



Workforce Solutions

1. Overview
2. Requirements for Cooperation (Pages 3-25)
 - 2.1. Who Must Cooperate?
 - 2.2. How Do We Know?
 - 2.3. Reconsideration
 - 2.4. Who Do We Recruit?
 - 2.5. What Are the Basic Requirements?
 - 2.6. What Are the Limits on Activities?
 - 2.6.1. Job Search and Job Readiness
 - 2.6.2. Work
 - 2.6.3. Education and Training
 - 2.7. When Do We Excuse Required Participation?
3. Reporting and Documenting Cooperation (Pages 25-40)
 - 3.1. How Do Customers Report Time?
 - 3.2. How Do We Review and Record Time?
4. Penalties for Non-Cooperation (Pages 39-49)
 - 4.1. When and How Do We Penalize?
 - 4.2. How Do Customers Come Back?

Revised November 14, 2011

Workforce Solutions

Cooperation Rules and Procedures

Overview

These procedures explain how to identify customers who are required to cooperate and those who can volunteer to cooperate with us to get certain benefits or service; the rules for cooperation; how we document, verify and record cooperation; and how and when we penalize customers who don't cooperate.

- ✓ Cooperation is required by federal and/or state law for individuals to receive some public assistance benefits.
- ✓ The goal of cooperation is to help recipients of public assistance get a job, keep a job, or get a better job.
- ✓ Our service is the same kind we offer to any customer: matching education and skills with open jobs, providing professional advice—including information about local labor markets and employers—on looking for work and applying for jobs, providing professional advice on education and training needed for good jobs, and finding financial assistance to support work search, work or education.
- ✓ The differences for customers who are required to cooperate include:
 - Requirements on how much time a customer must spend in or on work search, work or education activities
 - Limits on how much time a customer may spend in certain activities and on how a customer may combine activities
 - Requirements that customers demonstrate their cooperation
 - Penalties for customers who don't meet requirements or don't demonstrate they have met requirements

ANYTIME YOU ARE UNCERTAIN, DOCUMENT IN A COUNSELOR NOTE
THE ACTION YOU HAVE TAKEN AND WHY

Workforce Solutions Requirements for Cooperation

Who Must Cooperate?

Individuals who have applied for or are receiving Temporary Assistance for Needy Families and those who are receiving Supplemental Nutrition Assistance are required to cooperate with Workforce Solutions, unless the Texas Health and Human Services Commission (HHSC) has excused the individual from these requirements.

Individuals whom HHSC has excused from cooperation may volunteer to work with us. If someone who has been excused volunteers, she must agree to the requirements for cooperation to get and continue receiving Workforce Solutions service, including financial aid.

Individuals who must work with us include:

- a. TANF recipients who are adults or teen head-of-household mandatory work registrants, including *extended TANF recipient*, *conditional applicants*, and *sanctioned families*.
 - o *Extended TANF recipients* are adults who receive TANF cash assistance past the 60-month federal time limit because of a hardship exemption.
 - o *Conditional applicants* are adults or teen heads of household who left TANF in a sanctioned status, but who are *reapplying* for TANF cash assistance.
 - o *Sanctioned families* are adults or teen heads of household who must demonstrate cooperation for one month in the month following a penalty month in order to reinstate TANF cash assistance.
- b. Applicants for Temporary Assistance for Needy Families (TANF) must work with us to receive financial aid but cannot have benefits sanctioned until HHSC certifies them to receive benefits.
- c. Recipients of Supplemental Nutrition Assistance (SNAP) who are *mandatory work registrants*, including
 - o Individuals aged 18 to 50 years who are employed less than 20 hours a week, unemployed or on temporary lay-off and who are classified as “able-bodied adults without dependents” or ABAWD.

- Individuals aged 16 to 60 years who are employed less than 30 hours a week, unemployed or on temporary lay-off, who are classified as “general population” and whom we call in.
- ABAWD or general population individuals who have served a penalty for noncooperation and are again eligible to work with us.

Individuals who may volunteer to work with us (i.e., those exempt from work requirements) include:

1. TANF recipients or guardians of children receiving TANF who are excused by HHSC from required participation
2. Supplemental Nutrition Assistance recipients who are excused by HHSC from required participation (i.e., “exempt recipients”), including
 - ABAWD who are employed 20 hours a week
 - Individuals who are classified as meeting one of the federal SNAP exemptions
 - SNAP recipients who are employed or self-employed at least 30 hours a week, or receiving earnings of at least \$217.50 per week (minimum wage multiplied by 30 hours)
 - Other exempt general population recipients
 - Students in baccalaureate or advanced degree programs

How Do We Know Who Must Cooperate?

1. HHSC assigns work codes to individual TANF and SNAP recipients. We can check a customer’s work code in TWIST or HHSC’s management information systems (SAVERR or TIERS) and see if he or she is required to cooperate with Workforce Solutions.
2. TWIST has outreach pools for both TANF and SNAP recipients. If an individual with a mandatory HHSC work code falls into the TANF outreach pool or any individual falls into the SNAP ABAWD pool, he or she is required to cooperate with Workforce Solutions. Individuals in the SNAP General Population outreach pools with mandatory work codes must cooperate with us if we call them in.

Reconsideration

Sometimes HHSC makes a mistake in assigning a work code, an individual has extenuating circumstances that would result in HHSC excusing him or her from cooperation, or the individual’s circumstances change. When a customer makes us aware, or we believe a customer should be excused, we refer the matter back to HHSC.

1. TANF Reconsiderations

- We can request that HHSC change a work code for a TANF recipient, most often because of a disabling condition for the recipient or a family member that prevents any participation by the recipient.
 - a. Completing and sending to HHSC Form H2583
 - b. Recording the request to reconsider in TWIST counselor notes
 - c. Leave the TWIST TANF Program Detail open
 - d. Determine and document Good Cause until HHSC changes the work code to exempt or until the customer is able to work or participate in activities to prepare for work.

2. SNAP Reconsiderations

- For all SNAP reconsiderations, the following actions are required:
 - a. Completing and sending to HHSC Form H1817
 - b. Recording the request to reconsider in TWIST Good Cause (including selecting the reason for reconsideration)
 - c. Entering a counselor note
- When a customer we've just recruited for SNAP E&T gives us information that she is working, or otherwise qualifies for a Federal Exemption, and does not wish to volunteer, process reconsideration. Close the case.
- When a customer has been cooperating as required by SNAP E&T reports circumstances that qualify her for a Federal Exemption and she does not wish to volunteer, process reconsideration and close SNAP E&T services and the SNAP E&T Program Detail with the appropriate reason. If the reconsideration is due to employment, see Issuance 11-08 Managing Financial Aid/Using SNAP E&T Funds After Employment.

Note: If the customer has gone to work and does not need or is not eligible for additional assistance and you have sufficient information about her employment, open and close TWIST service 39-Unsubsidized Employment/sub-fund code 44 SNAP E&T Job Retention - and close the Program Detail with TWIST code 77 – Entered Employment. If the employment start date is a future date – close the Program Detail with TWIST code 70-Services Provided. Don't open service code 39- Unsubsidized Employment. Sub-fund code 44 –SNAP E&T Job Retention is required with service 39-Unsubsidized Employment – even if service for job retention is not currently provided.

If the customer has gone to work and is eligible for retention services follow the tracking guidelines in Issuance 11-08 Managing Financial Aid/Using SNAP E&T Funds after Employment.

Note regarding students in baccalaureate or advanced degree programs.
Customers whom we have tagged as SNAP E&T and who enter baccalaureate or advanced degree programs while working with us are eligible for an exemption from

cooperation. You must process reconsideration for a customer like this. The customer may volunteer if HHSC approves the exemption.

Workforce Solutions TANF Work Codes	
HHSC Work Code	Description
M	Mandatory
A	Child age 18 and younger who is a SIG 5 or SIG 5L
B	Mandatory Child age 18 and younger who is a SIG 8L or SIG 7L
C	Caring for a disabled child
E	Unable to work due to mental/physical disability > 180 days
F	Age 60 or older
G	Single parent/caretaker relative caring for a child under age 1
H	Caring for a disabled adult
J	Not subject to participation/not TANF eligible
K	Mandatory Pending an appeal on TANF sanction
L	Mandatory Time-limited local economic exemption factor
N	Time-limited economic hardship exemption
P	Mandatory - Employed 30+hurs/wk @\$700+ month. Effective 3/1/2000
Q	Time-limited severe personal hardship
R	Caring for a child < age 1 not receiving TANF
T	Pregnant and unable to work
W	Mandatory Failure to comply with participation requirements
Z	Cares for disabled kids who do not attend school
U	Single grandparent age 50 or over caring for a child under age 3
X	Legal Parent who exhausted State Time Limit with child(ren) receiving TANF
V	Legal Parent receiving SSI with child(ren) receiving TANF
Y	Other Disqualified Parent with child(ren) receiving TANF

Workforce Solutions Supplemental Nutrition Assistance (SNAP) Work Codes	
HHSC Work Code	Description
2	Mandatory/Employed < 30 hours a week
3	Mandatory/Not working
4	Mandatory/Temporarily laid off from job
R	Mandatory/Registered again after previously serving E&T penalty
A	Child < 16 or age 16-17 who attends school at least half-time
D	Three to nine months pregnant
E	Physically or mentally unfit for employment
F	60 years of age or older
G	Caring for a child under age 6 years old
H	Required in home for care of a disabled person
J	In drug addiction/alcoholic treatment
N	Receiving/applying for UI benefits
P	Employed 30 + hours/week
Q	Choices mandatory or volunteered for Choices
S	Student exemption (age 18 or older)
T	Disqualified household member
U	Primary Wage Earner failed to comply with E&T services
X	Too remote
Y	Migrant in the workstream
Z	Language barrier
5	Registration postponed, expedited services
O	Other

Who Do We Recruit?

HHSC sends TANF applicants, conditional applicants, and sanctioned families to Workforce Solutions. We actively recruit all other individuals who are required to cooperate and individuals who can volunteer.

What Are the Basic Requirements?

Individuals who are required to cooperate—and those who volunteer—must participate in job search, education or work activities so that they will become employed. Basic requirements include:

- The amount of time one must participate in one or a combination of activities;
- The kinds of activities in which one can participate; and
- The limits on time allowed in a particular activity.

Customers tagged in TANF may cooperate by engaging in an appropriate mix of *core* and *non-core* activities. *Non-core* activities only count if they are performed along with a *core* activity.

TANF Activities Classified for Cooperation	
Core	Non-Core
<p>Job Search and Job Readiness</p> <ul style="list-style-type: none"> • Supervised and self-directed job search • Job search and job readiness seminars, classes, etc. • Job development and job placement • Substance abuse or mental health counseling 	<p>Education and Training</p> <ul style="list-style-type: none"> • Basic education (literacy, ABE/GED, ESOL) • High School
<p>Work</p> <ul style="list-style-type: none"> • Unsubsidized employment, including self employment • Subsidized employment • Volunteer work (community service, unpaid work experience, workfare) 	
<p>Education and Training</p> <ul style="list-style-type: none"> • Vocational training 	

Customers tagged in SNAP E&T may cooperate by engaging in similar activities, although there is no core/non-core distinction.

SNAP E&T Activities Classified for Cooperation	
Job Search and Job Readiness	<ul style="list-style-type: none"> • Supervised and self-directed job search • Job search and job readiness seminars, classes, etc. • Job development and job placement
Non-vocational and Vocational Education & Training	<ul style="list-style-type: none"> • Basic education (literacy, ABE/GED, ESOL) • Post-secondary occupational training • Other non-vocational education
Work	<ul style="list-style-type: none"> • Workfare (allowed for ABAWD only) • Work Experience – paid or unpaid (allowed for General Population only) <p><i>NOTE:</i> Unsubsidized employment does not count for cooperation unless it is combined with one of the other activities. You may, however, subtract the hours of unsubsidized employment from the number of required hours of cooperation.</p>

The following chart summarizes the basic time participation requirements for cooperation that apply to customers we've tagged in TANF/Choices and SNAP E&T

**WORKFORCE SOLUTIONS
BASIC PARTICIPATION REQUIREMENTS FOR COOPERATION**

Family Situation		Cooperation Requirement (Total average hours)	Core Activities (minimum time required)	Non-Core Activities
TANF	Single-parent with a child age six and over*	30 hours/week	20 hrs/week	10 hrs/week
	Single-parent with a child under age six*	20 hours/week	20 hrs/week.	NA
	Two-parent family without child care One or both parents cooperate to meet the requirement . <i>Signed Family Cooperation Agreement form on file.</i>	35 hours/week	30 hrs/week	5 hrs/week
	Two-parent family with child care Both parents may cooperate to meet the requirement and the hours may be split among the two. <i>Signed Family Cooperation Agreement form on file.</i>	55 hours/week	50 hrs/week	5 hrs/week
	Teen head of household attending school (middle school, high school, GED classes) Attending school means the customer is enrolled in middle school, high school or GED classes. Teens attending school satisfactorily count as 20 hours or actual hours, whichever is greater. These hours are non-core	Teen must have satisfactory school attendance. During summer break, she must cooperate a minimum of 20 hours per week.	NA	NA
	Teen head of household not attending school without GED or diploma A teen not attending school must be participating in other educational activities for 20 hours.	20 hours/week	NA	20 hours/week in other educational activities
	Disabled or caring for a disabled child or adult in the household The family member no longer needs to attend school full- time to exclude a parent caring for a disabled family member.	Customer must cooperate the amount of time allowed by a physician – as stated on HHSC Form 1836A/B	Required time is shown in TWIST/TANF History & Form 1836 A/B	Required time is shown in TWIST/TANF History & Form 1836 A/B

* Until you are able to verify a child's age in TWIST or SAVEER, take the customers word and make necessary adjustments if you receive contrary information later. Enter a TWIST counselor note and have the customer sign a new agreement if the new information changes her requirement.

**WORKFORCE SOLUTIONS
BASIC PARTICIPATION REQUIREMENTS FOR COOPERATION**

Family Situation		Cooperation Requirement (Total average hours)	Core Activities (minimum time required)	Non-Core Activities
TANF	<i>Sanctioned family</i>	Demonstrate cooperation in month after noncooperation; Hours/week are set according to family situation when not sanctioned.	Total hours per week set according to family situation when not sanctioned. See above.	Total hours per week set according to family situation when not sanctioned. See above.
	<p><i>Conditional applicants</i> have minimum-hour requirements for the prorated week based on their normal participation requirement</p> <p>Customer has 40 days from the date of referral from HHSC to attend orientation and demonstrate cooperation for 4 consecutive weeks.</p>	<p>Total hours per week set according to family situation when not sanctioned. See above.</p> <p>Customer must attend a workforce orientation, sign a new employment plan and demonstrate cooperation for four consecutive weeks.</p>	Total hours per week set according to family situation when not sanctioned. See above.	Total hours per week set according to family situation when not sanctioned. See above.
	<p><i>Exempt(Volunteer) parents or caretakers</i></p> <p><i>Children under six years</i></p> <p><i>Children six years and older</i></p>	<p>20 hours/week</p> <p>30 hours/week</p>	<p>20 hours/week</p> <p>20hours/week</p>	<p>N/A</p> <p>10 hours/week</p>

WORKFORCE SOLUTIONS BASIC PARTICIPATION REQUIREMENTS FOR COOPERATION				
Family Situation		Cooperation Requirement (Total average hours)	Core Activities (minimum time required)	Non-Core Activities
SNAP E&T	<i>ABAWD Mandatory and Exempt (Volunteer)</i>	30 hours/week <ul style="list-style-type: none"> • <i>If in Workfare, FLSA determines required hours.</i> • <i>If Exempt volunteer and working 20 hours per week or more, additional hours in other activities up to a total of 30.</i> 		
	<i>General Population Mandatory and Exempt (Volunteer)</i>	30 hours/week up to 120 hours per month, including hours in unsubsidized employment <ul style="list-style-type: none"> ○ <i>If exempt and working full-time, the volunteer can cooperate for an agreed upon total number of hours less than 30 per week.</i> ○ <i>If exempt and working part-time, volunteer can participate in activities to reach a total of 30 hours per week (part-time work plus Workforce Solutions service).</i> 		

What Are the Limits on Activities?

Customers have a limited amount of time they can spend in certain activities and have that time count toward cooperation.

Job Search and Job Readiness

Job search activities are the most restricted activities. They include limits related to the total number of hours in a 12-month period as well as a limit in consecutive weeks. Job search is a core activity for TANF/Choices.

- TANF/Choices
 - Single parents with a child under six are limited to no more than four consecutive weeks and 120 hours in a 12-month period.
 - All others are limited to no more than four consecutive weeks and 180 hours in a 12-month period.
 - After reaching the four-week limit, customers can't count job search activities toward cooperation until they have worked (unsubsidized, subsidized or volunteer work) for at least one week.
 - After reaching the 12-month limit, customers can't count job search activities toward cooperation until the 12-month period is over.
 - Customers who have gone to work while still tagged in TANF and who lose their jobs, may return to job search and have that time count toward cooperation, up to the limits noted above.

NOTE: We can count a partial week of at least three days of job search or job readiness as a full week of cooperation once in a 12-month period for customers tagged in TANF/Choices. The customer must record some measure of time for three of the days in a week.

- SNAP E&T
 - Customers tagged in SNAP E&T as ABAWD participate in job search or job readiness activities only in conjunction with a workfare assignment.
 - An ABAWD is limited to four weeks total in job search.
 - An ABAWD may only participate in job search and job readiness activities once, following our initial tag, unless he or she did not complete the full four weeks.
 - An ABAWD may exceed the four-week limit in job search only if the job search is in conjunction with another allowable activity and the job search is not more than half the time required for cooperation.
 - An ABAWD who is working at least 20 hours per week and has volunteered to cooperate with us cannot participate in workfare and therefore cannot participate in job search or job readiness to meet cooperation requirements.

- Customers tagged as General Population are limited to four consecutive weeks of job search/job readiness and to six weeks total in a federal fiscal year (October to September).
 - Customers may exceed the four-week and six-week limits only if the job search is in conjunction with another allowable activity and the job search is not more than half the time required for cooperation.
 - Customers who reach the annual limit on job search must participate in other allowable activities up to a total of 120 hours each month.
 - After four consecutive weeks of job search/job readiness, the customer has met the work requirement and may choose to stop working with us.
 - Close all SNAP E&T services, support services, and the *SNAP E&T Program Detail* in TWIST.
 - If you and the customer have agreed on an employment plan that includes service beyond the four weeks of job search, the customer may choose to continue working with us to meet the goals of her employment plan. In this case, the employment plan must include other allowable activities (education, training, or work experience).
 - Contact the customer for the next step. Discuss and update her employment plan if necessary – and plan next steps. She must continue to participate in other allowable activities up to a total of 120 hours each month. If she agrees to an employment plan, then fails to cooperate, initiate a sanction request to HHSC within three days of the noncooperation.

Work Activities

In general, engaging in work activities is the easiest way to meet cooperation requirements, particularly for TANF recipients. Work can include unsubsidized work, subsidized work or volunteer work. Work is a core activity for TANF/Choices.

When requiring and counting time in work activities, if the activity itself would otherwise be classified as non-exempt under the federal Fair Labor Standards Act, the requirements and limits on time in activity must take into account FLSA rules.

- **Unsubsidized Work**
 - TANF/Choices

- a. Unsubsidized work can include: (1) full-time or part-time employment (wages paid in full by the employer), (2) internship (wages or stipend paid in full by the employer), and self employment.
- b. There are no limits on unsubsidized employment; however, at some point a customer will lose the TANF cash payment after continuous employment in unsubsidized work.

- **SNAP E&T**

Customers tagged in SNAP E&T cannot meet cooperation requirements by engaging only in unsubsidized work. Unsubsidized work does not count toward cooperation for a SNAP E&T tag unless it is combined with another allowable activity. However, you may reduce the number of required cooperation hours by the number of unsubsidized hours worked.

Employment in unsubsidized work does count for classification as a mandatory or exempt SNAP E&T registrant.

- a. An ABAWD who is working less than 20 hours a week may increase work hours to 20 and meet the HHSC requirement to be exempt from cooperation requirements.
- b. General Population customers working less than 30 hours a week may increase their work hours to 30 and meet the HHSC requirement to be exempt. They may also be exempt if they receive earnings of at least \$217.50 per week (minimum wage multiplied by 30 hours).
- c. We can request reconsideration for any customer in these circumstances.
- d. When a customer tells you her/his work is not sufficient to exempt the customer from cooperation requirements you will track the customers work hours and other cooperation hours in TWIST.

- **Subsidized Work**

Subsidized work is full or part-time employment in which the worker's wages are paid in full or in part by Workforce Solutions or a source other than the employer.

Note: Subsidized employment is not an allowable SNAP E&T activity

- **On-the-Job Training**

On-the-job training is full-time employment with a private or public employer in which Workforce Solutions reimburses an employer a percentage of the worker's wages to cover costs of training. We do not currently authorize on-the-job training through our offices.

Note: Subsidized employment is not an allowable SNAP E&T activity

- **Work Experience**
Work experience is a time-limited, unpaid work assignment designed to move a customer in to regular employment as quickly as possible.
- **Volunteer Work**
Volunteer work is unpaid work. TWIST classifies volunteer work in different ways, depending upon the kind of work arrangement and a customer's tag (i.e., TANF/Choices, SNAP E&T, etc.).
 - ✓ Workforce Solutions staff must pre-arrange all volunteer work activities. Customers may not arrange their own volunteer work.
 - ✓ A career office keeps signed Non-Financial Agreements for each volunteer work site the office uses.
 - ✓ Design volunteer work opportunities to be short-term and help the customer move into regular employment quickly.

It is important to note that all volunteer work is limited by FLSA requirements. Staff must keep current FLSA calculations to determine allowable hours in volunteer work for each month during which a customer is required to cooperate with us.

- TANF/Choices

Community service is volunteer work in a structured, supervised activity performed with a public or private nonprofit organization that provides a direct benefit to the community.

Work can be performed at schools, head-start programs, church, government or non-profit agencies or as a AmeriCorps, VISTA or other volunteer organizations. The positions should be in fields such as healthcare, social service, environmental protection, education, urban and rural redevelopment, welfare, recreation, public facilities, public safety and child care.

- Customers tagged in TANF/Choices who are not working or engaged in an employment activity four weeks after enrollment must volunteer to work in a community service job in order to cooperate with us with the following exceptions:
 - ✓ Exempt recipients who volunteer to cooperate.
 - ✓ Teen heads of household who have not completed high school or received a GED.
 - ✓ Conditional applicants and sanctioned families who are participating but are not currently receiving TANF
 - ✓ These three groups of individuals may choose to work in community service, but we do not require them to do so.

- SNAP E&T

Workfare is volunteer work in a public or private non-profit organization to improve the employability of an ABAWD. As noted previously, an ABAWD who has not gone to work after four weeks of job search and job readiness activities must engage in workfare in order to cooperate.

- **FLSA Limitations**

Following are our procedures for calculating FLSA limitations:

1. Calculate the FLSA maximum hours allowed the first time you assign community service, workfare or other volunteer work activities subject to FLSA limits.
2. Discuss the maximum hours with the customer, and make sure you arrange for additional activities if the FLSA maximum hours don't allow the customer to meet cooperation requirements in volunteer work.
3. When a customer begins community service, workfare or other volunteer work activity, document FLSA maximum hours for the month in TWIST on the verification comment screen and in a TWIST counselor note.

Court-ordered community service is subject to FLSA limitations.

Time spent in work required as part of an occupational skills training program may be counted as work experience but is not subject to FLSA limitations. i.e. Nursing program clinical. Be sure to have a work experience agreement with the school making the work assignments.

4. For subsequent months, verify TANF and/or SNAP benefit amounts each month a customer is engaged in a volunteer work activity (community service, unpaid work experience, workfare, etc.).
 - a. If benefit amounts have changed from the previous month(s), recalculate the maximum hours and document in TWIST as above. Discuss any changes with the customer.
 - b. If benefit amounts have not changed, document the FLSA maximum hours in TWIST as above.
5. Contractors are responsible for assigning which staff carry out the above duties and for making sure FLSA calculations are accurate, timely, and correctly entered in TWIST.
6. Staff may not schedule customers for volunteer activities in excess of the allowed FLSA hours in any month. If a customer reports hours

beyond the maximum allowed, let the customer know she is not required to volunteer over the maximum and that hours beyond the maximum do not count towards cooperation. Document this in a counselor note.

DO NOT enter hours above the monthly FLSA maximum allowed in the TWIST screen for recording cooperation.

- For TANF/Choices Single Parent & Two Parent Families: Calculate the FLSA maximum allowed hours for volunteer work by adding together the family's TANF and SNAP benefit amounts and divide by the federal minimum wage. If both parents in a two-parent family are involved in activities subject to FLSA, divide the hours between the parents. If only one parent is involved in this type of activity, that parent may complete the entire maximum-allowed hours for the family.
- For TANF/Choices Sanctioned Families or Conditional Applicants: Calculate the FLSA maximum hours by dividing the monthly SNAP benefit amount by the minimum wage.
- For SNAP E&T ABAWD: Calculate the FLSA maximum hours required by dividing the SNAP monthly benefit by the number of ABAWDs in the household (if more than one), and then divide the result by the minimum wage. Round the results down - $27.58=27$ hours for SNAP E&T only

Education & Training Activities

Education and training activities include such things as attending high school, attending adult basic education/GED classes, engaging in literacy and English language instruction, some basic skill/nonvocational training, and vocational/occupational training.

Note that for a customer tagged in TANF/Choices, hours in education cannot count toward cooperation requirements unless they are combined with an employment activity, with the following exceptions:

- ✓ When our customer is a teen head of household; or
 - ✓ When a customer is Conditional or Sanctioned
 - ✓ When a customer is Exempt from cooperation requirements
- TANF/Choices
 - Customers who don't have a high school diploma or GED can attend high school, adult basic education classes, or literacy or English language instruction (called "Educational Services").

- Customers can engage in literacy or English language classes related to employment, entrepreneurial training to start a business, or receive help with small businesses they already operate to increase their employability (“Job Skills Training”).
- Customers can participate in occupational training that prepares them for a specific trade, occupation or vocation (“Vocational Educational Training”).
 - If the training results in a credential, it must be less than a baccalaureate or advanced degree for the time to count toward requirements.
 - Only 12 months cumulative time can count toward cooperation requirements.
 - Vocational training counts as a core activity.
- SNAP E&T
 - Customers can engage in “nonvocational education” which includes adult basic education/GED instruction, English language training, basic literacy and financial literacy classes, or postsecondary education that doesn’t lead to a bachelor’s, master’s or doctoral degree.
 - Customers can also participate in “vocational education” which includes entry-level job skills training; short-term, pre-vocational or entrepreneurial training; customized training for a particular employer; institutional occupational skills training; and upgrade training.
 - In general, time in nonvocational or vocational training should be limited to facilitate the customer becoming employed full-time in a reasonably well-paying job.
 - Customers can have hours in training count toward cooperation for up to 24 months, if the training leads to a license or certificate, except a baccalaureate or graduate degree (i.e., a master’s or doctoral degree).

When Do We Excuse Required Participation?

Good Cause

Sometimes customers are unable to meet cooperation requirements for a reason that allows us to excuse them. “Good Cause” is the name we give to a temporary excused absence from Workforce Solutions activities and cooperation requirements for an acceptable reason.

- We can give a customer tagged in TANF/Choices or SNAP E&T a Good Cause excuse for
 - Temporary illness or incapacitation
 - Required appointments in a court of law;
 - A need to care for a disabled family member in the home;
 - A demonstrated lack of available transportation and distance for participation prohibits walking; or a demonstrated lack of a job within reasonable commuting distance;
 - A demonstrated inability to find or obtain child care which is necessary to allow our customer to participate;
 - A lack of support services;
 - An individual/family crisis or circumstance that precludes participation, such as substance abuse, mental health, and disability-related issues (as long as our customer participates in services to help resolve problems, such as counseling or treatment);
 - A circumstance in which our customer is the victim of family violence; or
 - A receipt of a job referral resulting in an offer of work at a wage impermissibly below the federal minimum wage.

- We grant Good Cause on an individual basis and re-evaluate the circumstances surrounding the Good Cause excuse at least once each month. If the doctor statement says the customer is unable to work for a period of less than 6 months grant good cause. If the customer reports a change in her good cause status, or if you have reason to believe there is a change, request that the customer provide you with an updated medical statement.

- If a customer reports that she is permanently disabled and unable to work, ask for the supporting documentation, grant good cause and contact HHSC to request a change in work code. DO NOT penalize any customer who has provided documentation stating that she is permanently disabled. Document the situation in a counselor note.

- The customer must provide a doctor's statement or other medical documentation at least once every 6 months.

- ✓ We can also give a customer tagged in SNAP E&T a Good Cause excuse if he or she is a farm worker away from his or her permanent resident or home base, travels to work in an agricultural or related industry during part of the year, and is under contract or similar

agreement with an employer to begin work within 30 days of the date the customer notified us of his or her seasonal farm work assignment

- We define a “reasonable commuting distance” to be two hours. In general, a distance is considered reasonable if it takes two hours or less to travel to the child care provider and from there to the work site or from the work site to the child care provider and back to the customer’s home.
 - For customers who walk to a child care provider and from there to work, a reasonable distance is considered to be under a total of 1 1/2 miles each way.
 - For individual customers who travel by car or bus, a reasonable distance is considered to be two hours or less. Factors such as, the length of time on the bus, the frequency of bus runs, the number of bus connections, (including wait times) and whether the customer receives rides in addition to others who are also dropped off or picked up must be taken into consideration.
 - For customers who own cars, a reasonable distance is considered to be two hours or less. Reasonable costs are considered to be affordable if the cost of gas, car maintenance and car insurance to travel to a child care provider is no more than the individual’s cost to travel to his or her work site, shopping centers (including grocery and department stores) or medical facilities.
- We limit Good Cause for family violence to no more than 12 months.
- We always discuss Good Cause during a face-to-face or telephone conversation with a customer. We never allow a Good Cause excuse before having a direct conversation with the customer first.
- We don’t use Good Cause for administrative or case management-related reasons.
- To document Good Cause in TWIST:
 - In the TANF History or SNAP E&T History, as applicable, in the Good Cause tab, choose action type and reason for Good Cause, and add both begin and end dates. Begin and end dates will always be the same service month.
 - In Service Tracking, add a Good Cause activity (Service 14 Activity 91) and specify the start, and planned completion/end dates.
 - When entering dates, make sure the planned completion date is no later than the last day of the month to remind you to review the customer’s situation and determine whether or not she should be excused from cooperating for another month. Always enter a start and stop date for Good Cause in the same month.
 - Though good cause is granted for the *service month* in which the customer is unable to meet requirements, the good cause service will be open only for the length of time that the customer is unable to participate in other

services and may be less than the entire month. If good cause is needed for only part of the month, close other services before the start of the good cause service. The good cause service must be closed prior to opening subsequent services.

- Only enter good cause if you believe a customer cannot meet her monthly participation requirement. If the customer does complete enough hours by the end of the month - the cooperation will override Good Cause and the customer will count in the performance measure. There is no need to delete either the Good Cause information in the history tab or the Good Cause service.

When entering cooperation hours in the Daily Time Tracking screen, a correlating service activity must be open. Service code 91-Good Cause cannot be open for the same period as a service for tracking activity. Staff must change the dates of the Good Cause service to reflect only the period of time in the month when the customer didn't have cooperation hours for the month.

- If you receive a form 1836A or B, you must document all pertinent information on the 1836A/B tab in TWIST. Other forms or physician statements do not require an entry on this tab. When the 1836 form indicates the customer is unable to work at all for a period of time, this constitutes a reduced work requirement of zero hours.
- Always document your conversation with the customer about her good cause situation in TWIST counselor notes. You must talk to the customer, including the permanently disabled customer, at least once a month. Your notes must include the following:
 1. Date of the initial approval of good cause
 2. Your conversation with the customer confirming that circumstances related to the good cause remain the same or explaining any changes.

Things to consider before allowing Good Cause

1. If the customer can participate for additional hours in the following weeks so that it is possible for her to meet the requirements for the month, don't grant Good Cause. Instead, work with the customer to establish a plan for the customer to cooperate fully for the month.
2. If the customer cannot participate in her current activity, discuss her ability to participate in another one. Do not grant Good Cause if she is able to cooperate in any core activity.
3. Talk to a customer in late-term pregnancy whose doctor is not restricting her from work about how she can cooperate. If she feels it is not the best time to look for a job,

provide her the opportunity to prepare for her work search using other core activities such as workshops, school, community service, etc.

4. Most customers with disabilities are able to work and search for work. These customers may need the help of a Personal Service Representative to plan and pursue employment goals. Customers with disabilities often have documentation that supports a reduced work requirement. Do not initiate a penalty if the customer is meeting her reduced work requirement.
5. Require a doctor's statement if the customer says she cannot participate due to her own or a family member's illness for a period of more than three days.
6. Customers requesting Good Cause are highly likely to need the services of a Personal Service Representative to help the customer know how to continue to work or look for work.

Holiday Excused Absences

- For customers tagged in TANF/Choices who are working in unsubsidized employment, we count paid holidays or other paid leave as actual cooperation hours.
- For customers tagged in TANF/Choices who are participating in volunteer work, we count the excused absence as actual participation if she was scheduled to participate in the activity when the absence occurred and the absence is due to a holiday, and the number of absences total no more than 80 hours in a 12-month period of time with no more than 16 hours per month
- If employers or service providers are closed on the following dates we will consider the date to be a holiday for customers in an unpaid work activity.
 - New Year's Day
 - Birthday of Martin Luther King, Jr.
 - Washington's Birthday
 - Memorial Day
 - Independence Day
 - Labor Day
 - Columbus Day
 - Veterans Day
 - Thanksgiving Day
 - Christmas Day
- When you are entering hours for a week in the Daily Time Tracking tab, add the holiday hours as appropriate under "Holiday".

Short-Term Excused Absences

We allow short-term excused absences for the same reasons as Good Cause, but we expect them to last only one or two days rather than an entire month. Short-term excused absences are limited to 80 hours in a 12-month period and cannot exceed 16 hours of short-term excused absences per month. This limit does not apply to holiday excused absences.

Short-term excused absences are only for one day at a time. Hours we credit to a short-term excused absence cannot exceed the number of hours the customer was scheduled to participate. We can give short-term excused absences only for unpaid activities.

- When you are entering hours for a week in the Daily Time Tracking tab, add the short-term hours as appropriate under “Excused Absence”.

Note: Ensure that verification entry covers the holiday and excused absence dates so that hours count for participation

Reduced Requirements

Workforce Solutions staff may discover a change in the customer’s family situation or personal circumstances during a customer interview or other contact that affects the customer’s requirement to look for and go to work.

- Sometimes the customer has a disability or cares for a disabled family member and can participate, but she cannot fulfill her full requirement. The staff member will work with this customer to develop a plan for reduced participation requirements.
- Use Form H1836A, or other correspondence provided by a doctor, to tell us the number of hours a disabled customer is able to participate in work activities.
- Use Form H1836B, or other correspondence provided by the doctor, to tell us how many hours a customer who is caring for a disabled family member can participate.
 - **Recording a Reduced Work Requirement.** If the number of hours a customer is required to work changes after she turns in a form H-1836 A/B and a doctor’s statement then we will record the change.

To data enter information from the Form 1836A/B tab:

1. Go to TANF History and click on the **Form 1836A/B** tab
2. Right-click in the space below the column headings, and then select Add or Insert from the short-cut menu.
3. **Begin Date.** Type in the start date of the new participation requirements.

4. **End Date.** Type in the end date of the new participating requirements.
5. **Req Hrs.** Type in the number of hours the customer is required to participate per week.
6. **Core Hours** will calculate the number of the core hours the customer must participate in.
7. **Non-Core Hours** will calculate the number of non-core hours the customer must participate in.
8. **Reduced Work Requirement.** Click on this check box to indicate the customer is eligible for a reduced work requirement. TWIST will automatically calculate the number of required core and non-core hours for you.
9. In Daily Time Tracking, for each week a customer cooperates with her reduced work requirement, the Tracker will track her cooperation hours under the appropriate activity

Workforce Solutions Reporting and Documenting Time For Cooperation

How Do Customers Report Time?

Customers who must cooperate with Workforce Solutions must demonstrate that they are engaging in activities for the required amounts of time.

We have a set of specific rules which customers and staff must follow about documenting time (i.e., writing it down) and verifying time (i.e., supporting or proving the customer actually engaged in an activity for the reported length of time).

We count the actual time spent in unsubsidized employment, subsidized employment and self-employment. We count time reported to the nearest hour for all other activities.

Note: We will record the time reported by the customer. If the customer submits a job search log with time reported in hours and minutes then convert the time to decimals and enter it in TWIST Daily Time Tracking. Contact the customer to inform or remind her to report job search time to the nearest hour.

We only require verification for time spent by TANF recipients in unsubsidized employment, subsidized employment and self-employment.

We do not require verification for time spent by SNAP recipients in any work activity.

Job Search & Job Readiness

Customers report their time to us using the Workforce Solutions Job Search Log or other acceptable documents.

- Signatures of Workforce Solutions staff on the completed Workforce Solutions “Supervised Job Search Report” form serve as documentation for time spent in supervised job search.
- A customer must deliver Job Search Logs to her career office each week, on the day which office staff has specified to her in the manner which she and the staff have arranged.
- Staff are responsible for reviewing a Job Search Log for completeness and accuracy and providing advice to a customer about her job search efforts.

- Based on guidance from the Texas Workforce Commission, customers cannot conduct online job search at home.
- Texas Workforce Commission distinguishes between online job search and applying for a job online. A customer may apply for jobs online at home. She/he must verify the application and use only the time for submitting the application. Customer can count one hour for each application.

Work Activities and Education

For education, volunteer work and employment, customers report their time and activity to us using the Workforce Solutions Verification of Hours form, paycheck stub or other payroll documentation, attendance records from the service provider, or a letter or email directly from the employer.

- A customer may fax, mail or hand-deliver Verification of Hours forms to her career office on or by the day office staff have specified to her that the forms or other documentation is due.

Things to Remember

1. We tell a customer how and when to deliver documentation to the office each week to meet requirements.
2. All Job Search Logs, Verification of Hours forms, and any additional documentation from outside organizations must be kept in a customer's physical record or file. While verification of job search activities is not required, customers must still report time spent in supervised job search activities using the Supervised Job Search Report form.
 - a. Supervised Job Search Report forms will be attached to the Log to which they apply, in the order in which the activities they document are listed on the Log.
 - b. H-GAC may consider a request from a contractor to maintain cooperation logs, forms and verification in an electronic format. H-GAC will provide requirements for electronic record keeping when approving a request.
3. Job Search Logs and Verification of Hours forms should be filled out completely. If a change is made the customer needs to line out the incorrect information and initial the change. White-out should not be used. Contractors should not develop additional forms for counting or documenting hours.
4. Other kinds of allowable verification documents may be faxed, hand-delivered, or mailed by the organizations that are providing the documentation. Documents must arrive at the career office by the day/date that office staff has specified to our customer.

5. TANF and SNAP E&T customers submitting job search logs are not required to provide verification for employer contacts on the log. Customers may count a minimum of one hour for each employer contact on the log.
6. Staff must enter all job search hours in TWIST Daily Time Tracking, but staff are not required to enter verification of time spent in job search/job readiness.
7. File completed logs with documentation for supervised job search in the customer's paper file.

The charts at the end of this section show how to document time and list acceptable verification by activity.

How Do We Review and Record Time?

Customers tagged in TANF/Choices or SNAP E&T are required to provide documentation for the time spent in any allowable activity.

Calculating and Recording Hours:

- It is very important to accurately count and enter the correct cooperation hours for the week. The hours entered in TWIST must exactly match the hours that are documented.
- Cooperation hours are recorded weekly from *Sunday through Saturday*. If the office staff believes the hours a customer has reported are false or inaccurate, staff will investigate before recording the hours and enter a counseling note to document the customer's explanation.
- Partial hours can be entered in TWIST and will be automatically rounded at the end of the month.
- Enter partial hours using the decimal format (Refer to the Time Conversion Chart Desk Aid).
 1. Example: One hour and six minutes would be entered as 1.10 (six minutes=.10 of an hour). One hour and 30 minutes would be entered as 1.50 hours (30 minutes=.50 of an hour). TWIST will calculate total hours and round appropriately.
- Participation hours will only count towards performance after the daily time verification is completed in TWIST.

Calculation Scenarios

- **Straight Cooperation:** If the customer completed all cooperation hours (with no excused absence or state-approved holiday hours), you may divide the total number of hours by seven when you don't have verification for daily hours. If the ending calculation results in an even number, record the same number of hours for each day.

NOTE: If you have documented and verified hours by day, enter the daily totals.

Example: Mark worked at Target 35 hours for the week, and you have a pay check showing 35 hours for the entire period. Divide 35 by seven and enter five hours for each day.

Activity: Unsubsidized Employment-35 hours

<i>Sun.</i>	<i>Mon.</i>	<i>Tues.</i>	<i>Wed.</i>	<i>Thurs.</i>	<i>Fri.</i>	<i>Sat.</i>
3/14	3/15	3/16	3/17	3/18	3/19	3/20
5	5	5	5	5	5	5

- **If the ending calculation results in a decimal format number**, divide the total number by seven and record the daily average for 6 days of the week. Adjust the hours for the remaining day to ensure that the total hours entered, exactly match the total hours documented.

Example: Beth worked at Hobby Lobby 31 hours for the week, and you only have a pay stub showing 31 hours for the entire period. Divide 31 by seven (4.428 rounded up to 4.43) and enter 4.43 hours for six days. Subtract 26.58 (4.43 times six) from 31 and enter the remaining 4.42 hours for one day.

Activity: Unsubsidized Employment-31 hours

<i>Sun.</i>	<i>Mon.</i>	<i>Tues.</i>	<i>Wed.</i>	<i>Thurs.</i>	<i>Fri.</i>	<i>Sat.</i>
3/14	3/15	3/16	3/17	3/18	3/19	3/20
4.43	4.43	4.43	4.42	4.43	4.43	4.43

- **If the week includes both supervised job search hours and self directed job search recorded on the job search log**, use the daily totals. Enter the daily total—converted into a decimal—in TWIST. It is not necessary to divide by 7.

Example: Carol reported 6 hours of supervised job search in a Workforce Solutions office on Monday. She reported 2 interviews – one for 2 hours and the other for 1 hour on Tuesday. She had a combined total of 7 hours job search on Wednesday, 8 hours of supervised job search in our office on Thursday. On Friday she had two interviews - one for 2 hours and one for 1 hour. She applied online to 5 companies totaling 1 hour and worked under our supervision in our office for 2 hours.

Activity: Job Search – 14 hours

<i>Sun.</i>	<i>Mon.</i>	<i>Tues.</i>	<i>Wed.</i>	<i>Thurs.</i>	<i>Fri.</i>	<i>Sat.</i>
3/14	3/15	3/16	3/17	3/18	3/19	3/20

0	0	3	7	0	4	0
---	---	---	---	---	---	---

Activity: Supervised Job Search – 16 hours

<i>Sun.</i>	<i>Mon.</i>	<i>Tues.</i>	<i>Wed.</i>	<i>Thurs.</i>	<i>Fri.</i>	<i>Sat.</i>
3/14	3/15	3/16	3/17	3/18	3/19	3/20
0	6	0	0	8	2	0

- If the week **includes an excused absence or state approved holiday** or both, first subtract those days from the weekly seven days and divide the total number of hours left by the number of remaining days. Use this method when you don't have a verification of daily hours.

Example: Susan reported 24 hours of community service for the week. Her work location was closed for one day on Friday for a state approved holiday. If it had been open she would have worked an additional six hours. Six hours should be recorded for the holiday on Friday. The remaining 24 hours would be divided by 6 days to calculate the average daily participation for the rest of the week (4 hours each day).

Activity: Community Service: 24 hours

Excused Absence: 6 hours

<i>Sun.</i>	<i>Mon.</i>	<i>Tues.</i>	<i>Wed.</i>	<i>Thurs.</i>	<i>Fri.</i>	<i>Sat.</i>
12/20	12/21	12/22	12/23	12/24	12/25	12/26
4	4	4	4	4	6	4

- If the customer is **cooperating in 2 different activities and both activities are open for the entire week** divide the total number of hours by seven and record the daily average. Use this method when you don't have a verification of daily hours.

Example: Susan volunteered for 35 hours and worked for 20 hours.

Activity: Volunteer Work - 35 hours

<i>Sun.</i>	<i>Mon.</i>	<i>Tues.</i>	<i>Wed.</i>	<i>Thurs.</i>	<i>Fri.</i>	<i>Sat.</i>
3/14	3/15	3/16	3/17	3/18	3/19	3/20
5	5	5	5	5	5	5

Activity: Unsubsidized Employment-20 hours

<i>Sun.</i>	<i>Mon.</i>	<i>Tues.</i>	<i>Wed.</i>	<i>Thurs.</i>	<i>Fri.</i>	<i>Sat.</i>
3/14	3/15	3/16	3/17	3/18	3/19	3/20
2.86	2.86	2.86	2.86	2.86	2.84	2.86

- If the customer is **cooperating in 2 different activities and the activities begin or end during the week**, enter the actual number of hours per day that the customer participated.

Example: Robert job searched for 28 hours (7 hours on Sunday, Tuesday, Thursday and Friday). He was hired by Burger King and worked a total of 16 hours on Friday and Saturday.

Activity: Job Search-28 hours

<i>Sun.</i>	<i>Mon.</i>	<i>Tues.</i>	<i>Wed.</i>	<i>Thurs.</i>	<i>Fri.</i>	<i>Sat.</i>
<i>3/14</i>	<i>3/15</i>	<i>3/16</i>	<i>3/17</i>	<i>3/18</i>	<i>3/19</i>	<i>3/20</i>
7	0	7	0	7	7	0

Activity: Unsubsidized Employment-16 hours

<i>Sun.</i>	<i>Mon.</i>	<i>Tues.</i>	<i>Wed.</i>	<i>Thurs.</i>	<i>Fri.</i>	<i>Sat.</i>
<i>3/14</i>	<i>3/15</i>	<i>3/16</i>	<i>3/17</i>	<i>3/18</i>	<i>3/19</i>	<i>3/20</i>
0	0	0	0	0	8	8

- **If one month ends and another month begins** during the week, divide the total number of hours by seven and record the daily average in the appropriate month. Use this method when you don't have a verification of daily hours.

Example: Morgan volunteered for 35 hours March 28 through April 3. Divide 35 by seven and enter 20 hours for March (5 hrs. each day) and 15 hours for April (5 hrs. each day).

March Activity: Volunteer Work -20 hours

<i>Sun.</i>	<i>Mon.</i>	<i>Tues.</i>	<i>Wed.</i>	<i>Thurs.</i>	<i>Fri.</i>	<i>Sat.</i>
<i>3/28</i>	<i>3/29</i>	<i>3/30</i>	<i>3/31</i>	<i>4/1</i>	<i>4/2</i>	<i>4/3</i>
5	5	5	5	0	0	0

April Activity: Volunteer Work -15 hours

<i>Sun.</i>	<i>Mon.</i>	<i>Tues.</i>	<i>Wed.</i>	<i>Thurs.</i>	<i>Fri.</i>	<i>Sat.</i>
<i>3/28</i>	<i>3/29</i>	<i>3/30</i>	<i>3/31</i>	<i>4/1</i>	<i>4/2</i>	<i>4/3</i>
0	0	0	0	5	5	5

Recording Cooperation in TWIST

- Enter Cooperation hours in TWIST *Service Tracking on the Daily Time Tracking Tab.*
- *Select the appropriate month and year and click on the applicable week.*

- The open services will populate automatically for the service month that is selected.
- All current open services for the selected month will display in the Service section of the screen.
- ***Click on the plus sign + next to the left of the service section of the screen to expand the view.***
- Enter the cooperation hours for each day of the week.
- Participation Type Codes:
 - Classroom Instruction
 - Study/Homework
 - Self-Directed Job Search
 - Work
 - Holiday
 - Excused Absence

Entering Daily Time Verification

- In the ***Daily Time Tracking*** screen under ***Last Verification***, click on the ***Verification*** tab. The ***Daily Time Verification*** screen displays.
- Right click to add a Daily Time Verification.
- Complete all data fields in the sections for Verification Information and Verification Provider Information. Comments can be added, if needed.
 - ***Verification Type*** = click on the drop-down box and select the appropriate verification type code:
 - Attendance Records
 - Pay Check Stubs
 - Time Card (Signed)
 - Signed Letter
 - Phone Call (Employer Representative)
 - Self Employment-Receipts, Invoices, Contracts, Quarterly Tax filing, Check copies
 - Online Services

Note: Only enter verification for TANF unsubsidized employment, subsidized employment and self-employment. Do not enter verification for TANF Job Search (Self-Directed or Supervised), Education and Training, Community Service or Unpaid Work Experience. Do not enter verification for any SNAP E&T hours.

- ***Received Date*** = enter the date the verification document was received at Workforce Solutions office. The Verification Received Date must be greater than or equal to the Verification “Valid To” date.
- Date fields for ***Verification Valid From*** and ***Verification Valid To*** = enter the period of time covered by the verification document. The maximum duration between the ***Valid From*** and ***Valid To*** dates is 14 days.

**Workforce Solutions
Documentation Requirements for Cooperation
Supervised Job Search & Job Readiness**

Activity	Description	Documented on	Documented by
Online Job Search	Time spent looking for work in the resource room is considered to be supervised by resource specialists and may be counted as “research”. Help the customer use the internet, newspapers and other materials available at Workforce Solutions. Types of Internet job search: Researching employers, job openings, and occupations in demand, applying for jobs online during job search activities or applying for jobs using the telephone.	Supervised Job Search Report form	Completed Workforce Solutions “Supervised Job Search Report” form signed by staff.
Applying for Jobs	Applying for jobs by faxing applications/resumes or submitting them online.		Completed Workforce Solutions “Supervised Job Search Report” form signed by staff.
Job Search Seminars	Participating in Workforce Solutions job search seminars or other sponsored job search/job readiness classes or seminars. Examples of other classes: church or local community organization-sponsored job search classes.		If the seminar is sponsored by Workforce Solutions at an office location: completed Workforce Solutions “Supervised Job Search Report” form signed by staff. If the seminar is sponsored by Workforce Solutions at an off-site community location: instructor’s signature, date and location. If the seminar is sponsored by another organization: signature of the instructor and date, location and telephone number.
Networking	Job club activities		Completed Workforce Solutions “Supervised Job Search Report” form signed by staff.
Job Fairs/Hiring Events	Time spent at WS-sponsored job fairs or interviewing with employers on-site at a WS office.		Completed Workforce Solutions “Supervised Job Search Report” form signed by staff.

**Workforce Solutions
Documentation Requirements for Cooperation
Supervised Job Search & Job Readiness**

Activity	Description	Documented on	Documented by
Job Search Counseling	Direct counseling from WS staff subsequent to a customer's first visit to include: review of previous week's job search activities, feedback on interview experiences, direct referral to a job opening for upcoming week.		Completed Workforce Solutions "Supervised Job Search Report" form signed by staff.
Substance Abuse Treatment/Mental Health Counseling (TANF only)	Time spent in therapy or other counseling for substance abuse or mental health issues.	Verification of Hours Form	<p>Date, hours, and signature of individual delivering service or responsible for the organization delivering service. Instruct the customer to provide a statement from a medical or mental health professional verifying that the treatment is necessary to help the customer get a job or keep a job.</p> <p>The medical documentation does not need to be certified by a licensed physician, but it must be signed by a health professional qualified to make such determinations.</p> <p>Treatment or therapy agencies may include state agencies such as the Department of Assistive and Rehabilitative Services or the Texas Department of State Health Services, community organizations, or other nonprofit agencies that provide services related to substance abuse, mental health treatment, or rehabilitation activities.</p>

**Workforce Solutions
Documentation Requirements for Cooperation
Self-Directed Job Search & Job Readiness**

Activity	Description	Documented on	Documented by
Applying for Jobs	<p>Applying in person, on-site by using an employer’s kiosk, online, or by faxing applications.</p> <p>We instruct customers to report time to the nearest hour for each employer contact.</p>	Job Search Log	Verification is not required.
Interviewing for a Job	<p>Time spent preparing for and participating in interviews for job openings and time following up with an employer after an interview.</p> <p>We instruct customers to report time to the nearest hour for each job search activity.</p>		Verification is not required.
Travel time between job contacts	<p>Time spent traveling from one job contact to another job contact. We don’t count time spent traveling to the first job contact or from the last job contact.</p> <p>We instruct customers to report time to the nearest hour for travel time between job contacts.</p>		Reasonableness test for travel time.

**Workforce Solutions
Documentation Requirements for Cooperation
Education Activities**

Activity	Description	Documented on	Documented by
Basic Education	Adult basic education/GED training, literacy, ESL classes.	Verification of Hours Form OR Weekly Attendance Reports	<ol style="list-style-type: none"> 1. For each week hours are claimed toward cooperation we will need a signed verification of hours form: hours, date and signature of instructor or responsible supervisor. 2. Periodically during the time customer is participating in training, progress/grade reports showing progress in training 3. Copy of completion certificate. 4. Registration documentation showing what kind of training customer has signed up for and the place she is receiving training. <p>NOTES</p> <ul style="list-style-type: none"> • PSRs must write about progress in training in TWIST counselor notes periodically (each semester or more if PSR is addressing progress issues) during the time the customer is in school and say what changes have been made if customer is unable to progress.
Vocational Education	<p>Training should be consistent with employment goals identified in the family employment plan and should have an expectation of helping the customer secure employment upon completion.</p> <p>Vocational training (no longer than 12 months in a lifetime) in an occupation leading to work.</p>	Verification of Hours Form OR Weekly Attendance Reports	<ol style="list-style-type: none"> 1. For each week hours are claimed toward cooperation we will need a signed verification of hours form: hours, date and signature of instructor or responsible supervisor. 2. Periodically during the time customer is participating in training, progress reports/grade reports showing good progress in training. 3. Copy of completion certificate, degree or certificate earned. 4. Initially, documentation showing what courses/degree (if any) customer has registered for, the organization providing training, and the time period for completion. If customer registers vocational education for more than one period (semester, quarter, etc.), we need registration information for each period. <p>NOTES</p> <ul style="list-style-type: none"> • PSRs must write about progress in training in TWIST counselor notes periodically during the time the customer is in school and say what changes have been made if customer is unable to progress.

**Workforce Solutions
Documentation Requirements for Cooperation
Education Activities**

Activity	Description	Documented on	Documented by
Teenagers in Secondary School	Satisfactory attendance in secondary school when school is in session.	Verification of Hours Form OR Grading Period Progress Reports	<ol style="list-style-type: none"> For each week hours are claimed toward cooperation we will need a signed verification of hours form (hours, date and signature of instructor or responsible supervisor) OR progress report/copy of grades for each grading period. Initially, documentation showing the school at which the customer is registered. <p>NOTES</p> <ul style="list-style-type: none"> PSRs must write about progress in training in TWIST counselor notes periodically during the time the customer is in school and say what staff has done to help if customer is not making progress. When school is out, customer must participate in other allowable activities for cooperation hours (e.g. summer job).
Study Hours/Homework	We will give a customer credit for actual study or homework hours. There is no longer any hour limit for study or homework hours. To count the hours as cooperation, the time must meet all of the following:	Verification of Hours form OR Weekly Attendance Reports	<ol style="list-style-type: none"> For each week study hours are to count toward cooperation, we will need a signed verification of hours form: hours, dates and signature of instructor or authorized supervisor, OR Weekly attendance reports, signed by the school official or teacher, Workforce Solutions staff, or staff of the organization/site supervising the study hours. <p>NOTES</p> <ul style="list-style-type: none"> The study hour/homework time must be directly related to the demands of the course work for out-of-class preparation as described by the school. The school's policy must require a certain number of out-of-class preparation hours. The time must be supervised by a teacher or school official, Workforce Solutions staff, or staff from other organizations.

**Workforce Solutions
Verification and Documentation Requirements for Cooperation**

Work Activities

Activity	Description	Documented on	Verified by
Unsubsidized Employment	Working for wages with a private or public employer.	Verification of Hours Form OR Paycheck stubs/other payroll information	<ul style="list-style-type: none"> ▪ Paycheck stubs ▪ Time cards or time sheets signed by the employer ▪ Signed letters or emails from the employer certifying the hours worked by the customer. The letters must be mailed, emailed or faxed by the employer from an address, email account, or fax number that has been verified as belonging to that employer. ▪ Verification of Hours from signed by the employer. ▪ The employer’s designated representative (e.g., supervisor) may sign any document requiring an employer’s signature. ▪ For paycheck stubs without hours reported, hours of cooperation are calculated by dividing the customer’s gross earnings by his or her hourly wage. <p>NOTES:</p> <ol style="list-style-type: none"> 1. We no longer allow customers to phone their hours in to us and follow it with documentation within a week. 2. We do not accept verification by phone from employers. 3. Documentation in TWIST must include the calculation of hours of cooperation based on gross wages and hourly wage and be entered in the Comments box of the TWIST Verification screen. Example: Gross wages of \$215.25 divided by hourly wage of \$6.15 equals 35 hours.
Volunteer Work	Community service, workfare, and unpaid work experience.	Verification of Hours Form	<p>Verification is not required. Customers must continue to report time using the following methods:</p> <ul style="list-style-type: none"> • Verification of Hours form signed by the supervisor noting the time period and hours worked • Attendance records, time cards or time sheets signed by a supervisor • Signed letters or emails from the employer certifying the hours worked by the customer. The letters must be mailed, emailed or faxed by the employer from an address, email account, or fax number that has been verified as belonging to that employer.
Self-Employment	Work for money in which the customer is legally self-	Quarterly tax filings Invoices Receipts Copies of checks for	<ul style="list-style-type: none"> • The customer’s net self-employment income is divided by the federal minimum wage to determine the number of hours worked (Gross self-employment wages minus business expenses equals the net self-employment income).

	employed.	payment	
--	-----------	---------	--

**Workforce Solutions
Time Conversion Chart Desk Aid
(Minutes to Decimal Hours)**

Minutes	Decimal Hours	Minutes	Decimal Hours	Minutes	Decimal Hours
1	.02	21	.35	41	.68
2	.03	22	.37	42	.70
3	.05	23	.38	43	.72
4	.07	24	.40	44	.73
5	.08	25	.42	45	.75
6	.10	26	.43	46	.77
7	.12	27	.45	47	.78
8	.13	28	.47	48	.80
9	.15	29	.48	49	.82
10	.17	30	.50	50	.83
11	.18	31	.52	51	.85
12	.20	32	.53	52	.87
13	.22	33	.55	53	.88
14	.23	34	.57	54	.90
15	.25	35	.58	55	.92
16	.27	36	.60	56	.93
17	.28	37	.62	57	.95
18	.30	38	.63	58	.97
19	.32	39	.65	59	.98
20	.33	40	.67	60	1.0

Workforce Solutions Penalties for Non-Cooperation

When and How Do We Penalize?

We impose penalties upon customers who have not cooperated with us. This includes (1) individuals who don't respond to one of our recruiting letters and (2) individuals who don't cooperate with requirements.

The first time a TANF recipient we've tagged in TANF/Choices doesn't cooperate, we send a warning or "non-compliance" letter, or in some case we negotiate a Make Up Hours Agreement. This serves the customer with notice and is our "timely and reasonable attempt to contact" the customer after seeing that he or she is not cooperating. We don't send non-compliance letters to customers we've tagged in SNAP E&T when they fail to cooperate.

When we initiate a penalty, we start the process to remove a customer's TANF cash benefits and the adult family member's Medicaid benefits, or to deny a customer's SNAP benefits, as appropriate, and we immediately stop all Workforce Solutions financial aid.

Remember:

- We verify cooperation weekly to ensure that customers:
 - comply with work requirements as set forth in their family employment plans; or
 - have good reason for not cooperating.
- There are different rules for penalizing TANF and SNAP recipients who volunteer to work with us.
- We don't initiate a penalty for TANF applicants, exempt TANF or SNAP recipients who volunteer to cooperate then later choose not to cooperate. We do immediately stop any Workforce Solutions financial aid.

No Response to a Recruiting Letter

Workforce Solutions mails recruiting letters to TANF and SNAP recipients who are required to cooperate with us and haven't yet received an orientation.

We tailor the letter for each customer group, state the consequences for failing to respond, and give a timeframe for responding.

Customers must respond to our letter no later than seven calendar days from the date of the letter.

Our procedures for initiating penalties when a customer doesn't respond to a recruiting letter are:

- **On the eighth day** from the date of our recruiting letter, a Tracker checks the customer record in TWIST to determine if she or he responded to our letter. The Tracker looks for one of the following as evidence:
 1. A record that the customer participated in an orientation;
 2. A rescheduled orientation appointment; or
 3. A record of Good Cause.

- If the customer hasn't responded, the Tracker initiates a penalty in the customer's record in TWIST **on the eighth day**.

Example: If the date of the letter is Monday February 14th – we expect the customer to respond by Monday February 21st. (In this example: Mon = day 0, Tues = day 1, Wed = day 2, Thurs = day 3, Fri = day 4, Sat = day 5, Sun = day 6, Mon = day 7).

In TWIST, initiate a penalty on Tuesday February 22nd and enter the non-cooperate date as Monday February 21.

No Cooperation

During an orientation, we give customer instructions about how to report his or her cooperation to Workforce Solutions. The customer must submit her proof of cooperation each Monday unless the office is closed for holiday/emergency. If the office is closed on Monday the customer's proof of cooperation is due on Tuesday and all our tracking entries move forward one day. Customers sign family employment plans to show they agree to the plans' requirements and that they will cooperate by following instructions provided by staff.

A customer cooperates with Workforce Solutions by participating in the activities she or he has agreed to carry out for the number of required hours, or by reporting back to us – and receiving approval from us – for good cause, a short-term excused absence, reduced requirements or reconsideration.

For each instance of non-cooperation, we must make an attempt to contact the customer about her non-cooperation. We do this with a non-compliance letter or with the Make-Up Hours Agreement. Examples below explain when to use the letter and when to use the agreement.

- TANF/Choices – Mandatory – The customer does not comply
 1. When the customer does not comply with requirements, and she has not already signed a Make-Up Hours Agreement, the Tracker sends a non-compliance letter by Wednesday of the week after she does not prove compliance. This letter warns the customer she must comply within six calendar days or we will initiate a penalty and she will lose her benefits.

Again, *comply with requirements* means the customer provides to us, on the date we specify (e.g. Monday, unless the office is closed), and in the format we have requested, a record and proof that he is engaging in the activities required as a part of his employment plan for the required number of hours.

2. You might send several non-compliance letters during a 12-month period year if a customer returns to cooperating with us after receiving a non-compliance letter, but then some point in the future again fails to cooperate.

Example 1

The customer does not report as instructed on Monday, February 14. We discover her non-compliance through TWIST reports we run on February 16.

- We send a warning letter on the day of discovery, Wednesday, February 16, giving the customer *six* days to report. She must report by Tuesday, February 22.
- She does not come in by Tuesday, February 22, and we discover that she did not report to any office when we review the reports on Wednesday, February 23.
- We sanction her on Wednesday, February 23 using a non-cooperation date of Wednesday, *February 16* because that is the date we became aware she was not cooperating and sent her a letter.

Note: When we send a non-cooperation letter, the TWIST date of non-cooperation is the date of the letter.

Example 2

The customer does report to the office on or before the date required on our non-compliance the letter, but she does not have sufficient hours when she reports. Staff has the following options:

Option 1: Give the customer a Make-Up Hours Agreement if the two of you believe she can reasonably make up the hours by the end of the month.

1. Come to an agreement with the customer when she is in the office on how she can make up enough hours to meet her monthly cooperation.
2. Ask the customer to sign the Make-Up Hours Agreement. Always require her to report her cooperation hours on the following Monday, or the last day of the month, whichever comes first. In this example, ask her to return on February 28. She now has a new appointment date, Monday February 28.
3. Give her a copy of the Agreement and file the original
4. Post a counselor note labeled “Make-Up Agreement”. State the terms of the agreement including dates to report and number of hours required each week
5. Data enter all her verified hours on the date she gives them to us.

Do not penalize this customer.

Option 2: If it isn't reasonable to expect that the customer will be able to meet her monthly cooperation requirements by the end of the month, don't execute a Make-Up Hours Agreement – penalize the customer.

1. You mailed the customer a non-cooperation letter on Wednesday, February 16, telling her she must report with cooperation by Tuesday February 22.
2. The customer comes in on or before Tuesday February 22, but does not have enough hours and cannot possibly make up the required hours by the end of the month
3. Explain to her that it appears that she will not meet cooperation for the month. Tell her if the Wednesday report of all her verified hours confirms this, we will have to notify HHSC that she has not complied with her requirements and she will likely lose benefits.
4. Data enter all verified hours, if there are any, by Tuesday, February 22.
5. Review the reports on Wednesday Feb. 23 confirming that she is out of compliance and sanction her by Wednesday February 23 with a non-cooperation date of Wednesday, February 16.

Note: When we do not have a Make-Up Hours Agreement, the non-cooperation date is the date of the non-cooperation letter.

Example 3

After receiving the non-compliance letter we sent on February 16, the customer comes to the office as instructed on February 21, but does not have sufficient hours. She signs a Make-Up Agreement agreeing to provide a record and proof of her cooperation based on the plan in the agreement on Monday, February 28. She does not cooperate as agreed by Monday, February 28.

1. We confirm her non-cooperation in TWIST by Wednesday, March 2
2. We sanction her on Wednesday, March 2 with a non-cooperation date of Monday, February 28, the date she agreed to cooperate in her Agreement.

Note: When we do have a Make-Up Hours Agreement, the non-cooperation date is the date she agreed to cooperate in the Agreement and did not meet the requirement in the Agreement - always a Monday or the last day of the month.

Example 4

The customer reports as required on Monday, February 14, for her first appointment after TANF certification and gives us her cooperation hours. She does not have sufficient hours. She has not received a non-cooperation letter.

1. Follow the instructions on Example 2 by using your judgment about giving the customer a Make-Up Hours Agreement.
2. In this example you and the customer sign a Make-Up Hours Agreement stating she will return on Monday, February 21, with 35 hours and Monday, Feb 28 with 35 hours.
3. She returns with 36 hours on Monday, February 21 but delivers only 30 hours on Monday, February 28
4. You sanction the customer no later than Wednesday, March 2 with a non-cooperation date of Monday, February 28 – the date she did not comply with the Agreement.

Note: When a customer meets her monthly cooperation requirement earlier than required by the agreement, do not sanction her because she did not meet a later weekly requirement.

The Tracker manages the customer's TWIST program detail by leaving it open until the end of the month following the month in which she initiated the penalty.

- If the customer meets cooperation or we grant “good cause” for the month after the penalty, the TWIST program detail remains open.
- If the customer has not sufficiently returned to cooperating and we did not grant good cause for the month after the penalty, the Tracker closes the TWIST Program Detail at the end of the month after the penalty.

In some cases, the Tracker finds that HHSC has restored benefits to a customer who did not meet participation. Keep the Program Detail open, check with HHSC before resubmitting the sanction, and continue to track cooperation.

- TANF/Choices – Exempt (i.e., Volunteers to Cooperate)
 1. We do not initiate penalties in TWIST for TANF/Choices volunteers.
 2. An exempt customer must “comply with requirements” by providing us, on the date we specify and in the format we have requested, a record and supporting proof that he or she is engaging in the activities required as a part of his or her employment plan for the required number of hours.
 3. If the exempt customer does not comply, we must warn her with a non-cooperation letter or the Make-Up Hours Agreement that she will lose her Workforce Solutions Financial Aid if she does not meet her requirements.
 4. We follow the same procedures for warning the exempt customer as noted above for Mandatory Customers.
 5. If the customer doesn’t fix his or her failure to comply, or give us good reason for not cooperating, the Tracker closes out all Workforce Solutions financial aid and close the case within 2 days of the customer’s failure to comply.

- TANF Applicant
 1. We ask a TANF applicant to begin cooperating as soon as she comes to the office and before she is certified to receive TANF benefits.
 2. The customer’s required cooperation does not start until she is certified to receive TANF.

- SNAP E&T – Mandatory
 1. The first time we become aware that a customer we’ve tagged in SNAP E&T and who is required to cooperate fails to do so, the Tracker as soon as possible, but no later than three calendar days from the day we are aware, takes the following actions as appropriate:
 - *ABAWD – Required to Cooperate (i.e., Mandatory):* Closes out all Workforce Solutions financial aid, initiates a penalty in TWIST, and closes TWIST SNAP E&T program detail.

- *ABAWD – Volunteer (i.e., Exempt):* Closes out all Workforce Solutions financial aid and closes TWIST program detail. The Tracker does not initiate a penalty in TWIST.
- *General Population with Work Requirements (i.e., Mandatory):* For this tag, we do not sanction customers who are scheduled for more than 120 hours in a month and have reached at least 120 hours for that month, unless the customer has not cooperated for the required 30 hours in a particular week in which the total monthly participation hours are less than 120. This means we don't allow customers to "make up" cooperation hours later in the month.

When we sanction these customers for non-cooperation, the Tracker closes out all Workforce Solutions financial aid, initiates a penalty in TWIST, and closes TWIST SNAP E&T program detail.

- *General Population Volunteers (i.e., Exempt):* Closes out all Workforce Solutions financial aid and closes TWIST program detail. The Tracker does not initiate a penalty in TWIST.

Note: In almost all cases we become aware of non-cooperation (the TWIST non-cooperation date) on Monday. If you become aware of non-cooperation at a later date you must explain in a counselor note.

Recording Penalties in TWIST

We use the Penalty tab to initiate a penalty.

NOTE: A penalty cannot be initiated in the same month that the customer has Good Cause, another penalty has been initiated, another penalty is in effect (the customer's Work code for the service month is "W-Failure to comply with part. reqs"), or another penalty is pending a response from HHSC.

Also, a penalty cannot be initiated if the customer is ineligible (e.g., is not eligible for the TANF/Choices or SNAP E&T tag) at the time of non-compliance.

We enter all penalties before 5:00 p.m. Penalties entered after 5:00 p.m. will show in TWIST as one day later.

To complete the TWIST Penalty tab:

1. Click on the **Penalty** tab.
2. Right-click in the space below the column headings, and then select **Add** or **Insert** from the short-cut menu.
3. The **Penalty Detail** window will display.
4. **Penalty Actions.** The following fields are used to initiate a penalty.

5. **Reason.** Click on the arrow to the right of the drop-down box to select the reason that a penalty is being initiated.
6. **Noncooperation/Cooperation or Decision date.** Type in the date of non-compliance. (Example: Type in 04041984. TWIST will format it as 04/04/1984.)
7. **TWC Send Date.** This view-only field will display the date that TWC sent the penalty request to HHSC. This is the date the penalty is officially initiated. Penalties entered after 5:00 p.m. will show a TWC Send Date of the next day.
8. **Staff.** This view-only field will display the staff that is currently logged in.
9. **Action Adjustments.** The following fields are used to modify the original penalty request.
 - a. **Resend to DHS.** Click on the check box to resend the penalty request to HHSC.
 - b. **Resend Date.** This view-only field will display the date that the penalty request was resent to HHSC.
 - c. **Overtured Date.** Type in the date that the customer's penalty was overturned in appeal by HHSC. (Example: Type in 04041984. TWIST will format it as 04/04/1984.)
10. **Return from DHS.** The following fields are used to display HHSC's response to the penalty request.
 - a. **Imposed Date.** This view-only field will display the date that HHSC imposed the penalty against the customer.
 - b. **DHS Response Date.** This view-only field will display the date that HHSC responded to the penalty request.
 - c. **Eligibility Response.** This view-only field will display HHSC's response to the penalty request.
 - d. **Reject Reason.** This view-only field will display the reason that HHSC rejected the penalty request.
 - e. **DHS/EIN.** This view-only field will display the Employee Identification Number of the HHSC staff that responded to the penalty request.
 - f. **Good Cause Determination Due.** This view-only field will display the date that HHSC requested TWC determine good cause for the customer. (See the *Good Cause Tab* section in this chapter for instructions on how to add a good cause record.)
 - g. **Penalty Counter.** This field will display the number of penalties that have been initiated and imposed against the customer. To change it, type in the number of penalties that have been initiated and imposed against the customer.
11. Click on the **OK** button.
12. The penalty request that you initiated on the **Penalty Detail** window will be summarized view-only below the column headings **Penalty Reason, Initiate Date, Imposed Date, DHS Response, and Reject Reason.**

How Do Customers Come Back?

After we initiate a penalty for a customer, there is a path that customer can take to regain his or her benefits (TANF or SNAP) and also the benefits associated with being tagged in TANF/Choices or SNAP E&T.

We at Workforce Solutions are part of that path.

- TANF/Choices
 - Conditional applicants are required to demonstrate four consecutive weeks of cooperation to become eligible for reinstatement of TANF cash assistance.
 - Sanctioned families are required to demonstrate one month of cooperation as a condition of eligibility for TANF cash assistance.
 - Staff will immediately notify HHSC if:
 - a sanctioned family denied TANF cash assistance because of one month of noncooperation has demonstrated full cooperation with work requirements for the program month immediately following the program month in which the family failed to cooperate.
 - in TWIST in the Penalty Tab - right click and add a Penalty Action
 - select reason code 9-Cooperating Program Month
 - enter the date the customer met her cooperation requirement which should be no later than the last day of the month.

Example: The customer is required to demonstrate cooperation for the month of July. On Monday, August 1st she submits documentation to show she met her cooperation requirement on Thursday, July 28th. The tracker enters the cooperation notice in TWIST under the Penalty Tab, selecting reason code 9-Cooperating Program Month and enters the cooperation date of 7/28/2011.

- a conditional applicant whose HHSC TANF case is closed because of two or more months of noncooperation has demonstrated full cooperation with work requirements for four consecutive weeks.
 - in TWIST in the Penalty Tab - right click and add a Penalty Action
 - select reason code 10-Cooperating 4 Weeks
 - enter the date the customer met her cooperation requirement.
- a sanctioned family or conditional applicant has been granted good cause during the demonstrated cooperation period.

- SNAP E&T

SNAP mandatory work registrants must reapply for benefits and be accepted before we can tag them in SNAP E&T again.

- ABAWD who have been sanctioned and have stopped receiving SNAP benefits, can regain their eligibility for benefits if, in a 30-day period, they:
 - Work 80 or more hours (as monitored by HHSC);
 - Participate in and comply with requirements associated with Workforce Solutions services under the Workforce Investment Act or Trade Adjustment Assistance tags for 80 or more hours;
 - Combine work and participation in Workforce Solutions services; or
 - Become exempt.
- We identify an ABAWD who is returning to regain his or her eligibility for SNAP benefits when the customer brings us an HHSC form 1822-ABAWD E&T Work Requirement Verification.
- We take the following steps to help these customers:
 - We let the customer know that we can help him or her with what he or she wants and needs to look for work/go to work.
 - We tag the customer appropriately in WIA (or, if the customer is eligible for Trade Adjustment Assistance, there) if he or she needs help looking for work and track the service we're providing in TWIST.
 - After a customer has engaged in this service and/or combined our service with work for at least 80 hours, we confirm participation by signing and returning the customer's 1822 to HHSC.