

A-RESET

Case Manager Job Aid

Provider Portal

Quick Reference & Procedures



Prepared for
Alabama Department of Human Resources
A-RESET Program

Version 1.0
October 2026

Bulletin: Events, Announcements & File Sharing

ACES Provider Portal

Application(s) Home Services Communications Case

SNAP A-RESET Alabama Department of Human Resources

Bulletin
Events, Announcements & File Sharing
[LEARN MORE](#)

Available Services

PLAN Budget
To view or submit budget, click here →

ENROLL Client
To enroll and assess a client, click here →

MANAGE Participant
To manage participant or submit CEL, click here →

PROCESS Invoice
To view or process Invoice, click here →

HUMAN RESOURCES
CHILDREN & FAMILIES
SNAP

(334)242-1110 Contact Us Site Deficiency & Accessibility
The mission of the Alabama Department of Human Resources is to provide for the protection, well-being, and self-sufficiency of children and adults.
©2014 Alabama Department of Human Resources

1. Click **Learn More** to access **Events, Announcements, and File Sharing**.
2. The **Events, Announcements and File Sharing** section will display.

SNAP A-RESET Alabama Department of Human Resources

Events, Announcements & File Sharing

Type: All Sort By: Date Descending

11 Aug 2025 **Announcement!**
Job Fair
Job Fair
Attachment(s): Verification Hours.docx
[Edit] [Delete]

8 Aug 2025 **File Sharing!**
Job Fair Flyer
test

To create a new item:

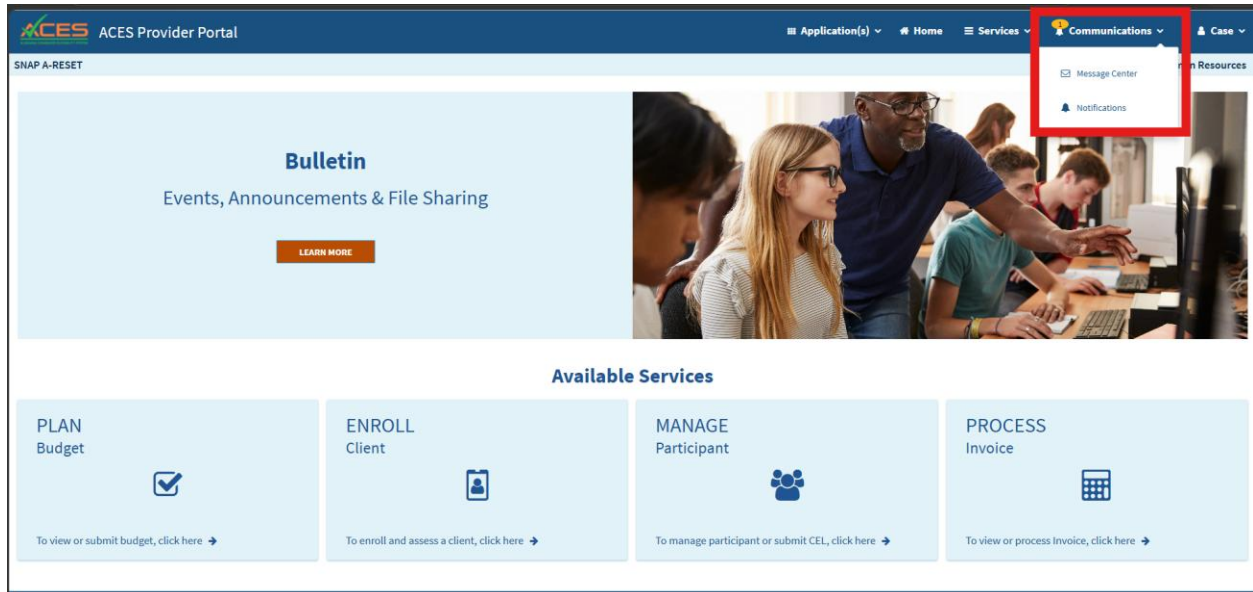
1. Click the **New** button.
2. Complete the screen and add any attachments (if applicable).
3. Click **Save**.

The screenshot shows the 'ACES Provider Portal' interface. At the top, there's a navigation bar with 'ACES Provider Portal' and a close button (X). Below this, the page title is 'Events, Announcements & File Sharing'. The form includes several input fields: 'Type' (a dropdown menu), 'Title' (a text box), 'Start Date' (07/02/2026), 'End Date' (07/02/2026), 'Organization' (All x), and 'Subcontractor' (a dropdown menu). Below these fields is a rich text editor with a toolbar containing icons for bold, italic, underline, text color, background color, bulleted list, numbered list, link, and unlink. The footer of the form contains logos for 'HUMAN RESOURCES', 'ADMINISTRATION OF CHILDREN & FAMILIES', and 'SNAP Supplemental Nutrition Assistance Program'. A mission statement and the year '2024 Alabama Department of Human Resources' are also present.

This screenshot shows the same 'ACES Provider Portal' interface, but the form area is mostly empty, indicating that the user has finished editing the content. At the bottom of the form, there are three buttons: 'Save' (in a blue box), 'Cancel' (in a white box with a blue border), and 'Attach' (in a blue box). The footer of the form remains the same, featuring the 'HUMAN RESOURCES', 'ADMINISTRATION OF CHILDREN & FAMILIES', and 'SNAP' logos, along with the mission statement and '2024 Alabama Department of Human Resources'.

Communications Tab

Located at the top right-hand corner of the status bar.



Message Center

The **Message Center** consists of the following:

- Inbox
- Sent Messages
- Archive

ACES Provider Portal

Application(s) Home Services Communications Case

SNAP A-RESET

Message Center

+ New Message

All Unread

Inbox Received Reply

<< < 1 > >> Pages: 1

Message Center

Search Go

Folder Inbox

Message Center

Search Go

Folder Inbox

Human Resources

ADMINISTRATION FOR CHILDREN & FAMILIES

SNAP Supplemental Nutrition Assistance Program

(334)242-1310 Contact us Site Policies & Accessibility

The mission of the Alabama Department of Human Resources is to provide for the protection, well-being, and self-sufficiency of children and adults.

2024 Alabama Department of Human Resources

ACES Provider Portal

Application(s) Home Services Communications Case

SNAP A-RESET

Message Center

+ New Message

All Unread

Inbox Received

<< < 1 > >> Pages: 1

Message Center

Search Go

Folder Inbox

Message Center

Search Go

Folder Inbox

Alabama Department of Human Resources

ADMINISTRATION FOR CHILDREN & FAMILIES

SNAP Supplemental Nutrition Assistance Program

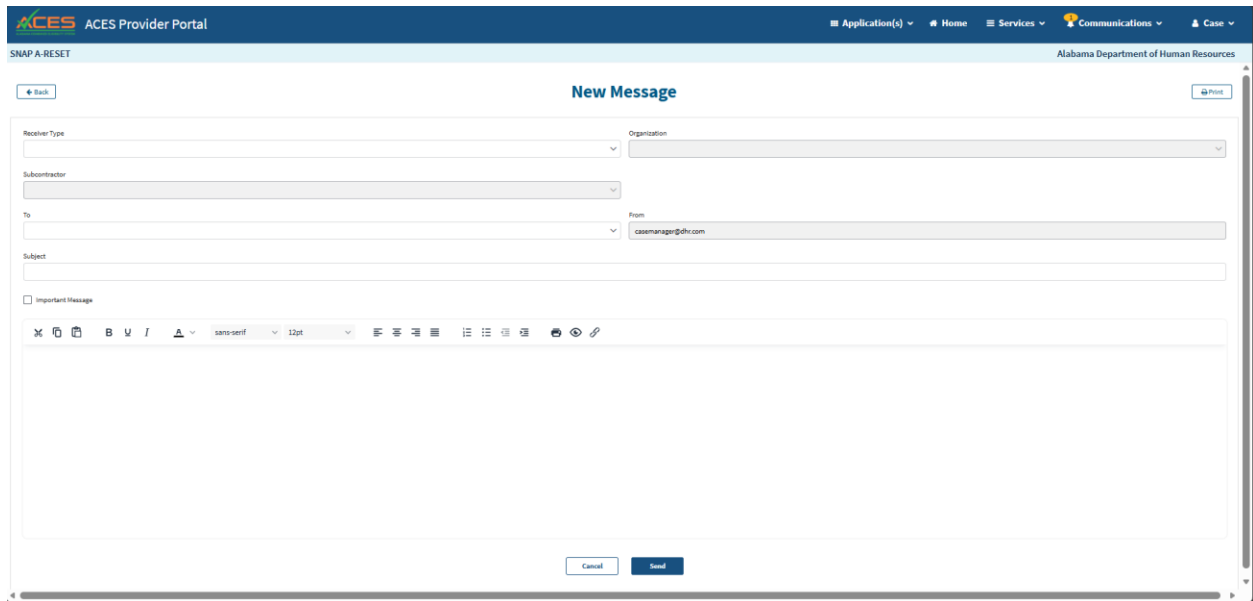
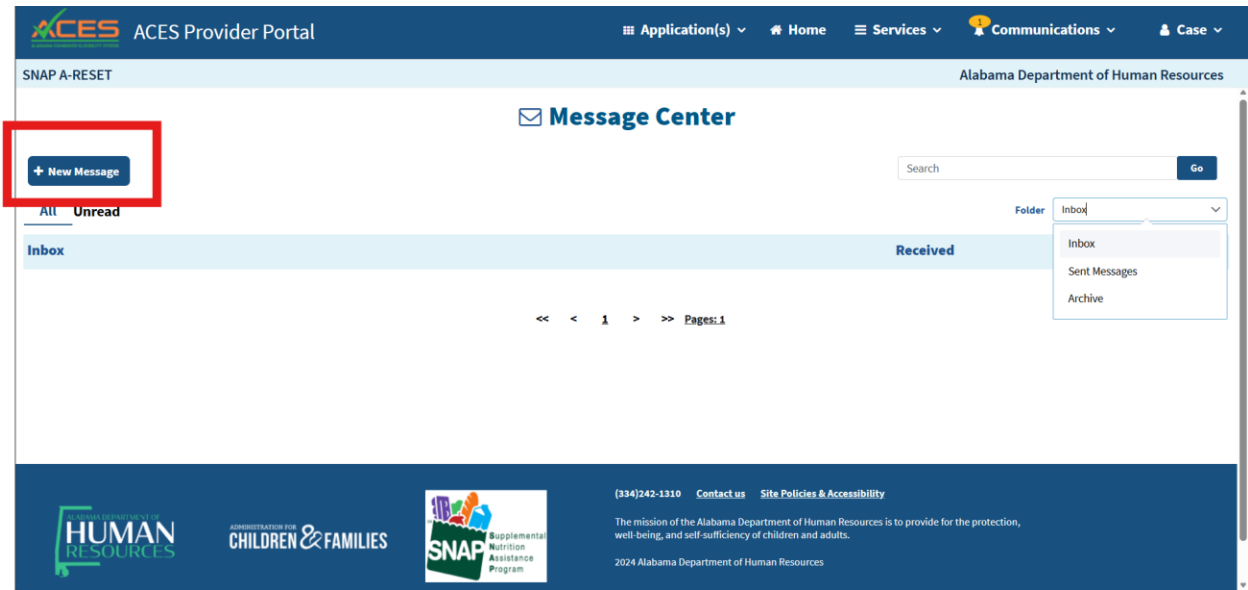
(334)242-1310 Contact us Site Policies & Accessibility

The mission of the Alabama Department of Human Resources is to provide for the protection, well-being, and self-sufficiency of children and adults.

2024 Alabama Department of Human Resources

Send New Messages:

1. Click **+New Message**.
2. Complete fields on the new message screen and click **Send**.



Notifications

You will receive notifications for: *(according to your assigned role inside the portal)*

1. CEL Hours
2. Enrollment
3. Consent Form
4. File Sharing
5. Event
6. Participation Plan
7. Referral
8. Announcement
9. Participant Support
10. Supervisory Report
11. Appointments

The screenshot displays the ACES Provider Portal interface. At the top, the navigation bar includes the ACES logo, 'ACES Provider Portal', and menu items for 'Application(s)', 'Home', 'Services', 'Communications', and 'Case'. A dropdown menu for 'Communications' is open, showing 'Message Center' and 'Notifications' (highlighted with a red box). Below the navigation bar, a banner reads 'SNAP A-RESET'. The main content area is titled 'Notification(s)' with a bell icon. It features a table with columns for Category, Description, Type, Status, and Created. A single notification is listed: 'Announcement' with a description about a new holiday announcement, 'Information' type, 'Unread' status, and a 'Mark as Read' button. The notification was created on 06/16/2026 at 1:18 PM. At the bottom, the footer contains logos for the Alabama Department of Human Resources, Administration for Children & Families, and the SNAP Supplemental Nutrition Assistance Program, along with contact information and a mission statement.

Category	Description	Type	Status	Created
Announcement	Holiday: A new announcement has been added. Learn more in the Upcoming Events, Announcements & File Sharing section on the Home page.	Information	Unread Mark as Read	06/16/2026 1:18 PM



SNAP A-RESET

Alabama Department of Human Resources

Notification(s)

Category	Description	Type	Status	Created
			All	
Announcement	Holiday: A new announcement has been added. Learn more in the Upcoming Events, Announcements & File Sharing section on the Home page.	Information	Unread Mark as Read	06/16/2026 1:18 PM

<< < 1 > >> Pages: 1



ADMINISTRATION FOR
CHILDREN & FAMILIES

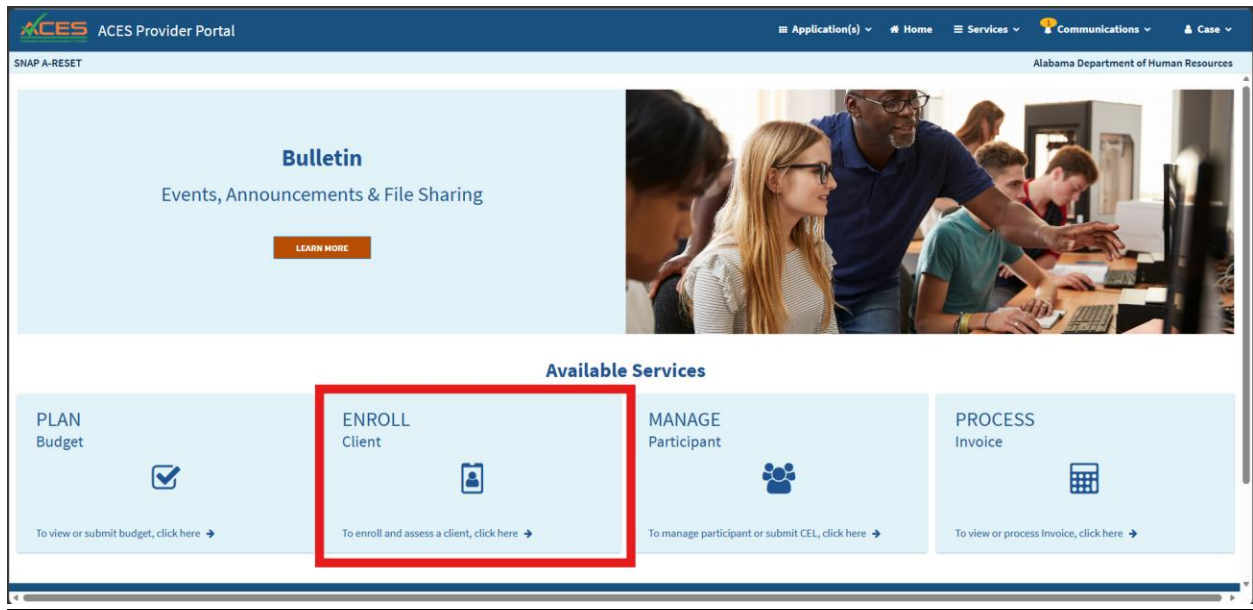


(334)242-1310 [Contact us](#) [Site Policies & Accessibility](#)

The mission of the Alabama Department of Human Resources is to provide for the protection, well-being, and self-sufficiency of children and adults.

2024 Alabama Department of Human Resources

Enroll Client Module



1. Enroll Client

a. Determine Eligibility

- Enter **SSN & Date of Birth** or **Client ID & Date of Birth**
- Select **Determine Eligibility** or **Submit Consent**, if needed

b. Complete DHR Section

- Verify pre-filled information
- Complete any empty fields

c. Complete Enrollment Demographics Section

ACES

ACES Provider Portal

Application(s)HomeServicesCommunicationsCase

SNAP A-RESETAlabama Department of Human Resources

Enroll Client

Enroll

Assess

Plan

Summary

Client

SSN

Client ID

Date of Birth

Determine Eligibility

Clear all

Submit Consent Form

Request DHR Review

Client Name

DHR

Enrollment Demographics

Submit

Cancel

Assess

Need help or have feedback? (334)242-1330Contact UsSite Policies & Accessibility

Alabama Department of Human Resources

2. Assess Client

a. Complete Provider Information

b. Prior Assessment

- If the client was **assessed by the current provider** and has received services within **90 days**, check the box beside **Assessed for previous program** and enter the **Assessed Date** (No assessment needed).
- If the client has not previously been assessed, complete the **Assessment** section.

c. Complete **Assessment**, if applicable

d. Proceed to the **Plan**

ACES Provider Portal

Application(s) Home Services Communications Provider

SNAP A-RESET

ACES Adult Education

Enroll Client

Enroll Assess Plan Summary

Provider

Staff: Provider1 Manager, Phone: , Extension: , Email: providermanager1@provider.com

Prior Assessment

☐ Assessed for previous program
Checked if client was previously assessed by current provider & has also received services from provider within 90 days. If checked, assessment is not required for current program enrollment.

Assessed:

Assessment

☐ The participant has attested that their intent for participating in A-RESET is to get a job or get a better job.

First Name: , Last Name: , Date:

Enroll Submit Cancel Plan

Need help or have feedback? 8347342-1310 Contact Us Site Policies & Accessibility Alabama Department of Human Resources

3. Plan (Participation Plan/IEP)

- Select **Participation Plan**
- Complete the **Participation Plan / IEP**

The screenshot displays the ACES Provider Portal interface. A modal window titled "Participation Plan/IEP" is open, overlaying the main portal content. The modal has a header with the ACES logo and a close button (X). Below the header, there are fields for Client Name, SSN, Client ID, and Date of Birth. The main form area contains several sections: Organization, Subcontractor, and Fiscal Year (set to FY 2026); Program/Support, Component, and Subcomponent; Location, Start Date, and End Date; Anticipated Participation Hours (Hours/Month), A-RESET Approval, and Case Management; and Supervised Job Search and ABAWD Qualifying. A red box highlights the "Participation Plan" button in the left sidebar of the portal. The background shows the "Program Participation/IEP" section of the portal with a table listing various programs and their details.

Organization	Subcontractor	Program
ACCES Adult Education	ACCES Adult Education	SNAP A-RESET
ACCES Adult Education	ACCES Adult Education	SNAP A-RESET
ADOL Career Centers	ADOL Career Centers	SNAP A-RESET
A-RESET	A-RESET	SNAP A-RESET

Budget ID	Component	Subcomponent
06	Orientation	N/A
06	Basic/Foundational	N/A
18	Career/Technical Tra	N/A
76	Supervised Job Search	N/A

4. Summary

- Review all information
- Make edits if needed by selecting the Pencil icon
- **Submit Enrollment**

ACES ACES Provider Portal

Application(s) Home Services Communications Case

SNAP A-RESET Alabama Department of Human Resources

Enroll Assess Plan Summary

Client

Consent Form Signature

SSN

Client ID

Date of Birth

Request for A-RESET

Client Name

DHR

Name

First name

Middle name

Last name

Residential Address

Mailing Address

Home phone

Cell Phone

Alternate Phone

Consent Form

Date Signed

SNAP

Application Status

A-RESET Status

Start Date - End Date

Enrollment Demographics

Has a high school diploma or equivalency?

GEO

Speaks English as Primary Language?

Yes

Age

63

Gender

FEMALE

Ethnicity

Ethnicity

Non-Hispanic/Latino

Race

- White

Military Experience

Are you a Veteran?

No

If yes, are you a disabled veteran

Campaign related?

Branch of Service

Dates of Service (From)

Comment

☐ Copy to Case Note

Assess

Provider

Staff

Phone

Extension

Email

Program Manager DHR

pgmmanager@dhr.com

Prior Assessment

☒ Assessed for the Previous Component

Assessment Date

08/30/2026

Assessment

Plan

Submit Cancel

Need help or have feedback? (334)442-1330 Contact Us Site Policies & Accessibility Alabama Department of Human Resources

Manage Participant

 ACES Provider Portal

Application(s) ▾Home ▾Services ▾Communications ▾Case ▾

SNAP A-RESETAlabama Department of Human Resources

Bulletin

Events, Announcements & File Sharing

[LEARN MORE](#)



Available Services

PLAN
Budget



To view or submit budget, click here →

ENROLL
Client



To enroll and assess a client, click here →

MANAGE
Participant



To manage participant or submit CEL, click here →

PROCESS
Invoice



To view or process Invoice, click here →

1. Search Options

You can search using any of the following:

- Organization / Subcontractor
- Fiscal Year
- Component / Subcomponent
- SSN
- Client ID
- Date of Birth

ACES Provider Portal | Application(s) | Home | Services | Communications | Case

SNAP A-RESET | Alabama Department of Human Resources

Manage Participant

Participant | CEL | Enrollments | Participant Outcome(s) | Good Cause(s) | Participant Support(s) | Consent Form | Appointments | Referrals | Supervisory Review | Documents

Search

Organization: Subcontractor: Fiscal Year:

Program/Support: Component: Subcomponent:

Program/Support code: SSN: Client ID:

Date of Birth:

☐ My Assigned

Search **Clear All**

Result

Export | Participant Record | Case Note(s) | Good Cause(s) | Participant Support(s) | Participant Outcome(s) | Enroll Client | Submit Consent Form | Appointments | Documents

Organization	Subcontractor	Last Name	First Name	SSN	Client ID	Date of Birth

2. Under Results — Select the checkbox next to the record

Once you select a record, you can perform the following actions:

- a) **Export** - Downloads an Excel sheet
- b) **Participant Record** - Review the IEP and DHR Information.

Complete sections C–H:

c) Case Notes

1. Search for Case Notes
2. Create a New Case Note
3. Edit Case Notes
4. View Case Notes

d) Good Cause(s)

1. Search for Good Cause
2. Create a New Good Cause
3. Edit Good Cause
4. View Good Cause

e) Participant Support(s)

1. Search for Participant Support

2. View Participant Support

f) Participant Outcome(s)

1. Search for Participant Outcomes
2. Create a New Participant Outcome (*See Participant Outcome Section*)
3. View Participant Outcomes

g) Enroll Client

- Complete Enrollment, including:
 - Determine Eligibility
 - Assessment
 - Participation Plan/IEP
 - Summary

h) Submit a Consent Form

1. Upload or submit a consent form
2. Search for submitted consent form

i) Upload Documents

1. Search for Documents
2. Upload New Document

The screenshot displays the ACES Provider Portal interface. The top navigation bar includes the ACES logo, 'ACES Provider Portal', and user navigation links: 'Application(s)', 'Home', 'Services', 'Communications', and 'Case'. The main content area is titled 'SNAP A-RESET' and 'Alabama Department of Human Resources'. It features a search form with fields for Organization, Subcontractor, Fiscal Year, Program/Support, Component, Subcomponent, Program/Support code, SSN, Client ID, and Date of Birth. A 'My Assigned' checkbox and 'Search'/'Clear All' buttons are also present. Below the search form, a red-bordered box highlights the 'Result' section, which contains a row of icons for various functions: Export, Participant Record, Case Note(s), Good Cause(s), Participant Support(s), Participant Outcome(s), Enroll Client, Submit Consent Form, Appointments, and Documents. Below this row is a table with columns: Organization, Subcontractor, Last Name, First Name, SSN, Client ID, and Date of Birth. The table is currently empty.

- Organization
- Subcontractor
- Fiscal Year
- Month

3. Update Participation Status (for the Service Month/Year)

- Participating – if reporting hours
- Did Not Start
- Early Termination
- Completed

ACES

ACES Provider Portal

Application(s)HomeServicesCommunicationsProgram

SNAP A-RESET

Alabama Department of Human Resources

ExportParticipant RecordCase Note(s)Good Cause(s)Participant Support(s)Participant Outcome(s)Participation PlanCEL HistoryAppointments

Please enter the client's participation status as of the end of the service month. Enter: PARTICIPATING if the client remains enrolled in the program regardless of how many participation hours he completed. *COMPLETED* if the client successfully completed the program during the service month. *EARLY TERMINATION* if the client stopped participating in the program without completing during the service month. *DID NOT START* if the client did not begin scheduled program activity. Important: If the client completed the program prior to the planned program end date, please update the Participation Plan to reflect the actual end date. Please enter primary Outcomes for clients who completed a program.

Service	First Name	Last Name	SSN	Client ID	Program/Support	Code	Start Date	End Date	A-RESET Approval	Participation Status	Participation Hours (Hours/1st Week)	Participation Hours (Hours/2nd Week)	Participation Hours (Hours/3rd Week)	Participation Hours (Hours/4th Week)	
☐	type to filter...	type to filter...	type to filter...	type to filter...	type to filter...	type to filter...	type to filter...	type to filter...	type to filter...	type to filter...	type to filter...	type to filter...	type to filter...	type to filter...	
☐	Oct/2026	BIONICA	MOORE	***-**-7680	2007077	SNAP Employment and Training/A-RESET	PGM-0000442	09/01/2026	10/27/2026	09/17/2026		0	0	0	0
☐	Oct/2026	MARLON	ELLIS	***-**-5919	2392918	SNAP Employment and Training/A-RESET	PGM-0000455	08/03/2026	10/31/2026	08/03/2026		0	0	0	0
☐	Nov/2026	BIONICA	MOORE	***-**-7680	2007077	SNAP Employment and Training/A-RESET	PGM-0000442	09/16/2026	11/28/2026	09/16/2026		0	0	0	0
☐	Oct/2026	BIONICA	MOORE	***-**-7680	2007077	SNAP Employment and Training/A-RESET	PGM-0000442	09/16/2026	11/28/2026	09/16/2026		0	0	0	0
☐	Nov/2026	Abawd	Youngboy	***-**-5643	10000730	SNAP Employment and Training/A-RESET	PGM-0000450	08/31/2026	11/30/2026	08/31/2026		0	0	0	0
☐	Oct/2026	Abawd	Youngboy	***-**-5643	10000730	SNAP Employment and Training/A-RESET	PGM-0000450	08/31/2026	11/30/2026	08/31/2026		0	0	0	0
☐	Oct/2026	OCTAVIOUS	WHITE	***-**-2963	1020867	SNAP Employment and Training/A-RESET	PGM-0000132	08/28/2026	10/18/2026	08/21/2026		0	0	0	0
☐	Aug/2027	CHRISTOPHE	MAICK	***-**-8949	3541541	SNAP Employment and Training/A-RESET	PGM-00002533	09/01/2026	08/31/2027	08/28/2026		0	0	0	0
☐	Jul/2027	CHRISTOPHE	MAICK	***-**-8949	3541541	SNAP Employment and Training/A-RESET	PGM-00002533	09/01/2026	08/31/2027	08/28/2026		0	0	0	0
☐	Jun/2027	CHRISTOPHE	MAICK	***-**-8949	3541541	SNAP Employment and Training/A-RESET	PGM-00002533	09/01/2026	08/31/2027	08/28/2026		0	0	0	0

<< < 1 2 3 4 5 6 7 8 9 10 > >> Pages:151

SaveSubmitReturnApproveDenyCancel

4. Enter Weekly Hours

- Input hours for Weeks 1–5 (as applicable). *For assistance click the ? icon to guide you the weekly entries.*

[illegible]

5. Save or Submit

- Save – Keeps the record open for future updates.
- Submit – Sends the record for approval

ACES Provider Portal Application[s] Home Services Communications Provider

SNAP A-RESET ACCS Adult Education

Organization: ACCS Adult Education Subcontractor: Fiscal Year: FY 2027

Month:

☐ My Assigned

Result

☐	Service	First Name	Last Name	SSN	Client ID	Program/Support	Code	Start Date	End Date	A-RESET Approval	Participation Status	Participation Hours (Hours/1st Week)	Participation Hours (Hours/2nd Week)	Participation Hours (Hours/3rd Week)	Participation Hours (Hours/4th Week)	Participation Hours (Hours/5th Week)
☐	type to filter...	type to filter...	type to filter...	type to filter...	type to filter...	type to filter...	type to filter...	type to filter...	type to filter...	type to filter...	type to filter...	type to filter...	type to filter...	type to filter...	type to filter...	type to filter...

Need help or have feedback? (334)242-1319 Contact Us Site Policies & Accessibility Alabama Department of Human Resources

Participant Outcome

1. Accessing Participant Outcome

- Enter a participant outcome from the **Participant** tab.
- View a participant outcome from the **Participant Outcome(s)** tab.

ACES Provider Portal

Application(s) Home Services Communications Case

SNAP A-RESET Alabama Department of Human Resources

Manage Participant

Participant | Enrollment | **Participant Outcome(s)** | Good Case(s) | Participant Support(s) | Consent Form | Appointments | Referrals | Supervisory Review | Documents

Organization: Subcontractor: Fiscal Year: FY 2026

Program/Support: Component: Subcomponent:

Program/Support code: SSN: Client ID:

Date of Birth:

☐ My Assigned

Search **Clear All**

Result

Export | Participant Record | Case Note(s) | Good Case(s) | **Participant Outcome(s)** | Email Client | Submit Consent Form | Appointments | Documents

Organization	Subcontractor	Last Name	First Name	SSN	Client ID	Date of Birth

2. To Enter a Participant Outcome

1. Search for the participant.
2. Select the Record, then choose Participant Outcome(s).
3. Click New (under the Result section).
4. Complete the Participant Outcome form.
5. Save.

Client Name	SSN	Client ID	Date of Birth
MARGARET HARRIS	***-**-0826	1864201	08/08/1962

Search

Organization	Subcontractor	Fiscal Year
		FY2026
Program/Support	Outcome	Updated From Date
		Updated To Date
Search Clear All		

Result

Export New View

[illegible]

ACES ACES Provider Portal

Participant Outcome

Client Name SSN Client ID Date of Birth

Organization Subcontractor Fiscal Year

Program/Support Component Subcomponent

Location Outcome Last Updated By

Case Manager DHR

Create Cancel

ACES ACES Provider Portal

Organization Subcontractor Fiscal Year

A-RESET A-RESET FY 2026

Program/Support Component Subcomponent

SNAP Employment and Training/A-RESET Supervised Job Search N/A

Location Outcome Last Updated By

Montgomery New Employment Case Manager DHR

New Employment

Employer Job Title Hired Date

NAICS Industry Code SIC

Wage Frequency Wage Amount Hours Per Week

Subsidized Employment Employment Type Benefitted Position

Yes No Full time Part time Yes No

Comment

Save Cancel

3. To View a Participant Outcome

1. Go to the Participant Outcome tab.
2. Search By:
 - Organization / Subcontractor
 - Fiscal Year
 - SSN
 - Client ID
 - Outcome
 - Update From Date
 - Update To Date
3. Select the Record and choose View.

ACES Provider Portal

Application(s) Home Services Communications Case

SNAP A-RESET Alabama Department of Human Resources

Manage Participant

Participant CEL Enrollment **Participant Outcome(s)** Good Cause(s) Participant Support(s) Consent Form Appointments Referrals Supervisory Review Documents

Search

Organization Subcontractor Fiscal Year
Program SSN Client ID
Outcome Update From Date Update To Date
☐ My Assigned

Search Clear All

Result

Export View

ID	Organisation	Subcontractor	Last Name	First Name	Client ID	Outcome Fiscal Year	Program	Component	Subcomponent	Outcome	Last Updated

<< < 1 > >> Page 1

How to Submit a Consent Form

Through the Consent Form Tab

1. Search for the participant.
2. Select submit consent form under the Result section to submit electronically or
3. Scroll to the right and click the Upload button for the participant's record to upload the consent form.

ACES Provider Portal

Applications Home Services Communications Case

SNAP A-RESET

Manage Participant

Participant | CSL | Enrollments | Participant Outcome(s) | Good Cause(s) | Participant Support | **Consent Form** | Apointments | Referrals | Supervisory Review | Documents

Search

Organization Subcontractor Consent Form Date Signed

Consent Form Status SSN Client ID

Date of Birth

☐ Assigned to me

Search **Clear All**

Result

Export **Submit Consent Form**

First Name	Last Name	SSN	Date of Birth	Informed Client	Sign & Submitted	Consent Form Signed Date	Consent Form Status	Expired Date	Submitted By	Uploaded By	Uploaded Consent Form
SCARET	HARRIS	***-**-0026	08/08/1962	Yes	Yes	08/09/2023	Active		Conversion	Conversion	
SCARET	HARRIS	***-**-0026	08/08/1962	Yes	Yes	08/09/2023	Active		Conversion	Conversion	

Upload **Upload**

<< < 1 > >> Page 1 of 1

Referrals Tab

Search By:

- Organization and/or Subcontractor
- Fiscal Year
- SSN
- Client ID
- Status
- Component and/or Subcontractor

ACES

ACES Provider Portal

Application(s) Home Services Communications Case

SNAP A-RESETAlabama Department of Human Resources

Manage Participant

ParticipantCELExpendituresParticipant Outcome(s)Good Cause(s)Participant Support(s)Consent FormAppointmentsReferralsSupervisory ReviewDocuments

Search

OrganizationSubcontractorFiscal Year

SSNClient IDStatus

ComponentSubcomponent

☐ My Assigned

SearchClear All

Result

ExportNewViewEditDeleteWithdraw

Organization	Subcontractor	Program	Component	First Name	Last Name	SSN	Client ID	Status	Last Updated	Last Updated By

<< < 1 > >> Page 1

Referral Actions

- Send a New Referral
- View Referrals
- Edit Referrals
- Delete Referrals
- Withdraw a Referral

ACES ACES Provider Portal

Application(s) Home Services Communications Case

SNAP A-RESET Alabama Department of Human Resources

Manage Participant

Participant CEL Enrollments Participant Outcome(s) Good Cause(s) Participant Support(s) Consent Form Appointments Referrals Supervisory Review Documents

Search

Organization

Subcontractor

Fiscal Year

SSN

Client ID

Status

Component

Subcomponent

☐ My Assigned

Search Clear All

Result

Export New View Edit Delete Withdraw

	Organization	Subcontractor	Program	Component	First Name	Last Name	SSN	Client ID	Status	Last Updated	Last Updated By
☐	A-RESET	A-RESET	SNAP Employment and Training/A-RESET	Supervised Job Search					Pending Provider Review	07/06/2026 09:22:02 am	Case Manager DHR

< > 1 >> Page 1 of 1

How to Send a Referral

1. Go to the **Referrals** Tab.
2. Click **New** under the **Result** section.
3. Complete the referral details:
 - Determine Eligibility
 - Verify DHR Information
 - Complete Participation Plan
 - Enter Comments
 - Click Save or Save & Submit.

The screenshot shows the 'Referrals' form in the ACES Provider Portal. The form is divided into several sections: 'Client', 'DHR', 'Consent Form', 'SNAP', and 'Participation Plan'. The 'Client' section includes fields for SSN, Client ID, and Date of Birth, with buttons for 'Determine Eligibility', 'Clear all', and 'Submit Consent Form'. The 'DHR' section has fields for Name and Address. The 'Consent Form' section has a 'Date Signed' field. The 'SNAP' section includes fields for Status, Start Date, End Date, Case Number, A-RESET Status, and ABAWD Status. The 'Participation Plan' section has fields for Organization, Subcontractor, and Fiscal Year.

ACES Provider Portal

Referrals

Client

SSN Client ID Date of Birth

DHR

Name Address

Consent Form

Date Signed

SNAP

Status Start Date End Date Case Number

A-RESET Status ABAWD Status

Participation Plan

Organization Subcontractor Fiscal Year

ACES ACES Provider Portal

SNAP

Status

Start Date

End Date

Case Number

A-RESET Status

ABAWD Status

Participation Plan

Organization

Subcontractor

Fiscal Year

Program/Support

Component

Subcomponent

Location

Start

End

Anticipated Participation Hours (Hours/Month)

Review

Comment

Save

Save & Submit

Cancel

Uploading Documents

To Submit a Document:

1. Search from **Participant** tab.
2. Select record.
3. Select **Document** button under **Results**.
4. Select +New Document.
5. Complete **Document Upload** screen and Save.

ACES Provider Portal

Application(s) Home Services Communications Case

SNAP A-RESET Alabama Department of Human Resources

Manage Participant

Participant Enrollments Participant Outcome(s) Good Cause(s) Participant Support(s) Consent Form Appointments Referrals Supervisory Review Documents

Search

Organization Subcontractor Fiscal Year
Program/Support Component Subcomponent
Program/Support code SSN Client ID
Date of Birth
☐ My Assigned

Search **Clear All**

Result

Export Participant Record Case Note(s) Good Cause(s) Participant Support(s) Participant Outcome(s) Enroll Client Submit Consent Form Appointments **Documents**

To View Document Details:

1. Select the **Documents** Tab or search from the **Participant** tab
2. **Search By:**
 - Organization
 - Subcontractor
 - Fiscal Year
 - Client ID
 - First and/or Last Name
 - Date of Birth
 - SSN
 - Document Type

Actions:

- Select the Record and click View Detail

[illegible]