



<p style="text-align: center;">CONTACT LETTER INSTRUCTIONS – TANF RECIPIENT NEVER SEEN BY WORKFORCE SOLUTIONS</p>
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PURPOSE

To contact customers who currently receive welfare assistance and did not visit a Workforce Solutions office before becoming certified for TANF cash assistance.

PROCEDURE

The letter [attachment VII. I. 5.] is to be used only to contact customers who, for some reason, are certified to receive TANF cash assistance before signing a Family Employment Plan and receiving information about cooperation with Workforce Solutions.

DETAILED INSTRUCTIONS

Send the letter to any customer who is receiving TANF cash assistance and has not attended an orientation.

- If customer does not respond to the letter within seven calendar days no further contact is necessary. Send sanction request via the electronic system to the Health and Human Services Department. Follow the procedures for non-compliance as outlined in Step 2 of the sanction process.
- If the customer responds, provide the customer with The Workforce orientation brochure and Family Employment Plan Agreement. Retain the office copy of the customer's signed Family Employment Plan.
- Help the customer find employment.