



WS 11-10 Reissued
November 11, 2011
Basic and Expanded Service
Expires: Continuing

To: Career Office Contractors
Financial Aid Payment Office

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SUBJECT: Cooperation Rules and Procedures

Purpose

Revise and update the Workforce Solutions Cooperation Rules and Procedures.

Background

Customers who we tag in Temporary Assistance to Needy Families/Choices (TANF/Choices) or Supplemental Nutrition Assistance Employment & Training (SNAP E&T) must engage in certain employment or training activities for required amounts of time to continue receiving Workforce Solutions assistance and, in most cases, their TANF or SNAP benefits.

The Texas Workforce Commission recently changed the rules to ease the requirements for documenting and verifying certain activities:

- Verification is no longer required for time customers (TANF or SNAP E&T) spend for *Job Search (Self-Directed or Supervised), Education and Training, Community Service or Unpaid Work Experience*.
- Verification is no longer required for time customers (SNAP E&T) spend in any employment activities.
- Verification is required for time customers (TANF) spend in *Unsubsidized Employment, Subsidized Employment and Self-Employment*.

While *verification* is no longer required in certain activities, we will continue to require customers to *document* and submit reports of the time spent in all activities.

This issuance transmits the updated Cooperation Rules and Procedures and provides a summary of the changes.

Summary of Changes

We revised the rules and procedures as follows:

- **Job Search and Job Readiness.** We added the following language:
 - The Supervised Job Search Report form will serve as *documentation* for time spent in supervised job search.
 - 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.
 - 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.
 - File completed logs with documentation for supervised job search in the customer's paper file.

- **Entering Daily Time Verification.** We deleted the verification type - Self-Directed Job Search and added a note:

Enter verification for only 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.

- **Documentation Requirements for Self-Directed Job Search and Job Readiness.** We changed the charts to show we no longer require verification and we will use the Job Search Log, Supervised Job Search Report form and the Verification of Hours form as *documentation* of the time.

- **Job Search Log.** We removed the column for reporting “Minutes”.

- **Counting Your Time form.** We revised our instructions to customers for how to report time spent looking for work. We told customers to:
 - record time to the nearest hour for each job search activity,
 - use the Job Search Log form as proof of time spent applying for jobs, and
 - use the Supervised Job Search Report form as proof for those job search activities.

- **Supervised Job Search Report form.** We changed the title of this form. While we no

longer require verification of supervised job search, we will require customers use this form to *document and report* time spent in supervised job search.

- **Contact Verification form.** We discontinue use of this form.

You can find the revised rules and procedures and the revised forms at the Expanded Service web page <http://www.wrksolutions.com/staff/expandedservice.html>.

We also made changes to:

- **Work Orientation PowerPoint presentations and Staff Guides.** We updated the presentations and Staff Guides for both TANF/Choices and SNAP E&T (English and Spanish language versions) – telling customers to report hours to the nearest hour and deleting instruction to attach proof.

You can find the revised presentations and staff guides at the Basic Service web page <http://www.wrksolutions.com/staff/basicservice.html>.

Action

1. Career office contractors must make sure that all office managers, supervisors, and staff are aware of and implement these revised rules.
2. Managers and supervisors must review the changed forms associated with the Rules and Procedures. These forms are located at the web address above with a date of 11/14/2011.
 - ✓ Make sure all staff use the new forms dated 11/14/2011 beginning on that date.
 - ✓ If you have supplies of the Supervised Job Search forms on hand, you may use those before using the new forms.
 - ✓ Recycle your supply of the old Job Search Log and the Counting Your Time instructions.

Questions

Staff should ask questions of their supervisors. Direct questions to the Board staff through the electronic Q&A posted with the policy on the website at <http://www.wrksolutions.com/staff/policiesandprocedures.html>.

Attachments

- Cooperation Rules and Procedures – Revised
- Job Search Log
- Counting Your Time
- Supervised Job Search Report

- Workforce Orientation – PowerPoint presentation – TANF (English and Spanish)
- Workforce Orientation – PowerPoint presentation – SNAP (English and Spanish)
- TANF Orientation Staff Guide
- SNAP Orientation Staff Guide