Supplemental Nutrition Assistance Program (SNAP) Employment and Training (E&T) Frequently Asked Questions – Updated Initial Engagement Process and Appointment Setting Requirement
Issued May 2017

Q1. How do you process participants who failed to complete initial engagement activities, had a sanction requested, but the sanction is not yet effective?
    A. Participants who have a pending sanction request and the sanction is not yet effective, must complete the initial engagement activities to include scheduling the appointment before a sanction lift request may be submitted. The participant does not have to attend the appointment before the sanction lift request is submitted.

Q2. Are participants who were sanctioned for incomplete initial engagement activities, have served their penalty period, and report to the career center to comply, required to show up for their case management appointment before a sanction lift request may be submitted?
    A. Participants who have served their penalty period should complete the initial engagement activities to include scheduling the appointment. However, the participant does not have to report to the appointment. Once the case manager has been notified of the scheduled appointment, they must update the outcome of the code 590 to "Reapply at DCF".

Q3. Can employed participants (working less than 20 hours per week) be assigned job search and/or job search training activities without enrollment in another qualifying component?
    A. Yes. Based on recent guidance from FNS, an employed participant may be assigned to job search and/or job search training if the job search or job search training hours are less than half of the monthly required hours. However, if both the work hours and job search/job search training hours do not meet the monthly work requirement (employment plus job search/job search training does not equal 80 hours for the month), the participant must be assigned to an additional component to reach the required monthly hours.

Q4. How do you close code *590* for an employed participant who is assigned job search and/or job search training?
    A. Case managers must close the *590* by selecting an *Actual Outcome* of "employed" and the *Appointment Status* with "SHOW-W-ACTV (Kept Appt. Qualified Component active)."

Q5. When did the initial engagement process change?
    A. February 1, 2017

Q6. What activities make up the new initial engagement process?
    A. The new initial engagement process will consist of three steps:
        1. Orientation

2. Assessment
3. Schedule an appointment with a case manager

Q7. How are Able-Bodied Adults without Dependents (ABAWDs) notified of the new changes?

A. The Notice of Mandatory Participation (NOMP) has been updated and will be mailed to ABAWDs to notify them of the initial engagement requirements. You may view a copy of the updated NOMP at http://sitefinity.floridajobs.org/docs/default-source/office-of-workforce-services/updated-final-nomp-12_2016.pdf?sfvrsn=2.

Q8. How much time does an ABAWD have to complete the entire initial engagement process?

A. ABAWDs must complete the entire initial engagement process within seven days of receiving their NOMP. The date that all steps must be completed by will be printed in the NOMP as well as displayed on the OSST client where ABAWDs register and complete the initial engagement process.

Q9. What happens if an ABAWD completes the orientation and assessment activities, but fails to schedule an appointment?

A. ABAWDs who complete steps one and two, orientation and assessment, but fail to complete step three, set appointment, will be sanctioned. Please see Q8 and Q9 for automated and manual sanction processes.

Q10. Is there a service code associated with the new *Set Appointment* activity?

A. Once the participant has scheduled an appointment, regardless if the LWDB is using the online calendar function or not, OSST will record a service code 590 to represent when the appointment has been scheduled.

Q11. Are all ABAWDs required to schedule an appointment online through the OSST client?

A. No. Some Local Workforce Development Boards (LWDBs) have elected to require ABAWDs to contact the center by phone to schedule an appointment and will not use the OSST Client's calendar functionality. Please consult your local operating procedures for specific instruction on your local area's operations.

Q12. Will the One-Stop Service Tracking (OSST) system automatically sanction an ABAWD for non-compliance?

A. An automatic sanction will **only** be requested for ABAWDs who do not schedule an appointment, in the OSST client, by the seventh day after receiving their NOMP.

Q13. How will sanctions be requested for LWDBs who did not elect to use the OSST Client's calendar functionality?

A. If your LWDB has elected to require ABAWDs to contact the center to schedule an appointment by phone, the SNAP E&T case manager is responsible

for manually requesting sanctions for ABAWDs who do not comply with either scheduling an appointment or attending their scheduled appointment. It is expected that all appointments and call backs for rescheduling will be managed and updated timely. These will be closely monitored during annual quality assurance reviews and federal audits.

Q14. Will an appointment date be preselected for participant's in LWDBs who elected not to use the online calendar scheduling function?

A. Yes. OSST will automatically record an appointment date, for code 590, that is 14 days from the date the participant clicked *Set Appointment* in the OSST Client.

Q15. What responsibilities do case managers, in LWDBs who are not using the online calendar functionality, have with the appointment setting process?

A. Case managers in LWDBs that are not using the online calendar scheduling are responsible for the following:

- Responding to all ABAWD phone calls and voice mails, in a timely manner, regarding scheduling of their appointment
- Updating the appointment date in OSST to the new date that is agreed upon by the case manager and the participant for the participant to report to the center
- Updating the *appointment status* to "<u>RESCHED</u>" after the appointment date has been set
- Manually requesting sanctions for ABAWDs who do not schedule an appointment within the timeframe given by the local area or who do no report for their scheduled appointment based on the date entered in OSST

Q16. How should I close code 590?

A. OSST is designed to automatically enter the outcome and update the appointment status for code 590 once a qualifying component has been selected and saved to the participant's *Skill Development* screen.

Q17. What qualifying components meet the requirement to close code 590?

A. The qualifying components that will allow case managers to close the 590, successfully, include work experience, education, training, WIOA, or TAA activities. Job search and job search training, unless the participant is employed, are not qualifying components as stand-alone activities and will not meet the requirement to close code 590.

Q18. Can I still enroll a participant in job search and/or job search training?

A. Yes. However, you must close code 590 first by enrolling the participant in a qualifying activity <u>before</u> adding the job search and/or job search training activity.

Q19. Can I to enter an anticipated start date for the first qualifying component that will be used to close code 590?

A. Yes. The qualifying component used to close code 590 may have either an anticipated or actual start date recorded before code 590 may be closed. If case managers enter an actual start date, OSST will automatically close code 590 with an outcome of "*completed*" and update the appointment status to "*show-w-actv*". If case managers enter an anticipated start date, they must manually update the outcome and appointment status for code 590. It is expected that any anticipated start date will be managed and updated timely. These will be closely monitored during annual quality assurance reviews and federal audits.

Q21. Are there case notes or "to-do" alerts created when an ABAWD schedules an appointment?

    A. Automatic case notes are generated in OSST that show the date and time of the ABAWD's appointment. There are no "to-do" alerts created. Case managers can run a report in MyTESS that will provide a list of upcoming appointments.

Q22. Will code 594, *Staff Initiated Online Auth.,* still allow the ABAWD access to the online requirements?

    A. Yes. The entry of code 594 in OSST still gives ABAWDs, who have been sanctioned, access to the orientation, assessment, and appointment calendar in the self-service portal.