

State of Arizona

Supplemental Nutrition Assistance Employment and Training (SNA E&T) Program

Policy Manual



ARIZONA DEPARTMENT OF ECONOMIC SECURITY
Division of Employment & Rehabilitation Services
Workforce Administration

100 PROGRAM OVERVIEW

Provides an overview of the Supplemental Nutrition Assistance Employment and Training (SNA E&T) Program and includes information about communication of policy and/or procedure revisions, the process for directing questions concerning policy and procedure, and the availability of the SNA E&T Program Policy Manual.

200 REFERRAL, SELECTION AND NOTIFICATION

This section outlines the referral process for non-exempt SNAP recipients by the Family Assistance Administration to the SNA E&T Program and the procedure for selecting and notifying these recipients.

300 SNA E&T PROGRAM EMPLOYMENT PLANNING

This section describes what happens at the initial appointment, the elements of the Employment and Career Development Plan (ECDP), SNA E&T Program case closures and recording information in the case record.

400 PARTICIPATION, COMPONENTS, AND MONITORING

A detailed description of how SNA E&T Program staff monitors, documents and verifies participation is detailed in this section.

500 SUPPORT SERVICES

Participants may need support services to reach their employment goals; a description of support services offered through the SNA E&T Program is described in this section.

600 NON-COMPLIANCE WITH THE SNA E&T PROGRAM

To ensure that penalties are applied uniformly and the participant is given due process, this section provides the guidelines that must be applied in all instances of non-compliance and describes the disqualification process.

700 GENERAL INFORMATION

This section includes general program-related information that is not described elsewhere within the SNA E&T Program Policy Manual.

APPENDIX

This section includes supplementary information.

ARIZONA DEPARTMENT OF ECONOMIC SECURITY



**SUPPLEMENTAL NUTRITION ASSISTANCE EMPLOYMENT
AND TRAINING (SNA E&T) PROGRAM**

REVISION 03

SECTION 100: PROGRAM OVERVIEW

100 PROGRAM OVERVIEW

The Supplemental Nutrition Assistance Employment and Training (SNA E&T) Program provides employment and training assistance to eligible Supplemental Nutrition Assistance Program (SNAP) recipients. Individuals receiving SNAP benefits are required to participate in the SNA E&T Program, unless they meet a qualifying exemption. Historically, this program was known as the Food Stamp Employment and Training (FS E&T) Program.

The purpose of the SNA E&T Program is to improve the employability of SNAP household members through actual work experience and/or training, enabling individuals to move promptly into suitable unsubsidized employment and decrease their dependency on SNAP benefits.

Authority

Authority for policies contained in this document includes the following:

- The Food Stamp Act of 1997, as amended to the Food Security Act of 1985;
- The Personal Responsibility and Work Opportunity Reconciliation Act of 1996;
- The Farm Security and Rural Investment Act of 2002;
- The Food and Nutrition Act of 2008;
- The American Recovery and Reinvestment Act of 2009;
- The Agricultural Act of 2014;
- The Code of Federal Regulations, Title 7, Parts 273 available at: [Electronic Code of Federal Regulations](#); and
- The Supplemental Nutrition Assistance Employment and Training (SNA E&T) Program annual State Plan.

100 PROGRAM OVERVIEW

Within the context of Federal regulations, the DES Workforce Administration (WA) administers the SNA E&T Program with the following goals and objectives in mind:

- Keeping families together by promoting self-sufficiency;
- Holding individuals accountable for complying with program requirements;
- Expediting service delivery to promote early exit from SNAP;
- Increasing program effectiveness and efficiency through automation and integration of services;
- Including private sectors, community and faith-based organizations for coordination and provision of program services; and
- Preventing fraud and abuse within the SNA E&T Program.

101 PROGRAM STAFF APPLYING REASONABLE JUDGMENT

Although this manual is written and updated based on the most current federal laws and regulations, there may be circumstances which are not specifically addressed. SNA E&T Program staff is expected to thoroughly research any questionable or unusual situations using materials available. SNA E&T Program staff may then consult with their supervisor in order to come to a fair and reasonable decision, based on program experience and knowledge.

Once a decision is reached, program staff must document the case notes with the reasoning that led to the decision, including any policy references used.

102 QUESTIONS REGARDING POLICY AND/OR PROCEDURES

Questions regarding policy and/or procedures **that cannot be resolved at the local office level** may be submitted by a SNA E&T Program management representative through e-mail at [+EA Policy](#). Please include "SNA E&T" in the subject line.

The *SNA E&T Program Policy Manual*, the *SNA E&T User Guide* and other useful resources are available on the DES Policy SharePoint site.



SUPPLEMENTAL NUTRITION ASSISTANCE EMPLOYMENT AND TRAINING (SNA E&T) PROGRAM	REVISION 03
SECTION 200: REFERRAL, SELECTION AND NOTIFICATION	

200 REFERRAL, SELECTION AND NOTIFICATION

The Family Assistance Administration (FAA) determines eligibility for SNAP benefits. SNAP recipients subject to the federal work provisions are referred to the SNA E&T Program for employment and training services. During the eligibility process, FAA staff is required to inform non-[exempt](#) SNAP applicants and recipients subject to the Federal work provisions of the mandatory participation requirements for the SNA E&T Program.

At the initial application for SNAP benefits, FAA determines which applicants are exempt from the Federal work provisions. FAA staff will verify and document exemptions according to FAA policy and procedure. FAA staff may periodically review the recipient's exemption status and make changes accordingly. Reference the Appendix for a list of Program exemptions.

Exempt Individuals Requesting to Participate with the SNA E&T Program

A SNAP recipient who is exempt from participation can still volunteer to participate in the SNA E&T Program. Volunteer participants **are not** subject to disqualification for failing to comply with program requirements.

201 SNA E&T PROGRAM SELECTION & INITIAL APPOINTMENT NOTIFICATION

Referrals sent from FAA are stored in the Jobs Automated system (JAS) referral file. Upon receiving automated referrals in JAS, SNA E&T Program staff selects recipients to attend the SNA E&T Program initial appointment. This process activates the participant's case file in JAS and formally registers the client with the SNA E&T Program.

When an individual is selected to attend the initial appointment, the *SNA E&T Initial Appointment* notice is automatically generated in JAS and sent to the individual through the mail. The notice is sent at least 10 calendar days prior to the appointment (day one is the day after the notice is mailed) and must include the following information:

- A reminder that they are required to participate in the SNA E&T Program;
- The date, time and address of the location where the appointment will be held;
- The SNA E&T Program contact telephone number; and
- The consequences for failing to attend the appointment without good cause.

[Able Bodied Adults Without Dependents](#) (ABAWD) participants will be seen on a walk-in basis and manually selected from the referral file once they report to the SNA E&T Program. An automatic notice will not automatically generate in this circumstance.

ABAWD applicants who report to SNA E&T ***after 10 business days*** must be directed to ARIZONA@WORK Job Centers as they cannot enroll with the SNA E&T Program. These applicants will not be selected from the referral file in JAS.

SNA E&T Program Exemption Considerations

Occasionally, individuals are referred to the SNA E&T Program who are exempt from participating. When SNA E&T Program staff have reason to believe that a client may meet a registration or participation exemption for the program, SNA E&T Program staff must:

- Notify the FAA and request a review of the SNA E&T referral decision and include the nature of the potential exemption (e.g. "Client indicates she is the sole caregiver for her elderly mother who is unable to care for herself"). The FAA will take appropriate action based on FAA policy and procedure which may include requesting documentation from the client;
- Place the case in a 13 Status Reason code (Requesting FAA Review of Exemption). See the SNA E&T Program User Guide - Section 705 STATUS AND REASON CODES-Pending Codes; and
- Allow 30 days for the FAA to make a decision on whether or not to exempt the client from the SNA E&T Program. Depending on the outcome, close the case in JAS in accordance with policy and procedure or resume client engagement.



SUPPLEMENTAL NUTRITION ASSISTANCE EMPLOYMENT AND TRAINING (SNA E&T) PROGRAM

REVISION 03

SECTION 300: EMPLOYMENT PLANNING

300 SNA E&T PROGRAM EMPLOYMENT PLANNING

Employment planning includes a variety of strategies, techniques, and resources designed to build on the participant’s employment-related strengths. Through the employment planning process, participants are engaged and assessed for their education, previous work experience, the potential need for supportive services and any work-related barriers they may have. Participants must be actively involved in all phases of the development and execution of their *Employment and Career Development Plan (ECDP)* plan.

301 INITIAL APPOINTMENT

The initial appointment is the introduction of the participant to the SNA E&T Program and it is generally the first contact the participant will have with SNA E&T Program staff. This opportunity should be used to build rapport and establish trust with the participant. SNA E&T Program staff will provide an overview of the SNA E&T Program and educate participants on the relationship between their participation and the ongoing receipt of their SNAP benefits. During the initial appointment SNA E&T Program staff must:

- Explain the SNA E&T Program rights and responsibilities to the participant;
- Assist the participant in completing the employability assessment;
- Ensure registration in the state’s Labor Exchange System, Arizona Job Connection (AJC); and
- Develop a comprehensive ECDP with the participant.

For participants who lack a High School Diploma or its equivalent, SNA E&T Program staff must discuss the employment-related benefits and advantages of obtaining one. SNA E&T Program staff must assess the participant’s interest in obtaining a High School Equivalency Diploma and offer applicable resources and/or services to those who are interested. SNA E&T Program staff must document in the case record that the discussion took place and the outcome of that discussion.

SNA E&T Program Rights and Responsibilities

Each participant attending the initial appointment must receive an explanation of the rights and responsibilities of the participant, as well as the SNA E&T Program in assisting the participant in achieving employment goals.

Both the participant and SNA E&T Program staff sign the form to indicate the participant has received an explanation of the program and understand their rights and responsibilities in the SNA E&T Program. A copy of the form is given to the participant and a copy is retained in the case record.

For ABAWD participants, in addition to providing the *Rights and Responsibilities* form, discuss the contents of and provide the ABAWD with the following forms:

- *Work Focus (ABAWD)* form; and
- *Acceptable Proof of Good Cause* form

Explain the participant's responsibility to submit the *Work Activity Report (WAR)* or provide proof of good cause if the work requirement is not met within 30 days of the ECDP development date, and every month thereafter.

302 ASSESSMENT

All participants are required to complete or assist in the completion of their Employability Assessment, which is an assessment tool designed to identify skills, employment history, literacy levels, educational background, family circumstances and/or other limitations or factors, such as learning disabilities. SNA E&T Program staff will focus on assessment at the initial appointment and will continuously update and revise the plan as an ongoing process.

Labor Exchange Registration

SNA E&T Program staff must ensure registration of all participants for potential employment matching through the state's labor exchange system, AJC. Once participants are registered, program staff must document the case notes with the actions taken.

Additional Assessment

SNA E&T Program staff may determine that certain participants would benefit from further employment-focused assessments. Situations that may indicate the need for further assessment include, but are not limited to:

- The participant has been unable to identify career interests or goals;
- A career change is needed due to outdated skills, changes in the labor market, or physical limitations;
- The participant has little formal education, appears to be low functioning and needs to have literacy levels determined; or
- The participant is observed to have a learning disability based on assessment of the participant's stated or suspected challenges that may affect their ability to obtain or retain employment.

303 EMPLOYMENT AND CAREER DEVELOPMENT PLAN (ECDP)

The ECDP is created through conversation and interaction between the participant and an SNA E&T staff member and by information gathered through the assessment. The plan is an agreement between the participant and the SNA E&T Program. The *Employment and Career Development Plan ECDP* form is used to record employment goals, work components, supportive services, and the signatures of the participant and the program staff member. Included in the ECDP are well-defined action steps for the participant and the SNA E&T Program, creating an understanding of each party's role in implementing the plan. The ECDP must be designed to ensure the transition of the participant to suitable unsubsidized employment at the earliest opportunity.

Employment Goals

The participant's skills and abilities must be considered when assisting the participant in identifying realistic employment goals.

Components

The SNA E&T Program offers activities to enable the participant to reach their employment goal. The activities are called components, and SNA E&T Program staff will explore allowable components with the participant. The ECDP must specify the locations for each assigned component, the time frames for completing each component, and the weekly hours of scheduled participation in each component.

Supportive Services

SNA E&T Program staff will develop and arrange resources in partnership with the participant that will support the implementation of the ECDP. A critical responsibility for SNA E&T Program staff is to assist the participant in identifying available resources to meet their needs and how to access services through these resources. Supportive services are available from a variety of sources, and some are often present within the participant's network of family and friends. Additional supportive services can also be accessed throughout the local community. The ECDP must identify which supportive service will be provided, who will provide the service(s), location of the service provider, and any applicable time frames for seeking and receiving services.

Required Signatures

SNA E&T Program staff must ensure the participant understands how to execute the ECDP. The signatures of the participant and SNA E&T Program staff member are required on the ECDP to document mutual agreement and understanding. A copy of the plan is given to the participant and a copy is retained in the case record.

304 ONGOING SNA E&T GUIDANCE

As a participant implements the ECDP, it will be necessary to monitor their progress. This opportunity should be used to give positive reinforcement for any successes no matter how small. When a participant is experiencing difficulty implementing the plan, SNA E&T Program staff should explore the reasons for the difficulty. Identify the effectiveness of the plan and make revisions to the ECDP when necessary.

Revising the ECDP

It is critical that the ECDP is continuously reviewed and updated because participation hours and components scheduled in the ECDP must reflect the most current components, support service(s) and time frames required to achieve the employment goal.

305 CASE CLOSURES

SNA E&T Program staff must close the participant's SNA E&T Program case when any of the following occurs:

- When SNA E&T Program staff initiate a disqualification;
- The participant has maintained suitable unsubsidized employment for 90 days;
- The participant is exempt and does not wish to volunteer;
- The participant does not wish to participate in the SNA E&T Program;
- The participant's SNAP case closes; or
- The ABAWD work requirement is not met, and the individual fails to provide verification of good cause for not meeting the work requirement.

NOTE: The FAA will automatically close out the SNAP case when an ABAWD is approaching recertification for SNAP benefits. In this circumstance, if a participant is working towards meeting the work requirement, or can provide verification of good cause for not meeting the work requirement, SNA E&T Program staff is not to close out the participant's case.

Notification of the closure must be sent to the participant. Closed SNA E&T Program case records remain in the SNA E&T Program local office for at least six months after the case closes or 12 months if there is an overpayment on the case.

The case record is sent to the Records Management Division where the record will be retained for an additional four years.

306 RECORDING INFORMATION IN THE CASE RECORD

The case record should provide an ongoing account of the participant's movement toward suitable unsubsidized employment. It should offer evidence of the strategies and resources that program staff use to impact the desired outcome. Information about the participant is recorded using case notes, which is a tool for organizing information regarding the progress of each participant. Case notes should clearly state what SNA E&T Program staff are doing to assist the participant in meeting their employment goals. Effective case note documentation should include the following information:

- The date, time and location of participant interaction;
- Which techniques and strategies are effective;
- Which components or supportive services need to be revised; and
- The status of the participant in meeting each milestone.

NOTE: Because case records are legal documents that may be reviewed at any time by participants, auditors or legal staff, SNA E&T Program staff must ensure that information provided is professional and objective.

307 CASE ASSIGNMENT

When the participant has moved, resulting in a change in case assignment from one SNA E&T Program local office to another, SNA E&T Program staff must:

- Review the case record to ensure all applicable system updates are correct and complete;
- Notify the participant of the change by sending the *Notice of Change* notice through JAS; and
- Contact the receiving SNA E&T Program local office, via email, to advise them the case is being transferred.



SUPPLEMENTAL NUTRITION ASSISTANCE EMPLOYMENT AND TRAINING (SNA E&T) PROGRAM	REVISION 03
--	--------------------

SECTION 400: PARTICIPATION, COMPONENTS AND MONITORING
--

400 PARTICIPATION REQUIREMENTS

SNAP recipients, including [ABAWDs](#), subject to the federal work provisions are required, as a condition of eligibility, to participate in employment and training activities. Participants are required to participate in allowable components for a minimum of 20 hours averaged per week during a month, unless they meet a qualifying [exemption](#). The total number of scheduled hours in components must not exceed 30 hours per week, with the exception of unsubsidized paid employment and court-ordered community service.

For ABAWD participants, job search and job readiness are only acceptable when combined with another allowable SNA E&T component, and must be less than half of the 20-hour requirement. Additionally, ABAWD recipients are able to fulfill their work requirement through either of these additional authorized programs:

- Workforce Innovation and Opportunity Act (WIOA); or
- Trade Adjustment Act (TAA)

NOTE: There is no restriction on the number of hours dedicated to job search and job readiness in the WIOA and TAA programs.

401 COMPONENTS

Participation in allowable components must begin within 10 calendar days following the development of the ECDP. Components must focus on obtaining suitable unsubsidized employment at the earliest opportunity and may be arranged in any combination so the participant can meet the required weekly hours of participation. Participants may engage in any of the following components:

- [Job Search](#)
- [Job Readiness](#)
- [Education and/or Training](#)
- [Work Experience](#)
- [Unsubsidized Employment](#)
- [Community Service](#)
- [Registered Apprenticeship](#)

Job Search

Participants with a recent work history, limited barriers to employment, and marketable skills in the local job market may be assigned to this component. Job Search is an intensive **structured** component in which participants are required to actively seek employment. Structured job search activities include identifying employment opportunities, applying for employment, attending job fairs and participating in job clubs where participants share experiences, successes, job leads and referrals. Specific job search examples may include any of the following:

- Completing an application, either online or in-person;
- Completing a written, oral or other pre-hire suitability test required by a potential employer as part of the standard application process;
- Completing an online pre-application profile/registration, such as entering personal/work related data and downloading a resume, as may be required by a potential employer or employment provider (temp agencies, workforce connection staff, etc.);
- Searching the internet, newspapers and/or other appropriate materials for employment opportunity information (done at home, a library, ARIZONA@WORK Job Center or at any other reasonable location); completing the participant's AJC registration through the Plus Account level;
- Speaking with potential employers or employment providers (temp agencies, workforce connection staff, etc.) about possible job openings. This contact may be in-person or by phone; and
- Completing other follow-up activities, including communications with a potential employer to provide additional required information or to check the status of an application.

A minimum of three employer contacts per week is required unless the local economy, labor market, or circumstances do not permit this level of effort. Participants are required to record Job Search related activities on the WAR form. Time spent engaging in other Job Search activities such as job fairs and job clubs are recorded in the 'Other' field on the WAR form.

Job Search is limited to 12 weeks in the preceding 12-month period. The 12 weeks do not have to be consecutive. When determining the 12-week limit, one week equals 20 hours. This equates to 240 hours. Once the limit has been reached, participation in another allowable component is required.

Job Readiness

This component will be assigned to participants who need personal development and/or employment development to compete successfully in the labor market. Job Readiness focuses on helping participants prepare to obtain and maintain employment. Job Readiness is conducted in a structured group setting; however, if a group setting is not available, the participant will be referred to a one-on-one setting. Skills taught in Job Readiness include:

- Career exploration, planning and resume preparation;
- Work ethic;
- Personal appearance;
- Job search techniques and activities such as completing an application;,,
- Interviews, dealing with rejection;,,
- Job retention and career advancement; and
- Conflict resolution and leaving a job.

Job Readiness is limited to 12 weeks in the preceding 12-month period. The 12 weeks do not have to be consecutive. When determining the 12-week limit, one week equals 20 hours. This equates to 240 hours.

Education and/or Training

The Education and/or Training component includes Vocational Training, High School Equivalency Diploma, English for Speakers of Other Languages (ESOL), and Remedial Education. The duration spent in Education and/or Training may not exceed 48 months. The participant must remain in good standing as defined by the education and/or training institution.

Vocational Training consists of organized, educational or training programs that are directly related to the preparation of participants for employment in a current or emerging occupation. Vocational training is provided by educational or training organizations that may include any of the following:

- Vocational technical schools;
- Community colleges;
- Postsecondary institutions;
- Proprietary schools;
- Non-profit organizations; and
- Secondary Schools.

Training activities include specific trades, occupations or vocations such as nursing, computer repair or welding. The educational or technical training facility must be legally accredited, authorized or recognized in Arizona, or the United States for online courses, as providing a program to prepare students for gainful employment.

The SNA E&T Program collaborates with the Workforce Innovation and Opportunity Act and other programs that provide vocational training for participants. In most cases, these programs can pay up to 100% of the training costs out of their program funds. In order to maintain these professional partnerships, SNA E&T staff must work in partnership with the funding program in mutual support of the participant's educational and training activities.

A participant may not be assigned to this activity if he or she already possesses a self-supporting skill for jobs available in the local community area. Documentation must be entered into the case record identifying what skills the participant currently possesses and how the education will improve the participant's employability.

High School Equivalency Diploma activities include the use of learning centers, computer labs, and/or other supervised study environments. Participants learn subject matter equivalent to what is taught in high school so they can pass the GED exam. Skills taught include, but are not limited to improving written and/or oral communication, increasing self-esteem, and preparing for the GED exam. All participants lacking a high school diploma or its equivalent may be offered the High School Equivalency Diploma component. Attendance in an actual high school should be encouraged for teen participants.

English for Speakers of Other Languages (ESOL) participants receive training that enables them to become more proficient in the English language. Services may be provided in a classroom setting through individual tutoring. Participants who do not speak English or those with very limited English language skills should be assigned to ESOL.

Remedial Education provides basic literacy skills or other basic education to participants whose reading level is at or below the fifth grade level, or who have demonstrated an inability to participate in program components due to functional illiteracy. Participants who need written or verbal assistance to meet employer requirements in the hiring process and those who need to improve language skills and/or participant confidence should be assigned to remedial education.

Work Experience

Work experience is any unpaid work performed in the public or private sector that improves the employability of a participant who is not otherwise able to obtain employment. It allows participants to develop good work habits and a current work history. Work experience is considered for participants who have been unable to find paid employment, lack entry level skills, or need to develop current job references.

SNA E&T Program staff are expected to recruit work experience providers, focusing employers who may potentially hire program participants. Prior to placement, potential work experience providers must be evaluated to match the participant with work that is related to the participant's employment goals. SNA E&T Program staff must work closely with the participant and the provider to ensure placement is beneficial to the participant and that all required work hours are performed to the satisfaction of the provider.

Participants placed with work experience providers cannot replace workers already employed by the provider. Participants must be given the same benefits and working conditions that current provider employees have for performing similar work within the same amount of hours. Internships/externships are included under this component as a portion or extension of education or training in either the public or private sector that provides structured work experience in a specific occupational field.

With the exception of internships/externships developed by educational/training institutions as part of their curriculum, all work experience providers must sign the *Agreement for Work Experience Activities* form. The provider must agree to maintain records and prepare reports regarding the progress of the participant as prescribed by the SNA E&T Program including: verification of attendance;

- Start and end dates of the assignment;
- Weekly scheduled hours;
- Skills the participant will learn and the expected competency date;
- Training methods the provider will use; and
- Notification to the SNA E&T Program when concerns arise.

Generally, a participant engaged in this component is subject to the [Fair Labor Standards Act](#) (FLSA), and cannot be required to participate for more hours than the monthly SNAP benefit allotment divided by the federal or state minimum wage, whichever is higher. Some work experience positions may be exempt from the FLSA.

Unsubsidized Employment

Unsubsidized employment is full or part-time employment with wages paid entirely by the employer. Helping participants find permanent, unsubsidized employment with a benefits package, is the **ultimate goal** of the SNA E&T Program. Unsubsidized employment must meet or exceed the higher of the state or federal minimum wage requirements. The following are types of unsubsidized employment:

- **Wages and salaries** are defined as employment in which hourly pay, including tips, meet or exceed the applicable minimum wage.
- **Commission earnings** are defined as earnings from fees or percentages paid for services or the production or sale of goods.

- **Casual labor** is defined as intermittent or short-term employment with a normal duration of one to three days in length. Countable, casual labor must pay at least the applicable minimum wage. Examples include, but are not limited to: day labor, short-term babysitting, on-call work, or odd jobs.
- **Self-employment** is defined as income generated working for one's self rather than for others. The number of hours of self-employment counted toward participation is determined by calculating the participant's gross income, minus business expenses, divided by the applicable minimum wage.
- **In-Kind Income** is defined as work activities with wages applied towards a good or service.

Community Service

Community service is defined as unpaid activities conducted in the public or private sector that are for the good of the community at large; and would not generally result in unsubsidized employment. Community service activities are established among **non-profit** organizations and must serve a useful purpose in the community in fields such as health care, social service, environmental protection education, urban and rural development, welfare, recreation, public facilities, and public safety.

Community service activities include court-ordered community service and any of the following:

- Working with park and recreation programs;
- Assisting with local school activities;
- Typing and filing;
- Supervised work with faith-based, small community-based and community improvement organizations; and
- Any other organizations that can improve the employability of a participant while offering a service to the community.

With the exception of court-ordered community service generally, a participant engaged in this activity is subject to the [FLSA](#) and cannot be required to participate for more hours than the monthly SNAP benefit allotment divided by the federal or state minimum wage, whichever is higher. Some community service programs may be exempt from the FLSA.

Community service is considered for participants in need of a temporary alternative to ongoing planned employment activities or for those unable to find unsubsidized employment, work experience, or training to improve skill levels. Participants who have been court-ordered to complete community service activities are allowed to use the court-ordered activity as their mandated program activity.

Registered Apprenticeship

Registered Apprenticeships as described by the National Apprenticeship Act of August 16, 1937, may be offered by individual businesses, employer associations or labor-management organizations. They provide paid employment, on-the-job training and industry recognized credentials to participants. Apprentices learn how to complete a task by performing it on the job, and also learning why it is completed that way through Related Technical Instruction. A skilled mentor/journey worker is required to oversee and train the apprentice.

402 DOCUMENTATION, VERIFICATION AND MONITORING REQUIREMENTS

Hours of participation must be verified and all work activities must be monitored for participant progress and to ensure the participation hours are being met. Thorough documentation of the verification used to substantiate recorded hours must be maintained with the case record.

Job Search

The use of a calculation or formula containing the number of contacts is **not** permitted as a substitute for actual hours of participation.

Hours in the Job Search component are established by using information recorded on the WAR form. The WAR identifies each allowable job search action (identifying employment opportunities, applying for employment, etc.) and the weekly amount of time spent engaging in such. The WAR must be signed and dated by the participant and the case manager attesting to the truthfulness of the information. Evidence of participation hours must be obtained weekly.

The participant is required to submit the report on a weekly basis. ABAWD participants submit their report on a monthly basis.

Job Readiness

Workshop facilitators confirm participant attendance and determine hours of participation. The confirmation must include the participant's name, daily hours of participation, the name of the person verifying the hours and their contact information. The WAR form may be used.

The documentation must be obtained weekly. ABAWD participants submit their report on a monthly basis.

Education and/or Training

Participant hours are determined once receipt of verified hours in the component has been received. Countable hours consist of classroom time and laboratory hours. Up to one hour of homework time for each hour of class time may be counted as actual participation hours. Verification must include the participant's name, daily hours of participation, name of the education and/or training provider, and the name and phone number of the person verifying the hours. When possible, use the funding program's records and verification to determine progress and compliance. The WAR may be used.

The *Education/Training Verification* form can be used to document enrollment details and establish the weekly hours of attendance when:

- The form is completed by the educational/training provider; or
- The form is completed using verification received verbally from the education/training provider.

The requirement for the verification and documentation of participation hours recorded in JAS to include the name and phone number of the person from the education/training provider is **not** required when:

- The *Education/Training Verification* form is completed by the education/training provider;
- The participant has recorded the number of actual daily hours of attendance on the WAR; and
- The participant has signed the form attesting to the truthfulness of the information provided.

Evidence of participation hours must be obtained on a bi-weekly basis.

Work Experience

The number of participant hours is determined once receipt of verified hours in the component has been received. Examples of verification include time sheets, sign-in/sign-out logs, written and signed statements from the work experience provider substantiating the hours of participation. The verification must include the participant's name, daily hours of participation, name of the work experience provider, and the name and phone number of the person verifying the hours. The WAR may be used.

Evidence of participation must be obtained bi-weekly. ABAWD participants submit their report on a monthly basis.

The participation requirement is met when the participant completes the maximum number of hours allowed. To calculate the maximum number of hours allowed, divide the monthly SNAP benefit allotment amount by the federal or state minimum wage, whichever is higher.

For example, SNAP monthly benefit amount ÷ \$8.05 = maximum number of hours.

NOTE: For **ABAWD participants assigned to Work Experience (UWE)**, if the number of monthly hours is less than 80, an additional component not subject to the FLSA (e.g. education and/or training, job readiness etc.) must be assigned. A combination of components is permissible. This will ensure the ABAWD work requirement is met.

Unsubsidized Employment

The number of actual participation hours is determined by evidence from the employer that substantiate the number of hours worked. Actual participation hours for which the individual is paid, but does not work, including paid leave, excused absences and holidays.

Verification of the actual number of countable hours of participation is obtained through the receipt of pay stubs or other employer produced documents containing each of the following:

- The participant's name,
- Actual hours of participation,
- The name of the employer, and
- The name and phone number of the person verifying the hours. This includes employment verification services such as TALX.

The SNA E&T Program may not count more hours toward the participation rate for a self-employed participant than the participant's self-employment income (gross income minus business expenses) divided by the federal or state minimum wage, whichever minimum wage is higher.

Hours of participation may be projected for a maximum of six months based on one full payment cycle/pay period that is representative of continuing circumstances. The hours are based on evidence received and verified by the employer. When there is a change in the participant's actual verified hours, the number will be recalculated and a new six-month projection is applied. If the pay cycle/pay period does not represent continuing circumstances, actual hours will be used rather than projecting. When a full pay cycle/pay period represents ongoing weekly hours, the actual weekly hours are used for projected hours. When bi-weekly hours are represented, the hours are divided by two.

Registered Apprenticeship

Evidence from the employer used to substantiate the number of hours worked determines the number of participation hours. Examples of verification include time sheets, sign-in/sign-out logs, and signed written statements from the mentor/journey worker substantiating the hours of participation.

Evidence of participation hours must be obtained bi-weekly.

Community Service

The number of participation hours is determined once receipt of verified hours in the component has been received. Examples of verification include time sheets, sign-in/sign-out logs, written and signed statements from the community service provider substantiating the daily actual hours of participation. The verification must include the participant's name, participation hours, name of the community service provider, and the name and phone number of the person verifying the hours. The WAR may be used.

Evidence of participation must be obtained bi-weekly. ABAWD participants submit their report on a monthly basis.

The participation requirement is met when the participant, including ABAWD participants, completes the maximum number of hours allowed. To calculate the maximum number of hours allowed, divide the monthly SNAP benefit allotment amount by the federal or state minimum wage, whichever is higher.

For example, SNAP monthly benefit amount ÷ \$8.05 = maximum number of hours.

403 ABSENCES

Up to 16 hours of excused, missed participation per month can be counted as actual hours of participation. Excused absences will only count if the participant was *scheduled* to participate when the absence occurred and is limited to 80 hour in the preceding 12-month period.

Excused absences can include sick days, medical appointments for the participant or their family members, required appointments with other service providers, court dates, and job interviews. Any other absence that does not result in disciplinary action or termination by the component provider will be considered an excused absence.

In addition to excused absences, there are 10 state-recognized holidays that count toward actual hours of participation. Hours can only be counted if the participant was *scheduled* to participate when the holiday occurred.

404 BARRIER ISSUE RESOLUTION

A barrier issue resolution (BRO) can be assigned to a participant who is working to resolve specific documented issues as a barrier that is prohibiting them from full participation in allowable components. It is not counted toward the participation requirement. Assignment should be short-term and serve to eliminate barriers to participation in allowable components.

Active participation in this assignment does not replace the required participation hours in an allowable component; it can be assigned in conjunction with another allowable component. Participants engaged in a barrier issue resolution are not subject to the disqualification process.

ARIZONA DEPARTMENT OF ECONOMIC SECURITY



**SUPPLEMENTAL NUTRITION ASSISTANCE EMPLOYMENT
AND TRAINING (SNA E&T) PROGRAM**

REVISION 03

SECTION 500: SUPPORT SERVICES

500 SUPPORT SERVICES

Support services may be available from a variety of sources within the community, including other governmental programs, and within the participant's family and friends. The SNA E&T Program offers aid for temporary and targeted supportive services to enable participation with the program. SNA E&T Program staff should assist participants in identifying what resources are available to meet their needs. SNA E&T Program staff must never refer or recommend a service provider that charges the participant a fee.

501 SNA E&T PROGRAM FUNDED SUPPORT SERVICES

SNA E&T Program funded support services are provided to participants based on individual need and program resources. Support services offer a resource for participants who are actively engaged in components and assist participants with services that help overcome barriers that are restricting participation in components.

Support services funded by the program are allowable only to purchase services **directly for the participant** and must relate to their ECDP. SNA E&T Program funded support services cannot be used to make payments to, or on behalf of participants who receive payments for the same services provided by other programs.

Transportation Reimbursement Expense

The transportation reimbursement Expense (TRE) is to assist participants with transportation expenses that are incurred as a result of participating in allowable SNA E&T Program components. The reimbursement is limited to \$64 per every four-week period. The participant must not receive monetary payments for transportation expenses from any other program, including transportation expenses covered by student financial aid.

If a participant receives monetary payments for transportation expenses from any other program (e.g. WIOA, TAA) SNA E&T Program staff must ensure that payments for TRE are not issued. SNA E&T Program staff must also document the participant case record accordingly.

Bus Tickets/Passes may be available. Consult with local office procedures.

Non-Transportation Related Expenses

Non-transportation related expenses (CRE) may be authorized for participants to participate in components and/or to accept and maintain employment. Expenses are limited to \$100 per participant in a Federal Fiscal Year (FFY). Expenses can be authorized on more than one occasion as long as combined authorizations do not exceed the FFY limit. Allowable expenses are only limited to:

- Books and/or training manuals;
- Background checks;
- Clothing for job interviews;
- Course registration fees;
- Drug test fees;
- Fingerprinting; and
- Test fees (e.g. GED test, Tuberculosis test).

Expenses cannot be authorized for any of the following items:

- Student loans;
- Relocation expenses;
- Personal computers;
- Living stipends;
- Automobile purchases;
- Automobile insurance; and
- Automobile ownership (e.g. tags, title, license).

The participant must return the original itemized provider receipt(s) within 10 business days from the date the check is mailed. The participant is responsible to pay the provider for any costs exceeding the authorized amount. The participant is also responsible to reimburse the SNA E&T Program if funds are used for non-authorized expenses, or if the participant does not return the original itemized provider receipt.

Note: The FFY begins on October 1st and ends on September 30th.

Refusal to Accept SNA E&T Program Support Services

Participants may refuse support services but may not refuse to participate in program components as a result of refusing support services. SNA E&T Program staff must ensure the participant understands their requirement to participate in program components even when they refuse to accept SNA E&T Program support services.

502 CHILD CARE

Participants in need of assistance with child care expenses must be directed to contact the DES Child Care Administration to apply for child care assistance. SNA E&T Program staff must never recommend a child care provider to a participant.



SUPPLEMENTAL NUTRITION ASSISTANCE EMPLOYMENT AND TRAINING (SNA E&T) PROGRAM	REVISION 03
--	--------------------

SECTION 600: NON-COMPLIANCE WITH THE SNA E&T PROGRAM

600 NON-COMPLIANCE WITH THE SNA E&T PROGRAM

When a participant fails or refuses to participate with the SNA E&T Program without a good reason or [good cause](#), they are subject to [disqualification](#), which is the loss of some or all of the household's SNAP benefits.

Disqualification may result in a hardship to a family without other alternatives of support, so it must be applied with caution and after much consideration. Disqualification should **never** be the first line of action when looking at an incident of non-compliance. The **first** line of action is to encourage participation and remove any barriers that are preventing engagement in Program components.

ABAWD participants who fail to comply with an SNA E&T Program activity are not subject to disqualification, but will accrue countable months toward the three-month time limit, unless the individual meets the ABAWD work requirements or a qualifying [exemption](#).

601 WHAT IS AN INCIDENT OF NON-COMPLIANCE?

An incident of non-compliance may result in a disqualification of SNAP benefits under any of the following conditions:

- Failing to attend scheduled appointments with the SNA E&T Program including components and other related appointments documented on the ECDP;
- Refusing to submit a completed application for employment when required;
- Refusing to accept suitable employment, voluntarily reducing employment hours, or voluntarily quitting employment without good cause;
- Falsifying information on forms;
- Behaving in a manner that constitutes a threat or hazard to agency staff or others; or
- Intentionally disrupting an activity or the orderly administration of the overall program such as:
 - Attending but refusing to participate in classes, workshops, or other assigned activities; or
 - Making it difficult for an instructor or other person to conduct the activity.

602 WHEN NON-COMPLIANCE OCCURS

When non-compliance occurs, SNA E&T staff must determine if there are circumstances or barriers that prohibit the individual from participating in the program. If there are, SNA E&T staff must offer [support services](#) provided through the SNA E&T Program, if applicable, or refer to outside community resources.

If supportive services are not available to remove the barrier(s), the participant will be granted good cause. SNA E&T staff and the participant must work together to find another activity for engagement and find the resolution of their barrier until a supportive service becomes available or the barrier ceases to exist.

When supportive services have been provided to address all identified barriers or if no barriers have been identified, the participant is notified of the incident of non-compliance.

603 NOTIFICATION OF NON-COMPLIANCE

Notification of non-compliance is part of due process for the participant. The *Good Cause Request/Last Chance to Stop the Disqualification Appointment* notice includes the date and location of the non-compliance and must be mailed within two work days from the date the incident of non-compliance becomes known to the SNA E&T Program. This notice:

- Allows the participant ten calendar days from the date the notice is mailed (day one is the day after the notice is mailed) to provide good cause. When the tenth calendar day falls on a weekend or holiday, the due date will be extended to the next business day;
- Allows a “last chance” to stop the disqualification appointment for the participant who does not provide a good cause reason for their non-compliance but is now ready and willing to participate with the SNA E&T Program. This appointment is scheduled on the tenth calendar day from the date the notice is mailed (the same day that the good cause verification is to be received); and
- Informs the participant that a separate notice will be sent informing them their household’s SNAP benefits will be reduced or stopped if they do not provide a good cause reason for not working with the SNA E&T Program or fail to attend the “last chance” to stop the disqualification appointment.

NOTE: SNA E&T Program staff must assist in obtaining any documentation required for verification of the good cause reason for non-compliance. Required verification may be obtained directly from the reporting source upon request or in the best interest of the participant.

604 GOOD CAUSE

Good cause can be defined as any situation or circumstance beyond a participant's control that prevents engagement in specific requirements identified by the SNA E&T Program. SNA E&T Program staff must use reasonable judgment when making good cause decisions, keeping in mind that engaging the participant is the goal. Some examples of good cause reasons are:

- Barriers to participation for which services are not available, or the participant is engaging in referred services to address the barrier;
- A participant's illness;
- Necessity to care for a family or household member who is ill or has a disability;
- The participant or their dependent had a conflicting appointment that could not be rescheduled such as a court ordered appearance, medical/dental appointment, or an employment interview;
- The participant experiences an emergency such as loss of residence due to fire, flood, or other natural disaster, death of an immediate family member, or other instances of emergency situations;
- The participant has a temporary lack of transportation with no reasonable alternative means of transportation;
- Extreme weather which makes walking to participate in the component(s) unreasonable when there is no other form of transportation;
- The participant was not capable of performing the component or employment for reasons such as:
 - Unsafe worksite conditions;
 - Physical demands of the job;
 - Lack of skills, aptitude, or knowledge for the position; or
 - The job offered is vacant due to a strike, lockout, or other bona fide labor dispute.
- Victim of violence or the circumstance threatens the safety of or causes an immediate threat or emotional harm to the individual or any household member. It should be noted that the individual is allowed to define their perception of an immediate threat;
- Child care for a child who is under 13 years of age was unavailable; unaffordable, or unsuitable;
- Child care is unavailable for a child age 13 or over who requires adult supervision because:

- The child is on court ordered probation that requires the child to remain in the home or under house arrest;
- The child has a disability including mental health or other related issues; or
- The child would be harmful to himself or herself, or others if left alone;
- Translation services were not available or provided in the case of an individual in need of such services; and
- Other comparable circumstances beyond the individual's control, including an error caused by the Department of Economic Security.

Examples of Good Cause Verification

Some examples of acceptable documentation that verifies good cause are:

- A statement from a licensed physician or other personnel acting on the doctor's behalf;
- Appointment notices from court, Family Assistance Administration, or other similar notices;
- Death certificates;
- A newspaper article or other similar evidence of public knowledge;
- DES Child Care Administration information;
- Police reports;
- Statements from a third party, crisis shelter staff or a witness to the domestic violence; or
- Signed individual statement explaining the circumstances that establish good cause when no other verification is possible.

605 PARTICIPANT PROVIDES VERIFICATION THAT ESTABLISHES GOOD CAUSE

When verification establishes good cause, SNA E&T staff will send the *Good Cause Approved or Attended Appointment* notice within two work days of the determination of good cause. This notice informs the participant that they will not be disqualified from SNAP benefits. SNA E&T staff will determine if the participant qualifies for an exemption or if steps should be taken to begin engagement.

606 PARTICIPANT DOES NOT PROVIDE GOOD CAUSE INFORMATION OR ATTEND APPOINTMENT

When the participant does not respond to the *Good Cause Request/ Last Chance to Stop the Disqualification Appointment* notice and the participant does not attend the appointment, SNA E&T staff must send the *Failure to Provide Good Cause or Appear at the Last Chance to Stop Disqualification Appointment* notice within two work days of the ten-day due date in the *Good Cause Request/ Last Chance to Stop the Disqualification Appointment* notice.

This notice advises that the individual did not provide good cause or attend the appointment that would have prevented the disqualification and the disqualification process is initiated.

607 PARTICIPANT PROVIDES VERIFICATION THAT DOES NOT ESTABLISH GOOD CAUSE

When a participant has responded to the notice by providing information to establish good cause which **does not** meet the acceptable verification of good cause requirements, the participant is given one last chance to attend an appointment for engagement. (This last chance is provided because the individual attempted to comply with the request for good cause.) The *Failure to Establish Good Cause Reason/Appointment* notice is sent within two work days of the determination of good cause. This notice advises the participant that:

- Good cause information was received but the information did not meet the requirements to establish a good cause reason;
- Because they attempted to comply to the request with their response, they will be provided a chance to attend an appointment to prevent their SNAP benefits from being cut or stopped. This appointment is scheduled on the tenth calendar day from the date the notice is mailed (day one is the day after the notice is mailed). When the tenth calendar day falls on a weekend or holiday, the appointment date will be extended to the next business day; and
- A separate notice will be sent informing them their household's SNAP benefits will be reduced or stopped if they fail to attend the appointment.

Participant Does Not Attend the Appointment to Prevent Disqualification

When the individual does not attend the appointment to prevent the disqualification, the disqualification process is initiated.

608 PARTICIPANT ATTENDS APPOINTMENT TO PREVENT DISQUALIFICATION/COMPLETES PARTICIPATION

When the participant attends the appointment to prevent the disqualification, an ECDP will be developed. The participant must begin and continue to participate in components. The verification of five days of participation will prevent the disqualification from being imposed. SNA E&T Program staff will send the *Good Cause Approved or Attended Appointment* notice within two work days of meeting the work requirements.

This notice informs the participant that a disqualification will not be imposed because they have met the requirements needed to avoid a disqualification. SNA E&T Program staff must work closely with the participant to ensure that participation is maintained and can be verified as soon as possible.

609 PARTICIPANT ATTENDS APPOINTMENT TO PREVENT DISQUALIFICATION/DOES NOT BEGIN OR COMPLETE PARTICIPATION

When the participant attends the appointment to prevent the disqualification but does not begin or complete the five-day participation requirement, the disqualification process is initiated.

ARIZONA DEPARTMENT OF ECONOMIC SECURITY



**SUPPLEMENTAL NUTRITION ASSISTANCE EMPLOYMENT
AND TRAINING (SNA E&T) PROGRAM**

REVISION 03

SECTION 700: GENERAL INFORMATION

700 ISSUE RESOLUTION

Issue resolution is the process by which disagreements or misunderstandings with the SNA E&T Program are resolved with program participants, providers, community advocates and other agency staff in need of resolution. This process must begin within one day of the date the written or verbal request is received by SNA E&T Program staff from a program participant. As part of the *Rights and Responsibilities* (SNA-1000A) form given to participants, all SNA E&T Program staff must make the client aware of the three-step elevation process available to them for resolution of client issues.

701 FAIR HEARINGS

SNA E&T Program participants may request a fair hearing if they feel that an SNA E&T disqualification was unfairly imposed on their SNAP benefits. A fair hearing is conducted by an impartial state-level hearing officer. FAA staff is responsible for coordinating the fair hearing process. When a request for a fair hearing is received by SNA E&T Program staff, it must be date stamped and immediately sent to the local FAA office serving the family. The participant may request that the SNAP benefits are not reduced pending the results of the fair hearing. The participant is advised by FAA that they will be responsible for paying the benefits back if the ruling is not in their favor. SNA E&T Program staff must attend the fair hearing upon FAA's request.

702 DES ADMINISTRATIVE POLICIES

Reference the following DES Administrative Policies for further client and program related information and/or procedures:

- DES 1-01-45 Address Confidentiality Program
- DES 1-01-06 Americans with Disabilities Act-Title I
- DES 1-01-12 Americans with Disabilities Act-Title II
- DES 1-05-01 Communications Policy
- DES 1-01-07 Director's Office of Equal Opportunity
- DES 1-01-14 Director's Office of Equal Opportunity: Client Complaints
- DES 1-07-07 Safeguarding Protected Information

703 REPORTING ABUSE/NEGLECT

Report any known or suspected incidents of abuse, neglect, abandonment or exploitation of minor children and vulnerable or incapacitated adults to the Adult Protective Services Hotline at **1-877-767-2385** or the Child Protective Services Hotline at **1-888-767-2445**.

APPENDIX

ABLE BODIED ADULT WITHOUTH DEPENDENTS (ABAWDs)

SNAP applicants and recipients identified by FAA as ABAWDs, are limited to receiving SNAP benefits for any three months during a 36-month period, unless they meet the ABAWD work requirement or a qualifying exemption. ABAWDs can meet the work requirement by:

- Working for 20 hours a week, averaged monthly;
- Participating for 20 hours a week, averaged monthly, in allowable SNA E&T Program components; or
- Participating for 20 hours a week, averaged monthly, in a Program under:
 - Workforce Innovation and Opportunity Act (WIOA); or
 - Trade Adjustment Act (TAA).

FAA staff explains the ABAWD time limit, work requirements, and the option to contact the SNA E&T Program for assistance in meeting the work requirement. FAA staff discuss and send notification to inform the ABAWD of the work requirement and availability of SNA E&T Program services. This notification explains that recipients can receive SNA E&T assistance by reporting to a SNA E&T office for an orientation on any business day. The notice also explains that the SNA E&T appointment can last up to three (3) hours. When a non-exempt ABAWD has received three countable months of SNAP, the work requirement must be met before the SNAP application can be approved. In these circumstances, the FAA referral process differs in that the FAA notification includes a requirement to report to the local SNA E&T office and present the notification **within 10 business days**. This process ensures activities can be scheduled and completed within 30 days of the SNAP interview date.

ABAWD EXEMPTIONS	
Employed or self-employed for a minimum of 30 hours per week, or earning weekly wages at least equal to the Federal minimum wage multiplied by 30 hours.	Enrolled at least half-time, as defined by the institution, in any recognized school, including high school, training programs, or institution of higher education, as long as placement in these educational activities is not the result of participation in the SNA E&T Program.
Participating in the Refugee Resettlement Program (RRP.)	Living in a household with a member under age 18, the minor does not need to be eligible for SNAP, but is required to be included in the same budgetary unit.
Unable to work due to a mental health, medical condition or pregnancy.	Participating in a drug addiction or alcoholic treatment/rehabilitation program.
Living in an area of the State granted a waiver of the three-month time limit.	Receiving Temporary Assistance for Needy Families (TANF) Cash Assistance.
Subject to mandatory participation in the Tribal Native Employment Works (NEW) Program.	Applicant or recipient of Unemployment Insurance.
Under 18 or 50 years of age and over.	Caretaker for an individual with a disability.

DISQUALIFICATION PROCESS

When the participant does not participate with program requirements without good cause, the disqualification process begins. SNA E&T staffs send a recommendation to impose a disqualification to FAA through an automated alert process. This is accomplished by keying specific coding in JAS that generates the disqualification alert to the Arizona Technical Eligibility Computer System (AZTECS), which is the computerized eligibility determination system for SNAP benefits.

FAA Responsibilities

Within ten days of receiving the disqualification alert, FAA staff review the case to determine if an exemption exists. If an exemption does not exist, FAA staff is responsible to take the following actions:

- **Establish the disqualification period**
The length of the disqualification period depends on whether the participant has been disqualified for SNA E&T Program non-compliance in the past. The disqualification periods are as follows:
 - First disqualification..... One month
 - Second disqualification..... Three months
 - Third and subsequent disqualifications..... Six months
- **Determine the disqualification start date**
The disqualification will begin the first month possible allowing for notice of adverse action. A notice of adverse action is a notice informing the SNA E&T household when a change results in a decrease in the amount of their SNAP benefits or case closure. The notice of adverse action must be sent at least ten calendar days before the change to the SNAP benefits occur.
- **Determine whether the SNAP household will be disqualified from receiving SNAP benefits or just the non-compliant participant**
When the participant has been designated as the SNA E&T Program “lead participant” by FAA, the entire household’s SNAP benefits will be closed. When the participant is the “non-lead participant”, the individual participant is disqualified and they are no longer included in the calculation of the SNAP benefits.
- **Impose the disqualification and issue the appropriate Notice of Adverse Action (NOAA) in AZTECS.**
All households must receive an NOAA when a change results in a decrease in the amount of their SNAP benefits or case closure. The NOAA must be sent at least ten calendar days before the change in SNAP benefits can occur. This notice also provides the household information regarding their right to file for a fair hearing regarding this decrease or termination of benefits.

APPENDIX

EXEMPTIONS

Currently subject to and complying with a work registration requirement under the Temporary Assistance for Needy Families (TANF) Cash Assistance Program.	An applicant or recipient of Unemployment Insurance (UI).
A parent or other household member with responsibility for the care of a dependent child under age six.	Enrolled at least half-time, as defined by the institution, in any recognized school, including high school, training programs, or institution of higher education, providing the placement in these educational activities are not the result of participation in the SNA E&T Program.
A regular participant in a drug addiction or alcoholic treatment and rehabilitation program.	Employed or self-employed a minimum of 30 hours per week or receiving weekly earnings which meet or exceed the federal minimum wage when multiplied by 30 hours.
Physically or mentally challenged causing the person to be incapable of engaging in gainful employment.	Responsible for caring for an incapacitated person.
Eligible for the Refugee Resettlement Program (RRP) and subject to work programs for RRP.	Participating in a Tribal Native Employment Works Program (Tribal NEW).
Residing in a geographically exempt area OR a remote area.	Laid-off from work or temporarily unemployed for a period anticipated to be 60 calendar days or less.
Homeless participants living at a nonpermanent address.	Pregnant, beginning with her second trimester.
Under age 18 or age 60 or older. A SNAP recipient age 16 or 17 is not exempt when at least one of the following conditions are met: <ul style="list-style-type: none">• Is the head of household;• Is not attending an educational activity at least half-time, as designated by the school, or enrolled in an employment training program on at least a half-time basis; or• Is placed in an educational activity after selection by the SNA E&T Program.	Has a dependent child, under age 13, and is in need of child care to participate in the SNA E&T Program. <ul style="list-style-type: none">• Participants with children over age 13, who are unable to care for themselves or are under court supervision, are also exempt.

FAIR LABOR STANDARDS ACT

The Fair Labor Standards Act of 1938 (FLSA), also referred to as the Wages and Hours Bill, is a Federal statute of the United States. The FLSA introduced the forty-hour work week, established a national minimum wage, guaranteed "time-and-a-half" for overtime in certain jobs-and prohibited most employment of minors in "oppressive child labor," a term that is defined in the statute. It applies to employees engaged in interstate commerce or employed by an enterprise engaged in commerce or in the production of goods for commerce, unless the employer can claim an exemption from coverage.

The FLSA establishes minimum wage, overtime pay, recordkeeping, and youth employment standards affecting employees in the private sector and in Federal, State, and local governments. Covered nonexempt workers are entitled to a minimum wage of not less than \$7.25 per hour effective July 24, 2009. Overtime pay at a rate not less than one and one-half times the regular rate of pay is required after 40 hours of work in a workweek.

The United States Department of Labor (USDOL) determines whether or not the FLSA applies to a particular work experience program. Any questions regarding the FLSA should be directed to the Wage and Hour Division of the USDOL at 1-866-4-USWAGE, TTY 1-877-889-5627 or at <http://www.dol.gov/whd/flsa/index.htm>.

RELEASE OF INFORMATION

Release of Information Without Signed Consent

The release of confidential information may be required without a participant's consent in order to facilitate services and comply with state and federal regulations. Confidential information may be disclosed for official purposes without the participant's consent. Disclosure is limited to the following:

- Employees of DES;
- Arizona Attorney General's Office;
- Approved providers or contractors for the purpose of implementing employment/training plans;
- Any federal or federally assisted program which provides assistance or services, in-cash or in-kind, directly to individuals on the basis of need;
- Government officials that are conducting audits in connection with the administration of any assistance program by a governmental entity that is authorized by law to conduct such audits; and
- Social Security Administration employees.

Release of Information to Other Persons and Agencies

Confidential information cannot be released to anyone not listed in Release of Information without Signed Consent. The participant must be informed of a request for information from sources other than those listed in Release of Information without Signed Consent section. The permission to release information must include all of the following:

- The information to be released;
- The name of the person or organization that is allowed to receive the information;
- The period of time the release is valid; and
- The dated signature of the participant.

Public Releases of Information

Program staff must obtain the participant's permission prior to using information about the participant for any of the following:

- Speeches or presentations. Participants could be motivational speakers to individuals currently participating in the program;
- Video tapes or photographs;
- Local office bulletin boards, displays, or participant success story usage;
- Recognition certificates and plaques; or
- Any other materials identifying (directly or by association) the individual as a program participant.

SUBPOENAS/COURT ORDER

Do not accept or sign for a subpoena that requests the appearance of another DES employee for court testimony or deposition. A DES employee may only sign for subpoenas directed to them. If the employee is not present, request the process server come back at a later time when the employee will be present. In extreme cases, the supervisor may sign for the subpoena. If the employee does not work in that office contact (your Division's Executive Staff Assistant) for the work address of the employee and provide that to the process server. **DO NOT PROVIDE AN EMPLOYEE'S HOME ADDRESS OR PHONE NUMBER TO A PROCESS SERVER.**

Subpoenas for records that are being served which are address to "Custodian of Records" or to the program in general should only be accepted by a unit supervisor or higher. If a supervisor or higher management personnel is not available, request that the process server come back at a later time.

When a subpoena/court order is signed for or accepted for a case record or for a program employee to testify concerning a participant, SNA E&T Program staff must immediately give copies of the subpoena/court order to the local office supervisor. The local office supervisor must immediately email the subpoena/court order to the DES Office of Communications, Public Records Request at PublicRecordRequests@azdes.gov.

IMPORTANT: If a DES employee receives a court order to appear for testimony, the Attorney General's Office will contact the employee with instructions. Employees must plan on complying with court orders to testify.

Attorneys

When a request for information regarding a program participant is received from attorneys and/or their staff, SNA E&T Program staff must immediately contact the DES Office of Communications, Public Records Request at PublicRecordRequests@azdes.gov for direction.