Opportunity To Review and Comment on the Draft 2006-2007 City of New York Local Employment Plan

The draft local employment plan for the City of New York for the period January 1, 2006 through December 31, 2007, mandated by Social Services Law Sec. 333 and 12 N.Y.C.R.R. Sec. 1300.10, is available for review and comment until the close of business on January 23, 2006. Persons wishing to comment on the plan should do so in writing to: the New York City Human Resources Administration, 180 Water Street, 23rd Floor, Room 2327, New York, New York 10038, Attn: Andrew Mandell, Assistant Deputy Commissioner, Office of Policy, Procedures and Training, Family Independence Administration; or by email to Andrew Mandell: mandella@hra.nyc.gov.

Temporary Assistance and Food Stamps Employment Plan
January 1, 2006 – December 31, 2007

Section 1 Assurances/Signature

As a condition of the receipt of federal and State funds the City of New York's Human Resources Administration/Department of Social Services submits this Temporary Assistance and Food Stamp Employment Plan (Plan) to the New York State Office of Temporary and Disability Assistance. The Plan outlines the administration of the Welfare-To-Work (WTW) program for the period January 1, 2006 through December 31, 2007. As Administrator/Commissioner of the City of New York's Human Resources Administration/Department of Social Services, I hereby affirm that WTW programs will be administered in accordance with all applicable federal and State policies, laws, regulations and provisions of this Plan.

_____, HRA/Social Services Administrator/Commissioner
New York City Department of Social Services

Date: _____

Section 2 Administration

Section 2.1 Administrative Structure

This agency's organizational chart is attached. It identifies the units and staff within the agency that are involved in the operation of the WTW Program.

Following is a description of the office(s) in and/or outside of the Department of Social Services that are involved in the operation of the WTW Program. The responsibilities of each office are described below.

See Family Independence Administration (FIA) organizational chart attached as Appendix A.

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

14,751 (as of 11/1/05)

Section 2.2 WTW and FSET Provider Agencies

Table 1 lists the local contracts or agreements with agencies to provide WTW and FSET activities and services. These activities and services may include, but are not necessarily limited to, development of assessments and employment plans, conciliation and grievance activities, provision of work activities, monitoring and support for compliance with treatment plans for exempt individuals with the potential for restoration to self-sufficiency, disability evaluations and sanction related activities.

Each contract listed in Table 1 contains an assurance that the activities are not otherwise available from that provider on a non-reimbursable basis and, if not a performance-based contract, a statement regarding use of a cost allocation methodology that satisfies Generally Accepted Accounting Principles, as well as the requirements of U.S. Office of Management and Budget Circulars A-122 for nonprofit organizations, A-21 for educational institutions, or A-87 for State and local governments.

Agencies/providers that offer services to participants but which have no direct financial agreement with the district are included in Table 2 (e.g., EDGE, Bridge, WSP, etc.).

See Tables 1 and 2 set forth in Appendix B.

Section 2.3 – Jobs Agreement

Jobs Program Services – Target Groups

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

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

Other Services Requested

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

Client and employer outreach, including job fairs, data entry on various database systems, including NYCWAY and Business Link's system, helping to conduct workshops for clients, and developing monthly work-related reports for supervisory review.

Jobs Program Staffing and Location (Address)

Number of Jobs staff and Locations

1. 7 - Business Link Central Office
   348 W. 34th Street, NY
2. 2 - Colgate Job Center
   1209 Colgate Avenue, Bronx, NY
3. 2 - Intensive Services Center
   109 East 16th Street, NY

Jobs Program LDSS Staff Contact (Name & Phone Number)

Carl Day (212) 331-5797

Section 3 Engagement and Work Preparation

Section 3.1 Federal "Engaged in Work" Requirement (Reference Dept. Reg. 1300.2(f))

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

Compliance with assessment, employment planning, any activity included in the individual's Employment/Self-Sufficiency plan, or any of the work activities listed in Section 3.4. Also included is pursuit of other forms of income such as SSI and SSD.

Section 3.2 Orientation (Reference Dept. Reg. 1300.5)

Check one of the following:

[ ] The district provides orientation in accordance with Dept. Reg. 1300.5 and no additional information is provided at orientation.

[X] In addition to the requirements outlined in Section 1300.5 of the regulations, the district's orientation provides the following.

- Instruction on the individual's rights and responsibilities and the consequences of non-compliance;
- A statement of the benefits of working over receiving Temporary Assistance, the implications of TANF funded Temporary Assistance time limits, a description of the assistance provided by the district on how to find employment, with a focus on the individual's finding paid employment as the first option and the ultimate goal;
- An exploration with the individual of any available alternatives to Temporary Assistance. If feasible, the district will work cooperatively with the individual to develop a diversion strategy that utilizes available programs and community resources to avoid the need for ongoing Temporary Assistance benefits;
- Information about social services programs including transitional supportive services.
- Information about what to do in case of an emergency;
- An explanation of the ways in which the district accommodates applicants and recipients with mental or physical impairments.

Described below is the manner in which the district completes the required orientation, e.g. done in a group setting or individually or a combination of both.

The district completes the required orientation individually. The responsibilities are divided among FIA workers and contracted vendors at different locations.

Section 3.3 Assessment and Employability Planning

Temporary Assistance Assessment (Reference Dept. Reg. 1300.6(a) and 1300.7(a))

a. Check one of the following:

[ ] The district conducts assessments in accordance with Dept. Reg. 1300.6(a) and 1300.7(a) with no additional requirements.

[X] In addition to the requirements outlined in Section 1300.6(a) and 1300.7(a) of Dept. Regs, the district's assessment also includes the following elements:

- An initial screening and referral for assessment, when warranted, for barriers to employment such as an alcohol/substance problem or domestic violence;
- Personal/family background (e.g., length of stay on public assistance);
- The client's preferences for employment activities including education or training.

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

See test sample of a computerized assessment/employability plan attached as Appendix C. The district also uses Form W-538, Physician's Functional Assessment Form. Assessment tools also include an interview with the participant about his/her work history, educational background and employment goals, and/or the administration of standardized tests of reading, math and English language levels. Contracted vendors, including WeCARE vendors (see Section 3.7), also use other assessment tools.

c. The qualifications of the employees administering the assessment tool(s) are at minimum: (Refer to requirements listed in Dept. Reg.1300.6 (c) and 1300.7(c).)

Assessments are performed by FIA workers or contracted vendors with experience in employment services including the assessment process and with medical expertise, if appropriate. FIA workers performing assessments have college degrees and/or appropriate qualifying experience. Contracted vendor staff are qualified in accordance with HRA contractual requirements.

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

See subsection "c" above. An HRA training assessment group is responsible for reviewing most full-time training/education requests.

e. Applicants in households with dependent children are required to participate:
[X] Yes [ ] No

Applicants in households without dependent children are required to participate:
[X] Yes [ ] No

Food Stamps Assessment

A district may require a food stamp work registrant to participate in an assessment.

a. The district [X] does [ ] does not require work registrants to participate in a formal employment assessment.

b. If assessment is required, the assessment includes the following elements:

- possible barriers to employment such as medical limitations, substance abuse problems, and domestic violence;
- educational background;
- job experience and skills;
- job preferences.

Temporary Assistance Employability Plans (Reference Dept. Reg. 1300.6(b) and 1300.7(b))

a. A copy of the district's employability plan is attached and:

[ ] The district completes employment plans in accordance with Dept. Reg. 1300.6(b) and 1300.7(b) and no additional information is contained in the plan.

[X] In addition to the requirements outlined in Dept. Reg. 1300.6(b) and 1300.7(b), the employability plan includes:

See test sample of a computerized assessment/employability plan attached as Appendix C. The employability plan will take into account recommendations made in the participant's assessment. To the extent possible, the employability plan will reflect the preferences of the participant for a work activity, including training or education, in a manner that is consistent with the results of the assessment and the need of the social services district to meet federal and State work activity participation requirements, and, if such preferences cannot be accommodated, the employability plan will specify the reasons why they cannot be accommodated. The employability plan will take into account significant barriers to employment that have been identified by the assessment. HRA has a number of employment programs designed to target services to participants with high barriers to employment (e.g., work limitations, substance abuse, homelessness, ex-offender status, language and cultural barriers, disability). In addition, the employability plan is designed to meet the district's obligation to ensure that all TANF funded Family Assistance adult recipients will be engaged in work within 24 months of receiving federally funded assistance.

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

Same as units/contractors that perform assessments.

c. The qualifications of the employees developing employability plans are (list only if different from the requirements for those performing assessments):

Same as qualifications for those performing assessments.

Section 3.4 –Participation Rates and Work Activities (Reference Dept. Reg. 1300.8 and 1300.9)

a. Described below is how the district plans to meet federal and State Temporary Assistance participation rate requirements. Included is the typical time period it takes for non-exempt individuals to be engaged in activities for both newly opened cases and individuals whose status changes from exempt to non-exempt. Information regarding engaging exempt individuals is entered in Section 3.7.

New York City will seek to place each eligible recipient in an activity as soon as he/she applies for assistance and will maintain his/her participation continuously until he/she gains full-time employment. All activities are focused on moving individuals towards employment. HRA is committed to a balanced approach that generally seeks ways to combine work experience with education and training in an integrated program that provides the targeted services people need to achieve self-sufficiency.

HRA seeks to provide appropriate activities for individuals with significant barriers to employment. In some cases, HRA will assign an individual to a rehabilitative activity in combination with a traditional employment activity. In other cases, the most appropriate assignment will be a rehabilitative activity and progress towards participation in traditional employment activities and self-sufficiency will be expected.

In general, all activities, with the exception of full-time short-term job search, approved education and training programs, internships, externships, and work-study, and certain approved rehabilitative activities, must have a paid employment or work experience component of at least 20 hours weekly, assuming that the Temporary Assistance grant plus Food Stamp benefits supports this number of hours or the person is not otherwise limited in the ability to do this many hours. In general, in furtherance of the goal of enabling recipients to achieve full-time employment and independence and to ensure the meeting of federal and State participation rate requirements, the district requires all non-exempt recipients to engage in work activities that comprise a simulated 35-hour work week.

HRA realizes that employment is sometimes not an immediate option for clients with special needs. We closely review each case, monitor each assessor and assessment, and identify the best and most appropriate services for each and every client and family. HRA provides a core of services designed to move clients with special needs towards a sense of greater self-sufficiency by providing adequate and appropriate support. This group includes chronic chemical abusers, who are referred to treatment centers suited to their needs; victims of domestic violence, who are assisted in finding safety when unable to remain in their homes and communities due to threat of

further violence; temporarily and permanently mentally and physically disabled individuals, who receive appropriate medical care and rehabilitative services and are trained for work when appropriate; and immigrants, who receive English language instruction when cultural and language barriers keep them languishing on the rolls, unable to access services. Our vision is to meet clients where they are, in accordance with their needs.

We engage people as soon as they apply for assistance. If barriers exist, those barriers are addressed as described above and, after they are addressed, the person is immediately referred.

The City generally utilizes contracted vendors with particular expertise – e.g., Skills Assessment & Placement (SAP) vendors (assessment, job search and placement), Employment Services & Placement (ESP) vendors (job search and placement), Special Population vendors (e.g., services for homeless participants), BEGIN Managed Programs (provision of basic education, vocational work/study programs, etc.), WeCARE vendors (assessment and rehabilitation of exempt and potentially non-exempt participants) - for the provision of services/activities to participants.

Using the New York City monthly engagement report, participation rates are computed for the categories of TANF, Safety Net (other than Safety Net Converted) and Safety Net Converted cases. The TANF rate is only an estimate as the formal rate is determined by a monthly sample of cases drawn by the State and completed by the City. The City uses these monthly reports to monitor activities and to assure that all clients are participating in the required number of hours required by their case type.

b. Following is an estimate of the average number of exempt and non-exempt Temporary Assistance individuals to be engaged in work activities on a monthly basis.*

13,000 Exempt 59,000 Non-exempt

*based on an average of HRA engagement report data for the weeks ending 8/28/05, 9/25/05, and 10/30/05

c. The allowable work activities that are available in the social services district are listed and defined as follows. An "X" in the appropriate column indicates the activity is available for individuals receiving FA, SNA (indicating SNA households without children), SNF (indicating SNA households with children, i.e. Safety Net families), and/or FS (indicating NTA Food Stamp).

If a column is blank it indicates that the activity is not available for that household/case type.

FA	SNA	SNF	FS	Activity	Definition
X	X	X	X	Unsubsidized Employment	• Paid employment. In accordance with policies the district may establish, the district may deny, as a work activity, a self-employment enterprise that does not equal minimum wage and reasonably appears not to be leading to self-sufficiency. The district may also deny as a work activity a self-employment enterprise that does not meet the minimum wage requirement if the district determines that the enterprise does not have the potential to lead to self-sufficiency based on local demand for the product or service provided.
X	X	X		Subsidized Private Sector Employment	• Work for a private employer who receives a subsidy from the government for a period of time
X	X	X		Subsidized Public Sector Employment	• Work for a public employer who receives a subsidy from the government for a period of time
X	X	X	X	Work Experience	• Unpaid work assignments at government and not-for-profit agencies in accordance with State requirements • Governmental or not-for-profit agencies must have current contract or other agreement with HRA to operate.
X	X	X	X	On-the-Job Training (OJT)	• Work which includes a training component and is intended to lead to paid employment • Work must be part of an overall structured program and approved by HRA. • Internships, externships and other work placements that are part of an agency-approved educational or vocational work/study program or that are part of a non-graduate student's school curriculum and that meet enrollment guidelines • Subsidies may be given to employer to train candidates for jobs.

X	X	X	X	Community Service	• Providing care needed in the home to individuals in any one of the following categories. Selection of this work activity is voluntary and individuals may choose to participate in employment activities:
					  • Disabled adult or child who is a member of the household, family member, or bears some other established relationship to the participant
					  • Foster parent of child with special needs
					  • Foster parent of child 5 years or younger
					  • Grandparent caring for child of teen parent who is in school full-time
					• Counseling/conference in connection with attendance of children at school
					• Work-based education combining work experience or employment with literacy, ESL or other education, training or assistance relating to vocational rehabilitation or job retention or acquisition
					• Approved education and training in combination with work experience, employment, or other approved work activity under circumstances prescribed by the agency after a participant's exhaustion of the 12-month lifetime maximum for training during the first 30 hours of the work week in accordance with HRA enrollment policies.
					• VISTA
					• Americorps
					• Conditions of probation or parole or court-ordered outpatient treatment or other court-ordered activity

X	X	X	X	Job Search/ Job Readiness Training (JRT)	• Supervised program in which participants engage in job search activities including, but not limited to, resume and interview prep, job finding techniques including reviewing job vacancy notices, making telephone calls to prospective employers, completing job applications, etc. • Work and interviews must be as part of an overall structured program and approved by HRA.
X	X	X	X	Vocational/ Educational Training	• Programs that offer instruction in a skill or trade to be pursued as a career • Program and hours of participation must be approved by HRA according to regulations and City policy. • Program participants must have timely program enrollment. • Subject to a 12-month lifetime maximum for training (other than basic education) during the first 30 hours of the work week • ESL • Literacy • Vocational rehabilitation

X	X	X	X	Job Skills Training Directly Related to Employment	Instruction and/or training and/or related services to address skills necessary to attain and retain full-time employment and/or instruction provided for a specific vocational/technical area. Services to include, but not be limited to: • How to succeed at work, including, but not limited to, proper employment behavior and etiquette, work responsibilities and employer expectations, conflict resolution, and work values (i.e., timeliness, use of the telephone, team player). • Job skills such as proper decision-making, dressing for success, how to be a good listener. • Job placement and retention strategies such as resume and interview prep, job finding techniques including reviewing job vacancy notices, making contact with prospective employers, completing job applications, discussion in a support group of participants as to how to retain a job, etc.
X	X	X	X	Education Directly Related to Employment	• Education directly related to employment, in the case of a recipient who has not yet received a high school diploma or a certificate of high school equivalency • ESL • Basic and remedial education
X	X	X	X	Secondary Education	• Education leading to a high school diploma or certificate of general equivalence • May include "school-to-work" programs specifically designed to assist teens who have dropped out of school or are deemed at high risk of dropping out and after-school programs designed to provide educational programming to children receiving Temporary Assistance.
X	X	X	X	Provision of Child Care to Community Service Participant	• Child care services to a community service participant
X	X	X		Alcohol/ Substance Abuse Treatment	Participation in an alcohol or substance abuse treatment program for an individual found to be disabled or incapacitated as a result of substance abuse • Program may include evaluation, assessment, detoxification and/or treatment. • Program aimed at restoring individual to self-sufficiency through rehabilitation. • Program may include employment preparation and the individual may be assigned a concurrent work activity as part of the program.

X	X	X	X	Vocational Rehabilitation for the Disabled and the Hard-to-Employ	Participation in a vocational rehabilitation program for an individual found to be disabled or incapacitated as a result of physical or mental illness or who faces substantial barriers to employment as a result of factors such as very low reading and math skills, poor English language skills, etc. • Program aimed at restoring individual to self-sufficiency through rehabilitation. • Individual may be assigned a concurrent work activity as part of the program. • Individual may receive physical and/or mental health rehabilitation services. • May qualify as vocational instruction or training.
X	X	X	X	Life Skills Instruction	• Classroom or non-classroom instruction to address the various impediments to successful transition to retention of full-time employment. Courses to include, but not be limited to, parenting Skills, stress management, dealing with supervisor.
X	X	X	X	Other	Additionally, an individual shall be considered to be "Engaged in Work" • If in the process of district assessment. • If actively pursing in accordance with agency requirements SSI or SSDI status. • With respect to eligibility for child care benefits, a participant assigned to a work activity when child care benefits are needed in order for him/her to participate in the activity, and who has not complied with assigned work requirements, is considered to be engaged in work and entitled to child care benefits unless and until a case closing or employment sanction goes into effect.

- Program availability for any particular group may vary depending on the program.
- Generally, ABAWD recipients are assigned to a combination of work experience and job search/training. The assignment of non-ABAWDS NTA Food Stamp clients with children under 13 to employment activities is subject to the availability of child care funding. It is HRA's intention, when feasible, to assign all non-exempt NTA Food Stamp clients to employment activities.
- A non-custodial parent who has no current means of meeting a child support obligation and is behind in child support payments and does not work full-time, may be ordered by the court to participate in a work activity.

Applicant job search is available for Able Bodied Adults Without Dependents (ABAWDs) who wish to reestablish eligibility for Food Stamps.

[X] Yes [ ] No [ ] NA (district has waiver or uses exclusions for <u>all</u> ABAWDs)

If yes, the local district procedure, including the required number of hours of job search, is as follows:

ABAWDs who have lost their eligibility for Food Stamps may have their eligibility reestablished in any one of the following four ways:

- by working or participating in a qualifying work activity for at least 80 hours within any consecutive thirty-day period;
- by participating in a thirty-day period of job search followed by a work experience placement if the individual does not find a job by the end of the thirty-day period;
- (a) for an applicant, by verifying to the satisfaction of the district that s/he will meet the ABAWD requirement within thirty days of the date of application, or (b) for a recipient, by providing proof, prior to the effective date of an adverse action notice, that s/he will meet the ABAWD requirement in the next benefit month; or
- by subsequently becoming exempt from ABAWD requirements.

HRA currently contracts with 16 employment vendors that actively recruit Food Stamp recipients to provide employment services for ABAWDs at 35 sites across the City. ABAWDs also may be served at the City's network of One-Stop Career Centers.

There is an exclusion from the ABAWD work requirement for individuals who lost employment as a result of disasters such as the World Trade Center Disaster and the Flight 587 crash. Indices of eligibility for these exclusions include, but are not limited to: 1) individuals who received disaster unemployment assistance, and 2) individuals who received regular state unemployment insurance benefits, as a direct result of losing their employment due to the World Trade Center Disaster or other disaster. The exclusion policy would apply upon the expiration of both types of unemployment benefits.

Section 3.5 Job Development

[X] Yes **[ ] No The district participates in job development activities, either directly or by contract or agreement.**

If yes, the district participates in job development activities in the following manner:

[X] District staff contact employers to solicit jobs for Temporary Assistance participants. Below is the description of how this is done, including number of staff, frequency of contacts, etc:

HRA's Business Link develops job orders from private employers and recruits qualified candidates from the pool of Temporary Assistance applicants and recipients. Business Link posts flyers on immediate job openings at locations across New York City and invites interested candidates to a pre-screening session. Qualified candidates are referred to the employer for an interview. Business Link also schedules group screening sessions and invites individuals to come to its office to review current job openings. The services offered by Business Link are voluntary and participants select the jobs they are interested. Business Link offers employers Grant Diversion in many instances and is authorized to pre-certify federal and State tax credits. Employers are assigned to Business Link Account Managers, currently four, and New York State Jobs Program staff.

[X] District contracts or has an agreement with another agency to contact employers and solicit jobs for Temporary Assistance participants. Below is the description of how this is done, including number of staff, frequency of contacts, etc.

HRA contracts with several well-known specialized employment and training organizations that serve Temporary Assistance participants at over 50 training sites across the City. These organizations offer participants a variety of services; however, their primary responsibility is to contact employers and solicit jobs for Temporary Assistance participants. The utilization of contract vendors to solicit jobs from employers and assist Temporary Assistance participants with job placements is a critical part of HRA's Employment Plan and engagement process. In addition to matching participants with job openings, the contractors conduct skills assessments, prepare employment plans, engage participants between 14-35 hours per week and provide a variety of post-employment services.

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

NYS Jobs Program staff work in collaboration with HRA Business Link to develop job orders and match participants to job openings, HRA's Intensive Service Center to help clients obtain jobs who have overcome barriers to employment or who were sanctioned and are now cooperating, and a center for employed participants to help them upgrade their employment.

Section 3.6 Training Approval & Activity Enrollment Policy (Reference Dept. Reg. 1300.10(a)(5))

a. Providers are evaluated by the following standards.

A. Compliance with federal and State Temporary Assistance law and regulations, and this Plan.

B. Licensing or approval by the NYS Education Department or other public agency.

C. Achievement of satisfactory employment placement and retention rates.

D. Regular and timely submission of documentation of enrollment, attendance and satisfactory progress of participants, in a form satisfactory to the FIA Attendance Verification Unit (AVU).

E. Standards set forth in the terms of their respective contracts.

F. The Agency has developed and now utilizes VendorStat, a computer database that generates performance evaluation reports for employment vendors (ESP, SAP and Special Population vendors). VendorStat weekly meetings review the vendors'

performance on indicators such as activity attendance, placement and retention. Vendors are ranked according to their performance on these indicators, promoting competition among contractors. To hold the contractor accountable for individual customers, as well as overall performance, the VendorStat meetings conclude with a review of specific customer circumstances.

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

Approved education/training programs are listed on the HRA Master List of Approved Training Programs. This list is available to FIA workers and employment vendors whose responsibilities include conducting employability assessments and developing employability plans and is also posted on HRA's web page. At the time of assessment or prior to assignment, participants expressing a preference to participate in education/training, so long as an assignment to education/training is consistent with the individual's assessment, will be given access to a searchable Master List and will be provided with assistance, if necessary, in using the list to locate an approved education/training program. If a preferred provider is not on the Master List, the participant will be given information as to how education/training programs are approved by HRA and contact information for an education/training provider not on the Master List, which would enable the provider to apply to be an approved program. ITA vouchers can be used only with providers on the New York State Eligible List of Training Providers.

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

A. Initial Eligibility: In general, education/training activities must be consistent with the assessment for the participant and set forth in the participant's employability plan. Except as provided below, education/training activities must generally be concurrent with at least 20 hours weekly of actual employment or work experience, assuming the participant's grant for Temporary Assistance plus Food Stamps grant supports 20 hours of work. Unless a specific barrier or work limitation exists, participants will be expected to engage in approved education/training and employment/work experience activities that comprise a simulated 35-hour work week.

A participant enrolled in an education or training program will be assigned or reassigned to a work activity only after an assessment or reassessment is conducted and an employability plan is developed or updated. Participants are assigned to HRA-approved education and training programs in accordance with the individual's preferences to the extent possible consistent with the individual's assessment, the need of the district to meet federal and State work activity participation requirements, and program availability. The participant must meet the entrance requirements for the chosen program. A participant who HRA determines is required to participate in less than 35 hours per week of work activity may participate in approved education and training that is consistent with the individual's assessment in accordance with HRA enrollment policies.

For a participant attending any form of non-graduate education or training, including but not limited to vocational educational training, basic education, non-vocational two and four year college degree programs, and vocational rehabilitation programs, HRA will accommodate the class hours of that participant by making reasonable efforts to schedule any work activities consistent with the requirements of SSL Secs. 335-b(2) and 336-c(4) and the provisions of this Plan. Provided the participant otherwise meets the requirements for participation in an education or training program, a participant seeking to enroll in an approved education or training program that is consistent with his/her assessment and that operates on a semester system, will be permitted to participate at the start of a semester, pursuant to the policies stated in this Plan, subject to reassessment at the beginning of the next semester to determine that the program is still consistent with his/her assessment.

Nothing in this Section 3.6 requires HRA to approve participation or to provide supportive services for any education or training that the participant seeks to participate in during the time that he or she is under sanction for non-compliance with work activity requirements. References in this Section 3.6 to education/training include basic education unless otherwise noted.

- Basic Education Programs: In general, recipients are assigned to an appropriate basic education, literacy, ESL program or GED program if they lack basic literacy/language skills (including immersion programs for limited periods of time in appropriate cases subject to availability) in accordance with HRA enrollment policies. Basic education is largely provided through HRA's BEGIN Managed Programs. The agency encourages those who are employed who do not have a high school diploma to get one concurrently with work. District policy regarding teen attendance in school is set forth in Section 3.6(g) below.

- Education/Training Programs (other than Basic Education): Assignments to vocational education/training programs (other than basic education) are generally subject to a 12-month lifetime maximum for training during the first 30 hours of the work week. However, after exhausting this lifetime limit, the participant may be permitted, consistent with the individual's assessment, to continue with education and training, in combination with work experience, employment or other approved work activities, under circumstances prescribed by the Agency, for periods prescribed in HRA enrollment policies applicable to those participants. See section 3.6(e) for the district's policy for approving as a work activity certain work study, internship, externship, or other work placements that are part of a non-graduate student's curriculum.

  The Training Assessment Group (TAG) is responsible for ensuring that education/training programs requested by participants are consistent with the participant's employability plan and that the participant meets the entrance requirements for the chosen program. TAG approves or denies training and hardship schedule requests, and ensures that approved training programs are on the HRA Master List and that all assessed participants are engaged in appropriate

activities for the required number of hours. WeCARE vendors make these determinations for WeCARE participants.

- Individual Training Account (ITA) Vouchers: In accordance with a participant's employment plan and subject to available funding, employment vendors may provide some participants with ITA vouchers that may be used to access training services from New York State eligible providers, including services that may be available during hours after the participant has fulfilled his or her work activity obligations.

B. Continuing Requirements: After assignment to an education/training program, the participant must comply with all work activity obligations under his or her employability plan, adhere to general FIA requirements, and maintain satisfactory attendance and progress in the education/training program, as determined in accordance with HRA enrollment policies.

C. Other Education/Training: In addition to the formal education/training assignments described above, HRA employment programs that focus on job search and job placement generally provide education/training in furtherance of that objective and HRA programs that provide rehabilitative services or that respond to special needs of clients generally provide education/training in support of the program's objectives and goals.

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

Participants are notified of approval for enrollment in a work activity by the FIA worker, TAG or employment vendor to which the participant may have been assigned. Participants receive a specific notice of approval or denial of a request to participate in education/training made at the time of assessment in accordance with HRA enrollment procedures. Participants are also notified of approval or denial of supportive services, including but not limited to childcare, transportation, and other necessary supportive services, requested by a participant and of the discontinuance of any such supportive services. A training program will not be approved for the participant without the presentation of verification in a form required by the agency.

e. In accordance with Dept. Reg. 1300.9(b), regardless of whether the college program is approved for the participant as a WTW 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:

[X] It has been determined that the student voluntarily quit a job or reduced earnings to qualify for initial or increased Public Assistance.
[X] 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.

[X] 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.
[X] Failure of the institution or student to monitor and report information regarding the student's attendance and performance as required.
[ ] Failure of the student to progress toward the completion of a course of study without good cause, as determined by the district.
[X] The student has previously enrolled in a work-study, internship, or other work placement and failed to complete the work placement without good cause as determined by the district.
[ ] Additional reasons as stated below:

f. Following is the district's procedure for monitoring attendance including the controls in place to assure that attendance reported by providers is accurate:

An approved HRA training program must submit daily attendance records on each enrolled participant on a bi-weekly basis. The attendance reports of non-CUNY schools are monitored by HRA's Training Evaluation and Monitoring (TEAM) office. This unit monitors the completeness, accuracy and timeliness of the program's attendance records as well as required information regarding the students' standing in the program. All information is submitted via an on-line tracking system.

TEAM also monitors students enrolled in CUNY programs through the College to Prepare for Employment (COPE) program. Most CUNY campuses have COPE offices, and in addition to providing students with counseling and other services, the COPE staff is responsible for reporting attendance on each student to HRA on a monthly basis. TEAM office staff does an on-site visit to audit the HRA student's attendance records which are required to be on file in the COPE offices. Every absence must have supporting documentation on file to verify it is an approved or unapproved absence.

g. In order to verify continued exempt status, the local district will monitor the high school attendance of 16 - 18 year old students in the following manner:

For public school students the district does an enrollment match with the NYC Department of Education. For students in private school, an attendance verification letter is requested from the school. Teens between the ages of 16 and 18 may be excused from school attendance requirements if the decision not to require school attendance is based upon an individual assessment that indicates that further attendance is unlikely to result in attainment of a high school diploma or its equivalent and that the individual participates in another educational activity or in job skills training appropriate to and designed for youths. The district makes referrals to the Teenage Services Act Program (TASA) for the provision of needed social services to teenage parents or pregnant teenagers. Individuals under the age of 20 who maintain satisfactory attendance in high school, vocational or technical school will be exempt from other work activities.

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

Reference is made to the procedures described in Section 3.7.

<u>Section 3.7 Requirements for Exempt Temporary Assistance Participants</u> (Reference Dept. Reg. 1300.2 (e))

An exempt individual who has the potential to be restored to self-sufficiency through rehabilitation may be required to accept medical care to assist the individual in recovering from a mental or physical impairment, accept referral to and enrollment in a program of vocational rehabilitation, training, and/or other essential rehabilitation, and provide requested evidence that he/she is participating in the assigned program.

a. Following is the district's procedure for determining if a disabled individual has the potential to be restored to self-sufficiency. This determination is different from the determination of the individual's disability exemption as covered in Section 6 of this plan. Included here is who (e.g. employment worker, Temporary Assistance worker, local review team, etc.) makes or assists in this determination that an individual can restore or improve employability through treatment or other rehabilitative activities. Also included is the source and type of information used to make the determination (e.g. information from individual's physician, district contracted provider, specialist evaluation obtained as result of district referral, etc.):

If an applicant/participant claims to be unable to participate in work activities due to medical and/or mental health reasons, the FIA worker at the Job Center administers an Applicant/ Participant's Task List. If the person indicates that s/he is unable to perform any of the tasks, the worker initiates or updates the Employability Assessment/Employability Plan (EA/EP) and refers the person to a Wellness, Comprehensive Assessment, Rehabilitation and Employment (WeCARE) vendor.

The WeCARE vendor is a contracted medical vendor that provides:

- A Biopsychosocial (BPS) assessment on each referred individual that identifies medical and mental health conditions and social and community circumstances that affect a person's health and employability.

- A Functional Capacity (FC) outcome. Possible FC outcomes include:
  - no limitations to employment;
  - unstable medical and/or mental health conditions that require treatment before a FC outcome can be made;
  - medical limitations to employment that require minimal accommodations;
  - medical limitations to employment that require vocational rehabilitation, and/or specialized supports; or
  - substantial functional limitations to employment due to medical conditions that will last for at least 12 months and make the person unable to work. The person will be referred for federal disability benefits.

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

A Comprehensive Service Plan (CSP) for all referred individuals will be developed following the initial medical assessment. The CSP may include any of the following actions:

- Fully Employable - Referral back to the Job Center for assignment and services;
- Unemployable Due to Unstable Medical or Mental Health Condition – Creation of a Wellness/Rehabilitation Plan for persons with medical and/or psychiatric conditions that are untreated or unstable. The Plan requires, as a condition of eligibility, that the person attends treatment and follows his/her own doctor's recommendations. If the person does not have a doctor, the WeCARE vendor will help the person identify one. The timeframe of the Plan is determined by the person's condition(s). The initial Plan may require that the person attend and comply with treatment for up to three months in order to resolve or improve his/her condition. The Plan can be extended if more time is required to stabilize the condition.
- Employable with Limitations – Referral for a Diagnostic Vocational Evaluation (DVE) is made for persons who are employable with minimal accommodations or limitations that may require vocational rehabilitation services. The WeCARE vendor develops an Individual Plan for Employment (IPE) that is based on the results of the DVE. The IPE is a comprehensive vocational plan encompassing a person's work activity preferences, as appropriate, and specifying the person's employment goal, the services and supports that will be provided and specific timeframes to achieve the plan. The Employability Plan (EP) will be updated by the vendor upon completion of the IPE.

c. Following is the district's procedure for tracking the participant's compliance with the treatment plan. Include if monthly attendance at rehabilitation (recommended) is received, etc.:

The WeCARE vendor is responsible for monitoring the person's compliance with treatment and for reporting noncompliance to the agency.

Section 3.8 Strategies/Procedures for Engaging Sanctioned Temporary Assistance Participants

[ ] District has no specific strategies to engage sanctioned participants.

[X] District attempts to engage sanctioned participants as soon as they are sanctioned using the following strategies:

Individuals who are sanctioned for the first time are called into the Job Center for an eligibility review. Center staff seek to determine the reason for the sanction and to engage the individual in an appropriate work activity.

The Agency has recently opened a Job Center for Intensive Services to focus on cases that contain one or more adults with a substantial employment barrier. The Center is initially serving Temporary Assistance households that include an adult participant in sanction status because the

participant failed to comply with employment requirements. Center staff explain sanction policy and process to sanctioned clients and offer a full menu of appropriate services/referrals including job placement, health care/mental health evaluation, education and training. Currently cases are transferred to the Center that have at least one adult in sanction status with a durational employment-related sanction that has expired or would expire within 30 days or with a non-durational employment-related sanction where the individual has been in sanction status for 60 days or more. At every interview or participant contact, the FIA worker discusses work requirements with the sanctioned person, encourages the person to comply with employment requirements and asks the person if s/he is now willing to comply.

For participants with non-durational sanctions or durational sanctions that have expired and who are now willing to comply:

If the person is employed fewer than 30 hours per week, the worker updates/completes the person's Employability Plan (EP) and refers him/her to an appropriate work activity, currently BEGIN Employment Plus.

If the person indicates that s/he is currently in an education/training program and wants to complete it, or otherwise expresses an interest in training, the worker initiates the EP and refers him/her to the Training Assessment Group (TAG) for assessment, approval and placement in accordance with applicable procedures.

If the person is neither employed nor currently attending an approved school/training program, the worker explores and addresses employment barriers, if any. If there are no employment barriers, the worker initiates the demonstrated compliance process in which the person has the opportunity to demonstrate a willingness to comply with employment requirements. The demonstrated compliance process includes both job search and work experience activities. If the person fails to comply with the demonstrated compliance process, s/he remains in sanction status. Upon completion of the demonstrated compliance period, the person reports back to the FIA worker for completion of the EP and work activity assignment.

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

As mentioned above, cases that have at least one adult in sanction status for employment-related reasons and meet the above criteria are transferred to the Job Center for Intensive Services. At every interview or participant contact, the FIA worker discusses work requirements with the sanctioned person, encourages the person to comply with employment requirements and asks the person if s/he is now willing to comply. For participants with durational sanctions that are still in effect who are now willing to comply, a return appointment is given that coincides with the expiration of the sanction period.

At the return appointment, for persons employed but for fewer than 30 hours per week, the worker updates/completes the person's EP and refers him/her to an appropriate work activity, currently BEGIN Employment Plus.

At the return appointment, for persons currently in an education/training program and wishing to complete it, or who otherwise express an interest in training, the worker initiates the EP and refers him/her to the Training Assessment Group (TAG) for assessment, approval and placement in accordance with applicable procedures.

If the person is neither employed nor currently attending an approved education/training program, the worker explores and addresses employment barriers, if any. If there are no employment barriers or if they have been resolved before the expiration of the sanction period, the worker schedules a return appointment that coincides with the expiration of the sanction period. When the person reports to his/her return appointment, the worker initiates the demonstrated compliance process as described above.

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

See above.

Section 3.9 Diversion Strategies

[ ] District has no specific diversion strategies.

[X] District's diversion strategies are described below:

Diversion services and assistance are intended to enable the applicant to avoid having to become a recipient of ongoing Temporary Assistance. With the objective of promoting independence and self-sufficiency, the district explores with persons seeking Temporary Assistance available alternatives, mostly by looking at the person's access to available programs and community resources. The emphasis on job search during the application process is intended to enable the applicant to avoid the necessity of ongoing Temporary Assistance. The district also provides, in accordance with applicable law and regulations, emergency assistance, including "one-shot deals" to meet a nonrecurring need that may make ongoing Temporary Assistance unnecessary. For example, the district may issue grants to pay rental or utility arrears. The district will continue to look to the development of other diversion strategies and services designed to foster and promote the independence and self-sufficiency of individuals and families.

Section 4 Supportive Services (Reference Dept. Reg. 1300.4)

Section 4.1 For Temporary Assistance Applicants and Recipients in Work Activities

a. The social services district will provide childcare in accordance with the childcare section of the district's Consolidated Services Plan. The district will also provide to participants the following expenses which the district deems necessary for the individual to participate in orientation, assessment, employment planning, work activities and activities to restore self-sufficiency:

Participants in approved work activities may receive an allowance for the cost of necessary public transportation. The district will not provide transportation if it is otherwise available from an alternative source.

Provision is made for clothing for those participants in job search activities under certain circumstances, such as homelessness, a recent fire in the client's apartment, or who are residing in a shelter and lack appropriate clothing.

WEP agencies and/or contractors are responsible for providing necessary safety equipment or job-related clothing for all participants.

Training or education-related licensing and uniform or durable goods fees will be provided for, within approved limits.

In addition, the district may provide other supportive services, in accordance with applicable laws and regulations and subject to available funding, that it deems appropriate and necessary to enable a client to obtain or retain employment.

Expenses are authorized based on FIA policy guidelines.

b. The district will use the following approach to assist those participants who need transportation to and from a work activity site, including any applicable mileage reimbursement rate, and the method used by the district to arrive at that reimbursement rate:

Individuals required to participate in mandated activities that require the use of transportation are given a Metrocard (which covers all relevant fares on public transportation) together with directions to the activity, and, if documented as necessary, an adequate allowance or reimbursement for alternative transportation. All work sites are accessible by public transportation.

c. The district will provide the following services to assist individuals at risk of needing Temporary Assistance to improve their opportunities for employment or to maintain their employment:

In order to prevent individuals and families (especially children and youth) from going on Temporary Assistance in the first place and to enable individuals and families on Temporary Assistance to achieve a successful transition from welfare to work and to retain and upgrade their skills and employment, the district may make available (and, in appropriate cases, assign as part of the employment plan), to the extent resources permit, services and activities that may include, but shall not be limited to:

- Diversion services and assistance including, most importantly, job search, job placement and employment services, intended to enable the applicant to avoid having to become a recipient of ongoing Temporary Assistance;

- Services and activities designed to help employed participants on Temporary Assistance and/or those who have left Temporary Assistance, retain employment, increase their job skills, and advance in their careers;

- Employment and training services and activities for eligible non-custodial parents who are or are in the process of becoming subject to a child support order for the support of a minor child in receipt of Temporary Assistance or whose custodial parent is in receipt of Temporary Assistance, or who meet other requirements for such services, in order to facilitate the entry by the non-custodial parent into the labor market and increase his or her capacity to make consistent child support payments;

- The provision of or referral to appropriate supportive services including domestic violence services, housing assistance, and legal services;

- Services and activities intended to prevent and reduce the incidence of school dropouts in light of the importance of education to welfare prevention;

- Programs designed to provide or facilitate education/training and employment opportunities for youth (including those who are aging out of the foster care system or leaving the juvenile or criminal justice system);

- Alcohol and other substance abuse services not covered by Medicaid, including evaluation, assessment, detoxification and/or treatment programs, and including programs that incorporate work activities as part of the treatment process;

- Counseling and physical, mental and/or vocational rehabilitation services intended to help the individual and/or the family achieve any of the goals of the TANF program;

- Services and activities related to obtaining shelter or safety in a domestic abuse situation or other activities needed to stabilize a family, including housing subsidies to enable domestic violence victims to avoid having to enter a shelter or to expedite their discharge;

- Services and activities needed to relocate and/or stabilize families who are eligible for homeless services, including rent and mortgage subsidies, financial or other assistance with respect to the purchase of a home or apartment, and case management services;

- Transportation, enhanced nutrition benefits, and housing assistance for eligible clients with AIDS or HIV-related illness;

- Services and activities that incorporate health, nurturing and education as key program elements to address adolescent pregnancy prevention, adolescent parent self-sufficiency, pregnancy counseling and adolescent resource parenting;

- Education, counseling and training programs on the problem of statutory rape so that teenage pregnancy prevention programs may be expanded in scope to include young and adult men;

- Services and activities intended to promote the health, nurturing and education of new or young mothers and their children;

- Programs for hospital-based paternity establishment the purpose of which is to coordinate and consolidate efforts to procure child support from non-custodial parents and to promote co-responsibility for the child;

- Services and activities designed to help individuals who are presently incarcerated and who have substance abuse, mental health and/or other problems participate in work activities and become self-sufficient when released, and services and activities similarly intended to help individuals on probation or parole become self-sufficient members of the work force;

- Case management services which may include, but not be limited to:
  - Establishing employment goals;
  - Resolving problems pertaining to child care, transportation, cash and non-cash assistance;
  - Assisting participants with mental and physical barriers to self-sufficiency in addressing such barriers, monitoring progress, and, where appropriate, in successfully completing rehabilitation plans;
  - Monitoring participants' progress towards achieving employment goals;
  - Identifying other services participants may require and assisting them in accessing those services as appropriate;
  - Working closely with participants' employment services vendors;
  - Assisting participants experiencing problems with the services provided through their employment services vendors;
  - Coordinating services including joint case management for participants served by other service providers, such as child welfare, domestic violence, probation, parole, etc.;
  - Determining and modifying, as appropriate, participants' need for cash and non-cash benefits;
  - Addressing issues of non-compliance;
  - Assisting adults with applications for SSI or SSDI.

All services and activities are subject to the establishment of district-approved policies, procedures, eligibility criteria, and available funding.

d. Following is a description of how the district accommodates the needs of non-English speaking participants in accessing employment activities and services:

The participant population at HRA includes people with a diverse range of native languages. Some of these individuals are unable to communicate in English. In order to ensure that this group of individuals has equal access to services and benefits and to help them understand their rights and responsibilities, a number of accommodations have been made for this population. These include:

- making an effort to assign bilingual workers, where possible;
- establishing Refugee and Immigrant Job Centers;
- providing a language identification card to all Job Center staff;
- translating selected forms into a variety of different languages;
- utilizing community-based organizations to provide translation services; and
- providing a private telephone interpretation service that is available at all Job Centers.

HRA has special programs designed to meet the needs of participants with children who have been assessed as having a language need. For example, such individuals may be referred directly to BEGIN Managed Program services, including BEGIN Language Work/Study (BLWS) programs for Non-English-speaking participants. For those individuals with English as a second language, these programs are intended to improve participants' English and employability.

Such individuals may also be referred to BEGIN/City University of New York (CUNY), which offers an English as a Second Language Immersion program. This program provides an intensive experience in speaking, listening, reading and writing in English and may be particularly useful for immigrants with professional degrees who have not sufficiently mastered English language skills.

[ ] This is not generally applicable in our area (never or rarely have occasion to serve such individuals).

Section 4.2 Transitional Supportive Services

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

It is an HRA priority to help those who move off Temporary Assistance on account of employment to continue to succeed by supporting their efforts to stay employed and offering them services to allow them to improve their skills and get better jobs. Job retention and job upgrade services are vital to the success of HRA's efforts to help individuals and families achieve self-sufficiency.

If a Temporary Assistance case is closed due to employment-related reasons, family members will automatically receive six months of Medicaid coverage from the time the case is closed

provided the family continues to have a dependent child and meets other eligibility requirements. The family may be eligible for an additional three or six months (up to a total of twelve months) if it meets the eligibility criteria.

The district provides a Medicaid Plan of Self Support that enables childless Safety Net Assistance (SNA) participants with special needs, who become ineligible for continued Temporary Assistance because their income from employment is sufficient to meet their needs, to continue ongoing medical, mental health or substance abuse treatment. Medical assistance can continue for up to one year after an SNA special needs case is closed due to employment earnings.

If a TANF-funded Temporary Assistance case is closed due to employment-related reasons, the family will automatically continue to receive Food Stamp benefits for up to five months at no less than the Food Stamp benefit amount received prior to case closing. Families and individuals on Safety Net cases closed due to employment-related reasons will be eligible for Food Stamp benefits in accordance with normal budgeting and eligibility rules.

Depending on their contracts and funding availability, many employment vendors provide participants with job retention case management services for a number of months following job placement. Employment Services & Placement vendors (ESPs) generally provide such services for a minimum of six months. Many vendors also have the option of providing several months of free transportation (up to six months for ESPs) to improve job retention and to help ease the transition from welfare to work. HRA generally seeks to include in its employment vendor contracts incentives for successful job retention efforts. In addition, clients who transition off cash assistance to Food Stamps may be eligible for training vouchers to upgrade their skills and get better jobs.

If an individual's Temporary Assistance case closes because s/he is employed, the client may be eligible for the payment of child care expenses (transitional child care) within allowable limits for up to twelve months from the date of the case closing. The client is eligible if s/he has been on assistance for the minimum required length of time, meets the income guidelines for family size, and needs child care in order to work. Depending on income, the client will be obligated to pay a pay a portion of the child care expense.

Participants may be eligible for a variety of other benefits that help in the transition from Temporary Assistance to self-sufficiency. Such benefits and services include Child Health Plus, Family Health Plus, Medicaid for Pregnant Women, Infants, Children (PCAP), Home Energy Assistance Program (HEAP), LifeLine Telephone Service, Earned Income Tax Credit (EIC), Child Tax Credit, Child and Dependent Care Credit, and many more.

HRA provides information concerning the availability of transitional services at various times during the Temporary Assistance process including at the time of orientation, upon application or recertification, and when an individual leaves cash assistance.

Section 4.3 Extended Supportive Services

As long as funding is available (through FFFS, etc.), the district will provide the following supportive services for individuals who are eligible under the TANF Services 200% of poverty eligibility guidelines.

HRA's employment vendors use TANF and other funding to serve Temporary Assistance participants to ensure a smooth transition from welfare to work, to promote job retention and career advancement, and to enable individuals and families to avoid having to go on public assistance.

HRA employment vendors may refer individuals in appropriate cases to the City's One-Stop Career Centers, which provide employment and training services to customers seeking employment or to upgrade their skills.

Reference is made to the district's Flexible Fund for Family Services (FFFS) plan for a variety of services designed to promote self-sufficiency and to help participants obtain and retain employment or to upgrade their skills, or to avoid Temporary Assistance entirely. Subject to program requirements and funding, these services are available to families on Temporary Assistance or families eligible for services under the poverty eligibility guidelines established by the State or otherwise eligible.

Reference is also made to the list in Section 4.1(c) of services and activities in which the district may engage in order to prevent individuals and families from going on Temporary Assistance and to enable individuals and families on Temporary Assistance to achieve a successful transition from welfare to work and to retain employment.

Section 4.4 Supportive Services for Food Stamp Employment & Training (FSET) Participants: (Reference Dept. Reg. 1300.4(b))

The district provides necessary childcare in accordance with the childcare section of the Consolidated Services Plan.

a. Following is the district's policy for providing transportation services for FSET participants:

Individuals required to participate in FSET activities that require the use of transportation are given a carfare allowance and/or a Metrocard (which covers all relevant fares on public transportation).

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

Food Stamp recipients required to participate in the FSET program will be eligible for supportive services (in addition to child care expenses and transportation costs) provided to Temporary Assistance recipients as listed in Section 4.1 (a).

Section 5 – Temporary Assistance Conciliation and Dispute Resolution Procedures; Food Stamp "Good Cause" Determination Procedures (Reference Dept. Reg. 1300.11 and 1300.12)

Section 5.1 Conciliation

The district's conciliation process is in accordance with Dept. Reg. 1300.11(a). Conciliations are conducted (check all that apply.) :
[X] in person
[ ] by phone
[ ] by mail, etc.
[ ] other as described below:

The good cause determination is made by:
[ ] client's employment worker
[X] a supervisor
[ ] separate entity (please describe below)
[ ] other (please describe below)

Section 5.2 Dispute Resolution

The district's procedure for individuals who wish to dispute their work activity assignments, including individuals who dispute the district's response to their request for health-related accommodations is conducted in accordance with Dept. Reg. 1300.11(b).

The grievance is mediated by:
[ ] an agreement with an independent entity
[ ] supervisory staff who are trained in mediation and who have no direct responsibility for the individual's case
[X] designated supervisory staff who have no direct responsibility for the individual's case but who are not trained in mediation

Section 5.3 Food Stamps Good Cause Determination

The district's procedure for determining if good cause exists for applicants and recipients who fail to comply with Food Stamp Program employment requirements is in accordance with Dept. Reg. 1300.12(c) and is conducted:

[ ] conciliation is offered in the same manner as described in Section 5.1 of this plan except that no "willful" standard exists for FS; or
[ ] by the Employment worker using available information, including that provided by the participant, to determine if there was a good cause reason. No additional contact with client is required to obtain this information. It is the client's responsibility to provide without prompting.
[X] Other (described below)

When an applicant or recipient has failed to comply with a Food Stamps Program work registration requirement or assignment to work activities, the district determines whether the noncompliance was without good cause prior to notifying the household of the individual's disqualification. In determining whether good cause exists, the district considers the facts and circumstances, including information submitted by the participant. Good cause means circumstances beyond the individual's control. The participant is responsible for notifying the district of the reasons for the noncompliance and for furnishing evidence to support any claim of good cause.

For Temporary Assistance/Food Stamp applicants and recipients, the Temporary Assistance conciliation process also serves as the Food Stamp procedure for determining good cause. For Non-Temporary Assistance Food Stamp applicants and recipients, a determination is made based upon available evidence.

For Food Stamp applicants who have failed to comply without good cause, the district notifies the household of the individual's disqualification in the notice of the action taken. For Food Stamp recipients, the district issues a timely and adequate notice of adverse action within 10 calendar days of determining that the noncompliance was without good cause. Applicants and recipients have a right to conference and fair hearing to resolve disputes. In accordance with applicable regulations, recipients have a right to "aid continuing" if a fair hearing is timely requested.

Section 6 – Disability Determinations (Reference Dept. Reg. 1300.2 (d))

The district's process for determining an individual's disabilities and/or work limitations is in accordance with Dept. Reg. 1300.2(d). Check all that apply:

[ ] District contracts 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
[X] Other process, described below.

See the procedure described in Section 3.7(a) for determining Functional Capacity (FC).

The local process for reviewing the medical documentation to determine if the individual is exempt, nonexempt, or work-limited is as follows:

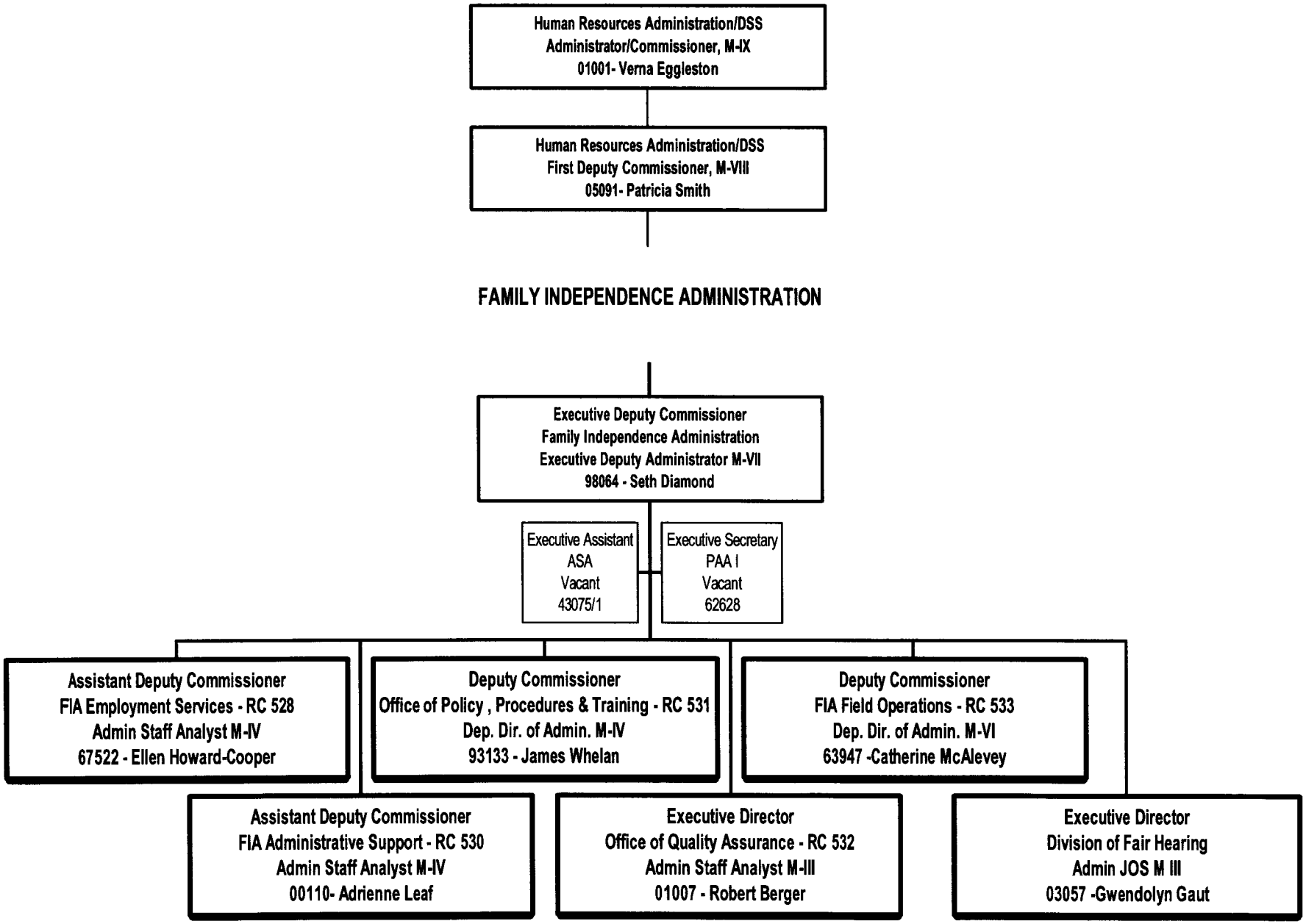
[ ] TA eligibility worker reviews and determines status.
[ ] Employment worker reviews and determines status.
[ ] District review team reviews and determines status (described below)
[ ] Specialized disability/medical staff or unit reviews and determines status (described below).
[X] Other, described below:

See the procedure described in Section 3.7(a) for determining Functional Capacity (FC). The individual may submit his/her own medical documentation to the WeCARE vendor for consideration as part of the Biopsychosocial (BPS) assessment within time frames prescribed by Department regulations.

APPENDIX A

FAMILY INDEPENDENCE ADMINISTRATION ORGANIZATIONAL CHART

Human Resources Administration/Department of Social Services



APPENDIX B

SECTION 2.2 WTW AND FSET PROVIDER AGENCIES
TABLES 1 AND 2

Section 2.2 WTW and FSET Provider Agencies

Table 1 - New York City DSS (HRA) Employment Contracts and MOU Associated with WTW Program and Services

Reference	Vendor Name	Total Contract Value	Annualized Value (per year)	Funding Sources	Categories of Clients Served	Programs, Services, or Activities Provided
1	Career & Educational	$ 373,774	$ 249,183	Mixed	Mixed	BEGIN Programs
2	Federated Employment	$ 3,008,700	$ 2,005,800	Mixed	Mixed	BEGIN Programs
3	HANAC	$ 2,025,000	$ 1,350,000	Mixed	Mixed	BEGIN Programs
4	HANAC	$ 1,165,000	$ 776,667	Mixed	Mixed	BEGIN Programs
5	Highbridge Community	$ 297,000	$ 198,000	Mixed	Mixed	BEGIN Programs
6	Jewish Community Council	$ 1,476,000	$ 984,000	Mixed	Mixed	BEGIN Programs
7	National Puerto Rican Forum	$ 2,025,000	$ 1,350,000	Mixed	Mixed	BEGIN Programs
8	Visiting Nurse Services	$ 33,599,933	$ 11,199,978	Mixed	Mixed	Clinical Case Management
9	America Works	$ 8,316,278	$ 2,772,093	Mixed	Mixed	ESP
10	Career & Educational	$ 9,828,008	$ 3,276,003	Mixed	Mixed	ESP
11	Concera Corporation	$ 7,679,250	$ 2,559,750	Mixed	Mixed	ESP
12	Federation Employment	$ 7,051,500	$ 2,350,500	Mixed	Mixed	ESP
13	Goodwill Industries	$ 11,028,701	$ 3,676,234	Mixed	Mixed	ESP
14	New York Association	$ 3,442,000	$ 1,147,333	Mixed	Mixed	ESP
15	Non-Profit Assistance	$ 9,047,750	$ 3,015,917	Mixed	Mixed	ESP
16	Research Foundation	$ 15,094,986	$ 5,031,662	Mixed	Mixed	ESP
17	Wildcat Service Corp.	$ 60,337,500	$ 20,112,500	Mixed	Mixed	ESP
18	Research Foundation	$ 865,260	$ 288,420	Mixed	Mixed	ITA Vouchers
19	Duane Reade Drugs Inc	$ 40,000	$ 40,000	Mixed	Mixed	Private Placements
20	Earn Fair LLC	$ 800,000	$ 800,000	Mixed	Mixed	Private Placements
21	FJC Security Service	$ 110,000	$ 110,000	Mixed	Mixed	Private Placements
22	Lil Stars of the 90'	$ 33,000	$ 33,000	Mixed	Mixed	Private Placements
23	Managed Work Service	$ 70,000	$ 70,000	Mixed	Mixed	Private Placements
24	S & J Security Inc.	$ 100,000	$ 100,000	Mixed	Mixed	Private Placements
25	The Social Security	$ 75,000	$ 75,000	Mixed	Mixed	Private Placements
26	Wildcat Service Corp.	$ 65,000	$ 65,000	Mixed	Mixed	Private Placements
27	Addiction Research and	$ 214,630	$ 71,543	Mixed	Mixed	Recovery Incentive
28	Alpha School Center	$ 5,220	$ 1,740	Mixed	Mixed	Recovery Incentive
29	Anchor House Inc	$ 25,230	$ 8,410	Mixed	Mixed	Recovery Incentive
30	Argus Community Inc	$ 28,275	$ 9,425	Mixed	Mixed	Recovery Incentive
31	Aurora Concept Inc	$ 32,625	$ 10,875	Mixed	Mixed	Recovery Incentive
32	Basics Inc	$ 46,980	$ 15,660	Mixed	Mixed	Recovery Incentive
33	Bowery Residents Committee	$ 7,395	$ 2,465	Mixed	Mixed	Recovery Incentive
34	Brooklyn Center for	$ 46,545	$ 15,515	Mixed	Mixed	Recovery Incentive
35	Builders for the Family	$ 13,050	$ 4,350	Mixed	Mixed	Recovery Incentive
36	Camelot of Staten Island Inc.	$ 13,920	$ 4,640	Mixed	Mixed	Recovery Incentive
37	Canarsie Aware Inc	$ 6,525	$ 2,175	Mixed	Mixed	Recovery Incentive
38	CIS Counseling Center Inc.	$ 4,785	$ 1,595	Mixed	Mixed	Recovery Incentive
39	Counseling Service EDNY	$ 11,745	$ 3,915	Mixed	Mixed	Recovery Incentive
40	Create Inc Young Adult	$ 54,810	$ 18,270	Mixed	Mixed	Recovery Incentive

41	Daytop Village Inc	$	367,750	$	122,583	Mixed	Mixed	Recovery Incentive
42	Discipleship Outreach	$	3,000	$	1,000	Mixed	Mixed	Recovery Incentive
43	Dynamic Youth Community	$	19,575	$	6,525	Mixed	Mixed	Recovery Incentive
44	Eight Twenty River St	$	25,230	$	8,410	Mixed	Mixed	Recovery Incentive
45	El Regresso Foundation	$	24,360	$	8,120	Mixed	Mixed	Recovery Incentive
46	Exponents Inc/Arrive	$	3,000	$	1,000	Mixed	Mixed	Recovery Incentive
47	Fortune Society Inc	$	9,570	$	3,190	Mixed	Mixed	Recovery Incentive
48	Gramercy Park Med Group PC	$	19,575	$	6,525	Mixed	Mixed	Recovery Incentive
49	Greenwich House Inc	$	53,505	$	17,835	Mixed	Mixed	Recovery Incentive
50	Lower ES Service Ctr	$	90,045	$	30,015	Mixed	Mixed	Recovery Incentive
51	Mt. Sinai Hospital	$	44,370	$	14,790	Mixed	Mixed	Recovery Incentive
52	Narco Freedom Inc	$	246,385	$	82,128	Mixed	Mixed	Recovery Incentive
53	NYSARC Inc NYC Chapter	$	5,220	$	1,740	Mixed	Mixed	Recovery Incentive
54	Odyssey House Inc	$	182,875	$	60,958	Mixed	Mixed	Recovery Incentive
55	Outreach Development Corp	$	9,570	$	3,190	Mixed	Mixed	Recovery Incentive
56	Palladia Inc	$	232,900	$	77,633	Mixed	Mixed	Recovery Incentive
57	Phase Piggy Bank Inc	$	44,370	$	14,790	Mixed	Mixed	Recovery Incentive
58	Phoenix Programs of NY	$	409,510	$	136,503	Mixed	Mixed	Recovery Incentive
59	Project Renewal Inc	$	6,960	$	2,320	Mixed	Mixed	Recovery Incentive
60	Queens Child Guidance	$	3,915	$	1,305	Mixed	Mixed	Recovery Incentive
61	Reality House, Inc.	$	30,450	$	10,150	Mixed	Mixed	Recovery Incentive
62	Saint Vincents Catholic	$	15,660	$	5,220	Mixed	Mixed	Recovery Incentive
63	Samaritan Village Inc	$	280,315	$	93,438	Mixed	Mixed	Recovery Incentive
64	South Bronx Mental Health	$	8,700	$	2,900	Mixed	Mixed	Recovery Incentive
65	St Lukes-Roosevelt	$	60,465	$	20,155	Mixed	Mixed	Recovery Incentive
66	Staten Island University	$	50,895	$	16,965	Mixed	Mixed	Recovery Incentive
67	The Educational Alliance Inc	$	54,810	$	18,270	Mixed	Mixed	Recovery Incentive
68	TRI Center Inc	$	41,325	$	13,775	Mixed	Mixed	Recovery Incentive
69	United Bronx Parents Inc.	$	30,885	$	10,295	Mixed	Mixed	Recovery Incentive
70	Veritas Therapeutic	$	75,255	$	25,085	Mixed	Mixed	Recovery Incentive
71	Vocational Instructional	$	119,190	$	39,730	Mixed	Mixed	Recovery Incentive
72	Women In Need Inc	$	20,445	$	6,815	Mixed	Mixed	Recovery Incentive
73	YMCA of Greater New York	$	3,000	$	1,000	Mixed	Mixed	Recovery Incentive
74	Arbor E&T Inc	$	17,573,750	$	5,857,917	Mixed	Mixed	SAP
75	Concera Corporation	$	40,088,125	$	13,362,708	Mixed	Mixed	SAP
76	Federated Employment	$	32,096,750	$	10,698,917	Mixed	Mixed	SAP

77	Goodwill Industries	$ 34,256,250	$ 11,418,750	Mixed	Mixed	SAP
78	Binding Together Inc	$ 5,057,090	$ 1,011,418	Mixed	Mixed	Special Population
79	Career & Educational	$ 10,010,000	$ 2,002,000	Mixed	Mixed	Special Population
80	Funds for the City of	$ 1,667,500	$ 333,500	Mixed	Mixed	Special Population
81	Kings County Hospital	$ 5,217,280	$ 1,043,456	Mixed	Mixed	Special Population
82	Non-Profit Assistance	$ 12,260,625	$ 2,452,125	Mixed	Mixed	Special Population
83	The Hope Program	$ 1,107,821	$ 221,564	Mixed	Mixed	Special Population
84	Whedco-Womens Housing	$ 4,253,500	$ 850,700	Mixed	Mixed	Special Population
85	The Nat Ctr on CASA	$ 7,500,000	$ 2,500,000	Mixed	Mixed	Sub Abuse - CASA Family
86	National Association on Drug	$ 13,944,137	$ 4,648,046	Mixed	Mixed	Sub Abuse - Comp Case Mgmt
87	University Behavioral	$ 18,604,238	$ 6,201,413	Mixed	Mixed	Sub Abuse - Comp Case Mgmt
88	National Association on Drug	$ 19,566,376	$ 6,522,125	Mixed	Mixed	Substance Abuse Screening
89	Arbor E&T LLC	$ 91,495,470	$ 30,498,490	Mixed	Mixed	WeCARE
90	Federated Employment	$ 109,971,090	$ 36,657,030	Mixed	Mixed	WeCARE
	Total Contract Value:	**$ 605,729,457**				
	Total Annualized Value:	**$ 200,952,135**				

Intra-City Memorandums of Understandings

Reference	Vendor Name	Annual Value	Funding Sources	Categories of Clients Served	Programs, Services, or Activities Provided
1	Training	$ 2,500,000	Mixed	Mixed	Training
2	COPE	$ 4,400,000	Mixed	Mixed	Employment - College
3	BEGIN	$ 10,880,000	Mixed	Mixed	Literacy Services
4	POISED	$ 2,800,000	Mixed	Mixed	Specialized Population - Pregnancy & Parenting
5	Fam. Child Care Train.	$ 400,000	Mixed	Mixed	Training
6	DCAS - 1000 slot capacity	$ 238,516	Mixed	Mixed	Work Experience Program
7	DOE (Education)- 518 slot capacity	$ 164,734	Mixed	Mixed	Work Experience Program
8	HPD - 350 slot capacity	$ 79,501	Mixed	Mixed	Work Experience Program
9	DOT - 300 slot capacity	$ 48,979	Mixed	Mixed	Work Experience Program
10	DFTA - 900 slot capacity *	$ 284,410	Mixed	Mixed	Work Experience Program
11	DOH - 250 slot capacity *	$ 59,980	Mixed	Mixed	Work Experience Program
12	NYPD - 450 slot capacity *	$ 28,088	Mixed	Mixed	Work Experience Program
13	DOS - 1000 slot capacity *	$ 413,980	Mixed	Mixed	Work Experience Program
	Total:	**$ 22,298,188**			

Notes:

1. The Contract value column includes total contract values, spanning multiple years.

2. The funding source for each of the listed contracts and MOUs is a function of the clients that are served. Therefore mixed funding represents funding that is comprised of any or all the following funding streams: FFFS, LAF, CTL and /or FSET

3. Based on recent caseload data (September 2005) , potentially 41% of Family Assistance clients will be served by these are programs; 59% are Safety Net or 60-Month Converted clients.

Section 2.2 WTW and FSET Provider Agencies

Table 2 - New York City DSS (HRA) Other Service Providers				
Reference	Provider	Funding Source(s) (if known)	Categories of Clients Served	Programs, Services, or Activities Provided
1	CAMBA	Wage Subsidy	FA and 200% of Poverty	Assessment, Job Readiness Training, Subsidized/Unsubsidized Employment
2	Council for Jewish Organization of Flatbush	Wage Subsidy	FA and 200% of Poverty	Assessment, Job Readiness Training, Subsidized/Unsubsidized Employment
3	Ecumenical Community Development Corporation	Wage Subsidy	FA and 200% of Poverty	Assessment, Job Readiness Training, Subsidized/Unsubsidized Employment
4	Network for Employment Opportunities	Wage Subsidy	FA and 200% of Poverty	Assessment, Job Readiness Training, Subsidized/Unsubsidized Employment
5	NPAC - Catholic Charities	Wage Subsidy	FA and 200% of Poverty	Assessment, Job Readiness Training, Subsidized/Unsubsidized Employment
6	NPAC - Center for Family Life	Wage Subsidy	FA and 200% of Poverty	Assessment, Job Readiness Training, Subsidized/Unsubsidized Employment
7	NPAC - Citizens Advice Bureau	Wage Subsidy	FA and 200% of Poverty	Assessment, Job Readiness Training, Subsidized/Unsubsidized Employment
8	NPAC - Harlem Congregations for Comm Improvement	Wage Subsidy	FA and 200% of Poverty	Assessment, Job Readiness Training, Subsidized/Unsubsidized Employment
9	NPAC - Henry Street Settlement	Wage Subsidy	FA and 200% of Poverty	Assessment, Job Readiness Training, Subsidized/Unsubsidized Employment
10	NYANA	Wage Subsidy	FA and 200% of Poverty	Assessment, Job Readiness Training, Subsidized/Unsubsidized Employment
11	The Osborne Association	Wage Subsidy	FA and 200% of Poverty	Assessment, Job Readiness Training, Subsidized/Unsubsidized Employment
12	VIP Community Sis/Managed Work Services	Wage Subsidy	FA and 200% of Poverty	Assessment, Job Readiness Training, Subsidized/Unsubsidized Employment
13	Wildcat Service Corporation	Wage Subsidy	FA and 200% of Poverty	Assessment, Job Readiness Training, Subsidized/Unsubsidized Employment

APPENDIX C

TEST SAMPLE OF A COMPUTERIZED ASSESSMENT/EMPLOYABILITY PLAN

EMPLOYABILITY PLAN

Plan Status: Status is Unknown

Demographics

Case Number	0007300367-01-01	Plan Date	01/20/2005
Client Name	ISAAC, SUE	Gender	Male
SSN	741-53-3333	Date of Birth	10/03/1933
Client Id.	ZZ94485M	IS / Job Center	019
Case Type	FA - Family Assistance		
ES Code	TEMPORARY INCAPACITATED-3 TO 6 MONTHS		
Case Status	WORK ACTIVITY - BEGIN WORK STUDY		

1. Assessment - Language Proficiency

	Spoken	Read	Write
English	Yes	Yes	Yes
Spanish			
Russian			
French / Creole			
Chinese			
Laotian / Vietnamese			
Hindi / Urdu			
Other: (Not Applicable)			

English is the primary language	Yes
English studied as 2nd language	N/a

2. Assessment - Primary Questionnaire

Special Assessment Issues?	None
Alcohol/Drug Issues?	None
Medical Issues?	None
Needed at Home Claimed?	None
Other Personal Issues?	None
Felony Convictions?	None

3. Assessment - Children associated with Case

Children known to WMS

..... Child`s Name	DOB	Special Needs	Care Type Designation

4. Assessment - Referrals, Appointments and Outcomes

Actn Code .....Action Description.....	Scheduled Date	Completion Date

No Assessment Actions Found

5. Assessment - Exemptions FA and SNA

..... Potential Exemption	Data/Outcome	Override?
Age 60 or over (PA Only)	10/03/1933	Yes
Under age 18 / 19 and HS	10/03/1933	
Pregnant	N/a	
Child(ren) under Age Limit(s)	N/a	
Works 30 or more hours	N/a	
UIB Received/Applied	N/a	
SSI Received	N/a	
Work, WEP, Training 33/36 Months	N/a	

6. Assessment - Trainining and Education Questionnaire

Number of Education/Training Programs in past 3 years?	0
Total number of months spent in Training/Education?	0
In a CUNY Program?	No
High School Diploma or GED?	Yes
Highest Grade Achieved	12
Employment Goal of Client?	clerical
Steps to achieve Goal(s)?	CAREER COUNSELING
Refer Client to the Training Assessment Group (TAG)?	No

7. Assessment - Refer Client to Specialist

Client referred to SAP (Skills Assessment Provider)? No

8. Assessment - Personal Circumstances

Veteran? No

Ever Employed? No

Possession of Licences and/or Certificates? No

9. Assessment - Experience and Preferences

Maintenance	Exp	Prf	Human Services	Exp	Prf
Janitorial			Child Care		
Mechanic			Health Care		
Food Service			School Aide		
Domestic			Hospital Work		
Building Maintenance			Home Care		
Security			Livery / Taxi		
Housekeeping			Beauty Culture		
Construction			Other:		
House Painting					
Other:					

Office Work and Other	Exp	Prf
Clerical		
Computer Technology		
Data Entry		
Receptionist		
Word Processing		
Messenger		
Sales		
Other:		

10. Work - Assignments/Activities

Code	Assignment/Address Information				Site Code	Created/ Starting
124W	BEGIN WORK STUDY					04/04/2002
	WORK STUDY BRONX/FEGS 369-371 E 148 ST 3/FL BRONX	NY	10454	718-402-586	B39R1	04/15/2002

11. Applicant/Particant Certification

I understand that I am expected to attend each activity 100% of the time.

I must complete each step of my plan.

Failure to complete any activity may result in the loss of, or reduction in, my Public Assistance and/or Food Stamp benefits.

The Plan incorporates my preferences to the extent possible.

Applicant/Participant _____ 06/24/2005
Date

FIA/HRA Authorised Worker _____ 06/24/2005
Date