



SNAP E&T Program Evolution: A Case Study

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Program Profile

- New Hampshire operates a Voluntary program
- New Hampshire currently has 1 E&T Provider, the Community College System of New Hampshire (CCSNH)
 - CCSNH oversees all 7 of the Community Colleges in NH
- New Hampshire provides services to 80 to 90 participants annually
- The New Hampshire E&T Program is comprised of a total of 4 positions.
 - Program Administrator: Brian Reeves
 - Program Specialist: Briana Williamson
 - Employment Counselor Specialist (ECS): Sarah Heffner
 - Case Technician: Vacant

Vision & Growth Potential

- Program Focus
 - Transition from a referral base program to a full service workforce development program
 - Expanding the use of Third Party Providers
 - Expand knowledge and processes to support program growth
- Project Management
 - We do not use a formal project management process
 - Iterative process, new issues/concerns are incorporated into the workflow as they are discovered
- Strategic Plan
 - Expand the E&T Program to include wider range of E&T components
 - Transition E&T Providers to Full Service Providers



Procurements & Contracts

- Bureau of Employment Supports internal processes
 - First layer of approval
- DHHS / Division of Economic & Housing Stability
 - Fiscal - Holds the purse strings
 - Policy and Rule development
- Contracts Unit / Legal / Information Security
 - Iterative process of contract creation/refinement
 - Handles negotiations with third parties
- Executive Council (Governor and Counsel) Approval
 - Final approving authority for all contracts

Managing Information

- Information on participants (MIS)
 - Manual system – Purpose built Excel spreadsheets
 - Still used to fill in the gaps of data system (New HEIGHTS)
 - Used for Data Validation
 - New HEIGHTS – Eligibility determination software
 - SNAP E&T added in August 2022
 - Additional refinements are being worked on
- Financial Information
 - Manual system – Important documentation is backed up on DHHS shared drive
 - Provider payments will be processed outside of New HEIGHTS in conjunction with Fiscal department
 - New HEIGHTS – Information is stored digitally for each participant
 - Participant reimbursements are paid through New HEIGHTS

Integration with Workforce System

- WorkNowNH – New Hampshire Employment Security
 - Our services compliment each other, SNAP E&T stronger with case management and WorkNowNH offers much needed funding for training
 - Good source of referrals for each other
- WorkReadyNH – Community College System of NH
 - Excellent source of additional information related to Job Search Training
 - Focused on Soft Skills and Reading/Math progression
- WIOA
 - WIOA Adult – Similar partnership to WorkNowNH
 - WIOA Youth – On the shortlist for program expansion



Integration of SNAP E&T with SNAP

- Screening for referral
 - Eligibility workers screen for basic SNAP E&T eligibility
 - Participants are assigned to specific E&T components by E&T staff
 - New HEIGHTS screens every individual potentially eligible for SNAP E&T at every interview and redetermination
 - Individuals interested in SNAP E&T are instructed to contact the program and New HEIGHTS sends an automated notice containing a program description and contact information to the participant
- Consolidated work notice
 - SNAP E&T is continuing to work with the Bureau of Family Assistance to update the consolidated work notice



Connecticut CT Pathways

- Voluntary Program
- 18 Partner Providers
 - All 12 community colleges + the system office
 - 4 Community Based Organizations
 - Homeless Hospitality- for higher barrier focused.
 - Capital Workforce Partners- For re-entry.
- Approx. # of participants: 1500
- State personnel that support SNAP E&T program administration:
 - Robyn Letourneau
 - Allison Forsyth



Current State of CT Pathways

- Target audience: unemployed & under employed work registrants
- In 2021 during the COVID-19 pandemic CT launched a new Salesforce web-based management information system (MIS).
 - Developed based on the ability for both DSS & Partner Providers to enter and collect data.
 - Reports feature, alerts, case management oversight, demographic information, assessment, employability plan, component data etc.
 - Vocational training, Supervised Job Search, Job Retention
 - Wrap around services, barrier mitigation, comprehensive case management with coordinators on site.
 - Human centered design
 - Referrals and outreach activities.
 - Collaboration with Office of Workforce Strategy, WIOA, Board of Regents & Office of Higher Education.



Vision & Growth Potential

- Currently focused on bolstering existing partnerships, and serving more work registrants.
- Upcoming stabilization during the Community College merger.
- Adding training and information to DSS eligibility staff, and other outreach partners.
- Initiatives are managed by E&T program staff (Robyn & Allison)
- Upcoming goals include:
 - Creating new partnerships with diverse opportunities for participants beyond college based models.
 - Developing plans for apprenticeships and paid work based learning that aligns with the overall DSS mission to provide opportunities for advancement to Connecticut, broadly.
 - Focus on diversity, equity, and growth in our most vulnerable populations.

**Growth and vision planning as a goal.



Procurements & Contracts

- Always looking to align with appropriate partners.
- Criteria for partnership are provided upon request.
- Inter-agency partnerships, and non-state agency partnerships.
- Procurement and Contract Management involve multiple intra/inter-agency stakeholders:
 - Fiscal Department
 - Contracts Unit
 - Office of Policy Management
 - Attorney General's Office
 - Partner & their stakeholders
- A dedicated unit, specific to SNAP E&T would allow this cumbersome process to be streamlined.



Managing Information

- Information on participants (MIS) CT Pathways 2.0
 - Geographic information
 - Demographic information
 - Completion rates
 - Component information
 - Case management
- Financial Information
 - Budgets- including 5 different funding streams
 - Payments
 - Invoice module (coming soon)

Integration with Workforce System

- WIOA
 - Department of Labor
- Formal vs informal partnerships:
 - Governor's Workforce Council- Office of workforce strategy
 - Workforce Development Officers- Connecticut State College System

Integration of SNAP E&T with SNAP

- Eligibility awareness and verbal dissemination:
 - Screening for direct referrals
- Consolidated work notice:
 - Within our ImpaCT system

The Future of SNAP E&T CT Pathways

- All 12 community colleges aligning to one college system will free up administrative burden.
- Added funding through ARPA for parallel or interlocked programs.
- Paid apprenticeships using lessons learned from other states.
- Adding Community Based Organizations and Social Enterprise Opportunities.
- Diversify vocational training offerings.



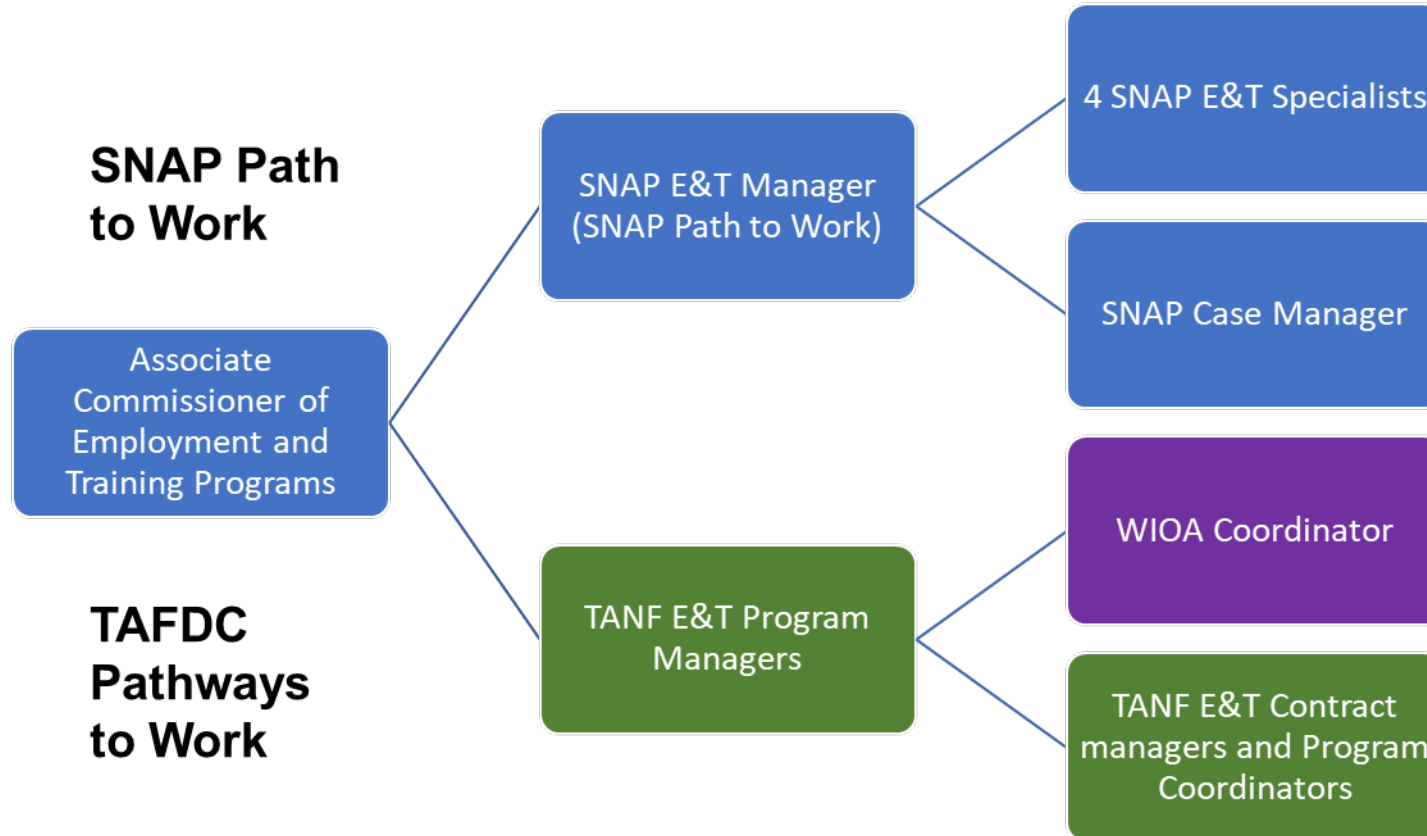
Program Profile

- Voluntary program
- Statewide network of E&T providers:
 - 6 colleges
 - 2 CAAs
 - 32 CBOs
 - 23 MassHire Career Centers
- FFY'22: 1,700 participants (average 500 per month)
- Components:
 - Supervised Job Search
 - Job Search Training
 - Job Retention Services
 - Educational Programs
 - ABE, GED/HiSet, ELA, Bridge, Vocational Training & Work Readiness Training
 - Work Based Learning (subsidized and unsubsidized)
 - Internship, Pre-apprenticeship, Apprenticeship, Transitional Jobs

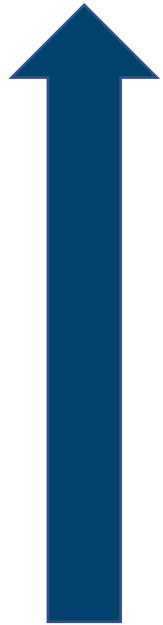


Program Profile (continued)

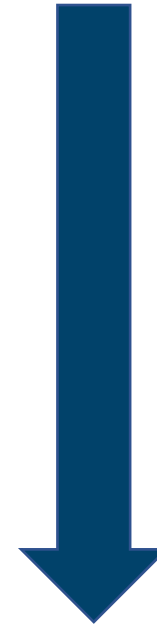
DTA Pathways to Work Team



Vision & Growth Potential

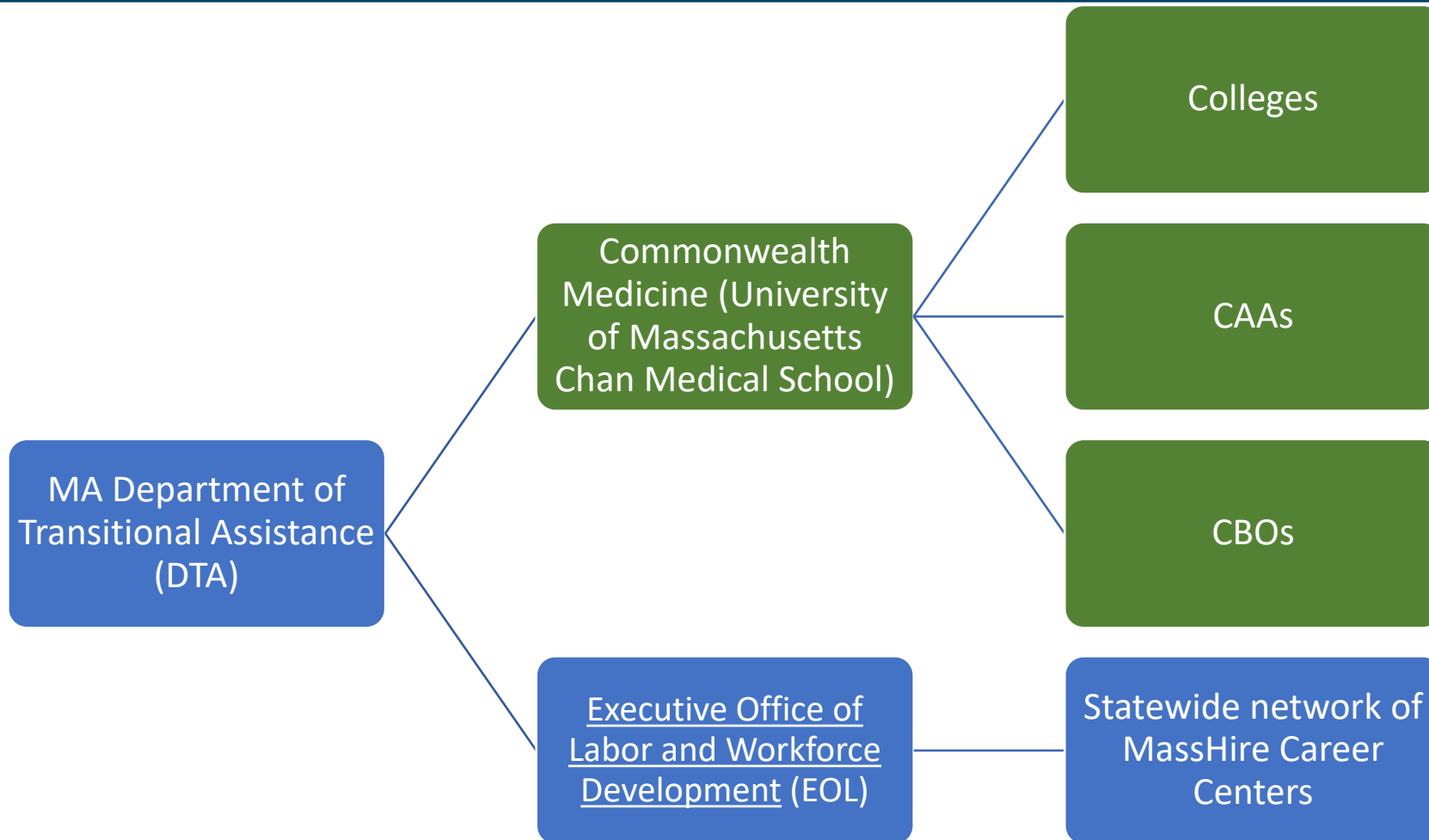


- Enrollments
- Community college participation
- Collaboration between SNAP E&T providers
- Cross border services
- Remote/hybrid services
- Participant supports
- Integration with TANF E&T programs
- Automation



- Administrative burden
- Reimbursement eligible funding left on the table
- Siloes

Procurements & Contracts



Managing Information

E&T Providers:

- Submit & manage budgets
- Initiate reverse referrals
- Document participation
- Document/request participant supports
- Report possible good cause
- Document outcomes
- Submit and track claims

dtal PATH Partner Activity Tracking Hub (PATH) Application(s) Home Service(s) Notification(s) Miriam

SNAP PATH to Work Department of Transitional Assistance

Upcoming
Events & Announcements
[LEARN MORE](#)

Available Service(s)

- PLAN budget**
To view or submit budget, click here →
- ENROLL client**
To enroll and assess a client, click here →
- MANAGE participant**
To manage participant or submit CEL, click here →
- PROCESS claim**
To view or process claim, click here →

DTA:

- Manage enrollments
- Address reported good cause and requests for participant supports
- Reporting

DTA/UMASS:

- Review & manage budgets
- Review and manage claims
- Track E&T spending
- Monitor participation
- Program analysis



Integration with Workforce System

- WIOA combined state plan
- DTA is one of 16 WIOA workforce partners tasked with working together to support a seamless system of workforce and education services that builds career pathways for individuals and leads to a more informed, educated, and skilled workforce that meets the Commonwealth's businesses' demands and sustains a thriving and diverse labor force.
- The Massachusetts Workforce Development Board (MWDB) advises the Governor on building a strong workforce development system aligned with State education policies and economic development goals.
- The Commonwealth of Massachusetts Secretary of Health and Human Services, Marylou Sudders, serves as an ex-officio board member, ensuring that the employment and training needs of DTA clients are well represented and that the needs of Massachusetts employers are known and considered in the development of DTA's SNAP Path to Work and the TAFDC Pathways programs.



Work Participant Program (WPP)

A partnership between DTA and Massachusetts Department of Career Services

WPP Participants (SNAP & TANF)	Service Menu
<ul style="list-style-type: none">• Complete a career readiness assessment• Work with a career counselor on an individualized Career Development plan including the services and occupational trainings to be provided to meet the client's career goals• May receive E&T participant supports	<ul style="list-style-type: none">• Individualized job coaching• Statewide and national job listing• Job readiness activities, such as resume and cover letter writing, interviewing skills, virtual interviewing skills, job search techniques and developing a professional network• Access to digital resources• Workshops• Direct employer connections• Access to certificate programs• English language skills• Vocational Skills training

FFY 2020: DTA began expanding the capacity and expectations for the MHCCs regarding serving SNAP-only clients, including ABAWDs, through SNAP E&T funds and training of career center staff.



Integration of SNAP E&T with SNAP

SNAP

Screening for Referral

- Enrollment request is entered on PATH
- SNAP Case Manager assigned to the SNAP E&T Unit exports and reviews pending enrollments daily
- ✓ Appropriate referrals are emailed to the DTA SNAP E&T Specialist who supports the E&T provider organization
- The SNAP E&T specialist approves/denies enrollment/participation plan, works with provider to ensure that appropriate supports are delivered, the participation plan is updated as needed, and that participation and outcomes are documented



Integration of SNAP E&T with SNAP

Development of the Consolidated Work Notice

- The SNAP E&T and SNAP policy managers and analysts work closely to ensure that SNAP E&T and SNAP work requirements policy is correctly and thoughtfully interpreted and implemented.
- SNAP E&T Manager, Assistant Director of SNAP Policy, and a SNAP Policy analyst collaborated to draft the Notice of Consolidated Work Requirement.
- DTA is in the process of reviewing and incorporating feedback from representatives of the Massachusetts advocacy community before finalizing the notice and oral explanation.
- BEACON changes that will support the creation and issuance of the consolidated work notice, including improved General SNAP and ABAWD Work Requirements screening, are planned.
- The training curriculum on the general work requirement, voluntary SNAP E&T, and the ABAWD work requirements will be updated to support staff with the implementation of the consolidated work notice. Training may be provided to staff through virtual and in person learning sessions and supplemented with prerecorded sessions to support learning.



Q&A

- Feel free to contact Kevin with any questions for the panelist
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