

Temporary Assistance (TA) and Supplemental Nutrition Assistance Program (SNAP) Employment Plan

January 01, 2026 - December 31, 2027

Erie

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1. Administration

1.1 Administrative Structure

a. This agency's organizational chart is attached. It identifies the units and staff within the agency that are involved in the operation of the district's employment program.

(Attachments must be uploaded to the system through the "Documents" screen prior to submitting the plan. Use the textbox below to provide any additional information.)

Please see (Attachment #1) Organizational Chart

b. Below 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 and include the responsibilities of each office.

The district's Employment Program is comprised of multiple units that provide employment and training services to applicants and recipients of Temporary Assistance (TA) and Supplemental Nutrition Assistance Program (SNAP). The program is designed to enable individuals to improve their work readiness skills and to support their transition from public benefits to self-sufficiency in compliance with federal and State mandated work requirements. Please see (Attachment #2) Office Description

1.2 TA and SNAP Employment & Training (SNAP E&T) Provider Agencies

a. Table 1 lists the local contracts or agreements with agencies to provide employment services to TA and SNAP clients. These activities and services may include, but are not limited to: employability determinations; development of assessment and employment plans; conciliation and grievance activities; provision of work activities such as job readiness training; education and job skills training; 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. Districts must maintain proper monitoring and oversight to ensure that contractors perform in accordance with the terms, conditions, and specifications of their contracts.

Provider	Total Contract Cost/Year	Funding Source(s)	Categories of Clients Served	Programs, Services or Activities Provided
Buffalo Public Schools Adult Education Program	362200	FFFS	FA SNA Family	Work Experience, HSE and ESL Educational Services, Workplace Literacy, Job Readiness Training, Career/Vocational Training, Job Placement and Retention Services, Case Management Services.
Erie Community College-CAST	375000	FFFS	FA SNA Family	Work Experience, Jobs Skills Training, Vocational Training, Job Readiness Training, Job Placement and Retention Services, Case Management Services.
Goodwill Industries - Worksite Management	362200	FFFS	FA SNA Family	Work Experience, Job Skills Training, Job Placement and Retention Services, Case Management Services.
Community Action Organization - SET Program	163000	FFFS	FA SNA Family	Workforce Development, Upskill Training, Case Management, Job Placement and Retention Services, Supportive Services.

WNY Independent Living - Mental Health Peer Connection	362200	FFFS	FA SNA Family	Work Experience, Job Placement and Retention Services, Case Management, Services for Individuals with Drug/Alcohol or Mental Health Diagnosis.
United Way Work	1430400	FFFS	FA SNA Family	Work Experience, Job Skills Training, HSE, ESL, Computer Literacy, Financial Literacy Provided at Community HUB Sites Hub Sites Include: Belmont Shelter Corp, The Belle Center, Gloria J. Parks, Lt. Col Matt Urban Ctr., Northwest Buffalo Community Center, Seneca Babcock Community Center, BPS-Adult Ed, Providence Farm.
Erie County Medical Center (ECMC) CASAC Services	566031	Others: States	FA SNA Family SNA Individual	Certified Alcohol and Substance Abuse Counselors (CASAC) determine need for treatment, level of care and employability status.
Placing Individuals in Vital Opportunity Training Wage Subsidy Program	1081995	FFFS	FA SNA Family TANF 200%	6 Month Wage reimbursement program with Erie County Employers.
Prevention Council of Erie County - Strengthening Families	176400	FFFS	FA SNA Family TANF 200%	Prevention and Employment Services for adults who are actively involved in substance abuse treatment/services and are the parents of children aged 5 to 15 years old.
Youth Employment Program	5219832	FFFS	FA SNA Family TANF 200%	Youth Employment Services.
Summer Youth Employment Program	2598654	FFFS	FA SNA Family TANF 200%	Youth Employment Services, Buffalo Urban League, Career Connections Network
Live Well Erie	4367259	Local	TANF 200%	Workforce Development

b. Table 2 includes agencies/providers that offer services to participants and to which the district expects to refer participants, but which have no direct financial agreement with the district.

Provider	Funding Source(s)	Categories of Clients Served	Programs, Services or Activities Provided
Trocaire College	Others: N/A	FA SNA Family SNA Individual SNAP	Vocational Training
Buffalo Center for the Art and Technology (BCATS)	Others: N/A	FA SNA Family SNA Individual SNAP	Vocational Training

Northland Workforce Training Center	Others: N/A	FA SNA Family SNA Individual SNAP	Vocational Training
The Service Collaborative	Others: N/A	FA SNA Family SNA Individual SNAP	Vocational Training
Industrial Medicine Associates	Others: Revenue Intercept	FA SNA Family SNA Individual	Consultative Medical and Psychiatric Examinations
NYS Department Of Labor	Others: N/A	FA SNA Family SNA Individual SNAP	Job Placement Services, Employment Workshops, Job Fairs
Workforce Buffalo	Others: WIOA	FA SNA Family SNA Individual SNAP	Job Placement Services, Employment Workshops
Erie Community College One Stop	Others: WIOA	FA SNA Family SNA Individual SNAP	Job Placement Services, Employment Workshops
ACCES VR	Others: N/A	FA SNA Family SNA Individual	Vocational Training for Individuals with Disabilities
Cornell Cooperative Extension	Others: N/A	FA SNA Family SNA Individual SNAP	Nutrition Education
Center for Employment Opportunities	Others: N/A	FA SNA Family SNA Individual SNAP	Re-Entry Employment Services, SNAP E&T Venture V
WIB Health Professionals Opportunity Grant	Others: N/A	FA SNA Family SNA Individual	Vocational Training
Jewish Family Services	Others: N/A	FA SNA Family SNA Individual	ESL, Career Counseling; Worksite Sponsor
Buffalo City Mission/Corner stone Manor	Others: N/A	FA SNA Family SNA Individual	Worksite Sponsor
Buffalo Olmsted Parks Conservancy	Others: N/A	FA SNA Family SNA Individual	Worksite Sponsor
Build Promise	Others: N/A	FA SNA Family SNA Individual	Worksite Sponsor
Friend's of the Night People	Others: N/A	FA SNA Family SNA Individual	Worksite Sponsor

Gerard Place	Others: N/A	FA SNA Family SNA Individual	Worksite Sponsor
EC Parks	Others: N/A	FA SNA Family SNA Individual	Worksite Sponsor
Educational Opportunity Center	Others: N/A	FA SNA Family SNA Individual	Vocational and Educational Training; Worksite Sponsor
Catholic Charities of Buffalo	Others: N/A	FA SNA Family SNA Individual	Worksite Sponsor/HSE/ESL
Erie 1 Boces	Others: N/A	FA SNA Family SNA Individual	Vocational Training
Journey's End Refugee Services	Others: N/A	FA SNA Family SNA Individual	HSE/ESL/Vocational Training (MAC)
Restoration Society	Others: N/A	FA SNA Family SNA Individual	Job Placement Services, Career Counseling
Child Care Resource Network (CCRN)	Others: N/A	FA SNA Family SNA Individual	Child Care Resource & Referral Agency
Beacon Center	Others: N/A	FA SNA Family SNA Individual	Drug and Alcohol Treatment Provider
Erie County Medical Center/Out Patient Clinics	Others: N/A	FA SNA Family SNA Individual	Drug and Alcohol Treatment Provider, Mental Health Treatment Provider
Endeavor	Others: N/A	FA SNA Family SNA Individual	Drug and Alcohol Treatment Provider
Evergreen Health	Others: N/A	FA SNA Family SNA Individual	Drug and Alcohol Treatment Provider
Cazenovia Recovery Systems	Others: N/A	FA SNA Family SNA Individual	Drug and Alcohol Treatment Provider
Best Self Behavioral Health Services	Others: N/A	FA SNA Family SNA Individual	Drug and Alcohol Treatment Provider, Mental Health Treatment Provider
Horizon Health Services	Others: N/A	FA SNA Family SNA Individual	Drug and Alcohol Treatment Provider, Mental Health Treatment Provider
Spectrum Health Services	Others: N/A	FA SNA Family SNA Individual	Drug and Alcohol Treatment Provider, Mental Health Treatment Provider

BryLin Hospitals	Others: N/A	FA SNA Family SNA Individual	Drug and Alcohol Treatment Provider, Mental Health Treatment Provider
Veterans Hospital	Others: N/A	FA SNA Family SNA Individual	Drug and Alcohol Treatment Provider
Catholic Health System	Others: N/A	FA SNA Family SNA Individual	Drug and Alcohol Treatment Provider
CAO/DART	Others: N/A	FA SNA Family SNA Individual	Drug and Alcohol Treatment Provider
Ken-Ton	Others: N/A	SNAP	Venture V Program
SUNY Erie Community College (City, North, South Campus)	Others: N/A	FA SNA Family SNA Individual	Vocational Training
SUNY Niagara County Community College	Others: N/A	FA SNA Family SNA Individual	Vocational Training
Nurse Family Partnership	Others: N/A	FA SNA Family	Home Visiting Services
Healthy Families NY	Others: N/A	FA SNA Family	Home Visiting Services
Perinatal and Infant Community Health Collaboratives	Others: N/A	FA SNA Family	Home Visiting Services
Early Headstart	Others: N/A	FA SNA Family	Home Visiting Service

c. Monitoring and Oversight of TANF and SNAP E&T Funded Contracts/Agreements

Described below is the process used to monitor district held contracts/agreements with providers that use TANF and SNAP E&T funds for employment services:

The district works closely with employment service providers to ensure that funds are used for their intended purpose. Ongoing communication with the providers ensures the services are provided pursuant to the agreement. Invoices and participant reports are submitted monthly, including a list of participants who completed benchmarks in accordance with the terms of the agreement. Fiscal budget reports are submitted quarterly. Prior to authorization of payment the list is reconciled with the WTWCMS case record. The district monitors the contractor's performance to ensure outcomes meet expectations by conducting regular onsite visits, which may include discussions with the program director, the worksite supervisor, case managers and the participants. Additionally, staff go to the sites monthly to pick up and review the monthly client attendance/performance reports with the contractors' staff. To ensure participants are eligible to receive services under the funding stream, eligibility is verified at the time of referral and prior to authorization of payment using the WTWCMS system. In addition, annual performance reviews are conducted to evaluate contracted agencies' performance and service delivery. An improvement plan is developed with the contractor if areas of improvement are needed to ensure the effectiveness of the program. The plan would include the areas of concern, and the action required to address. The district monitors the changes implemented to ensure program outcomes are achieved. Contracts may be amended or terminated for non-performance or breach of services.

1.3 OTDA Jobs Staff Agreement

a. OTDA Jobs Program Services - Target Groups. Check all services and target groups that apply:

Selected	Services
<input type="checkbox"/>	Assessment/Employment Plan
<input type="checkbox"/>	Supervised Job Search
<input type="checkbox"/>	Job Readiness Training
<input type="checkbox"/>	Job Club
<input type="checkbox"/>	Job Placement Services
<input type="checkbox"/>	Grant Diversion
<input type="checkbox"/>	Job Development (employer outreach)
<input type="checkbox"/>	WOTC pre-certifications

Selected	Target Groups
<input type="checkbox"/>	Applicants
<input type="checkbox"/>	FA & SNA with children
<input type="checkbox"/>	SNA without children
<input type="checkbox"/>	SNAP
<input type="checkbox"/>	TANF 200%

b. Described below are the additional services/duties Jobs staff will be requested to perform (e.g. WTWCMS data entry, case conferencing, job fairs).

1.4 Access to Services at New York State Career Centers

a. Described below is how the district provides access to its programs and services with Career Center partners (select all that apply):

- ☐ The district has employee(s) physically present at a Career Center
- ☐ The district has contract staff physically present at a Career Center
- ☒ The district makes available direct access to its program staff via phone or technology at a Career Center

☒ The district makes available copies of the LDSS-2921 (Common Application) at a Career Center

☐ Other:

b. Described below is how the district coordinates with Career Center partners to provide services to the district's clients, including referral and information sharing mechanisms, or other collaboration such as participation on the local WIOA Business Services Team, etc.

The district and Career Center partners have an agreement to participate in the customer-focused system that assists job seekers and business customers with accessing resources. The district and Career Center partner agencies meet regularly to share information on services provided, eligibility guidelines and applying for services. A referral liaison is available for each system partner and protocols developed for referrals. Monthly district staff meet with the Executive Director of the Buffalo & Erie County Workforce Investment Board and also attend the WNY regional Business Service Team Meetings. (B-6013 Authorization for Release of Information by ECDSS Attachment #11)

2. Orientation, Assessment and Employment Plan

2.1 Orientation (Reference 18 NYCRR 385.5)

a. Check one of the following:

- ☐ The district provides orientation in accordance with 18 NYCRR 385.5 and no additional information is provided at orientation.
- ☒ In addition to the requirements outlined in 18 NYCRR 385.5 of the regulations, the district's orientation provides the following:

The district's orientation also reviews the B-5683 (1/2025) Employment Orientation (Attachment #3) and the Work Support Resource Guide 9/2025 (Attachment #4).

b. Described below is how the district completes the required orientation for all applicants and recipients of TA at application and recertification. Orientation can be held in-person or virtually over the phone. In-person and virtual orientation can be in a group setting individually, or a combination of both. Please include the orientation procedure for exempt individuals and non-exempt individuals, if different:

Applicant and Recipient Orientation is conducted individually, in person or virtually over the phone. The procedure is the same for exempt and non-exempt individuals.

2.2 Temporary Assistance (TA) Employment Assessment

a. The district conducts assessments as required by 18 NYCRR 385.6(a) and 385.7(a). Check one of the following:

- ☒ The district enters assessments directly into WTCMS
- ☐ The district uses the LDSS 4980 (New York State Assessment) and later enters information into WTCMS.
- ☐ The district conducts assessments using a local equivalent tool, and later enters information into WTCMS. Please attach the local equivalent tool. If the local equivalent contains additional elements beyond what is required, list them below:

b. Described below is the district procedure for the completion of an employment assessment (including when initial assessments are conducted and whether an assessment is conducted in-person, by phone or a combination of both):

All adults in households with dependent children, and 16 and 17 year old's who are not in school, are assessed by Employment Counselors within 90 days of case opening. Adults applying for Temporary Assistance and residing in households without dependent children are assessed within a year of the date of application. Employment Counselors, through the use of WTCMS "Search Folders with Alerts" monitor to ensure that all individuals are assessed within the specified time frame. Employment Assessments are conducted in person unless extenuating circumstances require a phone interview. Extenuating circumstances would be the recipient is employed full-time (at least 35 hours/week), college student attending school out of county, individual with medical documentation confirming inability to report for an in-person interview, individual receiving in-patient drug and alcohol services, individual in the conciliation process, reassessment for individual in good standing and compliant with work assignment(reassessment shall be in person if engaged in a work assignment for 1 year or more for potential reassignment), homeless individuals, evaluated on a case-by-case situation to determine if an in-person or phone interview is appropriate, or an emergency executive order directs that interviews may not be conducted in person.

c. Which district administrative unit or contractor is responsible for conducting assessments?

District Employment Division

d. Described below are the minimum qualifications of the employees conducting the assessment (refer to requirements listed in 18 NYCRR 385.6(c) and 385.7(c)):

Title: Employment Counselor

Qualifications:
Graduation from a regionally accredited or New York State registered college or university with a Bachelor's Degree, and one year of experience in either educational or vocational guidance or employment interviewing, employment counseling or employment placement work; and either:
a. One additional year of experience as described above;
OR
b. Completion of 30 graduate semester credit hours with specialization in guidance counseling;
OR
c. An equivalent combination of training and experience as defined by the limits of (a) and (b).

e. Are applicants in households with dependent children required to participate in completion of an employment assessment?

☒ Yes

☐ No

f. Are applicants in households without dependent children required to participate in completion of an employment assessment?

☒ Yes

☐ No

g. Are exempt adults in households without dependent children required to participate in completion of an employment assessment?

☒ Yes

☐ No

h. How often and under what circumstances is the employment assessment updated?

Assessments are updated at minimum annually.
-Whenever there is a reason to believe that an individual has a physical or mental impairment that would limit their ability to participate in work activities.
-Whenever changes in individuals' circumstances or activity warrant reassessment.
-When a case has reached their time limit threshold.

2.3 TA Employment Planning (Reference 18 NYCRR 385.6 and 385.7)

a. The district develops individual employment plans as required by 18 NYCRR 385.6(a) and 385.7(a). Check one of the following:

☒ The district enters employment plans directly into WTCMS.

☐ The district uses the LDSS-4978 (New York State Employment Plan) and later enters information into WTCMS.

☐ The district develops individual employment plans using a local equivalent tool and later enters information into WTCMS. Attached is the local equivalent tool. If the local equivalent contains additional elements beyond what is required, list them below:

b. Check one of the following:

☒ The same administrative unit or contractor that conducts employment assessments also develops employment plans.

☐ A different district administrative unit or contractor develops employment plans, and their qualifications include:

c. Described below is the district procedure for the completion of an individual's employment plan:

Employment plans are developed in consultation with the individual consistent with the information collected during the assessment. We strive to accommodate the individual's preference to increase success with meeting their goals, but if their preference cannot be accommodated, the reason is recoded in the plan.

d. How often and under what circumstances is the employment plan updated?

The employment plan is updated when:

- The employment assessment information warrants;
- The individual's goals change;
- The individual's circumstances change.

3. Engagement

3.1 Federal “Engaged in Work” Requirement (Reference 18 NYCRR 385.2 (f))

a. Federal requirements state that parents or caretakers must be engaged in work as soon as the district determines they are ready, but no later than within 24 months of receiving federally funded assistance. The district’s definition of “Engaged in Work” is:

Compliance with assessment, employment planning, all activities included in the individual’s Employment/Self-Sufficiency plan, including any need to attend treatment/rehabilitation programs, or any of the work activities listed in Section 4.1. Also included is pursuit of other forms of income such as SSI and SSDI.

b. Described below is additional information regarding the district’s “Engaged in Work” requirements:

N/A

3.2 Strategies/Procedures for Accommodating Individuals with Limited English Proficiency

a. Described below is how the district accommodates non-English speaking participants' access to employment activities and services:

The district has adopted a Compliance Program that reflects a commitment to providing Language Assistance Services to individuals with Limited English Proficiency (LEP).
Staff determine the primary language of each individual with LEP at the first point of contact. If an individual with LEP requests a qualified interpreter, or if the Employment Counselor determines that there is a language barrier, one will be provided. The Language Identification Tool is posted in district offices advising clients that an interpreter in their language will be provided at no cost to them.
Bilingual staff and contracted interpreters are available to assist staff with non-English speaking clients. The district utilizes Journey's End Interpretation and Translating Services as well as the International Institute's IMSS (Interpreter Management Scheduling Software) system to arrange for interpreters.
Walk-ins, quick questions, or short interviews, staff has access to the Language Line telephonic interpretation service, which allows communication through a third-party interpreter via a 3-way call.
Contracted service providers offer a wide range of services to LEP individuals and accommodate non-English speaking participants with work activities while simultaneously providing on site ESL instruction.
A language access services B-5817 (Attachment #5) tagline sheet is included in all outgoing mailings. A tagline sheet is an informational flier instructing LEP individuals of their rights to language access services.
The district utilizes a Language Access database to search for an individual's primary language and to record language access services provided to LEP individuals.
Language Comprehensive Confirmation Form B-5039 (Attachment #6) is used to document the use of interpreting services or decline of language services.

3.3 Strategies/Procedures for Increasing Program Attendance

a. Described below are the district policies and/or procedures used to reduce the number of times participants fail to participate in work activities. This includes absences with good cause:

One week prior to an individual's work activity start date, ECDSS staff contacts the individual to remind them of the scheduled start date and to address any potential concerns. If individuals fail to report within 3 days to the assigned activity or have excessive absences, a case manager attempts to contact the individual to resolve any obstacles preventing the individual's attendance. Individuals are encouraged to schedule personal appointments around their work activity schedule. If appointments are scheduled during work time, individuals are afforded the opportunity to make up the hours. A case manager regularly visits worksites acting as a liaison, providing resources and strategies to improve individual participation. During the conciliation process staff focus on barriers that prevented the work activity engagement, assist the individual in complying with the work activity and promote re-engagement to avoid sanction

3.4 Strategies/Procedures for Engaging Sanctioned TA Participants

a. Select all that apply:

- ☒ Described below are the strategies the district uses to attempt to engage sanctioned participants as soon as they are sanctioned:

TANF/SNFAM individuals serving a non-durational sanction upon sanction imposition are scheduled for an appointment with an Employment Counselor. The Employment Counselor works with the individual in an effort to address any barriers to compliance and re-engage the individual in a work activity. The sanctioned individual is given the opportunity to demonstrate their willingness to comply by engaging in an employability assessment and assignment to a work activity.

- ☒ Described below are the strategies the district uses to attempt to engage sanctioned participants when the durational period of the sanction is completed:

Two weeks prior to the end of the durational sanction period for TANF/SNFAM individuals an appointment is scheduled with an Employment Counselor. The Employment Counselor works with the individual in an effort to address any barriers to compliance and re-engage the individual in a work activity. The sanctioned individual is given the opportunity to demonstrate their willingness to comply by engaging in an employability assessment and assignment to a work activity.

- ☒ Described below are the strategies the district uses to attempt to engage sanctioned participants during different times in the sanction period:

Financial Assistance Self-Sufficiency Team (F.A.S.T.) Track appointments are issued to sanctioned TANF/SNFAM recipients as an eligibility review and case management appointment. At the appointment, recipients are required to explain how the household is meeting their expenses during the sanctioned time period; we may inquire about household circumstances, including income and resources. The recipient's self-sufficiency plan is updated and any barriers to participation in a required work activity are addressed. The Employment Counselor works with the sanctioned individual to resolve the issues that resulted in sanction and assist them in returning to employment and work related activities to help ensure the client is able to comply with Temporary Assistance Employment Requirements when the sanction period is over.

3.5 Strategies for Reducing the Need for TA

a. Described below are the district's strategies for reducing the need for TA:

During the application process individuals are provided with information on available resources and barriers to employment addressed. Information includes job fairs, vocational fairs, a Work Support Resource Guide (Attachment #4), the guide includes information on health and human services, food/nutrition, health insurance programs, veteran services, childcare, parenting, child support, clothes, tax help/credits, utilities, phone services and workforce development. Non-exempt applicants are assigned to a supervised job search, provided job leads and/or referred to One Stop Career Center. Exempt individuals are referred to appropriate agencies to assist with substance abuse, physical limitations, mental health concerns and domestic violence services. Applicants who have been medically diagnosed with a physical or mental impairment, or a combination thereof, which has lasted or is expected to last 12 consecutive months or result in death and which reasonably appears to prevent the individual from performing work are referred to the LAD Unit and/or Social Security Administration by the eligibility worker.

4. Work Activities

4.1 Allowable Work Activities

a. Please select all the activities available to individuals receiving Family Assistance (FA), Safety Net Assistance for households with dependent children (SNA Fam), Safety Net Assistance for households without dependent children (SNA Ind), and Supplemental Nutrition Assistance Program (SNAP) benefits. In the chart below, the case type is listed next to each activity available to it in the district.

Case Type	Activity and Definition
FA SNAFAM SNA SNAP	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.
FA SNAFAM SNA SNAP	Work Experience - Unpaid work performed at a public or not-for-profit organization to enable a participant who has not obtained unsubsidized employment to improve his or her employability. Work experience provides participants with an opportunity to acquire training, knowledge, work habits, and work references 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.
FA SNAFAM SNA SNAP	Job Search - 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 and applying for, and/or interviewing for jobs and related activities.
FA SNAFAM SNA SNAP	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 up to a four-year degree. Vocational education does not generally include basic or remedial education or English as a Second Language (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/SNA 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.
FA SNAFAM SNA SNAP	Secondary School - Regular attendance in accordance with the requirements of the secondary school or a course of study at a secondary school or other State accredited institution leading to a high school equivalence (HSE) diploma, 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 HSE diploma as determined necessary by the educational institution. Secondary School or HSE 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.
FA SNAFAM SNA SNAP	Job Skills Training - Training or education in job skills to improve a participant's employability, to ensure clients have the basic skills competencies required by employers to support job entry and/or to advance or adapt to the changing demands of the workplace. Where identified as needed, such training may include the development of basic workplace skills including professional workplace behaviors and decision-making skills. Job skills training may include customized or technical training designed to provide participants with additional workplace skills, post-secondary education courses leading to a bachelor's or other advanced degree, or other training included under the definition of vocational education training. Job skills training may include literacy instruction, English language instruction, or other basic education for an individual who has already obtained a high school diploma or equivalency when determined from a client's assessment that such instruction is needed to improve the participant's employability

FA SNAFAM SNA SNAP	Education Training - Education directly related to employment for a recipient who has not received a high school diploma or equivalency must be related to a specific occupation, job or job offer or otherwise determined based on a client assessment as necessary to improve the participant's employability to support job entry, retention or advancement. Education directly related to employment may include courses designed to provide the knowledge and skills for general or specific occupations or work settings to ensure clients have the basic skills competencies required by employers and may also include adult basic education, ESL instruction and education leading to a high school 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.
FA SNAFAM SNA SNAP	Job Readiness Training (JRT) Activities - Participation in programs that include seeking and preparing for work. JRT includes two types of activities: (1) traditional activities of resume preparation, training in interviewing skills, and instruction in workplace expectations, training in effective job seeking, including life skills training; and (2) activities that improve an individual's employability, such as substance abuse treatment, mental health treatment, or rehabilitation activities in which a qualified medical or mental health professional has certified that such treatment is necessary.
FA SNAFAM SNA SNAP	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-f. Subsidized private sector employment will include positions subsidized through grant diversion/Transitional Employment Advancement Program (TEAP), 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.
FA SNAFAM SNA SNAP	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 in accordance with New York State Social Services Law 336-e. Subsidized public sector employment will include positions subsidized through grant diversion/TEAP, 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.
FA SNAFAM SNA SNAP	Community Service - 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.
FA SNAFAM SNA SNAP	Provision of Childcare for Individual Participating in Community Service - Providing unpaid childcare to enable another TA (TANF/SNA MOE funded) recipient to participate in a community service program.
	SNAP E&T Supervised Job Search - The act of seeking or obtaining employment through a job search that is directly supervised and may include: case management services, career exploration, interview preparation, job application assistance, learning appropriate workplace expectations and behaviors in preparation for submitting job applications and interviewing, job leads, and direct job referrals.
FA SNAFAM SNA SNAP	On-the-Job-Training (OJT) - 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.

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.

4.2 Job Development

a. Does the district conduct or access job development services to expand job opportunities for TA and SNAP participants?

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Yes

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No

If Yes, select how the district participates in job development activities.

District staff contacts employers to solicit jobs for TA and SNAP Participants. Describe below how this is done, including number of staff, frequency of contacts, etc.

☒

The Job Development Unit consists of Employment Counselors, Sr. Employment Counselors and an Employer Relations Coordinator. Employment Counselors identify job opportunities in the community that match the education, skill level and work interests of each individual. Employment Counselors work with a database of employers which is used to match individuals with job openings.

The Job Development Unit conducts Job Fairs at the district office. This involves contacting companies that have job openings in various occupational areas and are in need of employees. Employers hold interviews onsite to screen individuals and recruit employees for available openings. Job Development also partners with One Stop Career Centers and the NYS Department of Labor.

The Job Development Unit utilizes the Placing Individuals in Vital Opportunity Training (PIVOT) Subsidized Employment Program. This employment subsidy program enables the Employment Counselor to offer employers a wage subsidy. In addition, the Job Development Unit provides job coaching, interviewing tips, job readiness skills training, and case management to help prepare individuals for a successful transition into full time, permanent employment.

District contracts or has an agreement with another agency to contact employers and solicit jobs for TA and/or SNAP participants. Describe below how this is done, including number of staff, frequency of contacts, etc.

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N/A

4.3 Training Approval and Activity Enrollment Policies (Reference 18 NYCRR 385.9)

a. Described below is how the district identifies appropriate education program providers for services of Adult Basic Education (ABE), High School Equivalency (HSE) diploma preparation, and English Language Instruction that are available to clients whose assessment indicates such services would be an appropriate work activity assignment. (Please ensure to include providers the districts partners with for the provision of ABE, HSE, and English Language Instruction in Table 1 or Table 2 under Section 1.2 of this plan):

The district has developed relationships with community educational institutions and refugee resettlement agencies that provide ABE, HSE or ESL and has entered into a contractual agreement with adult educational providers. The district has developed worksites referred to as "Dual Enrollment Worksites". These worksites offer a combination of work activities and classroom instruction including Adult Basic Education, High School Equivalency, ESL and/or Computer Skills training.

b. Described below is how the district identifies appropriate program providers of Vocational Education and Job Skills Training programs that are available to clients whose assessment indicates such services would be an appropriate work activity assignment. (Please ensure to include the current providers the district partners with for the provision of Vocational Education and Job Skills Training in Table 1 or Table 2 under Section 1.2 of this plan).

The district consults with other government agencies, training/vocational providers, the local WIB, Department of Labor and organizations that provide vocational education and skills training. A vocational database has been developed, that includes trainings across a wide sector of occupations. The current database is monitored and updated to provide current vocational offerings and ensure all participants are given the opportunity to participate. Vocational Resource Fairs are held at district offices three times per year offering a wide range of training opportunities in various occupational areas.

c. Described below are the process and guidelines workers follow to ensure that individuals who have not attained a basic literacy level and/or have not attained a high school diploma are offered the opportunity to participate in an educational activity. This includes individuals who are 18 and older and individuals aged 16 or 17 who are not attending secondary school or its equivalent.

During the Assessment process, the Employment Counselor reviews and discusses educational options. The district offers all individuals the opportunity to participate in educational activities if a high school diploma or basic literacy level has not been attained. Individuals referred for education activities are TABE tested by the education providers to determine grade level. Educational service providers include, but not limited to: The Adult Learning Center, Catholic Charities, Journey's End, Educational Opportunity Center, BOCES, and SUNY Erie Community College

d. Described below are the district's process and policy, including the guidelines workers follow, when determining whether participation in educational activities is approved for individuals who have not attained a high school diploma who are interested in participating in an educational activity. Include in this section instances when the district would deny participation in educational activities:

The assessment process will determine if it is appropriate to approve an individual for an educational activity. The district will consider various factors in the determination process. Approval consideration will be given based on the individual's history of compliance, educational needs, and aptitude. The decision not to require school attendance is based upon whether the individual is likely to attain a high school diploma or its equivalent. The individual's aptitude and other factors are such as grade completed; type of program and duration of the program are considered. Individuals are encouraged to attend educational activities to increase their employability and enhance skill levels.

e. Described below is the district's process and policy for determining whether a participant is approved/assigned to participate in job skills or vocational education activities:

During the Assessment process, the Employment Counselor: evaluates the educational level, skills, and interest of the individual and reviews and discusses vocational education and skills training. They determine whether the vocational training is preparing the individual for employment in an occupational field in which they can reasonably expect to obtain employment. The Employment Counselor assesses whether the individual's education levels, and aptitude meet the criteria needed to attend the vocational training and considers the individual's history of compliance. They review the list of approved vocational education programs and consult the Employer Relations Coordinator regarding any program not on the list of approved programs to evaluate for approval.

f. Described below are the standards by which education and training providers are evaluated:

Training programs are evaluated and approved on a case-by-case basis

1. Licensed, certified, or accredited training providers that have demonstrated successful placement of individuals into jobs
2. Ratio of individuals successfully completing the training programs
3. Programs that are "in demand" occupational sectors

g. Described below is the district's procedure for advising participants of approved training:

The district maintains a list of approved training programs. During the assessment process and development of the employment plan, vocational opportunities are reviewed and discussed.

h. Described below is the district's procedure for notifying participants they are approved for training or enrollment in a work activity:

Obtain completed Vocational Education Records (B-1383)(Attachment #7) and official program schedule. Provide a copy of the completed Employment Plan and issue a notice of program approval/denial [Program Approval (B-3854)](Attachment #8) as appropriate.

i. Described below is how the district will monitor the high school attendance for 16-18 year-olds in order for them to retain their TA exempt status:

The district maintains a Youth Holding Pool. The Youth Holding Pool is a caseload comprised of youth 16-18 years old enrolled in High School (code 35). These cases are monitored for the completion of High School and/or attainment of age 19. Upon completion of High School, or if no longer attending High School, or the attainment of age 19, the case is assigned to an Employment Counselor to complete an assessment, employment plan and determine the employability code determination. At application and recertification, the TA eligibility worker obtains documentation verifying enrollment/attendance in school.

j. Described below is the district's procedure for ensuring that an individual's health related limitations are accommodated when assigning the individual to a work activity:

When health-related limitations/restrictions are identified, the district will make all accommodations to comply with requirements of the Americans with Disabilities Act, including assigning individuals to a worksite consistent with the individuals' work limitations/restrictions. All providers and worksites are notified in writing of an individual's work limitations/restrictions. The district may make unscheduled visits to worksites to monitor compliance with the accommodation.

4.4 Post-Secondary Education Approval and Enrollment Policies

a. Described below is the highest level of post-secondary level education that the district will approve as a work activity, up to a four-year college program. Include in this section. (Please ensure to include the current providers the districts partners with for the provision of post-secondary education programs in Table 1 or Table 2 under Section 1.2 of this plan.)

Post-Secondary Education must be necessary for the attainment of the participant's employment goal, consistent with their employability plan. The individual's goal must relate directly to obtaining employment in a recognized occupation. Enrollment may be in the following types of education institutions: (1) community colleges and two-year colleges; (2) four-year colleges, consistent with the client's assessment and employability plan, leading to sustainable employment and such approval doesn't jeopardize the State's ability to comply with federal work participation rates; or (3) registered business schools or licensed trade schools.

b. 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 checked below (Select all that apply):

- ☒ It has been determined that the student voluntarily quit their job or reduced earnings to qualify for initial or increased TA.
- ☒ 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.
- ☒ The institution or student fails to monitor and report information regarding the student's attendance and performance as required.
- ☒ The student fails to progress toward the completion of a course of study without good cause, as determined by the district.
- ☒ The student has previously enrolled in work-study, internship, or other work placement and failed to complete the work placement without good cause as determined by the district.

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Additional reasons as stated below:

The student fails to maintain satisfactory attendance

5. Work Requirements

5.1 Meeting TA Work Requirements

a. Described below is how the district plans to meet federal and State TA participation rate requirements. Include in this description the weekly hours standard participation requirements for individuals in the different case and household types, along with the typical time period it takes for nonexempt individuals to be engaged in activities for both newly opened cases and individuals whose status changed from exempt to nonexempt. (Information regarding engaging exempt individuals is entered in Section 9).

The district utilizes a proactive strategy to ensure that participation rate requirements are maximized. Non-exempt applicants are assessed and referred to an appropriate work activity within 30 days of case opening as schedules permit. Cases pending certification are placed in a WTCMS holding pool and monitored regularly for case openings. Active cases are monitored monthly. The typical timeframe between the referral to an activity and the actual start date varies from 1 to 10 business days depending on the activity and household circumstances. The proration hours calculator is referenced to ensure a timely enrollment for monthly participation credit. Compliance for all referrals is monitored through regular communication with worksites via telephone, email, fax, or site visits. Based on case circumstances, appropriate hours of activity are determined on a case-by-case basis. The standard assignment of hours for the non-exempt participants is up to 40 hours per week with WEP being limited to the hours determined by dividing the household's TA grant plus SNAP allotment by the Federal or State minimum wage, whichever is higher. An assignment of up to 15 hours of an additional activity (HSE, ESL, or JST) will be made based on the individual's needs. In no instance will the individual be assigned to more than 40 hours of combined activities. Supervisory staff make use of the Cognos reporting system to monitor the participation rate. Cognos reports provide staff with timely data to aid in monitoring and maximizing participation of non-exempt adults and status changes.

b. Estimate the number of individuals expected to receive employment services for:

Households with Dependent Children Average Monthly	2782
Households without Dependent Children Average Monthly	3903

c. Described below is how the district uses work participation management reports available through COGNOS or other reports and activities to monitor district progress toward meeting work participation requirements and ensuring full engagement by adults in work or work preparation activities:

The district utilizes WTCMS, COGNOS and District reports to monitor progress and client participation. The following reports are reviewed monthly: - Employability Code Duration Report - Possibly Miscoed Non-Legal Union Families with Children in Common Report - PA Clients with Schedules Associated with FS Case Numbers - TANF and SN Moe Detail Report - Preliminary Federal Countable Not Countable Report - Earned Income/Employment Reports - Adults with Budgeted Earned Income and No Current Employment Schedule - Adults with No Budgeted Earned Income and Current Employment Schedule - Participation and Engagement Status Reports - Adults in Vocational Education 9 months or More - Exempted Caretaker of Child < 1 Exceeding 12 Month Limit - Adults with No Activity Status > 3 Months - ABAWD Enhanced Caseload Listings

d. Does the district assign TA applicants to Job Search? If yes, describe the district procedure for Job Search, including the required number of job search contacts and hours per week assigned. Use the "Additional Information" column in the chart below to describe how often individuals are generally required to report job search outcomes and if activities other than job search are routinely expected:

The district assigns TA applicants to Job Search.

<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
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Applicant Job Search	Min. Contacts	Min. Hours	Additional Information
TANF and SNA MOE		20	All time spent looking for work, including activities such as researching available jobs (online, newspaper, other), completing and submitting job applications (online or at employer), preparing for interviews, participating in an interview, participating in a job search workshop, job fair or working with a job placement specialist are included for up to 40 hours/week. Number of required contacts are warranted by the circumstances. Individuals must report efforts weekly. (B-5727)(Attachment #9). Individuals that reside in the City of Buffalo are referred to Buffalo Employment and Training Center (Workforce Buffalo) for assistance with their job search efforts
SNA Individuals		20	All time spent looking for work, including activities such as researching available jobs (online, newspaper, other), completing and submitting job applications (online or at employer), preparing for interviews, participating in an interview, participating in a job search workshop, job fair or working with a job placement specialist are included for up to 40 hours/week. Number of required contacts are warranted by the circumstances. Individuals must report efforts weekly. (B-5727)(Attachment #9)

e. Does the district assign TA recipients to Job Search? If yes, describe the district procedure for Job Search, including the required number of job search contacts and hours per week assigned. Use the "Additional Information" column in the chart below to describe how often individuals are generally required to report job search outcomes and if activities other than job search are routinely expected:

The district assigns TA recipients to Job Search.

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Yes

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No

Recipient Job Search	Min. Contacts	Min. Hours	Additional Information
TANF and SNA MOE	24	20	All time spent looking for work, including activities such as researching available jobs (online, newspaper, other), completing and submitting job applications (online or at employer), preparing for interviews, participating in an interview, participating in a job search workshop, job fair or working with a job placement specialist are included for up to 40 hours/week. Number of required contacts are warranted by the circumstances. The typical job search assignment is 4 to 8 weeks. Individuals must report efforts weekly.
SNA Individuals	24	20	All time spent looking for work, including activities such as researching available jobs (online, newspaper, other), completing and submitting job applications (online or at employer), preparing for interviews, participating in an interview, participating in a job search workshop, job fair or working with a job placement specialist are included for up to 40 hours/week. Number of required contacts are warranted by the circumstances. The typical job search assignment is 4 to 8 weeks. Individuals must report efforts weekly.

f. Described below is the district's process and policy used for determining whether participation in self-employment is approved as part of an individual's required work activities, including the guidelines workers follow. If the district always approves self-employment as part of an individual's required work activities, please note this policy below.

Individuals are assessed on a case by case basis to determine if appropriate to approve self-employment as an approved activity. Clients that meet the hour requirement based on federal minimum wage that do not meet the NY State minimum wage requirement will be assessed in three months to determine if this is an acceptable path to self-sufficiency or if supplemental, countable work activities are needed to meet participation rates. Additional time may be permitted as determined by district staff based on case circumstances.

5.2 Screening for Exemptions from SNAP Work Requirements

Districts are required to establish procedures to screen each SNAP applicant and recipient for exemptions from SNAP work requirements at application, recertification, and if appropriate, when changes in the household's circumstances are reported. The information obtained through the screening process must be used to determine the employability status of each SNAP household member and evaluate their ABAWD status. An individual's SNAP employability status indicates if they are subject to the general SNAP work requirements. Individuals who do not meet an exemption must comply with the general SNAP work requirements. The process for screening individuals for exemptions from the SNAP work requirements must be documented in the case record.

a. Described below is the district's process for screening individuals for exemptions from the SNAP work requirements and documenting the screening process in the case record. Check all that apply:

- ☐ Eligibility staff use the LDSS-5062A SNAP Employability/ABAWD Status Screening and Code Assignment Desk Guide, and a copy is retained in the case record.
- ☒ Eligibility staff use a local equivalent screening tool approved by OTDA, and a copy of the completed tool is retained in the case record.
- ☐ Eligibility staff conduct the screening process using a series of questions in a district-owned system (the process is approved by OTDA), and the results of the screening process are maintained in the system case record.

5.3 Informing SNAP Applicants and Recipients of SNAP Work Requirements and SNAP E&T

The district informs SNAP households where at least one member is subject to a work requirement of the applicable work rules and of SNAP E&T at certification, recertification, and when a previously exempt household member or new household member becomes subject to work requirements. Notification is provided verbally and in writing.

a. Written information is provided as follows. Please select one of the following:

- ☒ Eligibility staff use the LDSS-5193 *Important Information about SNAP Work Rules (General, Mandatory E&T, and ABAWD)* and the LDSS-5193A *Important Information about SNAP Work Rules (General and Mandatory E&T)* as appropriate.
- ☐ Eligibility staff use a local equivalent consolidated work requirements notice to inform SNAP applicant and recipient households of their work requirements and of SNAP E&T. Please attach a copy of the district's OTDA approved local equivalent.

b. Described below is the district's process for documenting the case record to show that SNAP applicants and recipients are informed in writing of the SNAP work requirements and of SNAP E&T. Check all that apply:

- ☒ The district retains copies of all LDSS-5193/LDSS-5193A in the case record.
- ☐ The district retains copies of district's OTDA approved local equivalent notices provided to the household in the case record.

c. Described below is how SNAP applicants and recipients are informed verbally of the SNAP work requirements and of SNAP E&T. Check all that apply:

- ☐ Eligibility staff complete the LDSS-4826C.
- ☒ Eligibility staff use a locally developed oral explanation tool.

d. Described below is the district's process for documenting the case record to show that SNAP applicants and recipients are informed verbally of the SNAP work requirements and of SNAP E&T. Check all that apply:

- ☐ Eligibility staff complete the LDSS-4826C and retain a copy in the case record.

- ☒ Eligibility staff use a locally developed oral explanation tool and retains a copy in the case record.
- ☒ Eligibility staff use a locally developed oral explanation tool and complete the Oral Explanation section of the household assignment chart in the LDSS-5062A. A copy of the completed LDSS-5062A is retained in the case record.
- ☒ Eligibility staff document the case record through case notes/comments.

5.4 Screening for Referral to E&T

- a. Described below are the screening criteria and processes eligibility staff use to evaluate whether SNAP applicants and recipients should or should not be referred for participation in E&T:

The eligibility worker screens, TA-SNAP and NTA-SNAP applicant/recipients to determine if they are a non-exempt individual who is a member of a household containing an adult with no elderly or disabled individuals and not employed. The eligibility worker advises individuals of the availability of employment and training services. Services include job search assistance, information on job search resources and work preparation activities, career centers, SNAP venture programs, and adult education programs. Information is available on the district website, posted in the district offices and is available in printed form.

- b. Described below is how and when eligibility staff inform participants of the availability of supportive services and the district's responsibility to pay or reimburse participants for the necessary and reasonable costs associated with participation in SNAP E&T (e.g. transportation, childcare, personal safety items, and other reasonable required costs, such as tools, books, and uniforms).

During the certification and recertification interview the eligibility worker informs the applicant/recipient of the availability of supportive services through the district and the obligation of the district to provide reimbursement for allowable expenses related to participate in E&T. Support services include, but are not limited to transportation, childcare, work, appropriate clothing, uniforms, or necessary, tools, and job related safety equipment.

- c. Described below is how eligibility staff screen individuals for referral to E&T under the reverse referral process. (Please note that all participants must be screened for referral to E&T by an eligibility worker before being referred to E&T.)

Potential E&T participants who are determined by the provider of an E&T component to be a good fit to participate in that E&T program are assessed to determine if the program is an approved anti-service and the individual is a SNAP participant.

5.5 Referral to E&T

- a. Described below is the district process for referral to E&T. Please provide an explanation of how eligibility staff refer individuals to E&T. During the referral process, individuals must be provided with information regarding: 1) next steps for accessing E&T services; 2) the availability of supportive services; and 3) the individual's right not to participate in E&T if their supportive services needs exceed what the district can provide.

During the certification and recertification interview if the applicant/recipients request assistance with job search resources, work preparation activities, adult education and training resources the eligibility worker directs the individual to the district website, provides printed information and/or provides contact information for the Employment Division. Additionally, information on available supportive services and their right not to participate if the supportive services exceed what we can provide. Erie County does not mandate NTA snap clients to participate in mandated E&T programs. The Employment Division holds informational sessions o available jobs search resources and tips on work preparation activities.

5.6 Supervised Job Search

- a. If the district is offering Supervised Job Search as an E&T activity component, describe below how the job search activity will be supervised and tracked, including the frequency of monitoring the participant's job search efforts. Please also describe how case management services are provided. (Please note: At a minimum, districts are required to offer job search assistance to NPA SNAP applicants and recipients.):

The district does not offer Supervised Job Search for NTA SNAP recipients.

5.7 Advising Households of Employment and Training Services

At the time of recertification, non-exempt SNAP recipients who are members of certain PA/SNAP and NPA/SNAP households must be advised of the availability of employment and training services within the district and/or region. This requirement applies non-exempt recipients in households containing at least one adult, with no elderly or disabled individuals, and with no earned income at their last certification or required report.

a. The district provides information about employment and training services to:

- ☒ The required population only
- ☐ Other groups (please describe below)

b. Described below is the method the district uses to advise SNAP recipients of available employment and training services at recertification (select all that apply and describe the procedure below):

- ☒ Materials/information provided in printed form
- ☒ Materials/information provided on a website (describe below how individuals are made aware the information is available on a website):

During the interview the client is directed to the website and provided the website address as needed.

- ☐ Materials/information provided via email

5.8 Provider Determinations

a. Not every activity assignment/referral to training might be the right fit for every participant. As such, districts are required per federal regulations at 7 CFR 273.7(c)(18) to have procedures in place for when a provider/contractor determines an individual is not a good fit for a particular activity or program they are referred or assigned to. This is called the provider determination process. Please describe the district process below. Include in the description the district process for screening individuals prior to referral to a provider, the procedures providers follow to communicate information related to provider determinations with the district, the procedures workers follow to communicate information related to provider determinations with the client, and the procedures for documenting provider determinations.

During the assessment interview, education, skills and interest of an individual are evaluated to determine if the individual is appropriate to participate in a particular activity or program. A referral is sent to the provider indicating required work activity and participant demographics. If the individual is determined to not be a good fit by the provider, the provider contacts the work compliance unit within 10 days who reviews and assesses the circumstances and notify the client that within 10 days of the need to be reassigned/reassessed to an activity.

b. Described below is the district process for informing providers of their authority and responsibility to determine if an individual is not a good fit for a particular activity or program:

The Work Compliance Unit maintains regular communication with providers. Bi-weekly district staff communicate with the provider to discuss the participants progress in the activity to ensure the placement is still appropriate.

c. Described below is the district process for provider oversight to ensure that provider determinations are not unfair or used to discriminate against protected classes:

Yearly, the department executes a Worksite Agreement to ensure each provider acts in accordance with all provisions of applicable law and regulations. This agreement ensures that no provider will discriminate and provides adequate supervision to ensure the safety and fair treatment of all participants. District staff conduct site visits to ensure compliance.

6. Quality Assurance/Work Verification

6.1 Quality Assurance Process - Random Case Sampling

Consistent with New York State’s approved Work Verification Plan (WVP), and in accordance with the requirements established by the United States Department of Health and Human Services, districts must develop a quality assurance plan to ensure that the data reported, from which their work participation rates are derived, are accurate. The plan must include the district’s procedure for monitoring reported scheduled and actual attendance in paid employment and unpaid work activities and the controls in place to ensure that reported exemption statuses resulting in federal exclusions from the work participation rate calculation are accurately made, work eligible individuals are correctly identified, hours of attendance reported are accurate and documented, data entry is accurate and that the district and its providers adhere to the approved work activity definitions and the determination of countable excused absences and holiday reporting within federal limits. Each district must maintain the documentation to verify what is being reported to NYS OTDA.

Each district must describe how it will conduct periodic self audits to determine that system entries are consistent with documentation in case files. The district must also explain how it will choose the sample size, select sample cases and establish the review period (no less frequently than semi-annually). The plan must indicate the district will maintain documentation on all pertinent findings produced through its self audit process and that case records for all reviewed cases will be available for State and other auditors in their review of the local work verification system for the standard 6 year period associated with such reviews.

The district will sample cases from each month within the (6 month) semi-annual period. The October to March review will be due by May 20th. The April to September review will be due by November 20th. The results of these audits will enable the district to identify policies, processes or cases that may need corrective action.

After each self audit is completed, the district must submit a summary of findings to OTDA A&QI at AQI.WV.SelfAudits@otda.ny.gov for State review including specific information on each of the errors identified. In addition, when monitoring reveals substantial problems, the district must describe the corrective action it will take.

The Quality Assurance (QA) plan must include the following elements:

- Ensure that documentation of wages and actual hours of employment is verified and accurately projected/reported and present in the case file, is actual and is projected correctly;
- Ensure 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 meets the approved federal definition for the activity;
- Assess that the data entered into either WTWCMS, NYCWAY or other automated systems used for reporting work activities is accurate, including actual hours, excused absences and holidays; and is based on documentation in the case record; and
- Ensure that documentation necessary to determine an individual to be exempt due to being the parent caretaker of a disabled household member (Employability Code 38 or 48), and/or parent or caretaker relative of a child in the household under 12 months of age, (Employability code 31), is present in the case file and that individuals meet the exempt status based on the required documentation.

a. Below is the number of random sample cases of participation in paid work activities the district will review semi-annually. Refer to the Instruction Guide for the minimum number of cases per district and guidance regarding review requirements.

24

b. Below is the number of random sample cases of participation in unpaid work activities the district will review semi-annually. Refer to the Instruction Guide for the minimum number of cases per district and guidance regarding review requirements.

24

c. Below is the number of random sample cases in which a case member is reported as an TA employability code 38 – “Parent needed in the home full time to care for an incapacitated/disabled household member” or TA employability code 48 – “Needed in the home to care for an incapacitated child full time – time limit exemption”. Refer to the Instruction Guide for the minimum number of cases per district and guidance regarding review requirements.

12

d. Below is the number of random sample cases in which a case member is reported as an employability code 31 – “Parent or caretaker relative of a child under 12 months of age”. Refer to the Instruction Guide for the minimum number of cases per district and guidance regarding review requirements.

12

The district will review district worker or approved provider/vendor collected documentation and data entry of the above listed elements. The district will assess and verify that participation in the reported work activities listed above meet the State approved definition for the activity.

6.2 Use of Outside Providers/Vendors

a. Does the district utilize outside providers/vendors to collect documentation and enter data directly into WTWCMS?

☐

Yes

☒

No

b. If Yes, does the district’s provider/vendor documentation collection, data entry and management of WTWCMS follow the same process that would be used by the district worker?

☐

Yes

☐

No

c. If No, describe below the process used:

7. Supportive Services

7.1 TA and Non-TA SNAP Applicants and Recipients in Work Activities Approved by the District

a. The district must provide childcare in accordance with the childcare section of the district's Child and Family County Services Plan. The district will also provide the following expenses, which the district deems necessary for the individual to participate in orientation, assessment, employment planning, approved work activities and activities to restore self-sufficiency. (This includes both in-person and virtual activities):

The district will provide payments for transportation (as described below), work related clothing, licensing fees, required safety equipment and tools. Allowances are determined on a case by case basis for the specific work activity with supporting documentation and justification of need related to the cost of the required expense.

b. Indicated below are the services the district will use to assist those participants who need transportation to and from an approved work activity site, including any applicable mileage reimbursement rate, and the method used by the district to arrive at that reimbursement rate. OTDA policy establishes a mileage reimbursement rate of no less than the IRS established rate for medical/moving purposes. In all instances, should the actual cost of transportation needed to participate in an assigned work activity exceed the reimbursement rate determined by the district, the district will reimburse for the actual costs based on reasonable documentation submitted by the work activity participant. (Select all that apply)

- ☒ Bus pass/token
- ☐ Gas card/voucher
- ☐ Mileage reimbursement at IRS Business rate (effective 1/1/2023 is 65.5 cents/mi)
- ☐ Mileage reimbursement at IRS Medical/Moving rate (effective 1/1/2023 is 22 cents/mi)
- ☒ Other mileage rate (please explain methodology used to establish reimbursement rate):

Participants in an approved work activity whose mode of transportation is a private vehicle, are authorized by the district to receive a \$75.00 monthly gas allowance, the cost of a monthly bus pass.

c. OTDA policy establishes a distance not to exceed two miles as the maximum distance that the district can require a participant to walk to a work activity assignment or to access public transportation. Describe below the distance an individual may be required to walk, each way, to a work activity or to access public transportation:

Individuals are not expected to walk more than one (1) mile to a work activity or to access public transportation. In extenuating circumstances such as weather conditions, safety, or physical limitations, transportation assistance is provided or accommodations are made, including exclusion.

d. Described below are the services the district will provide to assist individuals at risk of needing TA to improve their opportunities for employment or to maintain their employment:

Applicants will be provided diversion services that include information regarding services and resources for health, food, housing, utilities, child care assistance and transportation.
Applicants are evaluated for possible payment for work related clothing, licensing fees and required safety equipment to assist them in obtaining and/or maintaining employment.

7.2 Post-Employment/Transitional Supportive Services

a. Described below are the supports and strategies the district will provide to support job retention:

When individual cases are closed due to excess income, a letter is mailed that outlines all available transitional services. This includes a Work Support Resource Guide that outlines services and resources available to ensure that they receive support needed to remain in the workforce and improve their financial well-being. Transitional child care may be guaranteed up to 12 months after case closing if the working family earns 85% of the state median income. Individuals are eligible to receive a bus pass for 6 months if they are engaged in Subsidized Employment. Caseworkers and Employment Counselors are available for case management services as needed.

b. Described below are the support services (for up to 90 days after case closing) the district will provide to individuals whose TA cases have closed due to employment:

A TANF recipient may be eligible to receive a bus pass for up to 3 months if their Temporary Assistance closes due to excess income. Clients are also provided case management and job retention services.

7.3 Extended Support Services

a. Described below are the support services the district will provide for individuals who are eligible under the TANF Services 200% of poverty eligibility guidelines. These services can be provided as long as funding is available (FFFS, etc.):

At the end of the 12 month guarantee transitional child care program, clients are certified for eligibility for low income subsidy child care. Other support services include providing job coaching services to ensure the individual successfully maintains the job.

8. Conciliation, Sanction and Dispute Resolution Procedures

8.1 Conciliation

a. The district's conciliation process for TA applicants and recipients must be conducted in accordance with 18 NYCRR 385.11(a). Indicate below how conciliations are conducted. (Select all that apply and describe the procedure below).

☒ In person

☒ By phone

☒ By mail

A notice of conciliation is sent to those who fail to comply with employment requirements. The individual must respond within 10 days from the date of the conciliation notice to request conciliation. A third party is not required for conciliation; however, a supervisor will be available to mediate a client dispute if the need arises. If an individual fails to respond to the conciliation notice or if we determine from the conciliation that the individual's refusal or failure was both willful and without good cause, a notice of denial or intent to discontinue or reduction in assistance will be issued

b. Who makes the TA good cause/willfulness determination? (Select all that apply)

☒ The client's employment worker

☒ A supervisor in the district

☐ A separate entity (describe below):

c. The district's conciliation process for SNAP applicants and recipients must be conducted in accordance with 18 NYCRR 385.11(d). Indicate below how conciliations are conducted. (Select all that apply and describe the procedure below)

☒ In person

☒ By phone

☒ By mail

A notice of conciliation is sent to those who fail to comply with employment requirements. The individual must respond within 10 days from the date of the conciliation notice to request conciliation. A third party is not required for conciliation; however, a supervisor will be available to mediate a client dispute if the need arises. If an individual fails to respond to the conciliation notice or if we determine from the conciliation that the individual's refusal or failure was both willful and without good cause, and the client has not demonstrated compliance to avoid a SNAP sanction, a notice of denial or intent to discontinue or reduction in assistance will be issued.

d. Who makes the SNAP E&T good cause/willfulness determination? (Select all that apply)

☒ The client's employment worker

☒ A supervisor in the district

☐ A separate entity (describe below):

e. Described below is the district's procedure for engaging SNAP recipients in a work activity to demonstrate compliance to avoid a SNAP E&T related sanction:

The district's procedure for engaging SNAP recipients in a work activity to demonstrate compliance to avoid a SNAP E&T related sanction is: The notice of conciliation will offer the client the opportunity to avoid the SNAP sanction. Demonstration of compliance will be accomplished by the individual completing a job search. Job Search Record B-5701 (Attachment #10) will be issued with each SNAP conciliation notice. Individuals may demonstrate compliance to avoid a SNAP sanction simultaneous to the conciliation process. The due dates are indicated on the conciliation notice and are the same for completion of the Job Search log and to respond to the conciliation. Individuals will be required to provide the log with at least 5 job contacts. If the individual provides the job search log by the due date, with the required minimum 5 valid job contacts, the district will not impose a SNAP sanction. Failure to comply with job search requirements to avoid SNAP sanction by the due date will result in SNAP sanction if the non-compliance is determined to be willful and without good cause. If the individual does not provide the log and instead, claims to have good cause or claims to be exempt, but the district subsequently determines that the individual did not have or failed to document good cause/exemption, the individual is given an additional 5 calendar days beyond the conciliation due date to complete and submit the job search log to prevent a SNAP sanction.

8.2 Sanction

a. Described below is the district's procedure for determining compliance for those TA recipients who wish to end their employment sanction (18 NYCRR 385.12, 385.13), including the time period established for demonstrating compliance to the satisfaction of the district:

A durational sanction, which has been served, may be lifted when a non-exempt individual has agreed to comply. An assessment and Employment Plan will be developed, to determine the most appropriate work activity. If the individual demonstrates compliance by the completion of an assessment and employment plan and accepts the work activity referral, the sanction will be immediately lifted. TA benefits will be restored retroactive to the date the individual demonstrated a willingness to comply, but not before the durational sanction period has been served. A durational sanction, which has been served, may be lifted for an individual that documents an exemption. A durational sanction will be lifted for employed clients who are meeting participation requirements upon receipt of employment verification, but not before the durational sanction period has been served.

b. Describe below the district's procedure for determining compliance for those SNAP recipients who wish to end their employment sanction (18 NYCRR 385.12, 18 NYCRR 385.13), including the time period established for demonstrating compliance to the satisfaction of the district:

A durational SNAP sanction, which has been served, may be lifted when a non-exempt individual has agreed to comply. An assessment and Employment Plan will be developed, to determine the most appropriate work activity. If the individual demonstrates compliance by the completion of an assessment and employment plan and accepts the work activity referral, the sanction will be immediately lifted and SNAP benefits will be restored retroactive to the date the individual demonstrated a willingness to comply, but not before the durational sanction period has been served. A durational sanction may be lifted for an individual that documents an exemption. A durational sanction will be lifted for employed clients who are meeting participation requirements upon receipt of employment verification, but not before the durational sanction period has been served.

8.3 Dispute Resolution

a. 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 must be conducted in accordance with 18 NYCRR 385.11(c). Indicate below who mediates the grievance.

- ☐ An independent entity which has an agreement with the district
- ☐ 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 and who are not trained in mediation

9. Disability Determinations, Documentation and Requirements of Exempt Individuals

9.1 Disability Determination Process and Tools

a. The district's process for determining an individual's disabilities and/or work limitations must be in accordance with 18 NYCRR 385.2(d). Indicate below what the district's process is for determining an individual's disabilities and/or work limitations. (Select all that apply, and describe the process)

- ☒ 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

If an individual claims or the worker has reason to believe that an individual is unable to participate in work activities due to a disability, the Employment Counselor notifies the individual that they must provide medical documentation from their physician to the district within ten calendar days. There may be instances when the worker determines that 10 days is insufficient, may extend the time allowed for the submission of documentation. This may include, but is not limited to, instances where an individual is unable, through no fault of his or her own, to obtain an appointment with his or her health care provider within the 10- day period. If the individual does not have their own health care provider for a medical exam, the individual is scheduled for an appointment with Industrial Medicine Associates (IMA) to provide a medical evaluation. Individuals may also be referred to IMA when the medical evaluation from the individual's personal physician does not identify a diagnosis and/or is vague/non-descript in documenting their limitations; when they have a history of chronic medical conditions and have failed to follow prescribed treatment plans; in instances where application for SSI that has been denied and medical documentation supports referral to Social Security; or when the medical from a personal physician is contradicted by other evidence. The WTWCMS case notes are updated to document the reasons for extension or referral to IMA.

b. Described below is the district's procedure for notifying an individual of their exempt/non-exempt determination whenever an individual alleges to be unable to participate, or the individual otherwise participates in the employability disability review, including when an individual is notified that their status changes from exempt to non-exempt.

Employment Division staff are responsible for monitoring the medically exempt population and reviewing the medical documentation to determine if the individual is exempt, nonexempt or work limited. Based on the information received by the individual's physician and/or contracted physician, the Employment staff reviews the provided documentation to determine employability and notifies the individual of exempt/non-exempt status. If the individual is determined to be temporarily exempt from employment requirements, the exempt period may range from 30 to 180 days. When individuals are determined to be non-exempt from employment activity requirements based on medical documentation, the individual is assessed and employability plans are developed, taking into consideration each individual's limitations and need for accommodations. Individuals are notified via LDSS-4005 or LDSS-4005(a) of the results of the employability determination and the right to a fair hearing to contest the determination. The individual is not assigned to a work activity during the medical disability review process. Individuals who are determined to be exempt are contacted 30 days prior to the expiration of the exemption to obtain updated information regarding their medical condition. Incapacitated/disabled individuals with medical documentation indicating that an application for SSI is appropriate may be referred to the Legal Advocacy for the Disabled (LAD) Unit to pursue SSI or SSD.

c. Described below is how the district notifies an individual of their exempt/nonexempt determination. Check one of the following:

☒ The district sends the LDSS-4005/LDSS-4005(a) and retains a copy in the case record.

☐ The district sends a local equivalent and retains a copy in the case record.

d. Indicated below is the process for reviewing the medical documentation to determine if the individual is exempt, nonexempt, or work limited and describe the process by which the determination is made. (Select all that apply)

☐ 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

Employment staff review and determine exempt/nonexempt status. Supervisory staff are available to assist in the determinations process as needed.

9.2 Mental Health Screening and Assessment

a. In addition to screening for a disability as part of the application or disability determination process, does the district administer a screening tool for TA participants to help determine whether a referral for a mental health evaluation is warranted?

☐ Yes ☒ No

b. Describe the district's policy for determining when a program participant is offered a mental health screen:

c. What screening tools does the district use? (Select all that apply)

☐ LDSS 5009 - Mental Health Screening Tool

☐ The computer assisted version of the Modified Mini Screening tool (MMS)

☐ Other Screening tool (describe below)

d. If using the MMS, indicate below the district's cutoff score (7, 8 or 9) for referral to a mental health evaluation.

e. Describe below the procedure the district uses if the screening tool warrants a mental health evaluation referral

9.3 Requirements for Exempt TA Participants (Reference 18 NYCRR 385.2 (e))

- a. An exempt individual who has the potential to be restored to self-sufficiency through rehabilitation may be required to accept medical care to assist them 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 the individual is participating in the assigned program.

Described below is the district's procedure for determining if an individual, who is unable to work due to mental or physical impairment, has the potential through treatment or other rehabilitative activities to improve the ability to work. This determination is different from the determination of the individual's disability exemption as covered in Section 9.1 of this plan. Indicate who makes or assists in this determination that an individual can restore or improve employability through treatment or other rehabilitative activities (e.g., medical practitioner, employment worker, TA worker, local review team, etc.). Also indicate the source and type of information used to make the determination (e.g., information from individual's medical practitioner, district contracted provider, specialist evaluation obtained as result of district referral, etc.).

Restoration to self-sufficiency of an individual who has been determined to be exempt from participation in work activities, and who has the potential to be restored to self-sufficiency through rehabilitation is determined by the Employment Counselor assigned to the case. Information from the individual's medical practitioner and/or district contracted provider (IMA) is used to make the determination.

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

The treatment plan is developed based on the recommendation of the medical provider regarding the need for treatment or rehabilitative activities. When determined appropriate, an individual is referred to and enrolled in a program of vocational rehabilitation, training and other essential rehabilitation designed to restore an individual to self-sufficiency, and the employment plan is updated by the Employment Counselor assigned to the case, informing them of the requirements to attend.

- c. Described below is the district's procedure for tracking the participant's compliance with their treatment plan, including who in the district is responsible for monitoring compliance. Include elements such as monthly confirmation of attendance at rehabilitation or other factors to judge participation and progress, along with how often the treatment plan is updated.

Monitoring compliance with the treatment plan is the responsibility of the Employment Counselor assigned to the case. Individuals are reassessed in accordance with the exemption period. At each review the individual is required to provide updated medical and treatment plan documentation which is used to determine compliance and employability status.

10. District Certification

10.1 Certification

As a condition of the receipt of federal and State funds the Local District Commissioner of Erie Department of Social Services submits this Temporary Assistance (TA) and Supplemental Nutrition Assistance Program (SNAP) Employment Plan (Plan) to the New York State Office of Temporary and Disability Assistance. The Plan outlines the administration of employment services for TA and SNAP applicants and recipients for the period January 01, 2026 through December 31, 2027. Submission of this Plan certifies that the district has read and accepts the terms of this certification and hereby affirms that employment services programs will be administered in accordance with all applicable federal and State policies, laws, regulations and provisions of this Plan.

11/10/2025 3:21:03 PM

Karen Rybicki

Acting Commissioner

The Erie County Work Center (ECWC) emphasizes an employment focused approach for applicants applying for Temporary Assistance (TA). The ECWC Employment Counselors inform applicants of work requirements and expectations. Orientation requirements include an explanation of applicants' rights and responsibilities, as well as the benefits and obligations of applicants' participation in work activities. Applicants are informed of TA time limits, requirements to engage in work activities, school attendance requirements for teen parents, home visiting services and responsibility for finding childcare. TA applicants are assessed prior to case opening to determine employability status, identify and address any immediate barriers to participation in job search and referred to an employment activity or other services simultaneously to the application process. The assessment interview includes questions regarding job skills, prior work experience, educational levels, including literacy and English language proficiency, medical limitations, supportive services and childcare needs. Employment Counselors review the Self Sufficiency Agreement Form and the Employment Registration Agreement Form with the applicants. If a medical condition is claimed which would limit an applicant's ability to participate in assigned work activities, a medical form is given to them to obtain medical documentation from the applicant's medical provider. In those instances where the applicant does not have a medical provider, a referral is made to IMA for a medical evaluation to determine employability. Based on final employability determination, nonexempt applicants are assigned to job search activities.

The Assessment Unit evaluates and refers clients to appropriate work activities in compliance with federal and state mandated work participation requirements, with the intent of directing the clients toward self-sufficiency. Case management ensures compliance with employment activities and receipt of the support necessary for client success in a job or in an assigned work activity. Employment Counselors in consultation with the client complete employment assessments, develop employability plans, counsel clients in overcoming barriers to employment, authorize supportive services, monitor clients' progress and compliances and initiate non-compliance procedures. Activity referrals may include work experience, educational training, vocational training, job skills training and job development. In addition, if a medical exemption is claimed, Employment Counselors request medical documentation from clients; reviews the provided documentation to determine employability and notifies the client of exempt/non-exempt status. The Unit refers clients to Industrial Medicine Associates (IMA), as needed, for consultative medical examinations, and monitors for compliance with treatment plans recommended by the medical provider. Incapacitated/disabled clients with medical documentation indicating that an application for SSI is appropriate may be referred to the Legal Advocacy for the Disabled (LAD) Unit to pursue SSI or SSD.

The Job Development Unit is a resource available to Temporary Assistance and SNAP applicants and recipients. Job Development staff identify potential job leads for participants, recruit new employers for placement, match participants with job opportunities, screen applicants for employers and provide pre- and post-employment services to ensure a smooth transition to work and self-sufficiency. Job Development staff provide tips on interviewing techniques, job coaching and case management, coordinating day care and transportation and work as a liaison between the participant and employer. A network of employers and community partners has been established to work with participants and provide job placement opportunities into unsubsidized and subsidized jobs. Job and vocational fairs are held to help connect participants with employers and vocational training opportunities. The Job Development Unit utilizes the Placing Individuals in Vital Opportunity Training Program (PIVOT), a six-month wage reimbursement program that places TANF participants into permanent job opportunities.

The Contract Compliance Team monitors service providers for compliance with performance measures. This team is also responsible for the oversight of contract expenditure and monthly

invoices. In addition, monitoring work activity compliance, provide case management services which include, but are not limited to outreach efforts; referral and linkage to community resources; support services; monitoring client attendance and entering the data into WTWCMS system; issuance of bus passes and quality assurance of provider services.

The Youth Workforce Development Team is responsible for identifying community resources, referrals and linkage to resources and supportive services for youth. The team serves as the program manager for the Summer Youth Employment Program and Youth Employment Program. Staff recruit youth for the program and complete the eligibility certification. Staff monitor the activities and hours that youth are engaged in the program and their progress. Additionally, staff recruit businesses and organizations to be worksite sponsors to host youth. Staff assist with vocational training fairs, development of approved training and educational programs. Staff manage and monitor the youth holding pool which is comprised of youth ages 16-18.

The Coordinated Services Team (CST) is a specialized team of Employment Counselors who service applicants of Temporary Assistance determined to need drug and/or alcohol treatment services by a contracted Certified Alcohol and Substance Abuse Counselor (CASAC). Employment Counselors complete assessments, develop Employment Plans and refer individuals to appropriate treatment services. CASAC's are co-located in the Team and conduct alcohol and substance abuse assessments, determine the level of care needed and recommend the employability status of each applicant. Compliance with treatment is monitored during the application process, as it is a condition of eligibility. Additionally, the Unit monitors the cases of individuals who are determined to be victims of domestic violence. A specially trained domestic violence liaison (DVL) determines the domestic violence claim and the impact on the individual's ability to meet TA program requirements and is responsible for granting employment activity waivers. An Employment Counselor monitors the employability status of individuals granted a waiver and when it is determined that the client is no longer exempt from employment activities in respect to domestic violence, the Employment Counselor evaluates and refers the individual to appropriate work activities and provides case management and support services.

The /Multi Abuse Assessment Team (MAAT) is collocated with CST and is responsible for monitoring the services to recipients of Temporary Assistance who have been determined to need drug and/or alcohol treatment by a contracted Certified Alcohol and Substance Abuse Counselor (CASAC). CASAC's, are co-located in the Unit and conduct alcohol and substance abuse assessments, determine the level of care needed and recommend the employability status of each recipient. Employment Counselors refer each recipient to an appropriate treatment agency and monitor compliance. When the CASAC determines that the client is no longer exempt from employment activities in respect to drug or alcohol abuse, an Employment Counselor completes an employment reassessment. An employability plan is developed, referring the individual to an appropriate work activity or if the client claims a medical disability the disability review procedure is followed

Child Care Subsidy Program Childcare subsidies are available for working families that meet program and income eligibility guidelines. Parents contribute toward the cost of care based on a sliding income scale. Low-income childcare assistance is available to employed families who earn 85% NY SMI or less. Transitional childcare assistance is available to recipients of Temporary Assistance who become ineligible for cash benefits due to earned income. The Unit is comprised of Social Welfare Examiner series staff and clerical staff. Examiners determine program eligibility and authorize day care assistance payments. Clerical staff provides support to the Unit through record maintenance, management of reports and supportive services to both

clients and examiners. The Unit works closely with the Child Care Resource Network and the Office of Children and Family Services to ensure access to high quality childcare.

The Able-Bodied Adults without Dependents (ABAWD)/SNAP E & T Team informs Supplemental Nutrition Assistance Program (SNAP) clients of ABAWD eligibility requirements, consequences for failure to meet the ABAWD requirements and qualifying work activities that meet requirements. Staff monitors and tracks ABAWD's participation in qualifying work assignments to maintain eligibility for SNAP benefits. Staff perform (ABAWD) related override transactions to adjust data elements that are used as part of the ABAWD tracking process based on case circumstances. Job search assistance is provided to SNAP applicants and recipient work registrants. Sessions are held to provide information on available employment and training services, job search resources and employment preparation activities.

Supplemental Nutrition Assistance Program (SNAP) administers the federal Supplemental Nutrition Assistance Program. The Social Welfare Examiner (SWE) series eligibility workers determine eligibility for SNAP benefits. The SWE completes the LDSS-5062A to determine work registrant and ABAWD status and assign the appropriate employment code and ABAWD indicator. The client is provided a written and oral explanation of the SNAP work rules and ABAWD work requirements. NTA SNAP applicants and recipients are informed of available employment and training services and the availability of job search assistance.

Temporary Assistance determines eligibility for cash benefits and maintains the cases of TA recipients. The Unit is comprised of Social Welfare Examiner series eligibility workers who work closely with Employment Division staff to determine needs and connect individuals to appropriate assistance programs, service areas or community resources. The eligibility worker also completes the LDSS-5062A to determine work registrant and ABAWD status and assign the appropriate employment code and ABAWD indicator. The eligibility worker provides a written and oral explanation of the SNAP work rules and ABAWD work requirements.



Vocational Education Records
Erie County Department of Social Services
Division of Family Independence| CED
B-1383 (8/2023)

Student Name		Case Number	CIN	DOB	
Student Address		City		Zip Code	
School Name					
I authorize this school to release to the Erie County Department of Social Services only the information listed below and for the current semester.					
Student Signature				Date	
Program Name		Start Date		End Date	
School Address		City		Zip Code	
Entry Requirements for Program <input type="checkbox"/> GED/High School <input type="checkbox"/> Other, explain:					
Program Information <input type="checkbox"/> Full-time <input type="checkbox"/> Part-time <input type="checkbox"/> Day <input type="checkbox"/> Evening <input type="checkbox"/> On-line				Semester or Weekly Hours	
Expected Date of Graduation		Program will continue through the summer <input type="checkbox"/> Yes <input type="checkbox"/> No		Literacy/Reading Score, if known	
Financial Assistance (Please specify the type of award, e.g., EOP, PELL, TAP, or other Federal, State Grants, Loans or Work Study, VA Benefits, Fellowships, Assistanceships, and any other school funds).					
Type	Amount	Estimated	Period Covered	Date Received	Estimated
Educational Costs (Please reference which funding source from above will be used. If child care is needed, please include additional statement specifying that child care is an educational expense, and the cost.)					
Cost	Amount	Period Covered	Type	Comments	
Tuition					
Fees					
Transportation					
Books & Supplies					
Childcare					
Personal Expenses					
Authorized School Representative Name		Authorized School Representative Signature			Date
Authorized School Representative Phone Number			Authorized School Representative Fax Number		
Worker Name			Worker Phone	Worker Fax	



Program Approval
Department of Social Services
Division of Family Independence | CED
B-3854 (8/2023)

(Client Name)

(Address)

Case Number	CIN	Date
Worker Name		Phone (716) 858-
Training Provider		Program Name
Status		
<input type="checkbox"/> Approved, time period: _____ to _____		
<input type="checkbox"/> Denied, reason: _____		
Supports	Amount	Frequency
<input type="checkbox"/> Transportation (Gas Allowance)	\$ _____	<input type="checkbox"/> One-time only <input type="checkbox"/> Monthly <input type="checkbox"/> Semi-monthly
<input type="checkbox"/> Work boots	\$ _____	<input type="checkbox"/> One-time only <input type="checkbox"/> Monthly <input type="checkbox"/> Semi-monthly
<input type="checkbox"/> Other, specify: _____	\$ _____	<input type="checkbox"/> One-time only <input type="checkbox"/> Monthly <input type="checkbox"/> Semi-monthly
You may be eligible for supportive services such as a bus pass and child care assistance.		
Note: For Vocational Education Programs:		
1. Each semester or session you must provide this office with verification of the following:		
<ul style="list-style-type: none">• Vocational Education Records (B-1383)• Scheduled hours (official school schedule)• Grade point average (GPA) and final grades (report card or transcript)• Actual attendance (monthly attendance report)• Program status (copy of certification, diploma or degree upon program completion)		
2. Continued approval of the training program is contingent upon:		
<ul style="list-style-type: none">• Satisfactory academic progress (a cumulative "C" average, or its equivalent)• Satisfactory attendance• Monthly documentation of attendance and academic performance		
<u>Failure to provide documentation of attendance and/or maintain satisfactory performance without good cause may result in the disapproval or discontinuance of the program activity assignment.</u>		

SNAP IMPLICATIONS: This notice applies only to your requirements to participate in temporary assistance work activities. You may or may not be required to participate in SNAP Employment and Training (FSET) activities. You were notified of the SNAP employment responsibilities and exemptions in the LDSS-4148A: What You Should Know About Your Rights and Responsibilities, Book 1. If you have any questions about your SNAP employment requirements, ask your worker.

CONFERENCE AND FAIR HEARING SECTION – DO YOU THINK WE ARE WRONG?

If you think our decision was wrong, you can ask for a review of our decision. If we made a mistake, we will correct it. You can do both 1 and 2:

1. Ask for a meeting (conference) with one of our supervisors;
2. Ask for a State fair hearing with a State hearing officer.

1. **CONFERENCE** – If you think our decision was wrong or if you do not understand the decision, please call the worker phone number on the front of this notice or write to us at the address on the front of the notice. Sometimes this is the fastest way to solve any problem you may have. If you ask for a conference, you are still entitled to a fair hearing. If you do not want to have to comply with work requirements until a fair hearing decision is issued, you must request a fair hearing in the way described below. A request for a conference alone will not remove your requirements to participate in work activities.

2. **STATE FAIR HEARING** – You have 60 days from the date of this notice to request a Fair Hearing.

HOW TO ASK FOR A FAIR HEARING: You can ask for a fair hearing by mail, by phone, by fax or online.

Mail: Send a copy of this notice completed to the Office of Administrative Hearings, New York State Office of Temporary and Disability Assistance, P.O. Box 1930, Albany, New York 12201. Please keep a copy for yourself.

☐ I want a fair hearing, I do not agree with the agency's action. (You may explain why you disagree below, but you do not have to include a written explanation.)

Phone: 800-342-3334 (Please have this notice with you when you call.)

Fax: Fax a copy of the front and reverse of this notice to: (518) 473-6735 or

Online: Complete an online request form at: <http://otda.state.ny.us/oah/forms.asp>.

If you cannot reach the New York State Office of Temporary and Disability Assistance by phone, by fax or online, please write to ask for a fair hearing before the deadline.

WHAT TO EXPECT AT A FAIR HEARING: The State will send you a notice that tells you when and where the fair hearing will be held. At the hearing, you will have a chance to explain why you think our decision is wrong. You can bring a lawyer, a relative, a friend or someone else to help you do this. If you cannot come yourself, you can send someone to represent you. If you are sending someone who is not a lawyer to the hearing instead of you, you must give this person a letter to show the hearing officer that you want this person to represent you at the hearing. At the hearing, you and your lawyer or other representative will have a chance to explain why we are wrong and a chance to give the hearing officer written papers that explain why we are wrong.

To help you explain at the hearing why you think we are wrong, you should bring any witnesses who can help you. You should also bring any papers you have, such as: pay stubs, leases, receipts, bills, doctor's statements. At the hearing, you and your lawyer or other representative can ask questions of witnesses which we bring or which you bring to help your case.

LEGAL ASSISTANCE: If you think you need a lawyer to help you with this problem, you may be able to get a lawyer at no cost to you by contacting your local Legal Aid Society or other legal advocate group. For the names of other lawyers, check your Yellow Pages under "Lawyers".

ACCESS TO YOUR FILE AND COPIES OF DOCUMENTS: To help you get ready for the hearing, you have a right to look at your case file. If you call or write to us, we will provide you with free copies of the documents from your file that we will give to the hearing officer at the fair hearing. Also, if you call, write or fax to us, we will provide you with free copies of other documents from your file that you think you may need to prepare for your fair hearing. To ask for documents or to find out how to look at your file, call us at the Record Access phone number on the front of this notice or write to us at the address on front of this notice.

If you want copies of documents from your case file, you should ask for them ahead of time. They will be provided to you within a reasonable time before the date of the hearing. Documents will be mailed to you only if you specifically ask that they be mailed.

INFORMATION: If you want more information about your case, how to ask for a fair hearing, how to see your file, or how to get additional copies of documents, call us at the phone numbers on the front of this notice or write to us at the address on the front of this notice.



Language Comprehension Confirmation

Erie County Department of Social Services

B-5039 (11/2022)

I. CUSTOMER INFORMATION			
Client Name			
Preferred Language		Language Spoken	
Authorized Representative Name (If applicable)		Authorized Representative's Agency (If applicable)	
Name of Interpreter		Institute Name or Relationship to Customer	
Interpreter's Date of Birth (must be age 18+)		Phone Number	
<input type="checkbox"/> I understand that the Erie County Department of Social Services (ECDSS) will provide an interpreter free of charge, but I do not require one.			
<input type="checkbox"/> I understand that the Department of Social Services will provide an interpreter free of charge. I hereby authorize the Interpreter noted above to interpret all communication and written material with the ECDSS in regards to any business regarding benefits I and/or my family may be eligible for.			
<input type="checkbox"/> I understand the benefit material as it has been presented and explained to me.			
Client Signature	CIN/Last 4 Digits SSN	DOB	Date
Client Signature	CIN/Last 4 Digits SSN	DOB	Date
Client Signature	CIN/Last 4 Digits SSN	DOB	Date
Client Signature	CIN/Last 4 Digits SSN	DOB	Date
Client Signature	CIN/Last 4 Digits SSN	DOB	Date
II. INTERPRETER AFFIRMATION			
I affirm that I have truly and accurately interpreted all communication and written material between the above-named customer and the ECDSS worker.			
Interpreter Signature			Date

If your rights to receive an interpreter free of charge were violated, please request a Title VI complaint form from:

ECDSS Commissioner's Office
95 Franklin Street, 8th Floor
Buffalo, NY 14202

Erie County Department of Social Services

Work Supports Resource Guide

This resource guide provides information on supports that are available to working individuals and families to help improve financial well-being. State income standards are established using poverty guidelines that are updated periodically by the U.S. Department of Health and Human Services.
Helpful Websites: www2.erie.gov/socialservices www.mybenefits.ny.gov

Health and Human Services

Benefit and Service	Who is Eligible	Documentation Required	Where to Apply/Get More Info	Cost
211 WNY Confidential link to health and human services. Information available includes: basic needs, food assistance, free tax preparation, holiday assistance, housing, job training, legal counseling, mental health services, substance abuse services, volunteer opportunities, and more.	WNY residents.	None	Call 2-1-1 or 1-888-696-9211 24 hours a day/ 7days a week www.211wny.org	None

Food/Nutrition

Benefit and Service	Who is Eligible	Documentation Required	Where to Apply/Get More Info	Cost
Supplemental Nutrition Assistance Program (SNAP) Electronic benefits that can be used like cash to purchase food. Amount of assistance depends on household size, income and expenses.	Households with limited income.	Proof of identity, DOB, SSN, address, expenses (shelter, utility, childcare & medical), citizenship or alien status, income.	Erie County Department of Social Services 158 Pearl St 1 st Floor M-F:8-4 To obtain a paper application by mail 716-858-8000 Questions 716-858-7239 www.myBenefits.ny.gov	None
Transitional Benefit Alternative (TBA) Provides transitional SNAP benefits to households leaving TANF.	Households whose cash assistance case is closing may be eligible for increased TBA for 5 months. Household must have an active SNAP case at the time of closing.			

Food/Nutrition

Benefit and Service	Who is Eligible	Documentation Required	Where to Apply/Get More Info	Cost												
Women, Infant & Children Program (WIC) Provides supplemental nutritious foods, nutrition education, referrals to health services.	NYS residents who are: Pregnant, breastfeeding or post-partum, OR Have an infant or child under 5 years old, AND Receive SNAP, Temporary Assistance (TANF) or Medicaid or meet the income guidelines.	Proof of identity, residence, vaccination records for child and income.	To locate WIC Agency nearest you 1-800-522-5006 https://www.ccwny.org/wic	None												
Hot Meals			Hearts for the Homeless Mobile Soup Kitchen 1 Lafayette Square Buffalo NY 142034 Tuesday - Saturday <table><tr><th>DAY</th><th>SERVING TIME</th></tr><tr><td>TUESDAY</td><td>5:30 PM</td></tr><tr><td>WEDNESDAY</td><td>6:00 PM</td></tr><tr><td>THURSDAY</td><td>6:00 PM</td></tr><tr><td>FRIDAY</td><td>6:30 PM</td></tr><tr><td>SATURDAY</td><td>5:00 PM</td></tr></table>	DAY	SERVING TIME	TUESDAY	5:30 PM	WEDNESDAY	6:00 PM	THURSDAY	6:00 PM	FRIDAY	6:30 PM	SATURDAY	5:00 PM	
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THURSDAY	6:00 PM															
FRIDAY	6:30 PM															
SATURDAY	5:00 PM															

Health Insurance Programs

Benefit and Service	Who is Eligible	Documentation Required	Where to Apply/Get More Info	Cost
Medicaid (MA) The Medicaid Program in Erie County provides access to a variety of public health insurance programs including Medicaid, Family Planning Benefits Program and the Medicare Savings Program. Financial eligibility is determined based on the income and resource standards governing the Public Health Insurance Programs. Persons eligible for Medicaid may be required to enroll in a Managed Care plan.	Limited income individuals and families who cannot afford to pay for medical care.	Proof of identity, income, SSN or proof of application for SSN, citizenship or immigration status, residence and resources. (Proof of resources for long term care coverage).	1-855-355-5777 Department of Social Services Medicaid 158 Pearl Street 4th Fl. Buffalo Monday through Friday, 9:00 a.m. – 4:00 p.m. 716-858-6244 For further information: www.nystateofhealth.ny.gov www.health.NY.gov	None
Transitional Medicaid Helps low-income families with children keep their Medicaid coverage for a limited period of time, even if an increase in earnings makes them ineligible for Medicaid.	Is available for former TA recipients whose cases are closed and meet eligibility requirements.	Enrollment is automatic after TA Case is closed. Mailed questionnaire during 4 th month to determine extension.		

Health Insurance Programs

Benefit and Service	Who is Eligible	Documentation Required	Where to Apply/Get More Info	Cost
New York State of Health Marketplace Provides comprehensive coverage, including prevention, primary care, hospitalization, prescriptions and other services. There are minimal co-payments for some Family Health Plus services. Health care is provided through participating managed care plans.	Adults who are aged 19 to 64 who have income too high to qualify for Medicaid, is available to single adults, couples without children, and parents who are residents of New York State and are United States citizens or fall under one of the many immigration categories.	Proof of identity, income, SSN or proof of application for SSN, citizenship or immigration status, residence and resources. (Proof of resources for long term care coverage).	Participating Insurers/Enrollers: Univera Community Health 1-888-669-3911 http://www.univerahealthcare.com Fidelis Care of N.Y. 1-888-343-3547 716-564-3630 http://www.fideliscare.org/ Independent Health 1-800-501-3439 http://www.independenthealth.com New York State of Health 1-855-355-5777 www.nystateofhealth.ny.gov New York State Family Health Plus http://www.health.state.ny.us/nysdoh/fhplus/index.htm	Minimal Co-payments
Child Health Plus Provides comprehensive health care services to uninsured children not eligible for Medicaid.	NYS residents under 19 years of age or younger who are not MA eligible, do not have 3 rd party health insurance and do not have access to the state health benefits.	Proof of identity, income, SSN or proof of application for SSN, citizenship or immigration status, residence and resources. (Proof of resources for long term care coverage).	New York State of Health Marketplace: www.nystateofhealth.ny.gov 1-855-355-5777 For more information: 1-800-698-4543 (child) If you are hearing impaired, call the TTY number, 1-877-898-5849	Free to full premium depending on income and insurer.

Health Insurance Programs

Benefit and Service	Who is Eligible	Documentation Required	Where to Apply/Get More Info	Cost
Family Planning Benefit Program A public health insurance program for NYS residents who need family planning services, but may not be able to afford them.	Covers males and females of childbearing age, with family planning services who do not qualify for MA or FHP.	Proof of identity, income, SSN, citizenship or immigration status, age, residence and health insurance benefit card or policy statements (if you are covered by any other health insurance).	<p>Family Planning Services Providers:</p> <p>Kaleida Health: Kaleida Health Family Planning Center, 1100 Main Street, Buffalo 14209 Phone: 716-748-4988</p> <p>Planned Parenthood of Central and Western New York: Wimbledon Plaza, 240 Center Road, West Seneca 14224 Phone: 1-866-600-6886</p> <p>Planned Parenthood of Central and Western New York: 60 East Amherst St. Buffalo, NY 14214 Phone: 866-600-6886</p>	None
Medicaid Buy-In for Working People with Disabilities Offers Medicaid coverage to people with disabilities who are working and earning more than the allowable limits for regular Medicaid, the opportunity to retain their health care coverage through Medicaid.	Individuals with disabilities between the ages of 16 and 64 who are working full or part time.	Proof of income, citizenship or immigration status; identity, resources, expenses including Impairment-Related Work Expenses, residence, SSN, proof of employment and certification of disability.	<p>https://www.health.ny.gov/health_care/medicaid/program/buy_in/</p> <p>1-800-541-2831 or TDD 1-800-662-1220</p> <p>ECDSS MA: 158 Pearl Street 4th Fl. Buffalo Monday through Friday, 8:00 a.m. – 4:00 p.m. 716-858-6244</p>	Free to full premium depending on income and insurer.
Medicare Savings Program (MSP) Assist people with limited income in paying for their Medicare premiums. Depending on your income, the MSP may also pay for other cost-sharing expenses.	Low income Medicare beneficiaries needing assistance with paying Medicare premiums and other Medicare costs.	Proof of residence, DOB, income, Medicare card, health insurance premiums, immigration status	<p>www.health.ny.gov/health_care/medicaid/program/update/savingsprogram</p> <p>1-800- 541-2831</p> <p>716-858-8601</p>	None
Prenatal Care Assistance Program (PCAP) Complete pregnancy care and other health care services are available to women and teens who live in New York State and are eligible for Medicaid.	Health coverage for pregnant women through at least 2 months after delivery and for their infants until the age of 1.	Proof of NYS residence, identity, income.	<p>https://www.health.ny.gov/community/pregnancy/health_care/prenatal/</p> <p>New York State Growing Up Healthy Hotline: 1-800-522-5006</p>	None

Health Insurance Programs

Benefit and Service	Who is Eligible	Documentation Required	Where to Apply/Get More Info	Cost
Community Health Center of Buffalo <i>Federally Qualified Health Center (FQHC)</i> Provides medical, dental and family planning services.	People with no health insurance or high deductible and/or copay.	Proof of income and identity for all household members.	www.chcb.net 34 Benwood Ave Buffalo, NY, 14214 716-986-9199 934 Cleveland Drive Cheektowaga, NY, 14225 716-304-1056 38 Heritage Court Lockport, NY, 14094 716-986-9199	Fee based on income and household size.
Independent Consumer Advocacy Network (ICAN) Assist NYS residents with enrolling in and using managed care plans that cover long-term care services or behavioral health services.	Individuals in a Medicaid managed care plan who needs long-term care services (like home attendant, adult day care, or nursing home) or are applying for Medicaid and need help enrolling in a Managed Long-Term Care (MLTC), Medicaid Managed Care (MMC), Fully Integrated Duals Advantage (FIDA & FIDA-IDD) plan, and Health and Recovery Plans (HARPs).	Per program requirements.	Statewide Helpline: 1-844-614-8800 www.icannys.org	None
Medicaid Cancer Treatment Program (MCTP) A Medicaid program for eligible persons who are found to be in need of treatment for breast, cervical, colorectal or prostate cancer (and in some cases, pre-cancerous conditions of these cancers).	Certain uninsured individuals who have been diagnosed with or are being treated for certain cancers and are not eligible for other Medicaid programs.	Proof of identity, citizenship or immigration status, residence, income and certain expenses such as child care.	Cancer Services Program: 1-866-442-2262 Medicaid Help Line: 1-800-541-2831	None

Veteran Services

Benefit and Service	Who is Eligible	Documentation Required	Where to apply/Get More Info	Cost
Veterans One-Stop Center of WNY Services offered include: benefits counseling, education, employment, legal, financial, housing, emergency and readjustment counseling.	Former service members and their families.		1255 Niagara St., Suite 230 Buffalo, NY 14213 716-898-0110 https://www.vocwny.org	None

Child Care

Benefit and Service	Who is Eligible	Documentation Required	Where to Apply/Get More Info	Cost
Temporary Assistance (TA) Child care costs.	TA recipients who have children under 13 years old, are working or engaged in an approved work activity.	Temporary Assistance application or open TA case.	Erie County Department of Social Services 158 Pearl St. Buffalo, NY 14202	None
Subsidized Child Care Assists with child care costs.	Individuals working a minimum of 10 hours a week and their income is 300% or less of the poverty level.	Proof of identity for all household members, income, and provider information.	Erie County Department of Social Services Day Care Unit: 95 Franklin St 4 th Fl 716-858-8953 (TYKE) www.2.erie.gov/socialservices	(Annual Gross Income - State Income Standard) x 1% ÷ 52 [weeks] = Weekly Fee
Transitional Child Care Assists with child care costs for 12 months after TA case closing.	TA recipients who are no longer eligible for cash benefits due to earned income and the families earned income is less than or equal to a designated percentage of the State Income Standard.	Proof of identity for all household members, income, and provider information.	Erie County Department of Social Services 158 Pearl St. Buffalo, NY 14202	(Annual Gross Income - State Income Standard) x 1% ÷ 52 [weeks] = Weekly Fee
Child Care Resource Network Helps families find child care, parenting education and provider training.	Individuals in need of child care assistance.		1000 Hertel Ave, Buffalo 716-877-6666 www.wnychildren.org	None
WDI Child Care Scholarship Program	Us online screening tool: https://portal.wdiny.org/apply/childcare/eligibility		Workforce Development Institute https://wdiny.org/Explore-Our-Work/Child-Care-Subsidy-Program	

Parenting

Benefit and Service	Who is Eligible	Documentation Required	Where to Apply/Get More Info	Cost
Help Me Grow Links families and caregivers to information and community resources on child development and parenting.	Individuals with children ages 0-5.		2-1-1 and press 7 1-800-755-4769 www.HelpMeGrow.org	None
Harvest House of South Buffalo Baby & Children's Ministry Provides FREE clothing, safe cribs, car seats, strollers, toys, books, etc.	Low Income families.	Baby & Children's Ministry referral slip. Must be renewed every 3 years. ID required at each visit.	175 Jefferson, Buffalo, NY 14210 716-855-0654 www.harvesthousebuffalo.org Call to make an appointment Hours: Monday – Friday: 9:30am – 3:00pm	None

Parenting

Benefit and Service	Who is Eligible	Documentation Required	Where to Apply/Get More Info	Cost
DIAPERS AND WIPES – EVERY BOTTOM COVERED Need Help? Every Bottom Covered		Photo ID, NYS Benefit Card (or Budget Sheet), WIC Card, Birth Certificate, Medicaid Card	Delavan Grider Community Center 877 East Delavan Avenue Buffalo NY 14215 716-650-4448	
BEDS FOR CHILDREN AGES 3-17		Online SHP Application Form; Contact phone, text or email; child 3-17 year old; have an accessible house or apartment with a room large enough to fit bed	Sleep in Heavenly Peace https://shpbeds.org/	

Child Support

Benefit and Service	Who is Eligible	Documentation Required	Where to Apply/Get More Info	Cost
Child Support Provides custodial parents with help obtaining financial support and medical insurance coverage for their children by locating parents, establishing paternity, establishing support orders, and collection of past due child support payments.	Any parent, guardian, or caretaker of a child who has physical custody is eligible to apply.	Proof of identity, child's birth certificate, any court orders, any available absent parent information.	Local Office: 95 Franklin St, Rm 230 Buffalo, NY 14202 1-888-208-4485 https://childsupport.ny.gov	Minimal annual fee.

Clothes Closets

Benefit and Service	Who is Eligible	Documentation Required	Where to Apply/Get More Info	Cost
Matt Urban Hope Center Work Attire	Limited Income.		243 Sears Street Buffalo, NY 14212 716-893-7222 x306 M – F 11:00am – 5:00pm	None
Citizens Community Development Corp Clothing	Limited Income.		134 William St Buffalo, NY 14204 716-852-2324 Tuesday, Thursday and Friday 9:00am – 2:00pm Wednesday 9:00am – 4:00pm	Small donation if able.

TAX Help/Credits

Benefit and Service	Who is Eligible	Documentation Required	Where to Apply/Get More Info	Cost
Volunteer Income Tax Assistance (VITA) Offers free basic income tax return preparation with electronic filing.	Earn \$56,000 or less, persons with disabilities and limited English-speaking taxpayers who need assistance in preparing their own tax returns.	Last year's tax return (if available), identification, SSN and birthdates for all family members, W-2 Statements from all employers from last year, total paid for daycare and daycare provider tax ID number, Interest & UIB benefit statements, Forms 1095-A,B and C, Health Coverage Statements.	To locate the nearest VITA site near you, use the VITA Locator tool at: www.irs.gov 1-800-906-9887	None
Federal and NYS Earned Income Tax Credits (EITC) Reduces the amount of tax you owe and may give you a refund.	Working people with low to moderate income. To qualify, you must meet certain requirements and file a tax return, even if you do not owe any tax or are not required to file.	W-2 forms, SSN, identification, federal income tax forms 1040 or 1040A and schedule EIC, NY State income tax forms IT-201 or IT-150, and IT-215.	1-800-829-1040 (federal) www.irs.gov https://www.tax.ny.gov/	None if tax return prepared at VITA site or by the taxpayer.
<ul style="list-style-type: none"> • Non-Custodial Parent NYS EITC • Child Tax Credit (CTC) • Additional Child Tax Credit • Empire State Child Credit • Fed. & NYS education Credits • Fed. & NYS Child and Dependent Care Credits 	Varies for each credit. Income limits and credit amount change each tax year. Note: additional tax credits may be available for New York City residents	W-2 and/or various federal and state income tax forms, depending on credit.	VITA Sites https://www.tax.ny.gov/ 1-800-829-1040 (federal) www.irs.gov 1-800-906-9887	None if tax return prepared at VITA site or by the taxpayer.

Utilities

Benefit and Service	Who is Eligible	Documentation Required	Where to Apply/Get More Info	Cost
Home Energy Assistance Program (HEAP) Help with paying the cost of home heating. Fuel types include: Natural gas, oil, propane, wood/wood pellets, and kerosene. Cooling assistance is available during the summer months based on medical necessity.	Families with limited income and resources.	Proof of income, address, rent, birth certificates and SSN for all household members, and a recent fuel or utility bill.	Erie County Department of Social Services HEAP 460 Main St, 2 nd Floor 716-858-7644 http://www2.erie.gov/heap/	None

Utilities

Benefit and Service	Who is Eligible	Documentation Required	Where to Apply/Get More Info	Cost
Weatherization Assistance Program (WAP) The Weatherization Assistance Program assists income-eligible families and individuals by reducing their heating and cooling costs and addressing health and safety issues in their homes through energy-efficiency measures.	Low income households. Program services are available to both homeowners and renters, and persons with disabilities. If a household contains a member who receives Home Energy Assistance Program (HEAP) benefits or certain other forms of public assistance, the household is automatically eligible for WAP services.	Proof of income or categorical eligibility for: (SSI, TA, SNAP, HEAP).	Neighborhood Housing Services of South Buffalo, Inc. 716-823-3630 x102 Email: info@nhssouthbuffalo.org http://www.nhssouthbuffalo.org/ Lt. Col. Matt Urban Human Services Center of WNY 716-893-7222 ext. 218 Email: info@urbanctr.org http://www.urbanctr.org/ Supportive Services Corporation 716-685-6252 Email: weatherization@supportiveservices.org http://www.supportiveservices.org	None
Neighbor for Neighbor Heat Fund A partnership with National Fuel to assist elderly, disabled, or those with medical emergencies to pay their energy bills.	Must be 55 years or older; disabled; or have had someone in the household face a recent medical emergency. The person must exhaust HEAP benefits and have made four utility payments in the past 12 months. You must reside in National Fuel's service territory. However, you do not need to be a National Fuel customer.	Most recent fuel bill, date of birth for all household members, proof of disability or medical emergency if applicant is under 60, SSN's for all household members, all income for all household members, receipts of all payments made in the last 30 days.	Salvation Army at 716-888-6230 or Catholic Charities of Buffalo 741 Delaware Avenue, Buffalo, NY, 14209 716-856-4494 or 716-218-1400 https://www.cwny.org	None
Affordable Connectivity Program An FCC program that helps connect families and households struggling to afford internet service.	Household income at or below 200% of the Federal Poverty Guidelines, or a member of the household meets at least one of the following criteria: Received Federal Pell Grant during current award yr.; Participates in: SNAP, Medicaid, Federal Public Housing Assist., SSI, WIC, Veterans Pension or Survivor Benefits, Or Lifeline; lives on Qualifying Tribal Lands and receives Bureau of Indian Affairs General Assistance, Tribal TANF, Indian Reservation Food Distribution Program, or Tribal Head Start.	One of the following: <ul style="list-style-type: none"> • Social Security Number • Tribal ID Number • Driver's License • Military ID • Passport • Taxpayer Identification Number (ITIN) • Or other government ID 	AffordableConnectivity.gov http://www.fcc.gov/ACP 877-384-2575	Discount for broadband service; and a one-time discount of up to \$100 for a laptop; computer, or tablet purchased through a participating provider with contribution

Phone Services

Benefit and Service	Who is Eligible	Documentation Required	Where to Apply/Get More Info	Cost
Lifeline Lifeline is the FCC's program to help make communications services more affordable for low-income consumers. Lifeline provides subscribers a discount on monthly telephone service purchased from participating providers in the marketplace.	Low income and no other lifeline services in household. Eligible if already participating in other assistance programs.	Proof of income. Documents accepted: Medicaid statement, Supplemental Security Income statement, paystubs, letter from employer, tax return.	https://www.fcc.gov/consumers/guides/lifeline-support-affordable-communications https://www.fcc.gov/general/lifeline-program-low-income-consumers	Cost may vary by service provider

Workforce Development

Benefit and Service	Who is Eligible	Documentation Required	Where to Apply/Get More Info	Cost
Buffalo Employment & Training Center (BETC) Offer support preparation for employment, upgrading or acquiring marketable skills, navigation thru the job search process, use of the tools necessary to be successful, business wear to look the part, networking and placement assistance.	Open to anyone seeking employment.		One Stop Career Center 77 Goodell Street Buffalo, New York 14203 Phone: 716-856-5627 www.workforcebuffalo.org	None
ECC One Stop Career coaching and job referrals, job postings and labor market information, linkages and introductions to hiring employers, many career and job readiness workshops, resumes, Thursday afternoon networking clubs, well-equipped Resource Room and computer lab with high speed Internet access, postage for correspondence with hiring employers.	18 years old and older.	Career Center registration required.	Gleasner Hall, Room 166 6205 Main Street Williamsville, NY 14221 Phone: 716-270-4444 onestop@ecc.edu Monday – Friday: 8am -4pm One-Stop Employment and Training Career Center 4041 Southwestern Blvd. Orchard Park, N 14127 Phone: 716-270-4444 onestop@ecc.edu Monday – Thursday: 8am - 6pm Friday: 8am - 4pm	None
Department of Labor Provide job search services: Career counseling, skills assessment, resume development, career workshops, computer and internet access, phones, faxes and copiers, job placement assistance.	Open to individuals seeking employment.	Career Center registration required.	284 Main Street Buffalo, New York 14202 716-851-2600 1-888-469-7365 Monday – Friday 8:30am – 4:30pm https://dol.ny.gov/location/buffalo-career-center	None

Transportation

Benefit and Service	Who is Eligible	Documentation Required	Where to Apply/Get More Info	Cost
Reduced-Fare Program for individuals with Disabilities and the Elderly The Federal Government requires that a reduced fare policy be in effect for senior citizens and people with disabilities. The reduced fare is half of the regular fare.	You must be at least 65 years old, have a disability, or be part of the Community Care program through Erie or Niagara County to receive the NFTA-Metro Reduced-Fare card. The Reduced-Fare card may be used on any NFTA regular route service. It is not valid on PAL service.	All applicants are required to forward to the Reduced-Fare Program a completed Reduced-Fare application, documentation of their disability, valid photo identification and \$2.00 fee. All applicants are required to present a completed Community Care Eligibility form signed by Department of Social Service Day Care eligibility worker as proof of eligibility for NFTA Metro's Reduced Fare Program, along with NFTA Metro's Reduced Fare Program Application, valid photo identification and \$2.00 fee.	https://metro.nfta.com/special-services/reduced-fares Reduced-Fare Program 181 Ellicott Street Buffalo, NY 14203 716-855-6611 Monday - Friday 7- am - 5pm	The fee for the card is \$2.
Reduced-Fare Program for individuals receiving non-TA Child Care Assistance One-year pilot community care program that offers reduced fare passes.	Individuals must be receiving non-TA child care assistance and working a minimum of 10 hours a week and their income is 300% or less of the poverty level.			

Homeless Services

Benefit and Service	Who is Eligible	Documentation Required	Where to Apply/Get More Info	Cost
Community Resources (DSS referral not required)	Youth (12–17 yrs) Single women/families Survivors of domestic violence Adult males Food/meals		Compass House: 716-886-0935 Cornerstone Manor: 716-854-8181 ext. 100 Haven House: 716-884-6000 St. Luke's Mission of Mercy: 716-894-4476 Friends of Night People: 716-884-5375 Breakfast M-F 9-11 am; Dinner daily 5-7 pm Buffalo City Mission: 716-854-8181 Breakfast daily 8:30-9 am; Lunch daily 11:30- 12 noon; Dinner daily 4- 4:30 pm	
Outreach Services include homeless outreach, medical outreach			Matt Urban Hope Center (Buffalo only) 716-893-7222 ext. 306 BestSelf Behavioral Health (mental health) 716-856-2587 Endeavor Health Services Friends of Night People 716-884-5375	

Homeless Services

Housing/Support			<p>BestSelf Homeless Services – Housing first model, outreach, case management, crisis support. 716-884-0888 or 716-856-9711 1050 Niagara St., Buffalo</p> <p>Restoration Society Inc. (RSI) – Rapid Re Housing, eviction prevention, supported housing. 716-832-2141</p> <p>Gerard Place – Supportive housing with training and education for single-parent families. 716-897-9948</p> <p>Cazenovia Recovery Systems – Supported apartments for individuals in recovery. 716-894-7298</p> <p>WNY Veterans Housing Coalition – Housing for low-income veterans. 716-882-5935 x26</p> <p>HOME (Housing Opportunities Made Equal) – Fair housing counseling. 716-854-1400</p> <p>Buffalo Municipal Housing Authority – Subsidized housing. 716-855-6711</p> <p>Buffalo Psychiatric Center – Housing for individuals with mental illness (limited capacity). 716-885-2261</p>	
Coordinated Entry			<p>Community HUB 327 Elm Street, Buffalo 716-819-8188</p> <p>Library Resource Room Buffalo & Erie County Library Central 716-367-8188</p>	



Employment Orientation

Department of Social Services

Division of Family Independence| CED

B-5683 (1/2025)

- Erie County has a Work First approach. As an applicant for, or recipient of, Temporary Assistance (TA) you must:
 - Continuously look for a job, even if you are not assigned to do so, and be prepared to provide evidence that you have been looking for employment.
 - Accept a job offer when one is available.
 - Participate in an assessment of your ability to work.
 - Participate in work activities as assigned by the Department of Social Services, unless a determination has been made that you are exempt from work activities. You may be required to get a medical examination or medical statement to verify that you have a medical condition that prevents you from working.
 - Cooperate with Department of Social Services in establishing paternity and collecting support.
 - If a determination has been made that you are exempt from participation in work activities, you may be required to accept medical care, participate in substance use disorder treatment or engage in employment services to restore your ability to work. You may be required to attend a meeting with the Department of Social Services staff to provide evidence to determine whether or not you continue to be exempt from work requirements.
- An evaluation of your job skills and ability to work will be conducted as well as a New York State drug and alcohol screening.
- As an applicant you will be assigned to a supervised job search to help you find employment.
- If you do not find employment and your Temporary Assistance case opens, you will be placed in a work activity.
 - Work experience provides participants with an opportunity to acquire the general skills, training, knowledge and work habits necessary to obtain and retain employment.
 - You may be required by State and Federal Law to participate in work activities for up to forty (40) hours per week to gain skills and experience.
 - Your assignment will continue until you find a job, you are determined to be exempt, or your case closes.
 - The Department of Social Services is responsible for assisting you with supportive services such as childcare, transportation assistance and upon request, assistance with securing childcare.
 - You are responsible for the repayment of student financial aid. If approved, you may be eligible for remedial education or vocational training at no cost to you. All income received from a district-approved training or work activity will not be counted when determining your TA benefit amount, provided that your overall income does not exceed 200% of the Federal Poverty Level (FPL) for your household size. This income disregard only applies to TA. If you also get Supplemental Nutrition Assistance Program (SNAP) benefits, your income will still be counted to determine your SNAP benefits.
- If you do not comply with employment requirements, job search or the medical evaluation process your application may be denied.
- It is very important that you be early or on time for all appointments. Failure to do so without good cause may result in the denial of your application. If denied, you will be required to file a new application.
- If you are pregnant or the parent/caretaker of a child through age five you will receive information on home visiting services to the extent that these programs are available locally. Participation in home visiting program is not required. More information is available at www.nysparenting.org or upon request.

- If you are a single parent, under age 18 and your child is at least 6 weeks of age, you must be enrolled in an educational activity. This includes working towards a high school diploma, its equivalent or alternative educational program approved by your Employment Counselor.
- Temporary Assistance is subject to the following time limits in New York State:
 - 5 years (60 months) for families with children.
 - 2 years (24 months) for single individuals and childless couples.
- Once per lifetime, a Temporary Assistance recipient who enters a new job will have 100% of their earned income disregarded from their TA benefit calculations for a period of six consecutive months, provided the individual's overall income does not exceed 200% of the FPL for their household size. Following the six-month 100% disregard period, regular TA budgeting and the standard disregard of income will apply. This is a one-time benefit and only applies to TA. If you also get SNAP benefits, your income, including your TA benefit, will still be counted to determine your SNAP benefits.
 - When you find employment, if your earnings are less than 200% of the FPL, your wages will not be counted when determining eligibility for continued TA for six months.
 - This is a once per lifetime benefit and only applies to TA.
 - If you also get SNAP benefits, your income will be counted to determine your SNAP benefits. Therefore, your SNAP benefits will decrease or end.
- When you find employment and your Temporary Assistance case closes, you may be eligible for transitional childcare.
- If you lack the resources to get a job without supports, you may be eligible for assistance with work-appropriate clothing, uniforms or tools.
- Supplemental Nutrition Assistance Program (SNAP) households are limited to the receipt of SNAP benefits to individuals who are determined to be an Able-Bodied Adult Without Dependents (ABAWD) to three (3) months in a 36-month period, unless the individual is participating at least 80 hours each month in qualifying work activities.

An ABAWD is a person between the ages of 18 and 54 who has no dependents, is not exempt and who is receiving SNAP benefits.

To maintain eligibility for SNAP benefits for more than three (3) months in the 36-month period starting January 1, 2022, an ABAWD must:

- Participate in an assessment of your ability to work.
- Provide information regarding your employment status and availability to work.
- Work or participate in an approved program for at least eighty (80) hours per month; and
- Accept a job or a referral to an actual or potential job opening.

Failure to comply with these requirements without good cause may result in the loss of SNAP benefits. In addition, the ABAWD must provide documentation of participation in unpaid work activities each month and report to the Social Services district within ten (10) days after the end of the month if your work hours go below eighty (80) hours.

New York State has received approval from the United States Department of Agriculture (USDA) for a statewide waiver of the federal ABAWD time limit through February 28, 2026. Therefore, ABAWDs residing in Erie County are not subject to the ABAWD requirement until March 1, 2026, however, the waiving of ABAWD requirement does not preclude districts from offering non-exempt SNAP applicants and recipients to participate in work activities and job search assistance.

Client Signature	Date
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JOB SEARCH RECORD TO AVOID SNAP SANCTION

Department of Social Services

Division of Family Independence | Comprehensive Employment Division

B-5701 (3/17)

Name	Case #
------	--------

The conciliation process includes the opportunity to avoid the **SNAP sanction** by demonstrating compliance with employment requirements. You may show compliance by completing at least 5 job applications and returning this completed Job Search Record to your Employment Counselor by ____/____/____. Failure to complete this document in full or provide good cause for your non-compliance may result in a SNAP benefit sanction.

All fields must be completed for each application filed.

1	Company Name	
	Complete Address (include street number)	
	Contact Person	Phone Number
	Position Applied For	Date of Application

2	Company Name	
	Complete Address (include street number)	
	Contact Person	Phone Number
	Position Applied For	Date of Application

3	Company Name	
	Complete Address (include street number)	
	Contact Person	Phone Number
	Position Applied For	Date of Application

4	Company Name	
	Complete Address (include street number)	
	Contact Person	Phone Number
	Position Applied For	Date of Application

5	Company Name	
	Complete Address (include street number)	
	Contact Person	Phone Number
	Position Applied For	Date of Application

All information reported on this document is true and accurate and I understand that this information is subject to verification for determining compliance.

Signature	Date
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Job Search

Department of Social Services
Division of Family Independence| CED
B-5727 (12/2024)

Case/App Number	Name (Last First)	Date
CIN or last four digits of SS#	Case Type <input type="checkbox"/> TANF <input type="checkbox"/> SN-Fam <input type="checkbox"/> SN-IND	
Worker Name	Worker Phone Number (716) 858-	

Job Search Requirements:

- ☐ Applicant - Submission of 20 hours job search activities* in 7-day period. Any applications submitted prior to today's date will not be accepted.
- ☐ Recipient - Submission of 20 hours per week job search activities. Any applications submitted prior to today's date will not be accepted.
- ☐ Re-Establish Eligibility for ABAWD*- 80 hours job search activities and/or work activities in a 30-day period, including a minimum of 45 employment application submissions.
- ☐ ABAWD*- 80 hours job search activities and/or work activities for the month.

Please use this form to record your job search efforts, documenting that you have met the requirement to work, look for work, or participate in certain approved programs.

List all time spent:

- Looking for suitable job openings in a group or individual setting (online, newspaper, www.jobzone.ny.gov, other)
- Contacting potential employers
- Completing and submitting job applications (online or at employer)
 - Apply for positions that you are qualified for
 - Only one application per company may be recorded
- Learning appropriate workplace expectations and behaviors in preparation for submitting job applications and interviewing (workshops, meeting with a job placement specialist, etc.)
- Preparing for and/or interviewing for jobs and related activities

Failure to accept an offer of employment without good cause and/or document your required job search may negatively affect your eligibility for Temporary Assistance and/or Supplemental Nutrition Assistance Program (SNAP) benefits.

Return Completed Job Search Record to:

☐ In person on _____ at _____ ☐ am ☐ pm

☐ Drop off, mail or
Fax (716) 858- by _____ at _____ ☐ am ☐ pm



Erie County Department of Social Services
Job Search
B-5727

Please use this form to record your job search efforts, documenting that you have conducted a job search for _____ **hours a week.**

List all time spent:

- Looking for suitable job openings in a group or individual setting (online, newspaper, www.jobzone.ny.gov, other).
- Contacting potential employers.
- Completing and submitting job applications (online or at employer).
 - Apply for positions that you are qualified for.
 - Only one application per company may be recorded.
- Learning appropriate workplace expectations and behaviors in preparation for submitting job applications and interviewing (workshops, meeting with a job placement specialist, etc.);
- Preparing for and/or interviewing for jobs and related activities.

Job Search Activities for the period _____ to _____

Date	Activities Completed	Employers Contacted (Name and Location)	Total Time Spent During Day (minutes or hours)

I participated in the job search related activities for the time listed above.

Signature	Date
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English	<p>ATTENTION: If you speak [insert language], language assistance services are available to you free of charge. Reasonable accommodations for qualified individuals with disabilities may also be requested.</p> <p>By Telephone: Call [1-XXX-XXX-XXXX], Select Option [1]</p> <p>You may also contact us by mail, or come in person to the address on the top of this page.</p>
Spanish	<p>ATENCIÓN: Si habla Español, tiene a su disposición servicios de asistencia con el idioma sin costo para usted. También puede solicitar facilidades razonables para personas con discapacidades que sean elegibles. Por teléfono: Llame al [1-888-208-4485], marque la opción [2]</p> <p>También puede contactarnos por correo, o acudir en persona a la dirección que aparece en la parte superior de esta página.</p>
Arabic	<p>تنبيه: إذا كنت تتحدث اللغة عربي، فإن خدمة المساعدة متاحة لك مجاناً. يُمكن أيضاً طلب أماكن معقولة للأشخاص المؤهلين ذوي الإعاقة. على الهاتف:</p> <p>اتصل بـ [1-888-208-4485]، وحدد الخيار [3]</p> <p>يُمكنك أيضاً التواصل معنا عن طريق البريد أو تأتي شخصياً إلى العنوان الموجود في أعلى هذه الصفحة.</p>
Burmese	<p>သတိပို့ရန်- သင့်ညွှန် [ဘာသာစကားကို ထည့်သွင်းပါ] ကို ဝေမျှပါ။ ဘာသာစကားအကူအညီ ဝန်ဆောင်မှုများကို ကုန်စရိတ်ခမဲ့ပေးရန် ရရှိနိုင်ပါသည်။ မသန္တရမှုများရှိနေသော အရည်အသွေးများကို တစ်စုံတစ်ရာအဖြစ် အကဲခတ်မှုများသုံးသပ်လေ့လာနေရာထိန်းသိမ်းမှုဝန်ထမ်းများ၏ အသုံးပြုမှုများကို တစ်စုံတစ်ရာအဖြစ် [1-888-208-4485] ထံမှ ဖုန်းဆက်သွယ်ပါ။ ဝန်ဆောင်မှု [3] ကို ဝန်ဆောင်ပါ။</p> <p>သင့်ညွှန် ကုန်စရိတ်မရှိအား မေးလွှဲပေးလျက်ရှိပါသည်။ ဆက်သွယ်မှုများကို ဖုန်းဆက်သွယ်ပါ။ သို့မဟုတ် ဤစာမျက်နှာ၏ အောက်တွင် လိပ်စာဖြင့်ရှိသော ပုဂ္ဂိုလ် လာရောက်ဆက်သွယ်ပါ။</p>
Swahili	<p>ZINGATIA: Ikiwa unazungumza Kiswahili, huduma za usaidizi wa lugha zinapatikana kwako bila malipo. Malazi adilifu kwa watu wanaostahiki walio na ulemavu pia yanaweza kuombwa. Kupitia Simu: Piga [1-888-208-4485], Teua Chaguo [3]</p> <p>Pia unaweza kuwasiliana nasi kwa kutuma barua, au ufike mwenyewe kwa kutumia anwani iliyo katika sehemu ya juu ya ukurasa huu.</p>
Bengali	<p>দৃষ্টি আকর্ষণ: আপনার মাতৃভাষা [ভাষা সন্নিবেশ করান] হলে, বিনামূল্যে ভাষা সহায়তা পাবেন। প্রতিবন্ধী ব্যক্তিদের জন্য সুব্যবস্থার অনুরোধ করা হয়ে থাকতে পারে।</p> <p>ফোন মারফত: [1-888-208-4485] নম্বরে কল করে [3] বিকল্প বেছে নিন</p> <p>আপনি ডাকযোগে অথবা এই পাতার উপরে থাকা ঠিকানায় নিজে এসে যোগাযোগ করতে পারেন।</p>
Somali	<p>MUHIIM AH: Haddii aad ku hadashid Afsoomaali, adeego caawimaada luuqada ah ayaad ku heli kartaa si lacag la'aan ah. Guryo martiqaad oo macquul ah oo loogu talagalay dadka u qalma ee naafada qaba ayaa sidoo kale la codsan karaa.</p> <p>Tooska telefoonka: Soo wac [1-888-208-4485], Dooro Ikhtiyaarka [3]</p> <p>Sidoo kale waxaad nagala soo xiriiri kartaa tooska boostada, ama waxaadba si toos ah noogu imaan kartaa cinwaanka ku qoran dusha sare ee bogan.</p>
Karen	<p>ဒီကန့်- နမ့်စီးကတိ၊ ကညီ ကညီကိန် ကိန်န့် အိန်ဒီးကိန်တိတိစာမေးတလက်အဘူးလဲလန့်နီလီ။</p> <p>တင်ယုထိန်တင်တင်အိန်တင်ဆီးလီကျဲတဖန်လအကြီးအဘော်လပုနီခိကွဲဂီတလပုဲအဂီသုစိုက်နီလီ။</p> <p>ခိဖျီလဲတစိ- ကိလီတစိဖဲ [1-888-208-4485] ယုထာ [3]</p> <p>နဆဲးကျဲလပုလီပရ၊ မှတမ့် ဟဲလနီကစာဆူလီအိန်ဆီးထံဖျီလဲလ်ကဘျဲပအံဖီခိန်သုန့်လီ။</p>

Nepali	<p>ध्यान दिनुहोस्: तपाईंले नेपाली बोल्नुहुन्छ भने, भाषा सहायता सेवाहरू तपाईंलाई निःशुल्क उपलब्ध छन्। असक्षमता भएको योग्य ठहरिएका व्यक्तिहरूको लागि उचित आवासहरू अनुरोध गर्न पनि सक्नुहुन्छ।</p> <p>टेलिफोनबाट: [1-888-208-4485] मा फोन गर्नुहोस्, विकल्प [3] चयन गर्नुहोस्</p> <p>तपाईंले यो पृष्ठमा भएको ठेगानामा हामीलाई पत्राचार गरेर सम्पर्क गर्न वा व्यक्तिगत रूपमा आउन पनि सक्नुहुन्छ।</p>
French	<p>ATTENTION : Si vous parlez Français, des services d'aide linguistique sont disponibles sans aucun frais. Des aménagements raisonnables pour les personnes handicapées qualifiées peuvent également être demandés.</p> <p>Par téléphone : Appelez le [1-888-208-4485] et sélectionnez l'option [3]</p> <p>Vous pouvez également nous contacter par la poste, ou vous présenter en personne à l'adresse indiquée en haut de la page.</p>
Russian	<p>ВНИМАНИЕ! Если вы говорите Русский, вам доступна бесплатная языковая поддержка. Для лиц с инвалидностью, имеющих соответствующие права, можно запросить приемлемое вспомогательное оборудование.</p> <p>Связь по телефону: Позвоните по номеру [1-888-208-4485], выберите вариант [3]</p> <p>Вы также можете отправить нам письмо по почте или прийти лично по адресу, указанному наверху страницы.</p>
Chinese	<p>注意：如果您说中文，您可以获得免费语言协助服务。也可以要求为符合资格的残障人士提供合理的住所。</p> <p>拨打电话：致电 [1-888-208-4485]，选择选项 [3]</p> <p>您也可以通过邮件联系我们，或亲自前往本页顶部的地址。</p>



Authorization for Release of Information by ECDSS

Erie County Department of Social Services

Family Independence, SID, Office of Counsel, Fiscal/Accounting

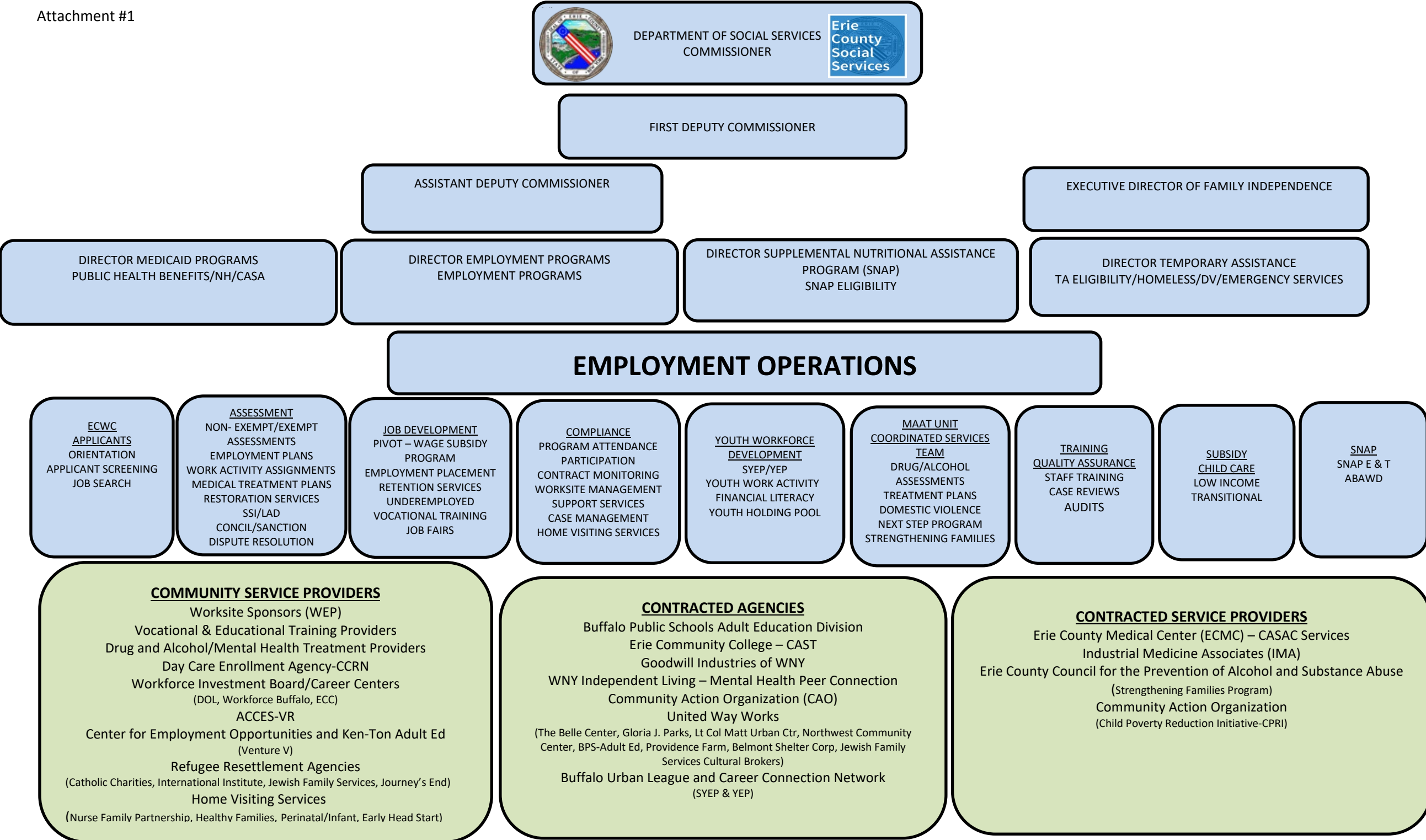
B-6013 (3/2025)

Individual Name	SSN	Date of Birth
Address	City	Zip Code
<p>I hereby authorize the use or disclosure of my Erie County Department of Social Services records as described below, including but not limited to speaking with ECDSS staff to discuss matters contained in my records:</p> <p>Persons/Organizations Providing This Information: Persons/Organizations Receiving This Information:</p> <p>Erie County Department of Social Services 95 Franklin Street Buffalo New York 14202</p>		
<p>Types of Records Requested</p> <p><input type="checkbox"/> Public Assistance Records</p> <p><input type="checkbox"/> Medicaid</p> <p><input type="checkbox"/> Temporary Assistance</p> <p><input type="checkbox"/> Supplemental Nutrition Assistance Program (SNAP)</p> <p><input type="checkbox"/> Home Energy Assistance Program (HEAP)</p> <p><input type="checkbox"/> Employment Division</p> <p><input type="checkbox"/> Emergency Rental Assistance Program (ERAP) records</p> <p><input type="checkbox"/> Welfare Management System (WMS) records</p> <p><input type="checkbox"/> Other: _____</p>		
<p>Describe if Only Specific/Limited Information to be Released</p>		
<p>Time Period of Records to be Released</p> <p>From: To:</p>		
<p>Please note that this form should NOT be used to authorize the release of any protected health information, including information related to Medicaid, HIV-AIDS, mental health and/or substance use information. To authorize the release of these types of information, please use the HIPPA Authorization Form (OCA-960).</p> <p>However, part of your records may contain protected health information and unless otherwise indicated below, those records will be released.</p> <p>I consent to the release of confidential HIV related information and alcohol and drug abuse information unless a box is checked.</p> <p><input type="checkbox"/> Do not disclose confidential HIV related information</p> <p><input type="checkbox"/> Do not disclose drug and alcohol information</p> <p><input type="checkbox"/> I do not consent to the release of information pertaining to my status as a victim of domestic violence.</p>		

1. I understand that my records maintained by Erie County Department of Social Services (ECDSS) are protected by law.
2. I understand that by signing this form, I am waiving any prohibited disclosure protections required by law and permitting release of ECDSS records to the person(s) designated on this form.
3. I understand I can refuse to sign this form.
4. I understand that my records may contain medical information, including psychiatric information and/or alcohol/drug abuse information. I understand that my records are protected under the federal regulations governing confidentiality of alcohol and drug abuse patient records, 42 CFR Part 2, and cannot be disclosed without my written consent unless otherwise provided for in the regulations.
5. I understand that my records may contain HIV-related information, including any information indicating that I had an HIV-related test, or has HIV infection, HIV related illness or AIDS, or information that I had been potentially exposed to HIV.
6. I understand that my records may contain information pertaining to my status as a victim of domestic violence.
7. I am aware that unless I indicate otherwise above, any HIV-related information and domestic violence-related information contained in my records can be given to the person(s) listed on this form.
8. I know that I can change my mind regarding this authorization at any time before the information is released.
9. I understand that I may be charged \$.25 per page after the first 25 pages for the physical production of copies of my records. There is no charge for documents in relation to a Fair Hearing.
10. A photocopy of this release/authorization may be sufficient.
11. I understand that I may revoke this consent at any time except to the extent that action has already been taken based upon it. I understand that revocation of this consent must be in writing.
12. I understand that this authorization is effective for a period of 1 year from the date I sign same. After 1 year from the date of my signature this authorization will not be honored, and a subsequent/updated form will be required.
13. My signature reflects I have read and understand this form.

Note to Recipient of Confidential Information: *This information has been disclosed to you from confidential records which are protected by state law. State law may prohibit you from making any further disclosure of this information without the specific written consent of the person to whom it pertains, or as otherwise permitted by law. Any unauthorized further disclosure in violation of state law may result in a fine or jail sentence or both. A general authorization for the release of medical or other information is not sufficient for further disclosure.*

Individual Name	Individual Signature	Phone
		() -





EGUIDE Script

Erie County Department of Social Services

Division of Family Independence| SNAP

T-15 (10/2024)

Income/Earned or Unearned

(Tab)



Unearned Income:

(Section)

Unearned Income: *Does anyone in the household receive?*

- . 49 Unemployment Insurance
- . 06 Child Support Payments
- . 02 Alimony/Maintenance Payments
- . 45 Supplemental Security Income (SSI) Benefits
- . 42 Social Security Disability
- . 46 Social Security Dependent Benefits
- . 43 Social Security Survivors Benefits
- . 44 Social Security Retirement Benefits
- . 39 Retirement Benefits/Pension or 38 Railroad Retirement
- . 03 Dividends/Interest (stocks, bonds, savings, etc.)
- . 59 Worker's Compensation
- . 33 NYS Disability or 41 Private Disability
- . Veteran's Benefit: 11 Service Connected, 07 Non-Service Connected, 55 VA Pension, 10 GI Allotment
- . 12 Contributions/Gifts (Received)
- . 77 Rental Income
- . TA Grant (Public Assistance)
- . 87 Child Support Pass Through Bonus/IV-D Payment (if client is active TA)
- . 09 Foster Care Income
- . 01 Adoption Subsidy Income
- . 99 Other (ex: No Fault Benefits)

Resources

(Tab)



Resources

(Section)

Resources:

- | | |
|---|---|
| . Cash on Hand | . Burial Fund |
| . Checking Account(s) | . Burial Space |
| . Saving Account(s) | . Annuity |
| . Credit Union Account(s): Checking, Savings, Other | . Real Estate (income or non-income producing property other than own home) |
| . Stocks, bonds, certificates, mutual funds, CD's | . Expects to receive a Trust, Settlement, Inheritance |
| . Savings Bonds | . Named the beneficiary of a Trust fund |
| . IRA's / Keogh Accounts | . Other resources |



(Tab)

(Section)

EMPLOYMENT REQUIREMENTS FOR SNAP APPLICANTS AND RECIPIENTS

The General SNAP work requirements apply to all SNAP household members ages 16-59 who are not exempt. Regardless of ABAWD waiver status this information must be verbally relayed to all SNAP households with anyone in the household between ages 16-59 who is not exempt. Identify and discuss with the household which members are subject to the General SNAP work requirements and enter the SNAP employability code and the ABAWD code on guide.

A waiver for ABAWD does not affect the General SNAP work requirements. An applicant/recipient must still comply with the General SNAP work requirements even if they are ABAWD exempt.

Begin oral script

First, I will review the General SNAP Work Rules.

Unless exempt from SNAP work requirements, an applicant/recipient of SNAP benefits is required to:

- Provide information regarding their employment status and availability for work
- Not voluntarily quit a job or reduce their hours of paid work without good cause.
- Accept a job or referral to a potential job opening

A person may not have to follow these rules if any of the following conditions apply to them. Let us know as soon as possible if you think one of these might apply to you or someone else in your household. You can tell me or call the SNAP Call Center at 858-7239. Please submit documentation to support the exemption and I will document reason for exemption. Exemptions Include:

- Younger than age 16 or is age 60 or older
- Applied jointly for SSI and SNAP
- In receipt of SSI or SSDI
- Unable to work/engage in work activities due to illness or incapacity
- Responsible for the care of a child under age 6 in SNAP household
- Responsible for the care of an incapacitated person regardless of whether that person resides in the SNAP household
- A SNAP eligible student enrolled at least half-time in a recognized school (including high school, job skills training, or institute of higher learning)
- A 16 or 17-year-old who is not the head of the household OR who is in school or in an employment program at least half-time
- Receiving or applying for unemployment benefits
- Participating in a drug or alcohol addiction treatment program



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Individuals who refuse, or fail to comply, with SNAP work requirements may be ineligible for SNAP benefits for the following periods.

1 st occurrence of non-compliance with work requirements	1 month sanction AND until compliant
2 nd occurrence of non-compliance with work requirements	3 months sanction AND until compliant
3 rd occurrence of non-compliance with work requirements	6 months sanction AND until compliant

* **Note to worker:** A SNAP sanction may be ended prior to the end of the durational sanction period, if the applicant/recipient documents that they are now exempt from SNAP work requirements.

Good cause: Individuals in your household may have a good reason for not following the General SNAP work rules. Good reasons include issues a person can't control, such as getting sick, lack of childcare for a person under 13, or working in conditions that are unreasonable. If you think a person in your household has a good reason for not following the general SNAP work rules, you can tell me or contact the SNAP Call Center at 858-7239. If we agree that the person has good reason, there will be no change to your SNAP benefits.

If you or anyone in your household would like help with job search or need supportive services, please contact CED (858-1387) for more information.



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We will now discuss the requirements for ABAWDs. I was able to determine that these individual(s) in your household must follow the ABAWD rules. – NYS currently has an ABAWD waiver through February 28, 2026.

ABAWD requirement:

An ABAWD, unless exempt, in order to maintain eligibility for SNAP benefits for more than three (3) months in the 36-month period starting January 1, 2022, must complete and document at least one in each month:

- Work (including “in-kind” and volunteer work) for at least 80 hours/month
- Participate in a qualifying work activity/training program approved by the social services district for at least 80 hours month
- Comply with a Work Experience Program (WEP) assignment for the number of hours per month equal to the household's SNAP benefit divided by the higher of the state or federal minimum wage
- Participate in a (WIOA) activity such as job search, job readiness or occupational skills and education activities at least 80 hours/month
- Or participate in any combination of the above for at least 80 hours/month.

Failure to comply with these requirements without good cause may result in the ABAWD being ineligible for SNAP benefits.

Case Wrap Up



Rights & Responsibilities and Civil Rights:

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Rights & Responsibilities and Civil Rights:

Every SNAP applicant/recipient has the right to not be discriminated against and the right to file a complaint if you feel you have been discriminated against. As a SNAP applicant/recipient you also have responsibilities such as signing the application, providing truthful and accurate information and reporting changes. A full explanation of these Right & responsibilities can be found on both the application and in Book 1.