


MEMORANDUM

DATE: January 5, 2017

TO: Local Workforce Development Board (LWDB) Executive Directors

FROM: Lois A. Scott, Chief, Bureau of One-Stop and Program Support 

SUBJECT: Supplemental Nutrition Assistance Program Employment and Training Able-Bodied Adults without Dependents Initial Engagement Process Changes

Effective February 1, 2017, the initial engagement process for Able-Bodied Adults without Dependents (ABAWDs) will change. This memorandum will only highlight the new functionality.

Initial Engagement Completion

The initial engagement steps will be required to be completed within **seven days** of referral to the Supplemental Nutrition Assistance Program (SNAP) Employment and Training (E&T) program from the Department of Children and Families (DCF). If one or more of the initial engagement steps remains incomplete by the eighth day, a sanction will automatically be requested by the One-Stop Service Tracking (OSST) system, or manually requested by the SNAP E&T Case Manager, if an ABAWD has been removed from the online initial engagement process.

Appointment Setting Requirement (Code 590)

ABAWDs will be required to schedule an appointment to meet with a case manager, and/or follow LWDB supplemental instructions. This requirement is intended to encourage immediate case manager interaction with ABAWDs and expedite the process of assignment and participation in qualifying components. This is the new step in the initial engagement process and replaces the prior automatic assignment to the online job search/job search training activities.

Once an ABAWD completes orientation and assessment, and clicks on the button to schedule an appointment, OSST will create a service code 590 – Appointment Setting*. The absence of service code 590 drives the system to automatically sanction the case due to failure to complete the initial engagement process. Therefore, once an ABAWD's appointment has arrived, SNAP E&T Case Managers are responsible for selecting, in OSST, the ABAWD's *appointment status* based on the options listed in the table below. The *appointment status* must be selected within two business days of completion of the appointment or no-show.

ABAWD Appointment Status in OSST (Code 590)	
Status	Explanation
APPTNOTSET	Default status set by OSST when an ABAWD has not scheduled an appointment
SETBYCLIENT	System driven status that is automatically set once an ABAWD has selected (and saved) a date/time from the event calendar
RESCHED	Staff should select this if an ABAWD scheduled an appointment, but could not attend the original appointment date, and contacted staff to schedule a new date and/or time
SHOW-W-ACTV	Staff should select this if an ABAWD attends the appointment and completes all requirements during the appointment including enrollment in a qualifying component prior to saving the appointment status
SHOW-INCOMP	Staff should select this if: an ABAWD scheduled an appointment, showed up to the appointment, but refused to complete one or more activities during the appointment or refused to participate in SNAP E&T
NOSHOW	Staff should select this if an ABAWD scheduled an appointment, but did not show up or call to reschedule. Should also be selected if a rescheduled ABAWD does not attend the rescheduled appointment

*LWDBs who do not use the event calendar, but require ABAWDs to contact them to schedule an appointment will have code 590 recorded in OSST with a default end date that is 14 days from the date the code is recorded.

A webinar has been scheduled for January 18, 2017, 10:00 a.m. – 11:00 a.m. eastern time, to demonstrate this new functionality from the ABAWD's viewpoint, as well as in OSST for the Case Manager's perspective. Please register for the webinar at: <https://attendee.gototraining.com/r/6271731252521775106>.

Please share this information with appropriate staff and submit your questions to the SNAP E&T program mailbox at SNAPETProgram@deo.myflorida.com.

LAS/odm

cc: Tom Clendenning
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