

SUPPLEMENTAL NUTRITION ASSISTANCE PROGRAM (SNAP E&T) ORIENTATION & ASSESSMENT CHECKLIST

Section I: Introduction

- ___ Tell customer your name, title, and “It’s my job to help you find employment.”
- ___ Workforce Solutions is a leading placement agency.
- ___ Last year we helped fill over 21,000 positions with employers.
- ___ We have more than 20 offices and more than 700 dedicated, professional, and friendly staff to help you look for work.
- ___ We have available to you computers, fax machines, telephones, and Internet access to help you conduct your job search.
- ___ Our office calendar lists the workshops that are available to you such as resume writing, interviewing, and many others. (*ensure customer has office calendar*)

Section II: Identify Customer Needs

- ___ What brought you to Workforce Solutions today?
- ___ Is this your first time receiving Workforce Solutions Orientation to discuss your SNAP benefit responsibilities? *If yes, proceed. If no, STOP and escort customer to next available PSR. Do remind the customer of her requirement to look for work and the number of hours she must spend preparing for and looking for work. Review the job search log instructions with the customer to make sure she understands the changes that may have occurred since her last orientation.*
- ___ You brought this form/letter to us because you have applied for SNAP benefits assistance with HHSC.
- ___ When you applied for assistance you agreed to look for work.
- ___ Workforce Solutions will support you in your job search by providing you with referrals to jobs as you request them.
- ___ If you are single and childless have not found a job 4 weeks from today, we will ask you to work in a Community Service job to earn your SNAP benefits. With Community Service you will also develop or sharpen your job skills and be better prepared for finding a job.
- ___ If you are between 18 and 59 years old, have dependents and do not find work within 4 weeks; you may want to gain some work experience by working to earn your SNAP benefits for a limited period of time. If you may be interested in this please tell us today.

Section III: Discuss Responsibilities & Customer Agreement

- ___ *“You must look for employment while receiving SNAP benefits.”*
- ___ As part of the requirement for receiving SNAP benefits, you must participate in the activities arranged by Workforce Solutions and report your progress weekly.
- ___ In order to continue to receive your benefits while you look for work, you will need to complete the following:

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- ___ 1. Look for work and keep a paper record of all the activities you participate in.
 - ___ 2. Participate with Workforce Solutions for ___ hours a week and report the hours weekly to Workforce Solutions.
 - ___ 3. Accept Workforce Solutions' job referrals.
 - ___ 4. Accept a reasonable job offer and do your best to keep the job.
 - ___ 5. Keep in touch with us on a regular basis and attend all scheduled appointments.
- ___ **If you fail to meet the work requirements and to report your participation to Workforce Solutions - your SNAP benefits and your Medicaid will stop.**
- ___ Have customer read the Statement of Agreement and sign and date the form.

Section IV: Discuss Job Search

- ___ By working, your family income will be greater and the skills and qualifications you gain will lead to better, higher-paying jobs.
- ___ We usually begin by helping you look for work.
- ___ You must spend ___ hours every week looking for work or getting ready to look by participating classes such as resume writing or other activities arranged by Workforce Solutions.
- ___ You will need to contact employers each week in person, phone, fax, or e-mail. These contacts must be documented on the Job Search Log Form.
- ___ Return your completed job search log to me on _____(*insert date*) and we will review your progress together. ***Explain to customer what 'week of participation' means using the center calendar and highlight the week that must be documented for participation.***
- ___ ***Is there anything keeping you from accepting a job or beginning your job search today? If, in your opinion, the customer is not work ready take her to a PSR who will address her work barriers and provide any additional assistance she may need.***

Transition: *This concludes your work orientation and now we will begin helping you with your job search (or, I will introduce you to one of our specialist who will help you to ____.) Before we proceed, do you have any questions over what we discussed?*

Section V: Provide Job Search Services

- ___ Are you familiar with WorkInTexas.com? (*check customer registration status in WIT and update work application if necessary*)
- ___ Utilize Job Search Map to develop Family Employment Plan.
(Workforce Solutions copy of Job Search Map will remain in the customer file).
- ___ Conduct job readiness assessment by utilizing Work Search Desk Aid
- ___ Provide job search contacts
- ___ Provide business card & make customer is aware of next step in service delivery process