

Telephone Follow-Up for Working TANF Customers Desk Aid

- Whether you speak to the customer or leave a voice message:
 - Congratulate the customer on her new job.
 - Tell her you are calling to remind her that calling to report her work hours every week on (_ _ _ day) will allow her to continue to receive TANF and other support services while she works.
 - Tell her the name and telephone number of the person to call.
- If you leave a voice message follow up with a letter to the customer.
- If the customer answered the telephone, tell her how to give you the information on her work.
 - How often she must call and on what day of the week
 - She may call during work hours and speak to _____ or she may leave a message at any time of the day or night.
 - What information Workforce Solutions needs if she leaves a message:
 - Name, social security number and hours worked. Also report any changes in her work or telephone number.
- Ask if there is anything we can do to help her to keep her job or get a better job.
 - If she says, “no,” wish her well and tell her we would be glad to help if she needs us in the future. After ending the call, close her job application in WorkInTexas.com
- If she asks for something in particular tell her how we can help her get it.
- If she is open to help from us but doesn’t know what she wants, make suggestions such as workshops on starting a new job.
- Ask her if she wants us to continue to let her know of job openings including job fairs and special events.
- Make updates or revisions to the customer’s WorkInTexas.com registration information.
- You may share pertinent tax credit information (Earned Income Credit)