



# FAMILY INDEPENDENCE ADMINISTRATION

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## POLICY BULLETIN #07-53-EMP

### ABRIDGED GLOSSARY OF HRA EMPLOYMENT PROGRAMS

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<p> This procedure can now be accessed on the FIAweb.</p>          <p> Please use Print on Demand to obtain copies of forms.</p>	<p>The purpose of the policy bulletin is to introduce Human Resource Administration (HRA) staff to the Abridged Glossary of HRA Employment Programs created by the Family Independence Administration (FIA) Office of Employment Contractor Services.</p> <p>The employment glossary contains an up-to-date listing of employment programs, their description, and eligibility requirements.</p> <p>The glossary was created to be used in conjunction with the Employment Manual, which provides information on the programs listed in the glossary as well as referral processes and details of the program operations.</p> <p><i>Effective Immediately</i></p> <p><b>Related Item:</b></p> <p><a href="#">Employment Process Manual</a></p> <p><b>Attachment:</b></p> <p>Abridged Glossary of HRA Employment Programs</p>

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## Abridged Glossary of HRA Employment Programs



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## **PREFACE**

The purpose of this glossary is to provide the Human Resource Administration (HRA) staff with the most up-to-date inventory of HRA's Family Independence Administration (FIA) employment programs. Each entry gives the definition of the program, briefly describes its main functions and indicates primary eligibility requirements. It does not purport to provide a comprehensive description of the respective program. This glossary should be used in conjunction with the latest version of the HRA/FIA Employment Process Manual as it provides information about the listed programs in the glossary as well as referral processes, details of the program operations and much more. With this clarification in mind we hope that the glossary will be helpful as a source of information for anyone wishing to quickly get the conceptual understanding of the employment programs mentioned.

## **ASSIGNMENT MATRIX**

All staff is reminded that the NYCWAY System, both in the mainframe and the Webbased versions, has a feature that significantly simplifies the process of selecting an appropriate combination of employment/engagement activities for any participant. While completing an assessment via the Employment Plan all staff is encouraged to select the **Show Recommendation** button on the **Work Activity Schedule** screen and review the choices of engagement activities presented by the system on the **Preferred Work Site Results** screen. These choices are based on the information entered in the EP at that time and will indicate the most appropriate activities for the particular participant. While the Worker is not required to follow these recommendations, it is highly recommended to consult with the individual to make the well-informed assignment decision. For further details on the Assignment Matrix and the screens mentioned above, please reference PB #06-67-SYS and PB #06-88-SYS.

**Program Name****Program Description****BEGIN**

Definition: **Begin Education Gain Independence Now (BEGIN)** is an employment program for Family Assistance (FA) and Safety Net Assistance (SNA) recipients.

Main Functions: Also known as BEGIN Managed Program (BMP), it coordinates services to help PA recipients acquire basic literacy and vocational skills and to successfully transition from welfare to work. BEGIN includes the following activities: literacy and GED instruction, vocational skills training, internships, and post employment services. Each component of the BEGIN Program, except BEGIN Employment Plus, is a full engagement activity that meets for 35 hours weekly and usually represents two days of classroom and three days of work experience. The following programs are separate components of BEGIN:

**BEGIN Internship** is a job readiness and placement program for individuals who have high school diplomas or GED, or have reached a higher level of education, but still face barriers to successful employment. Participant work skills and interests are thoroughly assessed by experienced caseworkers who then place them in appropriate work settings.

**BEGIN Language Work Study (BLWS)** is a program for individuals who speak English as a second language. The program is designed to improve a person's English language skills and his/her employability chances by combining two days of work readiness and language training/support with three days of work experience.

**BEGIN Work Study/General Education Diploma (BWS/GED)** targets PA participants with low reading and math levels. The program offers two tracks of educational instruction: GED preparation classes for those who test at the 9th grade reading level or above and adult basic education (ABE) classes for those who test below the 9th grade reading level. The program provides an opportunity for the participants to work towards earning a general education diploma.

**Program Name****Program Description**

IMPORTANT NOTE: The JOS/Worker cannot make a direct referral to the GED component. Once a referral to the BWS/GED is made the BEGIN staff does an assessment and determines if the person is ready to attend GED classes. In many instances the person will participate in the BWS portion of the program until his/her skills are brought up to the level required for GED classes. When this occurs the person is transferred to the GED classes internally within the BEGIN Program.

**BEGIN Vocational Work Study (VoWS)** is an integrated program in which participants learn specific marketable skills in a classroom setting two days a week and apply the information and skills at a worksite three days a week. Currently VoWS programs train participants in various fields including home health care and the Culinary Arts. Each VoWS program includes a job-readiness component and ongoing vocational counseling. FA and SNA recipients can enroll in VoWS activity after they complete a cycle at BEGIN Work Study, BEGIN Language Work Study, or BEGIN Internship program.

**BEGIN Employment Plus (E+)** provides comprehensive support for low-income working adults, as well as for former PA recipients who have become employed. E+ offers educational services, counseling, preparation for career advancement, and case management during evening and weekend to accommodate working participants.

Program Eligibility: Any PA recipient (active case), who can benefit from attending a component of the BEGIN Program.

**Program Name****Program Description****BTW Vendors**

Definition: **The Back to Work (BTW)** vendors represent a new cohort of employment contractors whose purpose is to assist PA applicants and recipients in achieving their highest possible level of self-reliance.

Main Functions: The BTW Program integrates the career counseling, job search, job readiness, job placement, vocational training, and post-employment services to the PA applicants, undercare, and sanctioned participants. These services were previously provided by the Skills Assessment and Placement (SAP), Employment Services and Placement (ESP), and the Special Populations (SPoP) contracted vendors. The BTW vendor program allows each job center to have an exclusive relationship with a designated contractor and each BTW vendor a presence at its designated job center. BTW Vendors conduct daily orientations at their partnered Job Center locations and then refer the participants to the off-site vendor location for continuous service.

Currently all Job Centers except the St. Nicholas (26), the Veteran's (62), the Colgate (32), and the Refugee (47 and 49) centers have a BTW vendor presence on site. At these four centers referrals to the BTW vendors are done directly to the assigned off-site vendor location.

The vendors work with PA participants from the point of the initial referral until they are able to help the participant to find and retain a job. As the ultimate goal for all participants is full-time unsubsidized employment, BTW vendors are expected to develop relationships with employers to secure jobs for HRA participants and to use resources, including community linkages, to ensure that the participants stay employed. The BTW vendors are also expected to work collaboratively with other organizations serving PA applicants and recipients. They include the Comprehensive Service Model (CSM) vendors, such the Visiting Nurse Service of New York (VNS) and Project Ace; the Outpatient Treatment Programs

**Program Name****Program Description**

(OTP); the Criminal Justice System; and the Administration for Children Services (ACS). The CSM vendors and the OTPs provide continuous case management and treatment services to the participants dealing with the substance abuse problems.

To assist BTW vendors an HRA staff member termed the Outstationed Worker (OSW), is assigned to work at satellite vendor locations to help maximize efficiency, full engagement, and compliance of participants. In particular, when an applicant's case gets accepted (AP status changes to AC) an OSW calls the person in for the assessment. Based on the outcome of this assessment the OSW then assigns the participant to the appropriate combination of engagement activities. An OSW evaluates vendor requests to change the existing assignment for a participant. If a barrier to employment arises while the participant is working with the BTW vendor the OSW examines the nature of the barrier and takes appropriate actions leading to overcoming the barrier. While these examples represent the most visible functions of an OSW they are not exhaustive. The main role of the OSW as stated above is to take all necessary steps to help both the participant and the BTW vendor to successfully collaborate towards achieving the participant's highest possible level of self-reliance.

Program Eligibility: Any PA applicant, recipient, or a sanctioned individual (whose sanction is non-durational or the sanction period has expired, if durational) referred by the Job Centers or via direct referrals, from other FIA entities, such as WEM, CSM, and a few others.

IMPORTANT NOTE: If a person is working more than 20 hrs a week, but fewer than 30 hrs, participant should be sent to the BTW vendor, not WEP.



**Program Name****Program Description****Business Link**

Definition: **Business Link** is a no fee employment service operated by HRA for individuals receiving public assistance. Business Link works with employers to identify their entry level job opportunities and refers qualified candidates who meet the employer's needs.

Main Functions: Business Link encourages employers to list their job openings with them and pre-screens interested public assistance recipients for these job opportunities. Business Link advertises their job opportunities through recruitment flyers that are disseminated via fax to HRA offices and Work Experience Program (WEP) sites; Business Link recruitment flyers are also available on the intranet for HRA Workers to utilize and they have a toll free 24/7 telephone job listing. Interested clients come to Business Link on the date of the orientation for the specific job opportunity they are interested in; they are given a "verification" letter by Business Link that excuses them from other HRA assignments for that particular day/date. There is no cost to either public assistance recipients or employers for this service. Positions available through Business Link vary broadly and have included data entry, airport baggage handler, health care, retail, security, clerical, food service, taxi drivers, and telemarketing positions.

Program Eligibility: All individuals with an active PA case may call Business Link regarding job opportunities. The client will then be given a date and time to go to Business Link to attend an orientation and pre-screening for the position(s) they identify as being of interest. FIA staff may work with PA recipients to identify Business Link job opportunities, but the PA recipient must be the one to call Business Link to arrange an appointment for the position(s) that interests them and for which they believe they meet the qualifications.

**Program Name****Program Description****Demonstrated Compliance**

Definition: This is a program for sanctioned PA participants whose sanction is either non-durational or the sanction period has expired. This program currently operates only at the Job Center 71

Main Functions: If such as participant states that s/he would like to comply with FIA rules and regulations s/he has to undergo a ten-day demonstrated compliance period before non-durational sanctions (or durational with the expired sanction period) could be lifted and the PA grant restored. The first five days of the demonstrated compliance period the participant has to work with a BTW vendor (currently it is FECS only) and the next five days participate in WEP. If the person fully complies with the FIA rules and regulations during these ten days his/her non-durational or expired sanctions are lifted and the PA grant is restored. The person subsequently is assessed and assigned to the most appropriate engagement activity. For the purposes of this program only, full compliance is achieved if the person participates during this ten-day period without any absences, whether excused or not. If a participant is absent at any time during this ten-day period, with or without documentation, it is considered that s/he has not demonstrated required compliance. If the participant still wants his/her sanctions to be lifted s/he will have to start the demonstrated compliance process from the beginning.

Program Eligibility: Any sanctioned participant whose sanction is either non-durational or the sanction period has expired.

**Program Name****Program Description****Grant  
Diversion/  
Wage  
Subsidy**

Definition: **Grant Diversion** is a six-month wage subsidy program administered by HRA's Business Link. The program provides financial incentives to employers to encourage and promote the employment of public assistance recipients and offset the cost of hiring new employees.

Main Functions: The Grant Diversion program provides wage subsidies to employers equal to 40% of an employee's monthly salary (up to \$400.00 per month) for a maximum of six months for each public assistance recipient hired. Positions can be full time or part time. Participating employers can identify potentially eligible employees on their own or recruit through Business Link. They then submit the names of each employee they would like to enroll in the program to Grant Diversion. Grant Diversion staff checks the eligibility (in NYCWAY and WMS) for each employee submitted for enrollment. Employees who meet the qualifications of the program are enrolled into the program for six months. Participant's cases are rebudgeted based on their earned income, however all cases even those reduced to zero will remain open for the duration of their enrollment in the program. Through the proper coding (E500/WMS) the participant's PA grant is diverted and used as wage subsidy for the employer. The goal of the program is for participants to gain work experience and enter into unsubsidized employment before or upon completion of the program.

Currently, the Parks Opportunity Program (POP) is the most commonly known example of the Grant Diversion/Wage Subsidy program.

Program Eligibility: In order to qualify for the Grant Diversion program employees must be the payee of an open public assistance case and cannot be enrolled in any other wage subsidy or rent subsidy program. For the Parks program only, Job Center staff must refer eligible participants to the program.

**Program Name****Program Description**

IMPORTANT NOTE: Grant Diversion Program is identified by the caseload 00246 at various screens in the NYCWAY System. The field name is “Worker” and it is located in the block of the three adjacent fields “Office”, “Unit”, and “Worker.”

**POISED**

Definition: **Perfect Opportunity for Individual Skills and Educational Development (POISED)** is a program created for PA recipients who are pregnant or who have a child under the age of two.

Main Functions: The POISED Program offers special education and employment services, such as health and parenting classes, career planning, job placement, and academic and computer training. The program helps participants to acquire up-to-date health information for themselves and their children and assists the mother to plan for entry/re-entry into employment after her youngest child is 13 weeks old. The following programs are separate components of the POISED Program:

**POISED I** is a 13-week full-time program for women on PA who are less than seven months pregnant or who have a child who is at least 13 weeks old but under two years of age. POISED I is considered a regular 35-hour WEP assignment.

**POISED II** is a 12-week program that consists of intensive job search for 28 hours bi-weekly with a concurrent WEP activity of up to 42 hours bi-weekly for POISED I graduates who are on PA, are not pregnant and have a child who is at least 13 weeks old but under two years of age.

**POISED at Home** is an education program for pregnant women identified as having high risk pregnancies as well as those with children less than 13 weeks of age who are exempt from work activities

Program Eligibility: A pregnant woman or a woman who has a child under the age of two.

**Program Name****Program Description****POP/Parks**

Definition: **Parks Opportunity Program (POP)** is the primary example of a Grant Diversion/Wage Subsidy type of employment program.

Main Functions: Once a PA recipient is referred to the Parks Program, s/he gets hired by the NYC Parks Department for the period not to exceed 12 months. The person's PA case stays open, but the PA budget is reduced to zero since the PA grant gets diverted (hence the name of the program) to the Parks Department to offset the cost of hiring new employee. Participants who successfully complete this program will have had a real-life work experience and are expected to find an unsubsidized employment.

Program Eligibility: Any active case participant who has been selected at the Job Center. The person cannot be enrolled in any other wage subsidy or rent subsidy program.

IMPORTANT NOTE: Parks Opportunity Program is identified by the caseload 00444 at various screens in the NYCWAY System. The field name is "Worker" and it is located in the block of the three adjacent fields "Office", "Unit", and "Worker."

**TAG**

Definition: **Training Approval Group (TAG)** is a special unit within the FIA's Office of Employment Contractor Services charged with evaluating a participant's request to participate in a stand-alone training or educational program in lieu of his/her full engagement requirements.

Main Functions: If TAG finds that such program is consistent with the participant's Employment Plan and the participant meets other eligibility criteria, TAG grants the request and exempts the person from the other engagement activities for the duration of this educational or training program. Otherwise, TAG denies the request and assigns the participant to the most appropriate engagement activities.

**Program Name****Program Description**

IMPORTANT NOTE: TAG's denial does not mean that the participant is precluded from attending an educational or training program of his/her choosing. It means that the participant is not exempt from the mandatory engagement activities. S/he can still attend the program on his/her own time while otherwise satisfying the full engagement requirements. Individuals ineligible for TAG referrals, due to the fact that their ES codes are other than 20 and 32 (see below Program Eligibility), are evaluated by JOS/WORKER who assesses their needs and following the same criteria utilized by the TAG staff determines whether they can be exempted from work activities while attending training.

Program Eligibility: Only AC or sanctioned cases (no applicants), ES Codes 20 or 32 may be referred to TAG. Only a participant who is either enrolled in training or has expressed interest in training can be referred to TAG.

**TEAM**

Definition: **Training Evaluation and Monitoring (TEAM)** is the division of Employment Services responsible for the research and development of all available education and vocational training programs and support services for the public assistance population.

Main Functions: TEAM, together with the City University of New York, enables welfare recipients to attend college while complying with federally mandated welfare requirements. The office ensures that over 200 training providers are adequately researched and monitored and that they adhere to the standards of the agency's Training Approval Policy (TAP). TEAM provides technical assistance to Employment Services field and central office staff for training program approval and training related expenses for clients with exceptional needs.

Program Eligibility: N/A

**Program Name****Program Description****WEP**

Definition: **Work Experience Program (WEP)** is a program designed to provide a simulated work experience to individuals on PA.

Main Functions: Through this program, any employable client who has not found paid employment is assigned to work for his/her public assistance and food stamp benefits at New York City government agencies or private, not-for-profit agencies throughout the five boroughs. The assignments generally fall into the categories of clerical, maintenance, or human services and are intended to simulate the experience of having a job.

Program Eligibility: Any participant with an active PA case is eligible.

**YES**

Definition: **Youth Engagement Services (YES)**

Program is a 12-month wage-subsidized employment and education program for parenting 18-20 year olds who have their own PA cases. The program operates within the Parks Opportunity Program at the Department of Parks.

Main Functions: YES Program provides its participants with marketable work experience and skills. It emphasizes intensive counseling, education, and life skill services in addition to job training and career development activities. A typical week breakdown includes three full days of work assignments and two days of counseling, education/training and professional certification. The YES Program also offers special leadership development activities throughout the year.

Program Eligibility: The YES Program is available to PA active cases with a case head that is coded ES20 and who is a parent between 18 and 20 years of age. The person cannot be enrolled in any other wage subsidy or rent subsidy program. The selection and referral to the YES program is done by the JOS/ Worker at the Job Center. Self-enrollment in the program is not available.

Currently, the YES Program is not accepting any referrals.