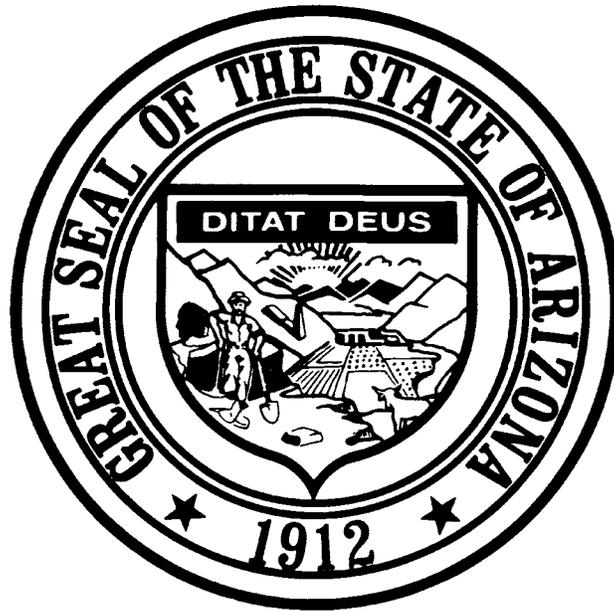


State of Arizona

*Supplemental Nutrition Assistance
Employment & Training Program*

USER'S GUIDE



**ARIZONA DEPARTMENT OF ECONOMIC SECURITY
Division of Employment and Rehabilitation Services
Employment Administration**



SNA E&T PROGRAM USER'S GUIDE

PROGRAM INSTRUCTIONS:SUBJECT: TABLE OF CONTENTS**TABLE OF CONTENTS****100 INTRODUCTION**

The Supplemental *Nutrition Assistance Employment and Training (SNA E&T) Program User's Guide* is designed to provide general procedures related to SNA E&T Program Policy. Although this guide has been written and updated based on the most current federal laws and regulations, there may be circumstances that are not specifically addressed. This section introduces the main computer systems that are discussed in the *SNA E&T Program User's Guide*.

200 SNA E&T REFERRAL, SELECTION AND NOTIFICATION PROCESS

This section provides the procedures used in the referral, selection and notification process of the Supplemental Nutrition Assistance Program (SNAP) recipients subject to the federal work provisions.

300 EMPLOYMENT AND CAREER DEVELOPMENT PLANNING

This section explains the system process for case assignment, assessment, the Employment and Career Development Plan (ECDP), and how to record automated case notes. This section also contains procedures for the Work Experience component and the formula used in calculating how many hours can be assigned in components subject to the Fair Labor Standards Act (FLSA).

400 RECORDING EMPLOYMENT, PARTICIPATION AND CASE CLOSURE

This section describes how to record employment, participation and how to close an SNA E&T Program case in JAS.

500 PAYMENT PROCESSING

This section explains the procedures for processing payments for SNA E&T Program funded support services.

600 NON-COMPLIANCE PROCEDURES

This section describes the procedures regarding non-compliance with the SNA E&T Program.

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700 JAS CODE TABLES AND NOTICES

This section provides instructions for accessing tables that list specific types of JAS system codes and identifies system coding applicable to the SNA E&T Program. This section also instructs users how to access system notices and identifies notices specific to the SNA E&T Program.

800 ALERTS

<RESERVED FOR FUTURE ENHANCEMENT>

900 GENERAL INFORMATION

This section describes case assignment in JAS, purging case records, the release of information requiring signed consent, the complaint and issue resolution process, and the procedures to follow for deleting case notes in JAS.



SNA E&T PROGRAM USER'S GUIDE	<u>PROGRAM INSTRUCTIONS:</u> <u>SECTION 100</u>
<u>SUBJECT: INTRODUCTION</u>	

100 INTRODUCTION

The *Supplemental Nutrition Assistance Employment and Training (SNA E&T) Program User's Guide* is designed to provide general procedures related to SNA E&T Program Policy. Although this guide has been written and updated based on the most current federal laws and regulations, there may be circumstances that are not specifically addressed. This section introduces the main computer systems that are discussed in the *SNA E&T Program User's Guide*.

101 JOBS AUTOMATED SYSTEM (JAS)

JAS is the computerized system used by the SNA E&T Program. JAS tracks planned activities and services provided to the participant, and the participant's progress. SNA E&T staff must ensure JAS is updated with current information representing the actual status of the participant, because data from JAS is used to compile internal monitoring reports and federal and state mandated reports. Program instructions and JAS screens will be discussed in further detail throughout the *SNA E&T User's Guide*. It is important to note JAS is also used by other programs within the Employment Administration (EA). JAS contains screens, codes, notices, etc. that may not always apply to the SNA E&T Program.

102 ARIZONA TECHNICAL ELIGIBILITY COMPUTER SYSTEM (AZTECS)

AZTECS is the computerized system used by the Family Assistance Administration (FAA) to determine eligibility for various public assistance programs such as Supplemental Nutrition Assistance, cash assistance and medical assistance. AZTECS and JAS "talk" to one another through an automatic data exchange known as *system interfacing*. Some system interfaces occur instantly; others occur following a nightly interface program. It is through an interface that AZTECS provides automated referrals of SNAP recipients to JAS.

103 VIRTUAL ONE-STOP SYSTEM (VOS)

Arizona's VOS (www.arizonavirtualonestop.com) is an internet-based workforce development system allowing business customers to post available jobs. VOS also allows job seekers to register for available job openings, develop resumes, and begin the eligibility process for Workforce Investment Act (WIA) services.

VOS is a tool used by the SNA E&T Program to assist program participants in self-registering and looking for employment.

104 JOBS INTEGRATED REPORT SYSTEM (JIRS)

JIRS is an internet reporting program available to JAS system users. It is real-time program. Upon request of a selected report, JIRS takes a snapshot of the most current data from JAS. JIRS works through the *internet* for reports and works through the *intranet* for administrator services. Staff user accounts are maintained in administrator services.

105 TECHNICAL ASSISTANCE

Requests for technical assistance for any system-related issues that cannot be resolved at the local level may be submitted to the EA Information Technology Section (ITS) Help Desk. Such requests for technical assistance must be elevated by the SNA E&T Program management representative to the EA ITS Help Desk by calling (602) 542-2460.

106 SNA E&T PROGRAM FORMS AND NOTICES

Programmatic forms identified throughout the *SNA E&T Program Policy Manual* and this user's guide can be found in the [Digital Library](#), under Programmatic Forms. The *Category* is **Employment Administration** and the *Type of Document* is **Nutrition Assistance Employment and Training**.

SNA E&T programmatic notices are located in JAS. Since JAS is used by other programs within EA, SNA E&T staff must be careful to select notices specific to the SNA E&T Program.

ARIZONA DEPARTMENT OF ECONOMIC SECURITY



SNA E&T PROGRAM USER'S GUIDE	<u>PROGRAM INSTRUCTIONS:</u> <u>SECTION 200</u>
<u>SUBJECT: SNA E&T REFERRAL, SELECTION AND NOTIFICATION PROCESS</u>	

200 SNA E&T REFERRAL, SELECTION AND NOTIFICATION PROCESS

This section provides the procedures used in the referral, selection and notification process of the SNAP recipients subject to the federal work provisions.

201 REFERRAL

When SNAP benefits are approved, FAA staff refer non-exempt SNAP recipients to the SNA E&T Program by creating a referral through AZTECS. The referral is sent to JAS through a nightly system interface. It is during this system interface that identifiers such as the recipient's ZIP Code and the FAA office where the eligibility was determined are provided to JAS. Based on this information, the referral will be assigned a numeric code called a **cost center** in JAS. SNA E&T Program service delivery areas are identified through cost center codes. To view a list of cost center codes, visit the Cost Center Address and Phone [Table](#) (NIS09) in JAS.

202 SELECTION PROCEDURES

SNAP recipients subject to the federal work provisions are identified, selected, and contacted for an initial appointment with the SNA E& T Program through the FSE&T Referrals Inquiry screen (NFS011). They can be selected individually or as a group.

FSE&T Referrals Inquiry Selection Screen (NFS010)

The FSE&T Referrals Inquiry Selection screen (NFS010) is used to access the FSE&T Referrals Inquiry screen (NIS011).

```

TERM: US7T                JOBS AUTOMATED SYSTEM                DATE: 03/17/2010
V6NFS010                  FSE&T REFERRALS INQUIRY SELECTION          TIME: 09:49:52

                                COST CENTER: 730                ZIP CODE: _____
                                PRIORITY: 1                    FAA SITE:  ____
                                VOLUNTEER:  _

REFERRAL DATE RANGE FROM: 07 01 1996 TO 03 16 2010

(OPTIONAL)  SSN:  ____ -  __ -  ____

ENTER-PF1---PF2---PF3---PF4---PF5---PF6---PF7---PF8---PF9---PF10--PF11--PF12---
ACCEPT HELP EXIT  NIS    MAIN

```


Alternative Cost Centers

<RESERVED FOR FUTURE ENHANCEMENT>

203 NOTIFICATION OF THE SNA E&T INITIAL APPOINTMENT

The *SNA E&T Initial Appointment Notice* (JB-001) is generated automatically and mailed to each individual after the selection process is complete. The notice provides information related to the individual's scheduled appointment. The notice mails the day after selection.

204 ACTIVATING CASES IN JAS

The SNA E&T case will be active in JAS the day after the individual is selected. The case is automatically assigned a **99/00** status and status reason code. This status and status reason indicates the participant has been selected and notified to participate. [Status and reason codes](#) are used to identify the current standing of the case. A detailed list of status codes is located in the Jobs Status Code [Table](#) (NIS01) and a list of status reason codes are available in the Jobs Status Reasons [Table](#) (NIS02).

To complete the initial activation in JAS, the participant must be processed through the [Appointment By Cost Center Selection screen \(NIS010\)](#), the [Registration Add/Update screen \(NIS020\)](#), the [Client Profile screen \(NIS040\)](#), and the [Status Change screen \(NIS310\)](#).

Appointment By Cost Center Selection Screen (NIS010)

To activate a participant, complete the **COST CENTER** and **SSN** fields. Press <ENTER> to process the screen.

Note: To view a list of participants scheduled for an appointment at the same time, complete the **COST CENTER**, **DATE** and **TIME** fields.

TERM: GG87 V6NIS010	JOB'S AUTOMATED SYSTEM APPOINTMENT BY COST CENTER SELECTION	DATE: 03/29/2010 TIME: 12:56:17
COST CENTER: 115 ZIP CODE:		
24 MO CTR: REASON CODE:		
CH COUNTER:		
DATE RANGE FROM: TO		
SSN: 000 - 00 - 0000		
NAME: FIRST MI		
DOB: _ _ _ <MM DD CCYY>		
DATE: 03 29 2010 <MM DD CCYY>		
TIME: _ _ _ <HH MM> <A P>		
ENTER-PF1---PF2---PF3---PF4---PF5---PF6---PF7---PF8---PF9---PF10--PF11--PF12---		
ACCPT HELP EXIT NIS MAIN		

Registration Add/Update Screen (NIS020)

Key the **APPOINTMENT SCHEDULED** field and update the **JOBS STATUS** field to a **00**. The **00** status code indicates that the participant has been registered. Then complete the **EFFECTIVE DATE** field and press <ENTER> to process the screen.

Pressing **F9** on this screen will display a window to be used for additional contact information, such as other phone numbers and e-mail addresses for the participant.

TERM: GG87 V6NIS020	JOBS AUTOMATED SYSTEM REGISTRATION ADD/UPDATE	DATE: 03/29/2010 TIME: 13:32:43
AZTECS ID: 0000000000	AZTECS CASE #: 00000000	SSN: 000-00-0000
JOBS ID: 0000000	PREVIOUS JOBS CLOSE: 00 00 0000	REFERRAL DATE: 03 15 2010
NAME BUTLER	GEEZER	COST CENTER: 115
RESIDENCE ADDRESS: 3443 N. CENTRAL AVE _____		
CITY: PHOENIX _____ STATE: AZ ZIP: 85012 _____ COUNTY: MA		
PHONE: (602) 555 - 0000 MSG PHONE: (602) 555 - 9999		
MAILING ADDRESS: 3443 N. CENTRAL AVE _____		
CITY: PHOENIX _____ STATE: AZ ZIP: 85012 _____		
DOB: 04/10/1957 AGE: 52 SEX: M		
FS SERVICE END DATE: 09 01 2010 FS PRIORITY: 2		
APPOINTMENT SCHEDULED: 04 01 2010 COMPLETED: _____		
JOBS STATUS: 00 EFFECTIVE DATE: 03 29 2010 NEXT NIS: _____		
ENTER-PF1---PF2---PF3---PF4---PF5---PF6---PF7---PF8---PF9---PF10--PF11--PF12---		
ACCPT HELP EXIT NIS MAIN NOTES ALERTS ASM CNTCT TEST		

Client Profile Screen (NIS040)

The required fields on the Client Profile screen (NIS040) will be updated by SNA E&T staff as indicated in the example screen. The **NEW JOBS STATUS** must be updated using the **02** status code and the **EFFECTIVE DATE** field must be completed. Press <ENTER> to process the screen.

Note: This screen must be updated with the most current information during the assessment.

```

TERM: GG87      5R      JOBS AUTOMATED SYSTEM      DATE: 03/29/2010
V6NIS040      CLIENT PROFILE      TIME: 13:53:28

JOBS ID: 0000000      SSN: 000-00-0000      FS PRIORITY: 2
NAME: BUTLER      GEEZER
JOBS STATUS: 00      JOBS STATUS DATE: 03/29/2010      ASSIGNED CASEWORKER: 999
SPECIAL PROGRAM FLAG: N
EDUCATION DATA
ENROLLED IN HS: N

STAT ON ENTRY IN PGM/ACT:      *      STAT ON EXIT IN PGM/ACT:
*
HIGHEST      *      HIGHEST
GRADE COMPLETED      DEGREE      *      GRADE COMPLETED      DEGREE
12      H
*
*
PAST 12 MONTHS JOBS HISTORY
ONET CODE: 00      MONTHS WORKED: 00
HOURS WORKED PER WEEK: 00      WEEKLY EARNINGS: 0000

NEW JOBS STATUS: 02      EFFECTIVE DATE: 03 29 2010      NEXT NIS:
ENTER-PF1---PF2---PF3---PF4---PF5---PF6---PF7---PF8---PF9---PF10---PF11---PF12---
ACCPT HELP EXIT NIS MAIN NOTES ALERTS TEST      CCREF

```

Status Change Screen (NIS310)

The final phase for ensuring the participant is activated in JAS takes place on the Status Change screen (NIS310). This screen is used to change or update the status of a case in JAS. Update the **NEW JOBS STATUS** field to a **10/26** (Pending Initial Assessment/ Additional Information Required) and enter the date in the **CHANGE DATE** field. Press <ENTER> to process the screen.

TERM: DA2A	5R	JOB'S AUTOMATED SYSTEM	DATE: 03/29/2010
V6NIS310		STATUS CHANGE	TIME: 09:24:55
JOB'S ID: 0000000	SSN: 000-00-0000	FS PRIORITY: 2	
NAME: BUTLER	GEEZER		
JOB'S STATUS: 02	JOB'S STATUS DATE: 03/29/2010	ASSIGNED CASEWORKER: 999	CHILD CTR UNDER 1: 00
REASON CODE			
28 - SANCTIONED/CASH ASSISTANCE WITHHELD			
51 - DEFERRED, DOMESTIC VIOLENCE			
52 - DEFERRED, DISABILITY			
53 - DEFERRED, NEEDED AS CARETAKER			
54 - DEFERRED, PREGNANCY > 3 MONTHS			
55 - DEFERRED, TEEN PARENT W/CHILD < 12 WEEKS			
56 - DEFERRED, CHILD < 1 YEAR (EXCLUDING TEEN PARENTS)			
57 - NON WORK ELIGIBLE CARETAKER			
NEW JOBS STATUS: 10 26		CHANGE DATE: 03 29 2010	
DEFERRAL END DATE: _ _ _ _		DEFERRAL-TYPE: _	
			NEXT NIS: _ _ _
ENTER-PF1---PF2---PF3---PF4---PF5---PF6---PF7---PF8---PF9---PF10--PF11--PF12---			
ACCPT HELP EXIT NIS MAIN NOTES			



SNA E&T PROGRAM USERS GUIDE	<u>PROGRAM INSTRUCTIONS:</u> <u>SECTION 300</u>
<u>SUBJECT: EMPLOYMENT AND CAREER DEVELOPMENT PLANNING</u>	

300 EMPLOYMENT AND CAREER DEVELOPMENT PLANNING

This section explains the system process for case assignment, assessment, the Employment and Career Development Plan (ECDP), and how to record automated case notes. This section also contains procedures for the Work Experience component and the formula used in calculating how many hours can be assigned in components subject to the Fair Labor Standards Act (FLSA).

301 CASE ASSIGNMENT SCREEN (NIS050)

The Caseworker Assignment screen (NIS050) is used to assign JAS cases to a specific SNA E&T staff person. All JAS system users are assigned a staff identification number. To display a list of all staff ID numbers and their associated JAS cost centers, access the Case Worker/Cost Center Codes [Table](#) (NCA14). To assign a JAS case, update the **ASSIGNED CASEWORKER** field with the designated Staff ID number. Press <ENTER> to process the screen.

```

TERM: DA2A                JOBS AUTOMATED SYSTEM        DATE: 04/01/2010
V6NIS050                 CASEWORKER ASSIGNMENT        TIME: 10:28:00

JOBS ID: 0000000         SSN: 000-00-0000             FS PRIORITY: 2
NAME: BUTLER            GEEZER
JOBS STATUS: 10 26     JOBS STATUS DATE: 03/29/2010  ASSIGNED CASEWORKER: 999

                                ASSIGNED CASEWORKER: 000

                                NEXT JOBS ID: _____

                                                NEXT NIS: ____

ENTER-PF1---PF2---PF3---PF4---PF5---PF6---PF7---PF8---PF9---PF10--PF11--PF12---
ACCPT HELP  EXIT  NIS  MAIN
    
```

302 ASSESSMENT

Using information gathered during the assessment, SNA E&T staff must review the Client Registration Update screen (NIS320) to ensure the current address and phone number information is accurate. Addresses and phone numbers can be changed on this screen in the corresponding fields. When updating information on the screen, press <ENTER> to process changes.

Program staff must also ensure the Client Profile screen (NIS040) is updated with the most current information gathered during the assessment.

```

TERM: DA2A                JOBS AUTOMATED SYSTEM                DATE: 04/01/2010
V6NIS320                 CLIENT REGISTRATION UPDATE                TIME: 12:54:19
***TO ENTER OR VIEW CASE NOTES PRESS PF5***
JOBS ID: 0000000        SSN: 000-00-0000        ASSIGNED CASEWORKER: 999
NAME: BUTLER           GEEZER                    STAFF ID: ____
JOBS STATUS: 10 26    JOBS STATUS DATE: 03/29/2010    PROGRAM FLAG: F

COST CENTER: 118

ORIENTATION: Y          SCHEDULED: 04 01 2010

RESIDENCE ADDRESS: 3443 N. CENTRAL AVE _____
CITY: PHOENIX          STATE: AZ          ZIP: 85012 0000
PHONE: ( 602 ) 000 - 0000    MSG PHONE: ( 602 ) 999 - 9999    COUNTY: MA

MAILING ADDRESS: 3443 N. CENTRAL AVE _____
CITY: PHOENIX          STATE: AZ          ZIP: 85012 0000

ENTER-PF1---PF2---PF3---PF4---PF5---PF6---PF7---PF8---PF9---PF10--PF11--PF12---
ACCPT HELP  EXIT  NIS  MAIN NOTES                    CNTCT

```

303 EMPLOYMENT AND CAREER DEVELOPMENT PLAN SCREEN (NIS060)

The Employment and Career Development screen (NIS060) is used to record employment goals, components, and supportive services based on the information from the signed *Employment and Career Development Plan (ECDP)* form (SNA-1005A). This screen must be consistent with the *ECDP* form (SNA-1005A) bearing the required signatures.

This screen must be updated and a new *ECDP* form (SNA-1005A) signed whenever the plan is revised. A participant may not be penalized for failing to comply with an *ECDP* that he or she has not signed.

Following is a discussion of each field:

The **CC REQ** field identifies a participant's need for child care. A **Y** or an **N** should be keyed in the field.

The **EMPLOYMENT GOAL** field is used to record the participant's employment goals. The codes representing job characteristics are based on the Occupational Information Network ([O*NET](#)). O*NET supports public and private sector efforts to identify and develop the skills of the American workforce, and provides a common language for defining and describing occupations and job requirements. Pressing **F1**, while resting the cursor on the field, will display a list of codes.

The **SPL-IND** field is not used by the SNA E&T Program and should be left blank.

The **ECDP SIGNED** field must be completed. **Y** entered in this field indicates SNA E&T staff and the participant have both agreed on the plan contents, and their signatures can be found on the *ECDP* form (SNA-1005A) in the case record.

The **ECDP DATE** field should reflect the date the *ECDP* form (SNA-1005A) is signed.

The **ACTV/SRVCS** field is used to record the work *activities* assigned to the participant and the supportive *services* that will be provided. Assessments are also recorded in this field. Work activities and supportive services are identified by a three character alpha code. A list of activity codes can be located in the Activities by Alpha Key [Table](#) (NIS14), and a list of supportive service codes are identified on the Support Services – Alpha Key [Table](#) (NIS27). A list of all the activity and service codes and their descriptions can be viewed by pressing **F1** when the cursor is resting on the field.

When an activity is entered, the weekly *scheduled* hours are identified in the **HRS/CONT** field. Hours are not needed for supportive services.

Beginning and ending dates of activities and supportive services are identified in the **BEGINNING** and **ENDING** date fields.

Note: Unsubsidized Employment must be assigned an end date out to the last day of the third month from the beginning date of the employment. When the participant is still employed nearing the end date, extend the end date on the plan out to the last day of the month for another three-month period. Continue this process until the activity ends or until SNAP benefits closure. Refer to the [JAS Case Closure](#) process for further instructions.

The **PROV-ID/LOC** fields reflect the provider identification and location codes for each activity and service. Provider and location codes can be found in the [Provider Tables](#).

The **CLS** field is used when closing an activity or service. By entering a **C** in this field the activity or service will close. The following day, any closed services and/or activities will no longer display on the screen.

The **TRN OUTC** field is used to show the outcome of educational and training activities. This field must be updated only when *closing* an education training activity. Pressing **F1** while resting the cursor on the field will display a list of acceptable codes and their descriptions.

The **NEW JOBS STATUS** code must be updated to **12** whenever an ECDP is developed. The **EFFECTIVE DATE** field must reflect the date the plan was developed. Press <ENTER> to process the screen. After the screen is processed, staff must update the status of the case to reflect the most appropriate status and reason code. This update can be accomplished by accessing the ECDP screen again, making the update and then processing the screen by pressing <ENTER>.

Note: There are other screens in JAS that allow status updates such as the [Status Change Screen \(NIS310\)](#).

```

TERM: DA2A          5R          JOBS AUTOMATED SYSTEM          DATE: 04/01/2010
V6NIS060          EMPLOYMENT AND CAREER DEVELOPMENT PLAN      TIME: 13:19:36
                                                           PAGE: 1
JOBS ID: 0000000          SSN: 000-00-0000          FS PRIORITY: 2
NAME: BUTLER          GEEZER          VOC CTR:          JOB CTR:
JOBS STATUS: 10 26          JOBS STATUS DATE: 03/29/2010          ASSIGNED CASEWORKER: 999
CC REQ: N          EMPLOYMENT GOAL: 29          SPL-IND:          ECDP SIGNED: Y          ECDP DATE: 04 01 0000
          ***PRESS PF5 TO ADD ADDITIONAL INFORMATION OR COMMENTS***

ACTV/ HRS/ ----- DATES -----
SRVCS CONT BEGINNING          ENDING          PROV-ID/LOC CLS          TRN          OUTC

ASM  04  04 01 2010  04 01 2010  00000 0000  -          -
JOB  20  04 05 2010  04 23 2010  00000 0000  -          -
-----
-----
-----
-----
-----

NEW JOBS STATUS: 12  _          EFFECTIVE DATE: 04 01 2010          NEXT==>NIS  _
ENTER-PF1---PF2---PF3---PF4---PF5---PF6---PF7---PF8---PF9---PF11--PF12--PF18---
ACCPT HELP  EXIT  NIS  MAIN NOTES ALERT PGUP  NXTPG CCREF  PRT  WARNT  PROV

```

304 JAS DOCUMENTATION

JAS has a feature allowing users to record information. This feature is known as Case Notes.

Note: Documentation contained in JAS is considered an agency record and could be made available to clients, their attorneys, auditors, judges and others. It is very important to keep documentation objective.

How to Record Case Notes

To record case notes, press **F5** on any of the following screens:

- Registration Add/Update screen (NIS020);
- Client Profile screen (NIS040);
- Employment and Career Development Plan screen (NIS060);
- Client Participation Update screen (NIS140);
- Employment screen (NIS150);
- Status Change screen (NIS310);
- Client Registration Update screen (NIS320); or
- Case Notes screen (NIS500).

A Case Notes screen will appear. From this screen users can add case notes. If case notes already exist, users must press **F5** again. Revisions to case notes can be made the same day the notes are entered.

The Case Notes screen below has been accessed by pressing **F5** on the Employment and Career Development Plan screen (NIS060). Since case notes already exist, it is necessary to press **F5** again to add case notes.

Note: Press **F2** to display the staff identification number of the staff person who made the entry. Press **F8** to view the next page, and **F7** to view the previous page.

```

CASE NOTES FOR JOBS-ID: 0000000 FROM SCREEN: V6NIS060

04/01/10 PARTICIPANT ATTENDED THE INITIAL APPOINTMENT. SNA E&T RIGHTS AND_
RESPONSIBILITIES REVIEWED AND SIGNED, COPY IN FILE. ASSESSMENT___
INDICATES PARTICIPANT DOES NOT HAVE A HIGH SCHOOL DIPLOMA. WE___
DISCUSSED THE BENEFITS OF HAVING A DIPLOMA AND PARTICIPANT AGREED___
SHE WOULD BENEFIT FROM OBTAINING HER GED. CONTACTED LOCAL YOKLE___
COMMUNITY COLLEGE, THEY OFFER FREE GED PREPARATION CLASSES EVERY___
FRIDAY FOR 5 HOURS. PARTICIPANT HAS NEVER BEEN EMPLOYED. WE___
AGREED SHE WOULD BENEFIT FROM JOB READINESS CLASSES. CONTACTED___
CITY OF GOTHAM, THEY OFFER FREE JOB READINESS CLASSES 3 TIMES A___
WEEK FOR 5 HOURS EACH DAY.____
_____
_____

Enter-PF1---PF2---PF3---PF4---PF5---PF6---PF7---PF8---PF9---PF10--PF11--PF12---
ACCPT HELP STAFF EXIT ADD PGUP NXTPG

```


305 WORK EXPERIENCE

Program staff are expected to recruit work experience providers, focusing on employers who may potentially hire program participants.

All participants in a work experience activity must be covered by workers compensation as mandated in Arizona Revised Statutes (A.R.S.) §46-299.I. Program staff must follow the procedures outlined in this section to ensure participants are covered by workers compensation in the event of an injury.

With the exception of the Volunteer Services Office (VSO) and internships/externships developed by educational/training institutions as part of their curriculum, all work experience providers must sign an agreement with the SNA E&T Program. The *Agreement for Unpaid Work Experience* form (SNA-1023A) outlines specific requirements to be observed and maintained as a condition of the agreement. 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;
- The training methods the provider will use; and
- Notification to the SNA E&T Program when concerns arise.

This agreement must also include that work experience assignments will not result in any of the following:

- Displacement of any currently employed worker or position, including partial displacements such as the reduction in hours of non-overtime work, wages, or employment benefits;
- Impairment of existing contracts for services or collective bargaining agreements;
- Infringement on promotional opportunities of any currently employed individual; and
- Employment or assignment of a participant in filling the position of any previous employee who was laid off from the same or substantially equivalent job with the same employer. This includes termination of any regular employee or reductions in the workforce in order to fill the vacancy with a participant of the SNA E&T Program.

Volunteer Service Procedures

Prior to beginning any work experience activity within DES, program staff must establish a vacancy in the department through a DES manager, supervisor or designee. The DES representative may wish to interview or meet with the participant prior to considering the individual for a work experience assignment.

Once a vacancy is established, program staff must provide the participant with the following forms:

- *Volunteer Application* (VOS-1006A),
- *Certification of Criminal Offense* (DES-1027A)
- *Volunteer Contract* (VOS-1009A)

These forms can be found in the [Digital Library](#) under **Administrative Forms**.

Do not direct the participant to contact VSO for self-registration.

Program staff must instruct the participant to complete the *Volunteer Application* (VOS-1006A) and review the *Certification of Criminal Offense* (DES-1027A). If any of the listed offenses on the certification apply to the individual, he/she may not be considered for a work experience assignment with DES. Clients who indicate that they have committed a non-appealable offense will not be considered for the volunteer program. Direct clients with non-appealable offenses to other approved activities.

Both forms, and the *Volunteer Contract* (VOS-1009A), need to be presented to the DES representative on the day of the interview.

A criminal background check may be conducted by certain DES divisions through the Child Protective Services Central Registry. If the participant is accepted and offered a work experience assignment, the DES supervisor is responsible for ensuring the completed registration forms and the criminal background check results are sent to VSO.

306 CALCULATING HOURS FOR COMPONENTS SUBJECT TO FLSA

A participant who participates in a component or a combination of components subject to the FLSA cannot be required to participate for more hours than the monthly SNAP benefit allotment divided by the state or federal minimum wage, whichever is higher.

Calculating the weekly numbers of hours to assign is based on the anticipated SNAP benefits that the participant will receive for the month. The following formula will be used:

- Determine the amount of SNAP Benefits (including any recoupment amount).
- Determine the **monthly** hours by dividing the monthly SNAP benefit allotment by the applicable minimum wage.
- Divide the **monthly** hours by 4.3 weeks. Round to the nearest whole number.
- The result is the **weekly** hours to assign.

The total number of weekly assigned hours must not exceed 30 hours per week. When the number of weekly assigned hours is less than 20, an additional component not subject to the FLSA must be assigned to ensure participation requirements are met.

Note: When more than one SNAP household member is involved in activities subject to FLSA, the weekly hours may be divided between the members in a way that best suits the household.

Employment Screen (NIS150)

Program staff complete the following fields on the Employment screen (NIS150):

The **PUBLIC** field identifies if the participant's employment activity is in the public or private sector. Enter **Y** for employment in the public sector, or **N** for employment in the private sector.

The **EMPLOYER** field is used to record the name of the employer. When the participant is employed through a temporary agency, enter the name, address, and telephone number of the temporary agency.

The **STREET** field identifies the address of the employer.

The **CITY**, **ZIP**, and **TELEPHONE NUMBER** fields identify the city, ZIP Code, and telephone number of the employer.

The **TYPE OF EMPT** field represents the type of employment. Press **F1** for a complete list of codes.

The **HRS PER WK** field identifies the number of hours the employee is scheduled to work *per week*.

The **HOURLY WAGE** field represents the amount the employee will be making per hour. An hourly wage is not required for Work Experience and Community Service components.

Note: For a participant who is making less than minimum wage and receiving tips, wages must be entered as an average of his/her wages, including tips or the appropriate minimum wage, whichever amount is greater.

The **O NET CODE** reflects the type of work the employee is engaged in. Press **F1** for a list of codes.

The **EMP SOURCE** field identifies the source responsible for the placement. Press **F1** for a list of employment source codes.

The **MED BENEFITS** field identifies whether an employer offers medical insurance to the participant. Key a **Y** when the employer *offers* medical insurance, or **N** when the employer does not.

The **EMPLOYER TYPE** field identifies the employer type. Press **F1** for a list of employer type codes.

The **HIRE DATE** field represents the actual date of hire. A hire date is not required for Work Experience and Community Service components.

Note: When the employment activity has terminated, program staff must update the activity's ending date on the [Employment and Career Development Plan screen \(NIS060\)](#) and update the following fields on the [Employment screen \(NIS150\)](#):

TERM CODE: Press **F1** for a list of termination reason codes.

TERM DATE: Enter the date the employment activity terminated.

A term code and term date is not required for Work Experience and Community Service components.

```

** ADDITIONAL FOLLOW-UP IS NOT REQUIRED FOR FSE&T **
TERM: DB9U      4T      JOBS AUTOMATED SYSTEM      DATE: 04/21/2010
V6NIS150      EMPLOYMENT      TIME: 12:02:19

JOBS ID: 0000000  SSN: 000-00-0000  FS PRIORITY:      CASEWORKER: 000
NAME: JONES      BASKETBALL      PGM-FLAG: F  VENDOR-ID: 00  VPF: N
JOBS STATUS: 14 22      JOBS STATUS DATE: 04/20/2010      PUBLIC: N

EMPLOYER : MY KIDS RULE      STREET: 1000 N. GOING PLACES
CITY : PHOENIX      AZ  ZIP: 85308 0000  PHONE: 602 - 000 - 0000
TYPE OF EMPT : PR      HRS PER WK : 30      PLN BEG DT:
HOURLY WAGE : 10.00  O NET CODE : 15      PLN END DT:
WEEKLY EARNINGS : 300  EMP SOURCE : 7      TERM CODE:
MED BENEFITS : Y      EMPLOYER TYPE : 12
HIRE DATE: 04 21 2010      TERM DATE:
COMMENTS:
          STILL EMP O NET CODE HRS PER WK  HRLY WAGE  MED BENEFITS
          30 DAYS :      -      -      -      -      -
          60 DAYS :      -      -      -      -      -
          90 DAYS :      -      -      -      -      -
NEW JOBS STATUS:      EFFECTIVE DATE:      NEXT==>NIS
ENTER-PF1---PF2---PF3---PF4---PF5---PF6---PF7---PF8---PF9---PF10--PF11--PF12---
ACCPT HELP  EXIT  NIS  MAIN NOTES  ALERT  PRVPG  NXTPG  CCREf  NIS151

```

402 RECORDING PARTICIPATION

This section describes the procedures for recording participation in JAS on the Client Participation Update screen (NIS140).

Client Participation Update Screen (NIS140)

The Client Participation Update screen (NIS140) is used to record **verified actual hours** of participation in work activities. Actual hours are used for federal reporting. JAS populates the assigned activities and the scheduled hours for the *week ending date* using information entered on the [Employment and Career Development Plan screen \(NIS060\)](#).

The **REPORT FOR WEEK ENDING** field identifies which week is updated (week ending dates always end on Fridays). Key the week ending date and press <ENTER>.

JAS will then display all open activities for the corresponding week ending date.

Key the total **verified actual hours**, including any hours that are countable due to excused absences or holidays in the **CNT** field.

When applicable, key the number hours included in the **CNT** field that are considered excused absences in the **EXCSD** field.

Example: Mr. Jones was scheduled for 20 hours a week in a Work Experience component. Verification indicates that Mr. Jones participated for 17 actual hours and missed 3 hours during the week due to a court appearance. Program staff key 20 in the **CNT** field and 3 in the **EXCSD** field.

When applicable, key the number hours included in the **CNT** field that are holiday absences in the **HOL** field.

Press <ENTER> to process. JAS will display the message "PRESS <ENTER> TO STORE". Check the screen. If it is correct, process the screen by pressing <ENTER> again. JAS will display the message "SUCCESSFUL UPDATE TO PARTICIPATION DATA".

```

TERM: DB9U      4T      JOBS AUTOMATED SYSTEM      DATE: 04/21/2010
V6NIS140      CLIENT PARTICIPATION UPDATE      TIME: 12:00:19
                EXCSD CTR:
JOBS ID: 0000000      SSN: 000-00-0000      JOB ACTV CTR:
NAME: JONES      BASEKTBALL      VOC ACTV CTR:
JOBS STATUS: 14 22      JOBS STATUS DATE: 04/20/2010      ASSIGNED CASEWORKER: 000

                REPORT FOR WEEK ENDING: 04 09 2010

PROGRAM ACTIVITIES  BEGIN      PROVIDER      H O U R S      DATE UPDATED
                   DATE      ID / LOC      SCH CNT EXCSD HOL      PARTICIPATION
  REA              04/05/2010  00043 0001  20  20  3      / /
                   / /
                   / /
                   / /
                   / /
                   / /
                   / /
                NEXT
                JOBS ID: _____
COMPLIANCE:      DATE: 04 21 2010      NEXT==>NIS ____
ENTER-PF1---PF2---PF3---PF4---PF5---PF6---PF7---PF8---PF9---PF10--PF11--PF12---
ACCPT HELP  EXIT  NIS  MAIN NOTES ALERT      N X T P G      T R E
    
```

403 JAS CASE CLOSURE

Prior to closing an SNA E&T Program case in JAS, program staff will take the following actions:

- Review the JAS ID and the SSN to ensure the correct case is being closed;
- Close any open activities and services on the [Employment and Career Development Plan \(NIS060\)](#) screen;
- Update the education information under the **STAT ON EXIT** field on the [Client Profile screen \(NIS040\)](#);
- Work and close all alerts;
- Send the *Notice of Change* (JB-012) to notify the participant of the case closure; and
- Update the status with the appropriate [closure code](#). Closure codes must be entered on the [Status Change screen \(NIS310\)](#).

ARIZONA DEPARTMENT OF ECONOMIC SECURITY



SNA E&T PROGRAM USERS GUIDE	<u>PROGRAM INSTRUCTIONS:</u> <u>SECTION 500</u>
<u>SUBJECT: PAYMENT PROCESSING</u>	

500 PAYMENT PROCESSING

This section explains the procedures for processing payments for SNA E&T Program funded support services.

Processing Transportation Allowances on the Add Transaction Screen (NCA110)

To process a transportation allowance, key the last day of the four-week participation period in the **SERVICE DATE** field, key **TRE** in the **SERVICE/ACTIVITY CODE** field, and key the amount of the transportation allowance in the **AMOUNT** field. Press <ENTER> twice to add the transaction.

The payment is automatically assigned a transaction number, which will appear in the **TRANSACTION #** field. This number must be recorded on the *Work Activity Report* form (SNA-1009A).

Participants receive payments through an Electronic Benefit Transfer (EBT) on the Quest card issued by FAA, or by warrant (check) that is sent through the United States Postal Service.

```

TERM: DB9U      4T      JOBS AUTOMATED SYSTEM      DATE: 04/21/2010
V6NCA110      ADD TRANSACTION SCREEN      TIME: 13:21:34

TRANSACTION #:      JOBS ID: 0000000      SERVICE DATE: 04 16 2010
CLIENT: JONES      BASKETBALL      JOBS STATUS: 14 22      DATE: 04/20/2010

TRAN CODE: 31 REF. TRANSACTION #:      COST CENTER: 121 CASEWORKER: 000
SERVICE/ACTIVITY CODE: TRE      AMOUNT: 40.00      OBJECT:      SERV TYPE: 2

PAYEE INFORMATION -
ID: 00001      LOCATION: 0001
NAME:
ADDRESS 1:
ADDRESS 2:
CITY/ST/ZIP:

COMMENTS:
INVOICE/ACCOUNT#:

CREATED BY: 997 04/21/2010
ENTER-PF1---PF2---PF3---PF4---PF5---PF6---PF7---PF8---PF9---PF10--PF11--PF12---
ACCPT HELP EXIT NCA MAIN ADJ PART
    
```



SNA E&T PROGRAM USERS GUIDE

PROGRAM INSTRUCTIONS:
SECTION 600**SUBJECT: NON-COMPLIANCE PROCEDURES****600 NON-COMPLIANCE PROCEDURES**

This section describes the procedures regarding non-compliance with the SNA E&T Program.

601 COMMON PHRASES IN JAS

SNA E&T disqualification-related notices in JAS require staff to select from a list of **common phrases** that identify the non-compliance incident. Listed below are the common phrases that must be used when keying disqualification notices.

- Comply with the required work activities on the above date at (*key address where non-compliance occurred*).
- Accept a bona-fide offer of employment on the above date at (*key name of employer*).
- Keep a scheduled appointment, provide good cause or contact the SNA E&T Program Specialist on the above date at (*key address of the appointment*).
- Attend the Last Chance to Stop the Disqualification Appointment on the above date at (*key address of the appointment*).

602 NOTIFICATION OF NON-COMPLIANCE

When the *Good Cause Request/ Last Chance to Stop the Disqualification Appointment* notice (JB-015) is keyed, the Jobs status and reason code must be updated to **10/10** when an ECDP has **not** been developed, or **24/10** when an ECDP has been developed. Staff will key the date of non-compliance in the notice and select the most appropriate [common phrase](#). Staff will also key the ten-day due date for the verification of good cause. Finally, staff must key the last chance appointment information in the notice including the date, time and address of the appointment. The appointment must be scheduled on the tenth calendar day from the date the notice is mailed, which is also the same date the good cause verification is due (day one is the day after the notice is mailed). When the tenth calendar day falls on a weekend or a holiday, the due date is extended to the next business day.

Special Instructions for Job Search

To verify participation in the work activity, Structured Job Search activities rely on the submission of daily logs that contain information about the employment contacts. **The participant not turning in the verification is NOT a reason to disqualify.** Being unable to obtain the verification of participation in the structured Job Search activity is the reason for the disqualification and must be documented as the failure of participation. All system documentation must show this information.

The date of non-compliance should reflect the date it is discovered that the participant failed to participate. The documentation must include all attempts to obtain the verification so that it is clear to any reviewer that it is not the participant's failure to provide the verification but rather his/her failure to participate that is the reason for the disqualification. In the example below, the date of non-compliance is November 7, 2009.

Documentation Example: "Ted did not return verification of his job search on Friday November 7, 2009 and Ted has failed to return my calls. There is no other way to confirm Ted cooperated with Job Search activities."

Since a specific address is generally not available for the Job Search activity, staff must use "various potential employment sites" in the common phrase area where an address of non-compliance is required.

Common Phrase Example: "Comply with the required work activities on the above date at *various potential employment sites.*"

603 PROVIDES VERIFICATION THAT ESTABLISHES GOOD CAUSE

When verification establishes good cause, the *Good Cause Approved/Last Chance Appointment Attended* notice (JB-014 English or JB-414 Spanish) is keyed. In this notice, staff must key the same date that the *Good Cause Request/Last Chance to Stop the Disqualification Appointment* notice (JB-015) was keyed. Staff will indicate the reason that the participant will not be disqualified from receiving SNAP benefits. This is done by placing an **X** to the left the most appropriate option.

Separate appointment notification will be required for individuals needing ECDP development.

JAS must be updated with the appropriate status and reason code. It is not appropriate to leave the case in a **10** reason code since the individual is no longer in a pre-disqualification status because good cause has been established.

604 PROVIDES VERIFICATION THAT DOES NOT ESTABLISH GOOD CAUSE

When the participant provides verification that does not establish good cause, the *Failure to Establish Good Cause Reason/Appointment* notice (JB-006) is keyed. In the notice, key date of the incident of non-compliance and the appropriate [common phrase](#). Staff must key the appointment information in the notice including the date, time and address of the appointment. The appointment must be 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 a holiday, the appointment date is extended to the next business day.

The JAS status and reason code will remain in **10** status reason code.

605 ATTENDS APPOINTMENT TO PREVENT DISQUALIFICATION/COMPLETES PARTICIPATION

When the participant attends the appointment and completes the required participation, the *Good Cause Approved or Last Chance Appointment Attended* notice (JB-014 English or JB-414 Spanish) is keyed. In this notice, staff will key the same date the *Good Cause Request/Last Chance to Stop the Sanction Appointment* notice (JB-015) was keyed. Staff will indicate the reason that the participant will not be disqualified from receiving SNAP benefits. This is done by placing an **X** to the left the most appropriate option.

JAS must be updated with the appropriate status and reason code. It is not appropriate to leave the case in a **10** status reason code, because requirements have been met to prevent the disqualification.

606 MANDATORY SUPERVISORY REVIEW

All disqualifications require supervisory review and approval. Program staff must submit the case record and all documents to support the recommendation to disqualify to a supervisor, or designee in the event of the supervisor's absence, **prior to keying the disqualification recommendation codes in JAS**. The supervisor must review the case record and all verification and supporting documentation related to the actions taken leading to the decision to disqualify. This review must be completed within five calendar days from the date the review is requested.

Supervisory Denial/Corrective Actions

After a thorough review of the documentation leading to the decision to recommend disqualification, the supervisor may identify reasons for denial of the decision to disqualify. The supervisor will document the reason for the denial and what corrective actions are necessary. The supervisor will notate all actions to be taken, and the timeframe required for re-submittal to ensure that corrective actions were completed timely. The supervisor will return the case to the SNA E&T staff member, who completes the appropriate actions as indicated by the supervisor.

Supervisory Approval

When the supervisor approves the decision to disqualify, he/she will document this approval in the case record. The supervisor's full name, title and date of approval must be documented in the case record.

607 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 case will be closed in JAS. Staff will update the status and reason codes to **30/28** on the [Status Change screen \(NIS310\)](#) in JAS. The **30** status code closes the case in JAS, and the **28** status reason code generates the disqualification alert to FAA.

608 DOES NOT PROVIDE GOOD CAUSE OR ATTEND APPOINTMENT

When the participant does not respond the *Good Cause Request/ Last Chance to Stop the Disqualification Appointment* notice (JB-015) and does not attend the appointment to prevent disqualification, the *Failure to Provide Good Cause or Appear at the Last Chance to Stop the Disqualification Appointment* notice (JB-016) is keyed. Staff will key the date the *Good Cause Request/Last Chance to Stop the Disqualification Appointment* notice (JB-015) was sent and the date of the missed last chance appointment in the appropriate fields.

Staff must then close the case in JAS by accessing the [Status Change screen \(NIS310\)](#) and updating the status and reason codes to **08/28** when an ECDP has **not** been developed, or **30/28** when an ECDP has been developed. The **08** and **30** status codes close the case in JAS, and the **28** status reason code generates the disqualification alert to FAA.

ARIZONA DEPARTMENT OF ECONOMIC SECURITY



SNA E&T PROGRAM USER'S GUIDE

PROGRAM INSTRUCTIONS:
SECTION 700

SUBJECT: JAS CODE TABLES AND NOTICES

700 JAS CODE TABLES AND NOTICES

This section provides instructions for accessing tables that list specific types of JAS system codes and identifies system coding applicable to the SNA E&T Program. This section also instructs users how to access system notices and identifies notices specific to the SNA E&T Program.

701 TABLES

To access tables in JAS, from the **MAIN MENU**, press **F15**.

```
TERM: US2R                JOBS AUTOMATED SYSTEM          DATE: 04/14/2010
V6NMMMMN                M A I N M E N U                TIME: 10:30:23
MAINMENU-29

                                PF12 HISTORY/DISPLAY

                                PF15 TABLES
PF6  ALERT SYSTEM MENU      PF16 INTAKE MENU
                                PF17 CASE MANAGEMENT MENU
                                PF18 PROVIDER TABLES
PF10 FSE&T                 PF19 PAYMENT INPUT

                                PA2  TERMINATE SESSION

                                E.A.HELPDESK, 602-542-2460  HRS. 8:00 AM - 5:00PM
```

From the sub-menu **TABLES**, move the cursor to the left of **J.A.S. TABLES** and press <ENTER>.

```

TERM: US2R                      JOBS AUTOMATED SYSTEM          DATE: 04/14/2010
V6NMMSBN                      TABLES                          TIME: 10:33:50
V4NTA015-29
JOBS ID                        AZTECS ID                        SSN                                AZTECS CASE
TRANS ID                       COST CENTER                      CASEWORKER                        PROV ID                          LOC

**DISPLAY**

J.A.S. TABLES
CASEWORKER TABLE
PAYMENT TABLES

PF4  MAIN MENU

```

Key the corresponding number in the **ENTER OPTION** field for the desired table and press <ENTER> to process the screen.

In the example below a **01** is keyed. When the screen is processed, a list of activity codes will display.

```

TERM: US2R                      JOBS AUTOMATED SYSTEM          DATE: 04/14/2010
V6NIS410                      JOBS TABLES SELECTION        TIME: 10:36:42

ENTER OPTION: 01
1. ACTIVITIES                    17. MEDICAL BENEFITS
2. AFDC TYPE                     18. PROGRAM FLAG
3. AZTECS PI RELATIONSHIP       19. SPECIAL PROGRAM FLAG
4. AZ WORKS COST CENTERS        20. STATE ABBREVIATIONS
5. AZ WORKS ENCUMBRANCE #      21. STATUS CODES
6. CCA LOCAL OFFICE            22. STATUS REASONS
7. CCA REFERRAL CODES          23. SUPPORT SERVICES
8. COST CENTER ADDRESS/PH#     24. TERMINATION CODES
9. COUNTY ABBREVIATIONS        25. TPEP COMPLIANCE
10. COUNTY SECTIONS            26. VALID DEFERRAL TYPES
11. O NET CODES                27. VALID STATUS CHANGES
12. EDUCATIONAL DEGREE         28. VALID STATUS REASONS
13. EMPLOYER CODES             29. ALT COST CENTER ADR/PH#
14. EMPLOYMENT SOURCE
15. EMPLOYMENT TYPES
16. ETHNIC
ENTER-PF1---PF2---PF3---PF4---PF5---PF6---PF7---PF8---PF9---PF10---PF11---PF12---
ACCPT HELP  EXIT  RTRN  MAIN

```

The screen below is the Activities By Alpha Key Table (NIS14).

To view all of the activity codes, press **F8** to scroll through the alphabetized list.

To view a specific activity, key in the desired three letter activity code in the **ENTER STARTING VALUE** field, as indicated in the example screen below, and press <ENTER> to process the screen. This field will also accept one or two letters.

The resulting screen will display the list starting with the activity code that was selected.

By pressing the **F11** key while on this screen, users can access additional information on the right side of the screen.

TERM: US2R	JOB	JOBS AUTOMATED SYSTEM	DATE: 04/14/2010
V6NIS411		TABLE DISPLAY	TIME: 11:03:25
TABLE: NIS14 - ACTIVITIES BY ALPHA KEY			
ENTER STARTING VALUE :JOB			
ABBRV	NUMBER	DESCRIPTION	VALID ?
ASM	900150	ASSESSMENT/EMPLOYMENT PLAN	
BRC	901130	WORKING ON CHILD CARE ISSUE	
BRD	901120	WORKING ON DRUG/ALCOHOL ISSUE	
BRF	901110	WORKING ON FAMILY ISSUE	
BRH	901100	WORKING ON HOUSING/UTILITY	
BRO	901150	WORKING ON PARTICIPATION	
BRT	901140	WORKING ON TRANSPORTATION ISS	
CAC	900970	CULTURAL ACTIVITIES-TRIBES ONL	
CCT	900680	CHILDCARE TRAINING	
CHR	900290	CHARACTER TRAINING	
COH	900980	COUNSELING (TRIBES ONLY)	
CON	900860	DO NOT USE-CONVERSION ONLY	N
ENTER-PF1---PF2---PF3---PF4---PF5---PF6---PF7---PF8---PF9---PF10--PF11--PF12---			
HELP EXIT		RTRN MAIN	NXTPG LEFT RIGHT

702 ACTIVITY CODES FOR SNA E&T

The list below identifies the name of the activities and components as described throughout the [SNA E&T Program Policy Manual](#), and the appropriate code to record the activities and components in JAS on the [Employment and Career Development screen \(NIS060\)](#).

Note: The Education and/or Training component has four categories.

Assessment	ASM
Job Search	JOB
Job Readiness	REA
Work Experience	UWE
Unsubsidized Employment	EMP
Community Service	CSP
Education and/or Training:	
Vocational Training	VOC
General Equivalency Diploma	GED
English as a Second Language	ESL
Remedial Education	REM
Housing/Utility Issue Resolution	BRH
Family Issue Resolution	BRF
Drug/Alcohol Abuse Resolution	BRD
Child Care Issue Resolution	BRC
Transportation Issue Resolution	BRT
Other Barrier Issue Resolution	BRO
Parenting Skills	PSK
Life Skills	LSK

703 SERVICE CODES

Transportation Allowances are identified by the service code **TRE**.

704 PROVIDER TABLES

To access provider tables in JAS, from the **MAIN MENU**, press **F18**.

```

TERM: GG2T                JOBS AUTOMATED SYSTEM                DATE: 04/15/2010
V6NMMMMN                M A I N M E N U                        TIME: 10:12:43
MAINMENU-29

                                PF12 HISTORY/DISPLAY

                                PF15 TABLES
PF6  ALERT SYSTEM MENU        PF16 INTAKE MENU
                                PF17 CASE MANAGEMENT MENU
                                PF18 PROVIDER TABLES
                                PF19 PAYMENT INPUT

PF10 FSE&T

                                PA2  TERMINATE SESSION

                                E.A.HELPDESK, 602-542-2460  HRS. 8:00 AM - 5:00PM

```

From the sub-menu **PROVIDER TABLES**, move the cursor to the left of **DISPLAY PROVIDER** and press <ENTER>.

```

TERM: GG2T                JOBS AUTOMATED SYSTEM                DATE: 04/15/2010
V6NMMSBN                PROVIDER TABLES                        TIME: 10:40:39
V4NTA009-29
JOBS ID                 AZTECS ID                 SSN                 AZTECS CASE
TRANS ID                 COST CENTER                 CASEWORKER           PROV ID             LOC

**DISPLAY**
DISPLAY PROVIDER

                                PF4  MAIN MENU

```

There are five search options on the Provider Search Selection Display screen (NIS890).

Search Option 1

Key a **C** (component/activity) or an **S** (service) in the **TO SEARCH BY COMPONENT OR SERVICE** field.

Key the desired three letter [component/activity](#) or [service code](#) in the **DESCRIPTION** field.

Key a two letter county code in the **COUNTY CODE** field.

The **COUNTY SECTION** field is optional. By keying a one letter county section code, users can find provider identification and location codes within a specific area of a county.

Press <ENTER> to process the screen when all of the mandatory fields have been completed.

Search Option 2

Key a ZIP Code in the **ZIP CODE** field.

Key a **C** (component/activity) or an **S** (service) in the **TO SEARCH BY COMPONENT OR SERVICE** field.

Key the desired three letter [component/activity](#) or [service code](#) in the **DESCRIPTION** field.

Press <ENTER> to process the screen when all of the mandatory fields have been completed.

Search Option 3

Key provider name in the **TO SEARCH BY PROVIDER NAME** field.

Press <ENTER> to process the screen.

Search Option 4

Key a provider identification number in the **TO SEARCH BY PROVIDER ID** field and a provider location code in the **LOCATION CODE** field.

Press <ENTER> to process the screen.

Search Option 5

Key a provider's Federal Employer Identification Number (FEIN) or Social Security number (SSN) in the **TO SEARCH BY PROVIDER FEI#/SSN#** field and press <ENTER> to process the screen.

The example below, the first search option is used. Based on the search criteria, we will view providers associated with the service (**S**) of Transportation Allowance (**TRE**) within Maricopa County (**MA**).

```

TERM: GG2T                JOBS AUTOMATED SYSTEM                DATE: 04/15/2010
V6NIS890                PROVIDER SEARCH SELECTION - DISPLAY        TIME: 10:42:45

COMPLETE ONLY ONE SECTION (1 OR 2 OR 3 OR 4 OR 5 ) FOR A SEARCH

1. TO SEARCH BY COMPONENT OR SERVICE: S  DESCRIPTION: TRE
   COUNTY CODE: MA  COUNTY SECTION: _ (OPTIONAL)

2. TO SEARCH BY ZIP CODE: _____ COMPONENT/SERVICE: _ DESCRIPTION: ____

3. TO SEARCH BY PROVIDER NAME: _____

4. TO SEARCH BY PROVIDER ID: _____ LOCATION CODE: _____

5. TO SEARCH BY PROVIDER FEI#/SSN#: _____ (WITHOUT DASHES)

ENTER-PF1---PF2---PF3---PF4---PF5---PF6---PF7---PF8---PF9---PF10--PF11--PF12---
ACCPT HELP  EXIT  RTRN  MAIN

```

Key an **X** to the left of the provider to view provider details.

The most appropriate provider is the first provider, TRE CLIENT PAYMENT, because the Travel Allowance service is a reimbursement paid to the participant.

```

TERM: GG2T                JOBS AUTOMATED SYSTEM                DATE: 04/15/2010
V6NIS893                PROVIDER SELECTION - DISPLAY        TIME: 10:44:19

   ID      LOC  NAME                                ADDRESS
X 00001  0001  TRE CLIENT PAYMENT                        *
- 00016  0001  THE BRYMAN SCHOOL                        2250 W PEORIA AVENUE
- 00024  0001  DES PERSONNEL OFFICE                     1717 W JEFFERSON
- 00026  0001  VOCATIONAL EVALUATION CENTER            1500 E THOMAS
- 00039  0001  RIO SALADO COMMUNITY COLLEGE            "DO NOT USE"DO NOT USE"
- 00039  0032  GATEWAY COMMUNITY COLLEGE                108 N. 40TH STREET
- 00039  0043  MARICOPA SKILL CENTER                    1245 E. BUCKEYE ROAD
- 00041  0002  EDISON ELEMENTARY                       804 N 18TH ST
- 00124  0001  GENESIS ACADEMY                         640 N 1ST AVE
-
-
-
-
-
-
-
-
-
ENTER-PF1---PF2---PF3---PF4---PF5---PF6---PF7---PF8---PF9---PF10--PF11--PF12---
ACCPT HELP                RTRN                                NXTPG

```

To determine if a provider code is active, locate the component or service description on the screen. If the **BLOCK** field contains an **N**, the provider is available for use.

```

TERM: GG2T                JOBS AUTOMATED SYSTEM                DATE: 04/15/2010
V6NIS899                PROVIDER LOCATION & SERVICES - DISPLAY        TIME: 10:45:46

PROVIDER ID: 00001
  NAME: TRE CLIENT PAYMENT                VENDOR ID: 00A
  LOCATION NAME: TRE CLIENT PAYMENT        LOCATION CODE: 0001
  ADDRESS 1: *                            PAY CORPORATE: N
LOCATION ADDRESS 2:
LOCATION          CITY: *                   STATE: AZ      ZIP: 85007
  COUNTY: MA          COUNTY SECTION: A
  CONTACT: N/A                PHONE: ( 602 ) 000 - 0000
SPECIAL INSTRUCTIONS: TRAINING RELATED EXPENSES
EMAIL ADDRESS:
  FEI #: 99-9999999          1099 RPT: N
BLOCK  BLOCK  T COMP/
(Y/N)  DATE   Y SERVICE  DESCRIPTION  CONTRACT#
  N    99999999 S 900310  TRANSPORTATION REL
  N    99999999 S 900317  FLSA SUPPLEMENTAL

ENTER-PF1---PF2---PF3---PF4---PF5---PF6---PF7---PF8---PF9---PF10---PF11--PF12---
      HELP          RTRN                CORP  NXP TG          NXT LOC

```

705 STATUS AND REASON CODES

Status and status reason codes are used to indicate what is occurring with cases in JAS. Some status codes require use of a status reason code to further explain circumstances within a case.

The following is a description of case circumstances. Identified within each case circumstance are the status and/or status reason codes applicable for SNA E&T Program cases.

Activation Codes

See [Section 204 – ACTIVATING CASES IN JAS](#) for specific coding instructions for the activation process.

Participation Codes

Status code **14** (Participating in Activity) is used to identify that participation requirements are being met in allowable components (with the exception of Unsubsidized Employment that meets the participation requirements). The **14** status code must be accompanied by a reason code.

The following is a list of status reason codes allowable for use with the **14** status:

- 22** Job Search;
- 22** Job Readiness;
- 24** Education and/or Training;
- 40** Work Experience;
- 40** Community Service; or
- 25** Combination of allowable activities.

Note: The **25** status reason code is also used to identify when Unsubsidized Employment hours are combined with hours from another allowable component that meets participation requirements.

Example: Participant Peter works 10 hours a week in Unsubsidized Employment and attends Remedial Education classes 10 hours a week. The participation requirement has been met by combining the hours of two allowable components. For this reason, the **25** status reason code is appropriate.

Unsubsidized Employment That Meets Participation Requirements Codes

The following status codes are used when unsubsidized employment hours meet the participation requirements:

- 22** Employed and SNAP case is open; or
- 23** Employed and SNAP case is closed.

Note: The above status codes do not require a status reason code. See [Closure Codes](#) for the appropriate closure status when the participant has maintained suitable unsubsidized employment for 90 days.

Pending Codes

Status code **10** (Pending Initial ECDP Development) is used to identify cases that have not been through ECDP development and are not meeting participation requirements. Status code **24** (Pending) is used to identify cases that are not meeting the participation requirements. The **10** and **24** status code must be accompanied by a reason code.

The following is a list of status reason codes allowable for use with the **10** and **24** status:

- 10** Pre-Disqualification-No Participation;
- 13** Requesting FAA review of exemption status;
- 26** Additional Information Required; or
- 27** Engaged in State Activities. (Valid only with **24** status code)

Non-Compliance Codes

See [Section 600 – NON-COMPLIANCE PROCEDURES](#) for specific coding instructions during periods of non-compliance.

Closure Codes

Key status code **26** (Closure: Employed through 90 Day Follow-up) to close a case when the participant has maintained suitable unsubsidized employment for 90 days.

Status codes **08** and **30** are used to close an SNA E&T Program case in JAS.

The **08** status code is used to close a case *prior* to ECDP development. **30** is used when closure occurs *after* ECDP development. The **08** and **30** status codes require a status reason code.

The following is a list of status reason codes to use with the **08** or **30** status:

- 28** SNAP Disqualification;
- 32** Not a SNAP recipient; or
- 34** Exempt from work requirements.

706 PROVIDER ADD/UPDATE REQUEST PROCEDURES

<RESERVED FOR FUTURE ENHANCEMENT>

707 NOTICES

<RESERVED FOR FUTURE ENHANCEMENT>

ARIZONA DEPARTMENT OF ECONOMIC SECURITY



SNA E&T PROGRAM USER'S GUIDE

PROGRAM INSTRUCTIONS:
SECTION 800

SUBJECT: ALERTS

800 ALERTS

<RESERVED FOR FUTURE ENHANCEMENT>

ARIZONA DEPARTMENT OF ECONOMIC SECURITY



SNA E&T PROGRAM USER'S GUIDE

PROGRAM INSTRUCTIONS:
SECTION 900

SUBJECT: GENERAL INFORMATION

900 GENERAL INFORMATION

This section describes case assignment in JAS, purging case records, the release of information requiring signed consent, the complaint and issue resolution process, and the procedures to follow for deleting case notes in JAS.

901 JAS CASE ASSIGNMENT

All JAS system users are assigned a staff identification number when JAS system access is granted. This numeric code, called the **Staff ID** in JAS, is used to assign cases to SNA E&T Program Specialists. To ensure accurate reporting and client notification, each SNA E&T case in JAS must be assigned to the Staff ID of the SNA E&T Program Specialist responsible for the case. Only supervisors, managers, or their designees can reassign cases in JAS to another SNA E&T Program Specialist.

How to Assign Cases in JAS

From the **CASE MANAGEMENT** sub-menu, move the cursor to the left of **CASEWORKER ASSIGN/UPDATE** and press <ENTER>.

```

TERM: AI0E                JOBS AUTOMATED SYSTEM          DATE: 04/20/2010
V6NMMSBN                 CASE MANAGEMENT              TIME: 12:40:23
V4NTA008-29
JOBS ID 0000000  AZTECS ID 0000000000  SSN 00000000  AZTECS CASE 00000000

TRANS ID          COST CENTER 143  CASEWORKER 000  PROV ID      LOC

EMP & CAREER DEVELOPMENT PLAN          CASEWORKER ASSIGN/UPDATE
REFERRAL TO CHILD CARE                 NOTICE SELECTION/DISPLAY
CLIENT PARTICIPATION UPDATE            ** RECORD DISPLAY **
EMPLOYMENT                             CASE PLAN HISTORY
STATUS CHANGE                          CLIENT STATUS HISTORY
NAME SEARCH                            CLIENT PARTICIPATION HISTORY
CLIENT PROFILE                         CHILD CARE REFERRAL INQUIRY
                                       ACTION HISTORY
                                       POST EMPLOYMENT SUMMARY
                                       CASE NOTES

PF4  MAIN MENU

```

The Caseworker Assignment Screen (NIS050) will display. Key the Staff ID in the **ASSIGNED CASEWORKER** field and press <ENTER> to process the screen.

TERM: HJ93 V6NIS050	JOB AUTOMATED SYSTEM CASEWORKER ASSIGNMENT	DATE: 05/06/2010 TIME: 15:32:16
JOB ID: 0002768 NAME: VIOLA JOBS STATUS: 23	SSN: 000-00-0000 VIOLIN JOBS STATUS DATE: 04/20/2010	FS PRIORITY: ASSIGNED CASEWORKER: 000
ASSIGNED CASEWORKER: 123		
NEXT JOBS ID: _____		
NEXT NIS: ____		
ENTER-PF1---PF2---PF3---PF4---PF5---PF6---PF7---PF8---PF9---PF10--PF11--PF12--- ACCPT HELP EXIT NIS MAIN		

902 PURGING CASE RECORDS

Case records are purges in accordance with the policy outlined **Section 801- PARTICIPANT CASE RECORDS, Purging Case Records** of the [SNA E&T Program Policy Manual](#).

Staff must adhere to the DES Administrative Policy **1-37-12 Records Management and Reports** when case records are purged. The DES Administrative Policy is located in the [Digital Library](#), under **Administrative Policies**.

903 RELEASE OF INFORMATION REQUIRING SIGNED CONSENT

ALL information in any SNA E&T Program case record or known to SNA E&T Program employees is confidential. Confidential information cannot be released to anyone not listed under **Section 802-CONFIDENTIALITY, Release of Information without Signed Consent** of the [SNA E&T Program Policy Manual](#).

Permission to release information MUST be obtained in writing from the participant when a request is made by any unauthorized source. DO NOT release any information *without* written permission from the participant.

The permission to release information MUST include ALL of the following:

- The information to be released;
- The name of the person or organization authorized to receive the information;
- The period of time the release is valid; and
- The signature of the participant and the date signed.

The *Release of Information* form (SNA-1006A) may be used for this purpose.

904 COMPLAINT/ISSUE RESOLUTION

Complaints and issues from SNA E&T Program participants, providers, community advocates and other agency staff are received by the EA Client Advocacy Support Specialist from the Arizona Ombudsman-Citizens' Aide Office. Complaints and issues are also reported directly to the EA Client Advocacy Support Specialist.

The EA Client Advocacy Support Specialist will gather the following:

- Individual's name;
- Case identifying information when applicable;
- Circumstances of the complaint/issue; and
- Contact information for the individual.

Within one day of receipt of the complaint, the EA Client Advocacy Specialist will electronically notify the appropriate SNA E&T Program Supervisor, or designee in the event of the supervisor's absence, providing the information listed above. The electronic notification will advise the supervisor to provide a written resolution by the close of business on the following work day. A courtesy copy will be sent to the EA Assistant Administrator.

Upon receipt of the resolution, the EA Client Advocacy Support Specialist will review the resolution to ensure it is based on and in adherence to all federal and state laws, DES Administrative Policy, and SNA E&T Program Policy.

Satisfactory Resolution

When the resolution is satisfactory, the EA Client Advocacy Support Specialist will electronically notify the SNA E&T Program supervisor, indicating satisfaction of the resolution, and sends a courtesy copy to the EA Assistant Administrator.

When applicable, the EA Client Advocacy Support Specialist will also electronically notify the Arizona Ombudsman-Citizens' Aide Office representative with the details of the resolution.

Unsatisfactory Resolution/No Response

When the resolution is NOT satisfactory, or the supervisor has not responded, the EA Client Advocacy Support Specialist will electronically notify the SNA E&T Program Supervisor, indicating dissatisfaction or non-receipt of the resolution and requesting a written resolution by the close of business on the following work day. A courtesy copy will be sent to the EA Assistant Administrator.

When applicable, the EA Client Advocacy Support Specialist will electronically notify the representative from the Arizona Ombudsman-Citizens' Aide Office when an extension is needed.

When the resolution is satisfactory, the EA Client Advocacy Support Specialist will electronically notify the supervisor, indicating satisfaction of the resolution. A courtesy copy will be sent to the EA Assistant Administrator.

When applicable, the EA Client Advocacy Support Specialist will also electronically notify representative of the Arizona Ombudsman-Citizens' Aide Office with the details of the resolution.

Continued Unsatisfactory Resolution/No Response

The EA Client Advocacy Support Specialist will elevate to the appropriate person in the chain of command when there is continued non-responsiveness or continued non-satisfactory results.

905 DELETING CASE NOTES IN JAS

Requests for deleting a Case Note in JAS are rare. Requests for deletion be submitted in writing to the EA Assistant Administrator by the SNA E&T Program Supervisor. Requests must include the case name, JAS ID, date of entry, exact wording to be removed and justification explaining why the deletion is necessary.

The EA Assistant Administrator will approve or deny all requests. When a request is approved, the EA Assistant Administrator will forward the request to the EA ITS.