

Supplemental Nutrition Assistance Program

Employment and Training

Florida State Plan

FEDERAL FISCAL YEAR 2010

October 1, 2009 through September 30, 2010

Submitted By:

The Agency for Workforce Innovation

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PART 1 - Summary of Florida's Supplemental Nutrition Assistance Program's (SNAP's) Employment and Training (E&T) Program

A. Abstract of Florida's SNAP program

- a. Florida was notified that the State met the trigger for an American Recovery and Reinvestment Act (ARRA) waiver effective February 22, 2009 under the Department of Labor Trigger Notice No. 2009-6. According to the American Recovery and Reinvestment Act of 2009, states meeting the trigger requirements associated with the ARRA waiver of Able-Bodied Adults Without Dependents (ABAWDs) restrictions could begin to operate under such a waiver immediately without prior approval. States were requested to notify the Food and Nutrition Services (FNS) Regional Office of the effective date for statewide implementation. States are also required to submit a plan outlining the program operations and the details associated with the use of funds.

The State of Florida will be operating under an ARRA waiver based on the trigger for state extended benefit indicators outlined in P.L. 102-318. Under the ARRA waiver, Florida will be operating a volunteer Employment and Training (E&T) program, which is integrated part of the workforce system designed to help move individuals towards work and self-sufficiency.

- b. Florida's SNAP E&T program is a part of the workforce system established in Florida Statutes, Chapter 445 and implemented locally by Florida's 24 Regional Workforce Boards (RWBs).
 - Employers and emerging businesses offer individuals the opportunity to work, earn and engage in the economic well-being of the State.
 - Job seekers, whether employed, underemployed or unemployed, have specific skills to meet the needs of employers. Some skills are directly related to the opportunities available in the workforce, other skills are transferrable. Job seekers may also need to develop skills that employers are looking for.
 - Workforce brings employers and job seekers together. The RWBs will:
 - Reach out to employers to identify jobs that are available in the community, as well as employment opportunities that are becoming available in emerging occupations;
 - Identify training providers and connect job seekers to training/skill development activities designed to help individuals obtain employment;
 - Work with job seekers to identify goals, skills and services to overcome/manage barriers to employment; and

- Connect job seekers and employers to strengthen Florida's families and Florida's economy.
- c. Many individuals who are receiving food stamps are also looking for employment through:
- Employ Florida Marketplace (EFM), Florida's on-line system designed to connect employers and job seekers, and
 - The resource centers located in more than 90 career centers operated by the RWBs throughout the State of Florida.

Many food stamp recipients are also engaged in other activities that are implemented locally through the career centers. For example, many food stamp recipients are engaged in:

- Assessments;
 - Career planning;
 - Employability workshops;
 - Resume development;
 - Education and training programs, such as:
 - Adult Basic Education (ABE)
 - English Speakers of Other Languages (ESOL)
 - General Equivalency Diploma (GED);
 - Customized training for employers; and
 - Computer training.
 - Job development activities (assessment information is compared to job orders and individuals are referred to employers based on the skills the employer is looking for);
 - Workforce Investment Act (WIA) programs;
 - Trade Adjustment Act (TAA) programs;
 - Welfare Transition (WT) programs;
 - Youth programs;
 - Etc.
- d. The Department of Children and Families (DCF) determines food stamp recipient's eligibility for benefits. Florida Statutes, Chapters 414 and 445, give DCF the authority to refer food stamp recipients who meet eligibility for the SNAP E&T program to the Agency for Workforce Innovation (AWI) for engagement. The SNAP E&T program activities and services are outlined in this plan and are administered through the statewide workforce development system.

1 Program Changes

1.1 Overview:

The State of Florida began operating a volunteer program July of 2009. The State will continue to offer such services in a volunteer format as described through the SNAP State Plan.

2 ABAWD Population

2.1 Overview of the population being served

Because Florida is operating a volunteer-based E&T for food stamp recipients, there will not be any ABAWDs in the State of Florida. This means that food stamp recipients who would otherwise meet ABAWD requirements will not be subject to time limits.

Food stamp recipients who are not already engaged in the Temporary Assistance for Needy Families (TANF) work program, the WT program, will be able to participate in the SNAP E&T program. The SNAP E&T program will be a volunteer-based program. Because the population receiving food stamps is so large, workforce has identified a population that will be mailed an “*Outreach Letter*” by the AWI.

- Food stamp recipients who are coded as work registrants or Unemployment Compensation recipients will have a case built in the OSST system. The case will be created when the data is received from the Florida On-line Recipient Integrated Data Access (FLORIDA) via interface with workforce’s data entry system, the One-Stop Service Tracking (OSST) system. **Work registrants** are food stamp recipients between the ages of 15 and 60 who do not meet one of the following conditions:
 - A person who is 16 through 18 who are in school or enrolled in an employment and training program, on at least a half-time basis;
 - A person who does not meet work registrant requirements based on education exclusions;
 - A person determined by DCF to be physically or mentally unfit for employment;
 - A participant in the WT program;
 - A parent or other household member responsible for the care of a dependent child under six;
 - A food stamp recipient caring for a disabled individual;
 - A person who reports (s)he is involved in a substance abuse/mental health treatment program on a regular basis that interferes with employment opportunities. This does not include individuals who participate in Alcoholics Anonymous (AA) or Narcotics Anonymous (NA);
 - An individual who is working 30 hours a week or more; or

- An individual who is earning the equivalent of working 30 hours a week or more based on minimum wage provisions.
- Food stamp recipients who are receiving Unemployment Compensation are not coded as “work registrants.” Typically, food stamp recipients who are receiving Unemployment Compensation would not be referred to the workforce system via the FLORIDA to OSST interface because they are not “work registrants.”
 - The DCF identifies recipients of these benefits with a specific code.
 - This code will be received in the FLORIDA to OSST interface so that workforce can offer intensive services, including re-employment services.
- ***The data used in the SNAP State Plan is based on work registrants receiving food stamps. This includes the anticipated number of food stamp recipients who will be engaged in activities.***

2.2 Areas of Service Delivery

2.2.1 Areas offering a volunteer-based program

The following counties are currently offering services to food stamp recipients who opt to volunteer in the E&T program. It is proposed that these same counties will continue to operate a volunteer program, and any modifications to areas of operation will be submitted.

Alachua	Flagler	Manatee	Sarasota
Baker	Franklin	Marion	Seminole
Bay	Gulf	Martin	St. Johns
Bradford	Hardee	Monroe	St. Lucie
Brevard	Hernando	Nassau	Sumter
Broward	Highlands	Okaloosa	Volusia
Calhoun	Hillsborough	Okeechobee	Walton
Charlotte	Holmes	Orange	Washington
Citrus	Indian River	Osceola	
Clay	Jackson	Pasco	
Collier	Lake	Pinellas	
Dade	Lee	Polk	

Duval	Levy	Putnam	
Escambia	Liberty	Santa Rosa	

2.2.2 Areas not offering a volunteer-based program

The following counties are currently not offering services to food stamp recipients, and it is proposed that these counties will not offer services as of October 1, 2009. If the counties of service change, a modification to the plan will be submitted.

Columbia	Gilchrist	Jefferson	Palm Beach	Union
DeSoto	Glades	Lafayette	Suwannee	
Dixie	Hamilton	Leon	Taylor	
Gadsden	Hendry	Madison	Wakulla	

3 Additional Allocations for Pledge States

a. The State’s Pledge

Florida will not be operating under a pledge state status.

b. Estimated Cost of Fulfilling the Pledge

N/A

c. A Description of Management Controls in Place to Meet Pledge Requirements

N/A

d. A Discussion of Florida’s Capacity and Ability to Serve At-Risk ABAWDs

N/A

e. Information about the size and special needs of its ABAWD population

N/A

f. Information About the Education, Training, and Workfare Components Florida is Offering

N/A

4 Program Components

According to both federal law and the [Handbook](#) issued by the United States Department of Agriculture (USDA), the components must be meaningful and enhance the employability of individual food stamp recipients. Florida has an integrated workforce system designed to engage job seekers, including food stamp recipients, in activities geared towards helping individuals gain skills, gain employability, and connect them to employment opportunities.

The RWBs are responsible for engaging food stamp recipients at the local level. The RWBs will continue to offer employment services through the integrated workforce system. This includes food stamp recipients who:

- Respond to the *Outreach Letter*,
- Learn about workforce programs from community partners;
- Learn about workforce programs from the Internet;
- Learn about workforce programs by word of mouth;
- Learn about workforce programs from regional outreach by the RWBs.

The RWBs will be able to engage food stamp recipients in one or more of the following components:

- Job search;
- Job search training;
- Vocational training;
- Education;
- WIA activities (including TAA activities);
- Self-initiated work experience;
- Work experience; and
- Employment.

Engagement in activities and services may be limited based on funding availability. Each RWB will document the components that will be available in their area via local operating procedures. Potential volunteers can learn about the program

- Via Outreach Letters;
- Via local outreach efforts;
- Via participating in other workforce programs;
- Etc.

A case is built or reopened if the food stamp recipient is coded by DCF as a work registrant or an Unemployment Compensation recipient.

- The letters will include an overview of the E&T program.
- The letters will outline services available to food stamp recipients who choose to volunteer in the E&T program.

A food stamp recipient who learns about the E&T program through other forms of communication, such as:

- Information provided by the DCF;
- By going to his/her local career center to apply for a job;
- Word of mouth;
- Etc.

may still opt to participate in the E&T program as long as (s)he is not engaged in the WT program as a mandatory cash assistance recipient. The ability to engage SNAP recipients who opt to volunteer is based on funding availability and is outlined in local operating procedures.

5 Sequence of Components

The E&T program is a part of Florida's workforce system. The workforce system provides opportunities to food stamp recipients to help them gain skills, gain employability, and connect them with employers. Florida emphasizes the importance of helping job seekers access services based on their goals, work history, skills, needs and barriers to employment, which is particularly critical in these economic circumstances. Program participants will be able to work with workforce system staff to progress through activities based on their:

- Goals;
- Ability to participate,
- Barriers to employment,
- Employability level,
- Skills,
- Work history,
- Etc.

The RWBs have the ability to outline the process of engagement, including a specific sequence of components in local operating procedures.

6 Other Employment Programs

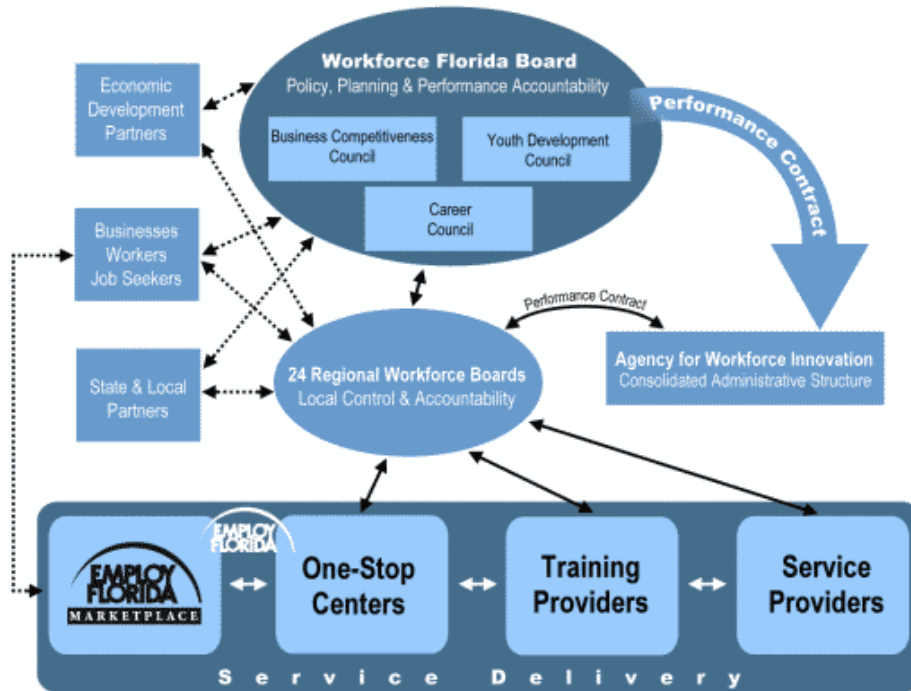
The WT program, as previously stated, is Florida's work program designed to engage work-eligible TANF funded cash assistance recipients (under Title IV-A of the Social Security Act) in a plan that moves the family from welfare to work. In 2000, Senate Bill 2050 combined the workforce and the Work and Gain Economic Self-Sufficiency (WAGE) Boards to effectively engage all job seekers under one employment service umbrella, the workforce system. The WT and E&T programs are a part of the same administrative structure and share resources, including access to employer services, job seeker service and the OSST system.

7 Workforce Development System

The following information is located on the [Workforce Florida, Inc. \(WFI\)](http://www.workforceflorida.com) website. The information was designed to explain how the workforce system (in its current structure) was created and how the system currently operates.

Workforce Florida, Inc. (WFI) was created by Governor Jeb Bush and the Florida Legislature with the passage of the Workforce Innovation Act of 2000, Chapter 445, Florida Statutes. A [45-member board](#) appointed by the Governor oversees and monitors the administration of the state's workforce policy, programs and services carried out by the 24 business-led [RWBs](#) and the [AWI](#). Direct services are provided at over 90 career centers. This innovative approach to workforce development in Florida is illustrated in the model below.

Florida's Workforce System



While WFI provides policy, planning and oversight at the State level, the 24 RWBs are responsible for implementing programs in their communities. Each RWB has performance measures and contracts to provide accountability; however, the choice of initiatives and programs it implements are under the local board's control unless the program is required by federal/State law. This allows for programs to reflect the economic development, business and workforce needs of each particular region of the State.

Career Centers

Workforce development services in Florida are available primarily through a system of career centers designed to provide easy access to diverse services including job placement and training, temporary cash assistance and special support services such as subsidized childcare and transportation.

Florida's career center network was established to bring workforce and welfare transition programs together under one physical or "virtual" roof to simplify and improve access for employers seeking qualified workers or training programs for their existing employees and job seekers.

Today, there are career centers across Florida managed at the local level by regional workforce boards. Some are full-service centers providing direct access to a comprehensive array of programs at a single location, while others are satellite facilities capable of providing referrals or electronic access. Florida's career centers are affiliated statewide through the [Employ Florida](#) brand.

According to Florida Statutes, Chapter 445, the E&T program activities are a required part of the workforce system. The WFI,

...is the principal workforce policy organization for the state. The purpose of WFI is to design and implement strategies that help Floridians enter, remain in, and advance in the workplace, becoming more highly skilled and successful, benefiting Floridians, Florida businesses, and the entire state... [\(445.004, F.S.\)](#)

WFI provides oversight and policy direction to ensure that workforce programs, including the SNAP E&T program, are administered by the AWI in compliance with approved plans and implemented locally by the RWBs and other designated providers.

8 Outcome Data

Florida collects programmatic data, including engagement in activities via automation and engagement in activities/services by program staff. Florida collects participation and outcome data. Florida also collects the data required for the FNS 583 report.

B. Program Components

This section of the plan requires a description of each component as required in the guidance/handbook issued by the USDA.

1 Job Search

- **Description of Component:** Participants go and look for work each month by applying for jobs. This includes:
 1. Completing applications,
 2. Submitting resumes,
 3. Meeting with job developers for referrals to employers,
 4. Contacting employers about job opportunities,
 5. Attending interviews,
 6. Going to job fairs, and
 7. Other activities directly related to securing employment.

Job searches may be conducted independently or in a group setting. Job searches will be recorded on a job search report form or in the EFM system. The data from EFM system may be used to verify the number of job search contacts that were made or the time spent in job search activities for the time period in question.

According to 7 CFR 273.7,

The State agency should not establish a continuous, year-round job search requirement. If a reasonable period of job search does not result in employment, placing the individual in a training or education component to improve job skills will likely be more productive.

To meet this requirement, job search as an activity will not be a “year round” activity. The RWB will address in local operating procedures:

- The local time limits associated with job search as an activity;
- How the participant will be assessed for engagement in an activity if employment is not secured;
- When the participant will be assessed for engagement in an activity if employment is not secured;
- Etc.

The job search activities in the career centers/satellite offices are an integrated part of the workforce system. There are many tools available to individuals who are looking for work, even if they cannot go to an office.

- In Florida, employers are able to post jobs on EFM. Employers can also look for job seekers with skills that fit the job profile. Employers can review resumes posted inside the EFM system.
- Job seekers can look for jobs on any computer with Internet access using EFM. Job seekers needing access to a computer can go to the career centers, as well as community partners. At

the career centers, staff members are available to offer personal assistance. Job seekers can:

- Look for jobs;
 - Apply for jobs;
 - Develop a resume;
 - Update a resume; and
 - Post a resume in the system.
- Job seekers can look up information about the labor market in EFM. This information includes emerging job occupations, high demand jobs, the type of education/skills required for specific occupations, etc. Job seekers also have the ability to begin the career planning process using tools in EFM.
 - Employment service staff work with employers to ensure job information is posted in EFM timely. Employment services staff also help organize job fairs so that job seekers can directly interface with employers. Staff at the career centers engage job seekers, including food stamp recipients directly to:
 - Find jobs that are closely aligned with their skills and goals;
 - Develop resumes;
 - Apply for work;
 - Refer participants to employers so they can apply for/interview for jobs;
 - Etc.
 - **Type of Component:** This is a non-work component.
 - **Geographic areas covered:** Each RWB with an active SNAP E&T program will establish if the activity will be offered as a component in their local operating procedures.
 - **Anticipated number of ABAWDs who will begin the activity:** 0
 - **Anticipated number of non-ABAWDs who will enter the activity:** 0
 - **Anticipated number of volunteer participants who will enter the activity:** 8,722
 - **Level of participant effort:** The individual will be asked to participate in at least 10 hours of job search activities each month. Hours will be recorded on a time sheet, job search report form or electronically (which can be verified by staff).
1. **How will submitting an application with an employer count?** One job search record equals two hours of participation unless the individual lives in a rural area. Individuals who live in rural areas will receive three hours of

participation for one job search record. Hours of participation will be entered on the Job Participation Record (JPR) screen.

2. **What if a participant cannot complete all of the 10 hours due to a limitation?** If an individual can participate in some part of the 10 hours but is limited due to transportation (the SNAP participant can only receive up to \$20 during the month), the participant can be considered to have met the level of effort. For example, the individual spends the entire \$20 applying for work on-site with employers or attending activities (job fairs, interviews, etc.) and proof of both engagement and transportation expenses are secured, the participant may be considered “participating.” Other limitations may include medical issues, limited childcare, etc.

- **Organizational responsibilities:** The RWBs implement the SNAP E&T program locally through the career centers, satellite offices and community partners. The RWBs are locally organized to ensure that the needs of the community, job seekers and employers are met. The RWB will engage program participants based on their local structure. Job search activities may include a variety of job seeker to employer engagement.

- **Estimated participant cost of reimbursement for transportation and other expenses except dependent care: \$526,464**
- **Estimated participant cost of reimbursement for dependent care: 0**
- **Annual cost of the activity not including reimbursements: \$1,440,118**
- **Cost of the activity per placement not including reimbursements: \$165**
- **Total cost of activity: \$1,966,582**

2 Job Search Training

- **Description of Component:** According to 273.7(e)(1)(ii), the job search training program has to provide meaningful assistance to the job seeker, helping improve his/her ability to get a job or employability. Job search training activities are conducted locally based on availability of resources and designed to meet the needs of both employers and job seekers. Job search training may include (but not limited to) workshops, sessions or job clubs that address:

- Employability skills;

- Life skills (Research shows that basic communication and issues with managing barriers to employment are major issues that prevent individuals from getting and keeping jobs.)
 - Interpersonal skills;
 - Time management;
 - Decision making skills;
 - Basic job seeking skills (for example: how to complete a paper application, how to complete an Internet-based application, how to approach managers, how to fax a resume, etc.);
 - Job retention skills;
 - Interviewing skills;
 - Resume development;
 - Appropriate dress;
 - Career assessments;
 - Career planning;
 - Etc.
- **Type of Component:** This is a non-work component.
 - **Geographic areas covered:** Each RWB with an active SNAP E&T program will establish if the activity will be offered as a component in their local operating procedures.
 - **Anticipated number of ABAWDs who will begin the activity:** 0
 - **Anticipated number of non-ABAWDs who will enter the activity:** 0
 - **Anticipated number of volunteer participants who will enter the activity:** 8,722
 - **Level of participant effort:** Participants may be given a set schedule to participate in job club activities, a schedule of workshops that meet these definitions, a schedule of classes that meet these definitions, information about on-line classes or computer-based sessions that meet these definitions, etc. Participants may be engaged directly by staff in activities that meet these definitions. Participants may attend classes associated with employability that are available in the community, at educational institutions, etc. Participants may also develop and update resumes using the EFM system. Participants will be expected to participate in activities for at least 10 hours a month. Documentation in the form of a timesheet or job search report form will be acceptable. Hours of participation may also be secured from an electronic system, such as the EFM system. Hours of participation may be secured from a provider electronically, such as email via a designated party as well.
 1. **What if a participant cannot complete all of the 10 hours due to a limitation?** If an individual can participate in some part of the 10 hours but is limited due to transportation (the

SNAP participant can only receive up to \$20 during the month), the participant can be considered to have met the level of effort. For example, the individual spends the entire \$20 attending workshops, classes, etc. and proof of both engagement and transportation expenses are secured, the participant may be considered “participating.” Other limitations may include medical issues, limited childcare, etc.

- **Organizational responsibilities:** The RWBs implement the SNAP E&T program locally through the career centers, satellite offices and community partners. The RWBs are locally organized to ensure that the needs of the community, job seekers and employers are met. The RWB will engage program participants based on their local structure. Job search training activities may be offered through community based organizations, contracted providers, partner programs, partner agencies, educational institutions or directed by the RWBs.
- **Estimated participant cost of reimbursement for transportation and other expenses except dependent care:** \$526,464
- **Estimated participant cost of reimbursement for dependent care:** 0
- **Annual cost of the activity not including reimbursements:** \$1,440,118
- **Cost of the activity per placement not including reimbursements:** \$165
- **Total cost of activity:** \$1,966,582

3 Vocational Training

- **Description of Component:** Vocational training is training that improves the employability of participants by providing training in a skill or trade. Vocational training allows the participant to move directly into employment¹. Vocational training is offered in the career centers, in the community through community partners or partner agencies, as well as by training providers. Training providers are approved by the RWB and/or WFI and posted on an Eligible Training Provider List (ETPL).

In Florida, secondary and post-secondary education programs are not automatically covered with State or federal funds. One-hundred percent SNAP funds may be used:

- To cover the costs of vocational training,
- To develop a program component; and

¹ State E&T Handbook by the United States Department of Agriculture

- To pay for costs associated with vocational training through an educational provider on the ETPL.

Federal funds are spent with the understanding that one-hundred percent E&T funds cannot take the place of nonfederal funds for existing educational services.

Federal financial participation for operating vocational training components may be authorized for costs that exceed the normal costs of services provided to persons not participating in E&T programs. One-hundred percent funds will be expended only if the following conditions are met:

- Federal funds are not used to supplant other funding sources.
- If the individual is attending vocational training through a provider on the ETPL, the individual has attempted to secure federal financial aid (not including loans), such as the Pell Grant, and the funds are either not available or the individual was not eligible for the funds.
- The costs are associated with the SNAP E&T program engagement.
- The payment is made directly to the provider and not as a reimbursement to the program participant.

If the RWB pays a vendor directly for vocational training, books, uniforms, or other required elements using one-hundred percent funds, the program file must document the following:

- The item was required as a part of the training program or by the training provider for all students in the course/program;
- The payment was not made as a reimbursement for a cost already covered by the program participant; and
- The payment was made directly to the training provider the related vendor for the product required by the training program.

The law expressly states that one-hundred percent funds may be used to develop a component if the SNAP funds are not provided as reimbursements for costs already paid by the program participant or supplant federal funds.

- **Type of Component:** This is a non-work component.
- **Geographic areas covered:** Each RWB with an active SNAP E&T program will establish local operating procedures to outline if the activity will be offered as a component in the region.
- **Anticipated number of ABAWDs who will begin the activity:** 0

- **Anticipated number of non-ABAWDs who will enter the activity:** 0
- **Anticipated number of volunteer participants who will enter the activity:** 1,744
- **Level of participant effort:** Florida is operating a volunteer program.
 1. Program participants may be enrolled in a vocational training program and then enroll in the SNAP E&T program. As stated in a letter recently from the USDA, FNS office, individuals may initiate enrollment in vocational or educational programs.
 - Participants who self-enroll in a vocational training program prior to enrollment in the SNAP E&T program will be able to participate in the program, but costs associated with the vocational activity (such as tuition, books, uniforms, tools, etc.) cannot be covered using E&T funds. Reimbursements associated with transportation to encourage continual participation in the activity may be covered with 50/50 funds.
 2. Other program participants may enroll as a volunteer in the SNAP E&T program and then be enrolled in a vocational training program via the workforce system or through self-enrollment.

To be considered “participating,” the individual must participate in vocational training activities an average of eight hours a month (roughly eight hours a week). Hours will be documented by:

- a timesheet signed by the class instructor;
 - a timesheet signed by a the Teacher’s Assistant (TA);
 - a timesheet signed by a lab instructor;
 - a timesheet signed by a lab assistant;
 - a timesheet signed by a clinical supervisor;
 - a designated party at the school submitting hours on behalf of the institution;
 - a progress report from the instructor;
 - a progress report from the TA;
 - a progress report from a designated party on behalf of the institution;
 - a document verifying hours of participation from an on-line or Internet based institution;
 - a progress report from an on-line or Internet-based institution; or
 - other documentation signed (including electronically signed) by a designated party as outlined in the RWB’s local operating procedure.
- **What if a participant cannot complete all of the eight hours due to a limitation?** If an individual can participate for less than eight hours

during the month because of a transportation issue (the SNAP participant can only receive up to \$20 during the month), the participant can be considered to have met the level of effort. For example, the individual spends the entire \$20 applying for going to classes (labs, tutoring sessions, etc.) and proof of both engagement and transportation expenses are secured, the participant may be considered “participating.” Other limitations may include medical issues, limited childcare, etc.

- **Organizational responsibilities:** The RWBs implement the SNAP E&T program locally through the career centers, satellite offices and community partners. The RWBs are locally organized to ensure that the needs of the community, job seekers and employers are met. The RWB will engage program participants based on their local operating procedures. Vocational training may be offered in the career centers, at a community site, at a partner agency and/or through a training provider on the ETPL.
- **Estimated participant cost of reimbursement for transportation and other expenses except dependent care:** \$105,269
- **Estimated participant cost of reimbursement for dependent care:** 0
- **Annual cost of the activity not including reimbursements:** \$287,957
- **Cost of the activity per placement not including reimbursements:** \$165
- **Total cost of activity:** \$393,226

4 Education

- **Description of Component:** Education provides SNAP participants with the opportunity to improve:
 - basic skills through Adult Basic Education (ABE);
 - basic skills through General Equivalency Diploma (GED) activities;
 - basic literacy;
 - the ability to speak and read English via English Speakers of Other Language (ESOL) programs;
 - the ability to speak other languages that are required for employment;
 - the ability to use computers;
 - skills required by employers;
 - skills required by an occupation;
 - skills required by an industry;
 - etc.

In Florida, secondary and post-secondary education programs are not automatically covered with State or federal funds. One-hundred percent SNAP funds may be used:

- To cover the costs of education,
- To develop a program component; and
- To pay for costs associated with an education program through a provider on the ETPL.

Federal funds are spent with the understanding that one-hundred percent E&T funds cannot take the place of nonfederal funds for existing educational services.

Federal financial participation for operating educational components may be authorized for costs that exceed the normal costs of services provided to persons not participating in E&T programs. One-hundred percent funds will be expended only if the following conditions are met:

- Federal funds are not used to supplant other funding.
- If the individual is attending an educational program through a provider on the ETPL, the individual has attempted to secure federal assistance (not including loans), such as the Pell Grant, and the funds are either not available or the individual was not eligible for the funds.
- The costs are associated with the SNAP E&T program engagement.
- The payment is made directly to the provider and not as a reimbursement to the program participant.

If the RWB pays a vendor directly for enrollment in the education class/program, books, uniforms, or other required elements using one-hundred percent funds, the program file must document the following:

- The item was required as a part of the educational program or by the training provider for all students in the course/program;
- The payment was not made as a reimbursement for a cost already covered by the program participant; and
- The payment was made directly to the provider the related vendor for the product required by the program.

The law expressly states that one-hundred percent funds may be used to develop a component if the SNAP funds are not provided as reimbursements for costs already paid by the program participant or supplant federal funds.

- **Type of Component:** This is a non-work component.

- **Geographic areas covered:** Each RWB with an active SNAP E&T program will establish operating guidelines if the activity will be offered in the RWB's local operating procedures.
- **Anticipated number of ABAWDs who will begin the activity:** 0
- **Anticipated number of non-ABAWDs who will enter the activity:** 0
- **Anticipated number of volunteer participants who will enter the activity:** 1,744
- **Level of participant effort:** Florida is operating a volunteer program. Program participants may be enrolled in an educational class/program and then enroll in the SNAP E&T program. As stated in a letter recently from the USDA, FNS office, individuals may initiate enrollment in vocational or educational programs.
 - Participants who self-enroll in an educational class/program prior to enrollment in the SNAP E&T program will be able to participate in the program, but costs associated with the activity (such as tuition, books, uniforms, tools, etc.) cannot be covered using E&T funds. Reimbursements associated with transportation to encourage continual participation in the activity may be covered with 50/50 funds.
 - Other program participants may enroll as a volunteer in the SNAP E&T program and then be enrolled in an educational class/program via the workforce system or through self-enrollment.

To be considered "participating," the individual must participate in educational activities an average of eight hours a month. Hours will be documented by:

- a timesheet signed by the class instructor;
- a timesheet signed by a the Teacher's Assistant (TA);
- a timesheet signed by a lab instructor;
- a timesheet signed by a lab assistant;
- a timesheet signed by a clinical supervisor;
- a designated party at the school submitting hours on behalf of the institution;
- a progress report from the instructor;
- a progress report from the TA;
- a progress report from a designated party on behalf of the institution;
- a document verifying hours of participation from an on-line or Internet based institution;
- a progress report from an on-line or Internet-based institution; or

- other documentation signed (including electronically signed) by a designated party as outlined in the RWB's local operating procedure.

What if a participant cannot complete all of the monthly hours described due to a limitation? If an individual cannot participate in at least eight hours due to a limitation, such as transportation (the SNAP participant can only receive up to \$20 during the month), the participant can be considered to have met the level of effort. For example, the individual spends the entire \$20 going to classes, labs, tutoring sessions, etc. and proof of both engagement and transportation expenses are secured, the participant may be considered "participating." Other limitations may include medical issues, limited childcare, etc.

- **Organizational responsibilities:** The RWBs implement the SNAP E&T program locally through the career centers, satellite offices and community partners. The RWBs are locally organized to ensure that the needs of the community, job seekers and employers are met. The RWB will engage program participants based on their local operating procedures. Education may be offered in the career centers, at a community site, at a partner agency and/or through a training provider on the ETPL.
- **Estimated participant cost of reimbursement for transportation and other expenses except dependent care:** \$105,269
- **Estimated participant cost of reimbursement for dependent care:** 0
- **Annual cost of the activity not including reimbursements:** \$287,957
- **Cost of the activity per placement not including reimbursements:** \$165
- **Total cost of activity:** \$393,226

5 **WIA, including Trade Adjustment Assistance (TAA)**

- **Description of Component:** The participant is engaged in the WIA and/or TAA program activities. The SNAP participant may be enrolled in the WIA and/or TAA program while receiving food stamps. This means the individual may include WIA/TAA funded training, On-the-Job Training (OJT), subsidized employment, paid work experience, unpaid work experience, as well as other activities funded by the WIA program - operated under Public Law 105-220- and/or the TAA program - operated under section 236 of the Trade Act of 1974 (19 U.S.C. 2296). This also includes WIA/TAA activities operated according to the ARRA of 2009.
- **Type of Component:** This is a non-work activity.

- **Geographic areas covered:** Each RWB with an active SNAP E&T program will establish local operating procedures indicating if the activity will be offered as a component.
- **Anticipated number of ABAWDs who will begin the activity:** 0
- **Anticipated number of non-ABAWDs who will enter the activity:** 0
- **Anticipated number of volunteer participants who will enter the activity:** 8,722
- **Level of participant effort:** The individual is required to participate in his/her self-sufficiency plan according to the WIA/TAA program requirements outlined in the WIA State Plan, the WIA/TAA local plans and the ARRA.
- **Organizational responsibilities:** The WIA program is a part of the workforce system. Individuals are engaged in the WIA program according to local operating procedures. Program staff associated with workforce monitors engagement and enters participation in the workforce data entry systems. To decrease the data entry and paper-work burden of the RWBs, staff may enter data associated with program engagement for an E&T volunteer who is also enrolled in the WIA and/or TAA program in the EFM system and/or independent TAA system. The SNAP participant will still be determined eligible, enrolled as a volunteer in the E&T program. Data associated with the E&T population will be compiled and compared against the EFM system for engagement by WIA/TAA during the report quarter.
- **Estimated participant cost of reimbursement for transportation and other expenses except dependent care:** \$526,464
- **Estimated participant cost of reimbursement for dependent care:** 0
- **Annual cost of the activity not including reimbursements:** \$1,440,119
- **Cost of the activity per placement not including reimbursements:** \$165
- **Total cost of activity:** \$1,966,583

6 Work Experience

- **Description of Component:** Program participants who are receiving food stamps are connected with an employer to build employability skills

or job related skills through actual work experience or training at a worksite. The goal is to help the participant move into employment.

- Participants are engaged in a Work Experience component based on their benefit calculation. An individual cannot be asked to do more hours at a worksite during the month than their food stamp benefits for the month of participation divided by the higher of the State/Federal minimum wage.
- Participants comply with their assigned hours or based on their ability to comply. The program will encourage participants to complete all of their hours; however, the staff will work with participants based on their ability to participate. An individual may complete less than the calculation for several reasons:
 1. The participant has limited transportation funds;
 2. The participant has a health limitation;
 3. The participant has a hidden disability;
 4. The participant is complying with a treatment program;
 5. The participant is engaged in multiple activities;
 6. Etc.

Program participants who cannot complete their hours of participation based on a limitation may still receive a transportation reimbursement if they provide documentation to support their hours of participation and documentation to support the cost associated with going to and from the activity.

- **Type of Component:** This is a work component. Participants are engaged with an employer to gain employability or job skills through direct work experience or training at the worksite. This is not a paid activity (via the employer or subsidy). The individual cannot be requested by the RWB or program provider to participate more hours during the month than the benefit calculation allows. The benefit calculation (for maximum monthly hours at a worksite requested/assigned by staff) is food stamps for the month in question divided by the higher of the federal/State minimum wage.
 - NOTE: If the individual opts to volunteer with the entity for more hours than the benefit calculation allows, the participant will be considered a community volunteer. These hours will not be associated with participation under this program.
- **Geographic areas covered:** Each RWB with an active SNAP E&T program will establish a local operating procedure indicating if the activity will be offered.
- **Anticipated number of ABAWDs who will begin the activity:** 0
- **Anticipated number of non-ABAWDs who will enter the activity:** 0

- **Anticipated number of volunteer participants who will enter the activity:** 2,424

- **Level of participant effort:** Participants are engaged in a Work Experience component based on their benefit calculation. An individual cannot be asked to do more hours at a worksite during the month than their food stamp benefits for the month of participation divided by the higher of the State/Federal minimum wage. If the participants does not complete their assigned hours based on their ability, the participant may still be considered participating in the program as a volunteer. The program will encourage participants to complete all of their hours; however, the staff will work with participants based on their ability to participate. An individual may comply less than the calculation for several reasons:
 - The participant has limited transportation funds;
 - The participant has a health limitation;
 - The participant has a hidden disability;
 - The participant is complying with a treatment program;
 - The participant is engaged in multiple activities;
 - Etc.

Program participants who cannot comply all of the calculated hours of based on a limitation may still receive a transportation reimbursement if they provide documentation to support their hours of participation and documentation to support the cost associated with going to and from the activity.

- **Organizational responsibilities:** The RWBs implement the SNAP E&T program locally through the career centers, satellite offices and/or community partners. The RWBs are locally organized to ensure that the needs of the community, job seekers and employers are met. The participant has a worksite established with a not-for-profit employer by participant.
 1. The participant is assessed to find a worksite associated with the individual's employability level, skills and goals.
 - Work experience may be used in a progressive manner.
 - The individual may first be connected with an employer to build employability skills prior to being placed with an employer directly related to their job goals.
 - Once the individual has demonstrated the basic employability skills are met, the participant may be placed with an employer directly related to his/her career goals.

2. An agreement is secured between the worksite and the RWB/program provider to ensure the employer understands the basic requirements associated with the program and engagement.
3. The participant is asked to complete no more than a certain number of hours each month based on his/her ability to comply and the benefit calculation.

NOTE: If the individual opts to volunteer with the entity for more hours than the benefit calculation allows, the participant will be considered a community volunteer. These hours will not be associated with participation under this program.

4. The RWB collects hours of participation each month and enters the information in the data entry system. This can include electronic processes.

- **Estimated participant cost of reimbursement for transportation and other expenses except dependent care:** \$146,314
- **Estimated participant cost of reimbursement for dependent care:** 0
- **Annual cost of the activity not including reimbursements:** \$400,235
- **Cost of the activity per placement not including reimbursements:** \$165
- **Total cost of activity:** \$546,549

7 Self-initiated Work Experience

- **Description of Component:** Program participants who are receiving food stamps connect directly with an employer to gain employability skills or job related skills through actual work experience or training at a worksite. This is not a paid work opportunity.
 - Many individuals know employers or community-based agencies and begin volunteering with the entity on their own.
 - To encourage program participants to continue volunteering or reaching out to employers of interest, this component is being included in the plan. Often, self-initiated outreach to employers and volunteer experiences lead to employment because the employer sees the individual as motivated and hard-working.
 - If a participant indicates that they are already volunteering with a not-for-profit entity, the individual will be informed that such volunteering may be considered a part of this program.

Participants will be able to volunteer, but will not be asked by the RWB or program staff to complete more hours during the month than their food stamp benefits for the month of participation divided by the higher of the State/federal minimum wage.

- Participants comply with the hours assigned or based on their ability to comply. The program will encourage participants to complete all of their hours; however, the staff will work with participants based on their ability to participate. An individual may comply less than the calculation for several reasons:
 1. The participant has limited transportation funds;
 2. The participant has a health limitation;
 3. The participant has a hidden disability;
 4. The participant is complying with a treatment program;
 5. The participant is engaged in multiple activities;
 6. Etc.

Program participants who cannot comply the complete hours of participation based on a limitation may still receive a transportation reimbursement if they provide documentation to support their hours of participation and documentation to support the cost associated with going to and from the activity.

- **Type of Component:** This is a work component. Participants are self-directed. This is not a paid activity (via the employer or subsidy). The individual cannot be requested by the RWB or program provider to participate more hours during the month than the benefit calculation allows. The benefit calculation (for maximum monthly hours at a worksite requested/assigned by staff) is food stamps for the month in question divided by the higher of the federal/State minimum wage.
 - NOTE: If the individual opts to volunteer with the entity for more hours than the benefit calculation allows, the participant will be considered a community volunteer. These hours will not be associated with participation under this program.
- **Geographic areas covered:** Each RWB with an active SNAP E&T program will establish if the activity will be offered as a component in their local operating procedures.
- **Anticipated number of ABAWDs who will begin the activity:** 0
- **Anticipated number of non-ABAWDs who will enter the activity:** 0
- **Anticipated number of volunteer participants who will enter the activity:** 2,527

- **Level of participant effort:** Participants are engaged in a Self-Initiated Work Experience component based on their benefit calculation. An individual cannot be requested to do more hours at a worksite during the month than their food stamp benefits for the month of participation divided by the higher of the State/federal minimum wage. If the participants does not completes their assigned hours based on their ability. The program will encourage participants to complete all of their hours; however, the staff will work with participants based on their ability to participate. An individual may complete less than the calculation for several reasons:
 - The participant has limited transportation funds;
 - The participant has a health limitation;
 - The participant has a hidden disability;
 - The participant is complying with a treatment program;
 - The participant is engaged in multiple activities;
 - Etc.

Program participants who cannot comply the complete hours of participation based on a limitation may still receive a transportation reimbursement if they provide documentation to support their hours of participation and documentation to support the cost associated with going to and from the activity.

NOTE: If the individual opts to volunteer with the entity for more hours than the benefit calculation allows, the participant will be considered a community volunteer. These hours will not be associated with participation under this program.

- **Organizational responsibilities:** The RWBs implement the SNAP E&T program locally through the career centers and satellite offices. The RWBs are locally organized to ensure that the needs of the community, job seekers and employers are met. This activity allows food stamp recipients who are already volunteering at a not-for-profit agency to continue volunteering as a part of their volunteer hours. If a SNAP volunteer finds a not-for-profit agency where (s)he wants to volunteer, the SNAP volunteer may be able to use this agency as a part of their engagement in the SNAP E&T program.
 1. An agreement is secured between the worksite and the RWB/program provider to ensure the employer understands the basic requirements associated with the program and engagement.
 2. The participant is asked to complete no more than a certain number of hours each month based on his/her ability to comply and the benefit calculation.

NOTE: If the individual opts to volunteer with the entity for more hours than the benefit calculation allows, the participant will be considered a community volunteer. These hours will not be associated with participation under this program.

3. The RWB collects hours of participation each month and enters the information in the data entry system. This can include electronic processes.

- **Estimated participant cost of reimbursement for transportation and other expenses except dependent care:** \$152,531
- **Estimated participant cost of reimbursement for dependent care:** 0
- **Annual cost of the activity not including reimbursements:** \$417,242
- **Cost of the activity per placement not including reimbursements:** \$165
- **Total cost of activity:** \$569,773

8 Employment

- **Description of Component:** Program participants are enrolled in the E&T program and offered services through the E&T program. Some participants will secure a job after enrollment in the SNAP E&T program. If the food stamp recipient secures employment after enrolled in the volunteer program, the individual may be engaged in job retention services, including engagement in employment as an activity for 90 days.

Individuals who continue to get food stamps after being employed may be engaged in additional components and be served based on engagement in those other components. This is not “employment” as an activity; although, the employment will be entered on the system and tracked for data purposes.

- **Type of Component:** This is a paid activity (via the employer or non-SNAP funded subsidy).
- **Geographic areas covered:** Each RWB with an active SNAP E&T program will document if the activity will be offered as a component in their local operating procedures.
- **Anticipated number of ABAWDs who will begin the activity:** 0
- **Anticipated number of non-ABAWDs who will enter the activity:** 0

- **Anticipated number of volunteer participants who will enter the activity:** 9,158
- **Level of participant effort:** Food stamp recipients who volunteer to participate in the program, are engaged in a E&T component or offered a service through the SNAP E&T program, secure employment, document their employment are able to work and continue participating in the E&T program for up to 90 days. This includes individuals whose food stamps terminate due to earnings. This is based on flexible provisions in the 2008 Farm Bill and the [Q&A](#) distributed by USDA.

An individual who continues to receive food stamps and participates in a component other than employment may continue to be engaged after the 90-day period based on the engagement in the non-“employment” component. For example, the individual may be working, receiving food stamps and job searching. The individual may receive services for both employment and job searching for up to 90 days after employment is secured. After the 90-day period, the E&T participant may receive services as a program participant if (s)he continues to job search or participate in another component included in the SNAP State Plan.

- **Organizational responsibilities:** The RWBs implement the SNAP E&T program locally through the career centers and satellite offices. The RWBs are locally organized to ensure that the needs of the community, job seekers and employers are met. The RWBs may offer a variety of retention services designed to help the participant keep a job and improve employability. This may include case management services. The RWB will ensure:
 1. The individual is enrolled in E&T prior to employment;
 2. The individual is offered an E&T service or engaged in a component prior to employment;
 3. The individual secures and documents employment;
 4. Documentation is retained in the case file;
 5. The employment is entered in the data entry system;
 6. Services associated with retention of employment are entered in the data entry system;
 7. The participant continues to document employment while receiving services associated with retention of employment; and
 8. Services are offered only for 90 days after employment is secured.

Once again, if the employed individual is receiving food stamps, engaged in a component other than employment, a food stamp recipient may be engaged in the E&T program while working.

- **Estimated participant cost of reimbursement for transportation and other expenses except dependent care: \$552,781**
- **Estimated participant cost of reimbursement for dependent care: 0**
- **Annual cost of the activity not including reimbursements: \$1,512,108**
- **Cost of the activity per placement not including reimbursements: \$165**
- **Total cost of activity: \$2,064,889**

Part 2 Program Participation

A. Work Registrant Population

Under this section, the State of Florida is required to provide information on the number of individuals that will be served from the pool of work registrants. A food stamp recipient not engaged in the WT program can be engaged as a volunteer in the SNAP E&T program. The AWI will receive “work registrants” referred by the DCF through the interface between the eligibility and workforce data entry systems.

The State of Florida can provide unduplicated counts of food stamp recipients, work registrants, food stamp recipients who receive Unemployment Compensation, as well as SNAP participants served both by month and by quarter. Engagement data (the number of individuals expected to be engaged in activities) is based on an unduplicated number of work registrants.

1 Number of Work Registrants:

- a. The number of Work Registrants expected to be in Florida as of October 1, 2009 is 331,028.
- b. The anticipated number of new Work Registrants to be added between October 1, 2009 and September 30, 2010 is 541,161.
 - The AWI anticipates reaching out to over 600,000 food stamp recipients coded as Work Registrants and/or Unemployment Compensation recipients between October 1, 2009 and September 30, 2010 if funding permits. Thus far, the AWI is mailing over 2,000 Outreach Letters per day (per average). This is because the system receives both work registrant and Unemployment Compensation cases via the Internet.
- c. The total number of Work Registrants anticipated in Florida between October 1, 2009 and September 30, 2010 is (a+b=c) 872,189.

2 Unduplicated Work Registrant Count:

The Florida anticipates the number of unduplicated work registrants in the State of Florida for October 1, 2009 to September 30, 2010 to be 872,189.

3 Characteristics of Work Registrants:

The DCF submitted data to the AWI for data comparisons and careful review of the population that may be served using SNAP funds for the period of October 1, 2009 through September 30, 2010. The DCF also posts reports associated with the number of food stamp recipients/clients by month. The average number of individuals receiving food stamps was 23,917,341 (using a 12-month average between June 2008 and July 2009). The number of food stamp recipients not being served through the WT program each month was astronomical. The population that would be referred to the workforce system by DCF had to be manageable, as well as easily identifiable using codes that already existed in the FLORIDA system. Although any food stamp recipient not engaged in the WT program can be engaged in the SNAP E&T program as a volunteer (if funding permits), the State of Florida had to limit the number of letters being mailed due to limited funding.

B. Exemption Policy

Florida was notified that the State met the trigger for an ARRA waiver effective February 22, 2009 under the Department of Labor Trigger Notice No. 2009-6. According to the American Recovery and Reinvestment Act of 2009, states meeting the trigger requirements associated with the ARRA waiver ABAWD restrictions could begin to operate under such a waiver immediately. The letter attachment stated that time limits do not have to be tracked until October 1, 2010.

Florida is operating under an ARRA waiver based on the trigger for state extended benefit indicators outlined in P.L. 102-318.

C. Number of Work Registrants Exempt from the E&T Program

Florida is operating under an ARRA waiver based on the trigger for state extended benefit indicators outlined in P.L. 102-318. As a result, no exemptions will be utilized to excuse time-limited work registrants from mandatory requirements.

D. Planned E&T Program Participation

- Florida is operating under an ARRA waiver based on the trigger for state extended benefit indicators outlined in P.L. 102-318. As a result, there will not be any time-limited ABAWDs. According to ARRA, time limits do not need

to be tracked until October 1, 2010 unless the State meets another waiver thereafter.

- The SNAP E&T program, regardless of mandatory/volunteer engagement, is a program that assists food stamp recipients each month. This type of engagement uses resources monthly.
 - The engagement data provided represents “monthly” engagement. Program participants are engaged each month, which requires both infrastructure and resources. The monthly data is compiled with the assumption that at least 10 percent of the work registrants will be enrolled in the volunteer program. Of that ten percent, only a small portion of participants are anticipated to be engaged in activities.
 - Because the data on volunteer engagement is limited, Florida had to use ABAWD data from January 2009 to June 30, 2009 to determine the number of individuals who were referred to the program that engaged in program activities or components.
 - Because data on volunteer engagement is limited, the percentage of work registrants anticipated to participate in components that are relatively “new” (included in the July 1, 2009 to September 30, 2009 SNAP State Plan amendment) had to be calculated using the percentage of food stamp recipients/work registrants who participated in similar components or workforce programs.

Anticipated Placement Levels – Unduplicated from October 1, 2009 through September 30, 2010 based on the most recent completed quarter (April – June 2009).

- Florida anticipates 32,615 work registrants to start orientation during the year (unduplicated).
- Florida anticipates 8,722 work registrants to start job searching during the year (unduplicated).
- Florida anticipates 8,722 work registrants to start job search training during the year (unduplicated).
- Florida anticipates 1,744 work registrants to start attending vocational training program/classes during the year (unduplicated).
- Florida anticipates 1,744 work registrants to start an education program or education classes during the year (unduplicated).
- Florida anticipates 8,722 work registrants to start participating in WIA/TAA as a part of their SNAP E&T program engagement during the year (unduplicated).
- Florida anticipates 2,424 work registrants to start participating in work experience during the year (unduplicated).
- Florida anticipates 2,527 work registrants to start participating in self-initiated work experience during the year (unduplicated).

- Florida anticipates 9,158 work registrants to secure employment during the year (unduplicated).

As the year progresses, if the State of Florida is exceeding these engagement numbers and additional funding is needed, the State of Florida will submit updated information/data along with a funding request.

E. ABAWD Information

The Handbook issued by USDA requires specific data associated with the engagement of time-limited food stamp recipients. However, Florida will not have time-limited food stamp recipients during the 2009-2010 Federal Fiscal Year. Data associated with engagement is to be used in Table 2. Each point is addressed below.

1. The number of ABAWDs expected to be in the State during the fiscal year. Florida will be operating under an ARRA Waiver. Therefore, individuals will not be subject to time limits.
2. The number of ABAWDs expected to be in waived areas of the State during the fiscal year. Florida will be operating under an ARRA Waiver. Therefore, individuals will not be subject to time limits.
3. The number of ABAWDs included in the State agency's fifteen percent exemption allowance during the fiscal year. Florida will be operating under an ARRA Waiver. Therefore, the State of Florida will not be utilizing any fifteen percent exemptions.
4. The number of ABAWDs to be placed into workfare components during the fiscal year. Florida will be operating under an ARRA Waiver. Therefore, individuals will not be subject to time limits.
5. The number of ABAWDs to be placed in qualifying education and training components. Florida will be operating under an ARRA Waiver. Therefore, individuals will not be subject to time limits.

Part 3 Program Coordination

In Part 3 of this SNAP State Plan, Florida is required to describe coordination within the State food stamp program, including interagency coordination.

A. Program Coordination

3.1 Narrative Coordination Statement

The State of Florida works with several entities responsible for the coordination and implementation of the food stamp program.

1. The DCF is responsible for the application and eligibility process. The DCF is the entity that approves or denies benefits associated with food stamps. The DCF is responsible for:

- Intake,
- Application,
- Recertification,
- Work registration,
- Preparation of adverse action, and
- Implementation of adverse action.

Because Florida is operating under an ARRA Waiver, the State of Florida will not have to screen individuals for E&T engagement as “able-bodied adults”. However, the DCF does determine if a food stamp recipient is a work registrant or recipient of Unemployment Compensation. If the individual meets the referral criteria, a code is placed on the data entry system. This information is picked up in the interface between the eligibility system and the workforce data entry system. Note: engagement is based on both food stamp eligibility and funding availability.

2. Based on funding availability, the AWI receives information associated with the food stamp case and
 - Builds a case or reopens the case in the workforce data entry system if the food stamp recipient is coded by DCF as a work registrant or an Unemployment Compensation recipient;
 - Mails an Outreach Letter if the individual is 16 through 39 years of age;
 - Maintains the automated elements associated with individual engagement in the workforce data entry system; and
 - Submits the FSR request to DCF for application to the Electronic Benefit Transfer (EBT) card if the RWB requests such a reimbursement in the data entry system.
3. The workforce system, based on funding availability,
 - Assesses program participants or refers the individual if necessary for appropriate assessment related to engagement in the program;
 - Engages food stamp recipients who want to volunteer in activities, including components described in the State Plan;
 - Collects documentation to demonstrate participation or documents participation through another workforce data entry system;
 - Requests an FSR if the individual participates in the component, documents such participation, submits documentation of participation and submits information to support the cost related to transportation spent on participation.

3.2 Information Coordination

The DCF and workforce system coordinates through a system interface. The FLORIDA system provides information almost daily to the workforce data entry system, OSST. The file includes information associated with the client records, including:

- Cases receiving food stamps;
- Work registrants receiving food stamps;
- Demographic information;
- Sanction lifts;
- Employment information;
- Etc.

Individuals will be able to receive food stamps if a SNAP sanction exists on the case and the penalty period has been served. The participant will not be required to comply to lift the sanction. The DCF will be able to lift the sanction during the eligibility process. The sanction lift will be submitted to workforce when the case is referred to the program for possible engagement. Otherwise, the case will be processed by DCF appropriately.

The workforce system automatically reviews the information received in the interface (automated process) and determines what the appropriate next steps are:

- Build the case;
- Reopen the case;
- Move the case;
- Change the case status;
- Lift the sanction on the case;
- Close the case;
- Etc.

If workforce receives information associated with employment (the participant secured or lost a job), the OSST system builds an alert notifying the program staff so that (s)he can review the case and take the appropriate action.

Because the individuals engaged in the SNAP E&T program are not “mandatory”, the workforce system will not be requiring individuals to provide good cause to avoid a sanction. The OSST system will be treating each individual volunteering to participate in the program as a “volunteer.” The workforce staff will not be able to request a sanction on the volunteer case.

If the individual secures a job while participating in the SNAP E&T program, the participant is required to submit documentation prior to the data being entered in OSST. Once documentation is submitted to workforce staff, the data is entered in the OSST system. The data is then submitted to the DCF through the

interface. The data includes the required elements associated with employment so the DCF can take action. Employment information entered by workforce staff is monitored by AWI. Data is reviewed in the system and retained in the file for quality assurance purposes.

The DCF and AWI meet on a regular basis to discuss coordination of services and program delivery. During the planning process for operating under a waiver, the DCF and AWI met to discuss how the interface will continue to receive and provide data to the reciprocating agency/entity; the population that can volunteer to participate in the E&T program; the population that will be engaged through an *Outreach Letter* using data that already exists in the interface; coordination of the transition process from a mandatory program to a volunteer program; the continuation of the FSR process; etc.

The SNAP staff at the local and state levels met with staff of the DCF on a regular basis to share information and coordinate program procedures. Federal reports are prepared jointly by staff from both agencies at the state level.

3.3 Coordination Time Frames

As stated above, the interface runs daily, Monday through Friday. Information received from the DCF is processed to determine if a case will be built or reopened in the OSST system. The data is also processed to determine if the individual will be mailed an *Outreach Letter* using the data received from the FLORIDA system. The DCF also receives information from the workforce system and processes this information daily.

B. Interagency Coordination

As stated in the Handbook, the SNAP E&T program should be coordinated very closely with relevant programs and agencies to maximize the use of all resources to assist food stamp recipients. The goal is to improve their employability and self-sufficiency. In the State of Florida, workforce programs are operated through the integrated workforce system with the goal of maximizing resources. Participants are offered services as appropriate. This may include engagement in job seeker services, enrollment in the WIA or TAA program, training, etc.

Applicants of food stamps are engaged by the DCF. The DCF completes the work registration process as stated earlier in the plan. Individuals who are interested in looking for employment are able to use the EFM system to search for work, apply for job, create a resume, and post a resume. The SNAP E&T program is an integrated part of the workforce system. Individuals who are eligible and appropriate candidates for engagement in WIA, WP, TANF (such as a non-custodial parent employment program), and TAA program may be engaged in program activities designed to help the participant move forwards. This may include dual enrollment in workforce programs.

For Areas of Coordination and Methods of Coordination, please see Part 1 A 7 and Table 3, which addresses the areas of coordination. Workforce programs link to a variety of entities, which may include but are not limited to, education programs at cost to the State or communities managed by the local colleges or local boards of education, education programs that are managed at cost to the customer by educational institutions, and other programs designed to help program participants gain employability, secure employment, retain employment and advance up the career ladder. The TANF work program, the WT program, is a mandatory partner in the workforce system based on Florida Statutes, chapter 445. Other social service agencies have relationships developed based on the community needs and the direct engagement between the social service agency and the RWB. Some regions have social service agency staff, such as childcare services or counseling, right in the workforce center. The WIA, TAA, and WP services are offered through the integrated workforce system as described in Part 1 A 7.

C. **Contractual Arrangements**

The AWI receives E&T funds directly. The AWI does not provide any direct employment and training services. All E&T services, as well as other workforce programs, are delivered through the RWBs. The RWBs may offer services directly or through service providers.

Program monitoring: The RWBs are responsible for performing compliance monitoring at the local level. State level program compliance monitoring of the SNAP E&T program is conducted annually for a majority of the service delivery areas. The monitoring review consists of reviewing the methods for notification of program responsibilities, assignment to program activities and documentation of completion of program activities, issuance of the Food Stamp Reimbursements, etc.

The monitoring reports provide an assessment of the local RWB and individual service providers' compliance with the SNAP E&T program requirements. In the event the report includes significant negative findings, a Corrective Action Plan (CAP) is required of the RWB. Technical assistance is provided by the AWI to assist the RWB in its CAP process until all negative findings have been addressed to the satisfaction of the AWI. Copies of all state and regional monitoring reports, schedules, and corrective action plans are maintained at the AWI headquarters. A copy of the monitoring reports is provided to the DCF.

Fiscal monitoring: Monitoring is provided through the AWI for all funds passed through to the local RWBs, including SNAP. Annual visits are performed on site according to an established schedule. The areas monitored include cost allocation plans, fiscal reporting, cash management, sub-recipient monitoring, and various compliance issues as required by federal OMB circulars and regulations.

4 **Program Coordination**

A. Planned Costs of the State E&T Program

4.1 Operating Budget – See Table 4

4.2 Sources of E&T Funds – See Table 5

4.3 Justification of Education Costs

According to The Food Stamp Act of 1977, the purpose of the E&T program is to assist members of food stamp households in gaining skills, training, work or experience that will help them become both employable and employed.

The goal of the program is to provide activities and services up to the point of employment. Section 6(d)(4)(B)(v) of the Food Stamp Act of 1977 and 7 CFR 273.7(e)(1)(iv) identifies that education and training are allowable components. This includes programs that improve basic skills and literacy or their improve employability. This includes programs that help the participant job search in a more productive manner.

In Florida, educational costs are met through other existing education programs when they are available. If funds are not available through other programs, SNAP (100 percent) funds may be used to pay the educational institution directly for costs associated with participation in this component. This is supported by federal law:

- The product or service must directly relate to an approved E&T program component;
- The product or service must be reasonable;
- The product or service must be necessary;
- The product or service cannot be tied to “barrier removal” activities that will exempt or excuse the participant from engagement in the program;
- The product or service is not available through another government program;
- The product or service is not available at no cost to the participant in the community that meets the needs of the participant; and
- The participant of an E&T program cannot be treated any differently than others participating in the program. If attendees of an activity would get a subsidy or the costs covered, additional fees applied to E&T participants cannot be covered with SNAP funds because they are being treated differently than all the other individuals. However, if the cost associated with the component is the same for all individuals, and all individuals must cover specific costs, the SNAP funds may be used to cover the difference as stated in 7 CFR 273.7.

SNAP 100 percent funds cannot be used to pay the participant directly for costs incurred. However, the costs of the component itself paid directly to the vendor

may be covered using 100 percent funds. Florida is including education, training, job search training and vocational training as components for E&T participant engagement. Florida anticipates that regions will engage program participants in these activities and will need to use 100 percent funds to cover costs associated with component participation. This may include, but is not limited to:

- Tuition;
- The cost of creating an education, training, job search training and/or vocational education program activity that meet the definition of the component (for example, a computer course that is created and hosted in the career center);
- Books; and
- Course supplies.

Course supplies are those that are required by the program and costs are paid directly to the vendor, not to the participant. These are not “reimbursements” to the participant. These are costs associated with the component.

In the Farm Bill of 2008, the states were given the flexibility to offer SNAP participants who were given a service via the E&T program and subsequently employed retention services up to 90 days of securing employment. This includes documentation on the ability to spend 100 percent funds on job retention case management activities. Depending on funding availability, reimbursements may include the following:

- Clothing for a job;
- Equipment for a job;
- Tools for a job;
- Test fees for work;
- Union dues;
- Relocation expenses;
- Licensing for a job; and
- Bonding fees.

As stated in the Q&A Package on E&T Financial Policy, Florida recognizes that that USDA has found the following disallowed costs in the past. Florida will not use funds on the following unless the individual was enrolled in SNAP, provided an E&T service/engagement in an activity and subsequently secured employment and the services are being offered as a part of the 90-day retention services:

- Clothing for a job;
- Equipment for a job;
- Tools for a job;
- Test fees for work;
- Union dues;
- Relocation expenses;
- Licensing for a job; and



- Bonding fees.

4.4 Contracts

A. Planned costs of the State E&T program

1. Operating Budget. See Table 4, Operating Budget.
2. Sources of Employment and Training funds. See Table 5, Planned Fiscal Year Costs of the State Employment and Training Program by Category of Funding.
3. Justification of Education Costs: In Florida, educational costs are met through other existing education programs when they are available. If funds are not available through other programs, SNAP (100 percent) funds may be used to pay the educational institution directly for costs associated with participation in this component. Funds cannot be used to pay the participant directly for costs incurred.

B. Contracts

Since the AWI receives the funding for the SNAP E&T program directly from the USDA, there is no longer a need for an interagency agreement for financial purposes. There will be an interagency agreement between the AWI and the DCF for programmatic purposes.

C. Participant Reimbursements

Reimbursements: (Table 4)

Work Experience:	\$146,314
Self-Initiated Work Experience:	\$152,531
Vocational Training:	\$105,269
Education and Training:	\$105,269
Job Search	\$526,464
Job Search Training	\$526,464
WIA/TAA Engagement	\$526,464
Employment	<u>\$552,781</u>
Total:	\$2,641,556

Dependent Care Reimbursements

Work Experience:	\$0
Self-Initiated Work Experience:	\$0
Vocational Training:	\$0

Education and Training:	\$0
Job Search	\$0
Job Search Training	\$0
WIA/TAA Engagement	\$0
Employment	<u>\$0</u>
Total:	\$0

General revenue funds are available to use for the state's 50 percent matching funds. Participant expenses for transportation and costs other than dependent care will be reimbursed by the AWI using 50/50 funds for up to the actual cost of the participant expenses or the state agency's maximum reimbursement rate, whichever is lowest. These payments may be provided as reimbursement for expenses or in advance as payment for anticipated expenses in the coming month. 50/50 funds may be used to allow RWBs to hire staff and/or provide additional participant reimbursements directly, but this is based on funding availability, as well as other factors associated with program management.

Funds passed through to the RWBs, including 100 percent funds, may be used to pay for fingerprinting, drug tests and background checks when needed to participate in SNAP components or within 90 days of securing a job after receiving an E&T service/activity engagement as described in the Q&A published by USDA subsequent to the enactment of the 2008 Farm Bill.

1. Method of Reimbursement

Individuals who are enrolled and participate in E&T program activities will be eligible to receive the FSR based on a demonstrated need for the reimbursement up to the State maximum. The activities are described as components in **Section 4**. Participants may also receive a FSR for attending or traveling to complete an orientation and assessment.

- If the individual is enrolled in the SNAP E&T program and travel to complete only orientation and/or the initial assessment process may be reimbursed up to \$10. They may be reimbursed up to the amount they spend to participate or the State maximum.
- If the individual is enrolled in the SNAP E&T program and participates in a component during the month, (s)he may receive up to \$20.
- If participant travels to attend orientation and assessment and also participates in a program component during the same month, (s)he is eligible to receive up to \$20 for the month.

Reimbursements should not exceed \$20 in one “earned” month. Participants must provide:

- Documentation demonstrating participation in activities, which indicates a possible need for transportation assistance unless verification of participation is secured from another data entry system.
- Documentation showing the amount they spent to participate in the activity or a self-attestation because official documentation is not available.

NOTE: Prior to being placed in a component, participants receive written notification of the opportunity to claim actual expenses up to the maximum levels for each component with documentation proving the expense occurred.

2. Procedure for Reimbursement

Reimbursements will be authorized by the RWB and may include transportation or other costs such as, but not limited to, automobile gas, taxi or bus fare, tools, clothing and resume writing or printing. Usually, reimbursements are made specifically for transportation. The use of FSR for costs other than transportation is based on funding availability.

The reimbursement requests are entered directly into the OSST system by way of the FSR Request Screen. Usually, participants receive the Food Stamp Reimbursements on their EBT card.

The AWI reserves the right to recoup FSR funds that were erroneously added to an individual's EBT card. The AWI may also reduce an individual's future benefits as necessary to offset SNAP erroneous payments. If FSR benefits are recouped or reduced, the individual will be notified of this action in writing.

3. Cost Allocation

State level: The AWI staff devoted full-time to Florida's SNAP E&T program is direct charged. Costs of the staff who work on other program activities are allocated based on methodologies in the state's cost allocation plan. Computer charges, expenses to support statewide quality assurance, training and technical assistance, monitoring, indirect costs, SNAP participant reimbursement for transportation are maintained at the state level, EBT fees, and automation project. These costs are developed prior to the state fiscal year, and revenue from state appropriation and federal 50 percent match and 100 percent SNAP funds are used to support these costs. Annual costs for the different categories of expenditures are as follows:

AWI Administrative Costs	\$613, 436
Indirect	\$32,243
WFI Costs	\$80,047
OSMIS/Legacy and Geo Sol Job Bank	\$481,453
Contractual Services:	
Fiscal Monitoring Contract	\$6,238
SNAP Participant Reimbursement	
Transportation and Other Costs	\$2,641,556
EBT Fees	
Automation Project	\$94,852
	\$176,422

Local level: The SNAP service delivery and participant case management costs are incurred by the local RWBs. The amount of funds available to each RWB is a determined based on several variables.

1. The amount of funds provided by the USDA;
2. The amount of holdback necessary to support systems, WFI activities, job bank costs, program operations and state level administration. These costs are developed prior to the state fiscal year and agreed upon each year by the State Workforce Board, such costs may be amended if funding from the USDA changes. The remaining dollars are distributed to the RWBs operating SNAP E&T programs.
3. The counties that are offering an E&T program; and
4. The number work registrants by county. This will determine the workload in each SNAP county.

The amount of funds available to RWBs is allocated to each SNAP county based on its share of the workload. All the funds allocated to each SNAP county are then added together by the RWB to arrive at the RWB regional allocation.

5 Program Reporting and Data Management

5.1 Method for obtaining counts of work registrants

Requirement: The regulations require an initial count of the total number of work registrants in the State agency on the first day of each Federal fiscal year.

This count is included in the first quarter FNS–583 report. State agencies also report on a quarterly basis all participants who are newly work registered each month beginning in October. It is essential that State agencies accurately report these data elements so an actual count of work registrants for the year may be compiled. The State E&T Plan must contain a **detailed** description of exactly how the State agency arrives at the number of work registrants in the State on the first day of each fiscal year.

Response: The number of work registrants on the first day of the fiscal year is based on data extracted from the DCF's automated information system, the FLORIDA system. The system records the number of new participants each month and is programmed to have the capability to identify the number of food stamp recipients that are currently work registered in a given month.

5.2 Method for ensuring an unduplicated work registrant count

Requirement: The State agency addressed whether the number of work registrants reported on Form FNS–583 is based on a duplicated or unduplicated count of individuals. By unduplicated, we mean that: Individuals included in the work registrant count as of October 31 are not included in any subsequent count of work registrants for the remaining months of the year; **and** individuals certified or registered more than once in a 12–month period are only reported as a work registrant once during that 12–month period.

Response: The FLORIDA System counts work registrants only at initial program registration. The work registrants are tracked by their social security number. The management information system used by the AWI receives referrals directly from the FLORIDA System.

5.3 Methods of meeting on-going federal reporting requirement

Florida has automated data collection in systems that provide information required on federal reports. This includes the DCF FLORIDA system and workforce system.

1. Management Information System (MIS) Method
 - a. Type of MIS information is provided by a combination of automated reports.
 - b. Local reporting requirements
 - i. Will local agencies and service providers be required to submit regular reports? No, local agencies and service providers do not submit regular reports because data is

entered in a statewide system used by all SNAP E&T program providers. The data is compiled from these systems directly.

- ii. What information must local agencies and service providers report? E&T providers are required to record participant engagement in the AWI OSST system unless the data is compiled in another workforce system, such as EFM. To reduce duplication of data entry, engagement information placed in EFM may be used to determine participation in activities, such as job search, job search training, etc. Information entered in the data entry systems include, but are not limited to:
 - 1. Activities to which participants are assigned;
 - 2. Participation in activities;
 - 3. Outcome of participation in activities;
 - 4. Participant eligibility for the Food Stamp Reimbursement; and
 - 5. Participant entry into employment.
- iii. How frequently must local agencies and service providers report? The RWBs enter data in the systems regularly. Data is compiled both monthly and quarterly to review E&T engagement and program participation.

- 2. Organizational responsibility for E&T reporting: describe where responsibility for E&T reporting is organizationally located at the State level. Include the name of the persons, department, agency and phone number for the persons responsible for each of the subcategory below.

- a. Responsibility for nonfinancial E&T reporting:

Department of Children and Families
Office of ACCESS Florida
Building 3, Room 412
1317 Winewood Boulevard
Tallahassee, FL 32399-0700

Agency for Workforce Innovation
One-Stop and Program Support
107 East Madison Street
Caldwell Building
Tallahassee, FL 32399-4134

- b. Responsibility for financial E&T reporting:

Agency for Workforce Innovation
One-Stop and Program Support
107 East Madison Street



Caldwell Building
Tallahassee, FL 32399-4134



6 TABLES

This section provides tables required for inclusion in the State Plan.

Table 1

Estimated Participant Levels Fiscal Year 2010

A.	Anticipated Number of work registrants in the State during the fiscal year.	331,028
B.	List planned exemption categories and the number of work registrants expected to be included in each during the fiscal year.	
	1. ABAWDs who are in Labor Surplus Areas (LSAs)	0
	2. All SNAP Mandatory Non-ABAWDs	0
	Comments: The State will be operating under an ARRA waiver. There will not be any time limited or “mandatory” participants.	
	Total Exemptions	0
C.	Percent of all work registrants exempt from E&T.	Operating under a waiver
D.	Number of E&T mandatory participants (A-B).	0
E.	Anticipated number of ABAWDs in the State during the fiscal year.	0
F.	Anticipated number of ABAWDS in waived areas in the State during the fiscal year.	0
G.	Anticipated number of ABAWDs to be exempted under the State’s 15 percent exemption allowance during the fiscal year.	0
H.	Number of at-risk ABAWDs expected in the State during the fiscal year.	0



Table 2

**Estimated E&T Placements
Fiscal Year 2010**

1.	Number of ABAWD applicants and recipients expected to begin a qualifying ABAWD component during the federal fiscal year, unduplicated.	0
Comments: The State of Florida is operating under an ARRA Waiver.		
2.	Number of all other applicants and recipients (including ABAWDs involved in non-qualifying activities) expected to begin a component during the federal fiscal year, unduplicated.	43,763
Comments: Including orientation, Florida anticipates over 70,000 work registrants will start activities during the federal fiscal year.		
3.	Total number of applicants and recipients the State agency expects to begin a component during the federal fiscal year, unduplicated.	43,763
Comments: Used an anticipated number of work registrants that will start during the federal fiscal year unduplicated.		

**Estimated Individual Participation
Fiscal Year 2010**

1.	Number of individuals expected to participate in the E&T program during the federal fiscal year, unduplicated.	87,219
Comments: The DCF estimates 872,189 individuals (distinct count for the year) will receive food stamps and meet the work registrant criteria. Ten percent of this number was used to estimate the number of individuals who will volunteer to participate in the SNAP E&T program.		

**Estimated ABAWD Activity
Fiscal Year 2010**

1.	Number of workfare slots expected to be filled by ABAWDS.	0
2.	Number of education and training slots to be filled by ABAWDS.	0
Comments: The State of Florida is operating under an ARRA Waiver.		



Table 3

Summary of Interagency Coordination for the E&T Program in Fiscal Year 2010

Areas of Coordination	Agencies: list all agencies involved	Number of Placements: Expected	Methods of Coordination
1. Delivers an E&T component	AWI does not provide direct customer services but participates in the development of program elements. The RWBs, RWB designated providers, educational institutions, employers, businesses and community agencies offer services directly to program participants.	43,763	Statewide and local interagency agreements and memorandums of understanding (MOU)
2. The E&T program delivers a service for another agency or program.	N/A	N/A	N/A
3. Joint component of the E&T program and another agency or program	N/A	N/A	N/A
4. Referral of individuals from the E&T program to another program or agency	WIA and TAA programs	8721	Local agreements, as well as local operating procedures
5. Other forms of coordination (be specific)	N/A	N/A	N/A



Table 4

Operating Budget Fiscal Year 2010

Components	Regional Workforce Board Pass Through Budget (E&T 100%)	State Agency Administrative and Program Support Costs (E&T 100%)	State Agency Administrative and Program Support Costs (50/50 funds)	Participant Reimbursement Transportation and Other Costs (50/50 funds)	Total E&T 100% and 50/50 Funds
Work Experience 5.54%	\$317,999	\$75,130	\$7,106	\$146,314	\$546,549
Self-Initiated Work Experience 5.77%	\$331,511	\$78,323	\$7,408	\$152,531	\$569,773
Employment 20.93%	\$1,201,416	\$283,846	\$26,846	\$552,781	\$2,064,889
Education 3.99%	\$228,791	\$54,054	\$5,112	\$105,269	\$393,226
Job Search 19.93%	\$1,144,218	\$270,332	\$25,568	\$526,464	\$1,966,582
Job Search Training 19.93%	\$1,144,218	\$270,332	\$25,568	\$526,464	\$1,966,582
Vocational Training 3.99%	\$228,791	\$54,054	\$5,112	\$105,269	\$393,226
WIA (Including TAA) Activities 19.93%	\$1,144,218	\$270,332	\$25,568	\$526,464	\$1,966,582
Total	\$5,741,162	\$1,356,403	\$128,288	\$2,641,556	\$9,867,409
				Total Component Costs	\$9,867,409
				Total State SNAP Costs	\$9,867,409
100.00%	\$5,741,162	\$1,356,403	\$128,288	\$2,641,556	\$9,867,409



Table 5

**Planned Fiscal Year Costs of the State E&T Program by Category of Funding
Fiscal Year 2010**

Funding Category	Approved FY 2009 Budget	Federal Fiscal Year 2010
1. 100 Percent Federal SNAP Grant:	\$6,986,228	\$7,097,565
2. Share of \$20 Million ABAWD Grant (if applicable)	\$6,064,516	\$0
3. Additional SNAP Administrative Expenditures		
50% Federal	\$150,000	\$64,144
50% State	\$150,000	\$64,144
4. Participant Expenses:		
a. Transportation/Other		
50% Federal	\$1,780,454	\$1,320,778
50% State	\$1,780,454	\$1,320,778
b. Dependent Care		
50% Federal	\$0	\$0
50% State	\$0	\$0
5. Total SNAP E&T program Costs (1+2+3a+3b+4a+4b = 5)	\$16,911,652	\$9,867,409
6. 100% State Agency Cost for Dependent Care Services	\$0	\$0
7. Total Planned Fiscal Year Costs (Must agree with Table 4-Operating Budget)		\$9,867,409

An equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. All voice telephone numbers on this document may be reached by persons using TTY/TDD equipment via the Florida Relay Service at 711.



Table 6
E&T Program Flow Chart

