

**SNAP E&T Q&A**

1. Q: When the customer’s appointment has been scheduled, will it include time for the WIT application to be completed?

A: You should work with your customer to complete their WIT/WP profile during the orientation. When we schedule a customer’s appointment, we will send an email to the customer with the WIT info-video to encourage them to complete their registration prior to the orientation appointment. We will also include in the email orientation PowerPoint and the documents the customer would need to review and sign during the orientation.

1. Q: Is there a Spanish version of the outreach letter being sent out?

A: Yes, the outreach letter will include an English and Spanish version.

1. Q: Will there be a fillable PDF version of the Job Search Log available to customers?

A: Currently we do not have a fillable Job Search log for customers, unless the customer has the software on their device to complete the form electronically. We can provide the customer with the Job Search Log via email or curbside.

1. Q: Will the Orientations be held through the Appointy System?

A: No, Appointy is only used for scheduling or rescheduling appointments. The orientation should be held in TEAMS, ZOOM or by telephone.

1. Q: When will the customer’s penalty be imposed for non-compliance/not responding to the outreach letter?

A: a.) If a customer does not respond to the outreach letter within 10 days from the date the letter was mailed, they will be given a 3-day grace period to respond. If the 3rd day falls on a weekend or holiday, the date moves to the next business day.

b.) If the customer still doesn’t respond, then Trackers will initiate a penalty on the fourth day.

Example: Outreach sent 10/5/20; 10 calendar days is 10/14/20; the 3-day grace period is 10/14/20 – 10/16/20. If the customer does not contact us by the close of business on 10/16/20 to reschedule or claim good cause, we will take action on Monday, 10/19/20, since the fourth day falls on a weekend.

1. Q. If a customer does not have access to a computer, tablet or smart phone, what are their options for the orientation?

A: Customers can receive their orientation by phone and curbside where staff will have access to tablets provided by each contractor. Also, offer resources such as the local library where they may have access to a computer or tablet.

1. Q: If the customer needs to come to the office for their orientation how will it be conducted?

A: When the customer calls to schedule the appointment, staff will discuss with the customer’s options for scheduling the orientation. Currently, options include: curbside, by telephone or virtually through Teams or Zoom.

1. Q: Do all males still need to register with selective services or self-certify to receive support services?

A: For customers participating in the SNAP E&T program in job search or job readiness activities, we do not require selective service eligibility to receive support services. When a SNAP E&T customer becomes employed and request support services for work related expenses or when retention funds are not available, they are required to complete a financial aid application and have full eligibility determined, which includes, selective service registration for males born on or after January 1, 1960, between the ages of 18 – 26.

1. Q: Does the customer set their own appointments?

A: Yes. Initially customers will have to contact a Workforce Solutions office to schedule their appointment. Offices will need to have a plan for how they will schedule and track scheduled orientations.

Once the Appointy platform is configured, customers will be able to schedule their appointment through a link to the Appointy system. They will also be able to schedule appointments by contacting a Workforce Solutions office. Staff will then schedule the customer’s appointment using the Appointy system.

1. Q: What happens if a customer shows up late for their appointment?

A: Staff will allow a 10-minute window for customers to make contact. Customers who miss their appointment can only reschedule once if they contact Workforce Solutions within the three-day compliance period. As a courtesy, staff can also attempt to contact the customer via phone or email.

1. Q: Can a customer reschedule their orientation?

A: Yes, a customer can only reschedule their orientation once, if they contact us prior to the date and time of the original appointment.

1. Q: Will Appointy stop scheduling after a certain number of appointments for each day?

A: Yes, there is a limited number of appointments that can be scheduled daily.

1. Q: What will happen after week 4 if the customer does not find employment and needs to be placed in workfare?

A: The customer will be placed in an available workfare assignment. Each contractor is responsible for ensuring an adequate number of workfare assignments are available for customers.

1. Q: How will customers submit their JSL each Monday?

A: A customer can submit their job search logs or any other participation document via email, fax, or by a scheduled appointment for curbside/in person.

1. Q: When is the projected date for Appointy and PandaDoc to be available to all staff?

A: PandaDoc is available now. Appointy is in the configuration stage. We will let staff know when it is available.

1. Q: How will staff perform supervised job search now that everything is virtual?

A: Staff can perform supervised job search virtually via TEAMS, ZOOM or by telephone. Customers who attend virtual events such as seminars and workshops can receive supervised job search hours as well. Staff will need to complete an entry on the Supervised Job Search form.

1. Q. Can a SNAP customer enrolled in a baccalaureate or advanced degree or certificate programs be exempt by HHSC from required participation?

A: Yes, a student enrolled in a baccalaureate or advanced degree or certificate programs can be exempted if they are attending school at least half-time.

1. Q. Since job search requirements have been waived by TWC, can a customer receive an exemption if they are Receiving/applying for UI benefits?

A: Effective October 1, 2020, the waived job search requirement only applies to TANF Choices and SNAP General Population customers. SNAP ABAWD customers who meet this exemption reason may continue to claim it.