



WS 18-11 Change 2
Released: March 6, 2023
Effective: Immediately
Basic & Expanded Services
Expires: Continuing

To: All Contractors

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Subject: Cooperation Rules and Procedures

Purpose

To update the Cooperation Rules and Procedures to reflect changes in state rules regarding customers applying for or receiving Temporary Assistance for Needy Families (TANF) and participating in Choices; and customers receiving Supplemental Nutrition Assistance (SNAP) and participating in SNAP E&T.

This issuance replaces WS 18-11 Change 1 released on August 9, 2022.

Background

Individuals who have applied for or are receiving TANF benefits and those who are receiving SNAP benefits are required to cooperate with Workforce Solutions, unless the Texas Health and Human Services Commission (HHSC) has excused the individual from this requirement. Individuals whom HHSC has excused from cooperation may volunteer to work with us to find employment and must meet cooperation requirements to continue receiving Workforce Solutions services.

Our service to customers receiving TANF and SNAP benefits is the same kind we offer to any customer: matching education and skills with open jobs, providing professional advice—including information about local labor markets and employers—on looking for work and applying for jobs, providing professional advice on education and training needed for good jobs, and finding financial assistance to support work search, work, or education.

Action

1. Make sure all office managers, supervisors, and staff are aware of and implement these new procedures effective March 6, 2023.
2. Make sure Workforce Solutions career office staff continue to follow the SNAP Good Cause process until further notice.
3. Make sure Workforce Solutions tracking unit staff use the updated outreach letters for customers participating in SNAP E&T and TANF/Choices.

The updated Cooperation Rules and Procedures can be found on the web [here](#).

Attachments

- [SNAP Participation Good Cause Desk Aid](#)
- SNAP E&T Outreach Letter ([English](#) & [Spanish](#))
- Choices Mandatory Outreach Letter ([English](#) & [Spanish](#))

Questions

Staff should first ask questions of their managers or supervisors. Direct questions to the Board staff through the electronic [Issuance Q&A](#).