





Outreach Pool Management Agenda

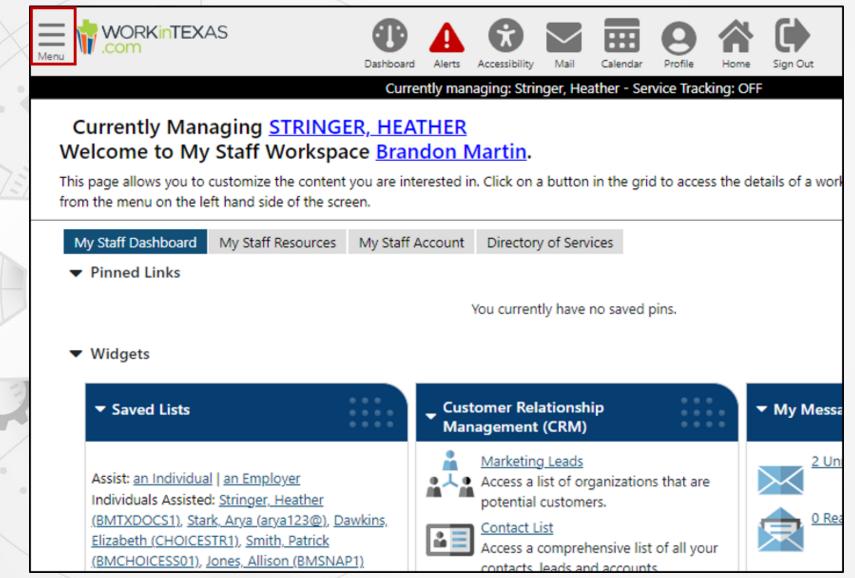
- Accessing the Outreach Pool Menu for SNAP E&T and Choices
- Creating Appointments
- Assigning to Roster
- Managing Roster

Accessing the Outreach Pool 1 of 5



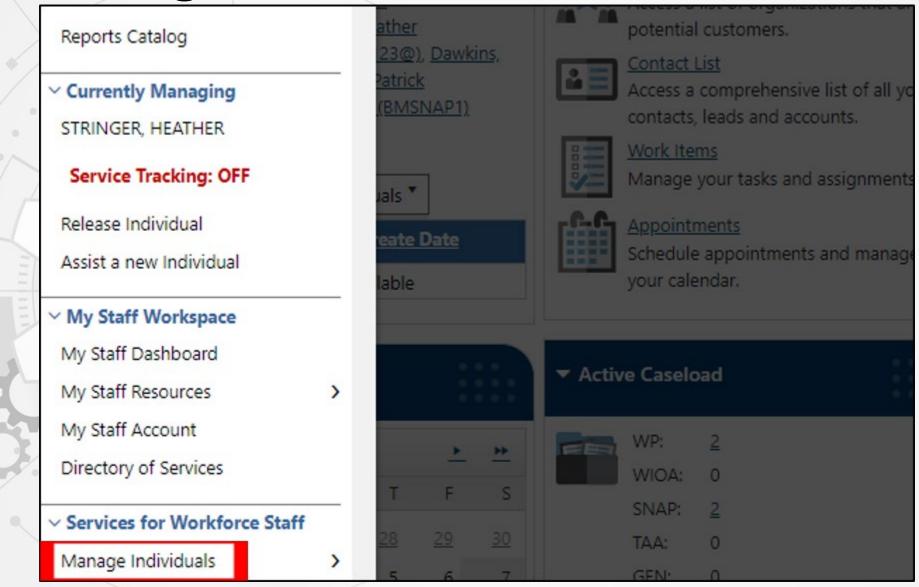


Accessing the Outreach Pool 2 of 5





Accessing the Outreach Pool 3 of 5





Accessing the Outreach Pool 4 of 5

Currently Managing <u>STRINGER, HEATHER</u>
Please select from the Manage Individuals options listed below.



Show/hide descrip

Create an Individual

Create an account to provide individuals access to the features available i...

Common Intake

Create a common intake, start multiple program applications, and determi...

One Case Note to Multiple Individuals

Create one case note and associate it to multiple individuals.

Assist an Individual

Assist registered individuals, and view any of the profiles - personal,...

TAA Eligible Worker Layoff List

Search criteria page for TAA Eligible Worker Layoff List

Upload Rapid Response Individuals

Select this option to upload a Rapid Response workbook.

Manage Outreach Pool

Manage agency referrals to the Outreach Pool.

Return to Services for Workforce Staff





Accessing the Outreach Pool 5 of 5

Choices (TANF) Outreach Management

Manage HHSC TANF recipient referrals, set-up and schedule Initial...

SNAP E & T Outreach Management

Manage HHSC SNAP recipient referrals, set-up and schedule Initial...

Manage Customer Load Exceptions

Manage HHSC Choices (TANF) and SNAP E & T interface files' record data...

Return to Manage Individuals

SNAP E & T Appointment Schedules

Create Appointment Schedules for SNAP recipients and participants.

SNAP E & T Outreach Pool Scheduler

Schedule referred SNAP recipients from the Outreach Pool.

SNAP E & T Outreach Rosters

Manage appointment rosters, finalize recipient scheduling by printing...

Return to Manage Outreach Pool

Creating Appointments 1 of 6





Creating Appointments 2 of 6

Choices (TANF) Appointment Schedules

Create Appointment Schedules for Choices (TANF) recipients and...

Choices (TANF) Outreach Pool Scheduler

Schedule referred Choices (TANF) recipients from the Outreach Pool.

Choices (TANF) Outreach Rosters

Manage appointment rosters, finalize recipient scheduling by printing...

Return to Manage Outreach Pool

SNAP E & T Appointment Schedules

Create Appointment Schedules for SNAP recipients and participants.

SNAP E & T Outreach Pool Scheduler

Schedule referred SNAP recipients from the Outreach Pool.

SNAP E & T Outreach Rosters

Manage appointment rosters, finalize recipient scheduling by printing...

Return to Manage Outreach Pool



Creating Appointments 3 of 6

Currently Managing STRINGER, HEATHER

The list of Appointment Schedule records below may be edited, or you may search the outreach pool referrals for scheduling into Initial Appointments.

There is default filter criterion set, and this may be updated to get different results. Click on the action column links to work with an Appointment Schedule record.

Show Filter Criteria

Search:

	Available Appointment Schedules for Choices Outreach – Initial Appointment												
ID	LWDB, Office Location	Start Date, Time	End Date, Time	Hours	# of Pool Records	Scheduled	Capacity (Avail)	Location	Staff to Contact	Action			
228	14 - Capital Area WF Board, 123 WF SOL Capital Area East	10/31/2023, 12:00 PM	10/31/2023, 1:00 PM	1:00	24	0	25 (25)	Main Facility	Brandon Martin	Edit Appointment Schedule Search Outreach Pool Delete Appointment Schedule			
				ич	Page 1 ▼	of 1 > M				Rows: 10 ▼			

Cancel

Add a New Schedule





Creating Appointments 4 of 6

Hide Filter Criteria		Hide Filter Criteria	
* LWDB/Region:	Capital Area WF Board	* LWDB/Region:	Capital Area WF Board
Office Location:	123 WF SOL Capital Area East ▼	Office Location:	123 WF SOL Capital Area East ▼
* Program:	Choices Program	* Program:	SNAP Employment and Training Program
* Appointment Type:	1 - Outreach for Initial Appointment	*Appointment Type:	1 - SNAP E & T Outreach for Initial Appointment
* Pool Management Type:	1 - Scheduling	* Pool Management Type:	1 - Scheduling
Capacity:	Override Appointment Schedule Capacity Limit	Capacity:	Override Appointment Schedule Capacity Limit
Date From:	11/09/2023 Today	Date From:	11/09/2023 Today
Date To:	11/23/2023 Today	Date To:	11/23/2023 Today
Staff to Contact:		Staff to Contact:	
SSN:		SSN:	
Work Code:	None Selected	Work Code:	None Selected
[<u>Apply Filters</u> Reset Filt	ers]	[<u>Apply Filters</u> <u>Reset Fil</u>	ters]





Creating Appointments 5 of 6

Currently Managing STRINGER, HEATHER

The list of Appointment Schedule records below may be edited, or you may search the outreach pool referrals for scheduling into Initial Appointments.

There is default filter criterion set, and this may be updated to get different results. Click on the action column links to work with an Appointment Schedule record.

Show Filter Criteria

Search:

Available Appointment Schedules for Choices Outreach – Initial Appointment

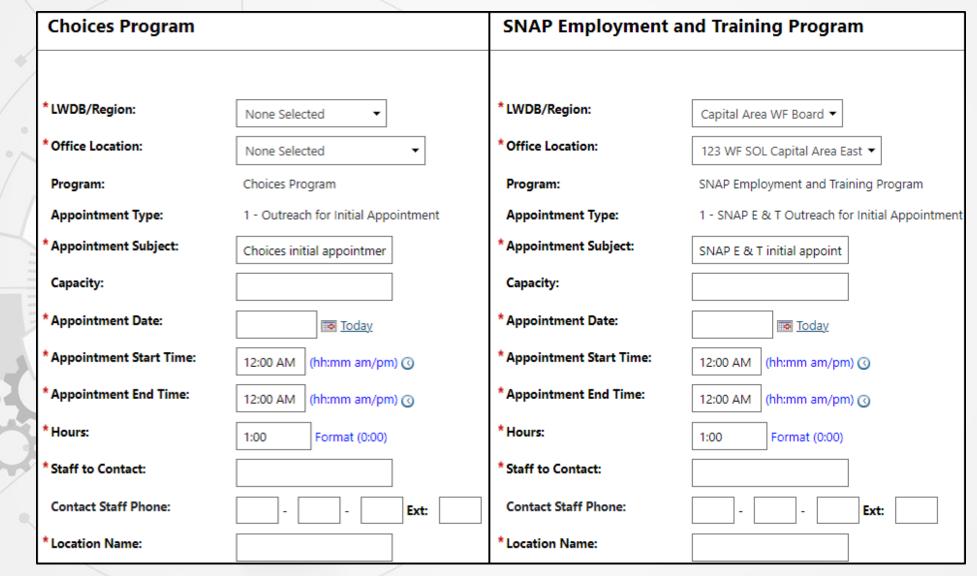
		•	Available Appointn	nent Sche	dules for Ch	oices Outreacn -	Initial Appo	ntment		
ID	LWDB, Office Location	Start Date, Time	End Date, Time	Hours	# of Pool Records	Scheduled	Capacity (Avail)	Location	Staff to Contact	Action
228	14 - Capital Area WF Board, 123 WF SOL Capital Area East	10/31/2023, 12:00 PM	10/31/2023, 1:00 PM	1:00	24	0	25 (25)	Main Facility	Brandon Martin	Edit Appointment Schedule Search Outreach Pool Delete Appointment Schedule



M ◀ Page	1 ▼	of	1 № №		Rows:	10	•	
Add a New Sch	hedul	е	Cancel					



Creating Appointments 6 of 6



Assigning to Roster 1 of 7 Assigning to Roster



Assigning to Roster 2 of 7

Currently Managing STRINGER, HEATHER

The list of Appointment Schedule records below may be edited, or you may search the outreach pool referrals for scheduling into Initial Appointments.

There is default filter criterion set, and this may be updated to get different results. Click on the action column links to work with an Appointment Schedule record.

Show Filter Criteria

Search:

Available Appointment Schedules for Choices Outreach – Initial Appointment											
LWDB, Office Location	Start Date, Time	End Date, Time	Hours	# of Pool Records	Scheduled	Capacity (Avail)	Location	Staff to Contact	Action		
14 - Capital Area WF Board, 123 WF SOL Capital Area East	10/31/2023, 12:00 PM	10/31/2023, 1:00 PM	1:00	24	0	25 (25)	Main Facility	Brandon Martin	Edit Appointment Schedule Search Outreach Pool Delete Appointment Schedule		
			и «	Page 1 ▼	of 1 > N				Rows: 10 ▼		
	Office Location 14 - Capital Area WF Board, 123 WF SOL Capital	LWDB, Office Location 14 - Capital Area WF Board, 123 WF SOL Capital	LWDB, Office Location Start Date, Time End Date, Time 14 - Capital Area WF Board, 123 WF SOL Capital 10/31/2023, 12:00 PM 10/31/2023, 1:00 PM	LWDB, Office Location 14 - Capital Area WF Board, 123 WF SOL Capital Area East Start Date, Time End Date, Time Hours 10/31/2023, 1:00 PM 10/31/2023, 1:00 PM 1:00	LWDB, Office Location 14 - Capital Area WF SOL Capital Area East Start Date, Time End Date, Time Hours # of Pool Records 10/31/2023, 1:00 PM 10/31/2023, 1:00 PM 1:00 24	LWDB, Office Location 14 - Capital Area WF SOL Capital Area East Start Date, Time End Date, Time Hours # of Pool Records 10/31/2023, 1:00 PM 10/31/2023, 1:00 PM 1:00 24 0	LWDB, Office LocationStart Date, TimeEnd Date, TimeHours# of Pool RecordsScheduledCapacity (Avail)14 - Capital Area WF Board, 123 WF SOL Capital Area East10/31/2023, 12:00 PM10/31/2023, 1:00 PM1:0024025 (25)	LWDB, Office Location 14 - Capital Area WF Board, 123 WF SOL Capital Area East LWDB, Office Location Start Date, Time End Date, Time Hours # of Pool Records 10/31/2023, 1:00 PM 1:00 24 0 25 (25) Main Facility	LWDB, Office Location 14 - Capital Area WF Board, 123 WF SOL Capital Area East Start Date, Time End Date, Time Hours # of Pool Records 10/31/2023, 1:00 PM PM Hours # of Pool Records # of Pool Recor		

Add a New Schedule





Assigning to Roster 3 of 7

Customer Selection Preview - Office Choices (TANF) Outreach Pool Recipients

Appointment Subject: Choices initial appointment

Office Location: 123 WF SOL Capital Area East

 Start Date and Time:
 10/31/2023 12:00 PM

 End Date and Time:
 10/31/2023 1:00 PM

Location: Main Facility, 123 Main Street, Austin

Staff to Contact: Brandon Martin

Capacity (Current Available): 25 (25)

Number Selected for Current List: 0 selected for Roster Scheduling

Show Filter Criteria

SSN	Client Name Client Number EDG Num	Contact HHSC Mailing/Phone	Type Program	Work Code	Choices Appld/Status	Choices Closed Status	WP App Status	Last Action	Action Select All
XXX-XX- 2244	Garcia, Kevin 100212397 411212397	311 Bowie St AUSTIN, TX 78703 5127981512	61	M - Mandatory	10614 - Incomplete		WP RI Only	Pending	0

Customer Selection Preview - SNAP Outreach Pool Recipients

Appointment Subject: SNAP E & T initial appointment
Office Location: 123 WF SOL Capital Area East

 Start Date and Time:
 11/09/2023 11:15 AM

 End Date and Time:
 11/09/2023 12:15 PM

Location: South Flores, 7445 South Flores, San Antonio Tx.

Staff to Contact: John Marks
Capacity (Current Available): 10 (10)

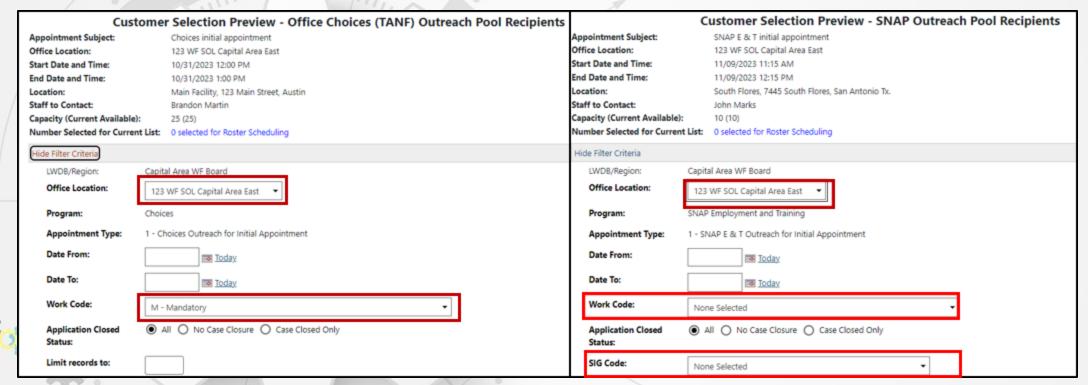
Number Selected for Current List: 0 selected for Roster Scheduling

Show Filter Criteria

SSN	Client Name Client Number EDG Num	Contact HHSC Mailing/Phone	Work Code	SIG	SNAP Appld/Status	SNAP Closed Status	WP App Status	Last Action	Action Select All
XXX-XX- 0018	Point, Wendy 100212378 411212378	512-555-1278	3 - Mandatory/Not working		0 - No open application		WP RI Only	Pending	0



Assigning to Roster 4 of 7







Assigning to Roster 5 of 7

Staff to Contact: Brandon Martin

Capacity (Current Available): 25 (25)

Number Selected for Current List: 0 selected for Roster Scheduling

Show Filter Criteria

SSN	Client Name Client Number EDG Num	Contact HHSC Mailing/Phone	Type Program	Work Code	Choices Appld/Status	Choices Closed Status	WP App Status	Last Action	Action Select All
XXX-XX- 2244	Garcia, Kevin 100212397 411212397	311 Bowie St AUSTIN, TX 78703 5127981512	61	M - Mandatory	10614 - Incomplete		WP RI Only	Pending	
XXX-XX- 2255	Garcia, Dan 100212398 411212398	311 Bowie St AUSTIN, TX 78703 5127981612	01	M - Mandatory	10615 - Incomplete		WP RI Only	Pending	



[Add to List]

[Print Preview List]

Save to roster

Return to schedules





Assigning to Roster 6 of 7

SSN	Client Name Client Number EDG Num	Contact HHSC Mailing/Phone	Type Program	Work Code	Choices Appld/Status	Choices Closed Status	WP App Status	Last Action	Action Select All
XX-XX- 2244	Garcia, Kevin 100212397 411212397	311 Bowie St AUSTIN, TX 78703 5127981512	61	M - Mandatory	10614 - Incomplete		WP RI Only	Pending Roster	0
2255	Garcia, Dan 100212398 411212398	311 Bowie St AUSTIN, TX 78703 5127981612	01	M - Mandatory	10615 - Incomplete		WP RI Only	Pending Roster	0



Assigning to Roster 7 of 7

Currently Managing STRINGER, HEATHER

The list of Appointment Schedule records below may be edited, or you may search the outreach pool referrals for scheduling into Initial Appointments.

There is default filter criterion set, and this may be updated to get different results. Click on the action column links to work with an Appointment Schedule record.

Show Filter Criteria

Search:

ID	LWDB,	Start Date, Time	End Date, Time	Hours	# of Pool	Scheduled	Capacity	Location	Staff to	Action
	Office Location				Records		(Avail)		Contact	
228	14 - Capital Area WF Board, 123 WF SOL Capital Area East	10/31/2023, 12:00 PM	10/31/2023, 1:00 PM	1:00	24	0	25 (25)	Main Facility	Brandon Martin	Edit Appointment Schedule Search Outreach Pool
										<u>Delete</u> <u>Appointment</u> <u>Schedule</u>

Add a New Schedule





Rows:

Managing Roster 1 of 12





Managing Roster 2 of 12

Choices (TANF) Appointment Schedules

Create Appointment Schedules for Choices (TANF) recipients and...

Choices (TANF) Outreach Pool Scheduler

Schedule referred Choices (TANF) recipients from the Outreach Pool.

Choices (TANF) Outreach Rosters

Manage appointment rosters, finalize recipient scheduling by printing...

Return to Manage Outreach Pool

SNAP E & T Appointment Schedules

Create Appointment Schedules for SNAP recipients and participants.

SNAP E & T Outreach Pool Scheduler

Schedule referred SNAP recipients from the Outreach Pool.

SNAP E & T Outreach Rosters

Manage appointment rosters, finalize recipient scheduling by printing...

Return to Manage Outreach Pool



Managing Roster 3 of 12

Currently Managing STRINGER, HEATHER

Manage appointment rosters, finalize recipient scheduling by printing invitation letter, and manage attendance to track cooperation and non-cooperation.

Date From:

Date To:

Staff to Contact:

Location Name:

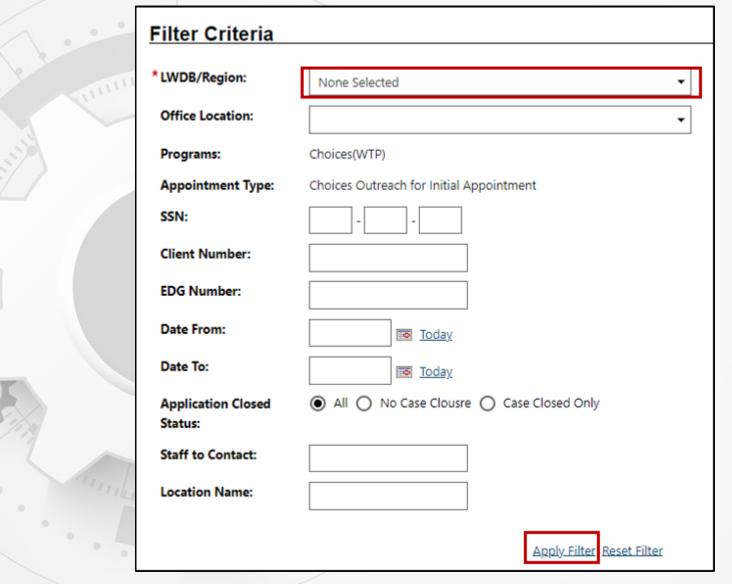
Results View: |



Cancel



Managing Roster 4 of 12





Managing Roster 5 of 12

Results View: Summary | Detailed

To sort on any column, click a column title.

Roster ID	Start Date & Time	End Date & Time	Hours	LWDB, Office Location	#Sched	<u>Capacity(Avail)</u>	Location	<u>Staff</u> <u>Contact</u>	<u>Action</u>
7	8/14/2023 12:00:00 AM	8/14/2023 12:00:00 AM	1:00	14- 123 WF SOL Capital Area East	1	20(19)	North Facility 123 East Main Austin,TX 73301	John	Manage Roster Print Roster
84	9/25/2023 12:00:00 AM	9/25/2023 12:00:00 AM	1:00	14- 123 WF SOL Capital Area East	2	15(13)	Main Office 215 Main Austin,TX 77405	Brandon	Manage Roster Print Roster
86	10/2/2023 12:00:00 AM	10/2/2023 12:00:00 AM	1:00	14- 123 WF SOL Capital Area East	1	20(19)	Main Building 1406 Jacaman Laredo,TX 78041		Manage Roster Print Roster
207	10/9/2023 12:00:00 AM	10/9/2023 12:00:00 AM	1:00	14- 123 WF SOL Capital Area East	1	20(19)	Main Facility 123 Main Street Austin,TX 73301	Brandon	Manage Roster Print Roster
229	10/23/2023 12:00:00 AM	10/23/2023 12:00:00 AM	1:00	14- 123 WF SOL Capital Area East	6	15(9)	Main Facility 123 Main Street Austin,TX 73301	Brandon	Manage Roster Print Roster
236	10/24/2023 12:00:00 AM	10/24/2023 12:00:00 AM	1:00	14- 123 WF SOL Capital Area East	2	15(13)	Main Facility 123 Main Street Austin,TX 73301	Brandon	Manage Roster Print Roster



6 Records Found

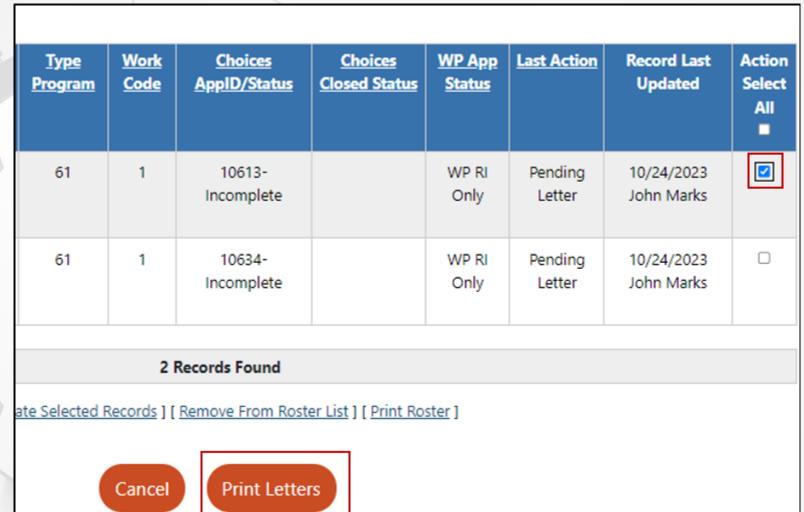


Managing Roster 6 of 12

Set A	ttendance Status	None Selected			•					
								Search:		
	View: Summary									
State ID	Customer Name Client Number	HHCS Mailing Address/Phone Number	Type Program	Work Code	Choices AppID/Status	Choices Closed Status	WP App Status	Last Action	Record Last Updated	Action Select All
10860	Garcia Frank 5127981513	311 Bowie St AUSTIN, TX 78703 5127981513	61	1	10613- Incomplete		WP RI Only	Pending Letter	10/24/2023 John Marks	0
10846	Palin Sarah 3522222354	1198 San Bernard St AUSTIN, TX 78708	61	1	10634- Incomplete		WP RI Only	Pending Letter	10/24/2023 John Marks	0
Set At	ttendance Status:	None Selected			•					
								Search:		
	/iew: Summary <u>D</u> n any column, clic									
State ID	Customer Name Client Number	HHCS Mailing Address/Phone Number	Type Program	Work Code	SNAP AppID/Status	SNAP Closed Status	WP App Status	Last Action	Record Last Updated	Action Select All
10864	Tester Stan L	1709 Newfield Ln. Austin, TX 78703 512-555-7889		2	12808- Incomplete		WP RI Only	Pending Letter	11/2/2023 Brandon Martin	0
10906	Vaughan Stevie Ray	2602 Rae Dell Ave Austin, TX 78704 512-555-0000		2	12809- Incomplete		WP RI Only	Pending Letter	11/2/2023 Brandon Martin	



Managing Roster 7 of 12





Managing Roster 8 of 12

Work Code	<u>Choices</u> <u>AppID/Status</u>	<u>Choices</u> <u>Closed Status</u>	WP App Status	<u>Last Action</u>	Record Last Updated	Action Select All
1	10613- Incomplete		WP RI Only	Scheduled (10/26/2023)	10/24/2023 John Marks	☑
1	10634- Incomplete		WP RI Only	Pending Letter	10/24/2023 John Marks	0

2 Records Found

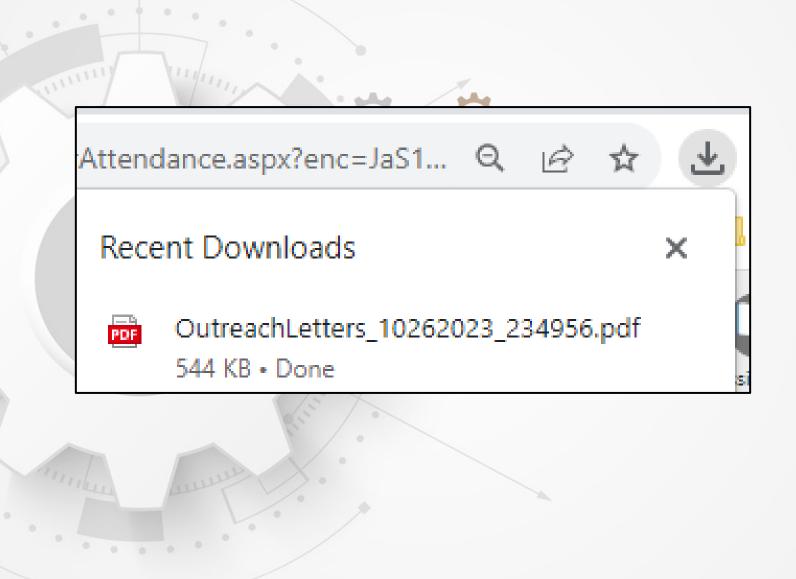
d Records] [Remove From Roster List] [Print Roster]







Managing Roster 9 of 12





Managing Roster 10 of 12

Set Attendance Status:		Attended	Attended ▼							
Results V	/iew: Summary	<u>Detailed</u>						Search:		
To sort o State	n any column, cli Customer Name Client Number	ick a column title. HHCS Mailing Address/Phone Number	<u>Type</u> <u>Program</u>	Work Code	<u>Choices</u> <u>AppID/Status</u>	<u>Choices</u> <u>Closed Status</u>	WP App Status	<u>Last Action</u>	Record Last Updated	Action Select All
10860	Garcia Frank 5127981513	311 Bowie St AUSTIN, TX 78703 5127981513	61	1	10613- Incomplete		WP RI Only	Scheduled (10/27/2023)	10/27/2023 Brandon Martin	
10846	Palin Sarah 3522222354	1198 San Bernard St AUSTIN, TX 78708 3522222354	61	1	10634- Incomplete		WP RI Only	Scheduled (10/27/2023)	10/27/2023 Brandon Martin	



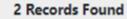


Managing Roster 11 of 12

Results View: Summary | Detailed

To sort on any column, click a column title.

State ID	Customer Name Client Number	HHCS Mailing Address/Phone Number	<u>Type</u> <u>Program</u>	Work Code	Choices AppID/Status	Choices Closed Status	WP App Status	<u>Last Action</u>	Record Last Updated	Action Select All
10860	Garcia Frank 5127981513	311 Bowie St AUSTIN, TX 78703 5127981513	61	1	10613- Incomplete		WP RI Only	Attended	10/27/2023 Brandon Martin	
10846	Palin Sarah 3522222354	1198 San Bernard St AUSTIN, TX 78708 3522222354	61	1	10634- Incomplete		WP RI Only	Scheduled (10/27/2023)	10/27/2023 Brandon Martin	



[Update Selected Records] [Remove From Roster List] [Print Roster]





Managing Roster 12 of 12

Set At	tendance Status	Attended				•				
								Search:		
	iew: Summary	<u>Detailed</u> ck a column title.						L		
<u>State</u> <u>ID</u>	Customer Name Client	HHCS Mailing Address/Phone Number	<u>Type</u> <u>Program</u>	Work Code	<u>Choices</u> <u>AppID/Status</u>	Choices Closed Status	WP App Status	Last Action	Record Last Updated	Action Select All

0	State ID	Customer Name Client Number	HHCS Mailing Address/Phone Number	<u>Type</u> <u>Program</u>	Work Code	<u>Choices</u> <u>AppID/Status</u>	<u>Choices</u> <u>Closed Status</u>	WP App Status	<u>Last Action</u>	Record Last Updated	Action Select All
	<u>10855</u>	Garcia Jose 5127981512	311 Bowie St AUSTIN, TX 78703 5127981512	61	1	10612- Incomplete		WP RI Only	Attended	10/23/2023 Brandon Martin	
	10852	Jones Claudia 312222222	2811 La Frontera Blvd Austin, TX 78728 3122222222	1	19	10635- Incomplete		WP RI Only	Did not attend - penalty	10/23/2023 Brandon Martin	
2	10859	Wong Patricia 324222222	8200 S Congress Ave AUSTIN, TX 78745 324222222	1	1	10596- Incomplete		WP RI Only	Attended	10/23/2023 Brandon Martin	
	<u>10871</u>	Garcia Tod 5127981812	1301 W 5th St AUSTIN, TX 78703 5127981812	1	1	10616- Incomplete		WP RI Only	Attended	10/23/2023 Brandon Martin	
	10880	Lopez Bert 5127986303	1301 W 5th St AUSTIN, TX 78703 5127986303	1	19	10631- Incomplete		WP RI Only	Attended	10/23/2023 Brandon Martin	





Geographic Solutions®

Building Integrated Workforce Development Systems

