

 Department of Children & Family Services <i>Building a Stronger Louisiana</i>	Division/Section	Family Support
	Chapter No./Name	00 – Miscellaneous Issuances Manual
	Part No./Name	E – Executive Bulletins
	Section No./Name	E-2500 Executive Bulletins
	Document No./Name	E-2583-00 Register for Work with Louisiana Workforce Commission (LWC)
	Effective Date	July 1, 2018

New Requirements – Register for Work with Louisiana Workforce Commission (LWC)

This Executive Bulletin (EB) is being issued to inform staff of important changes to the Supplemental Nutrition Assistance Program (SNAP) work registration requirements. All Mandatory Work Registrants (MWRs) must register for work with the Louisiana Workforce Commission (LWC) by creating a Helping Individuals Reach Employment (HiRE) account before the SNAP case is certified for applications submitted July 1, 2018 and after or recertified at redetermination beginning with July 2018 redeterminations. In addition, guidance is being provided on how to access and verify a HiRE account, document exemptions, identify work registration penalties, impose a disqualification, and re-refer a MWR after disqualification to LWC and Louisiana Job Employment Training (LaJET).

Exemptions

Staff must determine if a SNAP household member is exempt from SNAP work registration requirements before the SNAP case is certified or recertified. Individuals not exempt from SNAP work registration are considered MWRs. Staff must document in CAFE if the household member is exempt from SNAP work registration requirements. See Chapter 4, [B-1420-SNAP](#) for Exemptions from SNAP Work Registration Requirements.

Verify HiRE Account

Staff must check the LWC website (www.laworks.net) to verify if the MWR is registered for work with LWC by having a work registration in HiRE.

LWC made enhancements to the HiRE system and as a result, if a participant registered for HiRE after October 9, 2017, their account remains active and they are registered indefinitely. The following steps must be used to determine if the participant has a HiRE account:

- Log into the LWC website. The ‘My Staff’ Dashboard will display. In the left navigation panel titled ‘Service for Workforce Staff’, select ‘Manage Individuals’, then select ‘Assist Individuals’.
- Search for the MWR by using their Social Security Number and clicking on ‘search’. If the MWR is not found, a secondary search must be conducted by using the MWR’s First Name, Last Name, and Date of Birth.
- If a message displayed at the top of the screen states “There are no Individuals that meet your search criteria,” this indicates the MWR does not have a HiRE account.
- On the Individual Detailed View for the MWR, click ‘Programs Tab’ located on the right side of the screen in the ‘Action’ column. Once opened, the ‘Title III – Wagner-Peyser’ will be displayed. View the first grey box beneath the ‘Title III – Wagner-Peyser’.
 - If the title of the first grey box says ‘WP # - Registration Only’, ‘WP # - Complete’, or ‘WP # - Incomplete’ the client has registered for HiRE.
 - If the first grey box says ‘WP # - Case Closed’, ‘WP# - Exited’, or if nothing is displayed this indicates the client has not registered for HiRE.
- Staff must complete a virtual print of the screen and save it in OnBase.

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Application

Determine which of the household members are MWRs and which members are exempt from SNAP work registration requirements. If a household member is a MWR, advise the household of the work registration requirements during the interview and provide each MWR without a HiRE account with a ([SNAP 4RW](#)) Work Registration Requirement with Louisiana Workforce Commission (LWC) form. Send a Client Contact Letter ([OFS 18C](#)) allowing ten days to register for work. See Policy [B-1430-SNAP](#) for Work Registration Procedures.

Failure to register for work with LWC at application will result in the SNAP case being denied if the MWR is the head of household identified as the Primary Wage Earner (PWE) or if the MWR is a household member, the member will be excluded from the SNAP case. There will not be a disqualification since only SNAP recipients may be sanctioned for non-compliance. If the MWR who failed to register for work with LWC is:

- The head of the household (PWE), reject the SNAP case using Disposition Reason '07' and Rejection Code '09 – Failed to Register for Work – HiRE'. The case must not be denied prior to the 30th day.

On the [SNAP 13A](#), select option '3' and 'Other'. Type the following text in the 'Other' text field: [Head of Household] failed to register for work with Louisiana Workforce Commission (LWC) Business and Career Solutions Center at www.laworks.net.

- A household member, exclude the member from the SNAP case using Inclusion/Exclusion Code '02 – Included in Income Unit Only' and the new Inclusion/Exclusion Reason Code '98 – MWR Failed to Register for Work at Application'. Certify the SNAP case with the remaining household members if all other eligibility requirements are met. The household member must not be excluded prior to the 30th day.

If the household member is excluded and the member later report that they have registered for HiRE, include the member in the SNAP case effective the following month.

If the SNAP case is rejected and the MWR later report that they have registered for HiRE, the household must reapply.

Expedited

If the household is eligible for expedited service and the household includes a MWR, inform the household that all MWRs must register for work with LWC by the 7th day from the application date to remain eligible for expedited service. Send a [SNAP 4RW](#) for each MWR and an [OFS 18C](#) specifying that each MWR must register for work by the 7th day to receive expedited service but no later than the 30th day. If any MWR fails to register for work with LWC by the 7th day, change the case to a non-

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expedited SNAP case on the 8th day. The requirement to register for work with LWC may not be postponed.

Redetermination

Check HiRE to see if each MWR has a HiRE account. If a MWR does not have a HiRE account, discuss good cause during the interview. If the MWR does not have good cause, advise that the member will be disqualified upon expiration of the Notice of Adverse Action. Another [SNAP 4RW](#) does not have to be sent to any MWR if one has been sent already during the certification period. Refer to [B-1440-SNAP](#) for policy on good cause. Good cause exists when circumstances beyond the client's control prevents compliance with work registration requirements.

When sanctioning an individual for not meeting a SNAP work registration requirement, the automated notice must be suppressed allowing advance notice. A semi-automated, Action Taken On Your Supplemental Nutrition Assistance Case Form ([SNAP 13A](#)) and an Ending Supplemental Nutrition Assistance Program Disqualification Form, ([SNAP 13D](#)) must be sent through CAFÉ. Set a task to check the HiRE registration on the 13th day. If the individual has a HiRE account by the 13th day, remove the sanction and disposition the case.

Failure to register for work with LWC, without good cause, at redetermination will result in a SNAP work registration sanction. Only SNAP recipients who were receiving SNAP at the time of non-compliance may be sanctioned for failure to comply with SNAP work registration requirements. The disqualification period is the same as all other SNAP work registration sanctions.

If the MWR who failed to register for work with LWC is:

- The head of the household (PWE) and good cause does not exist, the entire household will be ineligible for SNAP benefits. The SNAP work registration sanction must be applied and the case closed.

Enter the work registration sanction (E&T) indicating the Category (FS), Code (E&T), Occurrence, Reason (L5-Failed to register for work – HiRE) and Decision Date. The system will automatically populate the Begin Date which is the month following the Notice Expiration Date. Do not enter an End Date. Disposition the case using the appropriate Disposition Reason, Closure/Rejection Code and Notice Suppression Reason – Manual Notice – Adverse Action and click the Request Disposition button.

If the individual is the head of household (PWE), LAMI will automatically close the case with Closure/Rejection Code '09 – Fail to register for work – HiRE'.

If the Notice of Adverse Action is sent too late for the notice to expire by cutoff in the redetermination month, let the redetermination expire so that the disqualification is effective the month following the redetermination month.

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- A household member and good cause does not exist, that member will not be eligible for SNAP benefits. The SNAP work registration sanction must be applied and the member disqualified.

If the household member is designated as the PWE in error, update the PWE designation prior to entering the sanction so that the case will not close in error.

Sanction the household member by indicating the Category (FS), Code (E&T), Occurrence, Reason (L5-Failed to register for work – HiRE) and Decision Date. The system will automatically populate the Begin Date which is the month following the Notice Expiration Date. Do not enter an End Date. Disposition the case using the appropriate Disposition Reason, Closure/Rejection Code and Notice Suppression Reason – Manual Notice – Adverse Action, and click the Request Disposition button once all other eligibility factors have been met.

If the Notice of Adverse Action is sent too late in the redetermination month, extend the redetermination with the member included. The disqualification period begins the month following the expiration of the Notice of Adverse Action.

Adding New Members

If the household reports a new household member, determine if the new household member is a MWR. If the new household member is a MWR, advise the household of the SNAP work registration requirements and provide each new MWR with a [SNAP 4RW](#). Send an [OFS 18C](#) allowing ten days to register for work. Set a task to check the HiRE registration on the 11th day. On the 11th day, if the new MWR does not have a HiRE account, exclude the member from the SNAP case using Inclusion/Exclusion Code '02 – Included in Income Unit Only' and new Inclusion/Exclusion Reason Code '98 – MWR Failed to Register for Work at Application'.

Current Member Is Now A MWR

At redetermination or change, if a current member of the SNAP case becomes a MWR, advise the MWR of the SNAP work registration requirements and check the LWC website to see if the member has a HiRE account. If the member has no HiRE account, send a [SNAP 4RW](#) and an [OFS 18C](#) allowing ten days to register for work. Set a task to check the HiRE registration on the 11th day. On the 11th day, if the MWR does not have a HiRE account and is the head of household (PWE), close the SNAP case and if the MWR is a household member, impose the sanction after expiration of Notice of Adverse Action.

Sanction the household member by indicating the Category (FS), Code (E&T), Occurrence, Reason ('L5-Failed to register for work – HiRE') and Decision Date. The system will automatically populate the Begin Date which is the month following the Notice Expiration Date. Do not enter an End Date. Disposition the case using the appropriate Disposition Reason, Closure/Rejection Code and Notice

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Suppression Reason – Manual Notice – Adverse Action, and click the Request Disposition button once all other eligibility factors have been met.

Case Notes

Document all activities thoroughly in CAFÉ.

Please contact your Regional SNAP Program Consultant if you have any questions.