

Eastern Kentucky University
Department of Anthropology, Sociology and Social Work
SWK 100 Introduction to Food Benefits
3 credit hours

Course Syllabus

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I. Course Description:

SWK 100 Introduction to SNAP/Food Benefits utilizes on-the-job learning methods via Web Based Training (WBT) and in-depth lab instruction applying procedures based on the policy learned in the field based learning components. Students will integrate the basic knowledge and skills to process application and recertification of food benefits (Supplemental Nutrition Assistance Program) cases through the Department for Community Based Services (DCBS).

II. Student Learning Outcomes:

At the conclusion of Introduction to SNAP/Food Benefits participants will be able to:

1. Demonstrate the skills and knowledge to correctly process Supplemental Nutrition Assistance (SNAP)/food benefits application and recertification.
2. Facilitate families to reach their goals through effective interviewing and assessment techniques.
3. Calculate the correct benefits amount.
4. Apply ETP requirements appropriately.
5. Explain the SNAP/food benefits program and recipient responsibility.
6. Compile comprehensive documentation concerning case actions.
7. Integrate changes that are known to the agency into the case record.
8. Access, interpret and apply SNAP Policy.

III. Evaluation:

Grade mode for this course is Satisfactory/Unsatisfactory. Successful completion of all components is required for a passing grade.

IV. Course Outline:

- A. SNAP and CCAP Training Series - System and Policy prework/prerequisites (online components)
- B. Supplemental Nutrition Assistance Program and Child Care: System and Policy**
- C. Supplemental Nutrition Assistance Program and Child Care: Support Services**
- D. SNAP and CCAP Training Series – Eligibility and Enrollment prework/prerequisites (online components)
- E. Supplemental Nutrition Assistance Program and Child Care: Eligibility and Enrollment**

The WBT online components are completed on the job and are accomplished by completing the assignments online, researching the on-line policy manual, observing office practices, and exchanging feedback with their mentor/supervisor.

SNAP and Child Care: System and Policy, Support Services and Eligibility and Enrollment are conducted in a computer lab.

The five segments of the entire course must be taken in the order shown above. It is also important to know that each segment must be fully completed before participants can begin the next segment.

Academic Integrity Policy:

Students are advised that ECU's Academic Integrity policy will strictly be enforced in this course. The Academic Integrity policy is available at www.academicintegrity.ecu.edu

Questions regarding the policy may be directed to the Office of Academic Integrity.

Disability Statement:

If you are registered with the Office of Services for Individuals with Disabilities, please obtain your accommodation letters from the OSID and present them to the course instructor to discuss any academic accommodations you need. If you believe you need accommodation and are not registered with the OSID, please contact the Office in the Student Services Building Room 361 by email at disserv@ecu.edu or by telephone at (859) 622-2933 V/TDD. Upon individual request, this syllabus can be made available in an alternative format.

Supplemental Nutrition Assistance Program Training Series

Course Topic Outline

1. Pre-work for System and Policy (online)

- Pre-training questionnaire
- Series Pre Test
- Completion of Credit for Learning paperwork (also completed with the RTCs)
- Civil Rights Review - WBT
- What is my Role – WBT
- Online Manuals Tutorial – WBT
- Equifax Eligibility Advisor Verification Service – WBT
- Worker Portal: Reception Log and Online Help – WBT
- Safeguarding Confidential SSA and IRS Information - WBT

2. SNAP and Child Care: System and Policy (Computer Lab)

General Topics: Steps to determining eligibility FS-103 completion; types of Child care providers; case comments.

Worker Portal Navigation: Logging into Worker Portal; navigation and icons; using Dashboard; Reception Log; Case Status and Case Modes; Child Care Provider Lookup and Enrollment; using Quick Search; Document Processing.

Eligibility Factors: identity; citizenship; residency; household composition; enumeration; age requirements for CCAP; CCAP certificate process.

Income: Earned, unearned, and excluded income; non-representative income, verification of income including Work Number, income calculations and practice system entry of SSI, RSDI, child support income, weekly and biweekly wages and tips.

Deductions: Overview of allowable deductions; SUA, BUA, phone and actual utilities rent; SMI medical deduction; system entry of deductions.

Case Processing: Practice processing pending application verification documents: Identity, household composition, rent, SUA, weekly and biweekly wages, tips, RSDI, and SMI premium.

3. SNAP and Child Care: Support Services (Computer Lab)

Eligibility Factors: Work Registration exemptions and ABAWD status; Work requirements for CCAP.

Income: Tip Income; self-employment, including odd job income; UIB and program 4B; income calculations and system entry.

Deductions: Rent and mortgage; SMI and who is eligible for a medical deduction; dependent care expenses; child support deduction; verification and system entry of deductions.

Case Processing: Processing pending cases; adding, removing and changing income, adding medical expenses; adding and removing members.

4. **Pre-work for Eligibility and Enrollment (online)**

- SAFE Fact Sheet
- Telephone Skills WBT
- Worker Portal: Voice Signature and E-Signature WBT
- Electronic Benefits Transfer (EBT) Card Security WBT
- Fidelity Information Systems: Navigating the Agency Portal for EBT Inquiry WBT
- FS-2 SNAP Reviews WBT
- SNAP: Positive and CAPER Errors WBT
- Disqualifications, Hearings and Claims WBT

5. **SNAP and Child Care: Eligibility and Enrollment (Computer Lab)**

Interviewing: authorized representatives; separate household status; motor voter; registered providers; expedited services; forms; times frames and 30/60 policy; explanations to clients.

Medical Expenses: Allowable/non-allowable expenses; recurring and one-time expenses; system entry of medical expenses.

Immigrants: Qualified Aliens; SNAP and CCAP immigrant criteria; LEP.

Teen Parents: Eligibility and policy for teen parents for CCAP.

Students: Student criteria, eligibility requirements and calculations.

Homeless Households: Homeless deduction and system entry.

Income and Deductions: Additional practice with wages, unearned income types, rent and utilities.

Case Changes: Practice adding members, income and medical expenses; removing household members; supplements; changes to work registration as a result of other changes; discontinuance; hearing request; claims; and disqualifications.

V. **References:**

Division of Family Support Manual (n.d.). Food Stamp Program, Volume II.
Retrieved 10.3.2017 from

http://manuals.chfs.ky.gov/dcbs_manuals/DFS/VOLII/OMVOLII.pdf

Division of Family Support Manual (n.d.). General Administration, Volume I,
Retrieved 10.3.2017 from

http://manuals.chfs.ky.gov/dcbs_manuals/DFS/VOLI/OMVOLI.pdf

Division of Family Support Manual (n.d.). Work Requirements, Volume IIA,
Retrieved 10.3.2017 from

http://manuals.chfs.ky.gov/dcbs_manuals/DFS/VOLIIA/OMVOLIIA.pdf

SNAP Series Training Portal (n.d.) Department for Community Based Services
Training Branch. Retrieved 10.3.2017 from

<http://training.eku.edu/snapccapportal/default.htm>