



## Ohio Administrative Code

### Rule 5101:4-9-04 SNAP E&T case management.

Effective: October 1, 2024

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Every individual enrolled in the supplemental nutrition assistance program (SNAP) employment and training program (E&T) is able to receive case management services from an E&T case manager.

This rule describes elements of case management, including the role it plays in monitoring progress in the SNAP E&T program.

#### (A) What is case management?

(1) A county agency is to design its SNAP E&T case management services to support a partnership between a SNAP E&T enrolled participant and an E&T case manager to help the participant develop the resources, skills, and sustained behavior changes necessary to attain and preserve their economic independence and progress through the SNAP E&T program.

(2) The timing and frequency of case management services is to be individualized, but is to include contact between the E&T case manager and SNAP E&T enrolled participant no less than every thirty days.

#### (B) What are the responsibilities of SNAP E&T case managers?

(1) At least once a month, every SNAP E&T enrolled participant is to be provided with case management services by an E&T case manager. Case management may be provided in person, via email or over the phone, but is to include the option for direct discussion between the SNAP E&T enrolled participant and the E&T case manager.

When a SNAP E&T enrolled participant does not utilize case management services for two consecutive months, the SNAP E&T case manager may stop attempting to provide case management services. However, an enrolled SNAP E&T participant who is otherwise making satisfactory progress in SNAP E&T is not to be disenrolled from SNAP E&T based only on not participating in case management.



(2) E&T case managers are to ensure that case management supports the progress of a SNAP E&T enrolled participant without allowing case management to become an impediment to participation.

(3) When an E&T case manager becomes aware of a circumstance that may qualify a SNAP E&T enrolled participant for an exemption from a work requirement or good cause for noncompliance with a work requirement, the E&T case manager is to provide that information to the appropriate staff in the county agency who can then make the determination.

(4) When a SNAP E&T enrolled participant has been assigned to case management, the E&T case manager is to record the number of hours a SNAP E&T enrolled participant will spend in case management (if any) in the Ohio benefits integrated eligibility system.

(a) An able-bodied adult without dependents (ABAWD) is only to be assigned hours in case management if they are also assigned to one or more SNAP E&T components and the number of hours in case management is not to exceed more than half of all SNAP E&T assigned hours.

(b) When recording the number of hours spent in case management, only allowable SNAP E&T activities should be recorded. For example, the hours a SNAP E&T enrolled participant spends with an E&T case manager identifying a temporary housing solution are to be recorded, but the hours spent actually moving into temporary housing are not part of an allowable SNAP E&T component or activity and therefore are not to be recorded.