




HUMAN SERVICES
DEPARTMENT

Susana Martinez, Governor
Brent Earnest, Secretary
Mary Brogdon, Division Director

Interim Policy & Procedure Memorandum

ISD IPP 18-05

TO: ISD Employees
FROM:  Mary Brogdon, Director
RE: Voluntary E&T Program
DATE: April 6, 2018

This IPP is to introduce the processes and procedures for the voluntary SNAP Employment and Training (E&T) program available to SNAP recipients. The voluntary SNAP E&T program, assists SNAP participants in increasing their skills and improving their employment prospects or earning potential. Both staff and participants should understand that successful employment is the ultimate goal of the program. Currently, in New Mexico, the SNAP E&T program is voluntary. Disqualifications cannot be placed on any recipient who is an active SNAP participant and who voluntarily participates in the E&T Program. It is not a mandatory requirement at this time.

Attached is an E&T Job Aid providing guidance and information on the voluntary E&T program. An informational video has also been developed. This video will be available on Blackboard and ready to view beginning March 19, 2018. Both the voluntary E&T Job Aid and the voluntary E&T program video must be reviewed no later than May 6, 2018.

For questions regarding this IPP, please contact Terry Lovato via e-mail at Terry.Lovato@state.nm.us or by telephone at 505-827-3142.

Employment and Training (E&T)

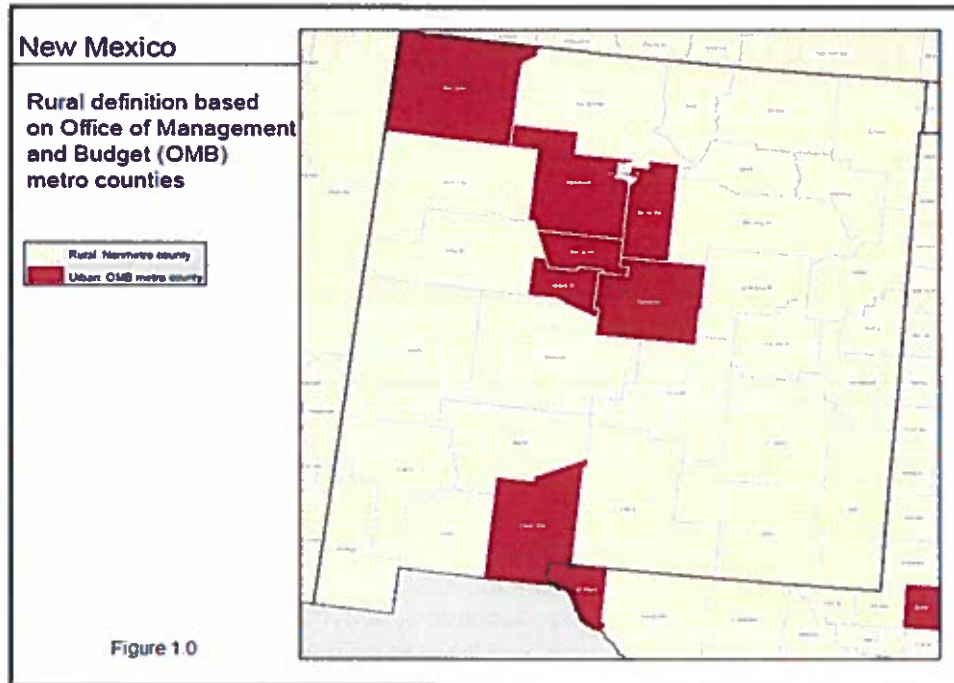
What is the E&T Program?

The SNAP Employment and Training Program, also known as the E&T program, assists SNAP participants in increasing their skills and improving their employment prospects or earning potential. Both staff and participants should understand that successful employment is the ultimate goal of the program. **Currently, in New Mexico, the SNAP E&T program is voluntary. Disqualifications cannot be placed on any recipient of SNAP who volunteers for the E&T Program. They are not required to participate. Throughout this document, participants = volunteers. When the program becomes mandatory, these terms may change.**

For expenses that are reasonably necessary and directly related to participation in the E&T program, ISD must provide reimbursements to all participants, including volunteers. The E&T participant must be notified that allowable expenses will be reimbursed upon presentation of appropriate documentation. This reimbursement is a fixed amount of \$25 per month. Reimbursable costs may include, but are not limited to: dependent care, transportation, and other work, training, or education-related expenses (not including the cost of meals away from home).

***For Example:** An applicant states that in order to complete the E&T requirements they will need to leave their children with a friend who will charge them \$20 to watch the children. The applicant is eligible for the reimbursement of \$25. If the participant pays more than \$25, they are still only eligible for the \$25 reimbursement.*

To request the reimbursement, active participation in the job search component is required. While reviewing the E&T program with the voluntary participant, the expectation will be to complete the recommended 12 job search contact (for areas defined as rural by Office of Management and Budget (OMB) metropolitan statistical area designation) or 24 job search contacts (for areas defined as urban by Office of Management and Budget (OMB) metropolitan statistical area designation) within a 2 month time frame.



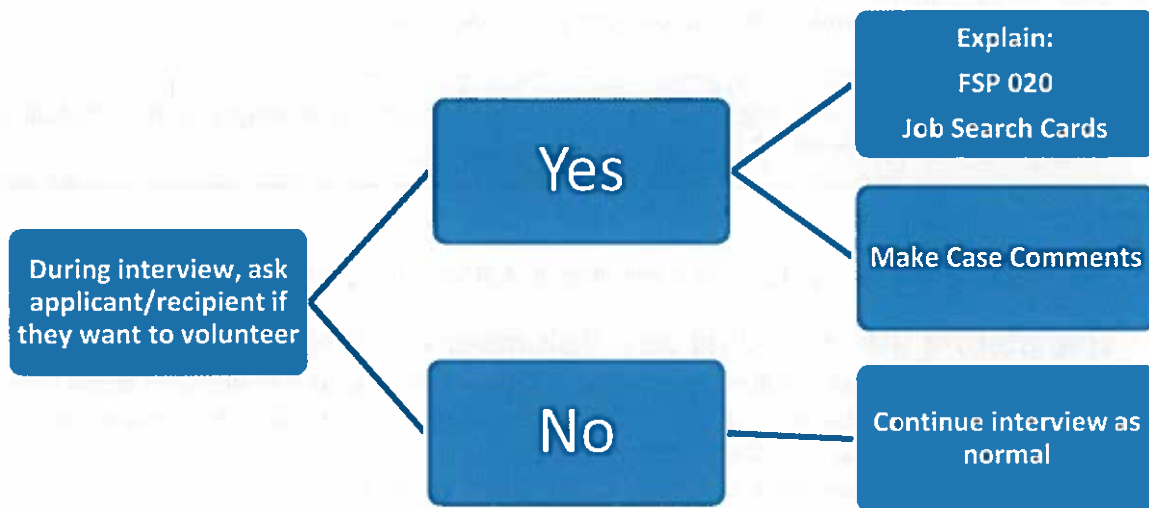
8.139.410.12 K NMAC Reimbursement

Reimbursement: Participants who incur expenses that are reasonably necessary and directly related to participation in the E&T program will be reimbursed up to the monthly limit as determined by the department, in accordance with 7 CFR 273.7(d)(4)

During the Interview

During the intake or recertification interview process (or at any time a SNAP participant expresses interest in volunteering), you will advise all SNAP recipients of the benefits of voluntary participation in the E&T Program and ask if they would like to volunteer.

If the applicant/recipient states they are not interested in volunteering for E&T, you can continue to process the case as normal. Ensure that you document in Case Comments that voluntary E&T participation was discussed and declined.



However, if the applicant/recipient chooses to voluntarily participate in the E&T Program, explain how the program works, including program expectations. It is important to convey the positive aspects of volunteering for the E&T program.

Note: When a recipient states they would like to volunteer, the case worker registers them at that time as a volunteer.


“By voluntarily participating in the Employment and Training Program, you will be completing Job Searches.”

“We strongly encourage you to do as many job searches as possible because this increases the possibility of getting a job. Since you are a volunteer, you will not be disqualified from SNAP if you do not complete the recommended number of job searches each month. Even though, you cannot be disqualified from receiving SNAP benefits for not completing the job searches, the E&T services can be discontinued for failure to complete the required number of job searches a month, repeatedly. This will not affect your SNAP benefits.

By participating in job search, you may be able to receive a \$25 reimbursement for allowable costs associated with participating in SNAP E&T. In order to receive this \$25 reimbursement, you need to actively participate in SNAP E&T each month and return your job search card to show where applications were submitted. The completed E&T Reimbursement Claim form (FSP 020) documents your costs, but any expenses beyond the \$25 will not be reimbursed.”

Copies of the FSP 020 Reimbursement Claim Form for Transportation Costs and the DWP 277 Job Search Card need to be provided to the participant. Thoroughly review each form with the participant to ensure they understand the form’s purpose and how to complete each one accurately. The participant also needs to be informed about how and when to turn in the forms. In

order to request the reimbursement, the FSP 020 needs to be turned in along with the Job Search Card to show they actively participated in completing Job Searches.



Student Note

The FSP 020 is currently not available through correspondence in ASPEN and will need to be printed from the Forms Drive.

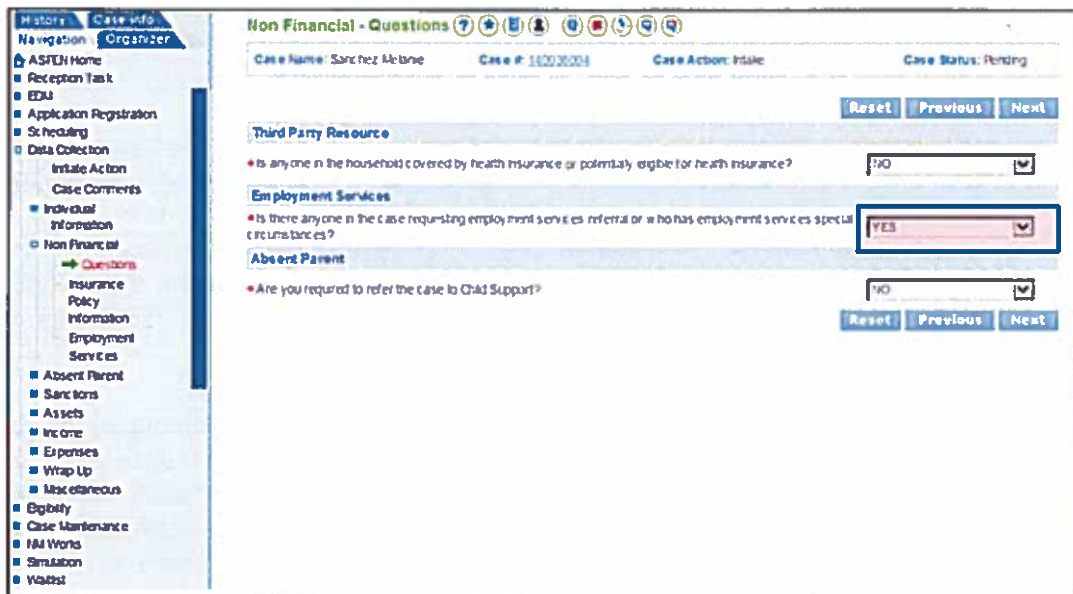
The participant will be registered as a volunteer in ASPEN during the interview.

Registering the Individual as a Volunteer in ASPEN

1. Continue in **Data Collection** or **Initiate Action** using the appropriate case action type.
Note: If the case is not in any action, and you just need to register the individual as a volunteer, enter on a **Case Change** action.
2. From **Left Navigation**, click **Data Collection** to expand.
3. Click **Non-Financial** to expand.
4. Click **Questions**.

The **Non-Financial – Questions** page displays.


1. In the **Employment Services** section, click the **Is there anyone in the case requesting employment services referral or who has employment services special circumstances** dropdown list and select **YES**.
2. Click **Next**.



The **Employment Services – Details** page displays.

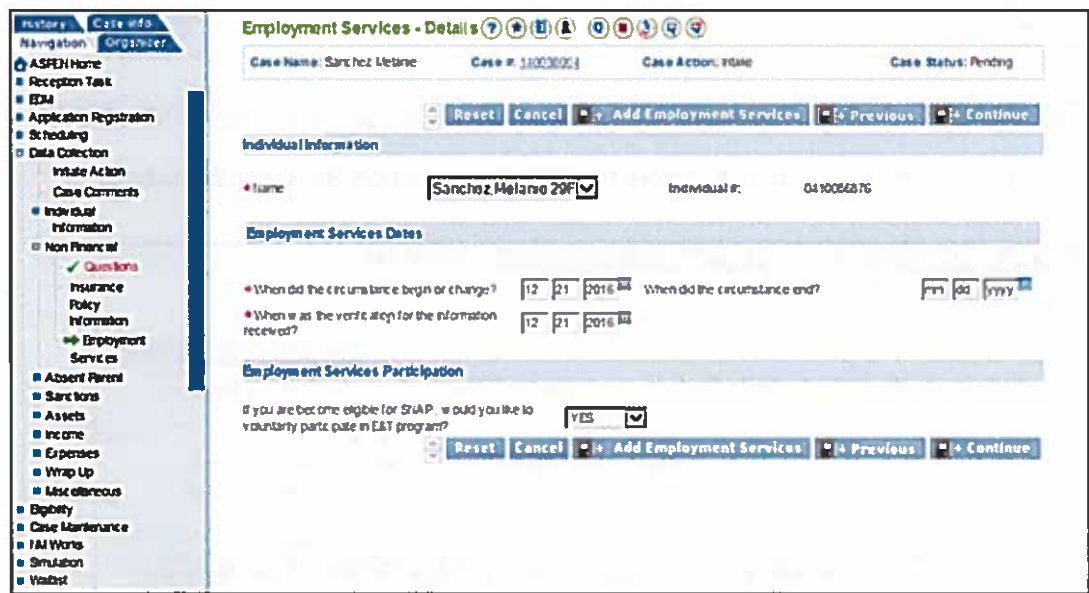
1. In the **Individual Information** section, click the **Name** dropdown list and select the **Individual** who wishes to volunteer in the E&T program.

2. In the **Employment Services Dates** section, click the **When did the circumstances begin or change dates** boxes and select the **date the individual wishes to volunteer for E&T**.
3. Click the **When was the verification for the information received dates** boxes and select the **date the individual wishes to volunteer for E&T**.
4. In the **Employment Services Participation** section, click the **If you are/become eligible for SNAP, would you like to voluntarily participate in the E&T program** dropdown list, and select **YES**.
5. Click **Save and Continue**.



Student Note

Note: If multiple individuals on the case wish to volunteer for the E&T program, you need to click **Save + Add Individual** and complete the process again for the other individual(s) wishing to participate.



The Questions – Assets page may display.

6. Continue any normal processing of the case.

The Wrap-up – Run Eligibility page displays.

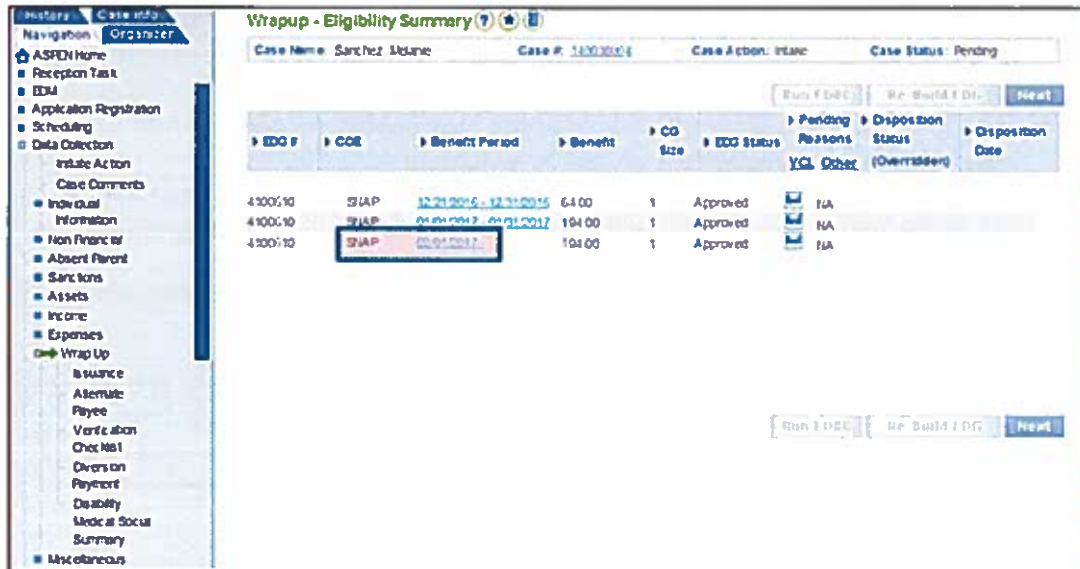
1. Click Next.

The Wrap-up Eligibility Summary displays.

Review the Eligibility Summary

At this point, you want to review the case to determine accurate eligibility results. You also need to ensure the participant is marked as a **volunteer** under the SNAP E&T Participation Status.

1. Click the **Ongoing SNAP EDG**.
2. Click on the **ABAWAD/E&T** tab on the top of the page.



EDG #	COE	Benefit Period	Benefit	CG Size	EDG Status	Pending Reasons	Disposition Status	Disposition Date
4100110	SNAP	12/21/2016 - 12/31/2016	64.00	1	Approved	NA	NA	
4100110	SNAP	01/01/2017 - 01/01/2017	104.00	1	Approved	NA	NA	
4100110	SNAP	01/01/2017	104.00	1	Approved	NA	NA	

The **SNAP –ABAWD/E&T** page displays.

- Review the information to ensure the **E&T Participation Status is Voluntary**.



Name	ABAWD		E&T	
	Participation Status	Exemption Reason	Participation Status	Exemption Reason
Furti, Frank	Exempt	Complying with work requirements under title IV of SSA/Cash	Exempt	Complying with work requirements under title IV of SSA/Cash
Furti, Frank	Exempt	Younger than 18 years of age	Exempt	Younger than 16 years of age
Sawyerker, Han	Exempt	Child under 18 in same household	Voluntary	State-wide Exemption

- Review all other tabs to ensure accurate benefit issuance.
- Click the **Eligibility Summary** button.

The **Wrap-up – Eligibility Summary** displays.

- Click **Next**.

The **Issuance – Details** page displays.

- Click **Save and Continue**.

The **Certification Page** displays.

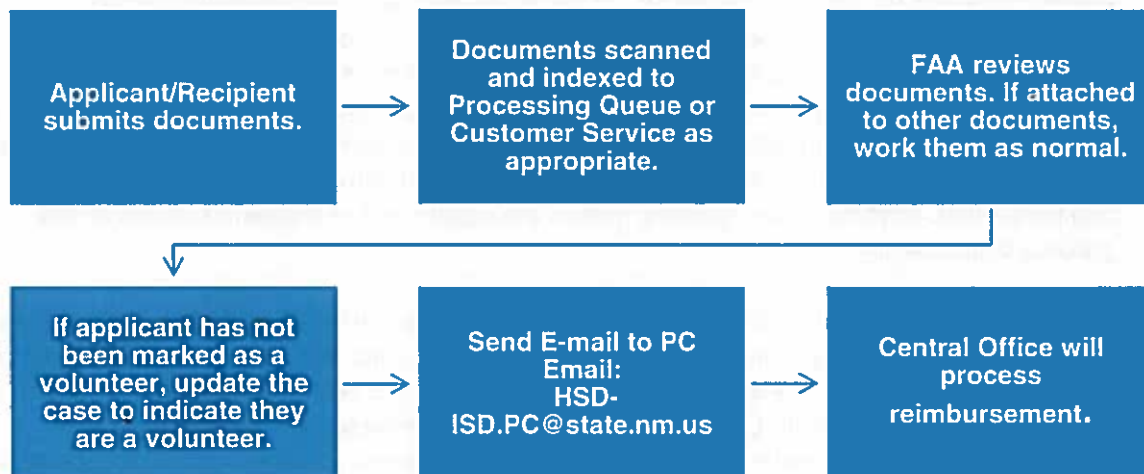
8. Click **Certify**.
9. Click **Next**.

The View Pending Correspondence page displays.

10. Click **Search**.
11. Review **Correspondence**.

Once the Participant Turns in the Job Search

After participating in the Job Search activity, a recipient requesting reimbursement for out-of-pocket expenses can submit the Job Search Card (DWP 277) as well as the Reimbursement Claim Form (FSP 020).



Once the FSP 020 and Job Search Cards have been scanned in, a task will be created in the Processing Queue or Customer Service Queue, as appropriate. After you pull the task, look over the documents. If other documents have been attached, they will need to be worked as normal.

If the applicant/recipient has not been registered as a volunteer in ASPEN, you will need to complete the steps to register the participant at this time. ASPEN steps can be found above.

Once the task has been reviewed, and the participant has been registered as a volunteer, the task can be marked complete. At this point, you will enter case comments that the FSP 020 and Job Search Cards were returned and that an email was sent to the PC Email (HSD-ISD.PC@state.nm.us) to request the reimbursement. Central Office will update ASPEN and issue the reimbursement within 30 days, as appropriate.

If the case worker reviewing the document determines the participant did not incur any allowable costs associated with participation, an email does not need to be sent, and case comments need to include this information. If the participant disagrees with the determination, they are entitled to request a fair hearing.

Failure to Complete the E&T Program

Although a volunteer cannot be disqualified or denied the \$25 reimbursement for failure to complete 12 job searches, E&T services can be discontinued for volunteers who fail to comply by completing all 12 job searches a month. After two consecutive months of not reaching the level of effort, the recipient will no longer be eligible to receive the reimbursement, and their status in ASPEN will need to be updated from volunteering to not volunteering. If they later wish to volunteer again, their status will be updated to reflect the change and they will be eligible for the reimbursement.

ISD is responsible to administer and track participation in the volunteer E&T program on a monthly basis. Participants have until the 30th day from the date of approval to submit their first Job Search Card and FSP 020. They will also have by the 60th day from application approval date to submit their final Job Search Card and FSP 020. Encourage the participant to turn in their completed job search cards and the FSP 020 by the 10th of the month following completion for a timely reimbursement. However, if the forms are turned in past the 10th of the month, they will still be accepted and reviewed for reimbursement. If the participant does not meet the level of effort in either of the months, the participant's status will need to be updated in ASPEN to indicate they are no longer volunteering and case comments should also be updated to indicate this. If the individual incurred cost to participate (even minimal effort for the two months) they are eligible for reimbursement. Anytime a client actively notifies the department of request to volunteer this process should begin.

For Example: Applicant wishes to volunteer at recertification. The FAA updated the Employment Services screen in ASPEN showing the individual wishes to volunteer. The participant submitted a Job Search card for both months but it did not contain all 24 job search contacts, the participant is eligible for reimbursement for both months submitted if reasonable costs were incurred to participate. Once the request for reimbursement is sent to central office, the participant's status in ASPEN should be changed from volunteering to not volunteering.



Remember, it is important to always ensure the information in ASPEN is correct. Even when not actively registering someone as a volunteer, it is important to ensure that their status is correct based on their current participation status. For Example: A participant elects to volunteer at intake, but does not return any completed Job Search cards or reimbursement requests. Four months later, they report a change to their case. At this time, the case would be reviewed, and their status would need to be updated to Not Volunteering as they have not completed the job search component for over 2 consecutive months.