

## Quick Reference Sheet for Trackers #4 – January 28, 2005

Subject: Recruitment of Food Stamp Recipients in the General Population

### Background:

Effective 02/01/2005, we will begin recruiting and offer services to 100% of Food Stamp recipients who are in the General Population. These customers are required to look for work as a condition of receiving Food Stamp benefits. On January 25<sup>th</sup> our region had more than 25,000 customers in the TWIST pool of customers who were in the Food Stamp General Population category of Work Code 3-Mandatory/Not Working.

We will begin recruiting Food Stamp recipients with the work code 3 designation throughout the month of February. We will send these customers an “information only” letter and inform the customer that future letters will require a response.

HHSC has been informed of our plans and are prepared for a possible increase in phone calls from customers during February and for a possible increase in penalty requests starting in March. We are sharing a copy of the recruitment letter with them so they can inform their supervisors.

### Action Required:

Effective February 1<sup>st</sup>, each office (or central recruitment office) will use the attached temporary letter and begin to recruit Food Stamp recipients (General Population, Work Code 3 – Mandatory/Not Working) using TWIST Scheduler.

- a. Week 1 = send letters to one-fourth of the customers in the pool
- b. Week 2 = send letters to one-third of all customers in the pool including any new customers.
- c. Week 3 = send letters to one-half of customers in the pool including any new customers.
- d. Week 4 = send letters to all customers in the pool including any new customers.

Effective March 1<sup>st</sup>, each office (or central recruitment office) will recruit all Food Stamp recipients using the standard letter which has been in use for more than a year.

Continue to recruit 100% of all Food Stamp recipients from the TWIST pool of the FS ABAWD Category.

### **QUESTIONS**

Direct inquiries to David Baggerly 713.993.4528 or email to [david.baggerly@wrksolutions.com](mailto:david.baggerly@wrksolutions.com) or Ginger Rogers 713.993.2409 or e-mail to [ginger.rogers@wrksolutions.com](mailto:ginger.rogers@wrksolutions.com)

### Attachment

Temporary contact letter for Food Stamp General Population – February use only.