



# Arkansas Department of Human Services

## Division of County Operations

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P.O. Box 1437 - Slot 316  
Little Rock, Arkansas 72203-1437  
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95 NOV -6 PM 3: 14

SHARON PRIEST  
SECRETARY OF STATE  
STATE OF ARKANSAS

BY \_\_\_\_\_

November 6, 1995

Ms. Sharon Priest  
Secretary of State  
State Capitol Building  
Little Rock, AR 72201

RE: Emergency Promulgation

Dear Ms. Priest:

Pursuant to the Food Security Act and Family Support Act, the Division of County Operations is requesting approval to file the following documents under emergency promulgation provisions: 1) E&T State Plan of Operation for FY 96, 2) JOBS State Plan Amendments, and 3) related Project SUCCESS policy revisions.

An emergency exists because the above changes became effective October 1, 1995 and failure to implement them would result in unauthorized services to program customers, a violation of federal regulations governing both the E&T and JOBS programs. Federal dollars allocated to the State (for both programs) to pay for program services to eligible customers would be lost.

Sincerely,

A handwritten signature in dark ink, appearing to read "Roy Hart", with a long horizontal flourish extending to the right.

Roy Hart

RH:RK:cab

Attachment

cc: file

# ARKANSAS REGISTER

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SHARON PRIEST  
SECRETARY OF STATE  
STATE OF ARKANSAS



## Transmittal Sheet

Sharon Priest  
Secretary of State  
State Capitol Rm. 01  
Little Rock, Arkansas 72201-1094

For Office

Use Only:

Effective Date

11/6/95

Code Number

016.20.95--016

Name of Agency Division of County Operations

Department Human Services

Contact Person Debbie Bousquet

Phone 682-8264

Statutory Authority for Promulgating Rules P.L. 99-199 and P.L. 100-485

Date

Intended Effective Date

Legal Notice Published

☒ Emergency

Final Date for Public Comment

☐ 10 Days After Filing

Filed With Legislative Council

☐ Other

Reviewed by Legislative Council

Adopted by State Agency

11-06-95

### CERTIFICATION OF AUTHORIZED OFFICER

I Hereby Certify That The Attached Rules Were Adopted  
In Compliance with Act 434 of 1967 As Amended.

[Signature]  
Signature

28375  
Phone Number

Director  
Title

11/6/95  
Date

for the period October 1, 1994 through September 30, 1996 Plan page 8.

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## SECTION 2.4 - ONE-TIME WORK RELATED EXPENSES

95 NOV -6 PM 3:14

Citations: 402(g)(2), 255.1(h)(1)&(2), 255.2(c)(3) HARRON PRIEST  
SECRETARY OF STATE  
STATE OF ARKANSAS

The following describes the one-time work related expenses,  
including the monetary limits, which the State determines are  
necessary to accept or maintain employment.

## 1) NAME OF SERVICE/EXPENSE: One-time Work Related

Monetary limit of service/expense: \$150

Description of service/expense:

These work items are: tools, uniforms, safety equipment,  
eye glasses, picture ID's, driver's license, car insurance,  
licensure/certification fees, fees for tests for  
licensure/certification, criminal background checks, finger  
printing and in some cases dentures.

## 2) NAME OF SERVICE/EXPENSE:

Monetary limit of service/expense:

Description of service/expense:

TN#: 95 SS1

APPROVAL DATE:

APR 19 1995

EFFECTIVE DATE:

JAN 01 1995

(Supersedes TN# 94 SS1 )

1995

for the period October 1, 1994 through September 30, 1996 Plan page 29

## SECTION 5.9 - STATEWIDE LIMITS

(Continued)

- 3) The State establishes a statewide limit for the payment or reimbursement of At-Risk Child Care:

☐ Not Applicable, the State does not offer At-Risk Child Care. STOP. Go to SECTION 5.10.

☒ No.

☐ Yes, and the statewide limit is (complete 1):

☐ the same statewide limit(s) established for child care under section 402(g) and described in response to question #1 above.

☐ different statewide limit(s) from the limit(s) established for care under 402(g), but not lower than the amount of the child care disregard at 45 CFR 233.20(a)(11)(i). For At-Risk Child Care the statewide limit(s) is:

☐ A single statewide limit of \$\_\_\_\_\_ per month.

☐ Two statewide limits in the amounts of:

\$\_\_\_\_\_ per month for children under age 2,

and

\$\_\_\_\_\_ per month for children over age 2.

- 4) The State has established a higher statewide limit(s) for the payment or reimbursement of At-Risk Child Care for children with special needs than stated in the response to question #3.

☐ No.

☒ Yes, and it is:

☒ A single statewide limit of \$1,135 per month. for all children with special needs.

☐ Two statewide limits in the amounts of;

\$\_\_\_\_\_ per month for children under age 2 with special needs, and

\$\_\_\_\_\_ per month for children age 2 and over with special needs.

TN#: 95 SS2 APPROVAL DATE: 7-1-95 EFFECTIVE DATE: 7-14-95

(Supersedes TN# \_\_\_\_\_)

Form ACF-106 (OMB No. 0970-0108, Expires 2/28/95)

95 7/14/95

Arkansas

STATE PLAN - SUPPORTIVE SERVICES (TITLE IV-A/F)

for the period October 1, 1994 through September 30, 1996 Plan page 39

SECTION 5.12.6 - BASE PERIOD EXPENDITURES FOR AT-RISK CHILD CARE

Citations: 402(i)(5)(D), 257.21(d), 257.64

The amounts of public funds expended for child care services in the State were:

- o \$ 3,615,453.00 in Federal funds during the  
base period which began on 10-1-89 and  
ended on 9-30-90,

AND,

- o \$ 560,135.00 in State funds during the  
base period which began on 10-1-89 and  
ended on 9-30-90.

TN#: 95 SS1 APPROVAL DATE: APR 19 1995 EFFECTIVE DATE: JAN 01 1996

(Supersedes TN# 94 SS1)

*Handwritten signature and date:*  
4/17/95

**STATE PLAN OF OPERATION**

**State of Arkansas**

**Food Stamp Employment  
and Training Program**

**October 1, 1995 through September 30, 1996**

**Arkansas Department of Human Services  
Division of County Operations  
P.O. Box 1437  
Little Rock, Arkansas 72203-1437**

## **OUTLINE FOR ARKANSAS' E&T PLAN**

### **PART I: SUMMARY OF ARKANSAS' FOOD STAMP E&T PROGRAM**

- A. Abstract of Program
  - 1. Program Changes
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  - 5. Sequencing of Components
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    - b. Job Club Readiness
    - c. GED/High School Completion
    - d. English as a Second Language (ESL)
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  - 2. Geographic Coverage

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  - 2. Unduplicated Work Customer Count
- B. Exemption Criteria
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    - a. Categorical Exemptions
    - b. Individual Exemptions
  - 2. Number of Work Customers Exempt from the E&T Program
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Estimated Performance Level Calculation

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- A. Planned Costs of Arkansas' E&T Program
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  - 2. Operating Budget
  - 3. Justification of Education Costs
- B. Contractual Arrangements
- C. Customer Reimbursement
  - 1. Method of Reimbursement
  - 2. Procedure for Reimbursement
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  - Exhibit 1: E&T Program Federal/State Financial Participation Categories
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  - C. Methods for Meeting On-Going Federal Reporting Requirements
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      - a. Type of MIS
      - b. Local reporting requirements
    - 2. Organizational Responsibility for E&T Reporting
      - a. Responsibility for non-financial E&T reporting
      - b. Responsibility for financial E&T reporting
- Exhibit 2: Summary of Federally Required Non-Financial Reporting on E&T Program- Form FNS-583



PART I:  
SUMMARY OF ARKANSAS' FOOD STAMP  
EMPLOYMENT AND TRAINING PROGRAM

A. **Abstract of Program**

1. Program Changes

In an effort to strengthen the level of activities available to customers in the E&T program, three additional components have been added - GED/High School Completion, English as a Second Language, and JTPA Referral. These components were chosen as a means to reaching those who may not possess the skills or employer qualifications needed to actively look for employment or to become employed.

Additionally, the State has chosen to add a categorical exemption to the program- those who have received food stamp benefits for three months or less.

2. Targeted Population

It is anticipated that all eligible, mandatory work customers in the designated E&T counties, will be referred for participation. Each E&T component has a targeted population regarding who will be assigned for participation in the component activities. Additional information relative to this subject can be found in B-1 in this section which provides a complete description of each E&T component.

3. Program Components

The following components will be included in Arkansas' E&T Program:

- Independent Job Search
- Job Club
- GED/High School Completion
- English as a Second Language
- JTPA Referral

4. Other Employment Programs

The Arkansas Department of Human Services, Division of County Operations, has assumed responsibility for delivery of services to Food Stamp and AFDC customers through the Project SUCCESS program. The Employment and Training and JOBS programs are both operated under Project SUCCESS and the structure of the two programs is as similar as possible given the differences in funding and regulations. The county office staff is comprised of dedicated workers for service delivery to each program.

- Anticipated number of customers expected to be eligible for Transportation/Other reimbursement 1339
- Anticipated number of customers expected to be eligible for Child Care 40
- Number of job contacts that will be required over what period: Component duration may encompass up to sixteen (16) weeks during a 12 month period. During assignment, customers will be required to make at least three job contacts each week of assignment.
- Targeted Population: Customers assigned to this component will be those individuals who 1) have no barriers that would prevent employment, and 2) already possess job seeking skills or training.
- Organizational Responsibilities: Project SUCCESS field staff of DHS will be responsible for provision of services. Designated E&T workers will conduct assessment, make assignments to components, and develop, arrange, and/or coordinate supportive services.
- Method of monitoring job contacts: The E&T worker will monitor compliance by reviewing submitted forms, and conducting random telephone sampling for a designated number of cases, with an employer who was reported by the customer as having interviewed the customer. Results of the contact will be documented in the appropriate narrative.
- Per customer cost of customer reimbursement:  
Dependent care      \$ 250.00
- Transportation and Other      \$ 50.00
- Cost of the component per placement \$ 181.72
- Total cost of component including reimbursement  
\$ 218,696  
excluding reimbursement      \$ 141,746

b. Job Club

- Description of component: Job Club is a non-work component. customers will be provided employment counseling, motivational techniques, and effective job search method instructions. customers will be seeking employment following their approved job search activity plan outlining the activities to be performed each week.

- customers will be required to participate in at least one group session. Activities during the group session may include, but are not limited to: reviewing interview skills, motivational exercises, guest speakers, video/film presentations, review of customers' job search activities, review of job seeking techniques, and discussions on special topics, such as budgeting time and money, how to keep a job, and trends in the labor market.
- Geographic areas covered and variation among local areas: Job Club will operate in all 12 counties. The requirements for participation and activities for customers in all counties will have no variation.
- Anticipated number of mandatory customers who will enter component 476
- Anticipated number of volunteer customers who will enter component -0-
- Anticipated number of NOAAs to be sent for failure to comply with requirements 190
- Anticipated number of customers to be eligible for Transportation/Other Cost reimbursement 476
- Anticipated number of customers to be eligible for Child Care 14
- Targeted Population: customers assigned to this component will be those who: 1) have limited or no job search knowledge/skills, or 2) have limited or no employment history.
- Level of customer Effort: customers assigned to this component will be required to complete up to one week of job skills and job readiness classroom activities, followed by eight weeks of assisted job search activities.
- Duration: Nine (9) weeks
- Organizational Responsibilities: Project SUCCESS E&T workers of DHS will have responsibility for provision of services associated with this component.
- Per customer cost of customer reimbursement.  
Dependent Care \$ 250.00  
Transportation and Other \$ 56.25
- Cost of the component per placement \$ 265.55

- Total cost of the component including reimbursement \$ 106,224  
excluding reimbursement \$ 75,949

c. GED/High School Completion

- Type of education activities: This component is designed to provide GED educational opportunities to designated customers to assist them in acquiring a high school diploma/equivalency.
- Geographic areas covered and local variations: This component will operate in all 12 counties, and there will be no variations among counties/local areas.
- Anticipated number of mandatory customers who will enter component 744
- Anticipated number of volunteers who will enter component -0-
- Anticipated number of NOAAs to be sent for failure to comply with component 298
- Anticipated number of customers to be eligible for Transportation/Other Costs 744
- Anticipated number of customers to be eligible for Child Care 22
- Targeted population: Mandatory E&T customers who are 1) in need of a high school education or education (including computer assisted instruction) designed to prepare them for obtaining a high school equivalency certificate in order to become job ready; and 2) possess at least an 8.9 grade literacy level will be assigned to and participate in this component.
- Level of customer effort: customers will be required to attend classes and comply with the educational requirements/activities outlined by the attending institution.
- Duration: Participation in this component will be based on the requirements of the attending institution, but no less than 3 hours per week over a 12 month period.
- Organizational Responsibilities: Project SUCCESS E&T staff will have responsibility for referring customers to GED classes and monitoring attendance and progress.

- Link to employment: The services obtained from this component will better prepare customers for entering the working world in employment areas that require a high school diploma as a criteria for hiring consideration.
- Per customer cost of customer reimbursement.  
Dependent Care      \$ 250.00  
Transportation and Other      \$ 150.00
- Cost of the component per placement \$ 199.77
- Total cost of the component including reimbursement \$ 206,200  
excluding reimbursement \$ 89,100

d. English as a Second Language (ESL)

- Type of education activities: This component is designed to provide assistance in English proficiency and/or communication.
- Geographic areas covered and local variations: This component will operate in all 12 counties, with no variation among local areas.
- Anticipated number of mandatory customers who will enter component      119
- Anticipated number of volunteer customers who will enter component      -0-
- Anticipated number of NOAAs to be sent for failure to comply with component      48
- Anticipated number of customers expected to be eligible for Transportation/Other Costs      119
- Anticipated number of customers expected to be eligible for Child Care      4
- Targeted population: Mandatory E&T customers who 1) have limited or no proficiency in the English language or, 2) have some competence in communicating in English and could benefit from participation in this component.
- Level of customer effort: customers will be required to attend classes to increase their knowledge and proficiency in the English language, and comply with requirements of the attending institution/agency.

- Duration: Participation in this component will be based on requirements of the attending institution or agency offering the course, but at a minimum, customers will be required to attend at least 3 hours per week over a 6 month period.
- Organizational Responsibilities: Project SUCCESS E&T staff will have responsibility for referring customers and monitoring attendance/progress.
- Link to employment: Services obtained from participation in this component will assist customers in improving communication skills which will be beneficial when approaching prospective employers.
- Per customer cost of customer reimbursement.  
Dependent Care \$ 250.00  
Transportation and Other \$ 100.00
- Cost of the component per placement \$ 258.34
- Total cost of the component including reimbursement \$ 31,242  
excluding reimbursement \$ 18,342

e. JTPA Referral

- Type of component: A referral component that may encompass work or non-work activities.
- Description of component: A referral component for mandatory E&T customers who are in need of services provided by the JTPA program that cannot be acquired from participation in other E&T components. Activities may include but are not limited to: literacy, Adult Basic Education, occupational skills training, on-the-job-training, and work experience.
- Geographic areas covered and local variations: This component will operate in all 12 counties, with no variation among local areas.
- Anticipated number of mandatory customers who will enter component 297
- Anticipated number of volunteer customers who will enter component -0-
- Anticipated number of NOAAs to be sent for failure to comply with component 95
- Anticipated number of customers expected to be eligible for Transportation/Other Costs 297

- Anticipated number of customers expected to be eligible for Child Care 9
- Targeted population: Mandatory E&T customers who are need of services that cannot be obtained from participation in another E&T component. These activities may be ABE, literacy, on-the-job training, or work experience.
- Level of customer effort: Participation in this component will be based on JTPA requirements for the designated activity.
- Duration: The length of component assignment and subsequent participation will be based on the requirements for the activity offered by JTPA.
- Organizational Responsibilities: Project SUCCESS E&T staff will have responsibility for referring customers and monitoring attendance/progress.
- Per customer cost of customer reimbursement.
 

Dependent Care	\$ <u>250.00</u>
Transportation and Other	\$ <u>75.00</u>
- Cost of the component per placement \$ 187.92
- Total cost of the component including reimbursement \$ 62,485  
 excluding reimbursement \$ 37,960

## 2. Geographic Coverage

Project SUCCESS will operate the E&T program in twelve (12) of Arkansas' seventy-five (75) counties during Fiscal Year 1996.

All components will be operational in the 12 counties, but the map specifying E&T coverage is being included for informational purposes.



### A. Work customer Population

a. The number of work customers expected to be in Arkansas as of:

b. The anticipated number of new work customers to be added between:

c. Total work customers in the State between:

## 2. Unduplicated Work customer Count

The estimated work customer figures are based on actual participation levels for the current fiscal year. These figures are unduplicated counts as an individual is counted only once during a fiscal year as a new work customer. The state is able to track individuals who work register more than once a year through the FACTS system.

## B. Exemption Criteria

## 1. Exemption Criteria Justification

a. Categorical exemptions

(i). The counties that are geographically exempt from the

A customer's individual exemption status will be re-evaluated at recertification (for temporary medical disability exemptions, re-evaluation will occur at recertification, or upon expiration of the doctor's statement, whichever comes first). If the exemption is still valid, the individual will remain exempt for the new certification period (or the length of time specified on doctor's statement if exemption is related to disability). If the exemption is no longer valid, the worker will make appropriate referral/conduct an update, and make assignment to the appropriate component.

Special Situation - Home Schooling- If an E&T customer is "home schooling" his/her child(ren) and participating in the E&T program would interfere with the hours s/he is teaching, the individual would not meet the criteria to be exempt from work registration. Also, s/he would not meet the State's criteria to be granted an individual exemption. In these special situations, participation would not be required and the cases will be handled in the following manner: 1) the individual will be referred to the E&T program by the Food Stamp worker; 2) when the Project SUCCESS worker becomes aware that the individual is home schooling and determines that participation in E&T will interfere with the home schooling activities, the worker will notify the individual that s/he will not be required to participate as long as s/he is home schooling. The Project SUCCESS worker will review the case at the start of each school year and contact the individual to determine if s/he is still home schooling. If this is the case, the contact will be documented and participation will not be required. If the individual is no longer home schooling, participation will be required and appropriate appointment scheduling will occur.

**2. Number of Work Customers Exempt from the E&T Program**

Table 1a provides information requested under heading for FY 1996.

Table 1a

### Estimated Participant Levels Fiscal Year 1996

A.	Total number of work registrants in State during the planned Federal Fiscal Year.	<u>56,736</u>
B.	List exemptions and the number of work registrants categorically exempt from E&T participation.	
	<u>23,262</u>	
1.	geographic exemption (63 counties)	<u>9,645</u>
2.	non-geographic exemption	
	Total	<u>32,907</u>
C.	List exemptions and the number of work registrants individually exempt from E&T participation.	
	<u>198</u>	
1.	lack of child care	
2.	lack of transportation	<u>5,594</u>
3.	pregnancy	<u>198</u>
4.	temporary medical exemption	<u>988</u>
5.	monthly expenses exceed maximum reimbursement limits	<u>1,974</u>
6.		
7.		
8.		
	Total	<u>8,952</u>
D.	Total number of work registrants exempt from E&T (B + C)	<u>41,859</u>
E.	Percent of all work registrants exempt from E&T (D/A)	<u>.74%</u>
F.	Number of E&T mandatory participants* (A — D)	<u>14,877</u>

\*Regulations define someone as a "mandatory participant" if the person is a work registrant who is not exempt under the State E&T program. A mandatory participant is not necessarily actively participating in a State E&T component.

### 3. Implementing the 30-Day Exemption Option

Arkansas has chosen not to exercise the 30 day exemption option offered. Instead, we will adjust the base number of E&T customers downward by 10% at the end of the year.

### C. Planned E&T Program Customers

Table 2a provides a summary of the E&T caseload expected to be placed in the program for FY 1996.

comply with E&T requirements, and to provide an opportunity for resolution of the problem so that the individual may participate in E&T and work toward self-sufficiency rather than be sanctioned.

When the Project SUCCESS worker determines that non-compliance in meeting E&T requirements has occurred, a conciliation will be conducted. The entire conciliation process will last no longer than 20 calendar days and will begin the day following the date the worker first learned of the non-compliance by the customer. Conciliation may be conducted either by telephone or face-to-face interview and must be conducted within ten (10) calendar days of date of discovering non-compliance.

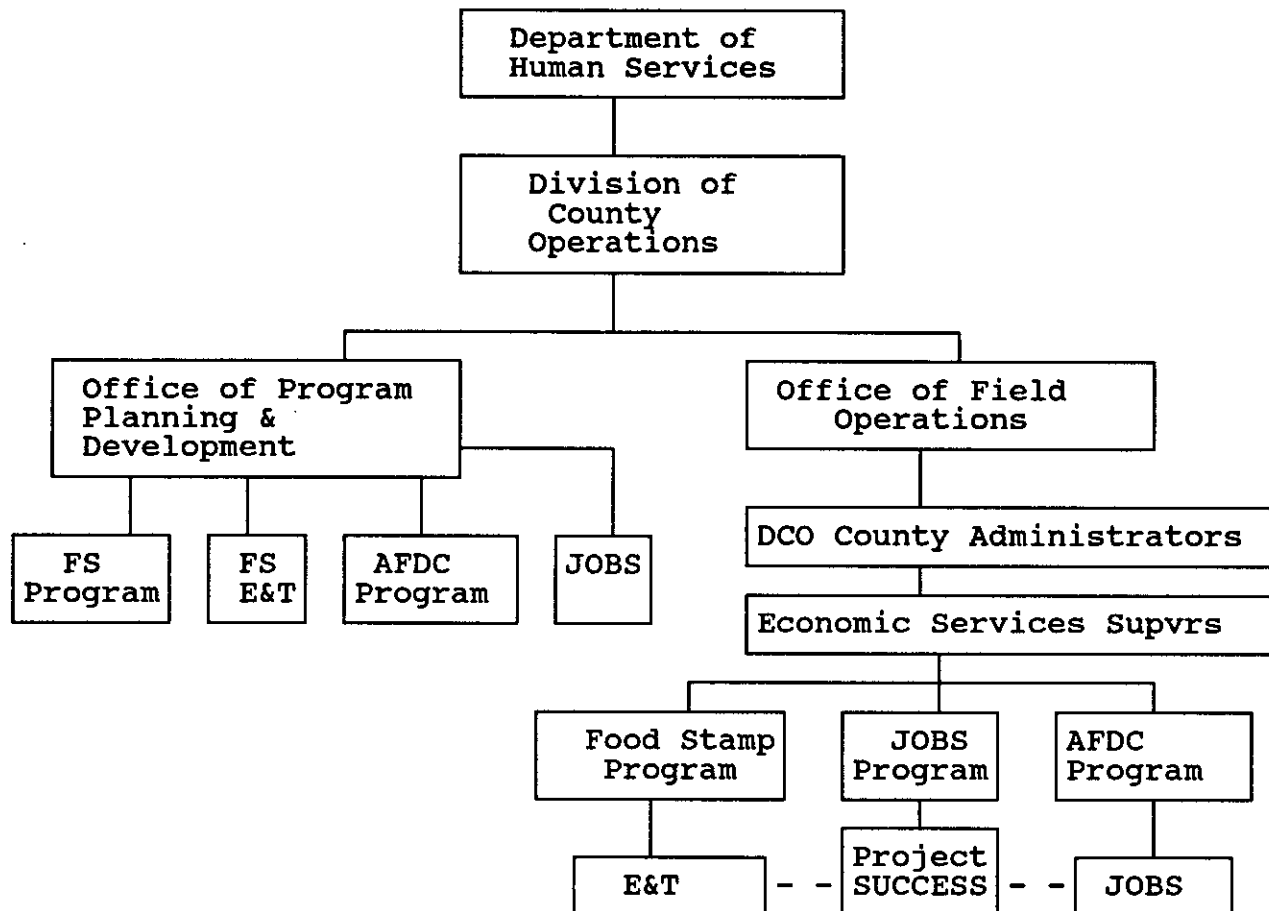
During the conciliation session, the worker will inform the non-complying customer of the following: 1) his/her rights and responsibilities under the program, 2) the act of non-compliance committed, 3) the E&T requirement to be completed in order to achieve compliance/date to be completed, and 4) that continued non-cooperation will result in a sanction.

If the customer complies with the E&T requirement during the conciliation session, the worker will end the session on the day that compliance is achieved. If the worker determines during the session that the customer had good cause for not cooperating, no conciliation will be considered as held. If the customer does not comply during the conciliation session, the worker will notify the Food Stamp worker the same day of this information and request sanction.

The Food Stamp worker will be responsible for preparing and sending Notice of Adverse Action (NOAA) to the household using form, DCO-1, advising of proposed sanction.

After receipt of form DCO-1, the customer may contact the Project SUCCESS worker seeking to prevent a sanction. The worker will determine what action(s) must be taken during the ten days and inform customer of same. Depending on the situation, compliance may be demonstrated by 1) complying with the same requirement with which the customer originally failed to comply; or 2) complying with another E&T requirement as assigned by the worker, and who must ensure that the assignment for compliance can be completed within the ten day timeframe. If the customer contacts the worker during the ten day notice period but is unable to comply due to circumstances beyond his control (i.e. no component available), the worker will notify the food stamp

ATTACHMENT A  
ARKANSAS DEPARTMENT OF HUMAN SERVICES  
Organizational Chart



ATTACHMENT C  
Coordination Time Frames

Activity	Agency	Timeframe
Referral of work customer to E&T	Eligibility worker	Within 5 days of application approval
E&T assessment	Project SUCCESS worker	To be completed within 20 days of receipt of referral
Conciliation	Project SUCCESS worker	To be conducted within 10 days of date of discovery of non-compliance
Initiation of Notice of Adverse Action (NOAA)	Eligibility worker	Within 10 days of receipt of sanction request
Sanction imposed	Eligibility worker	Upon expiration of Notice of Adverse Action

**PART IV:  
PROGRAM COSTS AND FINANCIAL MANAGEMENT**

**A. Planned Costs of Arkansas' E&T Program**

**1. Sources of E&T Funds**

Table 5a shows an estimate of the total cost of the State's E&T program as well as the sources of funding for FY 1996.

**2. Operating Budget**

Table 4a shows an estimate of operating expenses by component as well as administrative expenditures, not associated with one particular component, but the overall operation of the State's E&T program for FY 1996.

Please refer to the page titled "Food Stamp E&T Budget Summary and Narrative", for a complete explanation of cost information on Table 4a. The costs listed in Table 4a do not represent any service to individuals not receiving food stamps.

In-kind contributions will not be used for any matching of funds. The State will provide customer reimbursements to all eligible E&T referrals who are actively participating in an assigned component.

**3. Justification of Education Costs**

Supplantation of state educational costs from the State to the Federal government has not and will not occur. Certain E&T customers may be assigned to and participate in one or more of the education components, but there will be no cost assessed the E&T program associated with these components. customers will access educational services through referrals to other state agencies. The only expense associated with education will be by means of reimbursement to customers for transportation, child care, and other costs during component participation, and up to the established limits in place for the service.



Prior to the worker authorizing any type of supportive service, the designated provider must meet established requirements, and form DCO-1427 must be completed and signed by all parties.

Documentation of reimbursable expenses must be submitted to Project SUCCESS within a timeframe established and explained to the customer/provider. Verification of submitted expenses will be accomplished by the Project SUCCESS worker (i.e. school attendance, component compliance, etc.) prior to receiving any reimbursement.

D. Cost Allocation

The Project SUCCESS Unit administers the E&T program for food stamp customers, as well as the JOBS Program for AFDC customers. In the twelve (12) counties where the E&T program will be operational, full time E&T workers will be located in each county. These workers' time will be fully dedicated to E&T and all activities associated with operation of the program and providing services to individuals referred to the program.

Any other cost associated with the E&T program will be based on cost allocation. The Department of Human Services Cost Allocation Plan for 1995 has been submitted and approved by Department of Health and Human Services (DHHS).

Table 4a

# **Operating Budget Fiscal Year 1996**

Components	State Agency Costs		Contractual Costs	Participant Reimbursement (State plus Federal)		State Agency Cost for Dependent Care Services
	Salary & Benefits	Other Costs		Dependent Care	Transportation & Other Costs	
<b>First Component</b> Ind. Job Search (1)	\$141,746 (2)	-0- (3)	-0- (4)	\$10,000 (5)	\$66,950 (6)	-0- (7)
<b>Total:</b> (8) \$218,696						
<b>Second Component</b> Job Club (1)	\$75,949 (2)	-0- (3)	-0- (4)	\$3,500 (5)	\$26,775 (6)	-0- (7)
<b>Total:</b> (8) \$106,224						
<b>Third Component</b> GED (1)	\$89,100 (2)	-0- (3)	-0- (4)	\$5,500 (5)	\$111,600 (6)	-0- (7)
<b>Total:</b> (8) \$206,200						

Total Component Costs: (9)

Overall State Agency E&T Operational Costs: (10)

Total State E&T Costs: (11)

**Table 4a**

**Operating Budget  
Fiscal Year 1996**

Components	State Agency Costs		Contractual Costs	Participant Reimbursement (State plus Federal)		State Agency Cost for Dependent Care Services
	Salary & Benefits	Other Costs		Dependent Care	Transportation & Other Costs	
Fourth Component ESL (1)	\$18,342 (2)	-0- (3)	-0- (4)	\$1,000 (5)	\$11,900 (6)	-0- (7)
Total: (8)						
Fifth Component JTPA Referral (1)	\$37,960 (2)	-0- (3)	-0- (4)	\$2,250 (5)	\$22,275 (6)	-0- (7)
Total: (8)						
Component (1)	(2)	(3)	(4)	(5)	(6)	(7)
Total: (8)						

Total Component Costs: (9) \$624,847  
 Overall State Agency E&T Operational Costs: (10) \$647,017  
 Total State E&T Costs: (11) \$1,271,864

Table 5a

**Planned Fiscal Year Costs of the State E&T Program by Category of Funding - FY 1996**

	Estimate of FY 1995 Expenditures	Fiscal Year 1996
1. E&T Grant Funds (100% Federal):	\$729,280	\$735,114
2. Additional E&T Expenditures:		
50% Federal:	\$275,000	\$275,000
50% State:	\$137,500	\$137,500
3. Participant Expenses Reimbursed:		
a. Up to \$25 per month for transportation and other costs		
50% Federal:	\$117,222	\$119,750
50% State:	\$117,222	\$119,750
b. Up to \$160 per dependent per month for dependent care costs		
50% Federal:	\$21,750	\$22,250
50% State:	\$10,875	\$11,125
Above \$25 per month for transportation and other costs (optional)	0	0
100% State:		
d. Above \$160 per dependent per month for dependent care costs (optional)	0	0
100% State:		
4. Total E&T Program Costs (1 + 2 + 3a + 3b = 4):	\$1,260,474	\$1,271,864

\*Include what Fiscal Year 1995 anticipated claims will be, based on actual expenditures as of the time of plan preparation.

## FOOD STAMP E&T BUDGET SUMMARY AND NARRATIVE

### ADMINISTRATIVE COSTS/SERVICE DELIVERY

80% of Total Budget - Administrative Costs/Service Delivery

\$ 696,979	- Department of Human Services salaries
\$ 101,011	- Department of Human Services fringe benefits
\$ 212,124	- Other Costs (see list below)
- Handling referrals	- Customer Assessment Process
- Non-financial reporting	- Case Management
- Financial reporting	- Employability Planning/Update
- Forms completion	- Indirect Costs
- Operational costs	- Job Development
\$ 1,010,114	- Total Administrative Costs

### PROGRAM COSTS (Reimbursement-Incentive Payments)

20 % of Total Budget - Program Costs

\$ 239,500 Customer reimbursement payments excluding child care based on a projection that all customers listed in the plan as eligible to receive reimbursement will do so. The customer cost is based on duration for each component. \*\* Please refer to explanation on following page.

\$ 22,250 Customer reimbursement for child care only. Based on current and past information, child care costs have been at a minimum. It is projected that 3% of all E&T customers will require child care assistance for a one month period of time during participation in the program.

\* Please refer to explanation on the following page.

\$ 261,750 Total Program Costs

\$ 1,271,864 Total Budget

### BUDGET NARRATIVE

#### I. Administrative Costs/Service Delivery

These costs are claimed in accordance with the concept of dedicated E&T workers in designated

counties, coupled with the Department of Human Services Cost Allocation Plan. Actual salary information and data obtained for the first, second and third quarters (10/1/94-12/31/94), (1/1/95-3/31/95), and (4/1/95-6/30/95) of Federal Fiscal Year 1995 were viewed and taken into consideration, but because of the changes made in the plan relative to program structure, additional components, etc., projections were made utilizing additional information to develop costs for the forthcoming fiscal year. These projections are separated by: Salaries/Fringe Benefits (\$696,979/\$101,011) and Other Costs (\$212,124) which includes: non-financial reporting requirements, financial reporting requirements, handling referrals of potential E&T customers, customer assessment process; case management; employability planning/update; indirect costs, forms completion, and job development. A considerable amount of worker time is devoted to performing these duties, not related to any particular component but duties accomplished on a day-to-day basis. These projected costs are included on line 10 of Table 4a- Overall State Agency E&T Operational Costs. These costs also represent agency staff devoted to oversight of the Program.

Costs per component were based on activities related to each component. These costs include such activities as component assignment, monitoring compliance, assisting with supportive services, referral to other agencies, conciliation process, and sanction requests.

- \*\* Per customer costs associated with reimbursements were derived using the following methodology: Transportation and other costs using maximum monthly amount of \$25 and associating this with 1) the specified duration for each E&T component, and 2) the average length of time a customer is expected to be eligible for reimbursement.
- \* Per customer costs associated with child care were derived from the following methodology: expenditures for child care costs reflect that most E&T child care is needed either part time or for a very short duration. Minimal child care is required during school months as the majority of children of E&T customers are in school during the time an individual is required to participate in assigned E&T component activities. Statistics also show that the average child care was paid for a maximum of 1 child. Based on this information, as well as component duration for each component, and differentiation in charges by providers, the costs listed in Part I were developed. Costs associated with child care has been increased in this plan to reflect the removal of the \$160 limit. The state will now pay the amount the provider charges, up to the maximum established daily rate. This payment system is the same as that in place for the JOBS program.

b. Local reporting requirements

Each county operating an E&T program is required to submit a monthly report of E&T activities using Form DCO-1420 or utilizing the WISE/WISE JR MIS system. Information reported includes number of work customers, exemptions, component participation, conciliations, Notice of Adverse Actions (NOAA), and sanctions. This report is required to be submitted to Central Office, Research & Statistics Unit, by each county on a monthly basis.

2. Organizational Responsibility for E&T Reporting

a. Responsibility for non-financial E&T reporting

Danny Moyer  
Arkansas Department of Human Services  
Division of Administrative Services  
Research & Statistics Unit  
(501) 682-6261

b. Responsibility for financial E&T reporting

Gerald Fitzgerald  
Arkansas Department of Human Services  
Division of Administrative Services  
Managerial Accounting  
(501) 682-6334

The Program contact person for E&T operations is:

Debbie Bousquet  
Arkansas Department of Human Services  
Division of County Operations  
Project SUCCESS Unit  
(501) 682-8264

Exhibit 2: Summary of Federally Required Non-Financial Reporting on E&T Program- Form FNS-583

The above described report will be submitted on a quarterly basis within the specified timeframes set forth by FNS.

Any additional information requested from FNS relative to the contents of the State's E&T plan will be provided upon request.

# MANUAL TRANSMITTAL

## Arkansas Department of Human Services

### Division of County Operations

☒ Policy    ☐ Form    ☐ Policy Directive

Issuance Number PS 95-2

Project SUCCESS Manual

Issuance Date 10-01-95

From: Roy Hart  
Acting Director

Expiration Date Until  
Superseded

Subj: Revised Project SUCCESS Policy

<u>Pages to be Deleted.</u>	<u>Dated</u>	<u>Pages to be Added.</u>	<u>Dated</u>
PS 600-625	10-01-94	PS 600-625	10-01-95
PS 1380 - 1380	07-01-93	PS 1380 - 1380	10-01-95
PS 1385 - 1393	10-01-94	PS 1385 - 1393	10-01-95
PS 1383 - 1383	07-01-93	PS 1394 - 1394	10-01-95
PS 1520 - 1530	10-15-91	PS 1520 - 1530	10-01-95
PS 1530 - 1560	10-15-91	PS 1530 - 1530	10-01-95
PS 3300 - 3325	10-01-94	PS 3300 - 3325	10-01-95

#### Summary of Changes

Changes to the Project SUCCESS Policy Manual are highlighted by an asterisk and are explained below.

- PS 610/3300 - Timeframe for completing the assessment process has been changed to 20 working days.
- PS 1380/1385 - Revised to include criminal background checks and fingerprinting as one-time work related expense and component related reimbursement.
- PS 1390 - Added OJT as payment for component related reimbursement may be made for customer to begin participation.
- PS 1394 - New section relative to criminal record check and fingerprinting.
- PS 1530 - Revised to include discussion relative to criminal background check/fingerprinting for customers referred for interview with child care facility.
- PS 1540-1560 - These sections were deleted as the service is no longer available.



Additional revisions on the above pages include changing:

- Case Manager to PS Family Support Specialist.
- terminology "participant" to "customer".
- Service Representative to AFDC or Food Stamp Family Support Specialist.
- EMS Supervisor to Economic Services Supervisor.

Effective Date

These changes are effective upon receipt.

Inquiries to: Carol Brown, Project SUCCESS, 682-8255.

600 ASSESSMENTS

\* 610 Scheduling of Assessments

This section of policy will provide information relative to scheduling and conducting an assessment. Workers will utilize established guidelines and procedures for case handling relative to the following:

- scheduling/re-scheduling assessment
- failure to attend assessment
- assessment process
- conducting assessment
- job readiness
- developing/completing EP plan
- target population

The assessment will be scheduled and completed by the PS Family Support Specialist within 20 working days of the date the referral was received by the Project SUCCESS Unit for all JOBS customers. All UP customers will be assessed within thirty calendar days.

EXCEPTION: Assessment may be conducted by telephone or mail for only those referrals who are already involved in activities at the time of referral (i.e., self-initiated training/employed). This exception will be used if the PS Family Support Specialist determines that a face-to-face interview will interfere with the work hours/activities. This determination will be made on a case-by-case basis and the case record documented accordingly.

\* 615 Scheduling Assessment

Individuals referred to the JOBS program will be scheduled for an assessment by the worker no later than five working days after receipt of the referral from the AFDC Family Support Specialist. The appointment notice will be sent advising the individual of the following information: time, date, location of the assessment, and steps to follow if unable to keep scheduled appointment.

The appointment notice will instruct the individual to contact the worker if child care is needed to attend the assessment. Refer to CCM 4025.

620 Re-scheduling Assessment

If the customer contacts the worker prior to assessment and is unable to attend the session, the worker will reschedule the assessment activity. The appointment notice will be mailed no later than (5) working days after the participant contacts/notifies the worker and requests new appointment time. The case narrative will be documented accordingly.

625 Failure to Attend Assessment

If the customer fails to attend the scheduled assessment, and does not contact the worker, a second appointment will not be given. The worker will begin the conciliation process using the guidelines in PS 1730. The case narrative will be documented accordingly.

1385                      JOBS ACTIVITIES/COMPONENT REIMBURSEMENTS

\*    1390                      Payments Relative to Participation in Work Experience/OJT

Only JOBS customers assigned to the Work Experience/OJT component will be entitled to receive component related reimbursement prior to commencing participation. This will be paid only after assignment to the component and determination by the PS Family Support Specialist that the expense is necessary in order for the individual to commence participation. Reimbursement on the WISE system does not allow a check to be generated for anticipated future month expenses, therefore, if a customer is in need of this service in order to commence participation, the PS Family Support Specialist (with the approval of the Economic Services Supervisor/Designee) may authorize up to \$50.00 utilizing the list found in PS 1391. Check generation for this expense will be accomplished by keying in all appropriate information on RSRP.

The PS Family Support Specialist will ensure that the customer has not reached or exceeded the monthly limit for reimbursement prior to authorizing this payment. If this occurs, the reimbursement must be delayed until the new month and the case narrative will be documented accordingly.

\*    1391                      Component Related Reimbursements

Project SUCCESS JOBS customers will be reimbursed while participating in approved component related activities. The PS Family Support Specialist may approve an item for reimbursement at her/his discretion but only from the list approved for reimbursement. Even though an item is listed, this should not be the sole reason for approving the reimbursement. Component related expenses are limited to: uniforms, stockings, shoes, telephone expenses, copies, postage, newspaper, grant fees, criminal background checks, finger printing, driver's license fees, tags, and tires. Eyeglasses, physical examinations, and immunizations not covered by Medicaid, other health insurance or some other service will be covered by Project SUCCESS.

The monthly reimbursement limit of \$150 will apply when expenses are approved. The PS Family Support Specialist will document in the case narrative the amount and reason for reimbursement along with any other pertinent information. Refer to PS 860 and 1392 for explanation of exceptions to reimbursements.

1392                      Component Reimbursement Restrictions

Reimbursement for supportive services in the Training component will be limited to a maximum of 12 months. The 12 month reimbursement limit will begin from the first month of assignment and will reflect the number of calendar months the customer has been assigned to the Training component. If a customer is assigned to the Training component for a partial month, it will be counted as a month of assignment for this purpose. Project SUCCESS funds will not be used to pay for any tuition, books, fees etc., for customers in training activities. See PS 856 for additional training component restrictions.

1393                      Educational Expenses

Project SUCCESS will not provide, pay for, or reimburse JOBS customers for any expenses while participating in approved training activities. The PS Family Support Specialist will ensure that all available resources have been explored by the participant to secure funds for payment of training expenses (see PS 1260 for exception relative to Education component expenses).

As with all actions taken on a Project SUCCESS case, the PS Family Support Specialist will document in the case narrative efforts made to secure other appropriate funds.

1394

Criminal Records/Fingerprint Check

Each JOBS customer who is an employee or applicant for employment in a child care facility is required to submit to a criminal records/fingerprint check. This check is required if the customer has not been a resident of the state of Arkansas for the six consecutive preceding years. The child care facility will provide the customer with the necessary form(s) which will be submitted to the Child Care Licensing unit. Payment/reimbursement for these expenses will be made in accordance with established policy (PS 1380, 1385-1391) guidelines.

The Marketing Specialist should not be disappointed if every marketing contact does not yield a job order. The Marketing Specialist should develop name recognition for Project SUCCESS and should develop a long-term relationship with the employer. The frequency of marketing contacts will vary according to the needs of area employers.

#### 1530                      Job Orders and Referrals

A job order is an agreement with an employer to interview/hire a Project SUCCESS customer(s). The job order may be for unsubsidized employment or unsalaried Work Experience. Job orders are developed by the Marketing Specialist.

The Marketing Specialist will use the Job Order (DCO-1416) to obtain information about the job opening(s) from the employer. The Marketing Specialist will track the results of the referrals he makes to the employer by using the Job Order form.

The Marketing Specialist will solicit input from the other Project SUCCESS staff to select customers to refer the job openings. The Marketing Specialist also will have a job bank which can be used for referrals.

The job bank can consist of a card file or a computer data base. It should be organized/divided by job titles. The names of interested/experienced customers and pertinent information about them should be contained under each job title. This will assist the Marketing Specialist in matching the needs of employers and customers.

To develop a job bank, the Marketing Specialist can interview customer and/or collect data from their case records/employability plans. The Marketing Specialist can coordinate with the Job Club Leader to talk to customers when they come to the initial week of group instruction or during one of the follow-up group sessions of Job Club. PS Family Support Specialist can coordinate with the Marketing Specialist to refer interested customers to him when they come in for assessments/appointments.

- \* The Marketing Specialist will have at least one face-to-face meeting with the customer before the customer goes to the job interview. If a customer is referred for an interview with a child care facility, the Marketing Specialist will inform the customer of the need to have a criminal records/fingerprint check completed (refer to PS 1394). This will also give the Marketing Specialist an opportunity to answer any questions the customer may have, provide encouragement, and correct any concerns that may arise, such as inappropriate attire.

When the Marketing Specialist refers a customer to an employer for unsubsidized employment, the Marketing Specialist will give the customer a Job Referral Card (DCO-1431) and a postage-paid, self-addressed envelope. The customer will give these to the employer. The employer will complete his part of the form, providing the results of the interview, and will mail the form back to Project SUCCESS. If the card is not returned, the Marketing Specialist should contact the employer for the information.

Additional guidelines for Work Experience job orders and referrals are found in PS 830.

Marketing Specialists and PS Family Support Specialists will report entered employments via the Entered Employment/Outcome Log (DCO-1418). The Marketing Specialist will use the DCO-1418 to check job retention. Follow-ups will be

conducted during the last five (5) working days of the following month after the customer enters employment or is placed in the Employed component (see Policy 890.)

3300                      ASSESSMENTS

\*    3310                      Introduction

This section of policy will provide information relative to scheduling and conducting an assessment. Workers will utilize established guidelines and procedures for the following:

- scheduling assessment;
- re-scheduling assessment;
- failure to attend assessment;
- assessment process;
- conducting assessment;
- developing the Employability Plan; and
- completing Employability Plan

The assessment process must be completed within 20 working days of the date the referral was received by the Project SUCCESS unit.

3315                      Scheduling Assessment

Individuals referred to the E&T program will be scheduled for an assessment by the worker no later than five working days after receipt of the referral form from the Food Stamp Family Services Specialist. The appointment notice will be sent advising the individual of following information: time, date, location of the assessment, and steps to follow if unable to keep scheduled appointment.

The appointment notice will instruct the individual to contact the worker if child care is needed to attend the assessment. Refer to CCM 4025.

3320                      Re-scheduling Assessment

If the customer contacts the worker prior to assessment and is unable to attend the session, the worker will reschedule the assessment activity. The appointment notice will be mailed no later than (5) working days after the customer contacts/notifies the worker and requests new appointment time. The case narrative will be documented accordingly.

3325                      Failure to Attend Assessment

If the customer fails to attend the scheduled assessment, and does not contact the worker, a second appointment will not be given. The worker will begin the conciliation process using the guidelines in PS 4430. The case narrative will be documented accordingly.