I. Introduction and Definitions

A. Introduction

The Supplemental Nutrition Assistance Program Employment & Training (SNAP E&T) Program is a self-support program to help customers acquire work skills and find employment. The program also helps customers with work-related expenses for the first 30 days of a job. The program is mandatory for able-bodied adults without dependents (ABAWDs) who receive non-assistance SNAP benefits, are between the ages of 18 through 49, and are not exempt. The program also serves non-custodial parents of TANF children who are ordered by the court to take part in the Earnfare program; these non-custodial parents (NCP) may or may not receive SNAP benefits. Participation in SNAP E&T enables participants to gain work skills and experience, meet the federal work requirement, and become self-sufficient. Some participants are hard to serve individuals with limited work histories and experience. Some may need additional education and training to find and keep a job or have other barriers to employment. Individuals will participate in specific programs based upon their individual assessments, identifying strengths and areas for development. All individuals who participate in the SNAP E&T program must be assigned to the required number of participation hours, based upon the SNAP allotment and/or the component activity into which they are placed.

Following are descriptions of the SNAP E&T programs and/or activities funded by the Division of Family and Community Services, Bureau of Workforce Development, Employment and Training Resource Development Services. The Provider will provide the programs/activities specified in Exhibit C, Exhibit B, and in accordance with the provisions contained in the SNAP E&T Program Manual.

Earnfare:

Earnfare is an employment and training program which offers eligible participants an opportunity to gain work experience and earn cash assistance. Participation is limited to adults who receive non-assistance SNAP benefits and who volunteer and to persons who are court-ordered to participate. Participants work off the value of their SNAP benefits at the state or federal minimum wage, whichever is higher, up to a maximum number of hours per month before earning cash assistance.

Participants may be assigned to an Earnfare work site or to other approved activities in order for them to earn cash assistance, meet the federal work requirement and/or increase their self-sufficiency.

a. **Cook County Earnfare**: In Cook County, staff in the Department's Family Community Resource Center (FCRC)-previously known as "Local Office" - orient and assess participants, determine supportive service needs, and refer them to appropriate Earnfare employers developed and contracted directly by the Department. These Earnfare employers do not receive administrative payments.

b. **Downstate Earnfare**: The Department may contract with downstate private sector businesses, for-profit and not-for-profit organizations, community and faith-based organizations and governmental agencies to administer the Earnfare program. The providers recruit, orient and assess individuals, recruit employers, and refer individuals to appropriate employers. These Earnfare Providers do not receive administrative payments. The Department's FCRCs may also refer individuals to these providers.
c. **NCP Earnfare**: (NCP) Non-Custodial Parent Earnfare provides court-ordered, unemployed non-custodial parents of children receiving TANF an opportunity to gain work experience while meeting a portion of their child support obligation. Participants are court-ordered to NCP Earnfare when they tell a court that they are unable to provide financial support to their children due to unemployment. NCP participants may or may not receive SNAP benefits. NCP Earnfare services are available in Cook County and in select Downstate locations. NCP Earnfare employers do not earn administrative payments.

**SNAP E&T Job Placement With Retention:**

The Department may contract with private sector businesses, for-profit and not-for-profit organizations, community and faith-based organizations and governmental agencies to provide intensive education, job skills training, and/or pre-employment services and unsubsidized job placement services to ABAWDs who receive non-assistance SNAP benefits. Special populations may be targeted for services.

Participants may be assigned to a Work Experience, Vocational Training, or Basic Education or to a combination of these activities. The Providers recruit, orient, assess, and refer eligible individuals and recruit employers who provide suitable work sites and unsubsidized employment opportunities for participants. Providers are also responsible for providing case management to participants to reduce barriers to employment and maximize self-sufficiency. The Department's Family Community Resource Centers (FCRCs) have the opportunity to refer individuals to Job Placement with Retention providers.

**SNAP E&T Special Project:**

SNAP E&T Special Project contracts provide services to ABAWDs who receive non-assistance SNAP benefits. Programs are negotiated individually when special needs are identified.

**SNAP E&T Support Services:**

SNAP E&T Support Services contracts provide only support services in accordance with the SNAP E&T Program Manual or provide special support services, over and above those itemized and explained in the SNAP E&T Program Manual, to ABAWDs who receive non-assistance SNAP benefits. The programs are negotiated individually when special needs are identified.

**B. Definitions**

See Appendix A - Glossary for the definitions of commonly used terms and acronyms.

### II. Policies and Procedures

**A. Policies**

1. The Department's policies for contractual programs are contained within the Community Services Agreement and the Program Manual.

2. Providers which receive funds for program administration are required to submit an annual program budget.

3. The Department will communicate changes and/or clarifications of policy during Provider meetings and/or in writing.

**B. Procedures**

1. The Department's procedures for contractual programs are outlined in this Program Manual. Instructions for submitting billings and completing forms are provided at the beginning of the contract period.

2. The Department will communicate changes and/or clarifications of procedures during Provider meetings and/or in writing.

### III. Contract/Amendment Process
A. Contract
1. The contract between the Department and the Provider consists of several parts:
   a. Community Service Agreement containing the standard contract language used for all Department contracts;
   b. Exhibit C and D showing the contact information, program type, methods of payment and reconciliation and the estimated funding amount;
   c. Exhibit B - Addendum further detailing services to be provided, due dates, and payment information;
   d. the Program Manual and forms packet containing the program service provisions, forms and instructions for submitting and completing billing and other forms; and
   e. the Provider's approved request for funding and budget, if applicable.
2. The Department will initiate the contract. The Office of Contract Administration (OCA) will send notices out to Providers informing them that Contracts, Program Manuals and Attachment are available for access and download. The Provider will review, sign and return directly to OCA via the Community Service Agreement (CSA) Tracking System. Once the Secretary's signature is obtained, the fully executed contract is forwarded to the Provider.

B. Amendment Process
1. The Department will initiate a two party signed amendment when Attachment G is being added to an existing contract.
2. The Department will modify the contract by letter notification when it:
   a. extends the contract beyond the original expiration date; and/or
   b. revises the services purchased as shown on Exhibit C and Exhibit B; and/or
   c. increases or decreases the estimated funding amount; and/or
   d. revises the Program Manual due to a change in federal or state law or other reason of substance, when warranted.

C. Exception Process
1. To request a change in the guidelines of the current contract, a Provider must submit an Exception Request.
2. The request is submitted to the Provider Manager who forwards the request for Administrative Review.
3. Upon review, the Provider will be notified of the Department's decision.
4. The following guidelines apply to each Exception Request:
   a. request must be submitted to the Provider Manager on the appropriate form, and
   b. include specific contract provision and reasons for requested change, and
   c. a separate request is required for each program administered, if applicable;
   d. the request may be approved for a limited time period as designated by the Department;
   e. all exceptions MUST BE approved prior to the implementation of requested change(s).

IV. Exhibit B/Exhibit C

A. Exhibit B Deliverables
The contract deliverables and associated payments are outlined on Exhibit B and C. The Department reserves the option to specify a service period that is different from the Term, on Exhibit B. In such instances, service deliverables must be achieved within the period specified in Exhibit B.

**B. Exhibit C Costs**

The funding level for each program is based upon a Department approved budget for the services detailed in the Program Manual and/or the Provider's request for funding, when applicable. The funding level for each program is shown in Exhibit C.

**C. Exhibit C Payment**

The Department will utilize one (1) of the methods of payment outlined below. The method of payment and method of reconciliation are specified in Exhibit C.

1. **Grants** - A program that receives all or part of the funding in advance of the actual delivery of services. This includes prorated prospective payments and payments made by the Department on an estimated basis or any other basis when the Department does not know the actual amount earned by the Provider. This does not include advance payments made under the authority of Section 9.05 of the Illinois Finance Act (30 ILCS 105/9.05). All funds paid as a grant are subject to the Illinois Grant Funds Recovery Act [30 ILCS 705].

   All funds disbursed by the Department on a grant basis are subject to reconciliation and the recovery of lapsed funds. Any funds left after the reconciliation are subject to the Grant Funds Recovery Act. The reconciliation will be based on one of the following methods at the election of the Department:

   a. **Eligible Expenditures v. Program Revenue** - This method compares the eligible expenditures to the total Department grant revenues by program. An independent audit and associated supplemental revenue and expense schedule may be required from the Provider. Eligible expenditures will be determined based on 89 Ill. Adm. Code 509.20, Allowable/Unallowable Costs and specific program requirements, if applicable.

   b. **Eligible Services Delivered v. Services Projected** - This method compares the actual eligible services delivered to the services projected in the Agreement. If the services were based on a rate or unit of cost methodology, the number of eligible service units delivered times the rate or unit is compared to the total of all grant payments for that service.

2. **Fee-for-Service** - A program for which payments are made on the basis of a rate, unit cost or allowable cost incurred and is based on a statement or bill as required by the Department. Payments made as a fee-for-service are not subject to the Illinois Grant Funds Recovery Act [30 ILCS 705].

   Billings, with substantiating documentation, are submitted by the Provider upon completion of service. The Provider may be issued an advance which will be deducted from billings before the end of the contract period.

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**V. Provider Responsibilities**

- Referral Process
- Intake/Assessment/Employability Plan
- General Program Activities
- Counseling/Prevention Services
- Participation Hours
- Case Management
- Reporting Information
- Conciliation
- Job Placement with Retention
- Case Records
The Provider will provide the program(s) specified in Exhibit D and Exhibit B in accordance with the following provisions. Exceptions to these provisions must have the written approval of the Department.

A. Referral Process

1. The Department will refer individuals to the Provider using the Referral Form (Form 2151 or Form 2151C) and/or an Earnfare Referral and Attendance Record (Form 2606D). See Downstate Forms packet for Downstate Earnfare Referral and Attendance Record. For Cook County Job Placement with retention, providers must scan the completed 2151 to the FCRC according to the established procedures.

2. **Downstate Earnfare, Job Placement with Retention, Special Project and Support Service Providers** recruit eligible participants and may also receive referrals from the Family Community Resource Center (FCRC). These Providers must develop a reverse referral procedure.

3. Within 48 hours of the Provider's intake appointment, the Provider will notify the referring office via the Referral Form (Form 2151) if the individual was accepted into the program or failed the appointment.

4. The Provider will verify participants' eligibility and SNAP benefit amount through access to the Department's client information system MOBIUS which is made available online to the Provider. If the Provider does not currently have access to the monthly report of eligible participants, they should contact their Provider Manager and request online access to Report #50487771, SNAP E&T Caseload Master Listing.

B. Intake/Assessment/Employability Plan

1. **Downstate Earnfare, Job Placement with Retention, and Special Project Providers** must conduct an orientation whenever an individual enters or re-enters the program. Orientations may be conducted individually or in groups. The Provider must issue the pamphlet (Form 4538) to all program participants. The pamphlet describes SNAP E&T requirements and policies and serves as an orientation to the program. The Provider must document in participants case files that Form 4538 was issued.

2. **Downstate Earnfare, Job Placement with Retention, and Special Project Providers** must conduct an assessment interview and develop an employability plan with each participant whenever the participant enters or re-enters the program after a break of one or more months. At the assessment interview, Providers will complete Family Assessment Employment, Education & Training (Form 4001A). Providers must also complete Employability Plan (Form 2839) with each participant. The Plan must contain:
   a. the specific employment goal
   b. the SNAP E&T activity assignment
   c. the supportive services needed to help the individual take part in the activity and obtain the employment goal; an
   d. a statement that the supportive services have been provided or otherwise arranged, including an explanation of the specific arrangements and services provided.
   e. Providers must give a copy of the Employability Plan (Form 2839) to the participant and maintain a copy in the participant's case file.

3. **Job Placement with Retention Providers** must conduct an assessment that includes:
   a. testing for reading and math levels and Learning Needs Screening, and a determination of need for referral to ESL classes; test scores, in grade level equivalent for each customer, must be forwarded to the appropriate FCRC within ten business days of testing; and
b. a guided introduction to the local Illinois WorkNet Center/Illinois Department of Employment Security Office which must include topics on independent job search, registration with Illinois Job Link (IJL) and instruction on utilizing the resource lab; assignment. See link [http://www.ides.illinois.gov/page.aspx?item=50](http://www.ides.illinois.gov/page.aspx?item=50).

Documentation verifying Illinois Job Link registration must be printed and a copy placed in the customer's case file.

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### C. General Program Activities

1. **Cook County** and **Downstate Earnfare** and **NCP Earnfare Providers** are to engage participants in activities identified by the Providers. Participants work off the value of their SNAP benefit divided by the state or federal minimum wage, whichever is higher, and then may complete additional hours, to earn up to $294 per month (up to $244 for NCP Earnfare participants).

2. **Job Placement with Retention Providers** are to assign and engage participants for 80 hours per month in one or more activities listed in [Appendix E](#). Providers may assign participants to activities at a 1) Work Experience, 2) Basic Education or 3) Vocational Training. The descriptions of Work Experience, Basic Education and Vocational Training activities are as follows:
   
   a. **Work Experience**- subsidized placement with for-profit, not-for-profit, and governmental employers, contracted directly by the Department or through contractual agreements, to provide participants with work skills and experience;
   
   b. **Basic Education** - may be required of participants who are in need of further education as part of their employability plan. Basic Education includes English as a Second Language (ESL); Adult Basic Education (ABE); General Educational Development (GED); High School Diploma and Literacy educational programs
   
   c. **Vocational Training** - short-term program or activities designed to improve the employability of a participant. It includes short-term technical training, vocational training, and certificate programs that prepare a student for employment in a specific occupation

3. **Job Placement with Retention Providers** must engage participants for 80 hours per month in one or a combination of activities for which they do not receive cash assistance. Approved activities include Basic Education, Vocational Training, and/or Work Experience. For example, a participant may be in Vocational Training for 40 hours, Basic Education for 20 hours and Work Experience for 20 hours, for a total of 80 hours per month. Basic Education and Vocational Training are described above.

   Work Experience is a program designed to provide individuals with practical "on the job" experience. Work assignments must be at public or private not-for-profit organizations. Participants work the number of hours needed to work off the value of their SNAP benefit divided by the state or federal minimum wage, whichever is higher, not to exceed 20 hours per month. Individuals can participate in Work Experience for up to three (3) months. An additional three (3) months can be provided if determined beneficial to the participant's employability. Work Experience assignments are further described in Section V.K.1.

4. **Job Placement with Retention and Special Project Providers** are to engage participants in activities which enhance their employability and lead to their transition to self-sufficiency.

5. **Job Placement with Retention and Special Project Providers** may engage participants in Job Search and Job Readiness activities within their program designs. These activities can be required in addition to other activities when helpful to the participant's overall employability.
   
   a. **Job Search** - requires the participant, with staff assistance, to actively contact employers and seek employment. The participant must attend all scheduled meetings and must make a good faith effort to complete 20 employer contacts per month. Employer contacts must be documented in writing. Participants in Job Search must be referred to register with the Department of Employment Security. A participant may only be assigned to Job Search for 8 weeks in a 12 consecutive month period as part of another countable activity.
   
   b. **Job Readiness** - may include training in preparation for work including following and accepting supervision, time management issues, appropriate workplace behavior, job seeking skills, learning to budget, establishing bank accounts, etc. A maximum of 8 employer contacts per month may be required. Participation in Job Readiness is for a minimum of 2 sessions per month for 2-4 hours per session. Participants may only be assigned to Job Readiness as part of another activity.

   Participant activity in Job Search and Job Readiness should be closely monitored.
6. **Downstate Earnfare Providers** may engage participants in Job Search activities within their program design. This activity can be required in addition to other activities. However, Job Search activities do not count toward the participant's monthly required participation hours. Earnfare participants do not earn cash assistance while in Job Search. A participant may only be assigned to Job Search for 8 weeks in a 12 consecutive month period as part of another countable activity.

### D. Counseling/Prevention Services

1. If a participant's situation requires, **Job Placement with Retention** and **Special Project Providers** may refer or assign individuals to relevant counseling/prevention services. These services may be provided by the contractor if they are licensed through the appropriate entity. These services must be paid for from the contractor's earned administrative rate or provided free by another licensed provider. The services provided cannot include treatment.

2. Providers may assign participants to 2 to 4 hours per week of counseling/prevention services as part of an approved SNAP E&T activity.

3. Providers must ensure that participants in counseling/prevention services are also engaged in approved program activities.

4. The hours for these counseling/prevention services are countable within the approved SNAP E&T activity to which the participant has been assigned.

5. Participants in counseling/prevention services may earn cash assistance for participation in these services if they are concurrently participating in Earnfare activities (Basic Education, Vocational Training, and/or Earnfare work assignment) through a **Job Placement with Retention** provider.

6. Providers must coordinate counseling/prevention services and information exchange between the participant's Family Community Resource Center (FCRC) and all other service providers.

7. Providers must give the individual an option as to what counseling/prevention program they are to be referred.

8. Providers must retain attendance information on a monthly basis in the case file for each individual participating in counseling/prevention services. To ensure confidentiality, the Provider will obtain two releases of information from each individual in counseling/prevention services, allowing the counseling provider to share participant information with the Provider and allowing the Provider to share participant information with the Department.

### E. Participation Hours

1. Participants in the **Job Placement with Retention** and **Special Project** programs are to participate in one or a combination of SNAP E&T approved work and training activities as described in Appendix E in order to secure 80 hours per month of participation **Job Placement with Retention**.

2. **Cook County Earnfare and NCP Earnfare Providers** will ensure that participants work no more than the maximum hours per month as determined by the Department and/or the NCP Services Unit and indicated on the Earnfare Referral and Attendance Record.

3. **Downstate Earnfare Providers** must determine the number of hours that each individual must participate in Earnfare as follows: the amount of the individual's SNAP benefits (per person share) is divided by the state or federal minimum wage, whichever is higher, to determine the number of participation hours required to work off the value of the SNAP benefits. After the value of the SNAP benefits is worked off, individuals will participate in the Earnfare activity, working additional hours in order to earn cash assistance up to $294.00 per month. The Provider will record this information on the Earnfare Referral and Attendance Record issued to the participant. Refer to the Monthly SNAP Conversion Chart included in the Forms Packet for assistance in determining SNAP work off hours.

### F. Case Management

**Job Placement with Retention** and **Special Project Providers** will provide each individual with intensive case management which includes, but is not limited to, monthly follow-up to monitor progress in the activities based on each participant's needs and unique situation. Providers will document case management activities in participants' case files. In addition, Providers will ensure they:

1. Network and advocate on behalf of the customers served with community based organizations, community colleges and other resources to leverage services required by customers at no cost;

2. Identify and report to your DHS Provider Manager, the employment/industry growth sector(s) in the community on an ongoing basis you are working with and developing jobs in. The focus on jobs should be long term as opposed to temporary employment;
3. Refer customers served to pre-identified, short-term vocational training certificate programs or other training in the employment/industry growth sectors as appropriate;

4. Customers referred to pre-identified training programs in the employment/industry growth sectors will achieve a certificate of completion;

5. Enrollment and on-going engagement in ABE, GED or ESL classes for those customers identified in need of and appropriate for participation in ABE, GED or ESL classes; and

6. Customers referred to ABE, GED or ESL classes will achieve grade level gains based on pre/post testing or obtain their GED certificate.

G. Reporting Information

1. Providers will ensure that monthly reports are accurate, complete, timely, and fully supported through case file documentation.

2. Providers will report information concerning participants as follows:

   **Cook County Earnfare Providers** will:
   - return the Earnfare Referral and Attendance Record (Form 2606D) to the Family Community Resource Center (FCRC) within 48 hours when the participant fails to report to the assignment as scheduled. The Provider will indicate "DNR" across the form before returning it to the FCRC; and
   - telephone the FCRC Earnfare Liaison within 48 hours to report those instances when a participant fails to complete his/her assignment, obtains or refuses employment, or other circumstances which may affect participation.

   **Special Project Providers** will:
   - forward a signed Referral Form (Form 2151) within 48 hours of the individual's intake appointment, to notify the FCRC if the individual failed the appointment or was accepted into the program; and
   - send a Change Progress Report Form (Form 2151A) notifying the FCRC within 48 hours when a participant obtains employment, fails to cooperate with program requirements, refuses an offer of employment, or increases hours of employment or rate of pay.

   **Downstate Earnfare Providers** will:
   - forward a signed Referral Form (Form 2151) within 48 hours of the individual's intake appointment, to notify the FCRC if the individual failed the appointment or was accepted into the program; and
   - submit a Change Progress Report Form (Form 2151A) to the FCRC for each participant each month that details the progress made by the individual; and
   - forward a Change Progress Report Form (Form 2151A) to notify the FCRC within 48 hours when a participant obtains employment, fails to cooperate with program requirements, refuses an offer of employment, or increases hours of employment or rate of pay.

   **Job Placement with Retention Providers** will:
   - scan a signed Referral Form (Form 2151) within 48 hours of the individual's intake appointment, to notify the FCRC if the individual failed the appointment or was accepted into the program; and
   - submit a Change Progress Report Form (Form 2151A) to the FCRC for each participant each month that details the progress made by the individual; and
   - submit a Change Progress Report Form (Form 2151A) notifying the FCRC within 48 hours when a participant obtains employment or increases hours of employment or rate of pay; and
   - forward a Change Progress Report Form (Form 2151A) to the FCRC in cases of non-cooperation after conciliation has been unsuccessful.
   - submit a Monthly Activities & Outcomes Summary to their Provider Manager by the 10th day of the month following the month of service using the reporting format provided.
**NCP Earnfare Providers** will forward the NCP Earnfare Referral and Attendance Report to the NCP Services Unit (NCPSU) or telephone NCPSU to provide:

- initial attendance information; and
- monthly attendance information; and
- information when a participant obtains employment, fails to cooperate with program requirements, or refuses an offer of employment.

NCPSU will forward information received from the Providers to the FCRC.

3. **Cook County** and **Downstate Earnfare, Job Placement with Retention Providers** who offer Earnfare and/or Work Experience as an activity and NCP Earnfare Providers must complete the appropriate Workers Compensation forms when a participant is injured while on assignment. The forms listed must be completed within the specified time frame and submitted to the Illinois Department of Central Management Services' Division of Risk Management.

   - IL 401-0012 WC EE Notice of Injury
   - IL 401-0368 WC Supervisor Report of Injury
   - IL 401-0370 WC Witness Report
   - IL 401-0994 Initial WC Medical Report and Letter
   - IL 444-4211 Extended Benefits Request
   - Medical Authorization Forms IL 3-2013
   - Wage Statement
   - Medical bills or other pertinent information
   - These forms are available at the on-line link below: [www2.illinois.gov/cms/employees/benefits/rm/pages/workerscompensation.aspx](http://www2.illinois.gov/cms/employees/benefits/rm/pages/workerscompensation.aspx)

**H. Conciliation (Job Placement with Retention and Special Project Providers when indicated in their approved request for funding)**

1. **Job Placement with Retention** and **Special Project Providers**, when indicated in their approved funding request, will initiate the conciliation process for all participants who, without good cause, do not:

   a. accept a bona fide offer of employment; or
   b. cooperate with the assigned countable activity; or
   c. complete all assigned activities listed on FSE&T Employability Plan (Form 2839) to meet federal participation requirements.

   See **Appendix D** for the conciliation process.

   **NOTE:** A participant who fails to report to/complete/cooperate with the Earnfare work assignment where he has the opportunity to earn up to $294 per month is not subject to a sanction and should not be included in the conciliation process. If the Provider cannot re-engage the participant, refer the individual back to the FCRC via the Change Progress Report Form (Form 2151A) with an explanation of the circumstances.

2. If conciliation efforts are unsuccessful, the Provider must:

   a. follow Department conciliation policy and request a sanction from the FCRC via the Change Progress Report Form (Form 2151A); and
   b. notify the FCRC within 30 days of the date that the Provider learned of the instance of non-cooperation.

3. Prior to requesting a sanction, the Provider will work with the individual in an effort to re-engage him in the program.

4. If the individual who failed to cooperate has good cause, the Provider will document all good cause reasons on the Change Progress Report Form (Form 2151A) to explain why the participant was not referred back to the FCRC for non-cooperation.
I. Job Placement with Retention

1. **Job Placement with Retention** and **Special Project Providers** will place participants in unsubsidized employment and receive administrative payments. In order to count as an unsubsidized placement and to qualify for administrative payment, the placement must meet the requirements for starting wages, number of hours per week and retention periods as outlined in Exhibit B. **Job Placement with Retention** and **Special Project Providers** will provide job retention services which include but are not limited to:

   a. training participants on job retention issues;
   b. follow up with the participant to address retention issues after employment;
   c. job coaching and counseling; follow up with the participant's employer to address issues and problems on the job; and
   d. development of a written Career Pathway plan directly related to the employment obtained, which identifies no fewer than the next two progressive jobs within the area employed and the necessary steps to advance, i.e., work experience, skill sets, training and education.

2. Job retention services will incorporate weekly contacts with the customer and/or employer in the first 30 days of employment and semi-monthly contacts in days 31-90 of employment. The provision of job retention services and contacts must be documented in participants' case files.

J. Case Records

1. **Downstate Earnfare, Job Placement with Retention, and Special Project Providers** must maintain case records on each participant to document services and activities provided and supportive services issued. Participant activity for the appropriate number of hours per month must be documented in the case record. The case record must contain copies of all relevant documentation on participants including referrals, the Employability Plan, detailed documentation of completed job contacts, supportive services issued, case notes and dated attendance sheets containing the participant's and supervisor's signature and time of sign in/sign out.

2. **Cook County** and **Downstate Earnfare, Job Placement with Retention, Special Project, and NCP Earnfare Providers** must maintain copies of all attendance forms and payment records, i.e., canceled checks or copies of money orders, for five (5) years and these records must be accessible for review by Department/Department designated monitors.

3. **Cook County and Downstate Earnfare, Job Placement with Retention, Special Project, and NCP Earnfare Providers** must ensure that all records and other information regarding participants, which are confidential, shall be protected from unauthorized disclosure. The Provider shall take due diligence to ensure the confidentiality of participants at assigned work sites.

K. Earnfare Employers, Work Experience Sponsors and Assignments

1. **Job Placement with Retention Providers** and **Downstate Earnfare Providers** who offer Earnfare and/or Work Experience as an activity must:
   a. recruit able-bodied adults without dependents (ABAWDs) who receive non-assistance SNAP benefits;
   b. accept referrals from FCRCs for ABAWDs who receive non-assistance SNAP benefits;
   c. all agreements must be renewed at the beginning of each contract year;
   d. recruit employers and obtain subsidized Earnfare positions for participants. Work Experience positions must be with public or private not-for-profit sponsor organizations that will consider/hire customers in unsubsidized employment and retain them for a minimum of 30 consecutive days;
   e. maintain a non-financial agreement with each subsidized employer/sponsor, including the number of monthly subsidized positions and a description of each position title. The Provider will use a standardized non-financial Earnfare Employer or Work First/Work Experience Agreement form, provided by the Department. The Provider will give a signed copy of the Agreement to the employer/sponsor who must retain a copy of the Agreement at the work site;
   f. visit all Earnfare employers and/or Work Experience sponsors in person prior to entering into an Agreement. A quarterly contact must be made, either in person or by phone, and documented in writing to ensure that employers/sponsors continue to meet all requirements of the Earnfare program and/or Work Experience component as detailed herein. The Provider will make these reports available to the Provider Manager and Monitoring staff upon request; and
g. provide a complete listing of Earnfare employers and/or Work Experience sponsors to the Provider Manager upon execution of the Agreement. The listing must include employer/sponsor name, address of all work locations, phone number, contact person and number of positions by type. The Provider will update the listing as necessary and ensure that update listings are sent to the Provider Manager within the calendar month of the change.

2. **Cook County Earnfare, Downstate Earnfare, and NCP Earnfare Providers** must ensure that:
   a. participants are adequately supervised at work sites and training facilities and that the physical environment is appropriate and meets all applicable standards set by State and Federal laws, rules and regulations;
   b. Earnfare participants do not work more than 40 hours per week, eight (8) hours per day, unless the Provider's standard work shift exceeds eight (8) hours per day. All Earnfare participants are limited to 40 hours of work per week;
   c. all Earnfare assignments begin and end on the hour or half hour each day and are completed within the calendar month;
   d. Earnfare participants will participate for cash assistance no more than six (6) months in any fiscal year (consecutive 12 month period from July through June) as indicated in the Provider's Agreement.

3. **Cook County Earnfare, Downstate Earnfare, and NCP Earnfare Providers** must ensure that Earnfare participants’ monthly attendance is reported on the Earnfare Referral and Attendance Record which is to be mailed, faxed or delivered to them. Earnfare participants are expressly prohibited from delivering or maintaining their own attendance records.

4. **Cook County Earnfare, Downstate Earnfare, and NCP Earnfare Providers** will not enter into agreements with other employers who accept referrals of Earnfare participants from other Providers unless written exception is submitted to the Department and approved in writing.

5. **Cook County Earnfare, Downstate Earnfare, and NCP Earnfare Providers** will ensure that Earnfare participants do not displace persons who are already employed as regular full-time or part-time employees of the Provider/Earnfare employer, or are involved in a labor dispute between a labor organization and the Provider/Earnfare employer, or have been temporarily laid off by the Provider/Earnfare employer.

6. **Cook County Earnfare, Downstate Earnfare, and NCP Earnfare Providers** agree to provide a written reference, if requested, to an Earnfare participant upon their satisfactory performance on the Earnfare assignment.

7. **Job Placement with Retention Providers** must ensure that:
   a. participants are adequately supervised at work sites and training facilities, and that the physical environment is appropriate and meets all applicable standards set by State and Federal laws, rules and regulations;
   b. participants should be engaged in a total of 80 hours per month in appropriate designated activities, with activity hours assigned to work experience; cannot exceed 20 hours per month;
   c. all work experience assignments begin and end on the hour or half hour each day and are completed within the calendar month;
   d. participants' monthly attendance is reported on the Attendance Record which is to be mailed, faxed or delivered to them: participants are expressly prohibited from delivering or maintaining their own attendance records;
   e. provider will not enter into agreements with other work experience sponsors or accept referrals of other job placement retention providers unless written exception is submitted to the Department and approved in writing;
   f. participants do not displace persons who are already employed as regular full-time or part-time employees of the sponsor/employer, or are involved in a labor dispute between a labor organization and the sponsor/employer, or have been temporarily laid off by the sponsor/employer; and
   g. provider agree to provide a written reference, if requested, to participant upon their satisfactory performance on the assignment.

**L. Earnfare Payments**

1. **Cook County and Downstate Earnfare Providers** will determine the cash assistance payments issued to the Earnfare participants as follows: the amount of the individual's SNAP benefits (per person share) is divided by the state or federal minimum wage, whichever is higher, to determine the number of participation hours required to work off the value of the SNAP benefits. These participation hours are the first hours to be completed by each individual and will not generate cash assistance payments. After the value of the SNAP benefits is worked off, participants will be assigned to additional hours,
for which the Providers will pay the Earnfare participant the state or federal minimum wage, whichever is higher, up to $294.00 per month.

2. **NCP Earnfare Providers** will determine the cash assistance payments issued to the NCP Earnfare participants as follows. The first hours worked by each participant will count toward the individual's $50 court ordered child support obligation divided by the state or federal minimum wage, whichever is higher. The $50 will be forwarded by DHS staff to the Department of Health and Family Services which forwards the payment to the custodial parent.

   a. *For participants not receiving SNAP benefits,* after the $50 child support obligation has been satisfied, participants will work additional hours per month for which the Providers will pay the NCP Earnfare participant at the state or federal minimum wage, whichever is higher, up to a maximum of $244.00 per month.

3. If the Earnfare employer has a paid lunch period for its regular employees, then the Earnfare participant's lunch period time is counted toward the total hours worked. If the Earnfare employer does not have a paid lunch period for its regular employees, then the lunch period for Earnfare participants does not count toward their total hours.

4. With the exception of the paid lunch period, **Cook County Earnfare, Downstate Earnfare,** and **NCP Earnfare Providers** will authorize payment to participants only for actual time worked or in attendance in Basic Education or Vocational Training. Participants may not be paid for time off including, but not limited to, holidays and bad weather days, even if regular employees are paid for such days.

5. No cash assistance payments will be made for any additional hours completed beyond the number of assigned hours specified on the Earnfare Referral and Attendance Record.

6. No deductions will be withheld from cash assistance payments including, but not limited to, union dues, Federal, State or local taxes, FICA, or other child support obligation.

7. **Cook County** and **Downstate Earnfare** and **NCP Earnfare Providers** will pay Earnfare participants for hours worked beyond the value of the SNAP benefits (and child support obligation for NCP Earnfare participants) as soon as possible but within fourteen (14) days of the completion of the monthly Earnfare assignment. Payments will be made to participants by check or money order to provide supporting documents that will verify cash assistance payments. Providers will not issue payments in cash.

**M. Staffing Protocol (Job Placement with Retention and Special Project Providers only)**

The Provider will participate in staffings with the Department to review and discuss the status of customers assigned to the Provider using the established staffing protocols (see Appendix C) and forms.

**N. Mediation (Job Placement with Retention and Special Project Providers only)**

1. The Provider Manager and the Regional Employment and Training Liaison will act as mediators when the FCRC Administrator and the **Job Placement with Retention** or **Special Project Provider** are unable to resolve issues in a timely manner.

2. The Provider will notify the Provider Manager within two (2) workdays if: the FCRC fails to adhere to the monthly staffing meeting schedule; there is an unresolved dispute about the participant's plan or how the participant is handled; and/or any issue that the Provider identifies which will affect the terms of the Agreement.

3. The Provider Manager will arrange a meeting with the Regional Employment and Training Liaison within 10 calendar days to resolve the specified issue.

**O. Fiscal**

1. At the end of the Agreement, the Department will issue a Close Out and Cost Reconciliation Report to determine the relationship between total funds disbursed by the Department and actual funds earned and expended by the Provider. The Department will include costs appropriately earned and/or expended for approved budget line items and supportive services payments issued to participants. The Provider must reconcile the information contained in the report and certify its correctness. The Department will provide instructions for reimbursing the Department for disallowed costs if necessary.

2. Profit is allowed only for "for-profit" organizations as negotiated in the program budget. Any amount exceeding the budget approved profit amount will be considered program income and must be reinvested in the program and expended for uses under the original award.
VI. Department Responsibilities

1. **A. Referral Process**
   - The Department may refer eligible and appropriate individuals to **Downstate Earnfare, Job Placement with Retention, Support Services** and **Special Project Providers** for services using Referral Form (Form 2151 or Form 2151c).

2. The Department will screen and refer eligible individuals to **Cook County Earnfare Providers** monthly, using the Earnfare Referral and Attendance Record. The Earnfare Referral and Attendance Record will specify the number of hours an individual must complete in order to work off the value of their SNAP benefit, and the maximum number of hours for which an individual can participate for cash assistance payments.

3. The NCP Services Unit (NCPSU) will screen and refer eligible individuals to **Non-Custodial Parent (NCP) Earnfare Providers** monthly, using the NCP Earnfare Referral and Attendance Record. The NCP Earnfare Referral and Attendance Record will specify the number of hours an individual must complete in order to work off the $50 child support obligation, to work off the value of their SNAP benefit (if applicable), and the number of hours for which a participant can work to earn the maximum $244 monthly cash assistance payment.

2. **B. General Program**
   - The Department will issue supportive services to participants in the **Cook County Earnfare** program and to participants in the **NCP Earnfare** program who receive SNAP benefits.

2. The NCP Services Unit will issue transportation funds to participants in the **NCP Earnfare** program who do not receive SNAP benefits.

3. The Department will process billings in a timely manner upon receipt and after reviewing the billing for completeness and accuracy.

4. The Department may verify any or all unsubsidized placements.

5. The Department will provide Worker's Compensation coverage for each SNAP E&T participant assigned to an Earnfare employer (**Cook County, Downstate Earnfare** and **NCP Earnfare Providers**) or to a contracted Work Experience sponsor.

6. The Department will provide **Cook County** and **Downstate Earnfare** with documentation to determine the hours required to work off the value of participants' SNAP benefits.

7. Department staff will participate in staffings with the Provider to review and discuss the status of customers assigned to the Provider using the established staffing protocols (see **Appendix C**) and forms.

8. At its discretion, the Department may remove from a Provider's program those participants who demonstrate insufficient progress or a pattern of non-compliance and reassign them to other countable activities.

9. The Department will assume no liability for the actions of SNAP E&T customers while on assignment.

3. **C. Change Progress Report Form (Form 2151A)**
   - The Department will take action to sanction a participant's SNAP benefits within 48 hours of receiving a Change Progress Report Form (Form 2151A) reporting non-cooperation. Only SNAP benefits will be sanctioned due to a participant's failure to cooperate with employment and training activities.
2. The Department will use the Change Progress Report Form (Form 2151A) to notify the Provider within 48 hours of cancellation, employment, change in benefit or other case action.

VII. Supportive Services

A. Authorization of Supportive Services

1. Downstate Earnfare, Job Placement with Retention, Support Services and Special Project Providers:
   a. will issue supportive service payments to eligible program participants by check, money order, fare cards or cash;
   b. must obtain the participant's sign off upon receipt of the supportive service payment(s) and maintain this documentation on file. All issuances must be clearly documented in each participant's program file along with calculations and documentation used to determine the amount of issuance; and
   c. DHS may request, and Provider shall supply, upon request, necessary information and documentation; i.e., receipt for purchase of gas, clothing items, etc. regarding transactions constituting contractual or other relationships paid for with funds received under this contract.

2. Job Placement with Retention and Special Project Providers may also authorize supportive service payments for participants attending programs identified in the participant's assessment to alleviate barriers to employment such as literacy, counseling/prevention services, etc.

B. Accounting

Monthly accounting for all monies disbursed will be required by the Provider in a format specified by the Department. Refer to the Supportive Services section in Appendix B.

VIII. Billing Instructions

A. General Billing Instructions

1. Services rendered are accounted for through the submittal of monthly reports and billings. The Department will provide billing forms and instructions. Billings must be received from the Provider no later than the 10th day of the month following the month of service. Billings must be in the format of back up documentation and reports in the format specified under each Program Section. Billings received without proper documentation will be returned to the Provider for resubmittal. There will be no exceptions.

   Final billings must be received by the 10th day of the month following the end of the Agreement period. Interest earned from grant funds held in an interest-bearing account must be reported at least quarterly along with the monthly billing/report.

2. Providers must certify that all claims are accurate, complete, and fully supported through case file documentation. Failure to submit timely billings in accordance with instructions will affect reimbursement of funds and performance rating for future contracts. During program monitoring, the absence of support documentation in case files may result in disallowances.

3. In the event there are no billables during a given month, the Provider must report no billable services on their monthly billing form.

4. Audit/Monitoring Corrections should be handled in the same manner as a regular billing package with "Audit Correction" or "Monitoring Correction" indicated. Audit/Monitoring corrections to disallow expenses may result in a negative or zero amount. The Billing Summary Pages(s) should provide all the details along with the related finding. For back-up documentation include the findings and corrective action page(s) from the audit or monitoring report.
5. Billings submitted by the Provider for services rendered in months other than the current month’s services are referred to as addendum billings. An addendum billing follows the same rules and instructions as a regular billing package with the added instruction to indicate “ADDITIONAL BILLING”.

6. A Billing Acknowledgment Letter will be sent to the Provider each month after a bill is processed by the Billing Section. This letter will inform the Provider if any adjustments were made to their billing, an explanation of why the billing was adjusted, how much of the billing was approved and whether the billing was worked off against the Provider’s advance balance or if the billing was processed for payment.

7. The Provider agrees that the pre-signing and post-dating of any forms used for verification of program services for payment is expressly prohibited.

8. The Department is not liable for the costs incurred by the Provider when units of service exceed the total funds stated in this Agreement.

9. The Department reserves the right to correct or return to the Provider for correction any documents with mathematical or computational errors in payment subtotals or total contractual obligation.

10. It is expected that by the December 2014 bill, due on January 10, 2015, the Provider will have earned and billed 50% of their Administrative Costs awarded. If not, this Agreement will be deobligated by the amount not earned. Also at this time, supportive service funds will be deobligated as appropriate.

11. It is expected that by the December 2014 bill, due on January 10, 2015, the Provider will have earned 50% of their Placements with Retention payment awarded. If not, the Agreement will be deobligated by the amount not earned.

12. **Job Placement with Retention Providers** will receive an initial advance to cover Administrative and supportive service costs. Providers will work off the advance in the service months of January, February and March 2015.

13. **Job Placement with Retention Providers** will receive a 1/12th Administrative payment in July 2014. In August 2014, providers are expected to be serving and maintaining 100% of the contracted number of the contracted number of customers to be served each month and have them engaged in countable SNAP E&T activities. Providers will be paid 1/12th of their monthly administrative dollars when 100% of the contracted number of customers to be served are assigned and engaged in countable SNAP E&T activities that month. Any month a Provider serves and engages less than 100% of the contracted number of customers assigned in countable SNAP E&T activities they will be paid at a prorated per customer amount. If a Provider serves and engages less than 100% of the contracted monthly number of customers in countable SNAP E&T activities, the Provider will not be allowed to earn the difference in subsequent months.

### B. Billing Packages Submittal Addresses

#### Cook County:

Illinois Department of Human Services  
Bureau of Program Support and Fiscal Management  
Cook County Billing Section  
401 South Clinton, 3rd Floor  
Chicago, IL 60607

#### Downstate:

Illinois Department of Human Services  
Bureau of Program Support and Fiscal Management  
Downstate Billing Section - Mail Stop # 6  
100 South Grand Ave., East, 2nd floor  
Springfield, IL 62762

### C. Technical Assistance

Technical assistance will be provided upon request.

<table>
<thead>
<tr>
<th>Statewide Contact</th>
<th>Phone</th>
<th>Fax</th>
</tr>
</thead>
<tbody>
<tr>
<td>Katherine L. Staten, Bureau Chief</td>
<td>(773) 881-2934</td>
<td>(773) 881-2939</td>
</tr>
<tr>
<td>Dale Eddy, Supervisor, Billing Section</td>
<td>(312) 793-6621</td>
<td>(312) 793-3627</td>
</tr>
</tbody>
</table>
SNAP Employment and Training Program

Helping you find and keep the right job

The SNAP Employment & Training Program's (SNAP E&T) goal is to help you improve your work skills and assist you in finding a job through short-term training and work assignments as well as GED, resume-writing and interviewing classes.

Supportive Service Payments

You may qualify for supportive service payments when you take part in SNAP E&T program activities. SNAP E&T program activities will work to enhance your job skills and help you search for employment. Supportive service payments will help you with work related expenses such as transportation or special clothing expenses.

Getting Started

In order to match you with the right services, each applicant will meet with program staff and be assigned to a SNAP E&T program activity. The activities you are expected to do will be explained by program staff. To receive the full SNAP benefits and supportive service payments that you are entitled to, make sure that you do not miss any meetings and that you complete all assigned activities.

Sanction for Not Complying

If you miss a meeting or fail to complete an assigned activity, a meeting will be scheduled with you to find out why. If meetings and activities are missed or you do not comply with an activity assignment, your SNAP benefits may be reduced or stopped. Reasons for not complying, such as illness or unexpected emergencies, may be excused and will prompt a rescheduling of the activities that have not been completed. Contact program staff as soon as you know that you will be unable to fulfill a meeting or assigned activity.

Who Does Not Have to Participate in the SNAP E&T Program?

If you meet any one of the following conditions, you do not have to take part in the SNAP E&T program, but we encourage you to volunteer:

- you are under age 18 or are age 50 or older;
- you are a student, enrolled at least half-time;
- you participate in a drug addiction or alcohol treatment and rehabilitation program;
- you receive Unemployment Insurance;
- you are responsible for the care of an incapacitated person;
- you are pregnant or physically or mentally unable to work;
- you are residing with a (child)ren under age 18;
- you are employed or self-employed, working at least 30 hours per week or receiving weekly wages of 30 times the federal minimum wage.
- you live in an exempt area where SNAP E&T provider slots are not available for active participation.

For more information:
Call or visit your Illinois Department of Human Services' Family Community Resource Center (FCRC).

If you have questions about any Illinois Department of Human Services (IDHS) program, call or visit your FCRC. We will answer your questions. If you do not know where your FCRC is or if you are unable to go there, you may call the automated helpline 24 hours a day at:

1-800-843-6154
1-800-447-6404 (TTY)

You may speak to a representative between: 8:00 a.m. - 5:30 p.m. Monday - Friday (except state holidays)

For answers to your questions, you may also write:

Illinois Department of Human Services
Bureau of Customer Support and Services
100 South Grand Avenue East
Springfield, Illinois 62762

Visit our web site at: www.dhs.state.il.us

X. Program Monitoring

Bureau of Workforce Development, Employment and Training Resource Development Services’ Provider Monitors will monitor programs for adherence to Agreement provisions. In addition, Monitors may conduct follow-up visits to ensure implementation of corrective action plans and will investigate complaints received regarding delivery of program services.

A. Program Reviews

Program reviews may include but are not limited to:

- site review including review of written program and staff procedural materials (i.e. any recruitment or marketing letters or materials, orientation curriculum, assessment form(s), employability plan, non-cooperation notices, employer agreements, etc.);
- interviews with Provider Staff;
- case file reviews;
- participant interviews both at Provider site and at assigned activity site;
- observation of on site activities, such as, orientation sessions, job readiness classes, vocational and/or educational training and/or off-site training, education or counseling sites;
- employer/other activities site visits and interviews;
- review of Referral and Attendance Records;
- review of supportive services issuances;
- distribution and receipt of FCRC Coordination, Provider Manager and Billing Surveys;
- progress in achieving contracted benchmarks;
- fiscal survey/fiscal month review;
- review of billed unsubsidized job placements; and
- desk audit reviews for select Providers.

B. Review Protocol
1. Provider monitoring staff will schedule the review at least ten days (10) in advance and confirm the date of the visit in writing. A copy of the monitoring instrument will be enclosed with the scheduling letter. The planned duration of each review will be indicated when scheduling is done and will depend on the program size, number of sites, etc.

2. Each visit will begin with an entrance conference and conclude with an exit conference to verbally report results and any findings, corrective actions needed, and recommendations suggested. A written report will follow.

3. Provider monitoring staff will invite the Provider Manager, FCRC and Regional Family and Community Services’ Representatives to the Exit Conference.

4. A written report of monitoring findings, recommendations and needed corrective actions will be sent to the Provider following the review. Corrective actions must be implemented in the time frame specified in the written report.

5. Following the final report, which includes the Provider's corrective action plan, up to two follow-up visits will be completed to ensure implementation of the submitted corrective action plan. Any outstanding findings that have not been addressed after the second follow-up, a report detailing such will be forwarded to Administration for review.

6. At the discretion of the Department, the DHS Provider Manager may make unscheduled site visits to Providers to confirm that clients are engaged appropriately in countable activities. Corrective action, up to and including termination of the Agreement, will be initiated if countable activities cannot be verified.

XI. Program Budget

A. General Conditions

1. **Job Placement with Retention, Support Services** and **Special Project Providers** must submit an annual program budget along with their program proposal.

2. When approved by the Department, the budget becomes part of the Provider's Agreement and is maintained on file in the Employment and Training Resource Development Services and in the Office of Program Support and Fiscal Management.

B. Budget Limits

1. Within the total amount of the budget, the Provider may adjust any line item in the contractual budget not to exceed 10%. A change in a budget line item above 10% must be requested of and approved in writing by the Department.

2. The Department is not liable for costs incurred by the Provider that are not contained in the approved program budget.

Appendix A - Glossary

A

**ABAWD**

Able bodied adult without dependents, age 18-49, who receives non-assistance food stamps - target population for the Supplemental Nutrition Assistance Program Employment & Training (SNAP E&T) program.

**Attachment Cover**

The cover to Employment and Training Attachment G containing contract information, program type, methods of payment and reconciliation, and estimated funding amounts.

B

**Billable Placement**
A job in unsubsidized employment at or above starting wages and meeting or exceeding the hours per week minimum, shown in Exhibit B, in which the participant has been retained for at least the minimum required retention period.

C

Conciliation
The process which determines why a participant failed or refused to comply with SNAP E&T requirements; determines if good cause exists; and provides the individual with another chance to comply.

Countable
The types of activities in which the individual must participate in order to acquire the federally required participation hours.

D

DCFS
Department of Children and Family Services - the state agency with primary responsibility for children's welfare.

DHS
Department of Human Services - the single state agency with primary responsibility for most of the state-administered human services.

DFCS
Division of Family and Community Services - programs in this DHS Division and FCRCs provide services to our clients.

Deobligation
A decrease in the total estimated dollar amount of the contract.

Direct Costs
Expenses identified in the approved program budget. They are costs that are directly related to the administration of the program on a dollar for dollar basis. Direct costs may include but are not limited to:

- salaries and fringe benefits paid to staff who devote the majority of their time to provide services directly to customers or directly assist in the administration of the program. Examples of this type of staff are Program Directors, Case Manager, Job Placement personnel and accountants/bookkeepers; and
- expenses incurred solely for the program such as rent, utilities, telephone service, sub-contractors, office equipment and supplies and travel expenses.

Downstate
Refers to areas within the state of Illinois, excluding Cook County.

E

E & T Liaison
Division of Family and Community Services' FCRC staff who matches the FCRC's customers to the appropriate contractual program, manages the Providers' referrals, conducts staffings, and collaborates with the Division's regional Employment & Training staff on Provider/customer related issues.

Engagement
Actively maintaining a participating customer in one or a combination of SNAP E&T approved work and training activities in order to secure 80 hours per month of participation.

Exhibit B
The contracted outcomes found in Exhibit B on which the payment to the Provider is based.
FCRC

Family Community Resource Center - Division of Family and Community Services' offices providing public benefits and social services at the community level. Formerly called “Local Office.”

IEE

Initial Employment Expenses - specific supportive services available to SNAP E&T participants in order to help them obtain and maintain unsubsidized employment.

Illinois Link

Individuals access SNAP benefits electronically through their Illinois Link card which is similar to a bank card. Individuals can access benefits through Point of Sale (POS) terminals generally found at food stores and supermarkets.

Indirect Costs

Expenses incurred by the Provider agency in the course of doing business. Indirect costs may include but are not limited to:

- a percentage of salaries and fringe benefits paid to staff who provide services indirectly to customers or assist in the administration of the program. These individuals do not devote the majority of their time to the program. Examples of this type of staff are Executive Directors, Comptrollers, Human Resources Directors and receptionists; and
- expenses incurred in the course of doing business in which a portion can be attributed to the administration of the program such as banking costs, insurance, rent and utilities.

Job Placement

See Billable Placement

NCP

Non-Custodial Parent - the parent who does not live with their child(ren) who receive TANF.

Provider Manager - DHS

Employment and Training Resource Development Services staff person who manages the Providers' contractual Agreements in collaboration with the Division of Family and Community Services' regional and FCRC staff.

Retention

Unsubsidized employment retained for at least the minimum period as outlined in Exhibit B. Also see Billable Placement.

SNAP E&T

Supplemental Nutrition Assistance Program Employment & Training (SNAP E&T) Program - administered by DHS to provide employment and training services to ABAWDs who receive non-assistance food stamps and volunteers to enable them to gain work skills, work experience and become self-sufficient.

Staffing
The meeting between the Provider and Department staff to discuss the progress of individuals assigned to the Provider for services.

V

Volunteer

Individual exempt from mandatory participation in SNAP E&T who chooses to participate in program activities. Volunteers may take part in all SNAP E&T activities and receive supportive services (as resources permit) but may not be sanctioned for failure to cooperate.

Appendix B - Supportive Services

The Provider will issue supportive service payments by check, money order, fare card or cash. All issuances must be clearly documented in each participant's case file. The Provider must maintain receipts signed and dated by the participant to verify issuance of each supportive services payment. Documentation of each issuance must include the amount, purpose and period covered. Monthly financial accounting for all monies disbursed will be required in a format specified by the Department.

Following is a summary of supportive services policy and allowance maximums. Special supportive services policy may apply to some Providers' programs.

The following rates are subject to change. Providers will receive written notification of any supportive service payment policy and/or rate change.

A. Transportation

Transportation expenses are authorized as an advance payment to program participants for travel necessary to get to and from approved activities.

The participant should be provided funds in advance to travel to and from education/specialized training activities, job interviews and other approved activities as provided or arranged by the Provider. Attendance must be verified by the Provider with the employer/program for participants who are issued transportation funds to go to and from their education/specialized training, and other activities.

Transportation payments should be made at the lowest reasonable cost. If a participant's own vehicle is the most economical means of transportation, the Provider should issue $.15 per mile.

**Downstate Earnfare, Job Placement with Retention, and Special Project Providers** are to issue this allowance to their participants. **Cook County Earnfare** participants and **Cook County NCP Earnfare** participants who receive SNAP benefits may receive this allowance from the Department. **Cook County NCP Earnfare** participants who do not receive SNAP benefits will receive this allowance from the NCP Services Unit. **Downstate NCP Earnfare Providers** issue this allowance to participants who receive SNAP benefits.

B. Job Search Allowance

Participants in the Job Search activity may receive up to $20 every 30 days for employer contact related expenses (i.e., transportation). Participants are expected to make at least 20 employer contacts each month while in the Job Search activity. **Downstate Earnfare, Job Placement with Retention, and Special Project Providers** are to issue this allowance to their participants. **Downstate NCP Earnfare Providers** are to issue this allowance to participants who receive SNAP benefits. **Cook County Earnfare** participants will receive this allowance from the Department. Note: a participant may only be assigned to Job Search for 8 weeks in a 12 consecutive month period as part of another countable activity.

C. Work Activity Allowance

Participants in Work Experience and/or Job Readiness may receive $5 per month for job related activity. **Job Placement with Retention** and **Special Project Providers** are to issue this allowance to their participants.

D. Earnfare Clothing Allowance
Earnfare participants may receive an allowance of up to $100 in a consecutive 12-month period (July through June) for clothing needed to participate in an Earnfare assignment. For example, a coat, work gloves, socks, shoes, pants, and shirts. 

**Downstate Earnfare Providers** issue this allowance to eligible participants. **Cook County Earnfare** participants and **Cook County NCP Earnfare** participants who receive SNAP benefits may receive this allowance from the Department. **Downstate NCP Earnfare Providers** issue this allowance to participants who receive SNAP benefits.

**E. Mandatory Fees**

**Job Placement with Retention** and **Special Project Providers** may issue payment to eligible participants, enrolled in approved education or training programs, up to a maximum of $300 in a consecutive 12-month period (July through June) for mandatory fees. Provider Manager approval is required when issuances in a 12-month period total over $200. Payment for tuition cannot be authorized.

Provide payment for mandatory fees including application, registration, activities, laboratory, graduation and testing fees (including fees to obtain a GED certificate).

**F. Books and Supplies**

**Job Placement with Retention** and **Special Project Providers** may issue payment to eligible participants, enrolled in approved education or training programs, up to a maximum of $300 in a consecutive 12-month period (July through June) for books, supplies, and equipment. Provider Manager approval is required when issuances in a 12-month period total over $200.

Provide payment for these items purchased in accordance with the facility’s published list of items required for the approved program in which the participant is enrolled.

**G. Physical Examinations**

**Job Placement with Retention** and **Special Project Providers** will provide payment for individuals to obtain physical exams if needed for SNAP E&T participation or to accept employment and if the costs are not paid by other sources such as the employer, the training program or local health agency. **Cook County** and **Downstate Earnfare** participants may receive this allowance from the Department.

**H. State Identification Card Required for Participation in SNAP E&T Activities**

**Downstate Earnfare, Job Placement with Retention, and Special Project Providers** will provide payment for individuals to obtain a State Identification Card if needed for SNAP E&T participation. Issue a maximum of $20.00 for the ID as indicated on the Secretary of State’s website ([www.sos.state.il.us](http://www.sos.state.il.us)). Only one issuance per fiscal year (July through June) is allowed. Provider Manager approval is required.

**I. Initial Employment Expenses**

**Downstate Earnfare, Job Placement with Retention, and Special Project Providers** will issue allowances for initial employment expenses (IEE) to help participants begin and continue unsubsidized employment. Payment may be provided for initial employment expenses when requested within 30 calendar days beginning with the first day of employment. IEEs are computed based on the participant’s workdays during the same 30 calendar day period from the first day employment begins. **Downstate NCP Earnfare Providers** will issue these allowances to participants who receive SNAP benefits.

Provider Manager approval is required for any initial employment expense exceeding $200.00. The total amount of IEEs provided must not exceed $400 in a consecutive 12 month period (July through June).

To be eligible for IEE, a person must be:

- employed at least 20 hours per week on a job that is expected to last at least 30 calendar days; or
- employed less than 20 hours per week on a job that is expected to last at least 30 calendar days and total hours of employment plus component activity equal at least 20 hours per week.

IEEs may include the following:

- special clothing (maximum $200);
- required tools not provided by the employer (maximum $200);
- State identification card, when needed as a condition of employment. Issue a maximum of $20.00 for the ID as indicated on the Secretary of State's website. ([www.sos.state.il.us](http://www.sos.state.il.us)). Only one issuance per fiscal year (July through June) is allowed. Provider Manager approval is required.
- child care, up to DHS maximums;
- auto license plate fees;
- auto liability insurance at the least costly rate, but not to exceed $150 or the cost for 3 months coverage, whichever is less;
- transportation expenses required to go to and from work at the lowest reasonable cost. If the participant's car is the most economical, authorize $3 daily or a rate of 15 cents per mile, whichever is less;
- Items or services purchased to assist the participant in meeting Illinois Department of Children and Family Services (DCFS) child care licensing requirements (maximum $300). Some items and services included are:
  - fire extinguisher
  - smoke alarm
  - first aid kit;
  - installation of a telephone.
- other required items related to the specific job (maximum $300). Departmental approval is required;
- repair of an auto (maximum $300). The following requirements must be met before a request for payment for repair of an auto is approved:
  - the participant has no other available and suitable form of transportation to and from employment;
  - the participant is unable to report to the employment unless the auto is repaired;
  - the participant has a valid driver's license and has provided evidence of insurability;
  - the auto, when repaired, will be suitable for the purpose intended and no other obvious mechanical deficiency has been observed; and
  - the title and license of the auto is in the name of the participant or their spouse.

IEEs cannot be used to:
- purchase fire arms;
- pay bail bonds, traffic tickets, or other driving violations; or
- enable the participant to relocate and accept employment elsewhere.

Expenses that assist the participant in becoming a DCFS licensed child care provider are the only type of self-employment expenses permitted.

The Department will issue the above allowances to **Cook County Earnfare** participants and to **NCP Earnfare** participants who receive SNAP benefits and who obtain qualifying employment.

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**Appendix C - Staffing Protocol**

**Staffing Protocol**

1. Upon execution of the Agreement, the FCRC and the Provider will establish a meeting schedule. The Provider will designate a representative to attend the meetings and to resolve issues. For Cook County, meetings should occur at least monthly; for Downstate, the FCRC and the Provider will schedule meetings on an "as needed" basis.
2. At least three (3) workdays prior to the meeting, the Provider will send the FCRC the Employment and Training Participant List (Form 4333). The list will include the name and appropriate information for each participant being served. The Provider will indicate participant status and which individuals are to be fully staffed on the list.

3. The Provider will complete an Employment and Training Staffing (Form 4334) for those participants that are being fully staffed because they are not progressing, including those participants in the job retention period.

   For all other participants, the Provider completes the Change Progress Report Form (Form 2151A) indicating the actual activities and hours per month in which the individual is participating and their level of progress. The Provider will also report any behavioral or attitudinal changes that demonstrate progression toward securing and retaining employment and/or any changes to the participant's Employability Plan.

   The Employment and Training Staffing (Form 4334) will be attached to the Employment and Training Participant List (Form 4333) for each participant who will be fully staffed. The Change Progress Report Form (Form 2151A) will be attached to the Employment and Training Participant List (Form 4333) for each participant who is listed but who will not be fully staffed. The List and its attachments will be sent to the FCRC.

4. At the meeting, the Provider will bring copies of Forms 2151A along with any revised Employability Plan forms and case notes as requested by the FCRC.

5. The FCRC staff will verify and indicate the case status and participants' eligibility for continued participation with the Provider on the Employment and Training Participant List (Form 4333). If possible, discrepancies in lists will be resolved before the staffing meeting.

6. At the staffing meeting, both the FCRC Representative and the Provider Representative must sign the Employment and Training Staffing (Form 4334) for participants that are fully staffed.

   - The Provider checks the appropriate boxes in Section A to show all services provided to the participant.
   - The FCRC Representative checks the appropriate box in Section C to indicate case status.
   - The Provider and FCRC Representative will indicate in Section B any changes to be made in the participant's Employability Plan, e.g., change subsidized employer, change in work activity, etc.
   - A copy of staffing documents must be kept at the FCRC and a copy in the participant's case file at the Provider's site.

### Full Staffing

The FCRC and the Provider will conduct a full staffing for each participant who is having problems or is not progressing. Other selection criteria for a full staffing may include:

- poor level of participant engagement;
- length of time participating in program;
- participant's receiving third party services such as counseling/prevention services; and
- other identified problems.

The FCRC Representative, the Provider representative and other interested parties work as a team to get the participant back on track. Other interested parties may be third party counseling/prevention service providers or other professionals involved in the participant's plan. The FCRC and the Provider will bring case files and other relevant background information to the full staffing meeting.

Review the participant's situation:

- Review all resources available to the participant;
- Review the participant's family situation;
- Discuss appropriateness of current activity(ies);
- Discuss new strategies to improve participation; and
- Share information, which may be unknown to other party(ies).
The full staffing may result in a revision of the Assessment Employability Plan by either the FCRC or Provider in conjunction with the participant. Revision of the Assessment Employability Plan requires the FCRC or Provider to schedule a follow up meeting with the participant. The follow up meeting may include other parties. Changes will be noted in Section B of Employment and Training Staffing (Form 4334).

Appendix D - Conciliation Process

The Conciliation Process:

- determines why a mandatory participant failed or refused to comply with SNAP E&T requirements;
- determines whether good cause exists; and
- provides the person another chance to comply.

Conciliation must be conducted before sanctions are imposed.

The conciliation period begins the day after the Provider learns the participant did not comply with requirements. The period continues for up to 30 calendar days.

During this period, a notice is sent scheduling the conciliation meeting. If it is determined that good cause does not exist, inform the participant of the specific requirement and the consequences of not complying. The participant is told what is needed to comply and the date by which it must be done to avoid sanction. This date cannot be later than the last day of the conciliation period. If necessary, provide transportation expenses to enable the participant to attend conciliation meetings.

The participant must act to comply within the conciliation period, unless unable to do so by events beyond their control. The act of compliance must be verified. If the participant refuses to comply without good cause, end the conciliation period early and request a sanction from the FCRC via Change Progress Report Form (Form 2151A). Document the participant's refusal to comply in their case file.

If the participant does not comply during the conciliation period, the sanction action is requested no later than the last day of the period. The sanction may be retracted if it is later verified that the participant complied by the end of the period.

Good Cause Reasons

Examples of good cause include, but are not limited to:

- death in the family;
- illness or incapacity;
- required court appearance or being temporarily in jail;
- family crisis;
- an emergency situation;
- lack of reasonably available transportation;
- severe weather;
- job referral does not meet appropriate work or training criteria;
- lack of any supportive service or other resource as determined by the Employability Plan, to the extent it presents a major barrier to SNAP E&T activity;
- current participation in employment or training that is in line with the employment related goals of the program. These efforts must later be approved (e.g., individual is unable to participate because they were in a GED class);
- failure to comply due to symptoms of a condition for which the participant has been referred for rehabilitation services;
- failure of staff to correctly forward information to other staff;
• failure of the participant to comply because of attendance at a test or a mandatory class or function at an education program whether or not such program is officially approved by the Provider or SNAP E&T;
• lack of reading or writing skills by the participant;
• failure of the participant when it is determined that the individual should be in a different SNAP E&T component or exempt;
• lack of reasonably available day care; and
• non-receipt of mail by the participant of a notice advising them of a program requirement, if documented by the individual.

Appendix E - SNAP E&T Participation Activities

SNAP E&T Participation Activities

• **Basic Education**: may be required of participants who are in need of further education as part of their employability plan. Basic Education includes English as a Second Language (ESL); General Education Development (GED); Adult Basic Education (ABE) and literacy educational programs.

  Participation Requirements: 80 hours per month; duration may vary.

• **Vocational Training**: a short-term work program or activities designed to improve the employability of a participant. It includes short-term technical training, vocational training, and certificate programs that prepare a student for employment in a specific occupation.

  Participation Requirements: 80 hours per month; duration is a period of three (3) to six (6) months.

• **Work Experience**: provides participants with practical "on the job" experience. Work assignments must be at public or private not-for-profit organizations.

  Participation Requirements: Participants work the number of hours needed to work off the value of their SNAP benefits divided by the state or federal minimum wage, whichever is higher, not to exceed 20 hours per month. Duration is for a maximum of three (3) months. Additional three (3) months may be provided if beneficial to the client's work skills.

• **Job Search**: requires the participant, with staff assistance, to actively contact employers and seek employment. The participant must attend all scheduled meetings and must make a good faith effort to complete 20 employer job contacts a month. Participants may only be assigned to Job Search for 8 weeks in a 12 consecutive month period as part of another activity. Participants in Job Search must be referred to and register with the Illinois Department of Employment Security.

• **Job Readiness**: may include training in preparation for work including following and accepting supervision, time management issues, appropriate workplace behavior, job seeking skills, learning to budget, establishing bank accounts, etc. A maximum of 8 employer contacts per month may be required. Participation in Job Readiness is for a minimum of 2 sessions per month, 2-4 hours per session. Participants may only be assigned to Job Readiness as part of another activity.

Appendix F - Program Exception Forms


If you cannot access these forms, please notify the contact person below.

**Katherine Staten, Bureau Chief**
Bureau of Workforce Development
1308 W. 105th Street, 2nd Floor
Chicago, IL  60643
Appendix G - Applicable Rules and State Sources

I. Applicable Rules

The Provider must comply with applicable laws, regulations and rules which include, but are not limited to the following:

A. Federal:
   - 7 CFR 271-273, Subchapter C, Supplemental Nutrition Assistance and Food Distributions Programs
   - 45 CFR 205, General Administration, Public Assistance Programs
   - PL 105-33, Balanced Budget Act (BBA) of 1997
   - Deficit Reduction Act (DRA) 2005

B. State:
   - PA 87-893; PA89-21 - Earnfare legislation

II. State Sources

As the Provider, in addition to State and Federal rules and regulations governing the programs you deliver you are responsible for complying with all of the State sources below, if applicable:

- Illinois Charitable Trust Act (760ILCS55):
- Business Corporation Act (805 ILCS 5):
- Administrative Orders
- Illinois Emergency Budget Act of Fiscal Year 2011 SB3660 Enrolled:
  (http://www.ilga.gov/legislation/96/SB/09600SB3660enr.htm)
- Contractual Services defined
- State Finance Act (30 ILCS 105/15a):
- Professional and Artistic Services defined
- Illinois Procurement Code (30 ILCS 500/1-15.60):
  (http://www.ilga.gov/legislation/ilcs/documents/003005000K1-15.60.htm)
- Purchasing, Contracting and Leasing
- Illinois Procurement Code (30 ILCS 500/1-1 et seq.):
- 44 Ill. Adm. Code Part 1:
  - (http://www.ilga.gov/commission/jcar/admincode/044/04400001sections.html)
- Contract filing and late filing affidavits
- Illinois Procurement Code (30 ILCS 500/20-80):
- Lease of office and storage space and facilities
- Civil Administrative Code of Illinois (20 ILCS 405/405-300):
  - (http://www.ilga.gov/legislation/ilcs/documents/002004050K405-300.htm)
- Fair Employment Practices
- Ill. Const. (1970) art. 1, sec. 17,
  - (http://www.ilga.gov/commission/lrb/con1.htm)
- Governmental Ethics
- Illinois Governmental Ethics Act (5 ILCS 420/1-101 et seq.):
- State Officials and Employees Ethics Act (5 ILCS 430 et seq.):
- Expenditure Authority
- SAMS (Section 11) (pdf)
  - (http://www.apps.ioc.state.il.us/ioc-pdf/SAMSMasterMaster.pdf) (pg. 392)
- Contract Signatures
- SAMS procedure 15.20.95 (pdf)
  - (http://www.apps.ioc.state.il.us/ioc-pdf/SAMSMasterMaster.pdf) (pg. 665)
- Payment for Goods and Services
- State Prompt Payment Act (30 ILCS 540/1 et seq.):
- State Contracts
- Business Enterprise for Minorities, Females, and Persons with Disabilities Act (30 ILCS 575/0.01 et seq.):
- Human Services Provider Contracts
- Human Services Provider Bond Reserve Payment Act (30 ILCS 435/15):
- Requirement to Purchase from Department of Corrections
- Unified Code of Corrections (730 ILCS 5/3-12-7):
  - (http://www.ilga.gov/legislation/ilcs/documents/073000050K3-12-7.htm)
- Child Care Service Contracts (Only Applicable to Child Care Contracts)
- State Agency Employees Child Care Services Act (30 ILCS 590/1 et seq.):
- Purchase of Recyclable Products or Supplies
- Illinois Solid Waste Management Act (415 ILCS 20/3):
- Change Orders in Public Contracts
- Criminal Code (720 ILCS 5/33E-9):
- Invoice Voucher Certification Clause
- State Finance Act (30 ILCS 105/9.04):