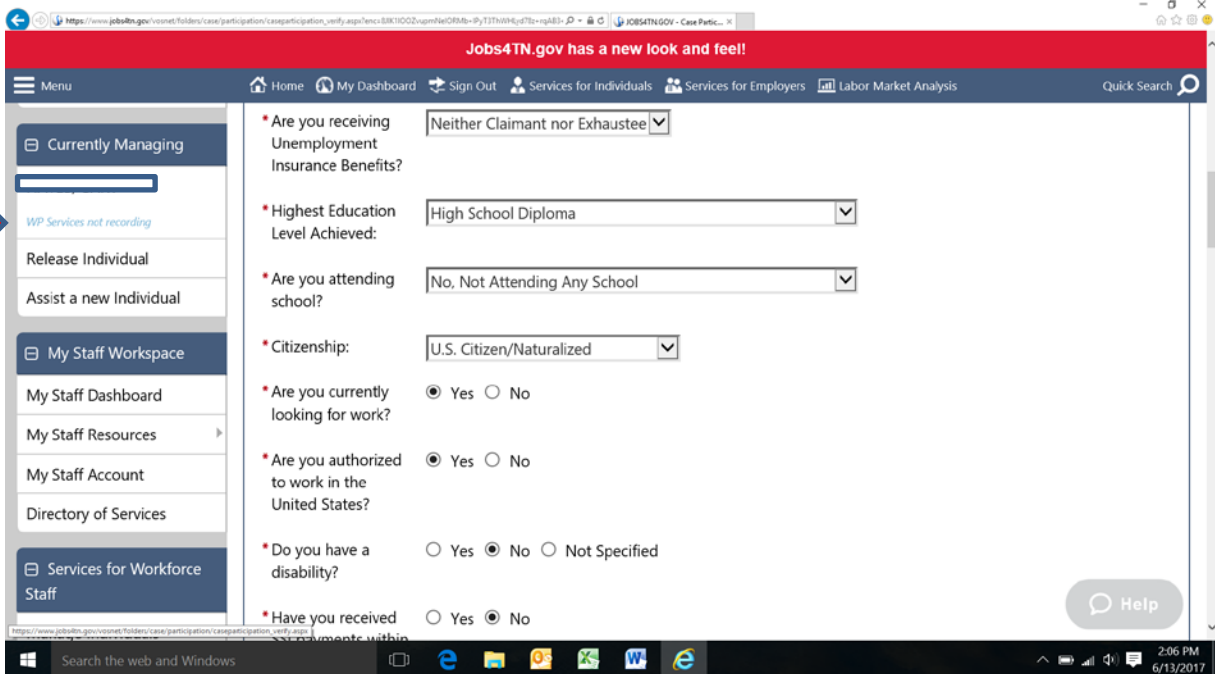
- Under Staff information, choose LWDA, Office, and activity code for Orientation which is 101.
- Scroll to the bottom of the screen and click on "Enroll in Wagner Peyser"
  o Complete the PIRL for data collection. This is a requirement for each participant we work with.
    - Click on "Programs" under Case Management Profile
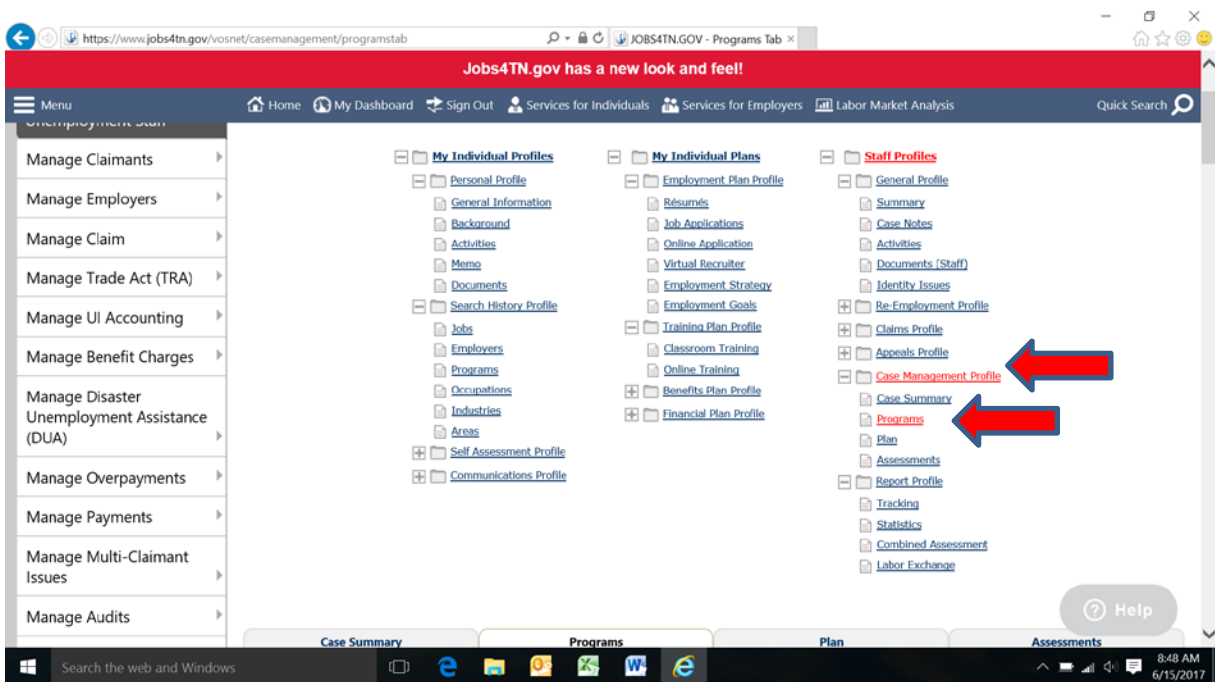
Under the first Wagner Peyser Application, which will be the most current, select the Wizard icon.

Select the "PIRL" tab on the next screen.

The following questions will appear on the screen. Make all selections and scroll down to click "Next"

A miscellaneous Information screen will appear. Scroll down and select "Finish"

- o You will now need to enter the SNAP module in VOS to complete necessary VOS steps.
- o From top of the screen menu, select programs under case management profile.
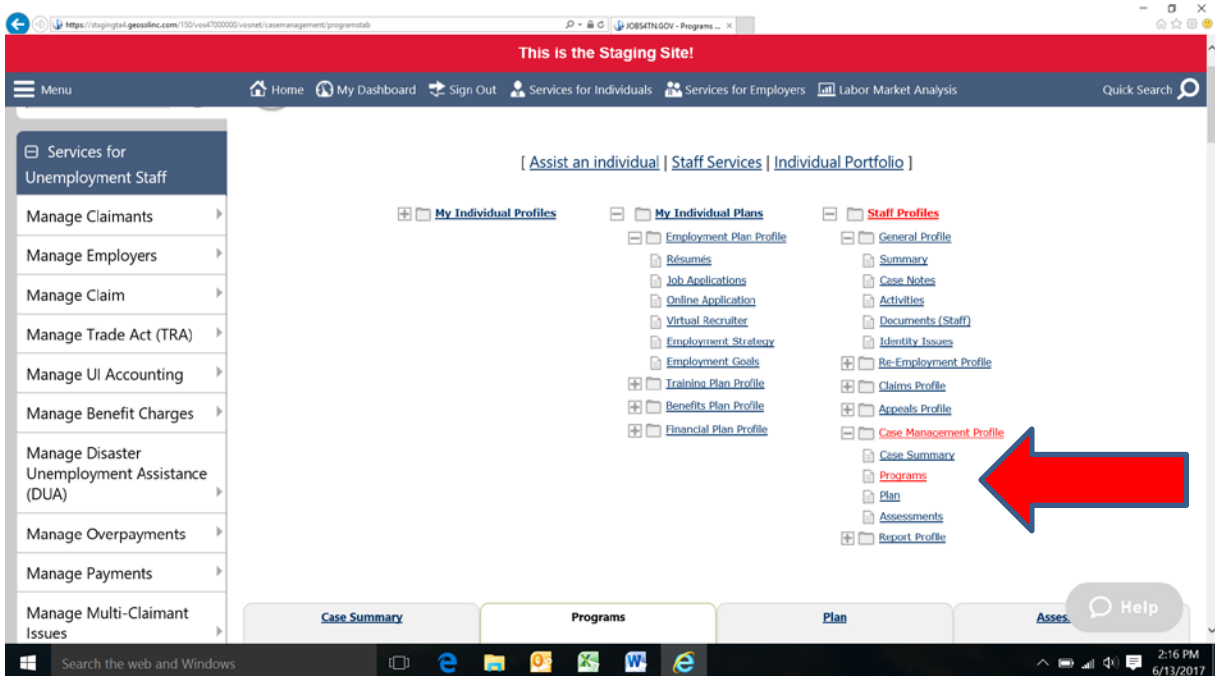
- o Scroll down to SNAP E &T and click on the SNAP application
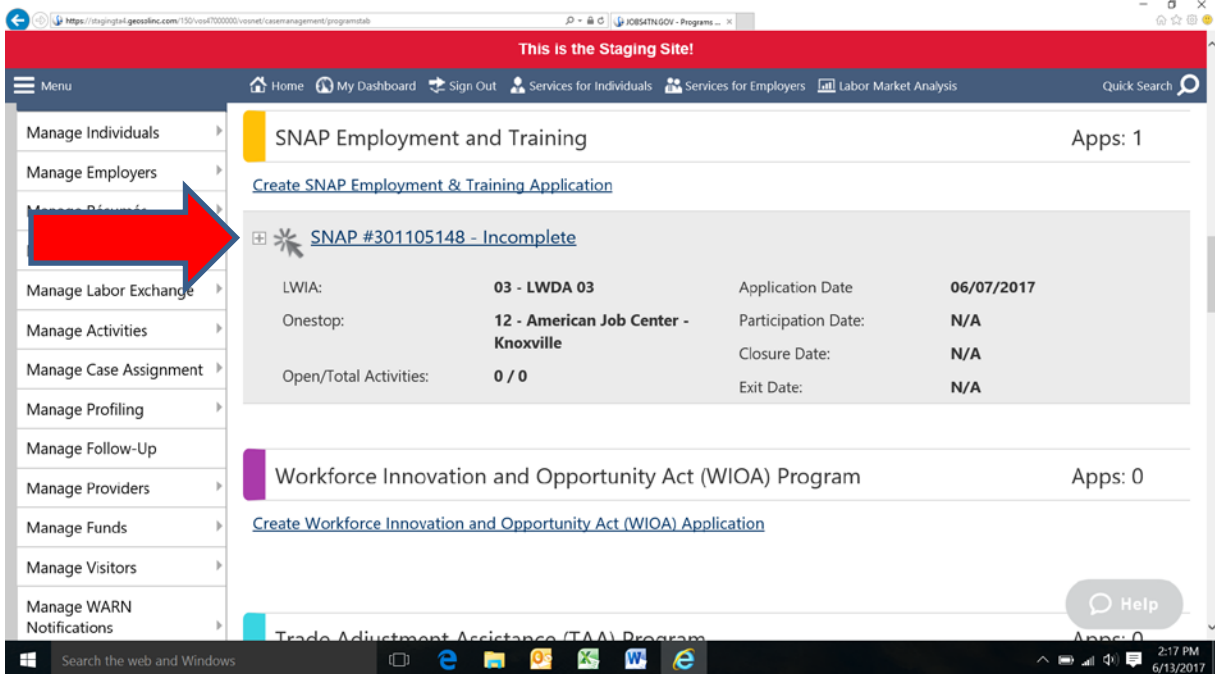
- o Complete SNAP application
  - Change the application status from pending to appraised.
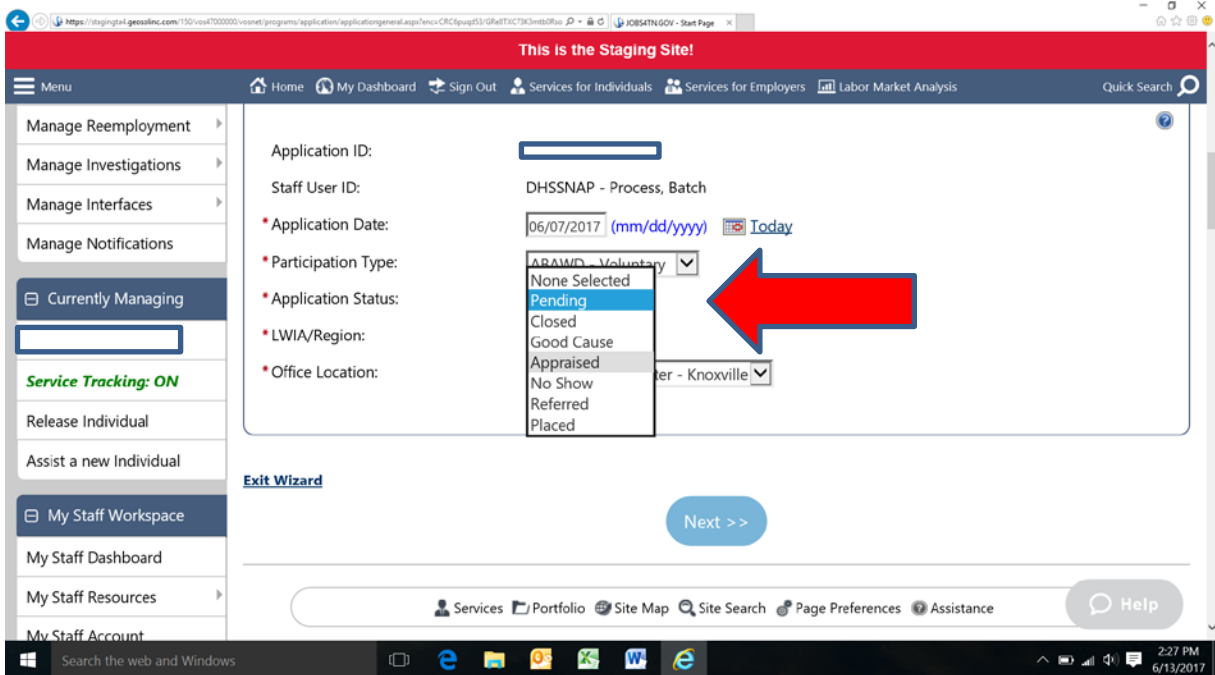
- Continue clicking the next button to move through screens. Most of these screens will already be populated from Jobs4tn registration. There are some questions that they have to be answered again. You may need to refer back to basic registration information to obtain answers.

- When you get to the staff information page, choose "Assign Me" for case manager
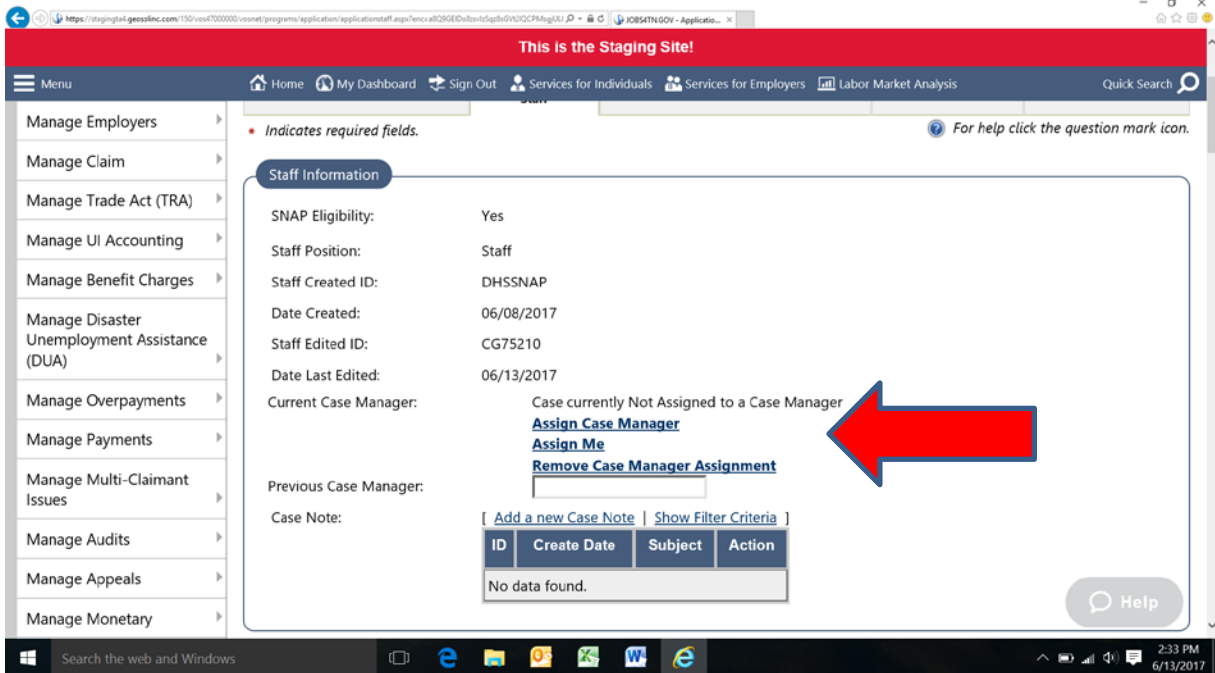
- When you get to this screen, click on "next" to choose proceed directly to enrollment, since participant has reported to orientation and participation has begun.

- When you get to the screen that requires a participation date, enter the date of the orientation.

- On the next screen, click on "create Activity" .Activity code will be 615 SNAP appraisal. Begin and end date will be the same date for this activity.
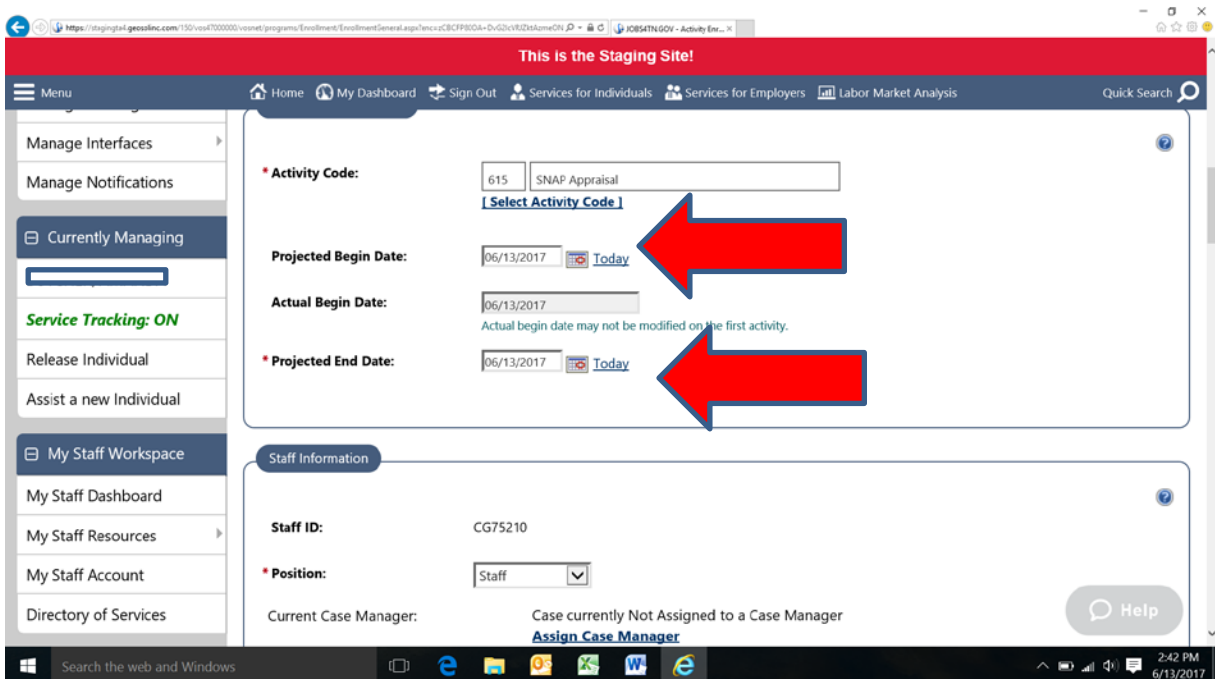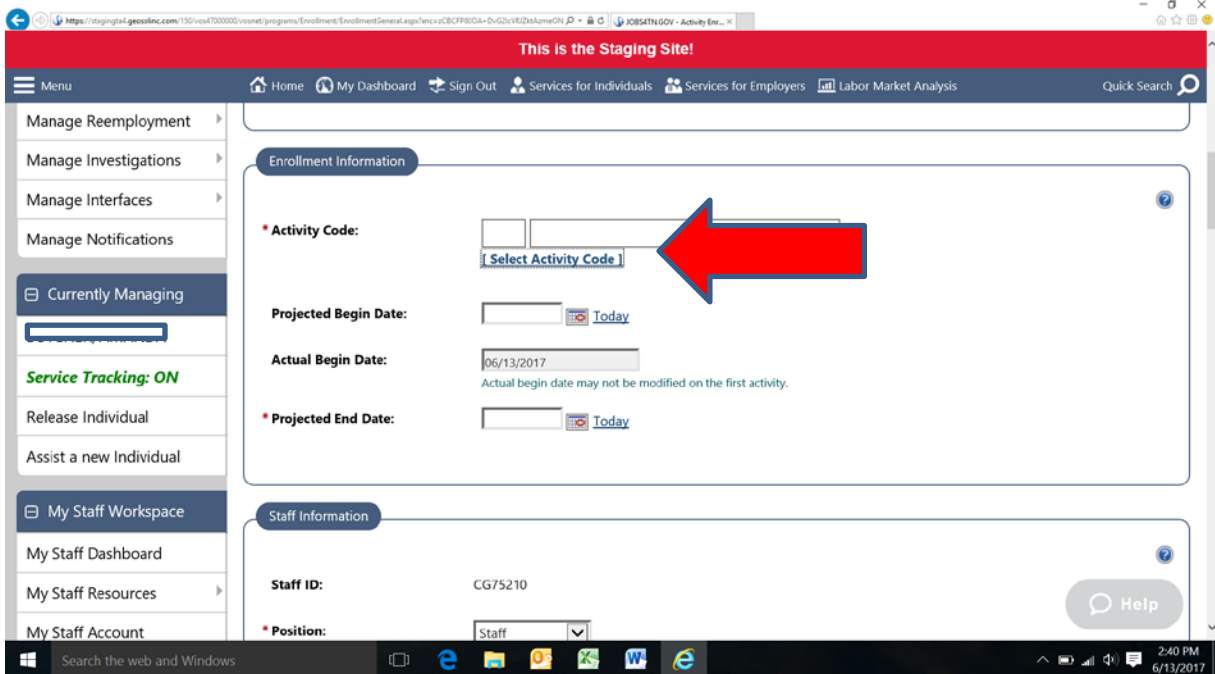
- Provider will be SNAP office services
- Service, Course, contract selection will be SNAP appraisal.
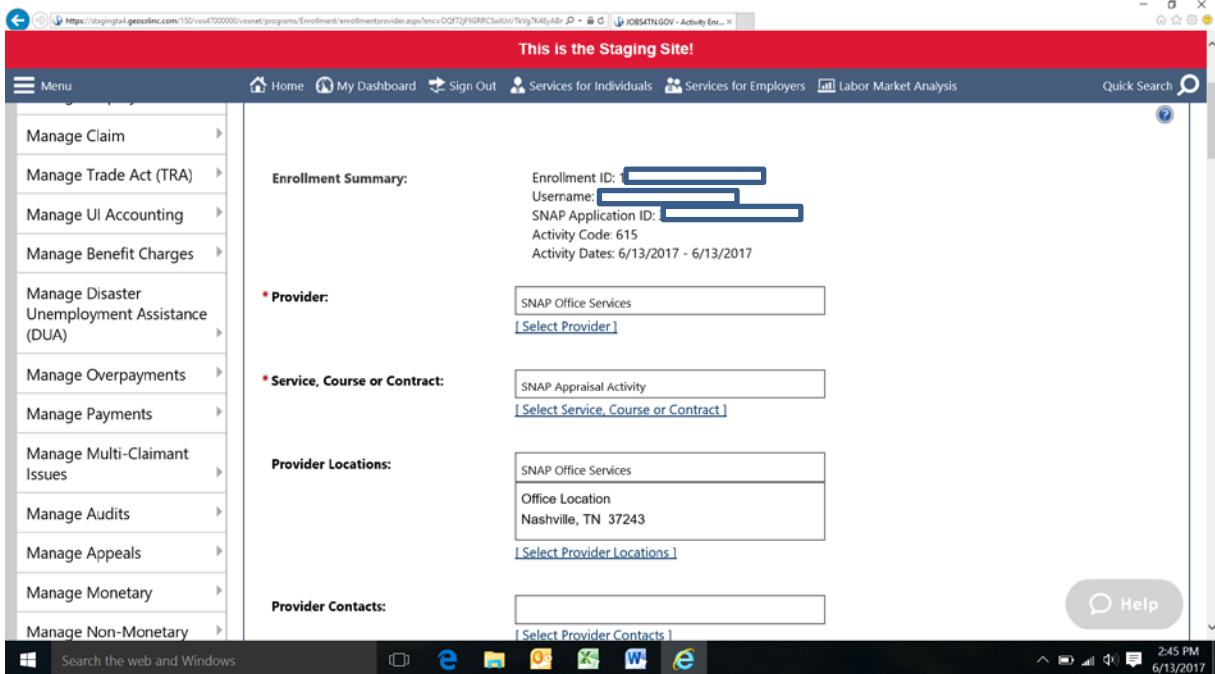
Click Next

- Last activity date will be same day as appraisal date and completion
  code successful.
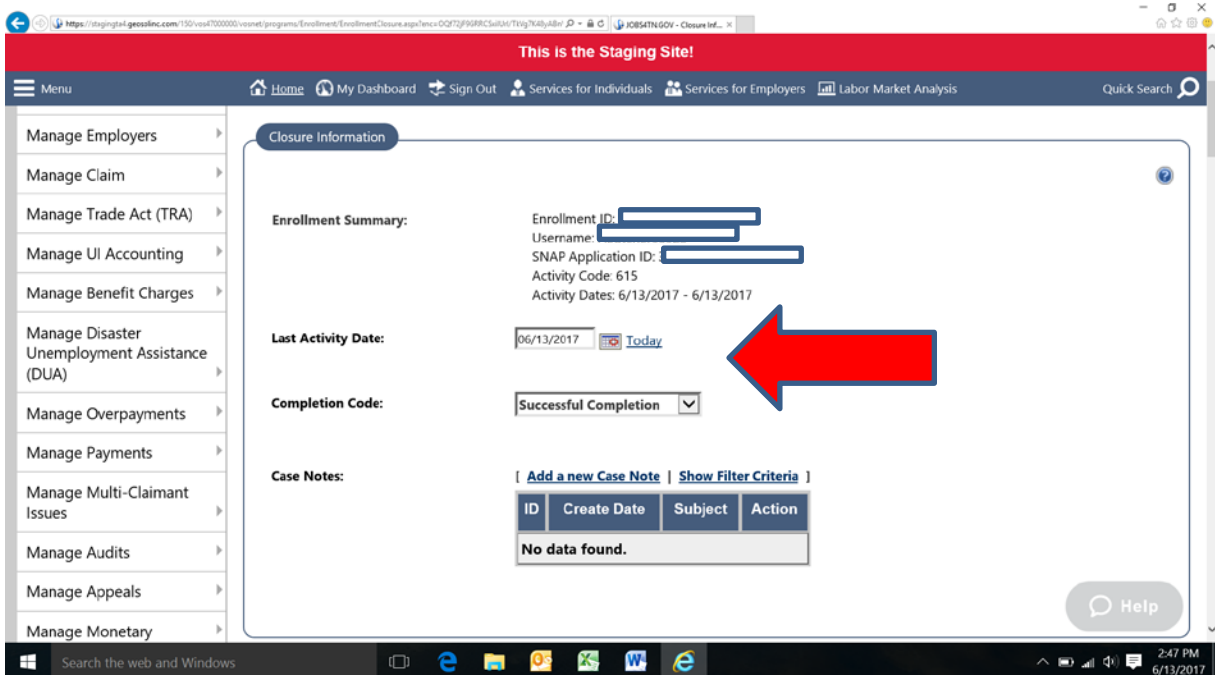
- Click Finish.
- Application should now say complete. You will now need to click on
  the plus sign to enter the SNAP module within VOS.

You will now be able to make a selection based on action you need to take.

- **Participation**: This step was completed when completing the SNAP application instructions. If this step was skipped in that process, it will need to be completed at this point.
- **Activities/Enrollments/Services**
    - Create activity
        - The appraisal activity has already been entered during the participation enrollment during completion of the SNAP application. You will now need to click on "Create Activity" to enter the component that participant will be entering.

On next screen, click on "Select Activity Code"
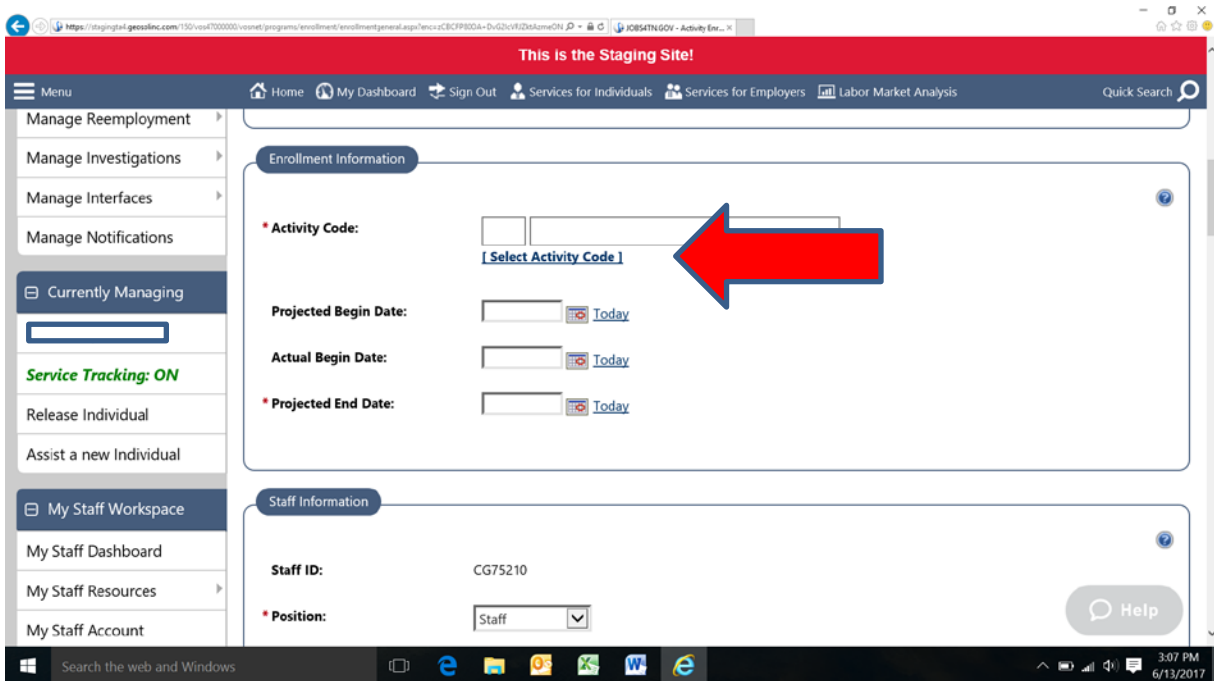
- If participant has been referred to LWDA for further assessment and training approval, choose 627 " Refer to Workforce Services". Use the date of orientation as the date for the beginning and end date for component and close activity as successful completion. When it is communicated to you that participant has been enrolled

with WIOA, go back into participant's file and add create activity for "Enrolled in Workforce Services". Enter the begin date for the date of WIOA enrollment and the end date for as far out of the actual training date as VOS will allow which is 120 days. Once this date has passed, a new "Enrolled to Workforce Services" activity will need to be entered.

Information will already be populated on the next screen. Click "Next"

You will only need to click "Next "for the screens that appear for the tabs for Enrollment Cost, Financial Aid, Enrollment Budget, and Budget Planning. We are not completing these information/steps at this time since participants training costs are being covered with allocated SNAP funds to the LWDA.
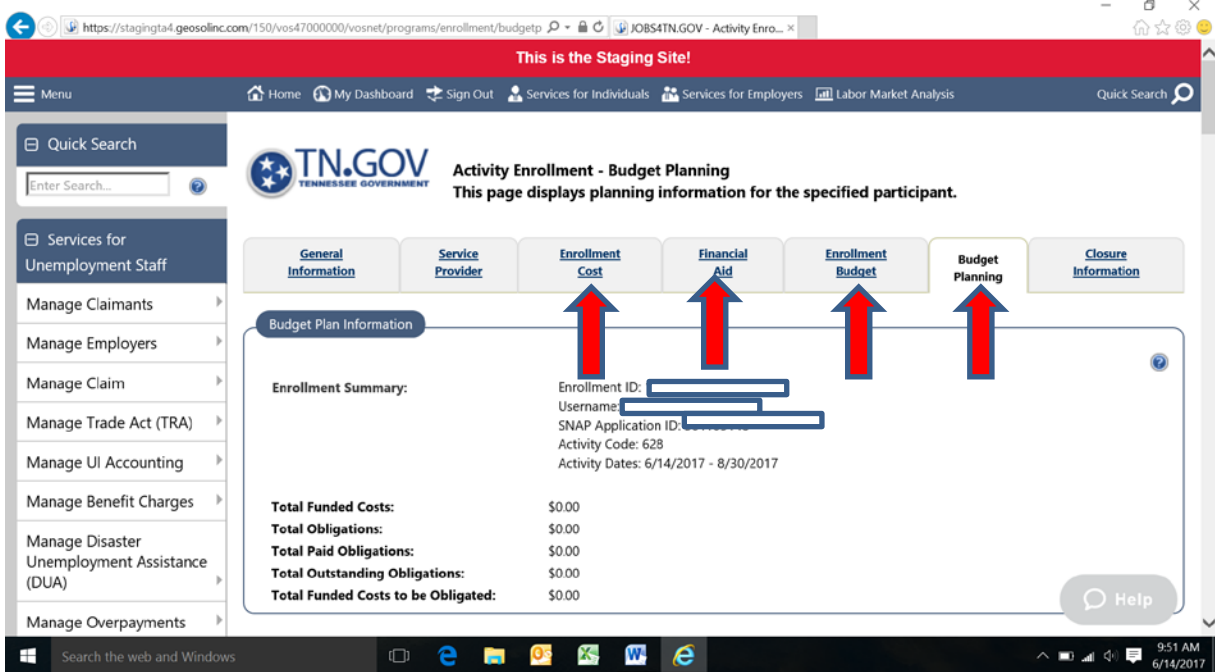
When you get to the closure information tab/screen, you will leave it blank until it is time to close the component for successful or unsuccessful completion.
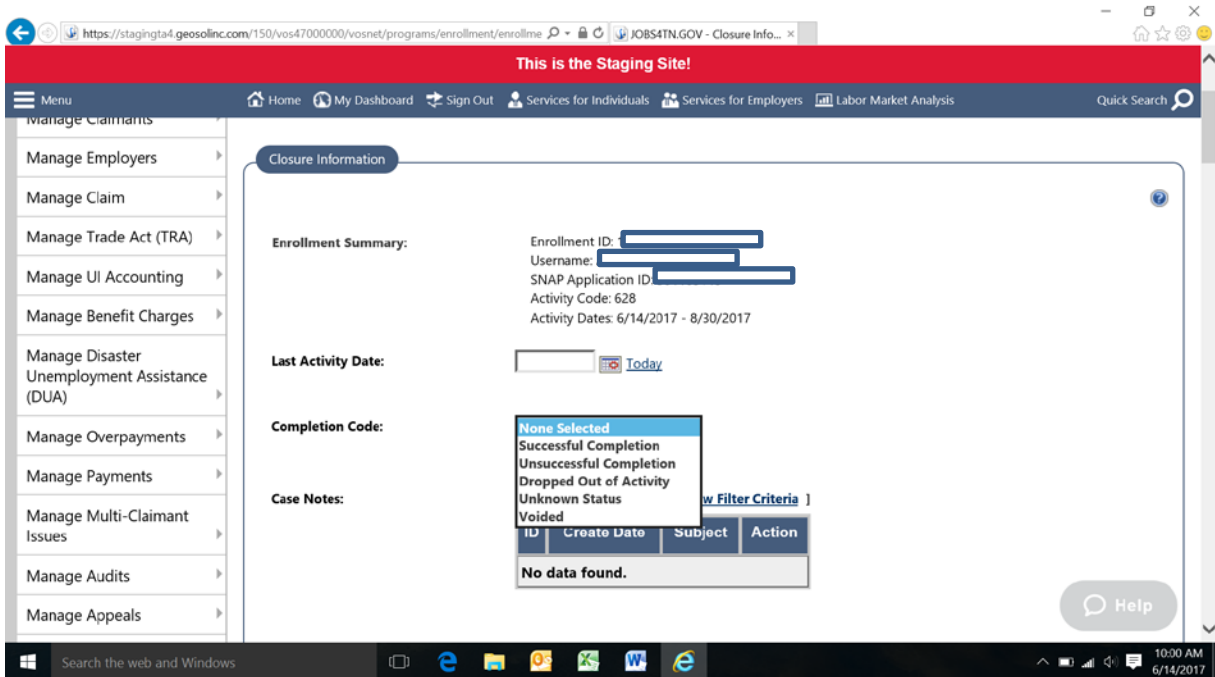
Click "Finish"

- For participants entering the Adult Education Component, choose that activity 626.
- If participant will be receiving services through an established Third Party Partner, select the enrolled to Voc Tech component.
- Be sure to enter actual start dates for all activities entered.

- **Partner Programs**

  o If participant is receiving services from another program, please select the Partner Program link and make the appropriate selection. Please be sure to capture all co enrollments on this link.

- **Appointments**
  o All appointments need to be documented here even if the follow up appointments are held with partner staff. Each DHS notice is attached to an appointment. Each initial appointment, as well as all follow up appointments needs to have status update of attended, rescheduled, or no show as well as a case note to document the selection. Please be sure to create a case note the attempts taken to re-engage the participant for no shows to follow up appointments.
  o After each appointment, enter the next scheduled follow up appointment date and time.
- **DHS Notifications**

Click on Create DHS Notification

Choose Compliant as Notification Type from drop down box.
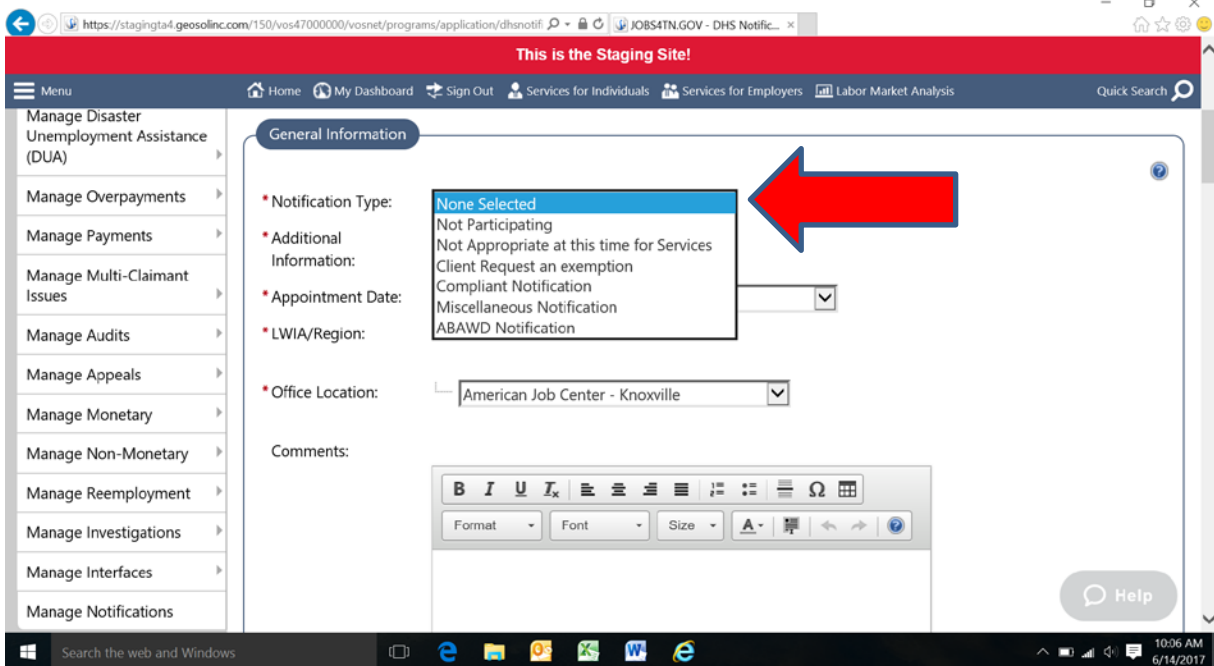
Choose "Client attended initial appointment" in drop down selection

Choose Appointment date the notice is in reference to, the LWDA region, and office location.

Type any additional comments that are needed in the comments section. This is a very important step since the additional information will not populate on the notice that DHS will see and we need to give complete and accurate information on what occurred the day of the initial appointment. This is especially true for ABAWD counties. It will also be an easier way to record what information was sent to DHS on the participant without having to search back through your email log.
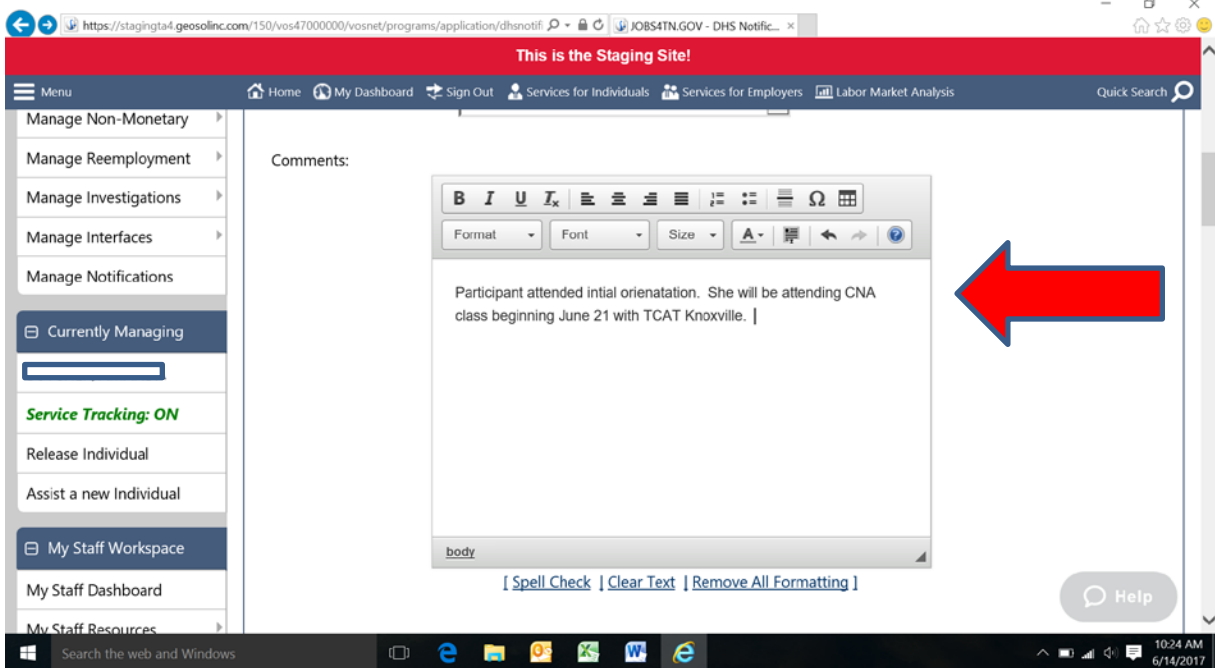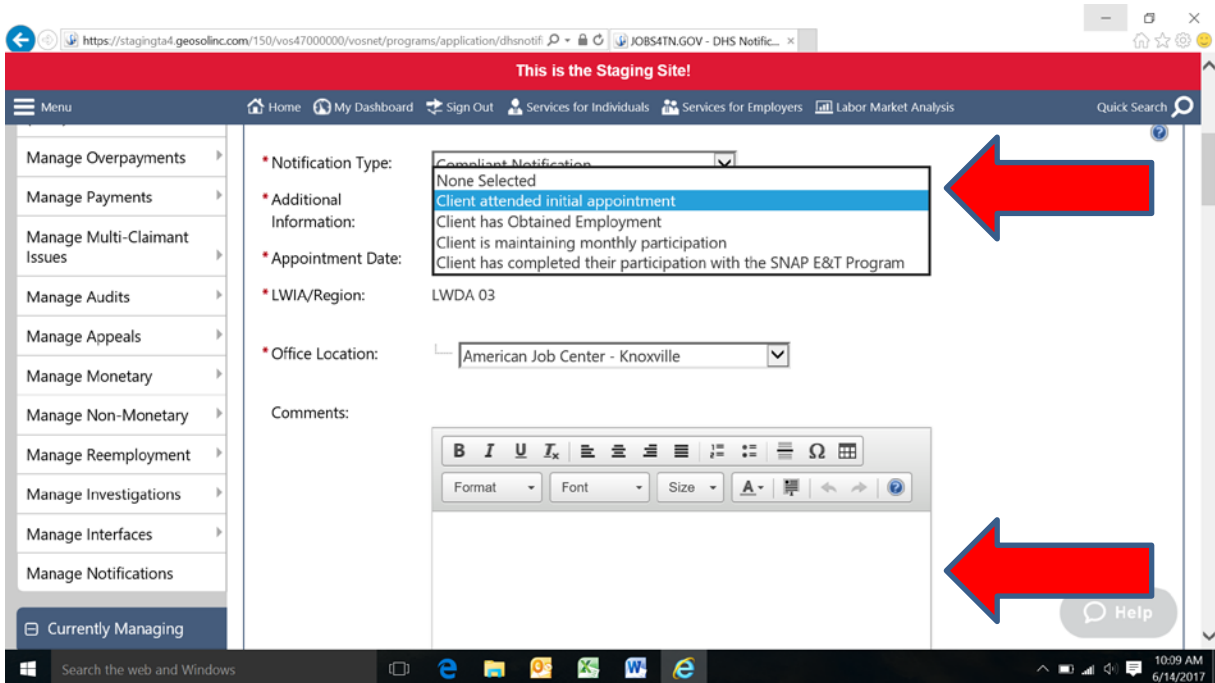
Scroll down and choose "Send Message"
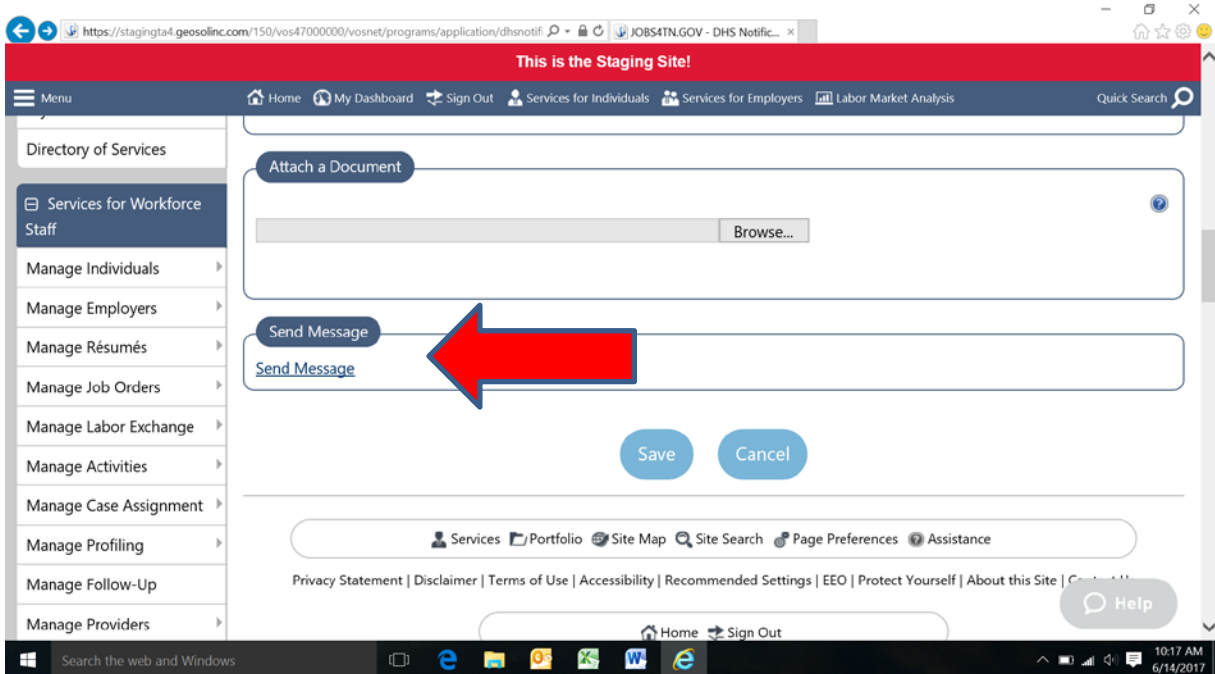
Next screen, choose insert template. This box for message does not need to be typed in. It is where the template will be inserted; comments typed in previous step will be automatically populate on the template.
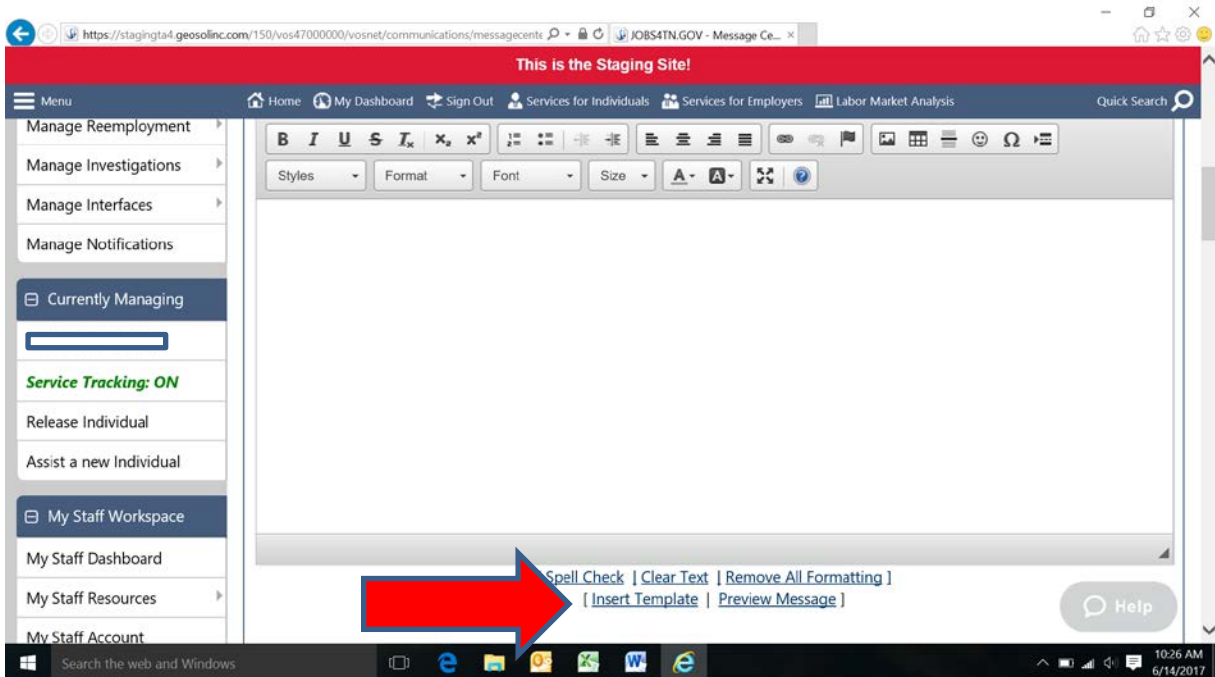
Choose template for " SNAP DHS Status Notice is Participating"

The template will be inserted, scroll to the bottom of the screen and select "Send"

Make sure there is a date in box for DHS notification to ensure no steps were missed.
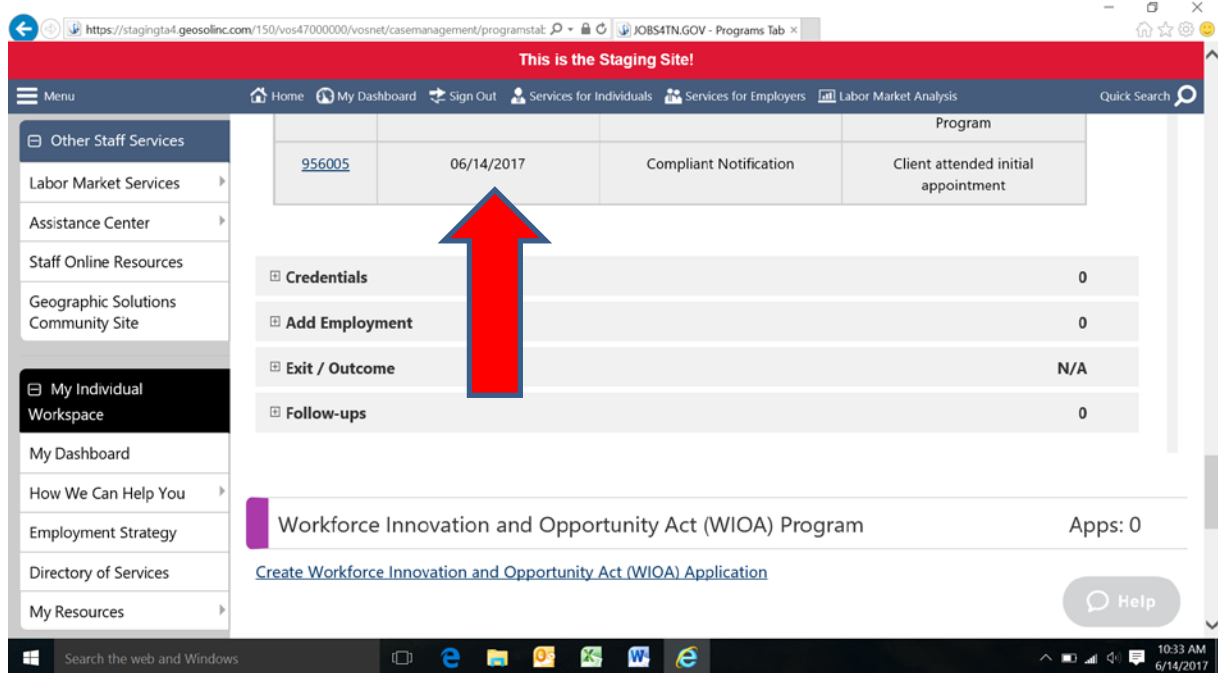
o Make Case notes on all interactions with participant. Someone should be able to read detailed case notes and assist participant if you are out of the office as well as Central Office be able to do desk top review and have full understanding of the participant's story.
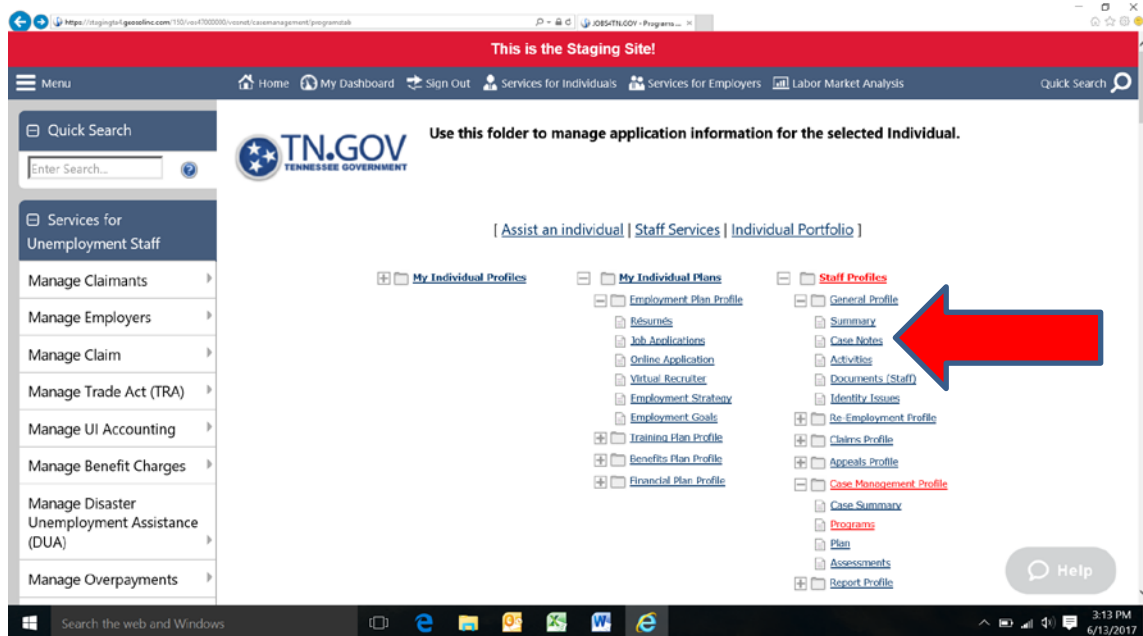
Select "Add a New Case Note"
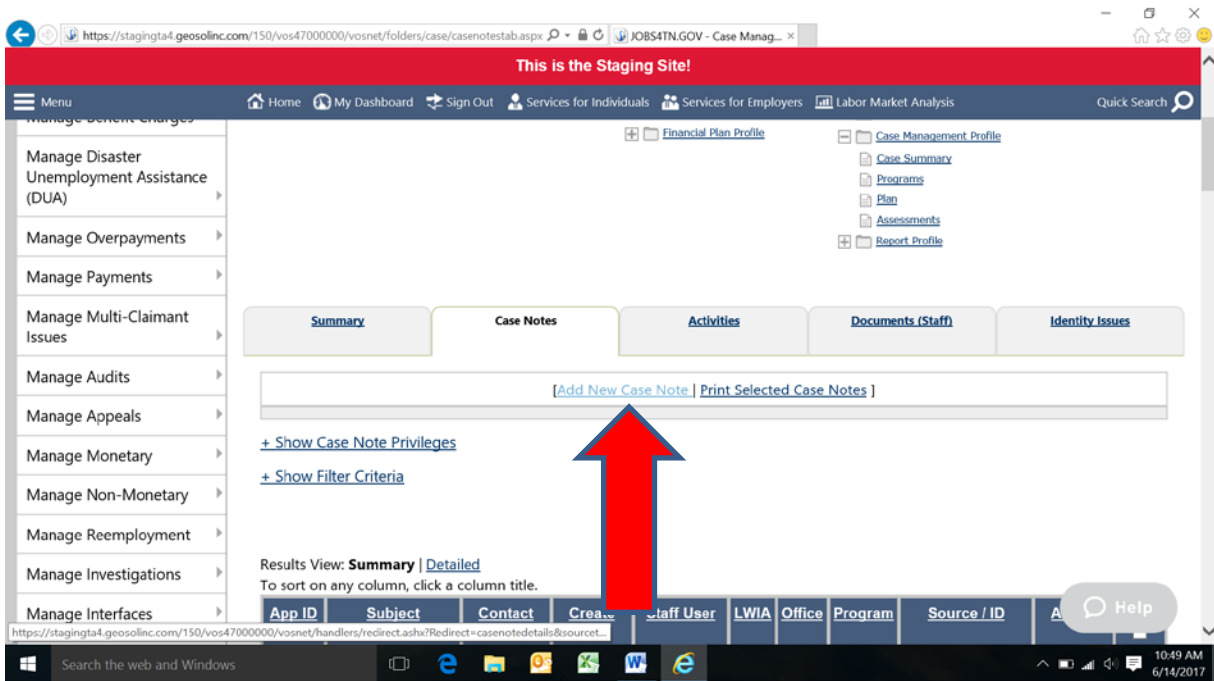
Be sure to select SNAP Employment and Training as Program
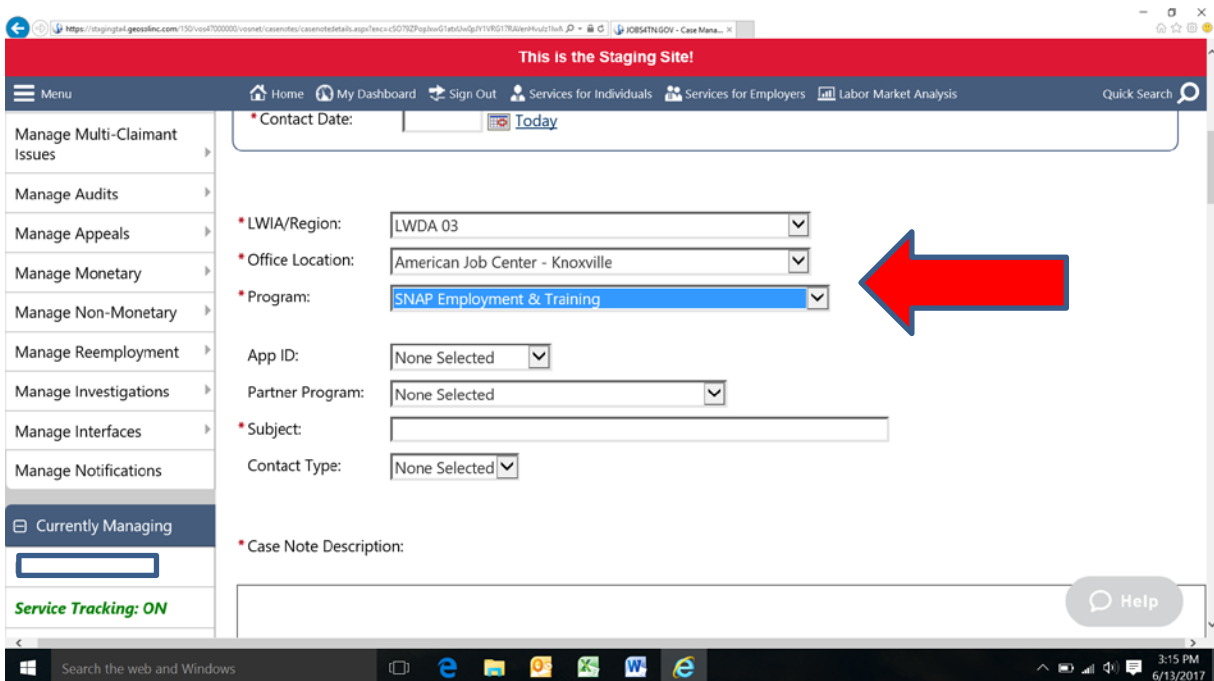
Follow Up Appointments

Under Create New Appointment, add the next scheduled follow up appointment date and time.

- Participant should have a monthly follow up appointment to track attendance, track progress, issue transportation reimbursement and to ensure that no additional barriers have been encountered.
- Remind Participant that continued support is contingent upon compliance with monthly follow ups.
- Communication between State and LWDA staff if critical since monthly status notices have to be sent to DHS. Each follow up appointment has to be entered within the SNAP module even if LWDA staff is conducting the follow up appointment because monthly notices are sent based on appointment dates selected. Since SNAP state staff is not located within each AJC, a communication method needs to be established within each LWDA to ensure all steps are followed and documented within SNAP Module and case notes entered.

- Issue transportation reimbursement for previous month's attendance. Have participant sign gas card log or bus ticket log of being provided by state staff. Local Area staff needs to follow their guidelines for transportation reimbursement but make sure to document with a SNAP E&T case note.
- Steps in VOS for Follow up appointment.
  - Follow same steps in VOS outlined previously to mark appointment as "Attended"
  - Send DHS status notice for Compliant and "client is maintaining monthly participation. " Make sure to enter comments in the first box to give additional information to DHS.
  - Make case notes for interaction

Upload attendance documentation into VOS with the case note.
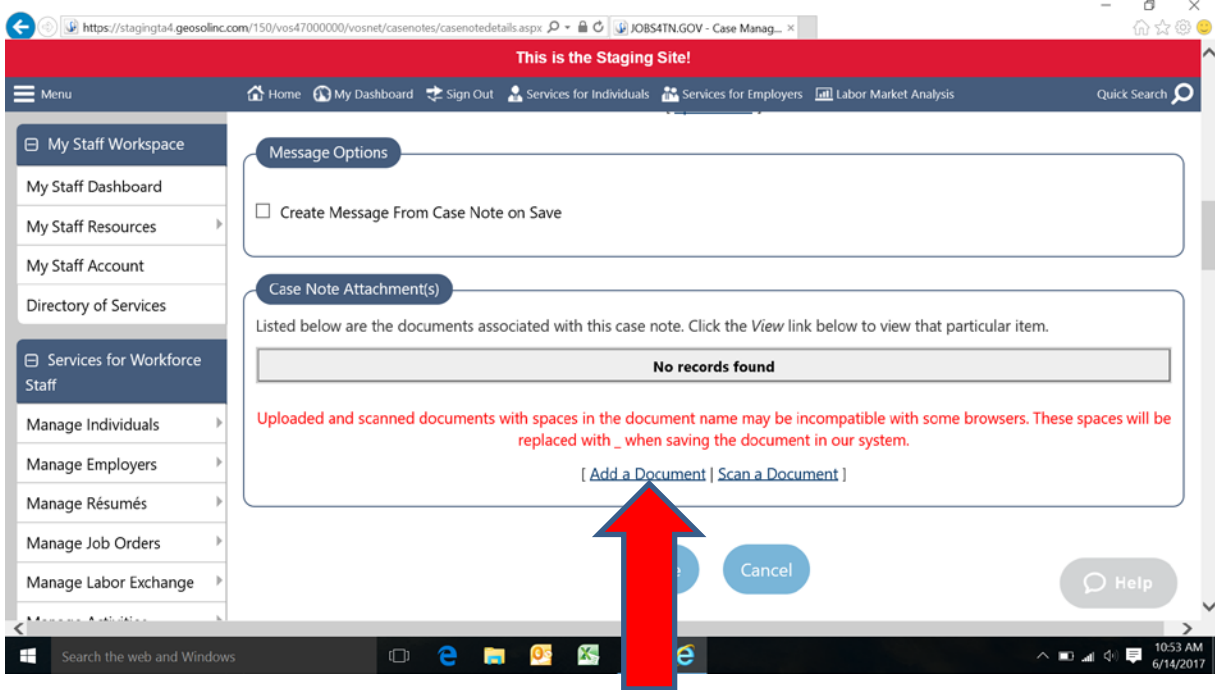
- o Enter next appointment date

- Enter an activity to keep WP active. On the top menu General Profile section, click Activities.
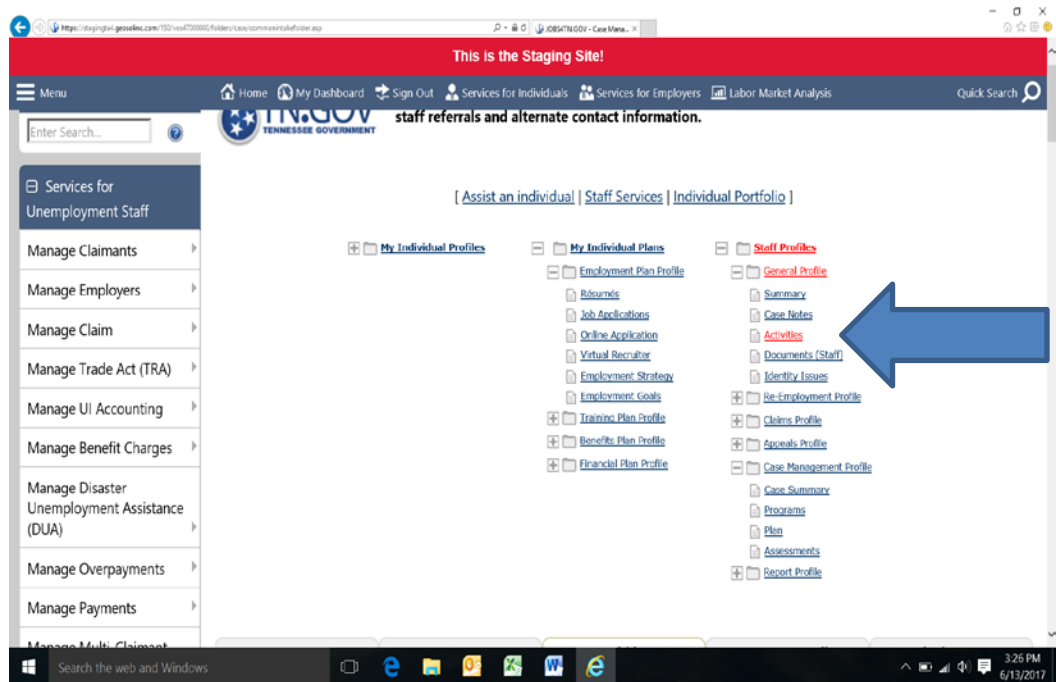
Choose "Activity History/Service Plan"

Choose "Add Service"

Choose Activity Code 202

Outcomes

- Successful Completion
  - Send DHS status Notice. Follow the same steps outlined previously for status notices. Choose compliant and completed participation. Be sure to enter comments in the first box as outlined in previous instructions so DHS will have complete information on the success. Include the school, training name, and any credentials earned.
  - Under Create Activity box, close the activity and choose completion.

Click Finish

Click on create credentials and enter and upload certifications when they are earned.
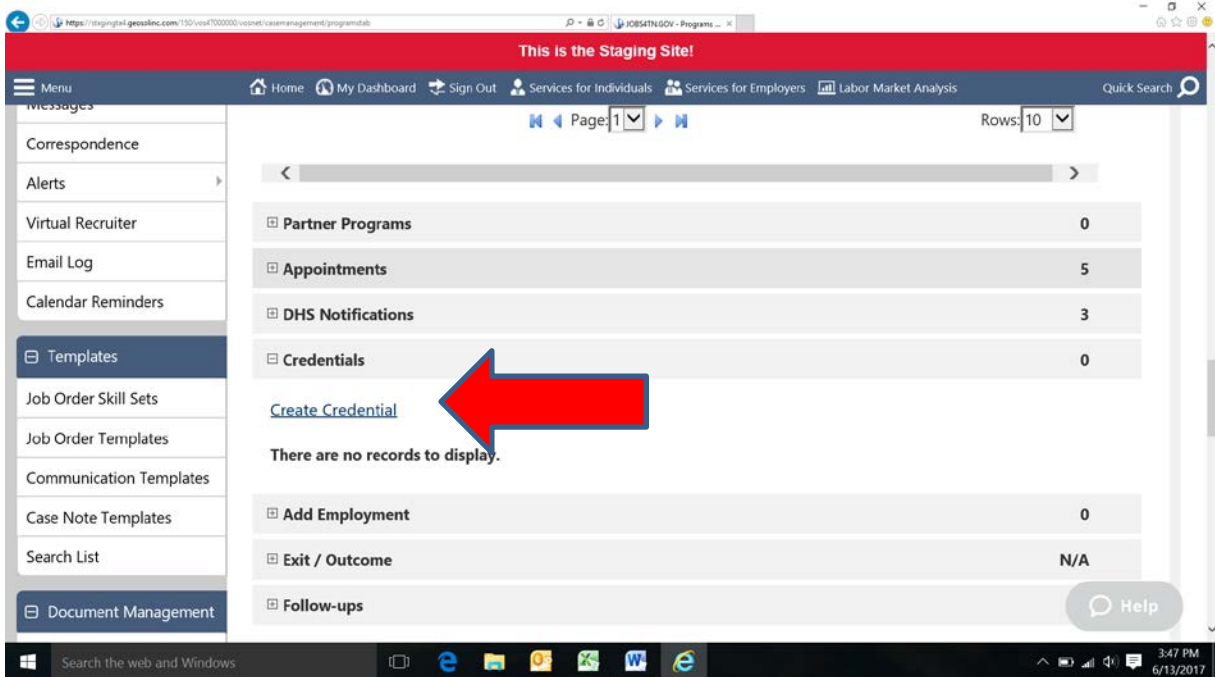
You will need to click on the "Verify " link and make selection. It is crucial to enter this information for Federal Reporting purposes. It may be difficult to engage participant after program completion but you need to take the responsibility to call the school and verify what credentials were earned if the school would have the information. You can then choose "school records" as verification type.

Continue attempts to follow up with participant on any credential earned so it will be captured in our system. It cannot just be left as completed component. We are now required to capture all outcome data that is related to training.

You can then choose, upload to enter any scanned documentation or copy of certification.
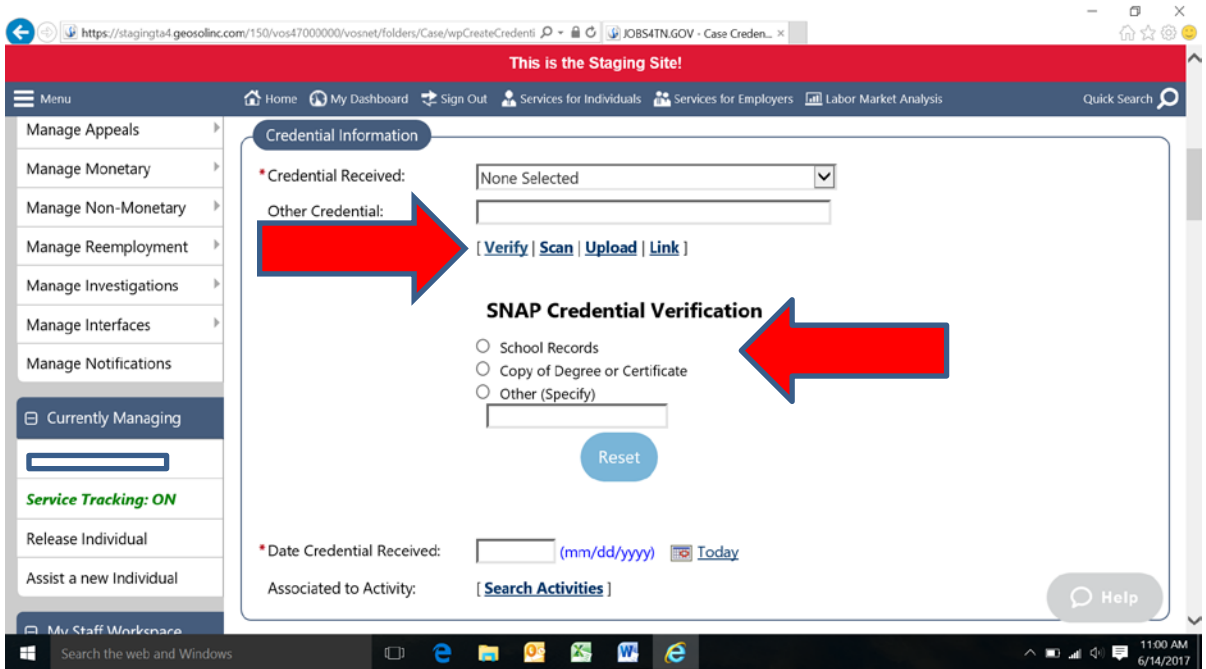
After training completion, continue to encourage participant to notify you when they have obtained employment and enter that information in the SNAP module.
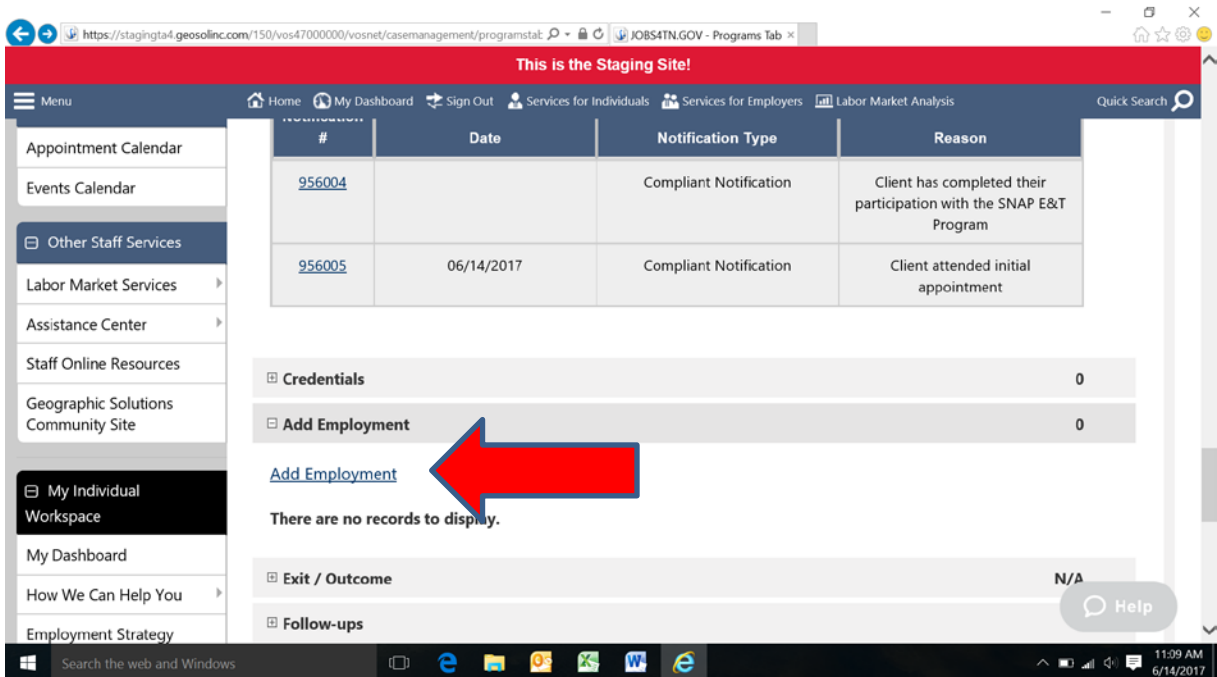
- Unsuccessful Completion
  - Close activity in SNAP module. Click on "Close" .
  - Choose Unsuccessful Completion.

  - Send DHS status notice. If participant failed to complete training or was a no show for follow up appointment, follow same steps only choose no longer participating and unsuccessful completion.