SNAP
EMPLOYMENT & TRAINING
PROGRAM MANUAL

Revised
11-5-2024

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1.0 Primary Contacts

The table below includes contact information for State agency personnel who should be contactedwith questions about the SNAP E&T program.

Name	Title	Phone	Email
Lisa Johnson	TDLWD Special Populations Program Director	865-507-7594	Lisa.Johnson@tn.gov
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2.0 Glossary

ABAWD - Able-Bodied Adult without Dependents

ACCENT - Automated Client Certification and Eligibility Network for Tennessee

Assessment- Refers to the process for screening individual applicants for program eligibility, making the level of need determinations; making an initial determination what services of programs can bestbenefit the applicants; providing information about services, program eligibility, and the availability ofthose services, and the routing or selecting individual applicants for particular service delivery or program description. For SNAP E&T, FNS outlines that an assessment is required prior to being placed in an E&T component and "should include an in-depth evaluation of employability coupled with employment goals and skills assessments."

AJC - American Job Center

Component - An activity designed to help SNAP recipients gain skills, training, or work experience that will increase their ability to obtain regular employment and achieve self-sufficiency. Approved components are listed in the SNAP E&T State plan.

E&T – Employment and Training

ESL – English as a Second Language

ETP – Eligible Training Provider

ETPL - Eligible Training Provider List

FFY - Federal Fiscal Year

Financial Aid Award Letter/Form - Pell Form

FNS - Food and Nutrition Service

HiSET – High School Equivalency Test

HSE - High School Equivalency
IEP - Individual Employment Plan
IGA - Interagency Grant Agreement
Jobs4TN -The Virtual One Stop web-based data/information portal developed for use by staff, sub-recipients, employers, and job seekers for various employment and training services as well as program administration.
Justice Involved Individuals (JII's) - Individuals who are currently or have been involved with the criminal justice system. Including those who are: arrested or charged, convicted of a crime, probation or parole, under home confinement, incarcerated in jail or prison, under community residential supervision. See also: Returning Citizens or People with Records
LWDA - Local Workforce Development Area LWDB - Local Workforce Development Boards
NON-ETP - Non-Eligible Training Provider
OJT - On-the-Job Training
OSO - One Stop Operator
Pell Form – Financial Aid Award Letter/Form
People with Records - Individuals who are currently or have been involved with the criminal justice system. Including those who are: arrested or charged, convicted of a crime, probation or parole, under home confinement, incarcerated in jail or prison, under community residential supervision. See also: Justice Involved Individuals (JII's) or Returning Citizens
Returning Citizens - Individuals who are currently or have been involved with the criminal justice system. Including those who are: arrested or charged, convicted of a crime, probation or parole, under home confinement, incarcerated in jail or prison, under community residential supervision. See also: Justice Involved Individuals (JII's) or People with Records
SNAP - Supplemental Nutrition Assistance Program
TANF - Temporary Assistance for Needy Families
TCAT - Tennessee College of Applied Technology
TDHS - Tennessee Department of Human Services
TDLWD - Tennessee Department of Labor and Workforce Development
TPP - Third Party Partner
USDA - United States Department of Agriculture
WIOA - Workforce Innovation and Opportunity Act
VOS – Virtual One Stop
VPA – Voluntary Participation Agreement

3.0 Program Purpose

The United States department of Agriculture /Food and Nutrition Service provides a SNAP E&T Toolkit. The Toolkit describes the purpose of the SNAP E&T Program.

"The Food and Nutrition Act (the Act) of 2008 provides that the purpose of the Employment and Training (E&T) program is to provide Supplemental Nutrition Assistance

Program (SNAP) participant's opportunities to gain skills, training, work, or experience that will increase their ability to obtain regular employment and meet state or local workforce needs."

4.0 Use of Program Manual

This program manual is designed to assist team members involved in the SNAP E&T program with programmatic information and processes. This is a living document. As a living document, it may be updated periodically to reflect new or updated regulations, information, processes, and resources.

Review of the manual should be the first resource for any programmatic questions. If further clarification is needed or the manual does not address the question, please reach out to your SNAP E&T Assistant Director.

5.0 Program Summary

Tennessee Supplemental Nutrition Assistance Program Employment and Training (TN SNAP E&T) is a voluntary program offered in all 95 counties to help eligible participants achieve their vocational goals and increase self-sufficiency through funded education, skills training, and supportive services. TN SNAP E&T's goal is to provide participants with the opportunity to acquire skills, training, work experience, and/or an industry-recognized credential that provides a direct link to a successful career. TN SNAP E&T also aims to ensure that participants have the necessary skills for successful job search and the vocational readiness needed to obtain regular employment. These goals support the program's mission – to assist participants in finding a career that pays a self-sustaining wage – and vision – that Tennesseans receiving SNAP benefits achieve long-term economic self-sufficiency.

TN SNAP E&T services are a combined effort between the Tennessee Department of Human Services (TDHS), Tennessee Department of Labor and Workforce Development (TDLWD), and community partners across the state. TDHS and TDLWD collaboratively administer SNAP E&T in all 95 TN counties through an Interagency Grant Agreement (IGA) and intermediary model that leverages public and private resources within TN's workforce system. In Federal fiscal year (FFY) 2024, United Way of Greater Nashville (UWGN) will serve as TN's primary SNAP E&T intermediary partner under contract with TDLWD.

Each SNAP E&T participant is assessed during their initial interview with a SNAP E&T Case Manager and an Individualized Employment Plan (IEP) is created. Based on the participant's assessment and the career/employment goals established in the IEP, the SNAP E&T Case Manager will provide and/or refer the participant to supportive services to aid in the achievement of their goals. The participant may engage in multiple SNAP E&T components depending on their vocational/career goals. Participants who lack a high school diploma or equivalency are referred to local Adult Education (Title II) partners and encouraged to obtain this certification before (or concurrently while) taking the next steps into a career or technical training. Similarly, participants who lack soft skills, work readiness, or industry-recognized credentials (as requested by TN employers) are encouraged to seek training and/or complete activities that 1) have a direct link to employment, and 2) help build or strengthen skills which can ensure successful long-term employment.

SNAP E&T is a partner in Tennessee's Combined WIOA state plan. Therefore, SNAP E&T is fully integrated within the Workforce services structure extending additional training and educational opportunities, as well as leveraging resources and braiding funding of partner programs to provide needed services to all SNAP E&T Participants. SNAP E&T Case Managers also refer participants to WIOA partners and/or SNAP E&T intermediary and third-party partners for supportive services that help participants grapple with the competing life priorities that can derail progress toward training and career attainment, (ex: transportation). TDHS has also integrated childcare services into the State's SNAP E&T program by coordinating referrals to TN's Childcare Payment Assistance program, helping participants and their children access opportunities that will increase their financial security, education and skills, social capital, and health and well-being.

SNAP E&T participants who demonstrate sufficient vocational skills and/or obtain the necessary credentials for their vocational goals may continue receiving assistance with job search training and, when employment has been obtained, job retention. TDLWD's Workforce Services Division provides oversight of these services (also referred to as Job Search Training and Employment Retention supports), which are offered through TN American Job Centers (AJCs), SNAP E&T TPPs, and online via the Virtual One-Stop at jobs4tn.gov.

The Food and Nutrition Service(FNS) oversees the SNAP E&T programs that are administered by state agencies. Within the established regulations, there is flexibility within each state to devise a yearly plan to be approved by FNS.

6.0 Program Funding

SNAP E&T funding is a federal grant from USDA / Food and Nutrition Services (FNS) that has three types of Funding Streams (Administrative, 50/50 State Match, and 50/50 Partner Match)

- Administrative or 100% - used for Personnel, Operational costs, Participant Tuition (Only!). Allocation is determined by FNS each year by a Federal Formula.
- State Match or 50/50 SNAP – used for Supportive Services such as Transportation, Books, Supplies, Clothing, etc. Can be used for Participant Tuition costs also.
  Allocation based on State Legislation Funding available for program.
- Partner Match or 50/50 CBO – used by Third-Party Partner.
  Allocation is based on Non-Federal Funding provided by partners**.**

7.0 Program Components

FNS defines that E&T programs must include at least one component in the state plan and case management is a required element for each activity.   TN offers the following components.

- **Job Search Training (JST)**
- **Job Retention (JR)**
- **Basic/Foundational Skills Instruction (EPB)**
- **Career/Technical Education Programs or Other Vocational Training (EPC)**
- **English Language Acquisition (EPEL)**
- **Work Readiness Training (EPWRT)**
- **Work Based Learning Transitional Jobs – TPP only**

*Note: State staff are no longer able to co-enroll Title I Youth in SNAP E&T Work Experience

7.1 Job Search Training

Description:

This component helps participants develop and/or enhance skills needed to gain employment via instruction, guidance, and/or mentoring. Approved activities include case management to reduce employment barriers, job skills assessments, career coaching, job search techniques, training on utilizing technology during job search, online job search training, resumé writing workshops and/or assistance, application assistance, interview skills workshops and/or practice sessions, assistance with appropriate dress, social skills-building,

training on effective networking, job placement referrals and/or assistance, and other approved job search training activities offered within One-Stop American Job Centers and by TPPs. During each participant's initial assessment, at least three activities are outlined and documented in the JST activity document.

Approved JST activities are thoroughly evaluated and must directly enhance participants' employability.

JST is not intended to be a long-term activity. This component usually includes three activities and is targeted for completion within 4 - 6 weeks.

Notes/Guidelines

- Activity codes:
    - 633 refer to Job Search Training is entered after the 615 and 205.
    - 634 enroll in Job Search Training is entered when JST starts
- Start of JST
    - JST should start immediately with updating the General Information and Background section of VOS.
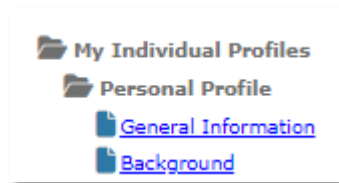
        - By completing these sections, the participant has officially started JST and can be referred for Childcare assistance
        - If they obtain employment before the first scheduled activity, they have still started participation in JST. However, it is encouraged to start the first activity the same day or as soon as possible.
    - If the UT Ext JST Pilot is being utilized, the start of JST is completing the registration/questionnaire on UT Ext's link
- Three activities are selected during the initial assessment or at the time of component enrollment
    - Three activities will be documented on the Job Search Activity Tracker
    - A case note will be entered which includes the activity selections
    - The Job Search Activity Tracker will be uploaded to VOS at the time of the assessment.
- Completion of each activity will be verified by signature on the tracker and uploaded to VOS
- All participants will have a "JST Activity Tracker". See Appendix A2.5
    - Page 1 is required for all participants

- Page 2 is used to track any in-person attendance for the purpose of transportation assistance. Transportation assistance is based on guidelines on Appendix A4.1
- ABAWD participants can use "JST ABAWD Job Search Tracker". See Appendix A2.5
  - ABAWD receive 2 hours for each job that is applied for in Jobs4tn. See Appendix A3.7 to find participant job applications in VOS.
  - If hours are reported to DHS, the "JST ABAWD Job Search Tracker" must uploaded to VOS.
  - Note: Job Search is self-initiated and does not have to be reported or tracked by E&T staff as it is not a required component element for Job Search Training.
- Limited time period- four to six weeks
  - A participant cannot be enrolled in JST more than once without approval from an Assistant Director which must include justification
- JST participants can be referred to SNAP E&T childcare assistance.
- The JST activities can be provided by partners like Title I, Vet staff, Voc Rehab, etc.
  - UT Ext JST Pilot "Finding Work" is available in select counties.
- Look to utilize existing workshops and conduct follow ups.
- Have a resource file to use for one-on-one training activities.
- Participants that have competed vocational training can transition to this activity.
- Successful completion is when they have completed three activities or obtained employment any time after starting JST.
- JST may transition to Job Retention services. Job Retention is a selling point to participant in JST.

Activity suggestions:
- Job skills assessments
- Job search techniques
- Training on utilizing technology during job search
- Online job search training
- Resumé writing workshops and/or assistance
- Interview skills workshops and/or practice sessions
- Assistance with appropriate dress
- Social skills-building/Soft Skills
- Training on effective networking

7.2 Job Retention

Description

This component assists participants who gain new employment through participation in or completion of SNAP E&T activities. JR services include case management, transportation assistance, and assistance obtaining or reimbursement for the purchase of necessary uniforms and/or other employment clothing, equipment, supplies, or tools required to perform the job, testing fees, and/or other necessities needed to maintain and achieve satisfactory performance in their newly acquired employment.

Job retention services are offered for a minimum of 30 days up to a maximum of 90 days. Participants must work with approved vendors for supportive services.

Notes/Guidelines

- Must have participated previously in an E&T component**.**
- To align with Title I four quarterly follow ups, we will do a 12 month look back for participation in E&T activity
  - For those that get a job but it has been more than 12 months since E&T component activity, staff will send those on a case-by-case basis to their SNAP E&T assistant director. There may need to be a re assessment of the individual to see what additional barriers existed to have a large gap before obtaining employment.
- Employment is verified, verification is uploaded to VOS. See Appendix A3.1. If employment gained does not align with their previous stated goal in the IEP, a case note should be entered to state the reason for the shift. Verification can be any of the below:
  - An offer of employment stating start date and wage.
  - Confirmation from HR professional of hiring organization.
  - Email or verbal confirmation documenting the required information:
    - Who verified
    - Position
    - Date and time of confirmation
    - Organization
    - Hours per week
    - Benefits if offered
    - Wage per hour
    - 1st paycheck (if supports are needed beyond transportation since that is only covered for time frame until first paycheck)
- TPPs and state staff will send an encrypted email to TDHS.SNAP-ET@tn.gov with the subject line JOB RETENTION.
  - The email will contain the first two bullet points below:
    - The participants name and SSN

- o "I am requesting confirmation that the below individual is eligible for SNAP E&T Job Retention services. To be Eligible for Job Retention they need to be on SNAP this month or the previous month with no failure to meet general work requirements or intentional program violations. Only a response to this email is needed stating eligible or not eligible. No new referral is needed."
    - Please note: Staff no longer provide employment details to DHS when reporting employment. A status notice will simply state that the participant obtained employment. Employment details will still be entered in the VOS SNAP E&T modules and in case notes.
  - DHS will send a reply email. If eligible, the DHS confirmation email must be uploaded in VOS and documented in case notes to support DHS confirmed eligibility.
- If DHS has de-registered the participant, ask the AD to manually open (delete the outcome) for the VOS SNAP E&T application. The SNAP E&T coordinator will reopen the 205 code by deleting the end date/status and changing the projected end date to continue for 90 days and case note accordingly.
- Enter Job Retention Activity Codes in VOS 639/640. Beginning date will be the date employment is verified.
- Activity Dates should reflect a projected end date of 90 days.
- Any employment needs are identified and verified, and any needs submitted via a training packet.
    - Services may include:
      - Transportation assistance until first paycheck
        - $50 in gas cards is provided as default
          - If additional gas cards are requested, documents of work schedule, etc. must be uploaded as justification.
            - Gas card parameters (Appendix A4.1)
      - Childcare support
      - Uniforms, shoes, tools, equipment, testing fees documented as required from employer. Items are reviewed and approved case by case.
      - Clothing required for a job with documentation from employer on requirements
        - For the medical field where scrubs are required, we allow purchase of three sets of scrubs.
        - For the medical field, if shoes were not purchased during training, they may purchase shoes.

- A 90 day follow up appt required in VOS with corresponding case note and asking the participant if they are still employed.
    - If they are still employed, job retention will be closed as successful. If they are not still employed, job retention will be closed as unsuccessful.

- Status Notices must <u>not</u> be sent to DHS during Job Retention if Job Retention is the only activity they are participating in.

- **Opportunities:**
  - Use in marketing efforts and to increase reverse referrals.
  - Explain this service at the start of case management.
  - Read partner case notes to see if gaining employment is referenced and reach out to participant.
  - Ensure that all staff in the AJC are aware of the service we can provide to encourage co enrollments before this need arises since they must be engaged in a component prior to being entered into Job retention.
  - Best Practice: Follow up with participants 30 days after program completion to see how employment goals have progressed.
  - Can be referred to SNAP E&T childcare assistance.

7.3 Basic/Foundational Skills Instruction (EPB)

Description

This component helps participants prepare for CTE needed to further their career goals. Participants who lack a high school diploma or HSE are referred to local Adult Education (Title II) partners for High School Equivalency Test (HiSET) preparation and/or testing. TN's Adult Education (AE) program is a three-level instructional system focused on building reading, writing, and math skills to bring participants' functional levels up, helping them pass the HiSET and begin their desired career pathway.

SNAP E&T funding provides transportation assistance and supportive services. The State allocates funding for the HiSET if participants meet the testing criteria.
All SNAP E&T participants in need of a high school diploma or HSE, who have a TABE test score of 8.5-grade level or less or possess a high school diploma or HSE and desire CTE but have a deficiency of basic skills as determined by standardized testing are eligible for EPB.

Notes

- Activity for those that do not have a high school diploma or need to work to improve their English Language skills.
  - English Language classes have limited providers. SNAP E&T staff that have providers in their area should form a connection to establish a referral process.

- All participants that do not have a high school diploma or equivalency should be

strongly encouraged to participate in this activity.

- Goal is obtaining HiSET.

- Use attendance sheet and upload for justification of travel assistance. See Appendix A2.5.

- Work towards increasing enrollments in this component by partnering with your Adult Education providers. AE Contact List is located on the Ndrive:

(N:) » WFS Shared » SNAP E&T Resources » FY 2024 » Contact List-

- Coordinate with Adult Education partner staff to refine a reverse referral process.

- Work with ABAWDS to ensure that they are aware of additional work requirement hours needed outside of E&T

- Remember to double class hours when reporting to DHS to account for study hours.

- Adult Education Participants benefit from SNAP E&T Enrollment by receiving:
    - Transportation assistance

    - Case management services to develop Employment goal

    - Childcare assistance

    - Work requirement hours for those under ABAWD status

    - Connections to services provided by contracted SNAP E&T Third Party Partners

7.4 Career/Technical Education Programs or Other Vocational Training (EPC)

Description

This component helps participants gain academic and technical knowledge and skills needed to obtain industry-recognized credentials that allow them to better compete in the job market. EPC activities and services are provided through the One-Stop system, community/technical colleges, and/or community-based organizations.

Approved CTE activities are thoroughly evaluated and must directly enhance participants' employability and be aligned with local labor market needs and identified in-demand occupations. TN employs the following CTE standards:

7.4.1 FY2025 Funding Parameters for training

Basic Criteria:

- Training is connected to their Individual employment goal as supported by case notes.
- Participant acknowledges that they will seek employment in the field of training selected upon training completion.
- Participant does not have marketable, in-demand skills that they are able to use to obtain employment.
- Training programs must be 2.5 years or less. TN SNAP E&T cannot support bachelor's degree programs at this time. This includes accelerated bachelor's degree programs.
- Training must lead to an industry recognized credential, license, or certificate.
- Tuition and required training costs must not exceed total cost of $6,500 per training term. If tuition costs exceed $6,500 in a training term, SNAP E&T's costs are capped at $6,500.

Once the basic criteria is met, proceed with evaluation of the Program and provider Criteria.

Program and Provider Criteria:

- **Tennessee College of Applied Technology and Community Colleges ETPL programs:**
  - Can be eligible for tuition and any required school costs not supported via any other funding streams. Title I co enrollment must be attempted.

- **ETPL Programs /Non TCAT or Community College:**
  - SNAP E&T can support and/or share with Title I the participant cost of required book, tools, uniforms, and equipment but SNAP E&T will not cover tuition.
  *Exception for Truck Driving or Health Field Focus Areas

- **Truck Driving Programs**
  - Truck Driving schools can be on or off the ETPL.
  - Cost must be deemed reasonable to comparable training.
  - Tuition and Supports can be covered.

- **Health Fields Focus areas**
  - Focus Area Program: SNAP E&T can assist with these programs whether on or off the ETPL if the cost is deemed reasonable to comparable training. We can assist with Tuition and Supports
    - RN Associates
    - LPN
    - Dental Assistant
    - Dental Hygienist
    - CCMA
    - C N A
    - Patient Care Tech
    - Prerequisite trainings or enhancement certifications for the above fields.

==See quick guide in Appendix A4.2 Training Parameters – Quick guide==

==Note: State universities are NOT included in TCATs and community colleges.==

Eligible participants receive individualized case management through co-enrollment in WIOA Adult/WIOA Youth programming. Training and participant support costs for SNAP E&T/WIOA Title I co-enrollees are shared across both programs.

Notes

- This component is for participants that want to pursue vocational training leading to an industry recognized credential for an in-demand occupation.
- Participants individual employment plan should clearly show the connection of training to their employment goal.
- Participants can benefit from childcare assistance and transportation.
- ABAWD participant can use this component to meet work requirement hours and class hours are doubled to include study time.
- Attendance verification is required to justify transportation assistance. See Appendix A2.5.
- Be sure to capture credential earned upon program completion. We need to enter credentials earned into VOS even if they have been deregistered and/or have completed E&T participation.
    - For trainings in the health Field, you can verify credentials at
        - [Tennessee Department of Health: Licensure Verification (tn.gov)](https://)
        - https://certportal.nhanow.com/certification_verification/

- Stay current with trainings available in your area.
    - Work to increase enrollments to any Third-Party Partners in your area.
- Refer all those interested to your Title I partner for co enrollment.
- Document this referral in case notes and clearly state how and to who the referral was made.
- Enter the 627activity code for the Title I referral and the 628 once Title I enrollment has occurred.
- Document the result of the referral to Title I in case notes.
- For those not eligible for Title I, use the 629/630 Voc /Tech activity codes.
- Work with your One Stop Operator and partners to streamline participant flow.
- Develop plan for your area how braiding of funding might look.

7.5 English Language Acquisition (EPEL)

Description

This component provides services through AE's Integrated English Literacy and Civics Education (IELCE) program. Through IELCE, participants also receive support with HiSET preparation, citizenship exam preparation, and/or pursue training through AE's Integrated Education and Training (IET) program.

All SNAP E&T participants who request language assistance, who do not speak English as their primary language, and/or for whom lack of English language skills is a barrier to employment will be connected to a service provider if one is available in their area.   TN Adult Education Division currently has providers in Rutherford, Beford, Knox, Davidson, and Shelby counties.

Notes

- Staff with providers in their area need to present E&T opportunities to those providers.
- Transportation and childcare assistance can be provided.
- Attendance verification is required to justify supportive services provided and any ABAWD hours that need to be reported.

7.6 Work Readiness Training (EPWRT)

This component helps participants develop Personal Effectiveness Competencies (i.e. soft skills), including foundational cognitive skills such as reading for information, applied mathematics, locating information, problem-solving, and critical thinking. EPWRT activities also help participants develop personal characteristics and behavioral skills such as adaptability, integrity, cooperation, and workplace discipline which enhance participants' interpersonal interactions, job performance, and career prospects.

EPWRT is not intended to be a long-term activity. This component must be completed within 3 months but can be extended on a case-to-case basis in special circumstances as approved by TDLWD.

This component is provided by contracted Third Party Partners approved for this activity. SNAP E&T staff will be made aware of how to refer individuals to any providers in their area.

Successful completion is either completing the Work Readiness or obtaining employment (if they cannot continue and complete the curriculum).

7.7 Apprenticeship

This component is provided by Apprenticeship TN, a statewide initiative powered by TWDS developed to create a greater awareness of apprenticeship opportunities for employers and workers in every area of Tennessee.

The Tennessee apprenticeship program is designed to assist individuals earn experiential learning combining paid, on-the-job learning with related classroom instruction in order to increase an apprentice's skill level and Wages. It provides participants with:

- On-the-job training from an experienced mentor for typically not less than one year;
- Technical education at one of Tennessee's community colleges, technical schools, apprenticeship training schools, provided online or at the job site;
- Training and curriculum that align with the skill needs of employers in the economy of the State or region involved;
- Access to educational and career counseling and other supportive services, directly or indirectly;
- Hands-on, meaningful learning activities that are connected to education and training activities, such as exploring career options, and understanding how the skills acquired through the coursework can be applied toward a future career; and
- Opportunities to attain at least one industry- recognized credential.

Timeframe for apprenticeship varies based on career path and/or field selected.

Interested individuals that meet the criteria for participation will be referred to Apprenticeship TN.

The list of TN's registered apprenticeships can be found at https://www.tn.gov/content/tn/apprenticeshiptn/find-a- program.html.

Services Provided by SNAP E&T will mirror Job Retention services. Participants may only be enrolled short term since increased income may make them in eligible for SNAP benefits.

7.9 Additional Component Notes

7.9.1 Ill Suited for a Component

According to the Final Rule, DHS eligibility workers need to be made aware when a provider determination is made that the customer is ill suited for a component and is transferred to another component. Additionally, if the customer is ill suited in general and cannot participate in E&T the eligibility worker needs to be made aware.
In the Final Rule Q&A, it states, "providers have the flexibility to establish the criteria used to make a provider determination. The provider may use any information available to the provider to make the determination."

FNS has certain steps that must take place if a provider determines that a referred individual is "ill-suited for a component." DHS has provided the below for us to be following Federal guidance. We do not anticipate this occurring often as we know case managers make all effort to ensure the activity, they are placed in will lead to a successful outcome.   If any E&T Staff, case managers, schools or any contracted Third Party Partner staff make a determination that an E&T participant is ill suited for the activity then the below wording needs to be used in the DHS status notice.

Below is a template of what language to include on the status notice comments section when a provider determination is made

- PROVIDER DETERMINATION
  - Customer Name has been determined not a good fit for an E&T component.
- Provider Name:
- Initial component:
- Date of provider determination:
- Reason for provider determination:
- Next step:
- New work activity, if applicable

7.9.2 Dual Enrollment
Participants may participate in two components as the same time if that lines up with their Individual Employment Plan.

7.9.3 Co-Enrollment
 Participants are enrolled with SNAP E&T and a partner program within the Workforce structure.

8.0 Outcomes

SNAP E&T is required to report program data on a monthly, quarterly, and annual basis. Accurate and timely data entry is crucial to accurate reporting.

- Accurate start date of activity code
- Capturing completion of activity code. Activity codes should never soft exit. As you are in the file each month entering the status notice, check to ensure the projected completion date is accurate and activity has remained open.
- When the participant has completed training and testing, close the activity as successful. If the participant does not want to transition into JST, close 205 and send a status notice to DHS asking to please de-register. Move participant to follow up tab on caseload spreadsheet.
  - Follow up
    - 5 days after the completion date of a training component, conduct follow up to see what days they attended, what credential they earned, check in on their job search plans and offer Job Search Training if needed.
    - Once/twice a month go through your list of closed cases and look in case notes for Title I reporting credentials and/or employments
      - If not co-enrolled, text the participant and ask about employment
- Credentials earned can be entered after SNAP app is closed.
- Employment
  - Once you find employment, offer job retention
    - Make sure Title I hasn't already provided job retention services

  - Obtaining employment - see walkthrough on Appendix A3.1
    - Must enter employment in the program section
    - Can be entered after SNAP app is closed
- Write success stories
  - Promotes SNAP E&T
  - Promotes co-enrollment with partners
  - Promotes your AJC
  - Promotes your hard work
    - Success stories should be short but paint a picture of
      - the participant's barriers and goals
      - what partners they were co-enrolled with
        - funding provided by each partner
          - not $ amounts but like tuition, books, tools, uniforms, etc.
      - training or activity like JST
      - employment details

(N:) > WFS Shared > SNAP E&T Resources > Success Stories

9.0 Program Eligibility

TDHS determines an individual's eligibility to receive SNAP benefits. TDHS will then initiate a referral for those choosing to be referred to SNAP E&T. To be eligible for SNAP E&T services they should be:

- 16 years of age and older (Serving those in High School requires special circumstances)

- Receiving SNAP Benefits in the month of service

- Not Receiving TANF (Families First) cash assistance

- Able and willing to work upon program completion

- Determined eligible by TDHS staff and have had a referral received in Jobs4.tn.gov

   ****SNAP E&T staff can also request for a referral to be initiated for participants that have engaged already with a workforce partner and identified as being on SNAP benefits. These requests are sent using the process detailed in Appendix A3.5 known as a "reverse referral" request. Once the referral is processed into Jobs4tn, they can take advantage of assistance available through the SNAP E&T network**.**   Services may not begin until the referral is showing in VOS even if there is email confirmation from DHS that they are eligible.

SNAP E&T staff can view a list of eligible participants daily that TDHS referred the previous workday. Services can only be provided via SNAP E&T starting from the date of the referral and a participation date must be entered for no earlier than the referral date.   Referred participants will remain eligible until DHS sends a deregistration.   SNAP E&T staff should view the daily de-registrations in Jobs4tn to search for any current participants.   They are eligible for E&T services until the end of the month the deregistration is received.

Once the referral has been received, it is a requirement that an appointment is scheduled no later than 10 business days of referral date. During the orientation, participants are provided with a program overview that addresses components offered, component requirements, and assistance provided for each component.

During the initial appointment**,** the participant will meet one- on-one with a direct line staff member for a comprehensive assessment to identify and document barriers to

create a comprehensiveindividual employment plan (IEP).

Participants must sign a voluntary agreement form before any services can be approved.

- Please also call their attention to the language on the Voluntary agreement form that funding it not guaranteed.

10.0 Participation Status: ABAWD

SNAP E&T is a voluntary program and there is no mandate for any individual to participate. However, as per federal regulations individuals who are considered ABAWDs must meet specific work requirements to continue to receive benefits, SNAP E&T is one of the resources ABAWDs can use tomeet these requirements.

- ABAWD time limits and work requirements apply to people who **are:**
    - Age 18-52 starting 10/01/2023 and 18-54 starting 10/01/2024
    - Fit for employment
    - Do not live in a SNAP household with a minor
    - Not already exempt from general work requirement (determined by TDHS staff)
    - Not covered by a time-limit waiver or exemption (*The exemption is determined by TDHS staff. TDLWD will work with ABAWD participants determined by TDHS and coded as an ABAWD on the automated referral system).*
- ABAWDs are limited to 3 months of SNAP eligibility in a 36-month period unless theindividual meets the ABAWD work requirements.

- If an ABAWD is fulfilling their Work Requirement hours, they may continue to be eligible for SNAP benefits beyond the 3 months. These requirements may include:
    - Work for at least 20 hours per week, averaged monthly; or
    - Participate in a work program at least 20 hours per week, averaged monthly; or
    - A combination of activities adding up to 20 hours per week
- SNAP E&T staff are responsible to communicate the number of participation hours that ABAWD individuals have gained by SNAP E&T participation. This is communicated each 30 days via a status notice generated in the Jobs4tn.gov case management SNAP E&T module. Responsibility for Hours that are gained outside of an E&T activity is on the individual to report to DHS.
    - ABAWD status notice type should be used on all ABAWD referred individuals.
    - Number of hours should be listed on each ABAWD status notice.
    - Hours of participation support documentation should be uploaded to Jobs4n.

- Status notice should be sent:
  - When individual enrolls into SNAP E&T
  - Individual begins a component.
  - There is a change in participation level (participant completes E&T activity or drops out of activity and is no longer participating)
  - Each 30 days while participating.
  - With hours of participation on EACH notice
    - Please be sure to clearly state if they are participating and taking steps toward official component engagement but not yet gaining any hours. These notices would state that zero hours gained to date.
    - Class Hours for education components such as Adult Education and Career Technical training are doubled to allow for homework and study time.
- Any questions participants have regarding their ABAWD status should be directed back to their TDHS caseworker.
  - Current DHS ABAWD flyer can be provided to any interested individuals.

11.0 SNAP E&T Program Staff Responsibilities
****(Please review entire manual for additional instructions)

11.1 Listing of Duties

- Process Referral List

- Schedule and Conduct Initial appointments.

  - Develop individual employment plan with participants.

  - Review Voluntary agreement form and obtain participant signature.
  - Provide USDA NOTICE TO BENEFICIARIES (religious disclaimer)

  - Identity verification

    - Obtain copy of State ID.

      - If meeting in person, scan and upload to VOS.

      - If unable to come in person, the participant can take a selfie of themselves holding their State ID and upload to VOS.

  - Complete Data entry into VOS

  - Send Status notices to DHS:

    - After initial appointment

- each 30 days at a minimum
- Check activity codes and activity code end dates when doing monthly status notices.
  - Ensure that activities are only open for those actively participating. If not, activities must be closed.
- Change in participation level (completed, dropped out, etc.)
- Obtained employment.
- Do not create multiple de-registration status notices to DHS.

- Promote all services within SNAP E&T
  - Childcare
  - Title I Co Enrollment
  - Adult Education Co Enrollment
  - Job Search Training
  - Job Retention
- Coordinate with Partner Programs
- Conduct Follow up appointments at a minimum of each 30 days.
- Case management duties
  - Monitor Deregistration daily list for active participants.
  - Maintain Programmatic Documentation (attendance, Job Search Training tracker, caseload spreadsheet listing active participants)
  - Maintain Fiscal Documentation (gas card logs, postage logs, training packet documentation)
  - Use Monitoring Guide to conduct Self Audits of your VOS files.
    - See monitoring tool instructions in this manual's table of contents
  - Prepare training packets for approval.
  - Maintain Timely and Detailed Case notes for each participant interaction and progress updates.
  - Respond timely to participant and vendor calls, emails, and texts. Responses should be provided no later than 48 business hours. If you will be on leave, please use out of office automatic replies with the date of your return and who the point of contact is in your absence.
    - Suggested message: "If you have an urgent SNAP E&T related issue, please contact (your back-up's email) or SNAP.ET@tn.gov for immediate assistance".

- Send programmatic questions to SNAP.ET@tn.gov with the SNAP E&T AD and team lead copied.

- Attend E&T team meetings with SNAP E&T Assistant Director
- Stay current on program guidance by reading weekly checklist program notes, attending scheduled staff meetings, reading emails from program staff.

  o Follow Multi County Service Plan to ensure program opportunities are available to all counties in your service area.

  o Document on Monthly report

Multi County Service Plan	
Number of times this month traveled to the counties listed below	Service/outreach location in the counties below (i.e. DHS, AJC affiliate, library, public housing, food bank, etc.)
	3 AJC Affiliate
	1 DHS
	1 DHS
	3 AJC Affiliate

- Strive to meet program Key Performance Indicators (KPI'S)
- Be knowledgeable of Third-Party Partners in your area and how to make referrals to their services if applicable.

11.2 Reporting Duties

  o Utilize DHS Feedback Sheet to log any issues related to DHS referrals or De-registrations. Pathway:

(N:) > WFS Shared > SNAP E&T Resources > FY 2025 > DHS Feedback Log

  o Monitor the "To Be Scheduled Report" Weekly. This report will show all referrals that have been made but have not had an initial appointment entered. (Pathway: Detailed Reports/Case Management Program Specific/SNAP/To be Scheduled) See Appendix A3.6.

  o Weekly checklist completed and submitted by Close of Business each Friday to your SNAP E&T Assistant Director and the SNAP.ET@tn.gov email address. This should also be uploaded to the shared drive. Pathway:

(N:) > WFS Shared > SNAP E&T Resources > FY 2025 > Weekly Reports

    ▪ Monthly Reports submitted by the 5th business day of each month for the previous month. Copies of the monthly report should be sent to SNAP E&T Assistant Director, your team lead and the SNAP.ET@tn.gov mailbox.

Monthly report template will be updated on the shared drive. Pathway:

(N:) > WFS Shared > SNAP E&T Resources > FY 2025 > Monthly Reports

Monthly reports to be uploaded each month are:

- Monthly report template
- Postage Log. See Appendix A3.11
- Gas Card Log
- Bus Ticket Log: If applicable to your office
- Caseload Spreadsheet (See section below)

11.2.1 Caseload Spreadsheet

- Minimum requirements: name, State ID, Component, next action date (Next appt date, Next Status Notice due date)

- Caseload spreadsheet only contains *active* participants
  - Not starting school in 2 month
    - Close any open activities
    - Send notice stating to DHS "Participant chose not to participate at this time. We may request a new referral in the future. At this time, please de-register"
    - Tell them to contact you 30 days before training starts.
  - Only active cases
    - Only include enrolled and active cases
    - Do not go by Do not use VOS case management reports for your caseload reporting data
    - for caseload
    - If you have sent a de-reg notice to DHS – take them off your caseload spreadsheet immediately.
      - Do not wait for the de-reg to show up in VOS
      - If they need a credential or employment, move them to a follow up tab
        - Certification and employment can be entered on a closed SNAP app
    - If participant has not selected a clear training program for their IEP, document a next follow up within two weeks.

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11.3 SNAP E&T Back-up staff responsibilities

- Attend initial training for SNAP E&T backups.
- Maintain a current SNAP E&T program manual on your desktop.
- Stay current on how to pull and process daily referral listing for the assigned counties of your primary E&T staff.
- Backups will be included in the biweekly SNAP E&T staff meeting to attend as their primary responsibility will allow.
- SNAP E&T backups will be copied on the weekly program task checklist since it contains program updates but are not required to submit the checklist.
- Backups will only need to process referrals if primary E&T staff will be out of the office for two days or more.
- Northern Middle: Luci is approved to assist with referrals and intake assessments as needed without the primary being out of office. Donna Faircloth will temporarily be back up for Nashville SNAP E&T.
- Primary staff will list the backup and the SNAP.ET@tn.gov email address in their automatic email replies if they have planned days off. For any emails you the backup is not sure how to answer, please ask your question in the SNAP.ET mailbox and the program staff at Central office will assist you.
- Know where to access the scheduled appointments by day in case the primary is out of the office. You will then call those appointments and notify them that their assigned case manager is out of the office. You can gather the information from the initial intake form if it is a first appointment.
  - Pathway: VOS/Services for Workforce Staff/ Manage Activities/Scheduled SNAP appointments
- Do not charge time to SNAP E&T in Edison without prior approval from program staff. Processing referrals and intake is charged to Wagner Peyser.
- Reminder: unless you are listed as the primary E&T coordinator, you are not assigned to work SNAP E&T unless the primary is out of the office.   Exceptions are to be approved by Central Office program staff.
- If gas cards are distributed when primary staff is on leave, back-up must ensure required attendance documentation and case notes are entered in VOS.

11.4 Job Duties by time frame

11.4.1 Daily:
- Pull DHS automated referral report within your workforce region in VOS.
- Monitor deregistration list for active participants.
- Monitor and keep spreadsheet of reverse referral request emails from Third Party Partners.
- Referral list processed.
- Contact participants that have reached out to the SNAP E&T mailbox, Zendesk and has been sent to you, or has been referred to you from Community Connections.

Contact should be made within 48 hours of receiving the information. For those that are not on SNAP, please connect them with Title I and provide any other resources that might be beneficial.

- Request any reverse referrals needed using the process detailed in Appendix A3.5.
- No shows for appointment
    - Update appointment status
    - Send DHS status notice
    - Case note any attempts made to engage participant
- Case management
    - Return any customer emails/ phone calls/texts and document in case notes.
    - Refer to any partner programs as needed. Follow the process within your AJC for referrals. Case note who the referral was sent to, method of the referral and the date.
    - Maintain communication with partner programs to discuss needs of participant and how we will share costs.
    - Complete childcare referral(s) needed by participant and be sure to copy the SNAP.ET@tn.gov mailbox when sending to the childcare contact. Childcare referral should be uploaded, and case note entered.
        - State staff will be sent any childcare referrals from Third Party Partners. Review VOS to ensure the criteria is documented, sign the form, upload to VOS and send to the DHS childcare county contact. If you see any case management / data entry issues in VOS, please share with the SNAP E&T AD.
    - Communicate with Title I for co-enrollment needs
    - Complete training packets
    - Schedule and meet participants as needed for transportation reimbursement.
    - Capture any program completion/credentials earned/ employment earned and complete appropriate section in VOS. Please note that this must be captured even if you have sent the participant back to DHS as completed participation.
    - Promote Job Retention activity for active participants
    - Enter Status notices for active caseload. Status notice should be sent within 2-5 business days of the appointment. Status notices should correspond with the scheduled appointment date and be entered a minimum of each 30 days. It is often best practice to schedule four weeks down on your outlook

calendar to ensure status notice is timely and not missed if the 30-day mark falls on the weekend. Status notices should never be a copy/paste of the case note.

- o Follow-up case notes are clear, detailed, and timely. They should contain continuing steps towards the employment goal.
- o Ensure that activity completions are captured in the activity codes. For those that drop out of participation, attempt contact with the participant and document in case notes those attempts. Close the activity as unsuccessful and send DHS status notice. Activities should not be left open.

11.4.2 Weekly:

- Monitor "to be scheduled" report for previous week. See Appendix A3.6.
- Notify SNAP E&T Assistant Director if any on "to be scheduled report" is for a Third Party Partner
- Weekly task checklist completed with a yes/no/ comments by COB on Friday, sent to your SNAP E&T Assistant Director, copy SNAP.ET@tn.gov and uploaded to the N drive.

11.4.3 Monthly:

Reports to be loaded to N drive and sent to your SNAP E&T Assistant Director, team leads, and SNAP.ET@tn.gov

- Monthly report uploaded by 5th business day
- Updated Caseload list uploaded by 5th business day
- Bus Ticket/Gas card log uploaded by 5th business day (this will be done by team leads)
- Postage Log by 5th business day. See Appendix A3.11

11.4.4 Quarterly:
- Submit at least one success story a quarter to the SNAP.ET@tn.gov mailbox.
- Review KPI's

11.5 Processing Referrals and Scheduling initial Appointment

11.5.1 Requirements from our Interagency Agreement with the Department of Human Services:

11.5.1.1 Initial Appointment

A.17. The Grantee (TN Department of Labor and Workforce Development) shall ensure that each subrecipient (SNAP E&T state staff or Third-Party Partner staff) shall initiate contact with the participant within five (5) business days from the date of referral to schedule their initial appointment.

A.18. The initial contact shall occur in writing or through virtual services and shall inform the participant of the orientation date and time, with such orientation to be scheduled by the subrecipient within ten (10) business days from the date of the referral. The notice shall contain information such as the subrecipient's (TPP or state staff) office address, hours of operation, and telephone number.

A.19. If the participant fails to respond to the initial contact for the initial appointment or did not respond to the scheduled appointment, the Grantee (SNAP E&T state staff or Third-Party Partner staff) shall:

a. Document all contact attempts to engage the participant, as they occur, in the MIS (VOS); and

b. Refer the participant to the Grantor State Agency (DHS) for no show two to five (2-5) business days after the date of initial appointment if engagement attempts are unsuccessful.

11.5.1.2 Referral Process Overview:

A referral from DHS serves as the entry point and eligibility for SNAP E&T services and funding. There will be no funding for costs incurred prior to the referral date that is reflected in VOS as the SNAP application date.

11.5.1.3Direct Referral process:

Upon applying for SNAP benefits, individuals are informed about the opportunity to participate in the SNAP Employment and Training Program. For those that choose to volunteer and are deemed an appropriate referral by DHS eligibility staff, a referral is generated in the DHS eligibility system. For those that choose to volunteer for SNAP E&T afterwards, they can reach out to DHS and request a referral be made on their behalf.

11.5.1.4 Reverse Referral Process:

Individuals are often made aware of SNAP E&T opportunities through the American Job Centers, Third Party Contracted Partners, Community/ Faith based organizations, brochures, or the TNDLWD website. There is short informational video that can be viewed at where they can also submit a request to learn more about program opportunities. SNAP Employment &32

Training (tn.gov)   For those that submit a request via the website, a Zendesk ticket will be created. SNAP E&T staff assigned as a Zendesk agent will then reach out to the individuals and see if they would like us to request a referral to SNAP E&T on their behalf. If they agree, a referral will be requested via the reverse referral process. TPPs will reference the most current version of the contact list for E&T staff for that county to be copied on the email so they will be aware that the request has been made as to not duplicate any efforts.

Regardless of the entry point for interest, a referral can then be requested from the established Department of Human Services using the process detailed in Appendix A3.5 known as a "reverse referral" request.

- Outside Referrals: TPP, Zendesk, Community Connections, and SNAP.ET mailbox
  - State field staff do not contact and only case note: **TPP**
    - Just put in case note that they will be case managed by __ TPP
    - Do not contact
    - Do not schedule appt
  - State field staff will case manage: **Zendesk, Community Connections, SNAP.ET mailbox**
    - Zendesk – Karen or Tamara
      - State field staff will be forwarded a referral from AD
      - referral already requested by Zendesk staff
      - State field staff will contact
    - Community connections (see detailed instructions below)
      - State staff will check Ndrive daily: (N:) > WFS Shared > SNAP E&T Resource > FY 2025 > Community Connections Referrals
      - State field staff will contact
      - State field staff will request referral <mark>(contact first before requesting a referral)</mark>
      - Potential additional funding available
      - State field staff will update final outcome on Ndrive spreadsheet
    - SNAP.ET mailbox
      - State field staff will be forwarded a referral from AD
      - State field staff will contact <mark>(contact first before requesting a referral)</mark>
      - State field staff will request referral
  - State field staff will put ALL these on the reverse referral spreadsheet to track when they show up in VOS
    - TPP - State field staff will not contact
  - **Detailed instructions for Community Connection referrals**
    Spreadsheet will remain on the Ndrive: (N:) > WFS Shared > SNAP E&T Resource > FY 2025 > Community Connections Referrals

    - State field staff will:

- o check this spreadsheet daily and look for their counties
- o first: attempt to contact the interested individual
- o then: request a referral from DHS (if no response from individual within 48 hours, go ahead and request a reverse referral from DHS)
- o select region (drop down box)
- o enter a final outcome (drop down box) within 15 business days
- Final outcomes (due within 15 business days):
  - o "DHS not eligible"
    - ▪ DHS says the individual is ineligible
      - Please inform the individual of ineligibility and refer to appropriate partner programs
  - o "DHS eligible but no response"
    - ▪ A referral was received but individual would not respond
      - Please text, call, email. If no response within 48 hours, then send a letter. Please document all attempts in case notes
  - o "DHS eligible but chose not to participate"
    - ▪ A referral was received but the individual chose not to enroll.
    - ▪ The individual may have changed their mind or is interested in training that E&T does not cover and is not willing to do a different training or JST
  - o "DHS eligible and enrolled"
    - ▪ A referral was received, the participant responded and was enrolled in SNAP E&T
- Misc.:
  - o You are not required to keep a running status, just a final outcome within 15 business days
  - o A report will be created monthly to track results
  - o Keep track of these referrals as additional funding could be available

Reverse Referral requests

- The SNAP E&T coordinator should submit referral requests using the process detailed in Appendix A3.5 known as a "reverse referral" request.
- If 3 FULL business days have passed and the requested reverse referral is not on the VOS referral report, then the state staff should send a follow-up email to the TDLWD Assistant Director (Carrie Landenberger) to request further assistance.
- The TDLWD Assistant Director will contact TDHS for resolution. TDHS will confirm resolution with the TDLWD Assistant Director.

11.6 State Staff Process

- Log into VOS daily, pull referral report for your assigned counties by DHS county code number and export to an excel spreadsheet. Pathway: Reports/Detailed Reports/Case Management- Program Specific/SNAP/DHS Referral Report

11.6.1 De-registrations

- Monitor De-registration report for any active participants. These will only be eligible for services until the end of the month that the de-registration was entered.
- Contact any active participant and let them know of the expiration of the status of SNAP E&T eligibility.
- Enter a case note for this interaction.   Participant can contact the Department of Human Services to discuss being referred to SNAP E&T.
- No service can continue past that month without a new referral being sent by DHS.
- **De-registrations with errors:**
    - De-registrations with errors had an error in the referral that was not corrected when the SNAP application was created (DOB/gender)
    - De-registrations with errors will not find the SNAP app. The SNAP app will not close and there will not be a de-registration case note.
        - De-registrations with errors must be manually exited by the AD
            - Notify the AD with the details.

11.6.2 Referrals

- Maintain a tracking method for referrals that were requested by a Third-Party Partner. Cross reference this list daily with the referral list**.**
- State staff will enter a case note for those that were requested by a Third-Party Partner. Case Note: "Referral was requested by and will be case managed by (insert organization name) TPP"
    - No contact needs to be made by state staff for those referrals that were initiated by Third Party Partner staff. The only responsibility is to enter the above case note.
- For remaining participants on the referral list, initiate contact within 2 business days.   Though DHS allows for up to five days, the Department of Labor requires that the referrals be processed within two days. To adhere to this timeframe, there should be a case note documenting virtual contact attempts or an appointment letter created and saved to the system within two business days. If initial virtual contact fails, an appointment letter should be created and saved to the system and mailed within five business days of receipt of referral.

- You have the option to first attempt virtual contact via telephone before sending an appointment letter in the mail. Emails can be sent only as a secondary addition since that is not information that is provided on the DHS referral.
- Attempted phone calls, text messages should all be documented in case notes.
- When reaching participant via phone, notify them of your name and that you work for the SNAP E&T program and wanted to speak to them since they expressed interest in participating. If they have the time, conduct the initial assessment at this time. If they do not, then give them your next available appointment date and time that you will call them. Document in case notes that they were given the appt date and time by speaking to them over the phone.
- Best Practice: Send a text message first as Individuals are much more likely to respond to a text than a phone call from an unknown number.
    - A template can be created in I Phone Notes application and copy and pasted. Example: Participant first name", my name is _____ with SNAP Employment and Training. DHS referred you to me because you expressed an interest in our program. Please call me back at this number so I can explain the different education/training opportunities and supportive services available through SNAP E&T."
- You may also attempt a phone call to reach participant and use same language as above for leaving a voicemail.
- If the participant returns your phone call, please go ahead and conduct the assessment unless you have other job duties already scheduled or can move those duties to a later time. Engagement is best captured at first contact. If you are not able to complete the initial intake at that time, give them your next open time for an appointment. There should not be a large gap of time elapse to get them scheduled.
- If participant does not respond to text or phone call within 48 hours, please enter an appointment date and time in VOS, and send the appointment via letter template in VOS. Letter must contain appointment date, time, staff members phone number, and location. If the appointment will be via phone, please enter that information in the letter.
    - **Best practice** – Remove the time your personalized letter template to say this verbiage:
    The SNAP E&T coordinator will call you between hours of 9:00-11:00am on ##APPOINTMENTDATE##. If you need to reschedule 36

==highlight==or want more information, please contact us before the appointment date.==highlight==

==highlight==If we do not hear from you by ##APPOINTMENTDATE##, we will assume you are not interested in participating in SNAP E&T at this time. You can always reach out to us in the future and we can request a new referral from DHS.==highlight==

- ==highlight==You can use whatever 2 hours window best suits your schedule.==highlight==
- ==highlight==Schedule multiple appointments for the 2 hours window. Call them all. If any answer, do the assessment and enroll if possible. Then move to the next call.==highlight==

- Please keep in mind the Multi County Service Plan for those that express a desire for an in-person appointment. You can notify them of your next scheduled date to be in their county.   To keep in compliance within the 10-day time frame for the first appointment, mark the phone call as the first appointment in VOS and document in case note that the individual has requested an in-person appointment and scheduled for (enter date).
- The Initial Appointment date must be no later than 10 business days from date of the referral.
- The letter cannot request the individual to initiate the call to the SNAP E&T coordinator. The call for the schedule appointment time must be made by the SNAP E&T staff.
  - ==highlight==An alternative letter may be approved for offices with a high volume of DHS referrals. Please contact AD.==highlight==
- If the individual does not appear in person or does not answer the call at the scheduled appointment time, the SNAP E&T coordinator must send a no-show status notice to DHS within 2-5 days.
- Error code on referral report. See Appendix A3.13. If you see the error stating "SSN found but DOB and/or gender do not match, that indicates that the SSN that DHS has sent is in the system, but it is attached with a file in VOS that does not have the same DOB and/or Gender as the referral report. In this case, the SNAP application must be manually created using the information from the referral report. "Click on Create SNAP application" link and enter the required information. If the participant reports to the initial appointment, you will need to have them verify their DOB. Please correct any information in VOS that is identified when conducting assessment.
  - Make sure you are adding the DHS case number to the SNAP app

SNAP #402688503 - Case Exited

LWDB:
Onestop:
Open/Total Activities:
Application Date
Participation Date:
Closure Date:
Exit Date:
Days to Soft Exit:
Projected Exit Date:

Case Information

Case Number: 0081983500

- DHS cannot de-register without a case number

11.7 Third Party Partner Staff Process

Partner staff will identify those on SNAP benefits that have an employment goal aligning with their approved SNAP E&T activities.   They will then follow the process above for request a reverse referral for those individuals that have chosen to participate.

Partner staff will check VOS for the referrals for those requested. Referrals should be processed, and initial appointment/assessment conducted within 10 business days. Each individual should have an appointment entered in VOS and a corresponding SNAP E&T intake case note within that ten-day time frame.

If you notice that another SNAP E&T staff member has already scheduled an appointment, please notify your SNAP E&T Assistant Director and they will assist with clarification.

Please note that no Third Party Partner staff should be manually creating the SNAP application unless it is an error of "SSN found but DOB and/or Gender do not match."

Any services seeking reimbursement from E&T must have a start date of no sooner than the referral date.

If you send a reverse referral request and do not have an answer or a referral in VOS within 48 business hours, please send the name, SSN, and county to the SNAP E&T Assistant Director. They will then follow up with DHS.

11.7.1 De-registrations

- Monitor De-registration report for any active participants. These will only be eligible for services until the end of the month that the deregistration was entered.
- Contact any active participant and let them know of the expiration of the status of SNAP E&T eligibility.
- Enter a case note for this interaction. Participant can contact the Department of Human Services to discuss being referred to SNAP E&T.
- No service can continue past that month without a new referral being sent by DHS.
- **De-registrations with errors:**
  - De-registrations with errors had an error in the referral that was not corrected when the SNAP application was created (DOB/gender)
  - De-registrations with errors will not find the SNAP app. The SNAP app will not close and there will not be a de-registration case note.
    - De-registrations with errors must be manually exited by the Intermediary (or AD for TPP direct reports)
      - Notify your Intermediary/AD with the details

11.8 Additional notes – State staff and TPPs

- <mark>When pulling your referral report on Mondays, include Saturday to Monday to capture referrals DHS created on Friday/appeared in VOS on Saturday.</mark>
- If there is an existing SNAP application in VOS, make a case note of the new DHS referral.
- If a new SNAP application is created in VOS but there are activities entered in the previous application and there has been no gap in service eligibility, please contact your SNAP E&T Assistant Director to check the possibility of having the two applications consolidated/merged. If this occurs, we still need the date of the new DHS referral entered in case notes.
- When there are system issues that prevent timely processing, a case note should be entered. Example: "VOS system issues prevented referral from being processed timely"
- If any appointment letter is returned in the mail, please attempt to call the participant, and notify them of the appointment date and time. Case note that the letter was returned, and attempt was made to notify participant of appointment date and time. If you are not able to speak to the participant, and then send a DHS a miscellaneous

status notice informing them that participant was not able to be notified of appointment date due to returned mail.

- Manual creation of SNAP applications can ONLY be entered on two occasions and a referral must be showing in VOS.
  - When you see the error on the referral report that states "SSN found but Gender and/or DOB do not match" or when DHS sends a paper referral due to system issues. See Appendix A3.13. During the initial assessment, you will need to verify the information as correct.   Make sure you add case number to SNAP app.
  - Paper referrals please see walkthrough on Appendix A3.3
- If you notice the address on the referral report is not within the assigned DHS county code, please follow the walkthrough on Appendix A3.2
- Ensure that you keep an adequate supply of postage to mail appointment letters. Additional postage can be requested utilizing the Postage request form. You will need to check the cost of stamps at that time to calculate how much you need the check issued for to go buy postage.   Ensure that you are using the postage log to document the usage. See Appendix A3.11
- Please use the appointment letter template in VOS. You may customize the bottom of the letter and send to your SNAP E&T Assistant Director for approval, but the template must them be kept in private mode. See Appendix A3.12

11.9 Initial assessment

- Purpose of the initial assessment
  - To explain our program and determine interest
  - To discuss different components
  - To create an Individual Employment Plan (IEP)

- Provide Program overview and activities offered

- Complete SNAP E&T assessment guide and ensure it is uploaded to VOS.

  - Remember this is not a script but a tool to gather information to help formulate the employment plan and guide case management discussions. Follow up questions are often needed.

  - The assessment guide is a starting point to guide the conversation and allow follow up conversations that are often needed to develop the IEP.

  - You can also use the "self-assessment" in VOS SNAP E&T Module, but this

provides more limited questions.

- o The Feds are requiring us to ask every participant if transportation is a barrier and discuss transportation assistance to remove that barrier.
    - Going forward please make sure the answer to the first question is yes
        - Transportation assistance discussed? Needed? If yes, which partner will be covering transportation assistance?
- o Make sure you are using our assessment form on Ndrive. You can ask additional questions.
- o If you feel that your AJC has a thorough Common intake form, you can share with your SNAP E&T AD to see if that could replace the SNAP E&T assessment.
- o If an assessment has already been done by a partner program, you may use that information to complete the SNAP E&T assessment and ask any additional questions needed during your intake. There may have been a change of information from their assessment date.

- If the individual is not interested but you did the assessment, complete the application, and enter the 615 and enter detailed case notes.

- If you complete the assessment and the individual is not going to start training within 2 months, enter the 615 but tell the participant that they will need to contact you 30 days before training starts so you can request a new referral from DHS. Send a status notice to DHS to de-register at this time but a new referral may be requested in the future.

    - o Do not keep the participant enrolled in SNAP E&T for months without being enrolled in an activity (i.e., AE, VocTech, JST, etc.)

- If no training chosen at the time of the assessment, don't wait 30 more days to follow up with them.

    - o Create clear steps and deadlines for the participant.

    - o Follow up in 7 days

- Review the Voluntary agreement form with participant. Have the participant sign the agreement and upload to VOS. If the appointment will be conducted virtually, digitally send the form to them to sign and return while you are on the phone. If unable to sign at that time, case note and follow up ASAP.

- o ==Participants must sign a voluntary agreement form before any funding/services can be approved.==
- o ==Please also call their attention to the language on the Voluntary agreement form that funding it not guaranteed and that they are agreeing to apply with Title I.==
- Identity verification
  - o Obtain copy of State ID.
    - ▪ If meeting in person, scan and upload to VOS.
    - ▪ If unable to come in person, the participant can take a selfie of themself holding their State ID and upload to VOS.
- Complete the SNAP E&T application in VOS for those who completed assessment. Participation date will be date of initial assessment.
- Provide participant with the ==USDA NOTICE TO BENEFICIARIES (religious disclaimer)==
- Assign yourself as the case manager.

- Develop Individual Employment plan and document in case notes.

  The assessment at intake will aid in developing the Individual Employment plan. The initial case note template will outline the employment goal and the first step to that goal. All training approved must be supported by the outlined employment goal. Each follow up case note will document the progress on the previous action step and list the next action step.
- Case management points
  - o Barriers are barriers to employment i.e., lack of skills, lack of transportation, lack of childcare, gap in work history, background issues, etc.
    - o If funding is needed for training, lack of skills must be listed in barriers.
  - o Goals
    - o The end goal of any enrollment in SNAP E&T is employment
      - ▪ For any vocational training, the employment goal must be a specific occupation
        - Completing training is not a <u>goal</u>, it is a <u>step</u> to meet the employment goal
        - The employment goal must support the need for that specific training program
      - ▪ For AE, Work Experience or JST, the employment goal can be more vague like retail, construction, etc.
  - o Work history
    - o It is important to get as much work history as possible
      - ▪ Are they wanted advanced training with zero experience in the field (i.e., LPN)?
      - ▪ Do they have a large gap in the work history? Why?

- - Are they unable to keep a job? Why? Transportation or childcare issues?

- Activity Tracker/ Adult Education and Vocational Training Provide attendance document.

- Please use the SNAP E&T Case note template for this initial case note. Search for Carrie Landenberger to pull correct template.   Remember that the case notes serve as the ongoing Individual Employment Plan, and each follow up case note should include updates on their action steps and the next action step. Each line requires an answer(s). Words in italics are suggestion and should be deleted to be replaced with specific answers.

Referral received from: *(DHS, Title I, Adult Ed, UT Extension, Other)*
Initial appointment was conducted *(enter via phone or in person)* **on** *(enter date)*
Initial Assessment document has been completed and uploaded to documents. *(If assessment completed by partner please reference the case note and date of the assessment)*
Barriers identified:
Justice Involved: *Y/N*
Transportation assistance discussed? *Y/N* **Needed?** *Y/N* **If yes, which partner will be covering transportation assistance?**
Previous training, skills, certifications:
Employment Goal: *(list occupation)*
Component selected:
(If Job Search Training - indicate which three activities have been selected and complete JST activity Tracker.
If Career Technical - Type of training Desired, training provider, any know start dates.)
First action step towards goal:
Voluntary agreement form: *(indicate that it was reviewed and status of participant signature)*
Any referrals made: *(to Adult Ed, Title I, Childcare, etc. List details of how and to whom referral was made)*
Additional information: *(do not enter see uploaded documents)*
Next appointment date and time:

- Update appointment status

- Enter in all appropriate activity codes.   Each participant will have a 615 for the initial assessment and 205 for developing the individual employment plan. See activity code list for full listing.

- Send DHS status notice no later than 5 business days after appointment.

- Upload signed voluntary disclosure/voluntary participation agreement if received.   43

- Upload assessment document or note the use of the one in VOS.

- Case notes should state any partner referrals made to include how and to whom the referral was sent to

- Remember that TN is increasing apprenticeship opportunities. During the assessment when they state the type of job they are interested in, you can have them check [ApprenticeshipTN](#) for listed programs.

- Ensure that the participant knows what the next step will be and what other partner staff will be contacting them if applicable.

- Provide participant with your name, email, phone number and their next appointment date and time.

- Enter the next appointment date and time into VOS. An appointment should be entered for no later than 30 days.

11.10 Initial Assessment Guide

Client name: _____ **SID:** _____ **DHS referral date:** _____

1. Do you have an email address?
    - ☐ **Yes** ☐ **No   email:** _____
2. Are you currently employed? ☐ **Yes**   ☐ **No** ☐**Prefer not to answer**
3. Have you served in the military? ☐ **Yes**   ☐ **No**
4. Do you currently have your High School Diploma or Equivalency? ☐ **Yes**   ☐ **No** ☐**Prefer not to answer**
    - If no, are interested is getting your HiSET? ☐ **Yes**   ☐ **No**
5. Do you have a post-secondary diploma (Associates, Bachelor's, Master's, or Ph.D.)?
    - ☐ **Yes** ☐ **No** ☐**Prefer not to answer**
    - If yes what type and field of study? _____
    - If yes, what has prevented you from obtaining or maintaining employment in that field? _____
6. Do you have a vocational degree, certificate, or license?

- o ☐ **Yes** ☐ **No** ☐**Prefer not to answer**
- o If yes what type? _____
- o If yes, what has prevented you from obtaining or maintaining employment in that field?
- o If no, have you attending vocational training but not completed? ☐ **Yes**   ☐ **No**
    - ▪ If yes, what type of training and what prevented successful completion

    _____

7. How many employers have you had in the past 5 years? _____
8. Have you had a gap in employment greater than 6 months in the past 5 years?
    ☐ **Yes**   ☐ **No** ☐**Prefer not to answer**
9. What field(s) of employment do you have experience in? (check all that apply)

Data Entry/Admin/Office   Retail   Government

Food service/Hospitality   Construction   Warehouse

Medical   Education   Other

10. Do you have children under the age of 18? ☐ **Yes**   ☐ **No**
    - o If yes, how many _____ and their ages _____
    - o If yes, do you need assistance with childcare? ☐ **Yes**   ☐ **No**
11. Have you had any legal issues, either now or in the past, that could prevent employment (felony or misdemeanor)? ☐ **Yes**   ☐ **No**
12. Do you have a medical condition that would prevent employment?
    ☐ **Yes**   ☐ **No** ☐**Prefer not to answer**
13. Do you have an automobile? ☐ **Yes**   ☐ **No**
    - o If yes, do you also have alternate transportation? ☐ **Yes**   ☐ **No**
    - o If no, what transportation do you use currently? _____
14. Are you comfortable using a computer? ☐ **Yes**   ☐ **No**
15. What do you believe is preventing employment? _____
16. Do you need assistance with housing? ☐ **Yes**   ☐ **No**
17. What type of employment are you interested in? _____
18. Additional Comments: _____

_____

_____

11.11 Follow up Appointments
- Should have an appointment at a minimum of each 30 days.
- Remember and Individual Employment plan is ever evolving. In follow up visits

make sure you confirm any new barrier or changes in goals.
- o For example: childcare may be identified as a new barrier in a follow up appointment
- Update appointment status
- Send DHS status notice. This should be no later than five days after appointment. Status notice comments
  - o We do not use language to indicate "compliance" since that could be interpreted as ABAWD compliant with work requirement hours. Our language should indicate participation and hours with the SNAP E&T activity.
  - o ABAWD
    - ▪ Every ABAWD status notice must mention ABAWD and hours
      - • Zero ABAWD hours on first appt status notice
    - ▪ When providing ABAWD hours give dates, i.e., "August 16th to September 15th – ABAWD hours = 37"
  - o Include the verbiage "Please de-register" when the participant is done participating or is a no show.
  - o Never send status notices during Job Retention if not currently actively participating in another activity.
- Enter case note which should include.
  - o How appointment was conducted (in person or by phone)
    - ▪ Any additional barriers or issues encountered.
    - ▪ Next appointment date and time
    - ▪ Current status
      - • Vocational/Technical Training should include class start date and any current progress.
      - • Job Search Training should include status of activities
      - • Job Retention should include method used for employment verification and any supports that we would be providing.
    - ▪ Action steps toward individual employment goal
- Upload any needed documents (attendance calendar, certifications etc.)
  - o Job Search Training: upload updated tracker each time
- Provide any transportation assistance that they are due and enter case note for the date of attendance that support covers. Participants are required to sign the gas card or bus ticket log.
- Address any other supports that are needed.
  - o Enter next appointment date and time and provide to participant
- Ensure that all activity codes are still open and will not close before next appt.
- For co-enrolled participants, case notes can reference Title I follow up meeting.

- Stay current on program guidance by reading weekly checklist program notes, attending scheduled staff meetings, reading emails from program staff.
- Be knowledgeable of Third-Party Partners in your area and how to make referrals to their services if applicable.
- <mark>Helpful hint: VOS only displays the first 10 appointments. Click on the column header "appointment #" to display the last 10 appointments.</mark>

Appointment #
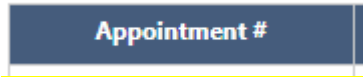
11.12 Coordination with Partners

- The initial assessment will provide information to help determine all the partners that should be sent a referral for co-enrollment. Braiding funding and wrap around services help the participant be more successful.

11.12.1 Adult Education

- o Ensure you know the point of contact for your area
- o Schedule a meeting to review the intake process and set up referral processes. Include the process established within the AJC network.
- o Know how Adult Education intake/ orientation is conducted.
- o Look at potential to attend their orientation
- o Promote Childcare and transportation assistance
- o Serve as a motivator in their process to increase their potential

11.12.2 Title I

- o Work within established referral process within the AJC
- o Document in case notes clearly who/how/ when the referral was made
- o Work with Partner staff to learn their intake process and time frame needed for enrollment
- o Ensure that Title I knows the reverse referral process to increase referrals from Title I.
- o <mark>Promote</mark> childcare from SNAP E&T enrollment
- o Share challenges co-enrolling with Title I to the SNAP E&T AD. They can assist in scheduling meetings and offering best practices from other areas.
- o When reviewing the Voluntary agreement form, call participants attention that <mark>applying</mark> with Title I is a required step for SNAP E&T funding.   Make sure they

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know a partner staff will be contacting them. Please also call their attention to the language on the Voluntary agreement form that funding it not guaranteed.

- o Coordinate who will be paying for transportation assistance. Best practice is to have Title I cover this when possible.

- o Maintain communication for status updates for Title I enrollment.

- o Coordinate sharing of information, especially information from training providers on existing funding participant has.

11.12.3 Veteran Staff

- Refer those at intake that need to be connected to Veteran staff in the American Job Center. Since SNAP E&T conducts both virtual and in person scheduled appointments, it is easy to miss identifying them at intake via the normal AJC intake process. Those on SNAP benefits are considered veterans with SBE (Significant Barriers to Employment)

- Meet with staff so they understand SNAP E&T and the assistance we can provide.

- Job search training is often a good fit since Vet staff will be conducting activities that align with that component. We can then assist them with Job Retention services once they obtain employment.

11.12.4 Mobile American Job Center

- Work with your team lead on any scheduled events that might be opportunity for SNAP E&T outreach.

- Ensure Mobile AJC staff have SNAP E&T brochures.

11.12.5 SNAP E&T Third Party Partners

- Be knowledgeable of those in your area, the services they provide, who would make a good candidate and how to make that referral. Your SNAP E&T AD will assist you with this.

11.13 Training Providers and Vendors

- Provide any new training providers or vendors the SNAP E&T Training approval Processes.

- Remind training providers that communication on the status of participants must be originated between the SNAP E&T case manager and the enrolled participants. If participants express dissatisfaction with E&T processes, providers can direct

participants to their SNAP E&T case manager or SNAP.ET@tn.gov.

- Work to have vendors that will be willing to accept SNAP E&T vouchers, especially one for medical uniforms and tools. Title I can often share what vendors they can work with.

- New vendors will complete a W9 and submit to the SNAP E&T staff member for that county.

- If you have a question on if the vendor is already an established vendor with the state to receive payment, you can send the name and address of the vendor to your SNAP E&T AD.

- Training providers can assist in answering questions on what entry criteria exists and any challenges that individuals with barriers might face when seeking employment in that field.

11.14 Community Resources

Often individuals may need to address the most pressing barriers before they can commit to SNAP E&T or concurrent with E&T participation.   We want to provide connections to available resources.

- Keep a listing of resources that may assist with barriers identified during assessment. Examples might be:
    - Housing
    - Substance abuse
    - Mental Health
    - Domestic Violence
    - Financial Literacy / Budgeting classes
    - Food Pantries
    - Clothing Closets
    - Faith Based Organizations
    - Rent/ Utility Payment Assistance. Refer to LIHEAP for utility assistance.
    - Cell phone programs
    - Senior Citizen organizations. Be knowledgeable of the Senior Community Service Employment Program in your area (SCSEP) for work opportunities available to that population.
    - **Home (myresourcedirectory.com)**

- Community agencies are good sites for SNAP E&T outreach.
- During your quarterly AJC partner meetings, make note of any organizations/ partners that would benefit our participants.

TBR Schools- Potential Pilot for SNAP E&T for FY 24

TN Reconnect – Know how to refer individuals. SNAP E&T often gets referrals from TN Reconnect for those that need additional support.

12.0 Multi County Service Plan

12.1 Overview:

SNAP E&T has had successful program operations during the Pandemic to provide services virtually. We have seen however that operating within metro counites only that we potentially inadvertently hindered program growth opportunities in the remaining counties that each staff is responsible for serving. We want to pivot and ensure that we have a plan to serve intentionally across all 95 counties.

12.2 Purpose:

- To ensure that SNAP Recipients, partner programs and community-based organizations in all counties have access and knowledge of SNAP E&T
- Provide direction to support the program goal submitted to our Federal partners, FNS, of increasing rural participation
- Provide customer focus service by giving participants in all counties opportunity to receive in person services where they live.
- Be fiscally responsible for travel funds by having regularly scheduled days to meet participants and work full days in all counties. You may also visit two neighboring counties in one day and spend a half workday in each.

12.3 Plan:

- Track enrollments (615 activity code) for rural counties.
- SNAP E&T staff will conduct marketing for SNAP E&T by looking for organizations/ locations in each county where they can leave program brochures or speak to community organizations. Utilize spreadsheet that was coordinated with UT Extension for potential sites.
  - This can be done virtually through phone calls and emails.

- SNAP E&T Staff will review schedules for Mobile American Job Centers to identify any events that would have potential for SNAP E&T engagement and marketing. Work with Team leads and SNAP E&T Asst Directors for approval to join those events.
- SNAP E&T staff need to reach out to DHS E&T county contact and request to be on the schedule for staff meetings to present program overview and success stories.   SNAP E&T staff will share agenda/ talking points with SNAP E&T Asst Directors prior to speaking.
  - ==This can be done virtually through phone calls and emails.==
- Ensure that staff have training materials folder to conduct one on one Job Search Training activity. This is an activity that can increase even with limited SNAP E&T Funding.
- Educate partner staff in all counties that those participating with SNAP E&T are eligible for Childcare assistance. Referrals are made from SNAP E&T Staff to DHS Childcare staff.   This is an excellent co enrollment opportunity that does not affect the state E&T dollars.
- Meet and provide overview of E&T to each county Adult Education providers.
  - Identify when Adult Education orientations might be in your counties and look at coinciding your onsite workdays in that county with those dates.
  - Co Enrollment with Adult Education is also a Key Performance Indicator measure for this program year.

13.0 SNAP Employment and Training Activity Codes

205 - Develop Service Strategies (IEP/ISS/EDP)

As part of the assessment and case management process, a plan will be developed to assist participant in reaching their employment goal. The initial case note done by the SNAP E&T Staff must document the initial assessment, goal, barriers discussed, and the first step to the goal.This activity code will be entered on the date of the initial appointment with projected begin date and actual begin date being the same as initial appointment. As the assessment can evolve over time, this code will have a projected end date that is one to two months after the participation activity should end (i.e. AE, CTE, JST). and left open until participant has completed participation in the program. (All case notes from this point forward should indicate how, when, where and why the participant is moving forward to accomplishing vocational goal).

615 - SNAP Appraisal

This is a SNAP E&T specific activity code for the participants attending and completing the initial appointment/assessment. Projected begin date and actual begin date should be the same as the initial appointment date. This activity should be closed and marked

as "Successful Completion." This activity code must be entered prior to entering a component; otherwise, the components specific to E&T (600 series) will not be a selectable option.

619 - SNAP Refer to Work Experience (TPP only Work Based Learning Transitional Jobs)

620 - SNAP Enroll to Work Experience (TPP only Work Based Learning Transitional Jobs)

625 - SNAP-Refer to Adult Education

SNAP E&T participants indicating the lack of a high school diploma or High School Equivalency should be recommended to enter into this activity as a first step in their IEP.

All "referred" activities are closed and marked completed/successful with beginning date and ending date being the date the referral was made.

This activity must be entered prior to the 626 activity; otherwise, the 626 activity will not be a selectable option.

Once participant has attended the first day of orientation/intake with Adult Education, then 626 activity can be entered.

626 - SNAP Enroll to Adult Education

The beginning date of component is the actual date of Adult Education enrollment. The projected end date should be two months after the predicted completion of that activity.

This activity will remain open until the participant is no longer attending or has obtained a High School Equivalency Diploma.

 Upon successfully obtaining the HiSET, this credential must be recorded in the "create credential" link in the SNAP VOS module.

If participant stops participating, then the activity would be marked as unsuccessful and dated with last known date of participation.

Document ending status in case notes and in a detailed DHS notification.

627 - SNAP-Refer to Workforce Services

This activity is for participants that are being referred to Title I staff for Career/Technical Education for co-enrollment opportunities. Even if participant is already enrolled with Title I and referral was FROM Title I, this activity will still need to be entered to access the 628 activity which will reflect date of co enrollment.

If a reverse referral from WFS partner and participant is already enrolled with WFS Partner, use the dates of the 615 for this activity.

All "referred" activities are closed and marked completed/successful with beginning date and ending date being the date the referral was made.
Case notes should document to who and how the referral was made.
This activity must be entered prior to the 628 activity; otherwise, the 628 activity will not be a selectable option.
Once participant has been enrolled with Title I, then the 628 component can be entered.

628 - SNAP-Enroll to Workforce Services

The beginning date of component is the actual date of Title I enrollment or if participant is a reverse referral from Title I , use the date of the 615 activity code to reflect the date they are enrolled in both programs.   The projected end date should be two months after the predicted completion of that activity.

The 627/628 activities are used to indicate co enrollment with Title I and SNAP E&T so the date of the 628 will reflect the date they are enrolled in both programs.
This activity will remain open until the participant is no longer attending or has completed training.
Please remember when marking successful completion, any credential earned needs to be documented in case notes and entered into the "create credential" link in the SNAP VOS module.
If participant drops out then would be marked as unsuccessful and dated with last known date of participation.
 Document ending status in case notes and in a detailed DHS notification.

629 - SNAP-Refer to Voc/Tech

This activity is for participants that are being referred to a Career/Technical Education Training or for those that are not eligible or were not approved for co-enrollment with Title I and for those receiving vocational training with contracted Third Party Partners.
All "referred" activities are closed and marked completed/successful with beginning date and ending date being the date the referral was made.
This activity must be entered prior to the 630 activity; otherwise, the 630 activity will not be a selectable option.
Once participant has attended the first day of orientation/intake with Training facility, then 630 component can be entered.

630 - SNAP Enroll to Voc/Tech

The beginning date of component is the start date of Career/Technical Education. This activity is only used for those not co enrolled with Title I and for those receiving vocational training leading to a credential with Third Party partners.

The projected end date should be two months after the predicted completion of that activity.

This activity will remain open until the participant is no longer attending or completed training.

Please remember when marking successful completion, any credential earned needs to be documented in case notes and entered into the "create credential" link in the SNAP VOS module.

If participant drops out, then activity would be marked as unsuccessful and dated with last known date of participation.

Document ending status in case notes and in a detailed DHS notification.

This information should also be included and linked to case notes. Information needs to be detailed in the DHS status notice.

If participant drops out then would be marked as unsuccessful and dated with last known date of participation. Documenting change in case note and detailed DHS notification.

634 - SNAP Enroll to Job Search Training

This is for participants who have been identified through the assessment process to benefit from intensive services for job search training activities.

Job search training must have participants assigned to three specific activities documented on the Activity tracker and in case notes.

All "referred" activities are closed and marked completed/successful with beginning date and ending date being the date the referral was made.

The projected end date will be six weeks later. This activity will remain open until the participant has successfully completed the activity tracker with the listed activities or secured employment. All activity achievements will be noted in case notes.

Any employment data that can be gained by following up with participant is important and needs to be entered into the "Obtained Employment" link in the SNAP Jobs4TN module and into a case note. See Appendix A3.1.

If participant drops out, then activity would be marked as unsuccessful and dated with last known date of participation.

Document end status in case note and in a detailed DHS notification.

635 - SNAP Refer to Work Readiness

Currently this activity is only being used by contracted Third Party Partners that have been approved for this component.

All "referred" activities are closed and marked completed/successful completion with all dates being the same date referral was made.

  In most cases, this referred date would be the date the assessment determined the need for soft skills training.

636 - SNAP Enroll to Work Readiness

This component is opened once the assessment determines the training is appropriate for the steps in the participants IEP. Actual start date is determined by the Third Party Partner and should coincide with the training start and end dates. The projected end date should be two months after the predicted completion of that activity.

The amount of time for this training should be in line with the written scope of work for the partner.

Successful completion is selected when the soft skills training is completed. Those that are moving on to another activity should have the correct new activity codes entered.

If participant drops out, then activity would be marked as unsuccessful with the last known date of participation.

Document ending status in case notes and in a detailed DHS notification.

640 - SNAP Enroll to Job Retention

This activity is for participants who have secured employment while in or after participation in another E&T component.

Qualifications for Job Retention are all of below:
- Must have been in an E&T Component
- Receiving SNAP benefits in the month of or month prior to enrollment in Job Retention services.
- Eligibility email from DHS to be uploaded to VOS. See component detail section for further instructions.
- Must provide documentation of employment from employer.

Services may include:
- Transportation until they receive their 1st paycheck.
- Clothing required for position (verification from employer needed) Equipment needed for position (verification from employer needed) Testing Fees (verification from employer needed)
- Case Management Other Approved Services

All "referred" activities are closed and marked completed/successful completion with

beginning date and ending date of the requested services.

- This activity will be entered and remain open for a minimum of 30 days and maximum of 90 days.
- Beginning date will be the start date of employment verified by employer. The projected end date should be two months after the predicted completion of that activity.
- There must be at least one follow up appointment listed in VOS and activity remain open for at least 30 days.
- Documentation of verified employment will be recorded in Job4TN updating employment in SNAP application.
- Case notes should document all supports given.

14.0 SNAP E&T Processes for Training approvals/Training Providers/Participants/Vendors

(Please share with any new training providers or vendors)

- At the time of applying for SNAP Benefits, each participant is given the opportunity to be referred to SNAP E&T.
- If participant decides later that they want to participate with SNAP E&T, they can request DHS to initiate a referral to E&T.
- If a participate learns about SNAP E&T on Jobs4tn or on the Department of Labor website, there is a short informational video they can watch and a link that they complete a request to learn more.
    - [SNAP Employment & Training (tn.gov)](tn.gov)
    - Once this link is completed a ticket is created that can track all correspondence. Participant will need to be sure to check for email and phone correspondence from SNAP E&T staff and respond timely.
    - A staff member will reach out to each individual and discuss if they would like to continue in the process, they will provide their SSN and TN Department of Labor staff will reach out to DHS and request a referral on their behalf.
- Individuals who are currently working with partner programs within the American Job Center can be referred to SNAP E&T and staff will request a referral from DHS.
- Once DHS initiates the referral, TN Department of Labor staff reach out and establish an initial assessment appointment within 10 business days of receiving the referral.
- At the initial assessment, we discuss what the current employment goals are and if there is any activity that SNAP E&T can assist with in that employment goal.
- Participants sign the SNAP E&T voluntary agreement form and provide identity verification (see enrollment) after the assessment is conducted.

- SNAP E&T staff will refer all individual to Title I services within the American Job Center so that training costs can be shared.
- Cost of training is identified, and we request the school to provide the cost, that the student has been accepted, and any other funding available has been utilized such as Pell grant, Hope scholarship, etc. This provides us with the unmet need and costs that need to be shared with Title I.
- A training packet is assembled for SNAP E&T staff and sent to SNAP E&T Assistant Director for review and approval. A packet must be submitted for each training term and approved by term. For example, a two-year program funding is approved one semester at a time not the whole program at once.
- Trainings must meet current training parameters – see Appendix A4.2
- SNAP E&T needs a minimum of three weeks from the date we receive the referral to the start date of class. This time frame is contingent upon participants responding to contact attempts.   Once referred to Title I, we do not control that timeline but work to ensure that we are streamlining all efforts where possible.
- If a participant does not respond to contact attempts, we send a notice back to DHS after five days that they are not participating.
- If participant responds after we send back to DHS, then the process must start over with a new referral request to DHS, even if SNAP Application in VOS is still open.
- If any participant feels that they have not been contacted timely or experience any delay, they may reach out to SNAP.ET@tn.gov or respond to the email from the Zendesk ticket listing any concerns that they have.
- Once training costs has been approved, the voucher will be sent to vendor / training provider.
- Once the participant has started classes, then an invoice can be electronically sent to the SNAP.ET-Partners@tn.gov mailbox. Fiscal staff will confirm that the invoice aligns with approved cost and that the participant did start training and/or received services as specified in the voucher.
    - The invoice should contain a unique invoicing number and the participant's name.
    - Itemized charges to match the approved funding.
    - Participant status (if applicable)
    - As stated on the voucher, participant must still be on SNAP benefits and eligible for E&T when the start date begins.
- Reminder: All invoices for vouchers issued for the current fiscal year (October 1 – September 30) must be submitted for payment no later than October 15. Failure to submit invoice by October 15, will result in non-payment and the partner or the training provider would be responsible for any payment(s).

- *i.e. Fiscal Year 23 voucher issued between October 1, 2022 through September 30, 2023 are due no later than October 15, 2023.*

14.1 SNAP E&T Training Approval Process- State Staff

- See Appendix A3.8, A3.9 and A3.10 for detailed steps in creating a voucher for a training provider, vendor and participant reimbursement.

14.1.1 Before writing the voucher

- Due to limited E&T funds, if a participant has a current marketable skill, justification must be provided as to why they are not able to obtain employment in that field before they can be considered for SNAP E&T funding.
    - If they have previous marketable training, they must be pursuing a career pathway or unable to use those skills (injury, justice involved, etc.)
    - If they had previous training but did not complete, please ask the following questions
        - What barriers prevented completion?
        - Have those barriers been removed? How have circumstances changed?
        - What steps have they taken to be successful going forward?
- Employment goal determined and pathway to obtain goal is detailed in case note.
    - Training program and provider selected that supports their employment goal.
    - Remind them that they are expected to seek employment per the voluntary agreement in their chosen field and additional training funds may not be allocated for them to pursue another career pathway.
- Confirm that the selected Training program meets the below criteria:

14.1.2 FY2025 Funding Parameters for training

Basic Criteria:

- Training is connected to their Individual employment goal as supported by case notes.
- Participant acknowledges that they will seek employment in the field of training selected upon training completion.
- Participant does not have marketable, in-demand skills that they are able to use to obtain employment.
- Training programs must be 2.5 years or less. TN SNAP E&T cannot support bachelor's degree programs at this time. This includes accelerated bachelor's degree programs.
- Training must lead to an industry recognized credential, license, or certificate.
- Tuition and required training costs must not exceed total cost of $6,500 per training term. If tuition costs exceed $6,500 in a training term, SNAP E&T's costs are capped at $6,500.

Once the basic criteria is met, proceed with evaluation of the Program and provider Criteria.

Program and Provider Criteria:

- **Tennessee College of Applied Technology and Community Colleges ETPL programs:**
  - Can be eligible for tuition and any required school costs not supported via any other funding streams. Title I co enrollment must be attempted.

- **ETPL Programs /Non TCAT or Community College:**
  - SNAP E&T can support and/or share with Title I the participant cost of required book, tools, uniforms, and equipment but SNAP E&T will not cover tuition.
    *Exception for Truck Driving or Health Field Focus Areas

- **Truck Driving Programs**
  - Truck Driving schools can be on or off the ETPL.
  - Cost must be deemed reasonable to comparable training.
  - Tuition and Supports can be covered.

- **Health Fields Focus areas**
  - Focus Area Program: SNAP E&T can assist with these programs whether on or off the ETPL if the cost is deemed reasonable to comparable training. We can assist with Tuition and Supports
    - RN Associates
    - LPN
    - Dental Assistant
    - Dental Hygienist
    - CCMA
    - C N A
    - Patient Care Tech
    - Prerequisite trainings or enhancement certifications for the above fields.

See quick guide in Appendix A4.2 Training Parameters – Quick guide

Eligible participants receive individualized case management through co-enrollment in WIOA Adult/WIOA Youth programming. Training and participant support costs for SNAP E&T/WIOA Title I co-enrollees are shared across both programs.

- Document in case notes the industry recognized credential that will be obtained
- Participant will Apply to the school and fill out FAFSA if applicable
- Refer to Title I for co-enrollment
  - Participant who want training funding MUST apply with Title I
    - Applying with Title I is not optional for the participant. Title I can say they are not eligible and we can provide funding alone, however the participant must first follow through on applying with Title I to determine Title I eligibility.
    - Review the voluntary agreement concerning applying with Title I

- Obtain Financial aid information from training provider to determine all funding available to the participant. If Title I has already received this information there is no need to duplicate this effort. They can share the information with you. If you need to obtain from the school, you can use the Pell Coordination form or get a statement from the school of the costs and what if any financial aid is available. This should be attached to the training packet.
    - Remember the voluntary agreement is a release of information.
- Work with Title I to determine braiding of funding
    - Questions to consider when considering how to braid funding sources and co enroll
        - Does the Local workforce board have a maximum amount per participant?
        - Does the local area pay for transportation for every enrolled participant?
        - Is childcare covered by the local area?
    - Determine which partner will pay for transportation.
        - Transportation should be noted in case notes on who is covering that barrier or if not needed due to virtual services for JST etc.
- Issue attendance calendar if SNAP E&T will be covering transportation or participant is an ABAWD.
- Send childcare referral form to DHS Childcare County contact if childcare is a documented barrier

14.1.3 Writing the voucher:
- Complete the SNAP E&T training voucher with only costs listed that SNAP E&T funds are being requested for.
    - See Appendix A3.8, A3.9 and A3.10 for detailed steps in creating a voucher for a training provider, vendor and participant reimbursement.
    - One training term only
    - Submit separate voucher for each vendor/training provider that will be invoicing and only list the costs that that vendor will be invoicing us for.
    - Only list costs on the voucher that you are seeking approval for not all the school costs. All school costs however and funding sources should be listed on the Needs Assessment.
    - You should be able to use the same needs assessment for both on campus and off campus costs. If there are unmet needs for both on and off campus costs, the total unmet need on the needs assessment should be larger than the total on the on each the on campus and off campus vouchers because it is a sum of all the unmet needs.
    - Complete SNAP E&T Needs Assessment financial worksheet for one training term only (semester, Trimester, etc.)

- o Title I section of Needs Assessment
  - If no, there must be an explanation and signature from Title I
  - If Title I will not sign, please provide the contact information for the Title I manager
  - If it says "Title I does not have funding at this time", please send me the contact information for the Title I manager

- Date referred to Title I: _8/15/24_

- Co Enrolled: Yes ☐ No ☑ ***If yes, date of co enrollment: _____

- **If No, State reason with Title I staff signature and date:**

  Contract change - EOSI will not be funding after 9/20/24

  Title I staff: _Heath O._   Date: _9/10/24_

- o Upload training packet to include voucher and supporting documents to participants file in VOS by the following naming convention. "Last Name, First Name (Training Packet) Date"
- o Training packet should include all the below but should be combined into one packet not individual documents. (Print pages and scan as one pdf)
  - SNAP E&T training voucher with staff signature
  - Verification of all required school costs for that term. Include both on and off campus costs if applicable.
  - Verification of existing financial aid or statement from training provider that there is no financial aid
  - Needs Assessment worksheet
    - If not co enrolled, submit written documentation stating reason from Title I staff on Needs assessment form. See above.
    - If no unmet need is showing but the Pell refund/Surplus has not been issued to participant yet, we can cover with E&T funds.
    - If there is showing a Pell refund/surplus will be due to participant, please notify them that they must save that for any other costs incurred even if it is at the end of the term for testing etc.
    - All costs and funding should be listed for the whole training term.
  - W-9 for Participant or New Vendor (if applicable)
  - Voluntary Disclosure Statement
- o Send an email to the SNAP Mailbox stating "A training packet has been uploaded for (Participants name and State ID) "

- Your SNAP E&T Assistant Director will review the training packet and VOS file and correspond with you on any outstanding questions and respond back with approval or denial signature and amount.
- Please allow 48 business hours for the review process.
- Send approved SNAP E&T Training voucher to vendor/training provider and ensure that they know to submit invoice electronically to the SNAP.ET-Partners@tn.gov mailbox.
  - New Vendors must agree to invoice electronically and complete W 9 with the same   address as the "remit to" address that will be on the invoice
  - New Vendors will automatically receive payment via check mailed. If the Vendor would like to receive electronic payments, they will need to submit a Supplier Direct Deposit Authorization Form with Supplier Maintenance. If needed ask the fiscal staff for the document.
  - Invoice must contain:
    - A unique invoicing number and the participant's name.
    - Itemized charges to match the approved funding.
    - Participant status (if applicable)
  - As stated on the voucher, participant must still be on SNAP benefits and eligible for E&T when the start date begins. This needs to be communicated to the participant.
  - Notify participant and case note. Participants should not start until notified of approved funding.

14.1.4 Before submitting voucher for approval
- Ensure SNAP application module is completed correctly and updated appropriately.
  - Check activity codes and dates
  - Check appointments and status notices
  - Check case notes and especially initial assessment case note
  - Make sure all required documents are uploaded to document section of VOS

14.1.5 After submitting voucher
- Enter a case note which states you have confirmed the participant started training and include the training start date.
- DHS status update sent each 30 days with corresponding appointment listed.
- Activity codes are closed properly when training is completed, or participant stops participating.
- Enter credential information when earned
- Maintain detailed and current case notes. Case notes should document ongoing steps in their Individual Employment Plan.

- o Update case notes if participant drops out of participation and any additional information gained.
- o Follow up (see Outcomes section)
  - o Conduct a follow up with the participant 5 days after their training start date
    - ▪ This date should be added to the caseload spreadsheet as their next appointment
  - o 5 days after the completion date of a training component, conduct follow up to see what days they attended, what credential they earned, check in on their job search plans and offer Job Search Training if needed.

14.2 Participant reimbursements

- If the participant pays for an expense that shows as an unmet need and a documented required costs, there is potential for us to reimburse them.
  - o They must have been enrolled in E&T at the time the cost was incurred.
  - o Documentation supports that there was no Pell refund for the training term they are currently in to show they had the funds to pay for the costs.
  - o Must have Needs assessment completed and all other steps to compiling training packet.
  - o Must complete a W9. This is a lengthy process as it has to go to another state division, Supplier Maintenance. to be set up to receive payment.
    - ▪ Common W9 Issues:
      - • Signed electronically. ***MUST be physically signed!*** *("wet ink")*
      - • Filled out in ink other than **black** (preferred) or **blue**.
      - • **White out** or Crossed out.
      - • Expired (only good for 1 year).
      - • Not checking the proper box (i.e. individual, LLC, Corporation, etc.)
      - • PO Box addresses.
      - • Name and TIN, SSN or FEIN does not match IRS data.
      - • Existing Records requires an updates (i.e. address change, name changes, etc.) and verification is needed.
  - o Must have receipt showing date and item of payment. Receipt should show as paid in full and lists the items that were required for training or employment if Job Retention.
  - o Work with your SNAP E&T AD for any outstanding questions.
  - o Ensure that participants are aware that reimbursement is not guaranteed until it has gone through all layers of approval process.

15.0 Transportation Reimbursement Procedures for SNAP E&T

- Provide attendance trackers to the participant
  - Participant is enrolled in appropriate component (i.e. AE, Voc-Tech, Job Search Trainingetc.)
    - If participant is working with any partner program, be sure to have a discussion on who is paying for transportation and document in case notes to avoid duplication of services.
    - Transportation should be noted in case notes on who is covering that barrier or if not needed due to virtual services for JST etc.
- Participants are required to provide attendance tracker(s) and/or attendance verification to SNAP E&T Coordinator at time of follow-up visit
  - Amount of assistance should correspond with the level of participation. Work with your Regional SNAP E&T Assistant Director for guidance on attendance sheets that do not document full 30 days of participation.
  - Gas card parameters – See Appendix A4.1
  - Participant can use email to get their attendance tracker to the SNAP E&T Coordinator.
  - Participant must pick up transportation assistance in person and sign for the corresponding assistance issued.
  - Attendance verification should be referenced in a case note and uploaded to VOS.
- Depending on participation – A maximum of (6) $25.00 gas cards which total $150.00 can be issued for 30-day participation time frame.
  - Evaluate if participant will need transportation assistance at the time of enrollment in component. If necessary, (1) gas card or bus pass can be issued to assist participant in meeting obligations to begin component. This need must be documented in case notes and list the dates that the upfront assistance will cover.
  - Consult with your Regional Program Specialist and/or submit to the SNAP.et@tn.govmailbox when in doubt of issuing transportation supportive service.
  - Transportation assistance is never mailed through the postal service.
- Participant and staff member will sign the gas card/ bus ticket log for the assistance received.
  - Case note thoroughly assistance provided to include dates assistance covers and the gas card/ bus ticket numbers issued.

- Gas Card and Bus Ticket Logs
  - o Newly received gas card/bus passes should be checked and log uploaded to N drive
  - o Email SNAP.ET@tn.gov to confirm receipt of gas cards/bus passes.
  - o Gas cards and bus passes need to be kept locked and secured at all times.
  - o Keep logs up to date when issuing supportive services to participants.
  - o Upload to the N drive on the 5th business day of each month even if you did not issue any cards that month.

16.0 Childcare

16.1 Background

- Nationwide effort to address the childcare barrier for Employment and Training Programs
- TN is being recognized for this partnership
- Policy Title: SNAP Employment and Training Childcare Payment Assistance
- Assistance is administered by the DHS Childcare Certificate Program staff. Funding does not come out of E&T Funds but E&T participation provides them access to the services.
- Goal is to remove this significant barrier so participant can successfully complete their selected component and transition to self-sustaining wages after program completion

16.2 Initial Screening Criteria

- Participant attended SNAP E&T assessment
- Childcare documented as a barrier in case notes
  - – Childcare can also be documented as a new barrier in a follow up case note.
- Has a definitive individual employment plan
- Referred to any SNAP E&T component
- Have a definite start date for component
- Has an eligible child under age 13
  - – Can be over 13 if under court ordered supervision or physically/ mentally incapable of self-care

16.3 Process

- SNAP E&T coordinator confirms and documents in case notes the Initial Screening criteria

- E&T Coordinator completes the Referral and Authorization form

- E&T Coordinator provides the Childcare Rights and Responsibilities information to the participant via email or print

- Referral form sent to designated CHILDCARE CONTACT for the county

- Childcare contact will notify E&T same day if referral is incomplete or they are unable to process

- Referral will be processed within five business days of receipt

- Childcare Specialist with DHS will contact participant to discuss

  – Eligibility for Childcare assistance

  – Consumer Education

  – Choosing Childcare

  – Parent Agreement Form

Management of SNAP E&T Childcare Cases

- SNAP E&T Childcare case will have childcare certificates set for 12 months

- Termination of Childcare assistance with SNAP E&T is when one of the following occur

  – The qualifying child(ren) receiving care in the household leaves the home

  – Funding for the SNAP E&T Childcare Payment Assistance Program is no longer available

  – The parent/guardian moves out of the state

- If SNAP E&T Staff are made aware of any of the above termination criteria, you will send the Childcare referral from to the DHS childcare contact with termination marked at the top.

- Continued of services

- Childcare specialist will send E&T coordinator and expiration report a minimum of 30 days in advance of eligibility end date of the 12-month approval

- If they continue to meet the initial screening criteria after the 12 months, E&T coordinator will submit a new childcare referral form.

- Miscellaneous

- Use Childcare form "hs-3390-SNAP E&T Referral Form (rev. 02.23)"

- Licensed childcare facilities only can be utilized

- E&T Staff can share the link with participants of eligible childcare facilities for them to review prior to DHS Childcare contacting them

- If there is earned or unearned income, childcare fee will be paid on a sliding scale

- Childcare assistance Referral can only be sent by designated E&T state coordinators

-

16.3.1 Third Party Partner staff

- TPP will document childcare as a barrier in case notes the initial or follow up case notes

- TPP will assist with gathering information needed for the childcare referral/authorization form

- TPP will share Parents Rights and responsibilities with participants

- TPP will complete and send the childcare referral form to state field staff Labor E&T county contact in encrypted email. Childcare referral form can only be signed by state E&T coordinator who will be responsible for verifying supporting case note is sufficient for referral to be sent

  - TPP will case note that childcare form was sent to (name) of state field county contact

- State staff will send signed childcare referral to childcare contact.

  - State staff will case note upload a copy of the signed referral to VOS

- Copy the SNAP.ET@tn.gov email on correspondence between state E&T coordinator and DHS Childcare contact

16.3.2 Childcare Assistance Best Practices

- Share childcare facilities link with participant

  - https://onedhs.tn.gov/csp?id=tn_cc_prv_maps%20

- Make sure participant knows who will be contacting them regarding childcare

- Be sure to list a second parent in the household on the referral form

- Meet with all partner staff in AJC to explain the availability of childcare for those co enrolled with E&T

- Market this service with DHS local staff and community outreach events

- Communicate with all Third Party Partner staff in your area

- Screen shot below to view care facility provider listing

Appendix
A1.1 How to use the monitoring tool for case file audits

Attribute sheet instructions
1. Use a "1" instead of an "x" when marking boxes
2. Gray boxes are not to be used
3. If there is a gray box in non-compliance, then it is just an effectiveness issue
4. Row 5 "Case manager" may not apply to TPPs
5. Light blue boxes have a pop up message when clicked on
Sheet set-up
1. Do not alter first tab named "summary"
2. Rename tabs 1-10 with the state ID of each participant
3. Do not move, delete or add tabs. It breaks the summary formulas.
4. Start a new spreadsheet after all 10 tabs are completed. Do not add tabs.
Hint
Use fill handle to drag "1" in N/A column to fill multiple boxes
Column B items in *italics* means verbiage has changed for FY24

Example of monitoring tool:

SNAP E&T Participant Review	Compliant/Effectiveness	Non-Compliant	N/A	Comments
Date of this participant file audit				
State ID				
Participant Name				
Case Manager				
Region				
Local Area				
AJC				
Did client identify as Justice Involved/Re-entry/criminal background issues?				
Was 188 activity code used?				
Date of DHS referral				
An appointment must be entered in VOS (meaning a letter was mailed, in-person contact, or virtual contact was made) within 2 business days of referral from DHS				
The date of that scheduled appointment must be within 10 business days of DHS referral				
Appointment marked as 'attended', 'no show', or 'rescheduled'				
SNAP Application completed				
[615] Activity Code entered for completion of initial appointment (actual date = initial appointment date)				
[205] Activity Code entered for Individual Employment Plan (IEP) (actual date = initial appointment date)				
Follow-up appointment scheduled no later than 30 days from last attended appointment				

Blue boxes:

Individual Career Services	An appointment must be entered in VOS (meaning a letter was mailed, in-person contact, or virtual contact was made) within 2 business days of referral from DHS
Individual Career Services	The date of that scheduled app[The Grantee shall ensure that]n 10 business days of DHS referral [each subrecipient shall initiate contact with the participant within 2 business]
Individual Career Services	Appointment marked as 'atten[days from the date of referral]'rescheduled' [to schedule their initial appointment.]
Individual Career Services	SNAP Application completed
Individual Career Services	[615] Activity Code entered for completion of initial appointment (actual date = initial appointment date)
Individual Career Services	[205] Activity Code entered for Individual Employment Plan (IEP) (actual date = initial appointment date)

Blue boxes contain helpful information in a pop up when clicked on

Columns:

- Answers for rows 2-5 are typed in column C
- Rows 6 and 7 have drop down menus in column C
- Every row must have something in either column C, D or E
- Use "1" or a date if appropriate
- Date boxes will have a pop-up box showing the date format
- If the statement is true, put a "1" in column C
- If the statement is not true, put a "1" in column D
- If the statement does not apply to this case file, put a "1" in column E
- Put a comment in column F if needed

	Category	SNAP E&T Participant Review	Compliant/Effectiveness	Non-Compliant	N/A
2	Audit info	Date of this participant file audit			
3	Participant Info	State ID			
4	Participant Info	Participant Name			
5	Participant Info	Case Manager			
6	Participant Info	AJC			
7	Participant Info	Local Area			
8	Veteran	Veteran or eligible spouse?			
9	Veteran	Referred to DVOP Service			
10	Re-entry	Did client identify as Justice Involved/Re-entry/criminal background issues?			
11	Re-entry	Was 188 activity code used?			
12	Individual Career Services	Date of DHS referral			
13	Individual Career Services	An appointment must be entered in VOS (meaning a letter was mailed, in-person contact, or virtual contact was made) within 2 business days of referral from DHS			
14	Individual Career Services	The date of that scheduled appointment must be within 10 business days of DHS referral			

Purpose of monitoring tool for case file audits:

- Meet Federal monitoring requirements

- Meet monitoring requirements of the DHS/Labor Interagency agreement

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- Teaching/learning tool
  - This tool enables SNAP E&T coordinators to:
    - Understand what is required for SNAP E&T
    - Prioritize required daily responsibilities
    - Identify errors and improve
    - Identify where additional training is needed

A2.0 Forms

For State Staff: the most current version of the below forms are located on the Ndrive.

(N:) > WFS Shared > SNAP E&T Resources > FY 2024 > Forms current

- **A2.1 Enrollment**
  - Initial Assessment

SNAP E&T Assessment

Client name: _____ SID: _____ DHS referral date: _____

1. Do you have an email address?
   - ☐ Yes ☐ No email: _____
2. Are you currently employed? ☐ Yes ☐ No
3. Have you served in the military? ☐ Yes ☐ No
4. Do you currently have your High School Diploma or Equivalency? ☐ Yes ☐ No
   - If no, are interested is getting your HiSET? ☐ Yes ☐ No
5. Do you have a post-secondary diploma (Associates, Bachelor's, Master's, or Ph.D.)?
   - ☐ Yes ☐ No
   - If yes what type and field of study? _____
   - If yes, what has prevented you from obtaining or maintaining employment in that field?
     _____
6. Do you have a vocational degree, certificate, or license?
   - ☐ Yes ☐ No
   - If yes what type? _____
   - If yes, what has prevented you from obtaining or maintaining employment in that field?
     _____
   - If no, have you attended vocational training but not completed? ☐ Yes ☐ No
     - If yes, what type of training and what prevented successful completion
       _____
7. How many employers have you had in the past 5 years? _____
8. Have you had a gap in employment greater than 6 months in the past 5 years?
   ☐ Yes ☐ No ☐ Prefer not to answer
9. What field(s) of employment do you have experience in? (check all that apply)
   ☐ Data Entry/Admin/Office ☐ Retail ☐ Government
   ☐ Food service/Hospitality ☐ Construction ☐ Warehouse
   ☐ Medical ☐ Education ☐ Other
10. Do you have children under the age of 18? ☐ Yes ☐ No
    - If yes, how many _____ and their ages _____
    - If yes, do you need assistance with childcare? ☐ Yes ☐ No
11. Have you had any legal issues, either now or in the past, that could prevent employment (felony or misdemeanor)? ☐ Yes ☐ No
12. Do you have a medical condition that would prevent employment?
    ☐ Yes ☐ No ☐ Prefer not to answer
13. Do you have an automobile? ☐ Yes ☐ No
    - If yes, do you also have alternate transportation? ☐ Yes ☐ No
    - If no, what transportation do you use currently? _____
14. Are you comfortable using a computer? ☐ Yes ☐ No
15. What do you believe is preventing employment? _____
16. Do you need assistance with housing? ☐ Yes ☐ No
17. What type of employment are you interested in? _____
18. Additional Comments: _____
    _____
    _____

- o **Voluntary Participation Agreements (VPA):**
  - ▪ **State staff:**

Department of Labor & Workforce Development | Workforce Services

SNAP E&T PROGRAM VOLUNTARY PARTICIPATION AGREEMENT

Welcome to the **SNAP E&T Program!** By volunteering to participate in this program you will have the opportunity to receive services that assist in gaining the knowledge and skills to obtain employment or acquire a better job.

In cooperation with other state and local agencies and community-based organizations, we are offering you the opportunity to receive appropriate services which could include:
- Occupational skills training
- Supportive services
- Transportation assistance
- Childcare
- Job retention services

Services will be funded through the Supplemental Nutrition Assistance Program (SNAP) and participating agencies. Our goal is to assist so that you incur no cost. Services provided are contingent upon funding availability.
If you would like to be a part of the SNAP E&T Program, please read the following statements and sign below:

- ● I understand that this is a voluntary program and does not affect my eligibility for SNAP benefits.
- ● I understand that all services and funding is contingent upon maintaining SNAP benefits and that it is my responsibility to follow SNAP benefit eligibility requirements of the Department of Human Services.
- ● I understand that the purpose of SNAP E&T program is employment and that I must be willing and able to work upon program completion.
- ● I agree to fully participate in SNAP E&T to increase my chances of finding employment or obtaining a better job. My non-compliance with any element or procedure through the SNAP E&T program or training providers could result in not obtaining future funding and resource opportunities. This includes cooperating with partner agencies that can assist with sharing costs of training.
- ● I understand if I begin classes before SNAP E&T funding for that term is approved, that I will be responsible for the costs that are incurred.
- ● My signature certifies my intent to participate in SNAP Employment and Training (E&T) and that this form has been discussed with me. I do hereby request and authorize the Instructor, Counselor, Financial Aid Advisor, and training institution to provide any information regarding my attendance, performance, federal aid awards/grants, and Employment/Placement Data to Tennessee Dept. of Labor and Workforce Development. I understand the information to be obtained is for the purpose of establishing my eligibility for funding and services in the SNAP Employment and Training Program.

Client Name (Print) _____

Client Signature_____ Date_____

USDA REQUIRED STATEMENTS All FNS nutrition assistance programs must post the following Statements:

- Nondiscrimination Statement:
  In accordance with federal civil rights law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, this institution is prohibited from discriminating on the basis of race, color, national origin, sex (including gender identity and sexual orientation), religious creed, disability, age, political beliefs, or reprisal or retaliation for prior civil rights activity.
- Funding provided by United States Department of Agriculture.
- USDA is an equal opportunity employer provider and lender.

LB-3285 Rev. 10/2024   RDA 1586

  - ▪ **TPP (Third Party Partners):**

Department of Labor & Workforce Development | Workforce Services

SNAP E&T PROGRAM VOLUNTARY PARTICIPATION AGREEMENT

Our organization is a partner with the SNAP Employment and Training program. By volunteering to participate in this program you will have the opportunity to receive services that assist in gaining the knowledge and skills to obtain employment or acquire a better job.

In cooperation with other state and local agencies and community-based organizations, we are offering you the opportunity to receive appropriate services which could include:
- Occupational skills training
- Supportive services
- Transportation assistance
- Childcare
- Job retention services

Services will be funded through the Supplemental Nutrition Assistance Program (SNAP) and participating agencies. Our goal is to assist so that you incur no cost. Services provided are contingent upon funding availability.
If you would like to be a part of the SNAP E&T Program, please read the following statements and sign below:

- ● I understand that this is a voluntary program and does not affect my eligibility for SNAP benefits.
- ● I understand that all services and funding is contingent upon maintaining SNAP benefits and that it is my responsibility to follow SNAP benefit eligibility requirements of the Department of Human Services.
- ● I understand that the purpose of SNAP E&T program is employment and that I must be willing and able to work upon program completion.
- ● I agree to fully participate in SNAP E&T to increase my chances of finding employment or obtaining a better job. My non-compliance with any element or procedure through the SNAP E&T program or training providers could result in not obtaining future funding and resource opportunities. This includes cooperating with partner agencies that can assist with sharing costs of training.
- ● I give permission for the organization to request my eligibility status. I understand that I am not enrolled into the SNAP E&T program or eligible for SNAP E&T funding until confirmation is received from the Department of Human Services.
- ● My signature certifies my intent to participate in SNAP Employment and Training (E&T) and that this form has been discussed with me. I do hereby request and authorize the Instructor, Counselor, Financial Aid Advisor, and training institution to provide any information regarding my attendance, performance, federal aid awards/grants, and Employment/Placement Data to Tennessee Dept. of Labor and Workforce Development or contracted organization. I understand the information to be obtained is for the purpose of establishing my eligibility for funding and services in the SNAP Employment and Training Program.

Client Name (Print) _____ SSN_____ DOB_____

Client Signature_____ Date_____

USDA REQUIRED STATEMENTS All FNS nutrition assistance programs must post the following Statements:

- Nondiscrimination Statement:
  In accordance with federal civil rights law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, this institution is prohibited from discriminating on the basis of race, color, national origin, sex (including gender identity and sexual orientation), religious creed, disability, age, political beliefs, or reprisal or retaliation for prior civil rights activity.
- Funding provided by United States Department of Agriculture.
- USDA is an equal opportunity employer provider and lender.

Rev. 10/2024   RDA 1586

- **A2.2 Childcare referral to DHS**

- **A2.3 Postage**
  - ○ Request for Postage

- o Postage Log

- **A2.4 Transportation assistance**
  - o Request for Gas Cards

o Gas Card Log

Monthly Gas Card Log-In
SNAP Employment and Training

Office:_____   Date:_____Page :_____ of _____

	Date Logged	Gas Card #	Released by Team lead		Participant's State ID	Print Participant's Name ---------------------------------- Participant's Signature	Released to Participant	
			Date	Team Lead Initials/SNAP E&T Staff			Staff Initials	Date
1								
2								
3								
4								
5								
6								
7								
8								
9								
10								
11								
			Released by Team lead				Released to Participant	

Add footer

o Bus Pass Log

	Date Logged	Bus Pass Type (1 day, 1 week, 1 ride, 1 month) _____ ticket number	Released by Team lead		Participant's State ID	Print Participant's Name ---------------------------------- Participant's Signature	Released to Participant	
			Date	Team Lead Initials/SNAP E&T Staff Initials			Staff Initials	Date
1								
2								
3								
4								
5								
6								
7								
8								
9								
10								
11								

- **A2.5 Trackers**
  - o Adult Ed or Vo Tech Attendance Tracker

TN Department of
Labor & Workforce | Workforce Services
Development

SNAP EMPLOYMENT and TRAINING

MONTHLY ATTENDANCE RECORD

Return Date: _____

Participant's Name: _____

TDLWD Career Specialist: _____

Phone #: _____

Educational Institution: _____ Course: _____

Instructor's Name (print): _____ Date: _____

Instructor's Signature: [signature] Phone: _____
                                      Email: _____

Student Awareness Statement:
My signature certifies my intent to enroll in a training component or Adult Education classes. I do hereby request and authorize the Instructor and Educational institution to provide any information regarding my attendance and performance to TDLWD. This form and its contents have been discussed with me and I understand the information to be obtained is for the purpose of establishing my eligibility in the SNAP Employment and Training Program.

Participant's Signature: [signature] Date: _____

Received By: _____ Date: _____
TDLWD Career Specialist

Student: Please initial the days that you attend and obtain the instructor's signature by the return date (see attached).

LB-3258   RDA 1586

MONTHLY ATTENDANCE RECORD

Name: _____ Month: _____

SUN	MON	TUE	WED	THU	FRI	SAT

Instructor's Name: _____   Instructor's Signature: _____

LB-3258   RDA 1586

o   JST Activity Tracker (all)

American Job Center®
TENNESSEE

SNAP Employment and Training
Activity Tracker for Job Search Training

After agreeing to volunteer with the SNAP Employment and Training Program and completing an assessment, we have together determined that Job Search Training would assist you in reaching your employment goals. The below activities have been assigned to assist with this training. You may also document your job search applications completed on the last page of this form.

Participant Name _____

Signature _____ Date _____

SNAP E&T Case Manager Name _____ Phone Number _____

Signature _____ Date _____

Due Date for Completion _____

Activity Tracker

| Activity Assigned: _____ Date Completed: _____ |
| Verification: _____ Attended: ___Virtual or ___In Person |
| Activity Assigned: _____ Date Completed: _____ |
| Verification: _____ Attended: ___Virtual or ___In Person |
| Activity Assigned: _____ Date Completed: _____ |
| Verification: _____ Attended: ___Virtual or ___In Person |
| Activity Assigned: _____ Date Completed: _____ |
| Verification: _____ Attended: ___Virtual or ___In Person |

LB-3254   RDA 1586

Participant Name _____

In Person Participation for Transportation Reimbursement

Date	Location/Purpose	Verification

LB-3254   RDA 1586

o   Job Search Training ABAWD Job Search Tracker

SNAP E&T Job Search Training – Record of applications in Jobs4TN.gov
Job Search is only required to report ABAWD hours to DHS

Participant Name _____ Date_____

Date	Employer Name	Position Applied for	Job Order Number

LB-3254   RDA 1586

- **A2.6 Vocational training**
  -

American Job Center TENNESSEE

SCHOOL COSTS & FINANCIAL AID AWARD
SNAP Employment & Training

Name _____ State ID _____

This section must be completed by Financial Aid Officer

Name of School _____ Campus _____

Regimen of Study (Program Name) _____

Certificate/Diploma to be awarded _____

Term Start Date _____ Term End Date _____ Program Estimated End Date _____

GPA (if applicable) _____ Applied for PELL? Y ☐ N ☐ Pell Eligible? Y ☐ N ☐

If no, check reason: Over Income ☐ Already has Degree ☐ Program not PELL Eligible ☐ Other ☐

Is the individual accepted & enrolled? Y ☐ N ☐ Comment: _____

Expected Costs	Amount	Financial Assistance	Amount
Tuition		Pell Grant	
Fees		Lottery	
Books		Wilder/Naifeh	
Tools		TN Promise	
		TN Reconnect	
		Other	
Total Cost		Total	
Unmet Training Cost (total Cost-Total Financial Assistance)			$

Financial Aid Officer Name	Financial Aid Officer Signature	Date

Phone _____ E-Mail _____

  -

SNAP Employment and Training Needs Assessment Worksheet

- Participants Name: _____
- SID: _____
- Referred By: DHS ☐ Title I ☐ Other: _____
- Date referred to Title I: _____
- Co Enrolled: Yes ☐ No ☐ ***If yes, date of co enrollment: _____
- If No, State reason with Title I staff signature and date:

Title I staff: _____ Date: _____

Required On Campus Costs: (*If tuition is all inclusive please list amount only in tuition)
List itemized costs or send attachment containing information below

Uniforms	$	Application Fee:	$
Supplies:	$	Testing Fees:	$
Books:	$	Tuition:	$
Other (please specify):			$
		Total Campus Costs	$ 0.00

Required Off Campus costs:

Uniforms	$	Testing Fee:	$
Supplies:	$	Technology fee	$
Books:	$		
Other (please specify):			$
		Total Off Campus Costs	$ 0.00

Available Funding Sources

Pell Grant	$
TSAC	$
TELS (Lottery)	$
TN Reconnect/HOPE/TN Promise	$
Other (please specify)	$
Title 1 Funding	$

Tuition: ☐
Books: ☐
Supplies/Tools: ☐
Uniforms: ☐
Transportation: ☐

Student Receiving Refund (IVA Check)? ☐
If yes, approximate date to be issued:

Total Funding	$ 0.00
Total Costs	$ 0.00
Amount of UnMet Need	$

Version: Dec. 2023

  -

TENNESSEE DEPARTMENT OF LABOR and WORKFORCE DEVELOPMENT (TNDLWD)
SNAP Employment and Training (SNAP E&T) Training Voucher

Participant Information			
Participant:		SID#:	
Address:	City, State:		Zip:

Students Voluntary Disclosure Statement is on file and will accompany this form.

Funding is only available as long as the participant is eligible for SNAP E&T services.

Vendor/Participant Reimbursement Information	
Name of Vendor or Participant Name for reimbursement:	
Address/Location:	
Training Component/Name of Training:	
Length of Training or Term if applicable:	
Actual begin date or date of purchase:	
End Date if applicable:	

Requested amounts for SNAP E&T Funding			
Uniforms	$	Application Fee:	$
Supplies:	$	Testing Fees:	$
Books:	$	Tuition:	$
Other (please specify):			$
		Total	$ 0.00

I attest the above charges are true and required for training/reimbursement.

SNAP E&T Career Specialist: _____ Date: _____

Central Office Staff		
Denied Amount: _____		Approved Amount:
Denial Reason: _____		$
Approved_____ Denied_____		
TDLWD Central Office Staff Signature : _____	Date: _____	

*The SNAP Employment and Training Program is federally mandated and funded by the USDA. The goal of the program is to provide employment and/or training opportunities that result in long term employment of SNAP recipients. Therefore, as a condition of acceptance of SNAP E&T Funds for training, the Participant agrees to provide and/or allow the Training Institution to provide placement/employment data to TN Department of Labor Workforce and Development.

Note to Vendor:
- Please send Invoice and Voucher for the approved amount electronically to SNAP.ET-PARTNERS@tn.gov
- Invoice should contain a unique invoicing number and the participant's name.
- Charges to match the approved funding.

Version: Dec. 2023

○ W9

IRS Form W-9 (Rev. March 2024), Request for Taxpayer Identification Number and Certification

- **A2.7 Reporting**
  - Monthly Report template

  SNAP E&T Monthly Report - October
  Submit by the 5th business day to SNAP.ET@tn.gov

- **A2.8 Misc**
  - <mark>USDA NOTICE TO BENEFICIARIES AND PROSPECTIVE BENEFICIARIES (religious disclaimer</mark>

  - Public Information Release for DHS

Tennessee Department of Human Services
Public Information Release Form

I, _____ authorize the Tennessee Department of Human Services, its contractors or agents to use or publish, without fees or other compensation, my name and/or photograph, quotations from and descriptions of me [and those of my children-strike *if not applicable*] in news and feature articles or publications of the Department of Human Services or other agencies of the State of Tennessee, on state and federal human services-related websites, in videos produced by DHS or other agencies of the State of Tennessee, or in other informational media for the purpose of educating the public and others about the benefits of DHS or State or federal programs. If I am a recipient or applicant for services or benefits from the Department of Human Services or other agencies of the State of Tennessee, I understand that any decision concerning my application for services or benefits, or the level or services or benefits, will not be affected in any way by my decision to sign or not to sign this release. I release the Department of Human Services, the State of Tennessee and their agents and contractors from any liability with regard to the use of my likeness or quotations or descriptions of me [or those of my children-strike *if not applicable*].

Participant's Signature

Witness's Signature

Date

- Reverse referral request spreadsheet

	To Be Completed By Partner Requesting a Referral			Completed by TDHS Staff Processing Referral		
Partner Name	**Participant Name**	**County in which the Customer Resides**	**Customer's SNAP Case Number or SSN**	**Is the customer able to be referred to participate in E&T?**	**Date of Referral**	

- Monitoring tool for case file audits

SNAP E&T Participant Review	Compliant/Effectiveness	Non-Compliant	N/A	Comments
Date of this participant file audit				
State ID				
Participant Name				
Case Manager				
Region				
Local Area				
AJC				
Did client identify as Justice Involved/Re-entry/criminal background issues?				
Was 188 activity code used?				
Date of DHS referral				
An appointment must be entered in VOS (meaning a letter was mailed, in-person contact, or virtual contact was made) within 2 business days of referral from DHS				
The date of that scheduled appointment must be within 10 business days of DHS referral				
Appointment marked as 'attended', 'no show', or 'rescheduled'				
SNAP Application completed				
[615] Activity Code entered for completion of initial appointment (actual date - initial appointment date)				
[205] Activity Code entered for Individual Employment Plan (IEP) (actual date - initial appointment date)				
Follow-up appointments scheduled no later than 30 days from last attended appointment				
Status notices sent within 2-5 business days after last appointment				
Status notices sent a minimum of each 30 days				
ABAWD status notice type was selected for those referred as ABAWDs				
For able-bodied adults without dependents (ABAWDs), monthly DHS status notices list how many hours are met through SNAP E&T and documentation is uploaded to VOS with hours				
If employment obtained, employment verification has been uploaded to VOS and entered in Programs section				
If employment is obtained, as status notice must be sent to DHS within 10 days of being informed of employment. Employment details are not required to be provided to DHS.				
Voluntary participant agreement signed and uploaded				
SNAP E&T Initial Contact Assessment uploaded to VOS				
Initial appointment care note				
•States an intake/assessment was completed				
•Lists barriers to employment				
•Lists goal(s) of program that includes employment goal				
•Lists action steps to complete goal				
IEP steps/progress toward employment goal are updated in care notes				
Care notes document all funding that is being provided by E&T				
Care note entered every 30 days for follow-up appointments while participating				
Follow-up care notes are clear and detailed				
Referred to partner program(s) in care notes				
What partner program(s)				
[625] Activity code entered for refer to Adult Education				
[626] Activity code entered for enroll in Adult Education				
Activity code begin date, projected end date, and actual end				

A3.0 Walkthroughs

A3.1 Employment section in Programs

- Employment information is entered into VOS module.
- Expand "Add Employment"

- Click on "Add Employment" link

Add Employment
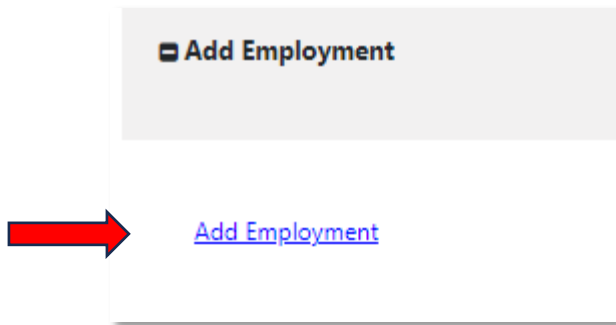
Add Employment

- If Title I has already entered employment, you may be able to auto-populate your field by selecting the employer in this link:

Search Individual Employment History

- If employment has not been entered by Title I, complete the fields below.
- Make sure you click on "Verify" to expand

Verify Employer Name: [**Verify** | **Scan** | **Upload** | **Link** | **Print Barcode**]
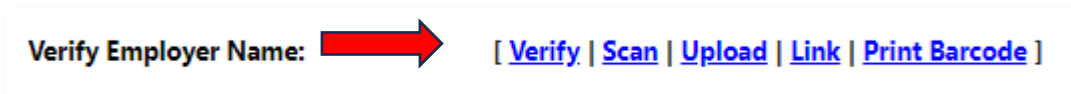
- Once you click on "verify" chose from the following verifications:

New Employer Name Verification
- ○ A copy of a check stub from the participant.
- ○ A letter or earnings record, payroll record, photo copy of payroll check, etc from the employer.
- ○ An authorized data record from a recognized source of employment records.
- ○ An Employment verification statement signed by an authorized individual. (e.g. State Department of Revenue personnel)
- ○ Documented telephone contact with the employer with: Contact Name, Job Title, and Contact Date
- ○ Employment verification form signed by the employer or designee.
- ○ For self-employed individuals verified copies of business records or documented telephone verification to major clients or contracting agencies. Document Contact Name, Job title, and Contact Date
- ○ Other Applicable Documentation, (specify)

- Next click "upload"

[**Verify** | **Scan** | **Upload** | **Link** | **Print Barcode**]
✔ Employment verification form signed by the employer or designee.

- Use the pop-up window to upload employment verification

- Click save

A3.2 Wrong county code on DHS referral

- The SNAP E&T who receives the wrong county code will want to reach out to the SNAP E&T coordinator in the correct county and let them know this was coded wrong for _____county and it is actually a _____ county referral. The SNAP E&T who receives the wrong county code will put in a case note detailing the wrong county and the correct county and the name of the SNAP E&T coordinator contacted.

- The SNAP E&T who receives the wrong county code will then go to the DHS Feedback report on the Ndrive and add it to the spreadsheet and include the name/number of the wrong county and the correct county in comments.

(N:) > WFS Shared > SNAP E&T Resources > DHS Feedback ALL REGIONS > East

- The SNAP E&T coordinator in the correct county will go into VOS and change the AJC to the correct county.
If it is in a different region than yours, contact your AD

- To correct the county/AJC in your region:
1. Click on the *pencil icon* for the SNAP app

SNAP #402911657 - Partial

2. Change the office location and click "next" to save that screen (FYI, this is also where you fix mandatory and ABAWD mandatory to voluntary and ABAWD voluntary)

Application ID:	402911657
Staff User ID:	DHSSNAP - Process, Batch
*Application Date:	01/23/2024 (mm/dd/yyyy) 🗓 Today
*Participation Type:	ABAWD - Voluntary ▾
*Application Status:	Pending ▾
*LWIA/Region:	East Tennessee ▾
*Office Location:	American Job Center - Lenoir City * ▾

Exit Wizard

Next >>

3. Don't select anything on this screen just click "exit".

A3.3 Paper referrals

- Participant has VOS account? (Search SSN)
  - No > create a mini SNAP application

    ∨ Services for Workforce Staff

    - Manage Individuals   >

    - **Create an Individual**
      Create an account to provide individuals access to the features available in this system.

    - Comprehensive Registration
      Select this option to complete a comprehensive registration process that results in full access to all the features available in this system.

    - **Unemployment Insurance Compensation**

      This system allows you to file an Unemployment Insurance compensation claim. Please confirm your actions below.

      *Are you attempting to file an Unemployment Insurance claim at this time?   ○ Yes ● No

    - **SNAP E&T Mini Registration**

      ★ Do you want to create a SNAP E&T mini registration? ● Yes ○ No

  - Yes> create a SNAP app (see appendix 3.14)
    - Don't forget DHS **case number** and DHS information
    - Don't complete the application at this point

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   o Enter case note and attach/upload paper referral to VOS

A3.4 Status Notice Template link – VOS change

The status notice template link previously said "Insert Template":

However, it now looks like this:
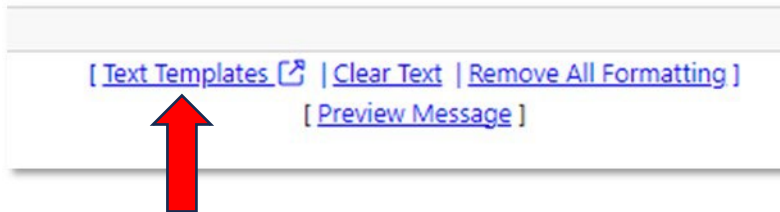
Walkthrough:

1. Click "Text Templates"
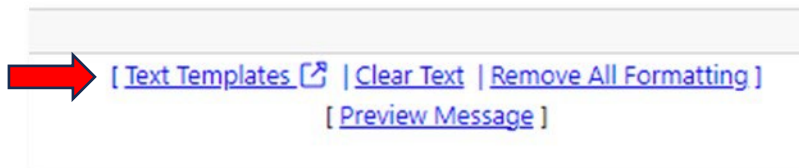
2. Click "Templates"
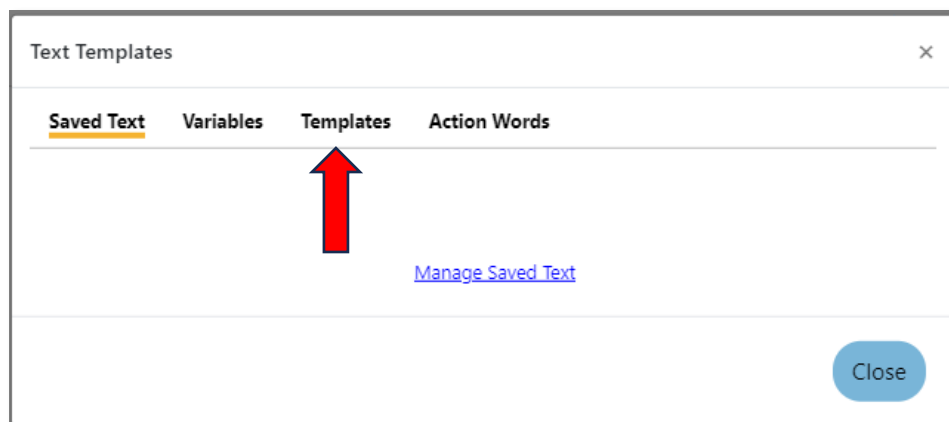
3. Choose either "SNAP E&T DHS Status Notice Client no longer participating" OR "SNAP E&T DHS Status Notice Client is participating" depending on comment entered on previous page.
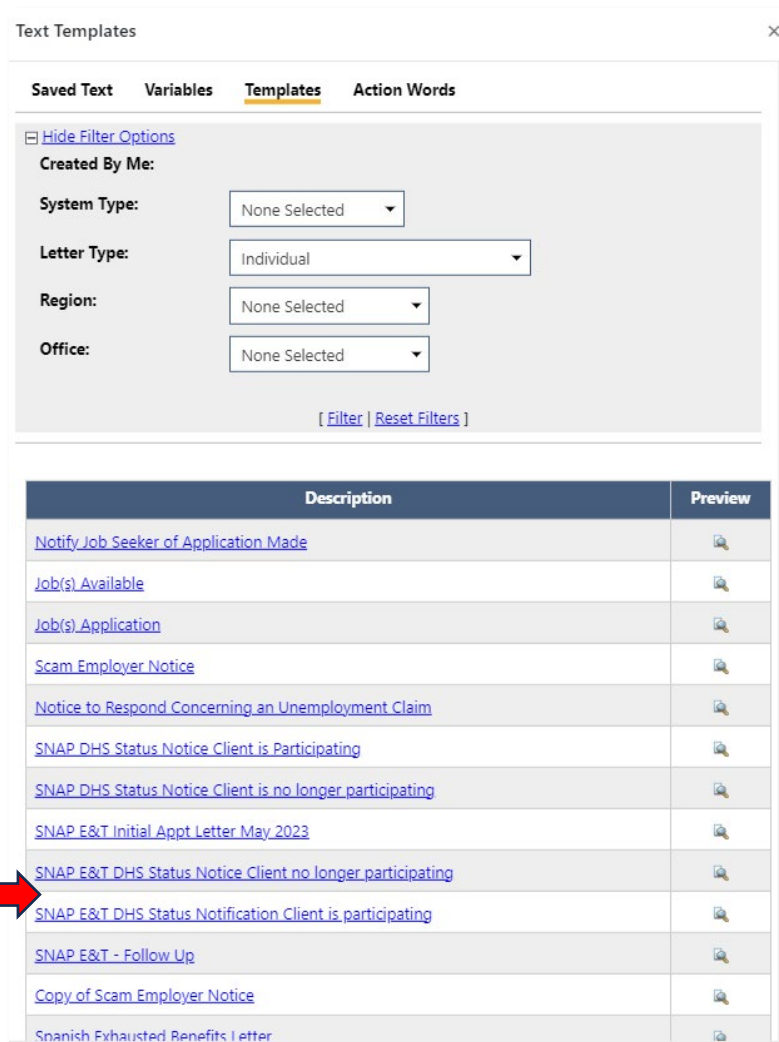
4. Click "send"

3.5 Reverse referral instructions

1. Both state staff and TPPs will use the link: SNAP E&T Reverse Referral Formstack to request a reverse referral.

2. <mark>The ADs will be cc'd on a notification when a reverse referral request is made by a TPP.</mark>

3. This new DHS process will *not* immediately inform the requestor whether a participant is eligible or ineligible for a SNAP E&T referral from DHS.
   a. The ADs should receive a daily spreadsheet from DHS containing which requests were approved for a referral and which were ineligible
      i. ADs will share with intermediaries and direct report TPPs

4. **If your referral does not show up on the referral report within three days, please send to your AD/intermediary.**
   a. AD will follow up DHS.
   b. AD will request a paper referral from DHS if necessary.

Please note:
   1. You will no longer send reverse referrals to the DHS contact on the contact list.
   2. Do not make multiple Formstack requests for the same individual.

A3.6 How to run to Appointments to Be Scheduled Report

Path for Appointments to be Scheduled report

1. Click on top left menu

   ≡ Menu

2. Reports

   ˅ Reports

3. Detailed Reports

   Detailed Reports   ＞

4. Case management program specific

   ▶ **Case Management - Program Specific**
   Reports grouped by a specific federal or local program containing detailed information unique to that program.

5. SNAP E&T

   ▶ **SNAP**
   Reporting for the Supplemental Nutrition Assistance Program, displaying data on enrollment, user counts, case assignment, and SNAP 583.
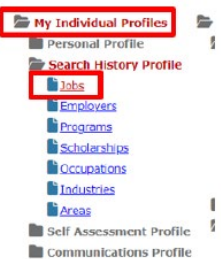
6. Appointments to be Scheduled

   Appointments to be Scheduled

7. Choose your area and last 30 days

A3.7 How to find participant job applications in VOS for JST ABAWD hours

Finding participants job applications in VOS

Job Title	Occupation	Source	View Date	Application Date	Select
Quality Engineer (job is no longer online)	Industrial Engineers	★	6/22/2020		○
Database Administrator (job is no longer online)	Database Administrators	★	6/22/2020		○
Clerk - 1st shift	Unclassified	CORP	10/14/2019		○
Courier (job is no longer online)	Couriers and Messengers	★	10/8/2019		○
Front Desk Associate	Hotel, Motel, and Resort Desk Clerks	CORP	10/8/2019	10/8/2019	○
Customer Service Associate	Customer Service Representatives	CORP	10/8/2019	10/8/2019	○
Mortgage Processor (Jr. Loan Officer)	Loan Interviewers and Clerks	JDI	10/8/2019	10/8/2019	○
Eligibility Specialist (job is no longer online)	Eligibility Interviewers, Government Programs	★	10/6/2019		○
Customer Service Representative II (job is no longer online)	Customer Service Representatives	★	10/5/2019		○
Clerical Assistant (General Office Secretary)	Office Clerks, General	EDU	10/5/2019		○

A3.8 Training Packets – Training Provider/on campus costs
1. Make sure training meets SNAP E&T guidelines
2. Gather training information and financial aid information
3. Negotiate with Title I about braiding funding
   a. Try to have SNAP E&T pay tuition (100% funds) and Title I pay books, tools, uniforms, etc (50/50 funds) whenever possible
   b. Try to have Title I provide transportation whenever possible
4. Complete needs assessment
   a. Include date E&T referred to Title I
   b. If "no", please include an explanation
      i. If Title I will not sign, just document that
   c. Include ALL required training costs for that term
      i. Both on campus and off campus
      ii. Total unmet need at bottom may be more than voucher total if there are both on and off campus costs
         1. Same needs assessment can be used for on campus and off campus voucher
   d. Include all financial aid for that term
   e. Include a $ amount that Title I will be paying (does not include transportation in the $ amount)
   f. Check which items Title I will be funding (books, supplies, etc)
   g. Total Costs – Total Funding = Amount of Unmet need

> i. Total unmet need at bottom may be more than voucher total if there are both on and off campus costs

    h. If they do not get financial aid before the required items are due, include documentation from the school explaining the date the funding is needed vs the date the financial is available (gap funding)

5. Complete voucher
6. Training packet should include
   a. Voucher
   b. Needs assessment
   c. Financial award information (if program is Pell eligible)
   d. Itemized required training costs for that term (if not on financial aid award form)
   e. Voluntary agreement
7. Make sure the case file is correct in VOS
   a. check activities and dates are correct
   b. check appointments
   c. check status notices
   d. check case notes
      i. make sure enrollment case note include occupational goal
      ii. make sure there is a case note detailing what E&T is requested to pay vs Title I
8. Sign and scan into one pdf and send to AD
9. After approval by AD
   a. You will receive approved voucher in email
      i. I upload it to documents in VOS for you, but if West of Middle ADs approve, you may need to upload it yourself.
   b. Send the first page of the voucher to the training provider
      i. Include instructions to submit invoice in your email

A3.9 Training Packets – Vendor/off campus costs

1. *Make sure training meets SNAP E&T guidelines
2. *Gather training information and financial aid information
3. *Negotiate with Title I about braiding funding
   a. Try to have SNAP E&T pay tuition (100% funds) and Title I pay books, tools, uniforms, etc (50/50 funds) whenever possible
   b. Try to have Title I provide transportation whenever possible
4. Identify vendor
   a. School may suggest vendor
   b. Ask Title I who they use for those items
5. Confirm that the vendor is a SNAP E&T approved vendor with the State of TN
   a. Send to AD in an email
      i. "Please verify if ABC Scrubs is an approved vendor for SNAP E&T"
   b. If not, vendor will need to complete an W9
      i. Send completed W9 to AD for approval from fiscal
   c. If you cannot find an approved vendor, you may be required to do a reimbursement (last resort)

6. Need quote from vendor and required item list from training provider
   a. The participant can either go to the vendor to pick items and get a quote or go online and provide items numbers and the SNAP E&T coordinator can request a quote
      i. If unsure about sizes like scrubs, steel toe boots, etc. it is best to go in person to get quote
7. *Complete needs assessment
   a. Include date E&T referred to Title I
   b. If "no", please include an explanation
      i. If Title I will not sign, just document that
   c. Include ALL required training costs for that term
      i. Both on campus and off campus
      ii. Total unmet need at bottom may be more than voucher total if there are both on and off campus costs
         1. Same needs assessment can be used for on campus and off campus voucher
            a. You might need to update needs assessment with a more exact amount for the off campus item
   d. Include all financial aid for that term
   e. Include a $ amount that Title I will be paying (does not include transportation in the $ amount)
   f. Check which items Title I will be funding (books, supplies, etc)
   g. Total Costs – Total Funding = Amount of Unmet need
      i. Total unmet need at bottom may be more than voucher total if there are both on and off campus costs
   h. If they do not get financial aid before the required items are due, include documentation from the school explaining the date the funding is needed vs the date the financial is available (gap funding)
8. Complete voucher
   a. Date will be left blank
      i. Date is the day the participant received items and will be found on the invoice that is sent to fiscal
9. Training packet should include
   a. Voucher
   b. Needs assessment
   c. Financial award information (if program is Pell eligible)
   d. Itemized required training costs for that term
      i. Needs to show that the item is required and that it is required for this term
         1. If there is an unmet need from a previous term, that will require additional paperwork from the school confirming that the item is still needed and how they got by until now (loaner)
   e. Quote from vendor (should not include taxes)
   f. Voluntary agreement
10. Make sure the case file is correct in VOS
    a. check activities and dates are correct
    b. check appointments
    c. check status notices

d. check case notes
            i. make sure enrollment case note include occupational goal
            ii. make sure there is a case note detailing what E&T is requested to pay vs Title I
11. Sign and scan into one pdf and send to AD
12. After approval by AD
        a. You will receive approved voucher in email
            i. I upload it to documents in VOS for you, but if West of Middle ADs approve, you may need to upload it yourself.
        b. Send the first page of the voucher to the vendor
            i. Include instructions to submit invoice in your email
        c. Let participant know that approved voucher has been sent to the vendor so they can pick up their items.
            i. Encourage them to call ahead to confirm

A3.10 Training Packets – Participant reimbursement

1. *Make sure training meets SNAP E&T guidelines
2. *Gather training information and financial aid information
3. *Negotiate with Title I about braiding funding
        a. Try to have SNAP E&T pay tuition (100% funds) and Title I pay books, tools, uniforms, etc (50/50 funds) whenever possible
        b. Try to have Title I provide transportation whenever possible
4. **Unable to identify a vendor/unable to get a vendor approved – last resort**
        a. **Cost cannot be incurred before the participant was enrolled in SNAP E&T**
            i. Some participants try to be proactive with TDOT physicals, background checks, etc.
5. Documentation required
        a. For training costs
            i. The item is required to complete training
            ii. The participant did not have any leftover financial aid for that term
                1. This is an issue with license testing, etc in the last term
            iii. the receipt clearly identifies the item paid for and that item matches the description of the required item and was paid in full
            iv. W9
        b. For job retention costs
            i. The item is required by the employer
            ii. the receipt clearly identifies the item paid for and that item matches the description of the required item and was paid in full
            iii. W9
6. W9
        a. Wet ink signature required
            i. No electronic signatures accepted – IRS document
        b. Use black ink
            i. Cannot use more than one color ink
            ii. Blue ink does not scan well

      c. Cannot make any corrections
          i. No white-out
          ii. No writing over numbers or letters
          iii. No marking through anything
      d. Cannot have both a PO Box AND a physical address
      e. Only submit 1st page of W9
      f. Best practice
          i. Electronically fill out as much as possible
          ii. When in doubt, ask the participant to fill out a new W9
              1. If you aren't sure it will pass, it won't

7. *Complete needs assessment **(not required to Job Retention)**
      a. Include date E&T referred to Title I
      b. If "no", please include an explanation
          i. If Title I will not sign, just document that
      c. Include ALL required training costs for that term
          i. Both on campus and off campus
          ii. Total unmet need at bottom may be more than voucher total if there are both on and off campus costs
              1. Same needs assessment can be used for on campus and off campus voucher
                  a. You might need to update needs assessment with a more exact amount for the off campus item/reimbursement
      d. Include all financial aid for <u>that term</u>
          i. NCLEX, CNA license test, etc is considered part of their last term
          ii. Always remind participants ahead of time not to spend financial aid surpluses on rent, etc if there are still unmet training needs
      e. Include a $ amount that Title I will be paying (does not include transportation in the $ amount)
      f. Check which items Title I will be funding (books, supplies, etc)
      g. Total Costs – Total Funding = Amount of Unmet need
          i. Total unmet need at bottom may be more than voucher total if there are both on and off campus costs
      h. If they do not get financial aid before the required items are due, include documentation from the school explaining the date the funding is needed vs the date the financial is available (gap funding)

8. Complete voucher
          i. The participant's name and address goes here:

Vendor/Participant Reimbursement Information	
Name of Vendor or Participant Name for reimbursement:	
Address/Location:	

          ii. Include name of training or job retention
          iii. Date of purchase on the receipt
          iv. No end date

9. Training packet should include
      a. For training costs
          i. Voucher

  ii. Needs assessment

  iii. Financial award information (if program is Pell eligible)

  iv. Required training costs for that term

  v. Receipt

  vi. W9

  vii. Voluntary agreement

b. For job retention

  i. Voucher

  ii. Required item for employment

  iii. Receipt

  iv. W9

  v. Voluntary agreement

10. Make sure the case file is correct in VOS

a. check activities and dates are correct

b. check appointments

c. check status notices

d. check case notes

  i. make sure enrollment case note include occupational goal

  ii. make sure there is a case note detailing what E&T is requested to pay vs Title I

11. Sign and scan into one pdf and send to AD

12. After approval by AD

a. You will receive approved voucher in email

  i. I upload it to documents in VOS for you, but if West of Middle ADs approve, you may need to upload it yourself.

  ii. AD will send to Tamara Torres for participant reimbursement

b. Let participant know that reimbursement request has been submitted.

  i. Let them know it can take up to 90 days to be reimbursed.

  ii. AD can check on it 30 days after AD submits to Tamara

A3.11 Postage Logs

- How to transfer stamps to another coordinator
- How to start a new log at the beginning of a fiscal year
- How to add new stamps to an existing log

- **Postage log can be found on the Ndrive**

(N:) › WFS Shared › SNAP E&T Resources › FY 2024 › Forms current › Postage

 o Use the FY23 for months between 10/01/2022 to 09/30/2023

 o Use the FY24 for months between 10/01/2023 to 09/30/2024

Postage Log template FY23	6/13/2023 3:53 PM	Microsoft Excel W...	45 KB
Postage Log template FY24	6/6/2023 10:17 AM	Microsoft Excel W...	45 KB

 o

 o All staff will use the FY24 starting 10/01/2023

- **How to transfer stamps to another coordinator**
  - On the postage log of the coordinator who is giving the stamps enter:

SNAP Employment and Training
Monthly Postage Log   Office:

| Date | Name | Usage | | Purpose | Monthly Total Used | Remaining |
		Purchased	Number Used			
	carry over amout	300			103	197
	Released to:					
9/12/2023			3			
9/13/2023	staff name to get stamps		100			

  - The coordinator who is giving the stamps will put the date, the name of the coordinator receiving the stamps, and the number of stamps given.
  - The coordinator receiving the stamps will either start a new log and add the stamps or add the stamps to an existing log.
  - To add new stamps enter:

SNAP Employment and Training
Monthly Postage Log   Office:

| Date | Name | Usage | | Purpose | Monthly Total Used | Remaining |
		Purchased	Number Used			
	carry over amout	0			0	100
	Released to:					
9/13/2023		100				

  - The coordinator receiving the stamps will enter the date and the number of stamps received on their new or existing log.

- **How to start a new log at the beginning of a fiscal year**
  - The previous log will have the amount remaining in September:

SNAP Employment and Training
Monthly Postage Log   Office:

Date	Name	Usage		Purpose	Monthly Total Used	Remaining
		Purchased	Number Used			
	carry over amout	125			18	107
	Released to:					
9/1/2023			4			
9/8/2023			6			
9/12/2023			3			
9/30/2023			5			

o Enter that amount on the new log for October 1st of the new fiscal year:

SNAP Employment and Training
Monthly Postage Log   Office:

Date	Name	Usage		Purpose	Monthly Total Used	Remaining
		Purchased	Number Used			
10/1/2022	initial amout	107			0	107
	Released to:					
9/15/2015						
9/4/2015						
9/8/2015						
9/18/2015						
10/5/2015						
10/6/2015						

- **How to add new stamps to an existing log**
   o The coordinator receiving the new stamps will enter the date and the number of stamps received on their existing log.

SNAP Employment and Training
Monthly Postage Log   Office:

Date	Name	Usage		Purpose	Monthly Total Used	Remaining
		Purchased	Number Used			
	carry over amout	145			13	232
	Released to:					
9/1/2023			4		.	
9/8/2023			6			
9/12/2023			3			
9/18/2023		100				

A3.12 How to save a private template of the first appointment letter

Go to the menu icon in the top left corner

Menu

Choose "Templates" > "Communication Templates"

∨ **Templates**

Communication Templates ⬅

Job Order Skill Sets

Job Order Templates

Case Note Templates

Search List

Program Enrollment Templates

Expand "Show Filter Criteria"

⬅

⊞ Show Filter Criteria

To sort on any column, click a column title.

Template Name	
WARN Template	WARN
Notify Job Seeker of Application Made	Individual
Job(s) Available	Individual

Choose "Lisa Johnson" for Staff and click "Filter"

⊟ Hide Filter Criteria

		Filter letters by items below
Template Status	View All Current ▼	
Created By Me	☐	**System Type**
Letter Type	No Filter ▼	
Local Region	No Filter ▼	
Office	No Filter ▼	
Staff	Johnson, Lisa ▼ ⬅	⬇
		[Filter	Reset Filter]

Click "Copy"

To sort on any column, click a column title.

Template Name	Letter Type	Created By	System Default	Actio...	Select All ☐
SNAP E&T Initial Appt Letter May 2023	Individual	Lisa Johnson		Edit Preview Copy	☐
					Delete

Click inside letter and click ctrl A (select all) and then crtl C (copy). Click close

JOBS4TN.GOV - Correspondence Template Edit - Google Chrome — ☐ ✕

🔒 jobs4tn.gov/vosnet/communications/correspondencetemplates/correspondencetemplateedit.aspx?enc=v8uqkkxYrmnrhd... 🔍

Some HTML tags such as embedded videos are not allowed in this text box and will not be saved.

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Styles ▾ Normal (... ▾ Font ▾ Size ▾ A ▾ A ▾ ⁝≣ ❓ ❶

##DATE##

##RECFNAME## ##RECLNAME##
##RECSTREETNUM##
##RECCITY##, ##RECSTATE## ##RECZIP##

Dear ##RECFULLNAME##,
WELCOME to SNAP Employment and Training (SNAP E&T)!
The Tennessee Department of Human Services (TDHS) has informed us that you are interested in participating in the SNAP E&T program.
SNAP E&T is designed to aid SNAP participants, like you, with their training and employment needs. It could also assist Able Bodied Adults Without Dependents (ABAWD) meet some or all your work requirement hours.
Participation in this voluntary program can provide opportunities, at **no cost to you** like:

- Job Search Training
- Industry Recognized Credentials
- Training Supplies
- Child Care
- Travel Expense assistance

body div div

[Clear Text | Remove All Formatting]

[Insert Variable]

Save   Close

Click "Create New Template"

isa ▾

[Filter | Reset Filter]

	Letter Type	Created By	System Default	
	Individual	Lisa Johnson		

Create New Template

Enter your Template Name

Select "Individual"

Visibility should be "Private"
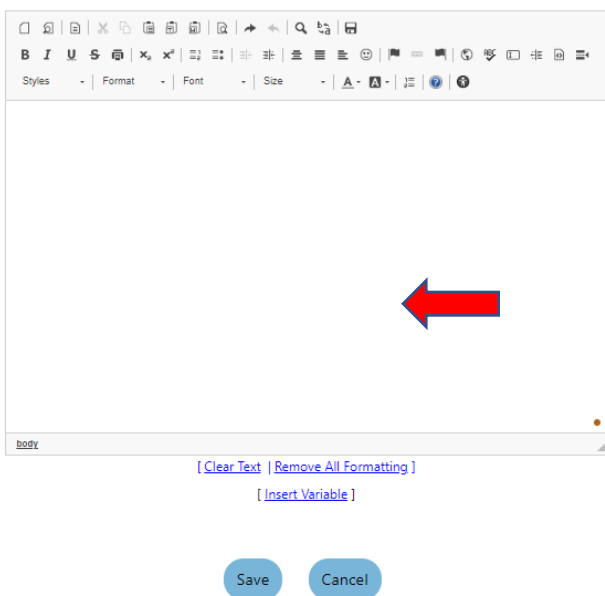
*Template Name:	
*Template Type:	Individual ▼
Active Status:	Active ▼
Visibility:	⊙ Private (used by me only) ○ Public (visible to all)
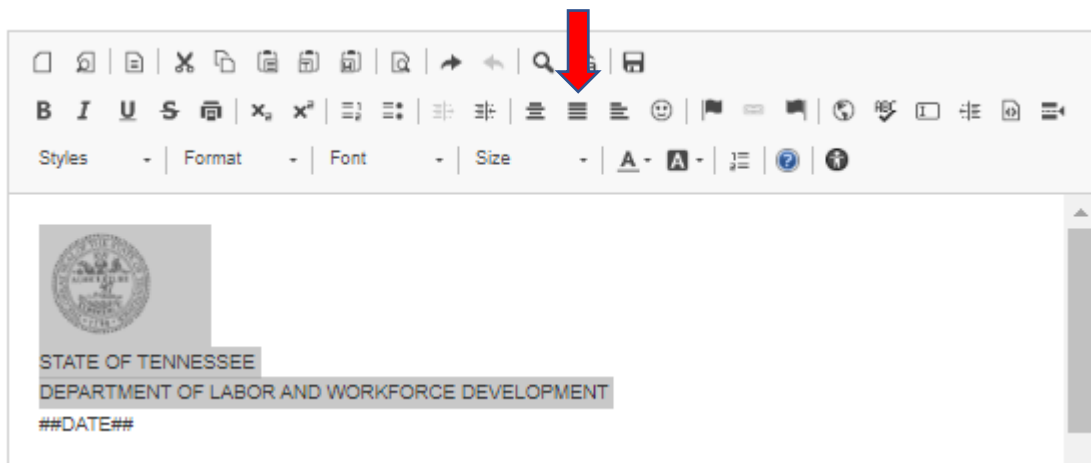
Click inside of template area and click ctrl V (paste)

[Clear Text | Remove All Formatting]

[Insert Variable]

Save   Cancel

Highlight the logo and first two lines and click justified center

STATE OF TENNESSEE
DEPARTMENT OF LABOR AND WORKFORCE DEVELOPMENT
##DATE##

If you need to add a space for your windowed envelope you can add it

You can change your template to include virtual information if desired

You can add your name, email address and phone number

Click save

A3.13 Explanation of Columns from the Referral Report
Process Reported:

This column identifies the action that Jobs4TN took on the referred individual.

- **Create Records - SSN not found -** individual did not already have a Jobs4TN account
- **Create SNAP Partial Application -** individual has never had a SNAP E&T case/application before
- **Create SNAP Application -** individual has had a SNAP E&T case/ application created in the past

Error Reported:

- **SSN Match DOB and/or Gender did not match -** individual already has a Jobs4TN account but the DOB and/or gender does not match the information DHS has. A SNAP application will need to be created

County	Process Reported	Error Reported	
79	Create SNAP Partial Application		44
79	Create Records - SSN not found		51
79	Create SNAP Partial Application		75
79	Create SNAP Partial Application		96
79	Create SNAP Application		39
79	Create Records - SSN not found		76
79	Create SNAP Application		86
79		SSN Match DOB and/or Gender did not match	28
79	Create SNAP Partial Application		60

SNAP_DHSRef

using the information from the referral report. The date of the
application should be the referral date. A case note should be added
to document the discrepancy as well as verifying the information
during the initial appointment. DOB on referral should be correct as
that is information that DHS verifies.

- **Open SNAP Application -** individual has an open SNAP application. Referral could be a duplicate or a previous SNAP application has not been closed/exited.

- **Deregistration -** DHS is notifying us that the individual is no longer eligible for participation in the SNAP E&T program. Check to see if the participant is active and currently participating. Deregistration will automatically close the SNAP application in Jobs4TN. If activities are open they should be closed with the appropriate date of last activity and completion code. SNAP E&T funding can be utilized within the month the participant was deregistered. If the deregistration was in error a new referral will need to be requested.

Participation type:

- **ABAWD Voluntary Abled Bodied Adults Without Dependents** - ABAWD's have a re- quired number of hours of work, schooling and/or volunteer work that they must meet each month to continue to receive SNAP. Hours of participation need to be reported.

- **Voluntary** - individual does not have any monthly requirements to meet

Gender - Female=0, Male=1

User ID - Individuals user ID. Can be used to search for the individual in Jobs4TN

Referral Date - Date the referral was generated

Referral Type - R=Referral, D=Deregistered

Deregdate - date of deregistration

Snapframe - individual's DHS SNAP caseworker

A3.14 Create a SNAP application (paper referral or error on referral report)

- Click on Create SNAP Employment & Training Application

SNAP Employment and Training

Create SNAP Employment & Training Application
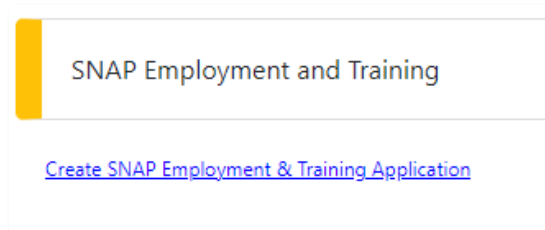
- Enter this information based on the paper referral (application status will be pending)

- Click "next" (this saves this screen)
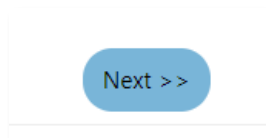
- Update address and phone number

- Click "next" (this saves this screen)
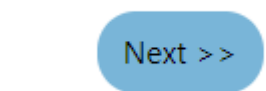
- If you are not ready to enter your appointment date, click "Exit Wizard" and then click "ok". (Your previous pages were saved)

- If you are ready to enter your appointment, do so at this time
- Click "next" (this saves this screen)
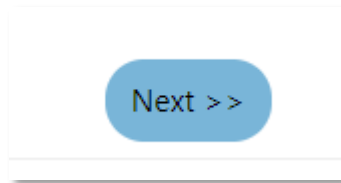
Next >>

- click "Exit Wizard" and then click "ok". (Your previous pages were saved)

Exit Wizard

- Click on the SNAP app

SNAP #402967124 - Incomplete

- Scroll down to Public Assistance and click edit

Public Assistance Aid

DHS Counselor:	
Counselor Phone Number:	() - ext
*__Case Number:__	

Individual is receiving, or in the past 6 months has received, the following:

Temporary Assistance for Needy Families (TANF)	No
Supplemental Security Income (SSI)	No
Social Security Disability Insurance Income (SSDI)	No
Refugee Cash Assistance (RCA)	No
General Assistance (GA)	No
Supplemental Nutrition Assistance Program (SNAP)	Yes
Receiving or Notified of Pell Grant:	No
Are you a Publicly Supported Foster Child?	No, I am not a publicly supported Foster Child

Edit Public Assistance Aid

- o DHS counselor: enter the DHS name on the referral
- o use 866-311-4287 for the number
- o enter the case number from the referral (double check your entry because VOS will not let you copy/paste)
- Click save
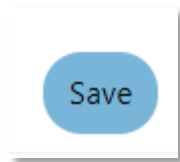
- scroll to the bottom and click return
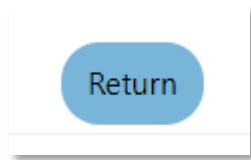
A3.15 Steps to Locate LMI Data in VOS

What do people do in this job/industry?	How many people work in this job/industry?	What qualifications do I need for this job/industry	How much do people get paid to do this job?	What skills and qualities do I need for this job?

- **Left menu> Other Staff Services> Labor Market Services**
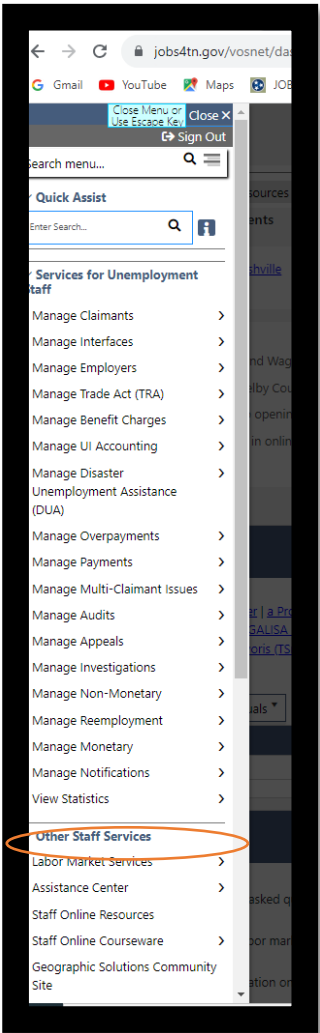
- **Choose "Occupational Profile"**

Choose "Occupations by Keyword" tab

- **Click on the default area to change**

- **Change area type to Local Workforce Development Areas**

- **Choose your area from the drop down selection**

- **Enter the desired profession and click search**

- **Examine information on this page, for example:**
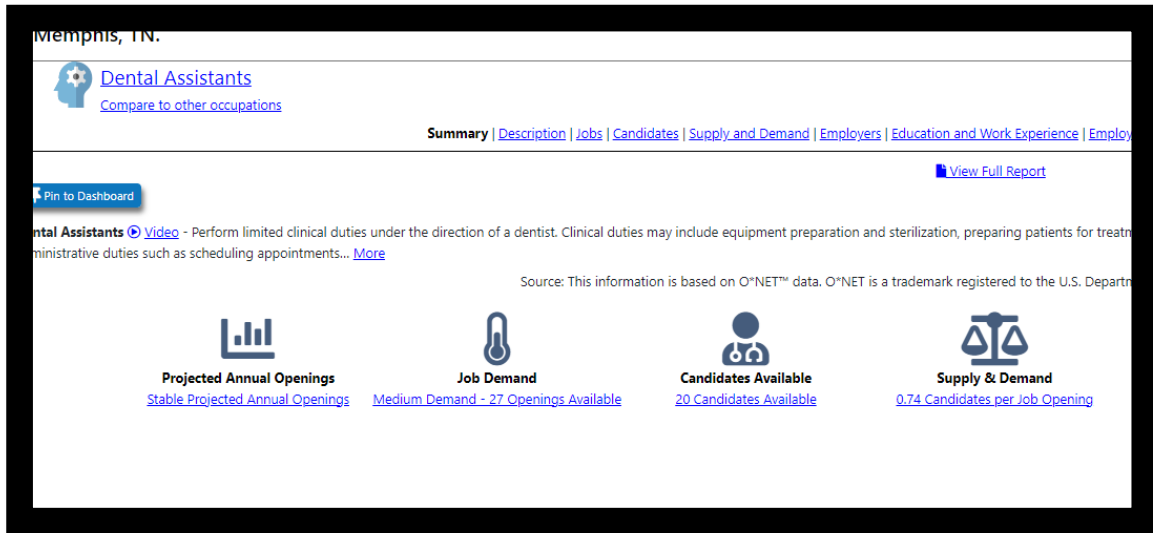
- **Click on "Supply and Demand" section at top**
- **Look at ratio of job available to candidates**
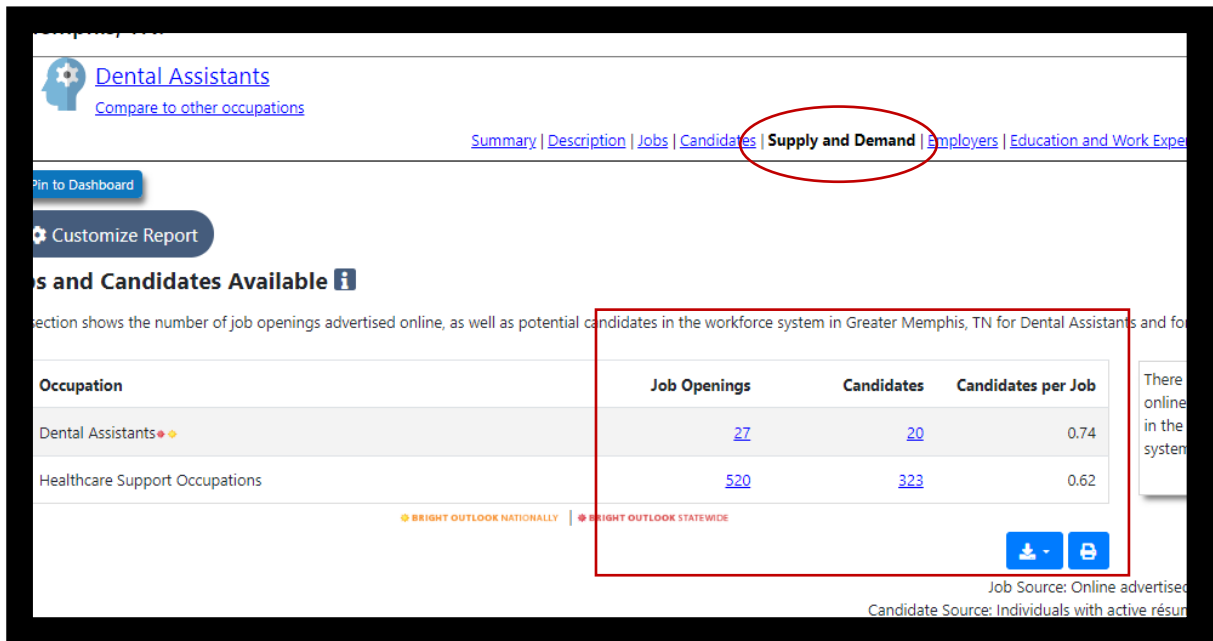
- **If there are job openings, you can click on the number or the jobs tab to see the job openings.**

This will give you an idea of who is hiring, what the required experience is, where these jobs are located

- **Click on "Education and Work Experience"**

- **Look at "Education and Training Programs**
  - **This will show you where local training for this occupation is offered.**
  - **The columns will show you the name of the school, the program, location, tuition, length of training and if it is on the ETPL (WIOA Eligible)**

<mark>A3.16 ETPL look up walk-through</mark>

1. Log out of VOS
2. Click on "Special Services"
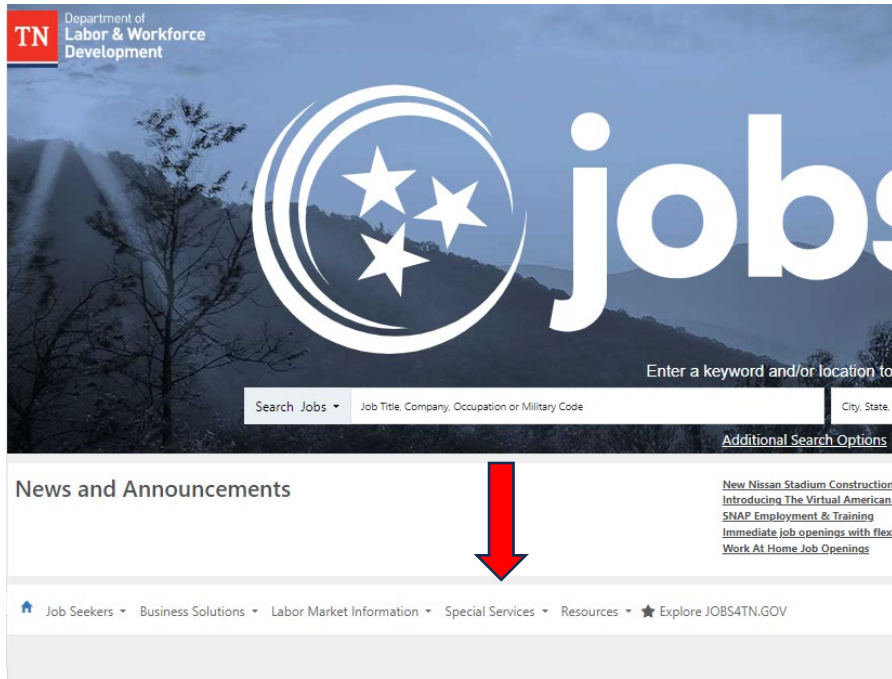
3. Choose "Education and Training Data"
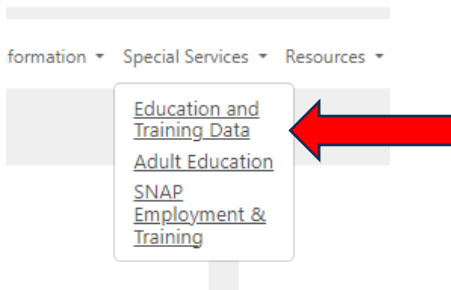
4. Select "ETPL Approved Programs"

5. Expand "+" for Filter Criteria

6. Use which ever filters help you find what you need (i.e., a specific program or a specific type of training, etc.). Click "Filter" below you choices.

Enter your criteria in the fields below and press 'Filter' to refine the ETPL Programs list results

Program:	**City:**
[Program Keyword Search Options]	**State:** None Selected
Provider:	**ZIP Code:**
[Provider Keyword Search Options]	

[Filter] [Reset]

7. Tips:
    a. You can sort the headers by clicking on them

Program	Program Leads To	Provider	Address	Total Program Costs	Program Length Hours/Weeks	Program Format

   b. You can change the number of visible rows

Rows: 50 ▾

   c. You can utilize "keyword options" under program and provider

Program:

[Program Keyword Search Options]

Provider:

[Provider Keyword Search Options]

   d. This is also great opportunity to compare costs for similar training in the same LWDA to determine if they are reasonable and comparable.

A4.0 Quick Reference
- **A4.1 Gas card parameters**
    o Max $150 per month
    o Use $7 a day as parameter. Use chart below to calculate the number of gas cards. If they fall in between the ranges for 30 days of participation, round up to the next $25 increment.
        ▪ 3 days of participation = $25
        ▪ 6 days = $50
        ▪ 10 Days = $75
        ▪ 14 Days = $100
        ▪ 17 Days = $125
        ▪ 20 Days = $150

- **A4.2 Training Parameters – Quick guide**

Category	Tuition	Supportive Services	Notes
ETPL TCAT or Community College	Yes	Yes	
ETPL Programs /Non TCAT or Community College:	No *Exception for Truck Driving and Healthcare	Yes	
Truck Driving: Providers on or off the ETPL	Yes	Yes	Training cost must be deemed reasonable and comparable to similar training in LWDA (including training programs on ETPL)
Health Care Focus Areas: ○ RN Associates ○ LPN ○ Dental Assistant ○ Dental Hygienist ○ CCMA ○ C N A ○ Patient Care Tech ○ Prerequisite trainings or enhancement certifications for the above fields. Providers on or off the ETPL	Yes	Yes	Training cost must be deemed reasonable and comparable to similar training in LWDA (including training programs on ETPL)
Basic Criteria: • Training programs must be 2.5 years or less. TN SNAP E&T cannot support bachelor's degree programs at this time. This includes accelerated bachelor's degree programs. • Training must lead to an industry recognized credential, license, or certificate. • Tuition and required training costs must not exceed total cost of $6,500 per training term. If tuition costs exceed $6,500 in a training term, SNAP E&T's costs are capped at $6,500. • Training is connected to their Individual employment goal as supported by case notes. • Participant acknowledges that they will seek employment in the field of training selected upon training completion. • Participant does not have marketable, in-demand skills that they are able to use to obtain employment.			