

Service Chapter: SNAP 430

Effective Date: January 6, 2026

Overview

Moved Written and Verbal Rights and Responsibilities section for better flow of information.

Added clarification to SNAP Employment and Training sections.

Description of Changes

1. 301 – Work Registration - Clarification

Policy Section Updates

1. 301 – Work Registration – Clarification

Overview

At application and application for review, the household must cooperate in providing sufficient information regarding employment status and availability for work. The eligibility worker must explain to the applicant/participant the consequences of a household member quitting a job, reducing hours of employment or failing to comply with other work registration requirements.

Work Registration

Written and Verbal Rights and Responsibilities

Eligibility workers must notify all individuals in a household who are required to comply with the Basic Work Requirements. The Work Requirements Verbal Script must be used at the time of interview for application, application for review and at case status changes. This serves as the verbal notification of individuals rights and responsibilities of the basic work requirements. The date of verbal notification must be entered on the SNAP Work Registration Screen and narrated. The SNAP Consolidated Work Notice is sent as the written notification.

Exemptions from Work Registration

Loss of Exempt Status

SNAP Employment and Training (E&T)

The E&T program provides participating individuals opportunities to overcome barriers, gain skills, training or experience and participate in activities that will improve their employment prospects and reduce their reliance on SNAP benefits. In North Dakota, E&T participation is voluntary. All participants that choose to participate in E&T will receive case management services, must participate in at least one E&T component, along with receiving supportive services. There are two E&T programs, BEST and **NDWORKS**.

- BEST is a voluntary program operated in Cass, Burleigh and Morton County.
- NDWORKS is a statewide voluntary program.

Voluntary E&T Programs

A voluntary E&T Program provides individuals the opportunity to voluntarily participate in activities to improve their employment prospects by gaining skill through education, training, experience, and supervised job search activities. Individuals may volunteer to be referred and participate. An individual who is

referred as a voluntary participant that then chooses not to participate, will not be subject to the non-compliance disqualifications.

Individuals who volunteer for E&T are referred to a voluntary E&T program based on the human service zone in which they reside. Those in Cass, Burleigh and Morton County should be referred to BEST, unless they request to participate in NDWORKS. All other counties will be referred to NDWORKS, since BEST is only available in Cass and Burleigh County.

Screening for E&T Referrals

Eligibility workers are responsible for screening individuals to ensure they are a fit for an E&T program. Screening individuals should consist of an ~~overview of the E&T program along with the types of training they can receive while participating in the E&T program.~~ **interactive conversation with participants to determine if they are interested in being referred to E&T program.** Eligibility Workers will actively screen participants based on the following criteria for the participant to receive a referral:

- Ready and able to work.
- Unemployed or underemployed
- Needs to enhance soft skills to secure unsubsidized employment
- Interested in participating in SNAP E&T
- Could use support to obtain employment
- Need work experience.
- Has not completed high school/GED.
- Need vocational training (CDL, CNA, CMA, computer, phlebotomy, etc.)

Below are **talking points for E&T screening** ~~of discussion and questions to ask the individual to learn if they are a fit for E&T:~~

- Training opportunities fall into three major areas: help looking for a job, basic education classes to improve reading and writing or to get a GED, and training for specific job types.
 - Ask the individual if any of these training opportunities interest them.
- Inform the individual that the State will reimburse them for expenses relating to their participation in E&T.
- Explain that E&T can help ABAWDs maintain eligibility.
- Ask the individual if they would like to participate and be referred and inform them that they cannot be disqualified for failure to comply.

- Once it is determined the individual is a good fit for E&T and ~~volunteers~~ requests to be referred to the E&T program, provide the participant with the verbal and written explanation of their work requirements.

SNAP participants that have a new application that has not yet been approved are not eligible to be referred to or participate in SNAP Employment and Training. However, Eligibility Workers need to inform SNAP applicants of the SNAP E&T program and participant reimbursement. **Once approved for ongoing SNAP benefits**, participants may be referred to the SNAP E&T program. **Expedited participants should not be referred until ongoing benefits have been authorized.** SNAP participants that have closed or denied cases are not eligible to participate in the SNAP Employment and Training Program.

Written and Verbal Rights and Responsibilities

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Eligibility Worker Responsibilities

If the Eligibility worker determines the participant will be a good fit, they must carry out the following procedures for all E&T participants:

- If an individual wants to ~~volunteer~~ participate in for E&T, refer them to the appropriate E&T program using the program specific referral:
 - NDWORKS Employment and Training Orientation Referral, or
 - BEST Employment and Training Orientation Referral
- If an individual volunteers and resides in Cass, Burleigh, or Morton Human Service Zones (HSZ), the eligibility worker will refer them to the BEST program, unless they specifically request to volunteer for NDWORKS.
- All individuals volunteering and residing outside of Cass, Burleigh, or Morton HSZ will be referred to NDWORKS.
- Notify the E&T case manager if a participant's SNAP case closes, along with adding a narrative to the case.

- ~~Take action~~ When a provider returns an ill-suited referral. Take appropriate action on SNAP case, by re-screening the client for any other possible work registration and/or ABAWD exemptions.

* See the integrated eligibility system Help for generating a referral.

Participant Responsibilities

Voluntary participants must do the following:

- Attend the orientation session on the day and time scheduled.
- Contact the E&T case manager to reschedule if necessary.
- Cooperate and comply in all activities assigned by the case manager.
- Communicate on a weekly and monthly basis with the case manager.
- Report any change in employment or work hours to the case manager.
- Provide receipts to the case manager for any supportive service reimbursements that the participant may be [eligible](#) to receive by the close of business on the last working day of the month.

E&T Case Manager Responsibilities

E&T case managers must:

- Conduct orientation sessions.
 - ~~BEST orientations are held on a weekly basis~~
 - BEST and NDWORKS case managers will contact the participant within 7 days of the receipt of Form SNAP Employment and Training Program Referral to schedule the orientation and provide the date and time of orientation to the participant.
- Inform the eligibility worker when a participant gains employment.
- Submit monthly program tracking spreadsheets to the SNAP Policy no later than 5 calendar days after the end of each calendar month.
- Complete a formal assessment and develop an employment plan specific to the participant. The employment plan must be updated monthly, at a minimum.

- Provide monthly case management, including weekly contact with the participant.
 - Part of case management is ensuring an individual is placed in a component within a timely manner and always participating in a component.
- Contact with the eligibility worker monthly to verify a participant continues to receive SNAP. Monthly contact can be via telephone or email.
- Submit monthly participant reimbursements requests along with receipts to the State Office using the [SFN471 – Vendor Payment Authorization and Request for Payment for Goods and Services](#) to the State Office no later than 5 calendar days after the end of each calendar month.
- If a participant become disengaged for a period of 30 days, they will be removed from the BEST SNAP E&T program. If at any point after those 30 days the participant engages, a new referral will be required.
- E&T case managers also have the authority and responsibility to determine if an individual is ill-suited for E&T services. If case managers determine an individual is ill-suited, they can refer the individual back to the human service zone office. Eligibility workers will reevaluate the individual and take appropriate action on the SNAP case. This process is referred to as a provider determination.
- Make a recommendation to the EW if they feel that a participant is ill-suited for E&T services. If the case manager feels the participant is ill-suited, they must refer the participant back to the human service zone. EW's must reevaluate the participant and take the appropriate action on the participant's SNAP case. This process is referred to as a provider determination.

Participant Reimbursements

Participants in the E&T program may be eligible for reimbursement for supportive services. To receive support services, participants need to be actively engaged and participating in an E&T component. Reimbursements will be made to participating individuals during the month following participation and are excluded income.

Allowable expenses may include the following:

- Transportation (receipts are not required).

- Grooming and personal hygiene
- Job Readiness Tools
- License/Certification/Examination fees (receipts required)
 - GED, CNA, Professional
- Books and training materials (receipts required)

Note: Reimbursement amounts may change every October 1, following the approval of the E&T State Plan.

E & T State plan can be found on [Supplemental Nutrition Assistance Program | Health and Human Services North Dakota](#), under Additional Information – Resources and Information.