

Service Chapter: SNAP 430-05

Effective Date: December 18, 2024

Overview

Updating E&T Case Manager Responsibilities

Description of Changes

1. Employment and Training (E&T) 430-05-40-55 - Change

Policy Section Updates

1. Employment and Training (E&T) 430-05-40-55 – Change

E&T Case Manager Responsibilities

E&T case managers must:

- Conduct orientation sessions.
 - BEST orientations are held on a weekly basis.
 - NDWORKS case managers will contact the participant within 7 days of the receipt of Form SNAP Employment and Training Program Referral to schedule the orientation and provide the date and time of orientation to the participant.
- Inform the eligibility worker when a participant gains employment.
- Submit monthly program tracking spreadsheets to the State Office no later than ~~45~~ 5 calendar days after the end of each calendar month.
- Complete a formal assessment and develop an employment plan specific to the participant. The employment plan must be updated monthly, at a minimum.
- Provide monthly case management, including weekly contact with the participant.
 - Part of case management is ensuring an individual is placed in a component within a timely manner and always participating in a component.
- Contact with the eligibility worker monthly to verify a participant continues to receive SNAP. Monthly contact can be via telephone or email.
- Submit monthly participant reimbursements requests along with receipts to the State Office using the SFN471 – Vendor Payment Authorization and Request for Payment for Goods and Services to the State Office no later than ~~45~~ 5 calendar days after the end of each calendar month.
- If a client become disengaged for a period of 30 days, they will be removed from the BEST SNAP E&T program. If at any point after those 30 days the participant engages, a new referral will be required.
- E&T case managers also have the authority and responsibility to determine if an individual is ill-suited for E&T services. If a case managers determine an individual is ill-suited, they can refer the individual back to the human service zone office. Eligibility workers will reevaluate the individual and take appropriate action on the SNAP case. This process is referred to as a provider determination.
- Make a recommendation to the EW if they feel that a participant is ill-suited for E&T services. If the case manager feels the participant is ill-suited, they must refer the participant back to the human service zone. EW's must

reevaluate the participant and take the appropriate action on the participant's SNAP case. This process is referred to as a provider determination.