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| **WS 18-11 Revised** |
| **October 17, 2018** |
| **Contract Management** |
| **Expires: Continuing** |

To: All Contractors

From:Mike Temple

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Subject: Cooperation Rules and Procedures

Purpose

Revise Cooperation Rules and Procedures to reflect changes in state rules regarding TANF recipients participating in Choices and SNAP recipients participating in SNAP E&T.

This issuance replaces WS 18-11.

Background

Periodically we change the rules requiring customers tagged in TANF or SNAP to work, prepare for work, or look for work in order to continue receiving benefits. We talk to our customers about required “cooperation”.  We want to help each of our customers find the best job possible with the skills they have and we want to measure our effectiveness by how many customers go to work.

Changes

Most of the changes in this Cooperation Guide affect customers receiving SNAP benefits who are participating in SNAP E&T. July revisions are in **red**.  October revisions are in **blue**.  We anticipate we will release additional changes to the Cooperation Rules and Procedures later this summer.

Action

Make sure all office managers, supervisors, and staff are aware of and implement these new procedures effective October 22, 2018.

The updated Cooperation Rules and Procedures can be found on the web [here](http://www.wrksolutions.com/Documents/Staff/expandedservice/new/Cooperation-Rules-and-Procedures.docx).

Questions

Staff should first ask questions of their managers or supervisors. Direct questions to the Board staff through the electronic [Issuance Q&A](http://www.wrksolutions.com/staff-resources/issuances/submit-a-question-issuances-qa).