

SNAP Employment and Training (E&T) Script for Income Maintenance Caseworkers (IMCW)

Overview for IMCW Staff

This script is meant to serve as a resource for an IMCW to explain referrals and information regarding SNAP E&T in simple and user-friendly language. It includes plain language terms used in the **SNAP Model Notice Toolkit** and **State SNAP Interview Toolkit** to explain the Supplemental Nutrition Assistance Program (SNAP) E&T program to households that include work registrants subject to time limits, potential voluntary SNAP E&T participants, and able-bodied adults without dependents (ABAWDs). This script does not contain information on ABAWD or work registrant screening and exemptions, however, information regarding exemptions can be found here: **SNAP Work Requirements (ABAWDs) | Department of Human Services | Commonwealth of Pennsylvania**

When should an IMCW use this script?

This script should be used when a SNAP recipient meets any of the following:

- + Is unemployed or underemployed
- + Wants to work, gain skills, or further their education and expresses a need for assistance
- + Is subject to ABAWD time limits
- + Needs extra support and you have ascertained this need during the interview

How should IMCW's use the script?

IMCWs should use this script as a guide, adapting it as necessary to address the specific circumstances of each household.

IMCWs should allow time to respond to questions from SNAP recipients. The script includes possible questions and suggested answers for reference purposes, but these questions should not be read to all SNAP clients as part of this conversation. The overall messaging should be positive and attempt to gauge interest and garner enthusiasm from the recipient to learn more about SNAP E&T.

Suggestions and Tips

- + Use the script as a guide, adapting it according to the specific needs of each household.
- + Keep your tone conversational.
- + Allow time for questions from the recipient, but do not read the sample questions and answers from the script. Use these samples as a reference when necessary.

Special notes and instructions are included for IMCWs in gray boxes.

1. INTRODUCTION

Note to IMCW: Begin script when the household or individual has been identified to receive the information regarding SNAP E&T or is an ABAWD and explain the following:

- + Your participation in SNAP also makes you eligible for the SNAP Employment and Training (SNAP E&T) program. Because you're already a SNAP recipient, this optional program is free and available for you. There are short-, medium-, and longer-term programs that can fit your lifestyle and goals.
- + Today, I will go over the program and how it can help you reach your goals of training, employment, or a better paying job. If you're unsure of what you'd like to explore for your future, I can still provide a referral and a SNAP E&T case manager can help you decide what would be the best path forward to meeting your goals.
- + As part of this program, there are several opportunities, such as: help looking for a job; basic education classes to improve reading and writing or to get a GED; or training for specific types of jobs, such as in healthcare, building construction, manufacturing, or professional services.

Note to IMCW: Be ready to share information about the SNAP E&T program with the household **Employment Training for SNAP | Department of Human Services**

- + A program orientation with the provider is offered as "day 1" of the program you choose. This will answer all your questions about what the program entails and what it will mean for your future. The orientation is a requirement for all participants. If you're not able to make it, just give the caseworker a call at the number listed on the Employment Development Plan (EDP), which we will go over. You'll be getting a notice in the mail with this information.

a. Participant Reimbursements

If you have costs from participating in the program, we may be able to help cover those costs. These costs include, but are not limited to, the following:

- + **Transportation**
- + **Childcare**
- + **Personal safety items or equipment**
- + **Other reasonable required costs, such as tools, books, and uniforms**

b. Questions and Answers

Note to IMCW: Pause and give the client a chance to ask questions, see the bolded examples below. Do NOT read the following questions aloud to all clients; instead use them and the answers below them as a reference.

I'm currently looking for a job, are there any other opportunities this program can help with?

You will be able to discuss your work experience and interests with your SNAP E&T case manager, who will try to find the right fit for you, but I can tell you a little about the different training programs that may be available. Our goal is to help you find the right fit for you.

SNAP Job Experience Training and Support (JETS)


is for you if you want to get work experience or training in skilled job fields.

- + SNAP JETS can help you learn new skills and build work history while getting SNAP.

SNAP Keystone Education Yields Success (KEYS)

is for you if you are already going to OR are interested in attending a PA community college and meet certain additional requirements.

- + SNAP KEYS can help you graduate from college with your degree or certificate and start your career.



SNAP Employment Advancement Retention Network (EARN) is for you if you need basic education and/or help with your job search.

- ✚ SNAP EARN can help you get your GED, write a resume, start a job search, or just some support in deciding on your future.

How can I learn more about these programs?

We offer different programs to help you develop your work skills and to help you find and keep a good job. You can learn more about the different types of programs available by visiting our website (<https://www.pa.gov/agencies/dhs/resources/snap/snap-employment-training.html>).

If I need help with transportation to get to a training, what should I do?

Contact our office to ask for a special allowance (SPAL) for transportation. We can issue funds to cover the cost of public transportation (like the bus, subway, commuter rail, or paratransit), a taxi (including Uber and Lyft), or mileage (including parking and tolls) for driving your own car or having someone else drive you.

We can issue the SPAL before your training but you will need to provide an estimate for the cost of your transportation. It's important to save your receipts and submit them within 14 days after you received the money.

How long do I have to train or work?

If you volunteer to participate in a SNAP E&T program, you must participate for a certain number of hours every month in certain activities to stay in the program. The number of hours you need varies depending on your situation and whether special time limits apply to you. We will go over how many hours you will need to participate, and will work with you to go over what specific activities are best suited for you and the time limits for those activities. Each program has their own length and duration, and we want to make sure you're successful in completing the requirements.

When will my training start?

Your training will start after you meet your SNAP E&T case manager and you receive an orientation from the program you're referred to. The orientation will take place within two weeks of when we refer you to a SNAP E&T program. Once you meet your case manager, they can share more information about when your training will start.

Where will my training be?

The location of your training depends on the SNAP E&T program you enroll in. Your SNAP E&T case manager will tell you more about where your training will take place. You can see a map of all training locations through the Employment and Training for SNAP Recipients **website** (direct link to map of training locations here: https://www.google.com/maps/d/viewer?mid=1d-kG6kCZpAZstAbflzxyKXwVh9_s0c4V&ll=41.059645838295936%2C-78.07554334813845&z=7).

Can I choose what kind of training I take?

You can choose from trainings and educational activities that you feel is the best fit for you. Some examples of educational credentials include: phlebotomist technician, welding certification, commercial driver's license (CDL), certified nurse aid (CNA), and ServSafe (Food Handler and/or Manager) culinary arts certifications.

For on the job training, many training partners have specific criteria to be admitted into their program. For example, completion of high school; verification of literacy or numeracy levels; or, in limited instances, criminal history requirements.

2. ADDITIONAL QUESTIONS AND ANSWERS

Do you have any questions for me?