

25.4 SNAP E&T RESPONSIBILITIES IN THE WORK PROGRAM ASPECT

The SNAP E&T Worker must assist the client to achieve self-sufficiency. To accomplish this, the SNAP E&T Worker must assess the client's knowledge and skills and work with the client to make informed decisions about the appropriate course of action. The SNAP E&T Worker must enter into a mutual agreement with the client detailing the process to achieving self-sufficiency, monitor the client's progress, determine changing needs, need for supportive services, and appropriate follow-up action based on the client's performance. The following items are devoted to work activities, follow-up actions, and contain information necessary for the Worker to assist the client in becoming self-sufficient and in developing opportunities for him.

A. CASE MANAGEMENT

The Work Programs (WP) sub-system in RAPIDS is used by the SNAP E&T Worker in managing SNAP E&T.

To meet the goals of the SNAP E&T Program, a Worker performs the following activities:

- The client and worker need to determine the best means to achieve self-sufficiency, accept personal responsibility, and, if applicable, to meet the work obligation.
- Establishes for the client reasonable and appropriate requirements related to the client's capability to perform the tasks on a regular basis, including physical capacity, skills, experience, family responsibilities and residence. Reasonable and appropriate requirements must be based on the client's proficiencies and skills as assessed.
- Monitors compliance progress to achieve self-sufficiency.

SNAP E&T Activities & Requirements

- Provides continuous assessment of the client's needs, goals, and negotiates adjustments to the PRP as necessary.
- Develops employment and other work activity opportunities for the client within the community.
- Makes referrals to other community services, as needed.
- Provides payment for supportive services, i.e transportation, as appropriate.
- Identifies potential resources and makes appropriate referrals to access them.

This case management process provides for substantial flexibility in administration of the work component of SNAP E&T.

Self-sufficiency is defined as being able to provide for one's basic needs without relying on SNAP benefits. When an individual is not able to become completely self-sufficient, the goal must, at a minimum, be to reduce reliance on SNAP benefits as much as possible or maintain eligibility for SNAP benefits for certain recipients.

B. ASSESSMENT

Assessment is the ongoing process of determining each client's goals, skills, needs and challenges. Assessment begins at registration and continues until case management stops.

An in-depth assessment is necessary to discover the client's abilities to meet goals and to develop an ongoing plan to overcome them.

The assessment must focus on information useful to both the client and the SNAP E&T Worker in evaluating the client's abilities.

As the client's circumstances change, it is necessary to change the terms of the Self-Sufficiency Plan to assist the recipient in becoming successful.

The assessment process must include a series of interviews and conversations with the client. It may also include educational and/or aptitude or interest testing and interpretation of this information.

The SNAP E&T Worker must develop a plan to schedule educational, aptitude and interest testing as appropriate and available. The test administrator is responsible for completing a release of information for each client.

Upon receipt of test results, the SNAP E&T Worker records the information on the appropriate RAPIDS screen. An interview is scheduled with the client, as soon as possible, to discuss the test results.

Clients who indicate substance abuse problems should be referred for evaluation and counseling prior to scheduling vocational testing. Determination of a substance abuse problem is based on statements made by the client, not by the SNAP E&T Worker.

C. DEVELOPMENT OF THE SELF-SUFFICIENCY PLAN

The Self-Sufficiency Plan which is the product of negotiations between the client and the SNAP E&T Worker. The Self-Sufficiency Plan is subject to renegotiation throughout the client's receipt of SNAP benefits. Initial and ongoing assessments produce information that allows the Worker to provide reasonable guidance to the client to attain his goals as part of the Plan.

The SNAP E&T Worker must explore family situations, education, work history, skills, aptitudes, attitude toward work, employment potential, possible social services or other support systems. Individual circumstances may require more or less exploration.

The following eRAPIDS screens are mandatory to record the appropriate assessment results. The following assessments are mandatory:

- Education & Testing Assessment
- Job Readiness Assessment
- Employment History Assessment

The SNAP E&T Worker must explore all of the aptitudes, interests and work goals presented by the client to determine which are pertinent. The SNAP E&T Worker must determine what resources are available to the client and to the Department. Steps must be outlined and benchmarks established leading to self-sufficiency for the client. In addition, the SNAP E&T Worker must explore other possibilities not presented by the client and offer these to the client as alternatives. At all times, the SNAP E&T Worker is expected to facilitate the client's wishes, provided they are reasonable and will lead to self-sufficiency.

Clarifying goals and actions to reach the goals help the client and SNAP E&T Worker focus on the most appropriate actions.

D. JOB DEVELOPMENT

Job Development and the subsequent placement of individuals in employment is the focus of SNAP E&T Program. The SNAP E&T Worker must have knowledge of the local economic base and develop and maintain a job openings base and participate in various employment related activities and initiatives. The SNAP E&T Worker must communicate with private employers and related organizations and maintain a good working relationship within this group.

Job Development and Placement efforts must be coordinated closely with the local WorkForce West Virginia Office and with local WV WORKS staff. Clients must register with the WorkForce West Virginia office and to keep applications current. The results of career-oriented testing are shared with the WorkForce West Virginia Office as needed. A Release of Information form, OFS-Release-1, must be signed by the client prior to sharing information. The completed form must be placed in the case record. To increase the resources available to the client, contacts are established and maintained with the Division of Rehabilitative Services (DRS), Department of Education, Community Action agencies and other public and private organizations that could offer activities or support.