

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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Office Location: Keith 204

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 on Worker Portal: Support Services Pre-work (WBT Components)
- B. Supplemental Nutrition Assistance Program on Worker Portal: Support Services (Classroom Component)
- C. SNAP on Worker Portal: Eligibility and Enrollment Pre-work (WBT Component)
- D. Supplemental Nutrition Assistance Program on Worker Portal: Eligibility and Enrollment (Classroom Component)

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.

The four 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 EKU's Academic Integrity policy will strictly be enforced in this course. The Academic Integrity policy is available at www.academicintegrity.eku.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@eku.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. **SNAP on Worker Portal: Support Services Prework**

- Pre-training questionnaire
- SNAP Series Pre Test
- Completion of Credit for Learning paperwork (also completed with the RTCs)
- Civil Rights Review - WBT
- What is my Role – WBT
- SAFE Fact Sheet
- Online Policy Manuals WBT
- KAAAP Electronic Case Files
- SNAP on Worker Portal: Support Services Post Test

2. **SNAP on Worker Portal: Support Services**

In a computer lab, participants receive instruction and practice to prepare them to work in the job function of Support Services. Areas of concentration include:

- Worker Portal Navigation, including using the dashboard, reception log, and enrollment, e-signatures, quick search and interpreting case status and case modes.
- Processing pending applications and pending recertifications.
- Entering an application, expedited applications, pending a case, and exiting a case.
- Eligibility factors including identity, citizenship, residency, household composition, enumeration, age and work requirements, work registration.
- Income, including: earned income and unearned income policy, system entry and manual calculations are practiced. Instruction also includes excluded, representative income, non-representative income, and verification sources for income and deductions.
- Deductions, policy and system entry for medical deductions, standard deduction, shelter deduction, earned income deduction, and dependent care deduction. Participants will practice the manual calculation of these deductions and/or use the deduction amount in benefit calculation.
- Processing case changes through document processing tasks; including but not limited to, taxes, insurance, address, utility, rent, add member, change social security number etc.

- Child support income, self-employment income, farm income, odd job income, tips and rental income including system entry, manual calculations, and verification sources.
- SMI and health insurance and prescription expenses, including system entry of deductions, and verification sources used.
- Categorical eligibility, 30/60 processing, and immigrants.
- FS 103s will be completed on all case actions completed in this training session.

3. SNAP on Worker Portal: Eligibility and Enrollment Prework

Participants should practice casework in the office by processing tasks in the functional area of Support Services. This will include, but not limited to, processing applications, recertifications and case changes.

- Positive Errors & Case and Procedural Errors WBT
- SNAP Six Month Reviews WBT
- KAAAP Electronic Forms
- SNAP on Worker Portal: Eligibility and Enrollment Post Test

4. SNAP on Worker Portal: Eligibility and Enrollment

In a computer lab, participants receive instruction and practice to prepare them to work in the job function of Eligibility and Enrollment. Areas of concentration include:

- Authorized representatives, open and closed ended questions, motor voter, registered providers, expedited services, forms, review of Work Registration and exemptions and ABAWD requirements.
- Additional practice on standard deduction, shelter deductions, earned income deduction and dependent care deduction. Participants will manually calculate deductions and/or use the deduction in benefit calculations.
- Policy and practice for immigrant and Limited English Process, qualified aliens and SNAP alien criteria, student criteria and eligibility, homeless households, medical expenses.
- Additional case changes completed for discontinuance, SSN changes, hearings, claims, disqualifications and EBT replacements.
- Simplified Reporting, hearings, claims and disqualifications.
- SAFE prescreening process, child support income, self-employment,
- Disqualified members, drug rehab, group living arrangement and irregular household members.
- Voluntary quit and felons

- The step-by-step process of the hearings from request to the final order is included. Participants will also be able to identify and refer claims.
- FS 103s are completed on all case actions completed in this training session.

V. References:

Division of Family Support Manual (n.d.). Food Stamp Program, Volume II.
Retrieved 12/17/2015 from

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

Division of Family Support Manual (n.d.). General Administration, Volume I,
Retrieved 12/17/2015 from

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

Kentucky SNAP/food benefits (n.d.). Department for Community Based
Services Training Branch. Retrieved 12/17/2015 from

<http://cfctraining.eku.edu/foodbenefits/>

SNAP Series Training Portal (n.d.) Department for Community Based
Services

Training Branch. Retrieved 12/17/2015 from

<http://www.training.eku.edu/snaptrainingseries/>