



SNAP WORKS PROGRAM PROVIDER HANDBOOK

Version: 3
Revised 4.2025

**Georgia's
SNAP Employment &
Training Program**

**Georgia Department
of Human Services
Division of Family &
Children Services**

Atlanta, Georgia



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Disclaimer

This Handbook supersedes all previous versions of the SNAP Works Program Provider Handbook. It will be periodically updated to include new information released by the State and Food and Nutrition Service (FNS) relevant to implementing the SNAP Works Program.

Acronyms & Terms Defined

Acronym	Acronym Definition
ABAWD	Abled-Bodied Adult without Dependents
CEU	Community Engagement Unit
DFCS	Department of Family and Children Services
DHS	Department of Human Services
DOL	Department of Labor
E&T	Employment and Training
FFY	Federal Fiscal Year
FNS	Food and Nutrition Services
IEP	Individual Employment Plan
IWORC	Interagency Workforce Opportunities Resource Committee
ME	Management Evaluation
MPR	Monthly Participation Report
PAMMS	Policy and Manual Management System
PHI	Protected Health Information
PII	Personal Identifiable Information
RR	Reverse Referral
SAC	SNAP Works Advisory Council
SNAP	Supplemental Nutrition Assistance Program
SNAP E&T Program	SNAP Employment and Training Program
SNAP Works Program	Georgia's Employment and Training Program
SOP	Standard of Promptness
STEP Portal	SNAP to Employment Pathway Portal
TA	Technical Assistance
USDA	United States Department of Agriculture

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Please note that policy questions should be emailed to GASNAPET.Providers@dhs.ga.gov.			

Version History Log

The log below will document updates to the handbook. It will capture each handbook revision, highlighting any changes or updates.

[illegible]

Overview

What is the SNAP Works Program?

Georgia's SNAP Employment & Training (E&T) Program is called the SNAP Works Program.

The SNAP Works Program's goal is to provide participants with opportunities and resources to gain skills to improve their employment prospects and reduce reliance on public assistance programs.

SNAP Works is a voluntary E&T program that provides SNAP (formerly known as food stamps) recipients opportunities to obtain marketable and in-demand skills, training, and/or experience that will improve their ability to attain stable employment or entrepreneurship opportunities and decrease their dependency on public assistance programs.

The SNAP Works Program seeks to provide SNAP recipients with short-term industry-driven training, skills, education, tools, participant support services, and access to career pathways that lead to sustainable jobs.

SNAP Works Program participants include Able-Bodied Adults Without Dependents (ABAWDs), single parents, families, senior citizens, the homeless, students, veterans, returning citizens (aka ex-offenders), the underemployed, the unemployed, and individuals with disabilities.

The program's services are delivered through a network of community partners, some operating under an intermediary. The program's services are available statewide and include support to help participants participate. The State evaluates and contracts with new partners to expand the network of services available throughout the State. This handbook is meant to help educate partners on program policies, processes, and changes. Each section of the handbook will address specific policies and processes that providers will have to adhere to.

Georgia's SNAP Works Program implements a third-party reimbursement model that leverages non-federal funds used for employment, training, and participant support services to SNAP Works participants.

This model promotes the growth, expansion, and sustainability of much-needed services and programs for SNAP recipients in Georgia.

NOTE: *Participation or non-participation in the SNAP Works Program does not affect a customer's SNAP benefits.*

Vision, Mission, Core Values

SNAP Works Program Vision

SNAP Works is your pathway to employment.

SNAP Works Program Mission

Connect citizens to employment by increasing access to short-term, industry-driven job training.

SNAP Works Program Purpose

SNAP Works participants can gain the skills needed, training, and industry-recognized credentials to improve their employment prospects by participating in the SNAP Works Program.

What are the State's responsibilities?

The State of Georgia DFCS administers SNAP Works according to federal regulations and State policy. DFCS sets the program's goals and direction in partnership with its Providers. Services are delivered through contracts with community organizations, and this section will outline the roles and responsibilities of the State and SNAP Works Providers.

The State's responsibilities include, but are not limited to:

- Provide participant support services.
- Confirm continued SNAP E&T eligibility.
- Participate in federal management evaluations.
- Communicate policy and process changes to providers.
- Provide training to providers on policy and process changes.
- Conducts data-driven program performance evaluations to improve program services and outcomes continually.
- Determine SNAP eligibility and screen individuals to determine if referring them to SNAP Works is appropriate.
- Submit all required federal reporting using the State's Management Information System.
- Conduct regular program compliance oversight through program management evaluations.
- Administer the SNAP Works Program according to federal regulations and state policy.

What are the Responsibilities of a SNAP Works Provider?

The Provider is responsible for operating an E&T Program according to federal and State laws and regulations.

The SNAP Works Provider responsibilities include, but are not limited to:

- Recruit eligible customers.
- Monitor participation.
- Participate in Management Evaluations.
- Utilize the STEP Portal for SNAP Works processes.
- Provide case management to all SNAP Works Program participants.
- Administer the SNAP Works Program in accordance with State and FNS guidelines.
- Adheres to the SNAP Works Program policy outlined in the Provider Handbook.
- Input customer data into the STEP Portal for SNAP E&T eligibility determination.
- Deliver SNAP Works Program services to participants deemed eligible by DFCS SNAP Works staff.
 - *Deliverables include but are not limited to:*
 - ❖ Orientation
 - ❖ Assessment
 - ❖ Signed Voluntary Participant Agreement
 - ❖ Individual Employment Plan (IEP)
 - ❖ Enrolling participants in SNAP Works allowable components
 - ❖ Enroll participants in allowable activities
 - ❖ Provide Participant Support Services
- Track costs and maintain financial records according to federal and state regulations.
- Responsible for disenrolling participants upon completion of the program or non-participation.
- Maintain SNAP Works participant case file (i.e., case notes, case narrative record, certificates, time sheets, etc.).
- Wherever possible, establish relationships/agreements with other employer-driven agencies, providers, and/or partners to provide job placement services once a participant has completed educational or training services.

SNAP to Employment Pathways Portal

DFCS has developed an automation system called the SNAP to Employment Pathways (STEP) Portal to streamline providers' tasks. The STEP portal is designed to help providers navigate, deliver services, track participation, and administer the program.

STEP Portal Access

The SNAP Works Program requires all partners to have access to the STEP Portal. DFCS will set up access for designated users and provide login instructions.

All clients must be entered into the STEP Portal to check real-time eligibility. The STEP Portal will check real-time eligibility against the Georgia Gateway system to determine if a participant is SNAP E&T eligible. To determine eligibility, the provider must enter the client's first name, last name, and date of birth into the STEP Portal. The data entered in the STEP Portal is important for reporting purposes.

The link to the STEP portal site is <https://step.dhs.ga.gov/>.

Provider SharePoint

The State has chosen to use SharePoint as a secure channel for transferring identifying information among its providers. Once a provider's contract has been fully executed, the DFCS SNAP Works Staff will set up a SharePoint for the provider to use.

A Provider's SharePoint will be used for SNAP Works resources, management evaluations, communications, billing, monthly participation reporting, etc.

The Provider's SharePoint contains standardized forms and templates that may be used when completing reports and billing documents for the SNAP Works Program.

Providers must email the DFCS SNAP Works Staff listed on each document to notify them of any completed or added reports and billing documents.

NOTE: *Emails that contain participant information must be sent via encrypted email.*

SharePoint Access Instructions:

- Open the email notification that you have added to the SharePoint created by the DFCS SNAP Works Staff.
- Click on "View Group in Outlook".
- Click on "Add to the team site".
- Click "Follow" on the top right of the page.
- Add the site to your Internet favorites for easier access in the future.
- Click on "Documents" located on the left of the page.
- Click on the pre-made designated folders to complete required reports and/or billing.
- Send an email notification each time you upload required billing documents or add a new entry to any documents on the SharePoint site.

SNAP Works Program Participants

Providers will serve SNAP Works eligible participants identified through their outreach efforts, enrolled through the reverse referral process, or referred by DFCS and determined appropriate for their services. To receive SNAP Works services, individuals must be eligible for and receiving SNAP and be screened and referred to SNAP Works by DFCS.

SNAP Works eligible individuals must meet three criteria:

- Receives SNAP benefits
- Is fit for employment
- Has opted to enroll in the SNAP Works Program voluntarily.

SNAP Works eligible individuals are not:

- Receiving TANF
- Students of higher learning, such as bachelor's or master's degree programs
- Deemed unfit for employment

To be considered a voluntary participant, an individual must knowingly volunteer for the SNAP Works Program. The State must screen them to determine if the individual meets State-specific criteria for voluntary participation to be referred by the State to a Provider. Also, the participant must sign a voluntary participant agreement (VPA) with the Provider. These requirements also apply to participants referred to the State by a third-party provider.

SNAP Works Program Referrals

There is no wrong door for a SNAP Works Program referral. Georgia utilizes two referral methods: direct and reverse referrals. Direct referrals come from DFCS Eligibility Staff, and reverse referrals are referrals where the Provider initiates engagement with the Customer.

DFCS Direct Referral

Upon application or recertification for SNAP benefits, DFCS Eligibility Staff will screen customers to determine suitability for a referral to the SNAP Works Program.

If the customer is SNAP E&T eligible and would like to be referred to the SNAP Works Program, the DFCS eligibility staff initiates a direct referral request. This notifies the DFCS SNAP Works staff that the customer has agreed to be a SNAP Works participant. DFCS SNAP Works Staff communicates the referral information via the STEP Portal to the Provider. The Provider has three (3) State business days from the referral date to attempt to contact the participant and document in Case Notes. The Provider has 10 calendar days from the date of the direct referral to update the referral status to **accepted/approved, turned away, or the client did not follow up** in the STEP Portal. If the provider has not updated the referral status on the 11th calendar day from the referral date, the State will notify the provider via email, allowing two (2) State business days for a response. If a customer contact has been made after two (2) State business days, the status should be updated by the Provider in the STEP Portal and documented in case notes. If no response is received after two (2) State business days, the State will add a case note, and the referral will be withdrawn from the STEP Portal. If a response is received after two (2) State business days but no contact has been established, the State will add a case note, and the referral will be withdrawn from the STEP Portal.

If a participant is referred to a provider for a specific component or activity but does not enroll in that activity or component, document the reason for not enrolling in the specific activity or component in the case notes.

Note: The following business day is acceptable if the 10th calendar day falls on a weekend or holiday.

Reverse Referral (RR)

When a customer arrives at a provider's organization independently and indicates that they are a SNAP recipient and are interested in the SNAP Works Program, the Provider should input the customer data into the STEP Portal for eligibility determination. *The Provider has 10 calendar days from the date of an "eligible" eligibility result of the reverse referral to update the status to **accepted/approved, turned away, or client did not follow up** via the STEP Portal. Enter a detailed case note to indicate when the participant is scheduled to attend orientation and/or assessment.* If a customer's eligibility status is returned as Eligible Pending Referral (EPR), the State will take appropriate action and update the status in the STEP Portal once eligibility has been established. The Provider must monitor their STEP Portal dashboard for EPR status updates.

Once the customer's SNAP E&T eligibility has been verified and the client is determined SNAP E&T eligible, the Provider may conduct an orientation, complete an assessment, and complete an Individual Employment Plan (IEP) with the Participant and enroll them in an allowable component (refer to "Orientation/Assessment section" of the handbook).

If a customer's eligibility results are pending or the customer is not eligible for SNAP E&T, the provider should continue serving the customer according to their organization's procedures. Providers should not delay participants from starting an activity; they should use other applicable funding.

NOTE: Providers will only be reimbursed for SNAP Works eligible participants identified as eligible based on the eligibility date. The Provider will not be reimbursed for services rendered to individuals who are not SNAP E&T eligible and do not knowingly acknowledge and agree to participate in the SNAP Works Program.

Orientation & Assessment

Orientation

All SNAP Works participants are required to attend an orientation session, either in person or virtually. This session is important for engaging participants and establishing the tone for the SNAP Works Program. During orientation, participants should receive clear information about the program, including its objectives, requirements, and the benefits it offers. The orientation must be conducted within five days of updating the

referral status in the STEP Portal. The orientation date must be captured on the IEP in the STEP Portal.

Assessment

All SNAP Works participants are required to complete an assessment. It must be completed in the STEP Portal within five (5) calendar days of updating the referral status in the STEP Portal. It evaluates the participant's potential for employment and the need for training, education, and support services. The participant's educational background, work history, skills, employability, and barriers are assessed. The information obtained during the assessment must be used to develop an IEP with the participant and documented in the case file. The assessment date must be captured on the IEP in the STEP Portal.

NOTE: *Orientation and Assessment **may** be completed within the same day.*

Individual Employment Plan (IEP)

The Individual Employment Plan (IEP) is a plan that is developed with each participant. The IEP must be completed in the STEP Portal within five (5) calendar days of the orientation and assessment. The IEP includes the Participant's employment goal and the steps required to complete a training or educational program and find employment. In addition, the IEP addresses the need for participant support services and/or other related community resources. There should be a logical progression through activities toward the goal of job placement. If a participant does not have an active IEP, they are not a valid SNAP Works participant. The provider will be notified via email or during the monthly staffing of invalid participants.

The IEP must include the following information:

- Participant's acknowledgment (written or electronic signature)
- Specifies the enrolled component and component enrollment date
- The Participant's overall employment goal(s) and timeframe to accomplish each goal
- The number of hours the Participant is required to participate in each component
- Specifies the responsibilities of the participant. (*What activity is enrolled in, how often the class, breakdown of how the participant will complete the required hours*)
- Details of the participant support services

NOTE: *Providers cannot bill for a participant without an active, signed IEP in the STEP Portal.*

IEP Updates

An IEP may be revised while a participant is participating in the program. The original program enrollment date cannot be altered, as it is used to calculate the projected end date of all component participation. Any updates to an IEP must also be reflected in the STEP Portal and documented in the participant's component progress notes, and the monthly participation report must be updated accordingly. If there are any changes to a

participant's component, a new IEP component start date and a new projected end date may be necessary. The participant must acknowledge the updated IEP, either through a written or electronic signature, and it must be kept in the participant's case file and uploaded into the STEP Portal. **If the IEP is updated, a new Voluntary Participant Agreement (VPA) is required.**

Voluntary Participation Agreement

All participants enrolled in the SNAP Works Program are required to have a signed Voluntary Participation Agreement (VPA). This agreement outlines the expectations, requirements, and responsibilities of participating in the SNAP Works Program. By signing this agreement, participants acknowledge they have reviewed the SNAP Works Program Voluntary Participant Agreement and understand the terms and conditions of their participation. The VPA must be uploaded to the STEP Portal within five (5) calendar days of orientation and assessment. If any changes are made to a participant's IEP, a new VPA must be signed to reflect the change. If the participant does not have a signed VPA, the participant is not a valid SNAP Works participant.

Allowable Components

The SNAP Works Program components are defined as activities that offer short-term educational and occupational training that lead to industry-recognized credentials for our SNAP recipients who need to find long-standing, sustainable employment.

The provider's contract proposal must clearly describe each component offered for DFCS to determine whether it meets FNS allowable component requirements.

Providers enroll individuals in components that are approved in Georgia's State plan and which they have been contractually approved to deliver.

Providers may choose to enroll SNAP Works participants in a component offered by their organization in which the participant has agreed. However, the component must align with the approved SNAP Works Program component definition and have been approved in the SNAP Works contract.

NOTE: *Orientation and Assessment must be integrated into all components as a pre-screening and individual planning activity.*

Components

- **Non-Education, Non-Work Components:**
 - Supervised Job Search (SJS)
 - Job Retention (JR)
- **Educational Components:**
 - English Language Acquisition (EPEL)

- Work Readiness Training (EPWRT)
 - Basic/Foundational Skills Instruction (includes High School Equivalency Programs) (EPB)
 - Career/Technical Education Programs or Other Vocational Training (EPC)
- **Work Experience Components:**
 - Work Activity (WA)

Non-Education, Non-Work Components

This section will provide an overview of the following non-education, non-work components that are allowable in the SNAP Works Program:

- Supervised Job Search (SJS)
- Job Retention (JR)

Overview of Supervised Job Search Component

Supervised Job Search (SJS) is a component available to SNAP Works participants who have a recent connection to the workforce and are deemed work-ready, as determined by the Provider assessment.

A participant is considered to have a recent connection with the workforce if they meet one or more of the following criteria:

- Currently receiving unemployment benefits (UCB),
- Received UCB within the past 12 calendar months,
- Eligible to receive wages of at least \$50 gross earnings per quarter within the last 12 months,
- Had 12 months of work, education, or training and completed high school or an equivalent secondary program or vocational or technical training course.

The goal of Supervised Job Search is to help participants find employment. The activities included in this program must directly contribute to increasing participants' employment opportunities. Supervised Job Search is **not a standalone component** and must be complemented with another component. Providers are required to monitor this component manually or electronically. Each participant must provide weekly verification of their job search activities by submitting a weekly job search log. This log should include the date, type of contact, company applied to, address, name/telephone number of the contact person, and the job search results. The job logs must be in the participant's case file and documented in the component progress notes.

If the provider does not have a method to supervise and track this component, the State will not allow the Provider to offer the component to SNAP Works participants. Participants in supervised job search must receive case management at least once per month with a

qualified staff member to review job search activities, receive feedback, troubleshoot issues, and discuss the next steps. Using interactive software or other automated processes on a computer does not meet the requirement for engagement with a qualified staff person at least once a month. Participants may enroll in the Supervised Job Search if they have completed a component. To qualify, they must have an Individual Employment Plan (IEP) in the STEP Portal that demonstrates their completion of this component. If they receive a certificate, it should be uploaded to the STEP Portal. Additionally, if a participant wishes to enroll in the Supervised Job Search as a stand-alone option, this must be pre-approved by the State.

The approved activities under this component are as follows:

- Soft Skills training
- Building connections with prospective employers.
- Employment searching and completing job applications.
- Participation in job-related networking opportunities, such as career fairs/ and hiring events.
- Job search training, which includes workshops on the following topics:
 - Creating a resume
 - Completing applications
 - Defining a job search strategy
 - Interview skills
 - Conducting internet job searches.

NOTE: *Records related to Participation must be kept in the participant's case file.*

Overview of Job Retention Component

Job Retention is designed to help employed participants achieve satisfactory job performance and retain employment. SNAP Works participants who have participated in a SNAP Works Program component and successfully become employed during or after participation are eligible for job retention for a minimum of 30 days and a maximum of 90 days from the job placement begin date. A participant may be eligible for job retention if the participant received SNAP benefits in the month of or the month before employment.

The participant's job placement information form must be entered into the STEP Portal before enrolling in this component. Case management services are a large part of this component. Providers that offer the job retention component **must** provide monthly case management to each participant.

The Job Retention Component includes, but is not limited to, the following services:

- Case management
- Job Coaching
- Dependent Care Assistance

- Transportation Assistance

The Provider will monitor employment and ensure the customer's continued eligibility for job retention services. The provider must document how employment is verified each month in component progress notes. Additionally, the State will monitor its projected component end date to determine when participants are nearing the 90-day limit.

Please note that for a provider to bill for Job Retention, the participant must have secured a job either during their time in the SNAP Works Program or after participating in the SNAP Works Program. Also, the job placement must be recorded in the STEP Portal, and monthly progress notes on the participant's components must be completed.

Educational Program Components

This section will provide an overview of the following qualifying educational program components that are allowable in the SNAP Works Program:

- Work Readiness Training (EPWRT)
- Career/Technical Education Programs or other Vocational Training (EPC)
- Basic/Foundational Skills Instruction (includes High School Equivalency Programs) (EPB)
- English Language Acquisition (EPEL)

Overview of Educational Components

Based on the Participant's intake assessment and individual goals, participants may be referred to educational activities that include adult basic and/or foundational skills instruction.

Adult education, including basic and remedial education, GED preparation, and English proficiency, is included in this SNAP Works component. Post-secondary education is also included in this SNAP Works component. Such activities will increase the competencies of participants entering the workforce.

Participants who require educational training before they can fully benefit from employment search are also targeted for this component. Such participants are referred to existing training partners.

NOTE: *SNAP Works funds may not be used to pay for any education and training that is offered free to the public. SNAP Works Funds cannot be used to pay for past-due educational fees or fines.*

Not Supplanting:

Federal funds made available to a state agency to operate an educational component must not be used to supplant nonfederal funds for existing educational services and

activities that promote the purposes of this component. Education expenses are approvable to the extent that E&T component costs exceed the normal cost of services provided to people not participating in an E&T program.

Cost Parity:

If any educational services or activities are available to people other than SNAP Works participants, providers must provide evidence that the costs charged to the SNAP Works Program do not exceed those charged for non-SNAP Works participants (e.g., comparable tuition).

Work Experience Components

This section will provide an overview of the following qualifying work experience program components that are allowable in the SNAP Works Program:

- Work Activity (WA)

Work Activity is designed to:

- Improve the employability of participants through actual work experience, training, or both, and to
- Labor standards apply in any work experience setting where an employee/employer relationship exists, as defined by the Fair Labor Standards Act.
- May include either a work activity or a work-based learning program. Both work activities and work-based learning opportunities must involve a planned and structured learning experience.
- Enable participants employed or trained under such programs to move promptly into regular public or private employment.
- It must be a planned, structured learning experience that lasts a maximum of six months and takes place in the workplace.
- Be paid or unpaid, as appropriate, and consistent with other laws such as the Fair Labor Standards Act.
- It may be arranged within the private for-profit sector, the non-profit sector, or the public sector.
- Be performed in exchange for SNAP benefits that allow an individual to acquire the general skills, knowledge, and work habits necessary to obtain employment.
- It may be paid or unpaid. If the work activity is unpaid:
 - The State is required to determine the number of hours a participant must participate.

Duplicated Services

A duplicated service occurs when separate providers offer the same activity, service, and/or component to a shared SNAP Works participant within the same calendar month. This is not the same as co-enrollment, which occurs when separate providers share the same participant within the same calendar month, but each provides a different activity and/or service.

NOTE: *Providers will not be reimbursed for duplicated service(s).*

Participation Hours

Providers will assign the number of required hours of participation for each allowable component determined in the Provider Proposal and Scope of Services documents located in the Provider's contract.

NOTE: *Providers must adhere to the number of component hours outlined in their proposal. This information is not subject to change without a contract amendment.*

Providers will specify the required participation hours for each component outlined in the Provider Proposal and Scope of Services documents in the Provider's contract. Participation hours depend on the participant's availability, class schedules, study time, and other factors. Each participant's participation hours listed on their IEP may vary based on the program they are enrolled in and the agreement they have made.

Note: To maintain efficiency and steady progress, all participants should dedicate at least 20 hours per week or an average of 80 hours per month to an activity. A faster completion timeline reduces overall costs, optimizes resources, and ensures a more efficient use of time and budget.

Participant Support Services

The 360 Degree Work Support Model is a methodology envisioned by the Department of Family and Children Services' SNAP Works Staff. Workforce Development studies have shown that trained participants are more likely to be successful when they receive wrap-around services.

Wrap-around services include:

- Clothing (needed for job use)
- Childcare connections
- Basic health screening
- Housing resource information
- Transportation support
- Nutritional education and other supports.

Participant support services are provided to participants for needs directly related to participation in an approved SNAP Works component and must be made available to assist participants in removing or reducing barriers to participation in allowable activities as outlined in their IEP. All participant support services must be reasonably necessary and directly related to participation in the SNAP Works program.

Participant support services may be provided directly by DFCS or by the Provider. Participant support services are provided to encourage and support participants in their efforts to help eliminate barriers and to achieve and maintain employment.

If a provider cannot offer participant support services or resources to a SNAP Works participant, the Provider must notify the DFCS SNAP Works Staff within three (3) calendar days for assistance. To request DFCS participant support service, providers should email encrypted requests to SNAPWorks@dhs.ga.gov with "Support Service Request" in the subject line.

Providers must include:

- Client's name
- Client ID number
- Support service
- Reason for the support service in the email

Providers may bill DFCS for 50% reimbursement of approved and allowable participant support services. The Provider's monthly Participant Reimbursement Invoice must include participant support services.

The Provider must track all participant support services provided. Providers must review the Participant's case file before providing participant support services to avoid duplicate services and reimbursement requests. The Participant's case file and the STEP Portal documentation must include a justification for each participant support service issuance.

The Participant case file must include:

- The support services the participant received
- The dollar amount
- The date the participant received the support service
- Verification of receipt of provider-issued participant support services that include the participant's signature

Reimbursable participant support services include but are **not limited to the following**:

- Clothing
- Tuition
- Uniforms
- Books/Training Supplies
- Driver License (DDS Voucher Only)
- Background/drug tests (only if required for training or a job)

- Tools/Equipment (prior approval is required from the State)
- Eye/dental care (prior approval is required from the State)
- Transportation/Bus Cards (to attend enrolled activity only)

NOTE: Cell phones are **not** reimbursable. SNAP recipients are encouraged to apply for a SafeLink phone via www.safelinkwireless.com

Participant support services that are not listed in a provider's agreement and are reasonable and necessary for participation can be requested by emailing GASNAPET.Providers@dhs.ga.gov.

NOTE: Providers cannot bill for participant support services without a signed IEP and Voluntary Participant Agreement. If a provider is unsure if a particular participant support service is allowed, please contact the DFCS SNAP Works Staff before making a purchase.

Case Management Services

All SNAP Works participants must receive ongoing case management while enrolled in the SNAP Works Program at least once a month. Case management services must be provided to all SNAP Work participants and are to be scheduled around the participant's availability.

Providers must monitor and record the Participant's progress in each component enrolled. Each participant's progress must be monitored at least once a month. If a participant fails to show progress in a component, the Participant's case narrative record must include steps taken to help with progress, and/or an adjustment in the IEP.

NOTE: All case management actions must be documented in the participant's case narrative record.

Case Notes

The case note provides general information concerning participant details, offering a comprehensive overview of their cases. Within the STEP Portal, case notes are an essential record of interactions between participants and case managers. This feature is not confined to any specific component. Case notes in the STEP Portal should be accurately documented, providing a reliable and comprehensive view of the progress of a case and the actions taken to ensure effective management. Case notes should be kept in each participant's case file and entered in the STEP Portal. They should provide a narrative of the participants' experience from the beginning of the program to disenrollment. Case notes for SNAP Works participants should be detailed and thorough based on the SNAP Works documentation standards. They should relate to the participant's referral, participation, individual employment plan, progress, participant

support service needs, participant support services provided, job placement details, disenrollment, etc. (refer to the documentation standards)

Participant case notes are confidential and should only be available to those working to support the participant.

Component Progress Note

Component progress notes in the STEP Portal are crucial for documenting a SNAP Works participant's activities and progress while enrolled in a component. The component progress notes should track the progression of participants enrolled. Well-documented and concise progress notes help to track the journey of SNAP Works participation, from enrollment to the outcome. These notes enable the SNAP Works staff to easily monitor participants' IEPs, goals, barriers, support services, and progress toward gainful employment. A participant's progress must be monitored and documented in the STEP Portal at least monthly if the participant is enrolled in a component.

Participant Case Files

Providers must keep comprehensive case files for all SNAP Works participants and case narrative records that capture the Participant's full experience from referral to placement.

Providers may organize participant case files according to their agency's standards, but must contain the following information, at a minimum:

- Detailed Case Notes/Component Progress Notes
- Intake Orientation and Assessment
- Component participation information
- Participant's progress throughout participation
- Participant time records or verification of activity hours
- All program completion, vocational, and training certifications obtained
- Authorized Consent for Release of Information Form
- DHS/DFCS Photo and Video Release Agreement (for success stories only),
- SNAP Works Incident and/or Injury Report (if applicable)
- Job placement information and verification
- Detailed disenrollment information
- SNAP Works Voluntary Participant Agreement (written or digital signature)
- Individual Employment Plan (acknowledgment written or electronic signature),
- Participant support services (Providers must address if participant support services were needed and/or offered to the participant),
- Participant reimbursements of participant support services (Include a brief description, amount, copies of receipts if applicable, and verification of acceptance from participant),

NOTE: *All documents included in a participant's case file must only contain the name and information belonging to the Participant.*

Monitoring Participation

All SNAP Works participants' hours of participation should be monitored. Some examples may include the provider's case management, completing forms, study hours, homework hours, etc. An activity, such as soft skills, may be considered part of a component that should count as hours towards the participant's time spent in the component.

(For example, if a participant attends vocational training for 10 hours and has 5 hours of homework or study time each week, the recorded hours total should be 15 hours per week.)

Authorized Consent for Release of Information

Authorized Consent for the Release of Information is necessary to allow DHS/DFCS or Providers to view, use, and report participants' disclosed information. Providers must obtain Authorized Consent for Release of Information Form from the participants. The form may be completed in the STEP Portal or uploaded in the STEP Portal in the participant's case.

Photo and Video Release Agreement

To allow DHS/DFCS to use a SNAP Works participant's success stories, a DHS/DFCS Photo and Video Release Agreement must be obtained from the participant. The form may be completed in the STEP Portal or uploaded in the STEP Portal in the participant's case.

Participant's Unsatisfactory Performance

The Provider has five (5) calendar days to notify the DFCS SNAP Works Staff of a participant's unsatisfactory performance. Individualized notifications should be sent to the DFCS SNAP Works Staff via encrypted email. Providers must also record a participant's unsatisfactory performance on the MPR with an explanation in the comments section.

Note: For PII/PHI purposes, only the Participant's initials may be given when sending an email.

Provider Determination

Providers have the authority and responsibility to determine if an individual is ill-suited for a particular E&T component. This may occur if the assigned component does not meet the participant's skill level or needs. Providers must notify the State within 10 calendar days if it is determined that a participant is ill-suited for a particular SNAP Works Program component and cannot be placed into another component.

The provider must submit an encrypted email to SNAPWorks@dhs.ga.gov with "Provider Determination" in the subject line. This email should contain the details of the ill-suited participant. Additionally, ensure that the ill-suited participant is included in the Monthly Participant Report as a provider determination in the comment section.

SNAP Works Participant Incident Report

DFCS SNAP Works Staff must be notified of a participant's inappropriate behavior, injury, and/or accident within 24 hours of the incident. A SNAP Works Incident Report must be completed and submitted via the STEP Portal.

NOTE: *In situations where a conflict of opinion for the discipline of a client co-enrolled occurs, the decision will be escalated to staff supervisors or directors at the Provider and DFCS offices. DFCS will make all non-participation decisions that may affect eligibility for the SNAP Works Program.*

Job Placement

If available, providers are asked to provide the State with job placement information for the SNAP Works participants. Providers must notify the State of a participant's job placement. Providers must enter detailed job information in the STEP Portal within five (5) calendar days of the participant reporting the job and update the participant's case file. The Provider must enter the information in the notes section of the MPR, along with positive program completion due to job placement.

In the STEP Portal, enter all known information:

- Date of hire
- Job title
- Employer's name
- Wages and Hours
- To whom participants' employment was reported to
- How did the provider verify employment?
- Did the provider assist the participant with job placement, or did the participant obtain the job independently?

This will assist in capturing the whole experience with the participant. All job placement information must be maintained in the participant's case file and documented in a case note in the STEP Portal.

NOTE: *If a participant enrolls in the job retention component, job placement must be entered in the STEP Portal.*

Ending Participation/Disenrollment

When SNAP Works participation ends, it is mandatory that the Provider document:

- The outcome in the participant's component progress notes.
- Reason for disenrollment from the SNAP Works program, whether it is due to obtaining a degree or certificate, finding employment, failing to participate, etc.
- Must disenroll the participant in the STEP Portal by updating the participant's

- Individual Employment Plan (IEP)
- Component status
- Enter the component end date
- IEP status date
- SNAP Works exit date
- The appropriate completion reason

If a participant has not participated in an activity in 30 days, the Provider should disenroll the participant from the SNAP Works Program and inform the State using the Monthly Participation Report. The Provider should attempt to notify the participant of the disenrollment and document the outcome in case notes. The Provider is required to update the participant's case file and component progress notes before disenrolling the participant in the STEP Portal.

When DFCS SNAP Works Staff become aware through monthly case management activities, or when participants appear on the MPR for one month and NOT the subsequent month, DFCS will notify the Provider of the participant disenrollment during the Provider Monthly Staffing.

If the provider is unsure of the participant's enrollment status at the time of the staffing, they will have five (5) calendar days from the monthly staffing meeting to notify DFCS SNAP Works Staff regarding the participant's status and if disenrollment should occur. When appropriate, the provider should take all necessary action to disenroll the participant on the provider side of the STEP Portal.

All ending participation and/or disenrollment information must be maintained in the Participant's case file and detailed in the case narrative record in the STEP Portal.

NOTE: Once a participant is disenrolled from the SNAP Works Program for any length of time and chooses to re-enroll, the Provider must treat the Participant as a new customer and start the enrollment process, beginning with a reverse referral.

Participant File Retention

Providers must retain participant case files and financial records (hard copy or electronically) for six (6) years after case closure. In addition, providers are also required to retain the current programmatic year.

Informational/Messaging Materials

Providers are encouraged to create informational materials explaining SNAP Works Program services to potential participants; however, all informational/messaging materials must adhere to USDA and Georgia DHS/DFCS guidelines.

Such informational materials may include, but are not limited to:

- Radio
- Social Media
- Flyers
- Mail inserts
- Public Service Announcements (PSA)

The Division of Family and Children Services must review and approve all informational/messaging material before dissemination. The process involves internal and final approval from the DHS/DFCS Communications Department.

Providers will receive notification of all changes within the SNAP Works Program and/or logo. Upon notification of a change, providers will have 10 calendar days to update their informational/messaging material and resubmit it to the State for approval.

All informational/messaging material requests must be sent to the following email address: GASNAPET.Providers@dhs.ga.gov.

Providers can submit a request for the creation of informational materials in their contracts for associated reimbursement costs. The State will notify the provider if the request is approved. Please allow up to 10 calendar days for approval of specific wording on information materials and up to 14 calendar days for approval on using the DHS/DFCS logo and the SNAP Works logo.

NOTE: All SNAP Works Program informational/messaging material created by the Provider will be viewed at Management Evaluations.

Invoices, Billing, & Supporting Documentation

SNAP Works Providers with a fully executed contract and budget can bill for reimbursement of SNAP Works services as defined in their contract proposal. Providers should utilize other funding sources for participants who participate in a non-approved SNAP Works activity. Providers should not delay participants from starting an activity; they should use other applicable funding.

Providers may only bill for reimbursement of allowable expenses incurred within the month billed. Billing for pre-paid services or expenses is **not** allowed.

SNAP Works billing consists of three different funding types:

- 100% Administrative Costs
- 50/50 Administrative Costs
- 50/50 Participant Support Services

Invoices should be separated by funding type and include proper supporting documentation. Invoices for the previous service month must be submitted to DFCS by the 30th calendar day following the end of that month. **Example:** *April expense invoices are due by May 30th.*

Providers must use the invoice templates uploaded to their SharePoint. SNAP Works Employment and Training will not accept or process altered invoice templates. Providers must email GASNAPET.Providers@dhs.ga.gov when the final monthly invoice is uploaded.

NOTE: *Providers should only submit one invoice per month, per funding type.*

Invoice Audit Standards

To ensure compliance with Georgia's audit standards, it is essential to accurately record the following information on each invoice submitted for payment:

- **Invoice Date:** Each invoice must include the date the Provider submits the invoice.
- **Provider Information:** Each invoice should include the Provider's name, address, phone number, etc.
- **Provider ID Number:** Each contractor receives a unique vendor number that must be included on every invoice.
- **Invoice Number:** Each invoice must have a unique invoice number created by the Provider.
- **Contract or MOA/MOU Number:** Each Invoice must list the correct FFY contract/MOA/MOU number.
- **Service Months/Dates:** Each invoice must list the correct service months/dates, matching the months/dates of all supporting documentation.
- **Funding Type:** A funding type must be listed to signify which funding source is billed (50/50 Participant Reimbursements, 50/50 Administrative Costs, or 100% Administrative Costs).
- **All monthly invoices must be itemized:** Allowable costs must coincide with a matching budget line item. A description of the service rendered should be listed to signify which funding source billed (50/50 Participant Reimbursements, 50/50 Administrative Costs, or 100% Administrative Costs)
- **Budget Line Items:** Each item billed should match the Provider's budget line item as outlined in their approved contractual budget. (Example: If travel expenses are budgeted under operating costs, then operating costs will need to be listed as the expense billed on the invoice.)

- **Billed Amounts:** Each invoice must include the correct billed amount and match the supporting documentation provided.
- **50/50 Billing:** All 50/50 billing must include 100% and 50% totals on the invoice. The Provider will assume 100% of the SNAP Works administrative service contract cost and will receive 50% of the allowable reimbursement.
- **100% Billing:** This should include 100% of the total costs associated with the SNAP Works Program as outlined in the Provider.
- **Other Funding:** If any funding other than SNAP Works funds are being used, the Provider must show the additional funding type and amount on their invoices (example: WIOA funds)
- **Authorized Signature:** Invoices must be signed and dated by the Provider's Authorized Personnel.

NOTE: *The invoice will be rejected and returned to the provider if the required information is incorrect. A rejected invoice will cause a delay in reimbursement/payment. When the corrected invoice is received, the payment process will start over. The Department may withhold payment if all required documentation is not submitted with the monthly invoice or if the submitted information needs to be more accurate. The Department may, at its sole discretion, withhold the payment claimed by the Provider for services rendered if the Provider fails to satisfactorily comply with any terms or conditions of this handbook and the contractual agreement.*

Administrative Costs

Administrative costs are defined in the Provider's approved contract and budget and are associated with administering the SNAP Works Program. All costs assigned to SNAP Works must be reasonable, necessary, and allocable and support the program's purpose.

All administrative cost expenses must be separated by budget category, which may include, but is not limited to:

- **Salaries**
 - Calculated based on the employee's hourly wage multiplied by the number of hours worked towards the SNAP Works Program.
- **Fringe Benefits**
 - Calculated based on the employee's SNAP Works monthly salary amount multiplied by the employer's fringe rate agreed upon in the contract.
- **Operating Costs associated with the SNAP Works Program**
 - Must be approved in the SNAP Works Program contract.
 - Late fees cannot be billed to the State.

- **Daily Rate**
 - Must include **all** requested operating expenses, such as rent and utilities.
 - Unable to utilize the indirect costs rate with the daily rate option.
- **Travel** (prior written approval required from the State)
 - Mileage (Based on current State rate \$.0.70/mi).
 - Per diem (Based on current State rate: \$50/day, 1st & last day prorated).
 - Hotel (max amount \$175, prior approval from the State for any amount over).
- **Indirect Cost (only if approved by the State or FNS)**
 - Providers must use a Modified Total Direct Cost (MTDC) when identifying indirect costs. The Provider's accounting team must certify the proper calculation of the indirect cost.

NOTE: Federally approved indirect cost rates must be verified annually.

Providers must use the Administrative Cost Invoice Template, which is uploaded onto the Provider's SharePoint and is not to be altered in any way.

Providers must notify the State when the final monthly invoice has been uploaded via email at GASNAPET.Providers@dhs.ga.gov.

Administrative Cost Supporting Documentation Requirements

- All administrative cost expenses must include receipts and clear supporting documents matching the billed expense.
- Salary and Fringe Benefits billed should include a monthly analysis report or a spreadsheet listing the employees' names and monthly amounts, along with their timesheets, hourly wages, pay stubs, etc.
- Travel expenses should include copies of all receipts and travel statements matching the amount billed.
- A Personnel Activity Report (PAR) must be completed and signed either *in writing or electronically* by each employee.
 - All contracts that bill salary and fringe, each employee billed must include a PAR with invoicing.
 - A PAR is to be specific to each employee and not generic.
- A Participant Billing Roster capturing the participant's name and component enrolled, and includes the participant reimbursement costs.

NOTE: This applies to contracts about the participants to which the operational costs belong.

50/50 SNAP Works Participant Reimbursements

Participant reimbursements are defined in the Provider's approved contract and budget and are associated with the cost of participant support services provided to SNAP Works participants.

All providers must have a fiscal tracking mechanism in place to only track SNAP Works participant expenses.

Participant reimbursements that are reasonable, necessary, and directly related to participating in an allowable SNAP Works Program component may be reimbursed if the charges are the same for the public.

The Provider will assume 100% of the SNAP Works service contract cost and will receive reimbursement for services provided to SNAP Works eligible participants at 50% of the allowable cost.

Participant Reimbursements may include, but are not limited to:

- Bus cards
- Books
- Training Supplies
- Clothing/Uniforms
- Tools
- Tuition
- Transportation (to attend the enrolled component only)
- Background/drug tests (only if required for training program or job)
- Equipment (the State requires prior approval)
- Eye/dental care (prior approval is required from the State)

Providers must use the 50/50 Participant Reimbursement Invoice Template, which is uploaded to the Provider's SharePoint and must not be altered in any way.

Providers must notify the State when the final monthly invoice has been uploaded. Please notify the State via email at GASNAPET.Providers@dhs.ga.gov.

NOTE: Providers cannot bill for services rendered to customers who are not eligible to participate in the SNAP Works Program.

Participant Reimbursement Supporting Documentation Requirements

- All expenses should include copies of all receipts matching the amounts billed.
- A Participant Billing Roster capturing the participant's name, item (clothing, transportation, etc.), date received, and item amount must be included for all participant reimbursements.

Payment Process

Each invoice goes through a series of steps before a Provider receives payment. This process could take 30 to 45 days.

NOTE: *A returned invoice will cause the payment process to start over, which could delay payment.*

Returned Invoices

An error may be detected at any time during the payment process flow. If an invoice needs to be returned for a correction, the State will notify the Provider via email. Providers are required to update the invoice by the specified date and submit it again. Once all corrections have been made, the Provider should upload the revised invoice onto SharePoint and notify the State via email at GASNAPET.Providers@dhs.ga.gov.

NOTE: *DHS reserves the right to deny payment if the timeframe is not adhered to.*

Statute of Limitations

DHS reserves the right to limit the time providers are allowed to bill for services. The SNAP Works Program may not be responsible for any bills of service received forty-five (45) days after a provider's contract end date.

Data & Reporting

All Providers must keep adequate data and fiscal records that sufficiently and properly verify costs, funding sources, and program participation and make them available upon request.

NOTE: *All program data and financial records must be retained for six years plus the current federal fiscal year.*

Standard of Promptness

Providers must submit required updates and reports regarding referrals, participant progress, enrollment, retention, activity completion, etc. When submitting such updates and reports, providers must follow all SNAP Works Program Standard of Promptness (SOP) Timelines.

Monthly Participation Reports (MPR)

The Monthly Participation Report (MPR) serves multiple purposes. The DFCS SNAP Works Staff uses the MPR to record participation hours, activity progression, satisfactory/unsatisfactory performance, credentials earned, disenrollment, positive and negative program completions, job placements, and participant support services provided to the Participant into the State's system. The MPR is also used to ensure billed expenses are appropriate and allowable.

MPRs must be submitted by the 5th State business day of the following month in which the services were provided.

Providers must use the MPR template, which is uploaded onto the Provider's SharePoint, and it must not be altered in any way. The MPR will lock on the 6th state business day, and the provider will need approval to adjust or alter it. The provider may request that the MPR be unlocked by emailing SNAPWorks@dhs.ga.gov.

Participation in the SNAP Works Program components is monitored carefully to ensure participants participate in the assigned component for the required hours outlined in their IEP.

Monthly Programmatic Reporting

Monthly programmatic reporting measures a provider's progression within the SNAP Works Program and provides FNS with programmatic data. It also tracks a provider's outcomes and goals outlined in the Provider's proposal.

Providers are **required** to complete a programmatic report each month, which is due by the 30th of the following month.

Example: *The April programmatic report is due by May 30th.*

Providers must have all documented service data that has been collected and prepared throughout the month to complete the programmatic report. Once all intake and exit data is collected at the end of the month, Providers can begin completing their programmatic report. Providers must use the Monthly Programmatic Report Template, which is uploaded onto the Provider's SharePoint.

Providers must notify the State via email at GASNAPET.Providers@dhs.ga.gov when the monthly programmatic report has been uploaded into the designated SharePoint folder.

Participant Success Stories

The DFCS Office of Communication requires success stories on an annual basis. These are used to show the SNAP Works Program's impact on the lives of Georgia's SNAP recipients. SNAP Works providers that provide SNAP Works services are required to

submit participants' success stories and positive outcomes every quarter, if applicable. Success Stories are due in the STEP Portal 10 calendar days following each quarter. To submit via the STEP Portal, the provider should locate the participant tab, search for the active participant, locate Forms, select Success Stories, Add New, and enter the participant's information.

Success Story Requirements:

- Must include a photo of the participant
- Participants must be at least 18 years of age
- Must include a SNAP Works Success Story Submission Form via the STEP Portal,
- The participant must have become employed after participation in a SNAP Works Program component,
- Must include a DHS/DFCS Photo and Video Release Agreement via the STEP Portal.

Success Story Due Date Chart:

Quarter 1 October, November, & December	Due to SNAP Works by January 10th
Quarter 2 January, February, & March	Due to SNAP Works by April 10th
Quarter 3 April, May, & June	Due to SNAP Works by July 10th
Quarter 4 July, August, & September	Due to SNAP Works by October 10 th
NOTE: <i>If the 10th falls on a weekend or holiday, the submission is due the business day before the 10th</i>	

Required Provider Meetings and Trainings

Onboarding

After a new provider's contract has been fully executed, the State will initiate the onboarding SNAP Works training with the Provider. SNAP Works Program training includes program operation, policies, procedures, fiscal, scope of services, SNAP Works Civil Rights training, etc. In addition, all new staff assigned to perform SNAP Works Program duties will also be required to complete the onboarding process.

Provider Engagement Meeting

The purpose of the Provider Engagement Meeting is for the State to hold a meeting with all partners to discuss any changes, updates, issues, or concerns that may affect providers. Each organization must have at least one representative in attendance.

SNAP Works Program Technical Assistance (TA) Calls

The purpose of TA calls is to assist Providers with any questions or concerns they may have encountered. The State will also utilize the TA calls to discuss the Providers' budget allocations and performance outcomes. TA calls are scheduled bimonthly with Providers.

Provider Staffing

The provider's staffing involves meeting with the relevant provider staff to review the status of at-risk participants. The state will examine participation hours, support services, non-compliance, and other related matters. The state will contact the provider to schedule a Microsoft Teams call to discuss these issues and request that the necessary staff participate in the call.

Policy and Procedural Training

DFCS SNAP Works Staff will train providers on policy and procedures. Training includes, but is not limited to, topics associated with the SNAP Works Program policies and procedures implemented by the State and FNS, the Scope of Services, and E&T Civil Rights. Training may be conducted virtually or in person via pre-recorded training sessions, PowerPoint presentations, Word Documents, etc.

SNAP Works Provider Handbook

The SNAP Works Provider Handbook is the primary resource tool that all providers must follow to ensure their SNAP Works Program aligns with policies and procedures outlined by the State and FNS. Providers must participate in all SNAP Works Program Handbook training as changes occur.

SNAP Works Civil Rights Training

The State will provide the SNAP Works Civil Rights Training to the Provider annually, and the Provider will ensure that all the appropriate staff complete the training and provide documentation to the State.

Training Records

Detailed records of all training and attendees must be maintained.

Provider Meeting & Training Schedule Chart

SNAP Works Provider Meeting & Training Schedule						
PROVIDER STATUS	MEETING TYPE	SUBJECT MATTER	DFCS SNAP Works Unit	PROVIDER CONTACTS NEEDED	OPTIONAL OR MANDATORY	FREQUENCY
Year 1	Onboarding Training	Provider billing, process, procedures, and reporting	Training	Project Lead/Accounting	Mandatory	As Needed
Year 1 and up	Technical Assistance	Provider billing, procedures, and reporting	Community Engagement/ SNAP Works HUB	Project Lead/Accounting	Optional	Bimonthly
Year 1 and up	Provider Monthly Staffing	Participants' progress, IEPs, and MPRs	SNAP Works HUB	Case Management Staff	Mandatory	Monthly
Year 1 and up	Provider Engagement Meeting	Program goals, changes, and policy information	Leadership Team	Decision Makers, project leads	Mandatory	Quarterly
Year 1 and up	SNAP Works Convening	Strategic Plan Goals for FFY, Year in Review training, etc.	Leadership Team	All Relevant Staff	Mandatory	Annual
Year 1 and up	SNAP Works Civil Rights Training	SNAP Works Civil Rights	Training	All Relevant Staff	Mandatory	Annually
Year 2 and up	Management Evaluation (ME)	Audit of SNAP Works Program	ME Team	Representation of all Program Staff	Mandatory	Year-Round

Management Evaluation (ME) Review

In accordance with 7 Code of Federal Regulations 273.7 and 273.24, all Providers and Provider Subcontractors are subject to auditing by the State and the Food and Nutrition Service (FNS) to ensure all appropriate laws, rules, and procedures are followed. All Providers may be subject to a programmatic and financial management evaluation annually. The Management Evaluation (ME) Review ensures that the program complies with state and federal regulations.

The State conducts both programmatic and fiscal reviews, which may include:

- Auditing of participants' case files
- Financial records
- Provider's training records
- SNAP Works inventory
- Surveying of the Provider and/or SNAP Works participants

If, through a review of the Provider records, monitoring, audit, or documentation or reimbursement, it is determined that the Provider is inadequate or fails to comply with the terms of the agreement, the Provider shall refund and pay the SNAP Works Program any compensation paid to the Provider arising from such non-compliance.

Third-Party Reimbursement Model – Contracts

To expand the SNAP Works Program's effectiveness and reach, Georgia utilizes a third-party reimbursement model to fund the SNAP Works Program.

The SNAP Works Program does **not** award grant funding; however, we do contract with organizations interested in becoming a third-party reimbursement partner.

SNAP Works provider contracts are on an annual term basis. The State does not "renew" contracts. SNAP Works providers must complete a new contract initiation process each year.

The State will accept new upcoming FFY contracts from March 1st to April 30th. Any contract documents received after the April 30th deadline will be considered for the next federal fiscal year.

Example: It is currently FFY23. A provider submitted a request to contract for FFY24 on May 1st, which is after the deadline to be considered for FFY24. Therefore, the provider will have to be considered for FFY25.

Provider Proposal

As part of the DHS contract process, all current and potential SNAP Works 3rd-party partners that have met all SNAP Works Program requirements and would like to be

considered for a third-party partnership must submit a SNAP Works Program proposal to the State for review and subsequent approval.

All contract proposal requests must be submitted using the SNAP Works Contract Proposal Template, which will be provided at contract initiation.

Provider Budget

In addition to a provider proposal, all current and potential SNAP Works third-party partners must submit a 3rd-party model budget outlining their organization's SNAP Works Program allocations.

The Provider must submit a budget request via the SNAP Works Budget Template, which will be provided at contract initiation. Budget allocations are only approved after FNS certifies the annual SNAP E&T State Plan or Amendment.

Budget Changes

If a Provider notices a shortfall after their submitted budget has been approved, SNAP Works Program leadership must approve a newly revised budget to move funding around within the same funding type. Additionally, if there are changes to position titles or names, the State must be notified, and leadership must approve.

Funds may not be moved from Administrative Funds to Participant Reimbursement Funds or vice versa without prior approval from FNS.

The Provider must submit all budget or contract change requests as soon as possible to GASNAPET.Providers@dhs.ga.gov. DHS program and fiscal units will review all changes for final approval.

Contract Amendments

Once fully executed, any changes made to a provider's contract will require a contract amendment. Contract amendments are treated as new contracts and require updated contract documents.

A programmatic or fiscal contract amendment will require approval by FNS through a State Plan Amendment. The amendment process may take up to 90 days, followed by subsequent approval. If necessary, providers are allowed one amendment per contract year. Contract amendments for the current FFY are due by February 1st. Any amendment requests after February 1st will not be accepted.

Budget Amendments

The following budget changes will constitute a budget amendment:

- Changes in daily rates
- Changes in salaries
- Request for additional funds

- Moving funds from one funding type to another
(ex. Administrative Costs to Participant Reimbursement or vice versa)

Unspent Federal Dollars

Unspent funds from the Providers' budget **cannot** be rolled into the next FFY contract budget. At the end of each FFY, all unspent federal funding is returned to FNS.

Intermediary

An intermediary is a contracted organization that delivers SNAP Works activities or administers the program through a network of subcontracted providers. Providers may choose to subcontract with other organizations that provide E&T services, which offer more training and job opportunities to SNAP Works participants.

If a provider chooses to subcontract, the provider will act as the intermediary and must ensure the subcontractor is held to the same SNAP Works compliance standards as any other provider.

A provider may potentially become an intermediary if they meet the following requirements:

- Complete one full contract year
- Have met performance goals
- Have the capacity and funds to take on the role
- Strong knowledge of Georgia's SNAP Works Program.
- Has the ability to handle the responsibilities of being an intermediary

The State must approve a request to become an intermediary before entering a contract with a subcontractor. Requests must be sent to the SNAP Works Program via GASNAPET.Providers@dhs.ga.gov for approval.

NOTE: *Intermediaries are not allowed to onboard a new subcontractor in the middle of the contract year.*

Performance Measurements

The State will monitor target areas for each provider throughout the year, reviewing program completions, job placement rates, wages, etc. Providers will communicate their progress by providing the required Monthly Programmatic Report.

Performance measures are captured using data from the STEP Portal, monthly programmatic reports, monthly participation reports, management evaluations, etc. The data captured will be used to measure program outcomes.

Nondiscrimination & Disability Statement

Providers must adhere to the Federal Civil Rights and Nondiscrimination Regulations.

DFCS will provide training on an annual basis and ensure that each provider receives the required flyers to be posted at each service delivery location.

Notice of ADA/Section 504 Rights

Help for People with Disabilities

Federal law requires the Georgia Department of Human Services and the Georgia Department of Community Health (“the Departments”) to provide persons with disabilities an equal opportunity to participate in and qualify for the Departments’ programs, services, or activities, including programs such as SNAP, TANF, and Medical Assistance. The Departments are committed to providing reasonable modifications when necessary to prevent discrimination based on disability.

For example, we may change policies, practices, or procedures to provide equal access. To ensure equally effective communication, we provide communication assistance, such as sign language interpreters, to persons with disabilities or their companions with disabilities. Our assistance is at no cost. The Departments are not required to make any modification that would result in a fundamental alteration, such as a service, program, or activity, or undue financial and administrative burdens.

How to Request a Reasonable Modification or Communication Assistance

Please contact your caseworker if you have a disability and need a reasonable modification, communication assistance, or extra help. For instance, call if you need an aid or service for effective communication, like a sign language interpreter. You may contact your caseworker or call DFCS at (404) 657-3433 or the DCH Katie Beckett (KB) Team at (678) 248-7449 to make your request.

You may also submit your request using the DFCS ADA Reasonable Modification Request Form, which can be found at your local DFCS office or online at <https://dfcs.georgia.gov/adasection-504-and-civil-rights>.

You can obtain the DCH ADA Reasonable Modification Request Form from the KB Team or online at <https://medicaid.georgia.gov/programs/all-programs/tefrakatie-beckett>. However, it's not mandatory to use a form.

How to File a Complaint

You have the right to make a complaint if the Department has discriminated against you because of your disability. For example, you may file a discrimination complaint if you have asked for a reasonable modification or a sign language interpreter and have been denied or not acted on within a reasonable time.

You can make a complaint orally or in writing by contacting:

- Your caseworker, local DFCS office, or
- DFCS Civil Rights, ADA/Section 504 Coordinator at (404) 657-3735, or
- K.B. Team ADA/Section 504 Coordinator for DCH located at 2211 Beaver Run Road, Suite 150, Norcross, GA 30071, or
- P.O. Box 172, Norcross, GA. 30091, (678) 248-7449
- The DCH email is at dch.adarequests@dch.ga.gov.

You can ask your case worker for a copy of the DFCS civil rights complaint form. The complaint form is also available at <https://dfcs.georgia.gov/adasection-504-and-civil-rights>. If you need help making a discrimination complaint, you may contact the DFCS staff listed above. Individuals who are deaf or hard of hearing or who may have speech disabilities may call 711 for an operator to connect with us.

The email for DCH Civil Rights complaints is dch.civilrights@dch.ga.gov.

The link for the DCH Civil Rights process and complaint form is located at: <https://dch.georgia.gov/adasection-504-and-civil-rights>.

You may also file a discrimination complaint with the appropriate federal agency. Contact information for the U.S. Department of Agriculture (USDA) and U.S. Department of Health and Human Services (HHS) is within the “Nondiscrimination Statement” included within.

** Section 504 of the Rehabilitation Act of 1973, the Americans with Disabilities Act of 1990, and the Americans with Disabilities Act Amendments Act of 2008 ensure that persons with disabilities are free from unlawful discrimination.*

Nondiscrimination Statement

In accordance with federal civil rights laws and U.S. Department of Agriculture (USDA) civil rights regulations and policies, the USDA, its agencies, offices, employees, and institutions participating in or administering USDA programs are **prohibited from discriminating based on:**

- Age
- Race
- Color
- National origin
- Sex (including gender identity and sexual orientation)
- Religious creed
- Disability age
- Political beliefs, reprisal, or retaliation for prior civil rights activity in any program or activity conducted or funded by USDA.

Programs that receive federal financial assistance from the U.S. Department of Health and Human Services (HHS), such as Temporary Assistance for Needy Families (TANF), and programs HHS directly operates are also prohibited from discrimination under federal civil rights laws and HHS regulations.

Persons with disabilities who require alternative means of communication for program information (e.g., Braille, large print, audiotape, American Sign Language) should contact the agency (state or local) where they applied for benefits.

Individuals who are deaf, hard of hearing, or have speech disabilities may contact USDA through the Federal Relay Service at (800) 877-8339. Additionally, program information may be made available in languages other than English.

CIVIL RIGHTS COMPLAINTS INVOLVING USDA PROGRAMS

USDA provides federal financial assistance for many food security and hunger reduction programs, such as the

- Supplemental Nutrition Assistance Program (SNAP)
- The Food Distribution Program on Indian Reservations (FDPIR) and others

To file a program complaint of discrimination:

- Complete the Program Discrimination Complaint Form (AD-3027) found online at: [https://www.usda.gov/sites/default/files/documents/USDA-OASCR P-Complaint-Form-0508-0002-508-11-28-17Fax2Mail.pdf](https://www.usda.gov/sites/default/files/documents/USDA-OASCR-P-Complaint-Form-0508-0002-508-11-28-17Fax2Mail.pdf)
- At any USDA office or write a letter addressed to USDA and provide in the letter all the information requested in the form.
- To request a copy of the complaint form, call (866) 632-9992.
- Submit your completed form or letter to the USDA by:

Mail: Food and Nutrition Service, USDA
1320 Braddock Place, Room 334
Alexandria, Virginia 22314

Fax: (833) 256-1665 or (202) 690-7442

Phone: (833) 620-1071

Email: FNSCIVILRIGHTSCOMPLAINTS@usda.gov

For any other information regarding SNAP issues, persons should contact:

- The USDA SNAP hotline number at (800) 221-5689 (English & Spanish)
 - The State information and hotline numbers at <https://www.fns.usda.gov/snap/state-directory> (click link for a listing of hotline numbers by state);
 - Online at the [SNAP hotline](#).
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CIVIL RIGHTS COMPLAINTS INVOLVING HHS PROGRAMS

HHS provides federal financial assistance for many programs to enhance health and well-being, including TANF, Head Start, the Low-Income Home Energy Assistance Program (LIHEAP), and others.

If you believe that you have been discriminated against because of your:

- Age
- Race
- Color
- National origin
- Disability
- Sex (including pregnancy, sexual orientation, and gender identity), or
- Religion

In programs or activities that HHS directly operates or to which HHS provides federal financial assistance, you may file a complaint with the Office for Civil Rights (OCR) for yourself or someone else.

To file a complaint of discrimination for yourself or someone else regarding a program receiving federal financial assistance through HHS:

- Complete online through OCR's Complaint Portal at <https://ocrportal.hhs.gov/ocr/> or
- Contact OCR at:
 - Mail:** Centralized Case Management Operations
U.S. Department of Health and Human Services
200 Independence Avenue, S.W.
Room 509F HHH Building
Washington, D.C. 20201
 - Fax:** (202) 619-3818
 - Email:** OCRmail@hhs.gov.

For faster processing, we encourage you to use the OCR online portal to file complaints rather than filing via mail.

Persons who need assistance with filing a civil rights complaint can:

- Email OCR at OCRMail@hhs.gov
- Call OCR toll-free at 1-800-368-1019
- TDD at 1-800-537-7697
- Dial 7-1-1 to access telecommunications relay services for persons who are deaf, hard of hearing, or have speech difficulties

We also provide alternative formats (such as Braille and large print), auxiliary aids, and language assistance services free of charge for filing a complaint.

You may also file discrimination complaints by contacting:

- Local DFCS office, or
- DFCS Civil Rights and ADA/Section 504 Coordinator
2 Peachtree Street N.W., Floor 29
Atlanta, GA, 30303
(404) 657-3735

For complaints alleging discrimination based on limited English proficiency, contact the:

- DHS Limited English Proficiency and Sensory Impairment Program
2 Peachtree Street, N.W., Floor 29
Atlanta, GA 3030
(404) 657-5244 (voice)

This institution is an Equal Opportunity Provider.

Resources

The SNAP Works Program Provider Handbook is just one helpful tool for providers and stakeholders to use in planning and implementing their SNAP Works Program.

Below is a list of other resources that provide additional guidance and technical assistance:

- The SNAP to Skills website provides additional information, tools, and resources on SNAP E&T, including policy briefs on key topics (e.g., Serving Able-Bodied Adults without Dependents, Integrating SNAP E&T into Career Pathways Systems, Building State SNAP E&T Infrastructure), success stories from States and participants, and links to policy guidance on SNAP E&T.
[What is SNAP E&T? | SNAP to Skills \(usda.gov\)](#)
- USDA SNAP E&T Operations Handbook:
<https://snaptoskills.fns.usda.gov/sites/default/files/2022-04/S2S-Operations-Handbook.pdf>
- DHS/DFCS SNAP Works Webpage:
<https://dfcs.georgia.gov/snap-food-stamps/snap-works-program>
- The link below is to the SNAP Policy, which is on the PAMMS Policy Manual Webpage: [3350 Work Registration: Policy and Manual Management System \(PAMMS\)](#)