

Supplemental Nutrition
Assistance Program
Employment and Training Guide

Texas Workforce Commission

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Table of Contents

Overview of Guide.....	5
Purpose.....	5
Objectives	5
Target Audience.....	5
Part A – Policy and Requirements	6
A-100: General Policy Information	6
A-101: Background.....	6
A-102: Definitions of SNAP E&T Terms	11
A-103: SNAP E&T Responsibilities	14
A-104: Appeals of SNAP E&T Activities and Support Services Decisions	17
A-105: Discrimination Complaints.....	18
A-106: Geographic Coverage	18
A-200: SNAP Recipients Eligible for SNAP E&T Services.....	20
A-201: SNAP Recipients Eligible for SNAP E&T Services	20
A-202: Mandatory Work Registrant Criteria and Corresponding Work Codes	20
A-203: ABAWDs.....	20
A-204: SNAP E&T General Population	22
A-205: Requests for Reconsideration	24
A-300: Good Cause	26
A-301: Good Cause.....	26
A-302: Reasons for Good Cause.....	28
A-303: Workforce Solutions Office Staff Responsibility.....	29
A-400: Temporary Interruption	30
A-401 Temporary Interruption	30
A-402 Workforce Solutions Office Staff Responsibility	30
Part B – Operations	32
B-100: SNAP E&T Services.....	32
B-101: Background.....	32
B-102: Statewide Expansion of SNAP E&T Services.....	32
B-103: TWIST SNAP E&T Outreach Pool	34
B-104: SNAP E&T Outreach.....	35
B-105: Monthly SNAP Eligibility Verification	35
B-106: Employment Planning and Assessment.....	36

B-107: SNAP E&T Hourly Participation Requirements	38
B-108: SNAP E&T Activities for ABAWDs and the SNAP E&T General Population	39
B-109: Students.....	51
B-110: Changing SNAP E&T Activities	52
B-111: Participation in More than One SNAP E&T Activity (Stacking).....	52
B-112: Fair Labor Standards Act.....	52
B-113: Noncooperation with SNAP E&T Requirements	53
B-114: Regaining SNAP Eligibility (ABAWDs Only)	57
B-115: SNAP E&T Job Retention Services and Support Services.....	58
B-200: Support Services	67
B-201: Support Services	67
B-202: Transportation Assistance.....	67
B-203: Expenses Related to SNAP Recipients Accepting or Retaining Employment	68
B-204: Housing Assistance.....	69
B-205: Child Care	69
B-206: Training or Education-Related Expenses.....	70
B-207: Discontinuing Support Services.....	71
B-208: Lack of Support Services	71
B-209: Monthly Support Services Expenses	71
B-300: Case Management Services	72
B-301: Case Management Services	72
B-302: Outreach.....	72
B-303: Initial and Ongoing Assessment	74
B-304: Coordination with HHSC.....	74
B-305: Referrals for Community-based Services.....	74
B-306: Documentation.....	75
B-307: Closing SNAP E&T Services	77
B-308: Records Retention.....	77
B-400: SNAP E&T in The Workforce Information System of Texas.....	78
B-401: Outreach for SNAP E&T Services	78
B-402: Serving Volunteers	79
B-403: SNAP Eligibility Verification and Documentation	79

B-404: SNAP E&T Good Cause and Temporary Interruption Actions in TWIST ..	80
B-405: SNAP E&T Activities in Service Tracking	83
B-406: Job Retention Services and Support Services in TWIST.....	83
B-500: Requests for TIERS Access.....	90
B-501: Forms Required for Access to TIERS	90
Appendix.....	91
Forms for SNAP E&T Services.....	91
HHSC Forms.....	92
HHSC Form H1816—SNAP E&T Noncompliance Report.....	92
HHSC Form H1817—SNAP Information Transmittal.....	93
HHSC Form H1822—ABAWD E&T Work Requirement Verification	94
Nonfinancial Cooperative Agreement Template	95
List of Revisions	98

Overview of Guide

The Texas Workforce Commission (TWC) requires Local Workforce Development Boards (Boards) to plan for services to be delivered using an integrated approach. Integrated service delivery is more than just a good practice—it is a way of looking at how services are delivered and finding ways to ensure Workforce Solutions Offices meet employer and job seeker needs.

Workforce Solutions Offices provide services that are designed to lead to employment. Supplemental Nutrition Assistance Program Employment and Training (SNAP E&T) services are an important part of this process because they serve both employers and job seekers and provide employment solutions that all Workforce Solutions Office staff may use.

Purpose

The purpose of this guide is to:

- provide information about SNAP E&T policies and procedures;
- provide guidance and instruction on assisting SNAP E&T participants to prepare for and obtain employment; and
- highlight how SNAP E&T supports the Boards' goals.

Objectives

The objectives of this guide are to:

- improve linkages between the needs of employers and job seekers;
- ensure service consistency;
- establish a base for quality assurance; and
- communicate expectations for service outcomes, limitations, and funding.

Target Audience

The target audience for this guide is:

- Workforce Solutions Office staff;
- Board staff; and
- TWC staff.

Updates to the guide will be issued through WD Letters and Release Notes, which will indicate that the guide has been revised to incorporate new information. A List of Revisions appears at the end of the guide, containing revision dates, sections revised, and brief explanations of specific revisions.

Part A – Policy and Requirements

Goal of SNAP E&T

The goal of Supplemental Nutrition Assistance Program Employment and Training (SNAP E&T) is to assist SNAP recipients by improving their ability to obtain regular employment and reduce their dependency on public assistance.

A-100: General Policy Information

A-101: Background

The following sections provide a brief history of SNAP E&T, including changes in policy resulting from federal and state laws.

A-101.a: Legislative Authority

The Food Stamp Act of 1964 (Public Law [PL] 88-525) created the Food Stamp Program to allow families in need to have a nutritionally adequate diet using government-issued coupon allotments. The original Food Stamp Program did not include work-related provisions.

Congress amended the Food Stamp Act in 1971 (PL 91-671), establishing certain work search requirements for food stamp recipients. Specifically, the amendment denied eligibility to any person between the ages of 19 and 60 who refused to:

- register for work;
- fulfill inquiry-about-employment requirements; or
- accept a job at a specified pay level.

If the head of household voluntarily quit work without good cause, the household was ineligible to receive food stamp benefits.

The statute also exempted from work requirements any person who:

- complied with work registration requirements set by the state;
- was employed a minimum of 30 hours per week; or
- received weekly earnings at a specified rate.

The amended Food Stamp Act did not mandate states to provide employment assistance. Texas voluntarily provided job search assistance for mandatory food stamp recipients.

The Food Security Act of 1985 (PL 99-198) created FSE&T and required each state to implement it. The intent of the statute was to ensure that able-bodied food stamp recipients engaged in meaningful work-related activities that led to paid employment and decreased dependency on public assistance. This Act defined FSE&T components as job search, workfare, work experience, and training. The statute also gave states the option of exempting people from FSE&T requirements because of individual circumstances, the remote location of work opportunities, or unavailability of child care.

The Hunger Prevention Act of 1988 (PL 100-435) made further changes to the Food Stamp Program. The Mickey Leland Domestic Hunger Relief Act of 1990 authorized demonstration

initiatives to test the feasibility of combining FSE&T and Job Opportunities and Basic Skills (JOBS) services. In 1993, the Mickey Leland Child Hunger Relief Act (PL 103-66) established a limit on the dependent care reimbursement amount paid to mandatory work registrants.

The Personal Responsibility and Work Opportunity Reconciliation Act of 1996 (PRWORA) (PL 104-193) and the Balanced Budget Act of 1997 included significant changes to the Food Stamp Program. PRWORA imposed a new work requirement on food stamp recipients of at least 18 but less than 50 years of age who have no dependents—known as Able-Bodied Adults Without Dependents (ABAWDs). To remain eligible for SNAP benefits for more than three months in any 36-month period, ABAWDs must be:

- engaged in work (paid or unpaid) for at least 20 hours per week; or
- participating in FSE&T.

The Balanced Budget Act of 1997 (PL 105-33) required states to target 80 percent of their 100 percent federal FSE&T grant funds to services for ABAWDs.

The Farm Bill (PL 107-171), signed into law on May 13, 2002, significantly altered the FSE&T funding provisions of the Food Stamp Act of 1977 (7 USC §2025) for Federal Fiscal Years 2002 through 2007.

Section 4121 of the Farm Bill:

- reauthorized FSE&T;
- set the basic amount of unmatched federal funding;
- provided an additional amount of funds to reimburse states that guarantee to serve all ABAWDs before their three months of benefits in any 36-month period expire;
- eliminated the requirement that states target 80 percent of their 100 percent federal funds for services to ABAWDs; and
- removed the \$25 cap on FSE&T participant reimbursements for transportation and other expenses necessary for participation in FSE&T.

The Food, Conservation, and Energy Act (FCEA) of 2008, enacted June 18, 2008, amended the Food Stamp Act of 1977, now named the Food and Nutrition Act of 2008. The amendments included changing the name of the Food Stamp Program to the Supplemental Nutrition Assistance Program (SNAP). The Texas Health and Human Services Commission (HHSC), which administers the federal program, has changed the name of the state Food Stamp Program to SNAP. To align with the federal and state name changes, TWC has changed the name of Food Stamp Employment and Training (FSE&T) to Supplemental Nutrition Assistance Program Employment and Training (SNAP E&T).

Effective October 1, 2009, Texas implemented an FCEA provision giving states the option of providing up to 90 days of allowable job retention services and support services to SNAP recipients who participated in SNAP E&T activities and then entered full- or part-time employment. See B-115 for additional information on job retention.

The Agricultural Act of 2014 (PL 113-79), enacted February 7, 2014, amended the Food and Nutrition Act of 2008. Section 4022 of the Agricultural Act of 2014 included the following provision: A requirement that the US Department of Agriculture Food and Nutrition Service

(FNS) develop performance measures to monitor how well states prepare SNAP E&T participants for employment and employment retention after participation in SNAP E&T.

On December 20, 2018, SNAP was reauthorized as part of the Agriculture Improvement Act of 2018 (PL 115-334). The law contains provisions that affect SNAP eligibility, benefits, and program administration. Section 4005 of the Act:

- adds a new E&T program that incorporates the activities from the 2014 Farm Bill Pilots that FNS determined to have the most demonstrable impact on an individual's ability to find and retain employment, and that lead to increased household income and reduced reliance on public assistance; and
- changes the allocation of ABAWD time-limit percentage exemptions from the current 15 percent of covered individuals to 12 percent of covered individuals.

A-101.b: History

In April 1987, the Texas Department of Human Services (TDHS) contracted with the Texas Employment Commission (TEC) for the delivery of employment services to mandatory work registrants. TDHS and TEC renewed the contract yearly and established an interagency agreement addressing services for both FSE&T and JOBS (now SNAP E&T and Choices, respectively).

The 74th Texas Legislature, Regular Session (1995), enacted House Bill (HB) 1863, which moved the state toward an integrated system by consolidating job training and employment and training services into the Texas Workforce Commission (TWC). This included moving programs administered by TEC to TWC and transferring FSE&T from TDHS to TWC. HB 1863 also created a locally designed, integrated workforce development system that allows Local Workforce Development Boards (Boards) with approved plans to administer FSE&T and other employment and child care services under contract with TWC. TDHS continued to determine food stamp eligibility.

HB 2292, enacted in 2003, moved food stamp eligibility and other services for low-income individuals from TDHS to the Texas Health and Human Services Commission (HHSC).

A-101.c: SNAP E&T Funds

FNS under the US Department of Agriculture (USDA) administers SNAP E&T and approves state plans describing services to be provided and the planned use of funds. Funding for SNAP E&T in Texas falls into three categories:

1. 100 Percent Federal Grant

FNS allocates the 100 percent federal grant authorized by Congress to fund the administrative costs of planning, implementing, and operating SNAP E&T services. Boards must use federal grant funds only for providing SNAP E&T activities to eligible SNAP recipients (such as mandatory work registrants and exempt recipients who voluntarily participate in SNAP E&T). Boards must not use 100 percent federal funds for support services (for example, transportation).

Effective October 1, 2009, Boards may use the 100 percent federal grant funds to provide allowable SNAP E&T activities such as job search, education, and training for up to 90 days to assist SNAP recipients with retaining full-time employment (see B-115).

Because no additional federal funds will be allocated for job retention services or support services, Boards must work within their existing allocation.

Before using SNAP E&T funds to provide job retention services or support services, Boards must ensure that careful planning and consideration is taken in determining the available funds for outreach and regular SNAP E&T services to ABAWDS and General Population.

Note: SNAP E&T activities are also referred to as “regular SNAP E&T services” in B-115 and B-406, regarding job retention services and support services, respectively.

2. State and Federal Funds (50/50)

Fifty Percent Funding for Allowable SNAP E&T Activities

In addition to the 100 percent federal grant, states have the flexibility to access federal matching funds to provide services at a 50/50 matching rate. The Texas Legislature appropriates State General Revenue funds to supplement services that Boards provide through the 100 percent federal grant, with state funds matched by FNS on a dollar-for-dollar basis.

Texas accesses these federal funds each federal fiscal year to allow Boards to provide SNAP E&T activities to eligible SNAP recipients (such as mandatory work registrants and exempt recipients who voluntarily participate in SNAP E&T).

Effective October 1, 2009, Boards may use 50/50 funds to provide allowable SNAP E&T activities such as job search, education, and training for up to 90 days, to assist SNAP recipients with retaining full-time employment (see B-115).

Fifty Percent Funding for Support Services

Section 16(h)(3) of the Food Stamp Act of 1977 states that USDA must reimburse state agencies for costs associated with transportation and other expenses that are reasonable, necessary, and directly related to participation in SNAP E&T. The 50/50 funds are also to be used to provide these support services to SNAP recipients participating in SNAP E&T, or for job retention to provide a minimum of 30 days and not more than 90 days of assistance with retaining full- or part-time employment (see B-115).

In Texas, SNAP E&T dependent care costs are funded with Child Care and Development Fund (CCDF) funds. SNAP E&T funds are not used.

3. ABAWD-Only 100 Percent Federal Funds

FNS provides additional 100 percent funds for states that commit to offering ABAWDs qualifying SNAP E&T activities—such as education, training, or workfare—that permit them to remain eligible for SNAP beyond the three-month time limit. ABAWD-only 100 percent federal funds cannot be used for support services (for example, transportation).

Boards must ensure that ABAWD-only funds are not used to provide any type of job retention services or support services.

A-101.c(1): Use of SNAP E&T Funds for Incentives

Boards must ensure that SNAP E&T 100 percent federal grant, 50/50, and ABAWD-only funds are not used to provide any type of incentives (such as monetary or non-monetary) to SNAP recipients participating in SNAP E&T.

Boards choosing to provide incentives to SNAP recipients for any reason must ensure that alternative funding sources are used.

A-101.d: Ensure Offer of SNAP E&T Activities for ABAWDs

Boards must ensure that all ABAWDs (not meeting work requirements*) in full-service counties are offered a SNAP E&T activity within 10 calendar days from the date of referral from HHSC. This means an outreach attempt must be made within 10 days of the ABAWD's appearance in The Workforce Information System of Texas (TWIST) outreach pool and must contain the following information about the SNAP E&T activity:

- Time
- Date
- Location
- Activity (for example, job search)
- Consequences for not responding to the outreach

*See definition of ABAWDs not meeting work requirements in A-102.

The intent of the 10-day notification is to ensure that Texas Workforce Solutions Office staff serves ABAWDs as quickly as possible—not merely to notify them that they are scheduled to be served at some point in the distant future.

A delay in scheduling an appointment could result in ABAWDs losing their SNAP benefits. Therefore, Boards must ensure that ABAWDs are scheduled for SNAP E&T activities within 15 days of the date of outreach.

ABAWDs are limited to three months of SNAP benefits (in a 36-month period) unless they are working or participating in SNAP E&T activities. HHSC determines whether to continue or discontinue an ABAWD's SNAP benefits beyond the three-month limit based on notification from a Workforce Solutions Office that the ABAWD is participating. Boards must ensure that Workforce Solutions Office staff sends this notification—the Work Requirement Verification form (Form H1822)—to HHSC within two weeks of initial participation in SNAP E&T activities. See A-203.a for additional information on Form H1822.

A-101.e: SNAP E&T Rules

TWC's SNAP E&T rules at 40 Texas Administrative Code (TAC), Chapter 813, are based on established laws and policies. This ensures that SNAP recipients have the assistance and support needed, through participation in SNAP E&T activities, to obtain employment. The SNAP E&T rules are located on the TWC website at [Chapter 813](#).

A-102: Definitions of SNAP E&T Terms

ABAWDs (Able-Bodied Adults Without Dependents)—SNAP household members who are determined by HHSC to be mandatory work registrants and are:

- classified as an able-bodied adult;
- at least 18 but less than 50 years of age;
- without dependents;
- subject to limitation on the receipt of SNAP benefits for three months out of 36 months if the ABAWD does not work at least 20 hours per week or participate in employment and training activities, as specified in 7 USC. §2015(o)(1)(A)–(C).

ABAWDs meeting work requirements—SNAP household members who are:

- classified as able-bodied adults;
- at least 18 but less than 50 years of age;
- without dependents; and
- participating for at least 30 hours per week in SNAP E&T employment and training activities; or
- employed at least 20 hours per week; or
- participating in employment and training activities other than those funded under SNAP E&T—that is, self-initiated activities funded by Workforce Innovation and Opportunity Act (WIOA), Trade Adjustment Assistance (TAA), or workforce programs for veterans operated by the US Department of Labor or US Department of Veterans Affairs—at the time of the initial SNAP certification at HHSC.

ABAWDs not meeting work requirements—SNAP household members who meet the criteria outlined above, are not employed at least 20 hours per week, and prior to certification for SNAP benefits are not participating in any self-initiated employment and training activities, such as those funded by WIOA or TAA.

ABAWDs not meeting work requirements at the time of SNAP certification will be required to participate in SNAP E&T activities. Failure to comply will result in loss of SNAP benefits.

Note: After initial SNAP certification is completed and an ABAWD’s eligibility information is sent through the Texas Integrated Eligibility Redesign System (TIERS) and TWIST automated interface, the TWIST *SNAP E&T History* tab displays a Secondary Status-in-Group (*SIG*) Code C to indicate that an ABAWD is not meeting work requirements. See B-500 for information on obtaining access to TIERS.

Apprenticeship—a paid on-the-job training activity that is conducted under the supervision of an experienced worker with related classroom instruction.

Assessment—an in-depth evaluation of employability, educational history, vocational and educational skills, work experience, family circumstances, and support service needs.

CFR (Code of Federal Regulations)—CFR is the compilation of general and permanent rules published in the *Federal Register*. Each CFR volume is divided into numbered titles. Title 7, issued for USDA, contains the SNAP E&T regulations.

Compliance period—a three-day grace period that follows a SNAP recipient’s non-compliance with SNAP E&T program requirements. During the compliance period, the SNAP recipient is still considered compliant with program requirements and is not subject to sanctions (see B-113.a).

Dependent—an individual under 18 years of age who is not the head of household.

Employment planning meeting—a meeting or orientation, conducted one-on-one or in a group setting, that provides SNAP recipients with an introduction to SNAP E&T services and activities.

Exempt recipient—a SNAP recipient who is part of the SNAP E&T General Population, is not required to participate in SNAP E&T services and must not be sanctioned for failure to cooperate with SNAP E&T requirements as set forth in 7 USC 2015(d)(2).

Fair Labor Standards Act (FLSA)—Establishes a federal minimum wage, overtime pay eligibility, child labor standards, and payroll record-keeping requirements.

Food and Nutrition Service (FNS)—a department of USDA responsible for administration of SNAP E&T.

Full-service counties—counties in which:

- all mandatory ABAWDs are served;
- SNAP E&T General Population is served based on available funding;
- mandatory work registrants are sanctioned (SNAP benefits are denied) for failure to cooperate with SNAP E&T requirements;
- exempt recipients may volunteer to participate in SNAP E&T services but must not be sanctioned for failure to cooperate with SNAP E&T requirements.

Good cause—an HHSC determination that a mandatory work registrant’s lack of participation is warranted by illness, court appearance, lack of available transportation, or other acceptable reason.

Internship—a planned, structured learning experience that takes place in a workplace for a limited period of time.

Job Retention Services—activities such as job search, education, and training that are provided for a minimum of 30 days and not more than 90 days to SNAP recipients who participated in regular SNAP E&T services, entered full-time employment, and meet the requirements outlined in B-115. These services will assist SNAP recipients to retain employment by:

- improving basic skills;
- increasing employability;
- aiding progress up a career ladder; and
- enabling them to gain better employment.

Job Retention Support Services—transportation, work-related, or other support services that are:

- reasonable, necessary, and directly related to retaining the SNAP recipient’s job; and
- provided for a minimum of 30 days and not more than 90 days, after SNAP recipients who participated in specific regular SNAP E&T activities enter full- or part-time employment.

Mandatory work registrant—a SNAP household member who is required to register for SNAP E&T services and is:

- classified as part of the SNAP E&T General Population (not exempt); or
- an ABAWD.

Minimum-service counties—counties in which:

- any SNAP recipient (mandatory or exempt) may volunteer to participate in SNAP E&T services, and whom Boards may serve based on available funds;
- outreach is not conducted; and
- SNAP recipients (mandatory or exempt) who voluntarily participate in SNAP E&T services must not be sanctioned for failure to cooperate with SNAP E&T requirements.

Noncooperation—a lack of response to outreach notices or a failure to participate in SNAP E&T activities in accordance with the employment plan. Noncooperation begins at the close of business on the date of a missed appointment or a failure to meet participation requirements.

On-the-Job Training—provides participants an opportunity to “earn as they learn” in a hands-on environment and acquire career advancement skills to increase their chances for long-term employment.

Outreach—the process of informing mandatory work registrants of a scheduled appointment to begin SNAP E&T services.

Participant—a SNAP recipient participating in SNAP E&T.

Pre-apprenticeship—an activity that is connected to apprenticeship and helps satisfy the prerequisites for apprenticeship.

Reconsideration—At initial intake or during participation in the SNAP E&T program, a SNAP recipient reports to Workforce Solutions Office staff his or her situation, which meets a federal exemption or ABAWD exception criteria. Workforce Solutions Office staff notifies HHSC that the SNAP recipient needs an eligibility reconsideration.

Sanction—the denial of SNAP benefits for a mandatory work registrant who fails to respond to outreach or fails to cooperate with SNAP E&T requirements without good cause.

SNAP E&T activities—allowable Supplemental Nutrition Assistance Program Employment and Training work activities, as listed in B-108.

SNAP E&T General Population—includes mandatory work registrants and exempt SNAP household members who are:

- at least 16 but less than 60 years of age; and
- not classified as ABAWDs.

SNAP recipient—an adult, or teen household member at least 16 years of age, in a family who receives SNAP benefits; includes exempt recipients and mandatory work registrants.

Temporary interruption—prior notification from a compliant mandatory work registrant or volunteer to Workforce Solutions Office staff that he or she will be unable to participate in SNAP E&T activities for a period of fewer than 30 days, due to illness, court appearance, lack of available transportation, or other acceptable reason.

Texas Health and Human Services Commission (HHSC)—the state agency responsible for determining individuals' eligibility for SNAP benefits and referring them to the Workforce Solutions Offices for SNAP E&T services.

Time-limited SNAP eligibility—three months of SNAP eligibility in a 36-month period for ABAWDs who are not working at least 20 hours per week (paid or unpaid) or participating in employment and training activities, as specified in 7 USC §2015(o)(1)(A)–(B).

Trade Adjustment Assistance (TAA)—provides funding for training, job search allowances, and relocation allowances to participants certified by the US Department of Labor, as appropriate. Workers engaged in making a product can be certified if foreign imports or a production shift to a country with which the US has a free trade agreement contribute significantly to their layoff. Participants also may be eligible to receive weekly support payments called Trade Readjustment Allowances while in training.

Volunteer—a SNAP recipient who is not required to participate, but who voluntarily participates in SNAP E&T services, including:

- exempt recipients in full-service counties;
- exempt recipients and mandatory work registrants in minimum-service counties; and
- ABAWDs employed at least 20 hours per week in a full- or minimum-service county.

Workfare—A work-based activity that consists of placement of an ABAWD with a public or private nonprofit entity in an unpaid job assignment. To obtain the number of work hours per month, the ABAWD's monthly household SNAP allotment amount is divided by the number of ABAWDs in the SNAP household (when there are multiple ABAWDs in the household), which is then divided by the federal minimum wage.

A-103: SNAP E&T Responsibilities

In Texas, the following five entities are responsible for SNAP E&T requirements:

- HHSC State Level
- TWC
- HHSC Local Level
- Boards
- Workforce Solutions Offices

SNAP E&T mandatory work registrants' and exempt recipients' responsibilities are listed in A-103.f of this guide.

A-103.a: HHSC State-Level Responsibilities

HHSC state-level staff:

- administers SNAP and SNAP E&T;
- issues HHSC rules and policies governing SNAP eligibility; and
- performs reporting and monitoring functions for state and federal purposes.

A-103.b: TWC State-Level Responsibilities

TWC:

- issues rules, policies, and guidelines for SNAP E&T;
- contracts with Boards to provide SNAP E&T services;
- provides technical assistance to Board staff and Workforce Solutions Office staff; and
- performs reporting and monitoring functions for state and federal purposes.

A-103.c: HHSC Local-Level Responsibilities

HHSC local-level staff:

- determines eligibility for SNAP benefits statewide;
- determines work registration or exemption status for SNAP E&T services;
- refers SNAP recipients to Workforce Solutions Offices for SNAP E&T services;
- provides the household SNAP allotment amount to Workforce Solutions Office staff for ABAWDs entering a workfare activity;
- acts on requests from Workforce Solutions Office staff to reconsider the work registration status;
- acts on the Workforce Solutions Office's report of noncooperation with service requirements;
- determines good cause for noncompliant SNAP E&T participants based on information provided by the SNAP recipient, which is transmitted through the TIERS/TWIST interface; and
- refers SNAP recipients who wish to resume participation following noncooperation to the Workforce Solutions Office for SNAP E&T services.

A-103.d: Board Responsibilities

Boards must ensure that:

- outreach is conducted for all ABAWDs in full-service counties within 10 days of appearance in the SNAP E&T outreach pool;
- outreach is conducted in full-service counties for the SNAP E&T General Population, as funding permits;
- SNAP recipients are scheduled for SNAP E&T activities within 15 days of the date of outreach;
- Workforce Solutions Offices provide SNAP E&T activities and support services to:
 - all ABAWDs in full-service counties;
 - ABAWDs in minimum-service counties, as funding permits; and
 - SNAP E&T General Population in full- or minimum-service counties, as funding permits;

- General Population SNAP recipients and volunteers are served until they are employed for 30 or more hours per week or are no longer eligible for services;
- ABAWDs who meet the 20-hour work requirement and who volunteer for services are served until they are employed for 30 hours per week or no longer need services;
- all allowable SNAP E&T activities are made available to SNAP E&T participants, as appropriate, and as funding permits;
- monitoring of service requirements and activities is ongoing and frequent;
- temporary interruption for compliant SNAP E&T participants is determined in accordance with §813.13 of TWC's SNAP E&T rules and A-400 of this guide;
- all claims for good cause based on information provided by noncompliant SNAP E&T participants are forwarded to HHSC through the TIERS/TWIST interface before or after a penalty is initiated in TWIST, in accordance with §813.13 of TWC's SNAP E&T rules and A-300 of this guide;
- SNAP E&T activities are conducted in compliance with the Fair Labor Standards Act;
- placement in work-based services does not result in the displacement of currently employed workers or impair existing contracts for services or collective bargaining agreements;
- enough workfare slots are available at the beginning of each board contract year to serve all ABAWDs who require workfare placement;
- memoranda of understanding with workfare providers are kept on file and made available to TWC upon request; and
- memoranda of understanding (MOU) with workfare providers include the number of workfare slots available.*

*Note: This requirement applies to current and future MOUs.

- A case manager may determine whether a SNAP recipient requires a service, such as Basic Education, before placement in Job Search.

A-103.e: Workforce Solutions Office Staff Responsibilities

Workforce Solutions Office staff:

- provides case management services as part of allowable SNAP E&T activities to all SNAP E&T participants;
- conducts employment planning meetings to provide SNAP recipients with an introduction to SNAP E&T services and activities;
- develops an employment plan;
- assesses each participant to identify the most appropriate placement in an activity or activities;
- schedules appointments for and enrolls mandatory work registrants or exempt recipients who voluntarily participate in SNAP E&T activities;
- determines temporary interruption for compliant SNAP E&T participants in accordance with A-400 of this guide;
- all claims for good cause based on information provided by noncompliant SNAP E&T participants are forwarded to HHSC through the TIERS/TWIST interface, before or after a penalty is initiated in TWIST, in accordance with §813.13 of TWC's SNAP E&T rules and A-300 of this guide;

- arranges child care services as needed for the SNAP E&T General Population;
- provides support services including reimbursement of transportation expenses, as needed;
- develops workfare work sites for ABAWDs;
- monitors participation in all SNAP E&T activities;
- informs HHSC of an ABAWD's participation in SNAP E&T activities within two weeks of initial participation;
- informs HHSC of employment, need for reconsideration of work registration status, and noncooperation with service requirements;
- enters all actions into TWIST (for example, all appropriate documentation of services); and
- leverages funding through co-enrollment in other allowable workforce programs, such as WIOA or partnerships with local organizations.

A-103.f: SNAP E&T Mandatory Work Registrants' and Exempt Recipients' Responsibilities

Mandatory work registrants and exempt recipients who voluntarily participate:

- report to Workforce Solutions Offices to begin SNAP E&T activities;
- report to employers when referred to suitable employment based on assessment;
- report to Workforce Solutions Office staff for subsequent meetings concerning SNAP E&T activities;
- complete and return to the Workforce Solutions Office all forms and reports concerning SNAP E&T activities;
- participate in SNAP E&T activities for an average of 30 hours per week; and
- accept bona fide offers of suitable employment.

A-104: Appeals of SNAP E&T Activities and Support Services Decisions

Boards must be aware of the following:

Workforce Solutions Office staff providing SNAP E&T services must inform SNAP recipients who will be participating in SNAP E&T services of their rights to appeal a decision related to SNAP E&T activities and support services. Boards must establish policies to inform individuals of their right to file an appeal if a determination adversely affects the type and level of services provided by the Board or its designee. This may be accomplished by:

- verbally informing SNAP recipients who will be participating in SNAP E&T activities of their appeal rights during employment planning meetings;
- distributing materials, including leaflets and brochures, during employment planning meetings, that inform SNAP recipients who will be participating in SNAP E&T activities of their rights to appeal at the Workforce Solutions Office; and
- posting signs regarding the right to appeal at the Workforce Solutions Office.

Boards must ensure that Workforce Solutions Office staff provides SNAP recipients who will be participating in SNAP E&T activities with the Workforce Solutions Office's address, name of a contact person, and a specific time period for filing an appeal.

SNAP recipients who will be participating in SNAP E&T activities also may appeal a decision under the hearings process in TWC's Integrated Complaints, Hearings, and Appeals rules at 40 TAC, Chapter 823 (<http://www.twc.state.tx.us/twcinfo/rules/ch823.pdf>).

A-105: Discrimination Complaints

SNAP recipients alleging discrimination on the basis of age, race, color, national origin, or physical or mental disability have a right to file a written complaint of alleged discriminatory acts within 180 calendar days from the date of the alleged discriminatory act. Recipients must submit complaints to the following address:

Texas Workforce Commission
Equal Opportunity Department
101 East 15th Street, Room 504
Austin, Texas 78778-0001

Boards must ensure that Board staff or Workforce Solutions Office staff advises SNAP recipients who express an interest in filing a discrimination complaint of their rights to file a complaint and of the complaint procedures.

A-105.a: Complaints, Hearings, and Appeals

Boards must ensure that appropriate staff members are aware of and adhere to the requirements, procedures, and time frames set forth in Chapter 823, Integrated Complaints, Hearings, and Appeals.

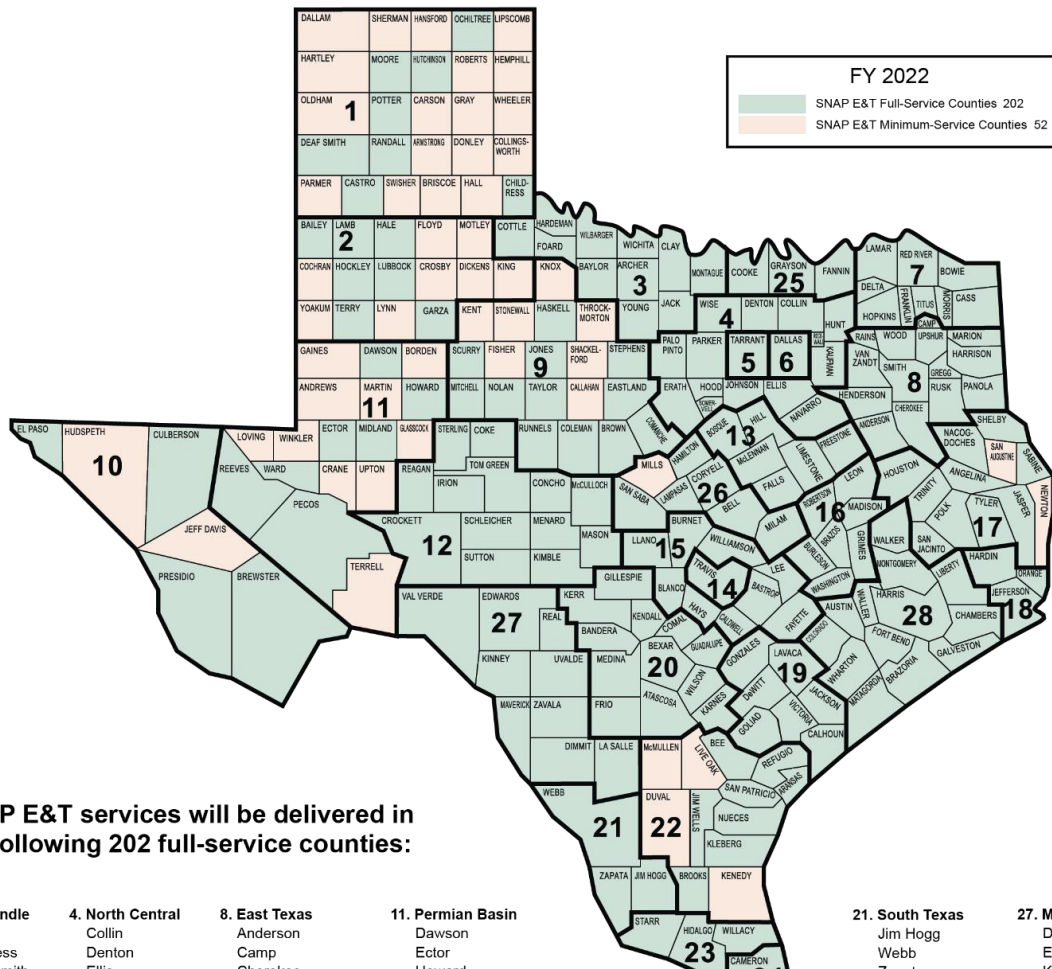
A-106: Geographic Coverage

For Fiscal Year 2021 (FY'21), there are 202 SNAP E&T full-service counties in Texas and 52 minimum-service counties. Boards wishing to expand into additional counties must submit a written request to TWC.

The following map displays the SNAP E&T counties for FY'21.

Figure 1: Map of Texas that shows 202 full-service counties

SNAP E&T County/Local Workforce Development Board Area Map



SNAP E&T services will be delivered in the following 202 full-service counties:

- | | | | | | | | |
|--|---|--|---|--|--|--|---|
| <p>1. Panhandle
Castro
Anderson
Childress
Deaf Smith
Hutchinson
Moore
Ochiltree
Potter
Randall</p> <p>2. South Plains
Bailey
Garza
Hale
Hockley
Lamb
Lubbock
Terry</p> <p>3. North Texas
Archer
Baylor
Clay
Cottle
Foard
Hardeman
Jack
Montague
Wichita
Wilbarger
Young</p> | <p>4. North Central
Collin
Denton
Ellis
Erath
Hood
Hunt
Johnson
Kaufman
Navarro
Palo Pinto
Parker
Rockwall
Somervell
Wise</p> <p>5. Tarrant County
Tarrant</p> <p>6. Dallas County
Dallas</p> <p>7. North East Texas
Bowie
Cass
Delta
Franklin
Hopkins
Lamar
Morris
Red River
Titus</p> | <p>8. East Texas
Anderson
Camp
Cherokee
Gregg
Harrison
Henderson
Marion
Panola
Rains
Reeves
Wood</p> <p>9. West Central
Brown
Coleman
Comanche
Eastland
Haskell
Jones
Mitchell
Nolan
Runnels
Scurry
Stephens
Taylor</p> <p>10. Upper Rio Grande
Brewster
Culberson
El Paso
Presidio</p> | <p>11. Permian Basin
Dawson
Ector
Howard
Midland
Pecos
Reeves
Ward</p> <p>12. Concho Valley
Coke
Concho
Crockett
Irion
Kimble
Mason
McCulloch
Menard
Reagan
Schleicher
Sutton
Tom Green</p> <p>13. Heart of Texas
Bosque
Falls
Freestone
Hill
Limestone
McLennan</p> <p>14. Capital Area
Travis</p> | <p>15. Rural Capital
Bastrop
Blanco
Burnet
Caldwell
Fayette
Hays
Lee
Llano
Williamson</p> <p>16. Brazos Valley
Brazos
Burleson
Grimes
Leon
Madison
Robertson
Washington</p> <p>17. Deep East Texas
Angelina
Houston
Jasper
Nacogdoches
Polk
Sabine
San Jacinto
Shelby
Trinity
Tyler</p> | <p>18. Southeast Texas
Hardin
Jefferson
Orange</p> <p>19. Golden Crescent
Calhoun
DeWitt
Goliad
Gonzales
Jackson
Lavaca
Victoria</p> <p>20. Alamo
Atascosa
Bandera
Bexar
Comal
Frio
Gillespie
Guadalupe
Karnes
Kendall
Kerr
Medina
Wilson</p> | <p>21. South Texas
Jim Hogg
Webb
Zapata</p> <p>22. Coastal Bend
Aransas
Bee
Brooks
Jim Wells
Kleberg
Nueces
Refugio
San Patricio</p> <p>23. Lower Rio Grande
Hidalgo
Starr
Willacy</p> <p>24. Cameron County
Cameron</p> <p>25. Texoma
Cooke
Fannin
Grayson</p> <p>26. Central Texas
Bell
Coryell
Hamilton
Lampasas
Milam
San Saba</p> | <p>27. Middle Rio Grande
Dimmit
Edwards
Kinney
La Salle
Maverick
Real
Uvalde
Val Verde
Zavala</p> <p>28. Gulf Coast
Austin
Brazoria
Chambers
Colorado
Fort Bend
Galveston
Harris
Liberty
Matagorda
Montgomery
Walker
Waller
Wharton</p> |
|--|---|--|---|--|--|--|---|

A-200: SNAP Recipients Eligible for SNAP E&T Services

A-201: SNAP Recipients Eligible for SNAP E&T Services

The following categories of SNAP recipients are eligible for SNAP E&T services:

- Mandatory work registrants
- Exempt recipients

A-202: Mandatory Work Registrant Criteria and Corresponding Work Codes

At the initial SNAP certification and at each recertification, HHSC staff informs SNAP household members ages 16 through 59 of the requirement to register for SNAP E&T services if the household member:

- is employed fewer than 30 hours a week (Work Code 2); or
- is not employed (Work Code 3).

SNAP recipients who meet one of the above criteria are mandatory work registrants.

Note: Work codes associated with each mandatory work registrant criterion above are displayed in TWIST under the *SNAP E&T History* tab. HHSC's TIERS does not display work codes but does display a work registration status description and work registration reason. For example, if HHSC determines that a SNAP recipient is a mandatory work registrant because he or she is not employed, the work registration status description shows "mandatory registrant," and the work registration reason shows "registered, not working."

A-203: ABAWDs

Boards must be aware of the following:

Mandatory work registrants who are at least 18 but less than 50 years of age and without dependents are classified as ABAWDs.

An ABAWD residing in a full-service county may receive only three months of SNAP benefits in a 36-month period unless the ABAWD is:

- employed at least 20 hours per week; or
- successfully participating in SNAP E&T (or other allowable services such as WIOA or TAA).*

*Successful participation means the SNAP recipient is participating in SNAP E&T only or is coenrolled in SNAP E&T and WIOA or TAA services, for a minimum weekly average of 30 hours. Failure to participate results in denial or reduction of SNAP benefits.

A-203.a: Form H1822 Work Requirement Verification

The Work Requirement Verification form (Form H1822) is used only for notifying HHSC of an ABAWD's participation in SNAP E&T activities.

Boards must ensure that Workforce Solutions Office staff sends Form H1822 to HHSC within two weeks of an ABAWD's initial participation in SNAP E&T activities. Initial participation starts at the orientation. Sending this form ensures that the ABAWD will not be in jeopardy of losing his or her SNAP benefits.

Boards must ensure that Workforce Solutions Office staff:

- completes Form H1822, Work Requirement Verification;
- enters into TWIST Counselor Notes a statement that Form H1822 was sent to HHSC, including the date Form H1822 was sent to HHSC; and
- keeps a copy of Form H1822 and fax confirmation on file at the Workforce Solutions Office.

At SNAP recertification, HHSC staff provides Form H1822 to each nonexempt registrant in the household to verify participation with SNAP E&T or another employment program. The SNAP recipient must take the form to a Workforce Solutions Office for verification of participation and then return the completed form to HHSC.

A copy of Form H1822 is included in the Appendix of this guide.

A-203.b: ABAWDs in Minimum-Service Counties

ABAWDs residing in a minimum-service county are not required to participate in SNAP E&T services but can volunteer as funding permits.

A-203.c: ABAWDs Who Meet Work Requirements through 20 Hours of Employment

ABAWDs who are employed at least 20 hours per week upon certification for SNAP benefits meet SNAP E&T ABAWD work requirements. These SNAP recipients are not placed in the TWIST SNAP E&T outreach pool but can volunteer for SNAP E&T services in any county, as funding permits.

Use information in B-108.f: Unsubsidized Employment to calculate employment hours.

Boards must ensure that Workforce Solutions Office staff does not initiate a sanction request if an ABAWD is meeting the work requirement through 20 hours of employment and volunteers for SNAP E&T services but later decides not to cooperate. However, Workforce Solutions Office staff must close all SNAP E&T services, support services, and the *SNAP E&T Program Detail* immediately. No further action is required.

A-203.d: Federal Time-Limit Exceptions for ABAWDs

ABAWDs are subject to a three-month out of 36-month time limit on SNAP benefits unless they meet one of the following federal time-limit exceptions:

- Exempt from SNAP E&T work requirements based on A-204.a, Federal Exemptions
- Pregnant
- Parent or another caretaker of a child
- Member of a SNAP household with a child under age 18, regardless of parental or caretaker status
- Physically or mentally unfit to work 20 hours per week

When an ABAWD meets one of the exceptions listed above, the exception is not displayed in TIERS.

If an ABAWD informs Workforce Solutions Office staff that he or she meets one of the federal time-limit exceptions listed in A-204.a, Boards must ensure that Workforce Solutions Office staff follows the procedures for reconsideration requests set forth in A-205.

ABAWDs who meet one of the time-limit exceptions listed are not subject to ABAWD work requirements but can voluntarily participate in SNAP E&T services as funding permits.

A-204: SNAP E&T General Population

Mandatory work registrants are part of the SNAP E&T General Population if they are:

- at least 16 but less than 60 years of age; and
- not classified as ABAWDs.

SNAP recipients in the SNAP E&T General Population who are mandatory work registrants are required to participate in SNAP E&T services for a minimum weekly average of 30 hours if they reside in a full-service county (as funding permits). If the SNAP recipient is outreached and fails to cooperate with SNAP E&T services, he or she must be sanctioned.

A-204.a: Federal Exemptions

In addition to determining a SNAP recipient's work registration status, HHSC determines whether the SNAP recipient will be eligible for a federal exemption.

SNAP recipients eligible for a federal exemption are known as *exempt recipients*. These recipients are part of the SNAP E&T General Population but are not required to participate in SNAP E&T services. However, with the exceptions set forth in A-204.a(1), they can volunteer and participate in SNAP E&T services, as funding permits.

HHSC staff is responsible for determining the work registration and exemption status of all SNAP recipients. Boards must ensure that Workforce Solutions Office staff does not attempt to determine work registration and exemption status.

A-204.a(1): Federal Exemption Criteria and Corresponding Work Codes

SNAP recipients are exempt from SNAP E&T work registration if they meet one of the following federal exemptions:

Work Code A requires that the recipient be one of the following:

- Age 15 or younger
- Age 16 or 17 and not the head of household
- Age 16 or 17 and attending school or an employment and training program on at least a half-time basis

Boards must be aware that the exempt recipients coded with Work Code A cannot receive SNAP E&T services. Staff must inform them that youth services are not available through SNAP E&T and refer them to another funding source that provides services to youth, such as WIOA.

Work Code E requires that the recipient be one of the following:

- Physically or mentally unfit for employment
- A Supplemental Security Income (SSI) applicant or recipient; household members applying for SSI will have their work requirements waived until they are determined eligible for SSI; HHSC must determine if these individuals are exempt from participation in SNAP E&T until they are determined ineligible for SSI

Work Code F requires that the recipient be age 60 or older.

Work Code G requires that the recipient be a parent or other adult SNAP household member responsible for the care of a child or children under age six. More than one adult in a SNAP household can receive an exemption from participation in SNAP E&T if each of those adults is responsible for the care of a child under age six.

Work Code H requires that the recipient be a parent or other household member caring for a disabled individual of any age living in the household.

Work Code J requires that the recipient be a regular participant (residential or outpatient) in a drug addiction or alcoholic treatment and rehabilitation program.

Work Code N requires that the recipient be receiving unemployment insurance (UI) benefits or has applied but has not yet been notified of eligibility.

Work Code P requires that the recipient meet one of the following conditions:

- Employed or self-employed at least 30 hours per week, or receiving earnings equal to 30 hours per week multiplied by the federal minimum wage
- Accepted a job offer—to begin work immediately or within 30 calendar days—of at least 30 hours per week or is receiving earnings equal to 30 hours per week multiplied by the federal minimum wage
- Is a migrant and seasonal farmworker under contract or similar agreement with an employer or crew chief to begin employment within 30 days
- Homeschooling his or her child at least 30 hours per week, which is considered self-employment

Recipients are not required to participate further in SNAP E&T activities after they have accepted employment but can voluntarily participate until the job begins. If the recipient chooses not to participate, Boards must ensure that a sanction request is not initiated. Additionally, Boards must ensure that a reconsideration request is sent to HHSC as soon as Workforce Solutions Office staff has been informed of the recipient's full-time employment. See B-108.f for more information.

Work Code Q requires that the recipient be an individual subject to and complying with any work requirement under TANF.

Boards must be aware that TANF recipients are not permitted to receive SNAP E&T services. Federal law prohibits the use of SNAP E&T funds for TANF recipients. If a TANF recipient requests SNAP E&T services at a Workforce Solutions Office, Workforce Solutions Office staff must inform the recipient that SNAP E&T services are not available to TANF recipients.

Work Code S requires that the recipient be:

- a student age 18 or older who is enrolled at least half-time in school, a training program, or an institution of higher education (as defined by the institution); or
- a refugee who is enrolled at least half-time in an English as a Second Language course or an E&T program administered by a refugee contractor. See B-109.

Boards must ensure that at the time the recipient informs Workforce Solutions Office staff that he or she is potentially eligible for an exemption, a penalty is not initiated, and a reconsideration is processed immediately. See A-205.

A-205: Requests for Reconsideration

Workforce Solutions Office staff does not conduct redeterminations of SNAP recipients who attend an employment planning meeting. However, if a SNAP recipient informs Workforce Solutions Office staff that he or she meets one of the federal exemptions or if Workforce Solutions staff determines that a SNAP recipient is not suited for any E&T component,* Boards must ensure that Workforce Solutions Office staff:

- completes and sends HHSC Form H1817 to HHSC requesting that the SNAP recipient's work registration status be reconsidered;
- records the reconsideration request into TWIST under the Good Cause tab;
- enters into TWIST Counselor Notes:
 - a statement that Form H1817 was sent to HHSC;
 - the date Form H1817 was sent to HHSC; and
 - the reason for the reconsideration;
- closes out all services, support services, and the SNAP E&T Program Detail;
- ensures that all actual completion dates are entered in the employment plan; and
- keeps a copy of Form H1817 and fax confirmation on file at the Workforce Solutions Office.

*Note: If Workforce Solutions Office staff believes that an individual is not suited for any E&T component, staff must notify HHSC (via Form H1817) within 10 days. For individuals referred back to HHSC because they are not suited for E&T, TWC recommends that staff uses the Comment section of Form H1817 to provide the reason for the referral and to make recommendations for next steps.

Workforce Solutions Office staff must carefully consider how to enable an individual to participate and make every reasonable effort to assist individuals' participation in E&T.

In accordance with 7 CFR §272.6(a), Boards are prohibited from discriminating against any applicant or participant in any aspect of SNAP administration for reasons of age, race, color, sex, disability, religious creed, national origin, or political beliefs.

Boards must treat any records that refer to a participant's mental or physical condition in accordance with WD 17-07, Change 1, issued on January 26, 2018, and titled "Storage and Use of Disability-Related and Medical Information—*Update*."

HHSC staff is responsible for determining the work registration and exemption status of all SNAP recipients. Boards must ensure that Workforce Solutions Office staff does not attempt to determine whether a claim is legitimate.

If the reconsideration is for reasons other than employment of 30 hours or more per week, Boards may determine whether an exempt recipient can voluntarily participate in SNAP E&T services (before closing the *SNAP E&T Program Detail*) based on:

- a discussion with the exempt recipient regarding whether he or she wishes to voluntarily participate; and
- available funding.

An exempt recipient who chooses to voluntarily participate, but later fails to cooperate without good cause, must not be sanctioned for noncooperation.

For an exempt recipient who chooses to discontinue voluntary participation in SNAP E&T services (or if funds are not available), Workforce Solutions Office staff closes out:

- all SNAP E&T activities;
- all SNAP E&T support services; and
- the *SNAP E&T Program Detail* in TWIST with the appropriate final completion reason.

A mandatory work registrant, pending approval of a reconsideration, will appear in the TWIST SNAP E&T outreach pool 61 days from the date the *SNAP E&T Program Detail* is closed. Workforce Solutions Office staff contacts the HHSC office by phone or e-mail to obtain the individual's work registration status if the reconsideration is not processed and the SNAP recipient reappears in the SNAP E&T outreach pool.

Based on HHSC response, the SNAP recipient:

- resumes SNAP E&T participation if reconsideration is denied; or
- is not required to resume participation in SNAP E&T if reconsideration is pending or approved.

A-300: Good Cause

A-301: Good Cause

Good cause claims are forwarded to HHSC by Workforce Solutions Office staff for SNAP recipients who are not complying with SNAP E&T and are temporarily unable to participate in SNAP E&T because of personal circumstances or a crisis.

Boards must ensure that good cause:

- is based on individual or family circumstances;
- is based on face-to-face or telephone contact;
- includes a temporary period when SNAP recipients are unable to attend scheduled appointments or participate in ongoing SNAP E&T activities;
- is made at the time Workforce Solutions Office staff learns of the change in circumstances; and
- is conditional upon efforts to address circumstances that limit SNAP recipients' ability to participate in SNAP E&T services.

Claims for good cause based on information provided by the noncompliant SNAP E&T participants are forwarded to HHSC through the TIERS/TWIST interface for noncompliant SNAP recipients who are unable to participate in SNAP E&T because of personal circumstances or a crisis. Good cause can be claimed if:

- mandatory work registrants have a reason for failing to respond to the SNAP E&T outreach notice; or
- mandatory work registrants have a reason for failing to comply with SNAP E&T participation requirements. See A-302, Reasons for Good Cause, for more information.

Mandatory work registrants can claim good cause before or after a penalty has been initiated in TWIST, as long as the penalty has not been imposed by HHSC and the 13-day Adverse Action period has not ended.

A-301.a: Good Cause Actions before a Penalty Has Been Initiated

If—*before* a penalty has been initiated—a SNAP recipient claims good cause after failing to respond to outreach or failing to participate in SNAP E&T, Boards must notify HHSC of the circumstance and that the recipient is asking for good cause (see B-404.b(1) SNAP Recipient Indicates Good Cause before a Penalty).

Boards must ensure that Workforce Solutions Office staff identifies whether the mandatory work registrant:

- can immediately resume participation after HHSC good cause approval is received through the TIERS/TWIST interface; or
- needs more time to address the circumstances or situation. If more time is needed, Boards must ensure that Workforce Solutions Office staff:
- has received approval from HHSC through the TIERS/TWIST interface;
- makes monthly contact to confirm that the circumstance that led to the good cause claim still exists; and

- enters one of the good cause reasons in TWIST monthly, if applicable (for example, illness, court appearance).

Boards must ensure that a penalty is initiated on the fourth day following noncooperation, unless the recipient indicates before the compliance period expires that he or she has good cause.

A-301.b: Good Cause Actions after a Penalty Is Initiated

1. When HHSC receives a penalty:

- it sends a notice to the SNAP recipient that includes an opportunity to provide good cause;
- if no good cause recommendation has been received from Workforce Solutions staff, it sends the SNAP recipient a letter informing the recipient that his or her SNAP benefits will be denied; and
- it allows a 13-day adverse action period in which the SNAP recipient can contact HHSC or a Workforce Solutions Office to claim good cause and avoid denial of benefits.

2. The recipient contacts HHSC to indicate that he or she had good cause for not cooperating with SNAP E&T requirements. HHSC determines good cause and notifies TWC through the TIERS/TWIST interface.

If the recipient contacts Workforce Solutions Office staff to indicate that he or she had good cause for not cooperating with SNAP E&T requirements and Workforce Solutions Office staff determines that the 13-day adverse action period has not expired, Boards must ensure that Workforce Solutions Office staff:

- enters a penalty reviewed, good cause recommended reason under the TWIST Penalty tab; this good cause claim is electronically transmitted through the TIERS/TWIST interface to alert HHSC that the recipient has provided a good cause reason;
- enters a good cause reason under the TWIST Good Cause tab;
- includes a description of the good cause reason in TWIST Counselor Notes (for example, temporary illness, court appearance); and
- if HHSC provides a good cause determination, allows the recipient to resume participation in SNAP E&T.

For TWIST instructions, see B-404.b Good Cause Actions.

Example: Charlie Wonder missed his initial SNAP E&T appointment because his daughter was in the hospital. Charlie did not realize he missed the appointment until he received a notice of adverse action from HHSC stating that his SNAP benefits would be denied in 13 days. He contacted the Workforce Solutions Office to report good cause. Because Charlie contacted the Workforce Solutions Office before the HHSC 13-day adverse action period expired, a good cause claim was sent through the TWIST/TIERS interface to HHSC staff for a determination.

If HHSC denies the good cause claim, the SNAP E&T case must be closed immediately.

3. If—*after* the 13-day adverse action period has expired—it is reported by the individual that he or she had good cause, Boards must ensure that Workforce Solutions Office staff:

- refers the individual back to HHSC;
- does not make any type of good cause recommendation;
- does not send any type of “penalty in error” notice to HHSC; and
- notes the following in *TWIST Counselor Notes*:
 - The 13-day adverse action period
 - The referral to HHSC
 - The good cause information provided by the SNAP recipient.

A-302: Reasons for Good Cause

Good cause includes, but is not limited to, the following reasons:

- temporary illness or incapacitation;
- court appearance;
- caring for a physically or mentally disabled household member who requires the SNAP recipient’s presence in the home
- a demonstration that there is:
 - no available transportation and the distance prohibits walking; or
 - no available job within reasonable commuting distance, as defined by the Board;
- distance from the home of the mandatory work registrant who participates in SNAP E&T services, to the Workforce Solutions Office or employment service provider requires commuting time of more than two hours per day (not including taking a child to and from a child care facility), or the distance prohibits walking and there is no available transportation;
- farmworkers who are away from their permanent residence or home base, who travel to work in an agriculture or related industry during part of the year, and who are under contract or similar agreement with an employer to begin work within 30 days of the date that the individual notified the Board of his or her seasonal farm work assignment;
- an inability to obtain needed child care, as defined by the Board and based on the following reasons:
 - informal child care provided by a relative or child care provided under other arrangements is unavailable or unsuitable, and based on, where applicable, Board policy regarding child care. Informal child care may also be determined unsuitable by the parent;
 - eligible formal child care providers, as defined in TWC’s Child Care Services rules at [40 TAC, Chapter 809](#), are unavailable;
 - affordable formal child care arrangements within maximum rates established by the Board are unavailable; and
 - formal or informal child care within a reasonable distance from home or the work site is unavailable;
- an absence of other support services necessary for participation;
- receipt of a job referral that results in an offer below the federal minimum wage, except when a lower wage is permissible under federal minimum wage law;
- an individual or family crisis or a family circumstance that precludes participation, including substance abuse, mental health, and disability-related issues, provided the mandatory work registrant who participates in SNAP E&T services, engages in problem resolution through appropriate referrals for counseling and support services;

- a SNAP recipient being a victim of family violence;
- a work schedule conflict; or
- no appropriate and/or available E&T activity.

If the good cause reason relates to caring for a physically or mentally disabled household member who requires the SNAP recipient's presence in the home, or to any other federal exemption (see A-204.a), Workforce Solutions Office staff must refer the recipient back to HHSC for reconsideration (see A-205). The good cause actions must also be completed if there is noncompliance (see B-404.b).

If the noncompliant SNAP E&T participant is claiming good cause that does not meet one of the above criteria, Workforce Solutions Office staff selects *Good Cause Action Reason – Other* in TWIST. Workforce Solutions Office staff must document in TWIST *Counselor Notes* the specific circumstances claimed as good cause by the SNAP recipient.

Workforce Solutions Office staff also must follow the TWIST steps noted in B-404 SNAP E&T Good Cause Actions, complete the SNAP E&T Noncompliance Report (Form H1816), and fax it to HHSC.

A-303: Workforce Solutions Office Staff Responsibility

Boards must ensure that HHSC-approved good cause:

- is monitored at least monthly and results are shared with HHSC if there is a change in the circumstances surrounding the good cause exception;
- is extended in TWIST if the circumstances giving rise to the good cause exception are not resolved after available resources to remedy the situation have been considered;
- does not exceed a total of 12 consecutive months per occurrence if the good cause is based on the existence of family violence;
- is used only for purposes of temporarily excusing SNAP recipients who have a reason for not participating in SNAP E&T activities; and
- is not used for administrative or case management-related reasons.

If a reconsideration is not requested, Workforce Solutions Office staff is required to monitor good cause monthly and the SNAP E&T *Program Detail* must be left open in TWIST and new information entered (as needed) into TWIST *Counselor Notes* (see A-205 Request for Reconsideration).

Workforce Solutions Office staff may use *Service Code 91 – Determined Good Cause* when good cause has been approved for SNAP recipients not engaged in any other SNAP E&T activity.

Boards must ensure that ABAWDs wishing to claim good cause are informed that, to continue receiving benefits (for the fourth and subsequent months), they must enter into a SNAP E&T activity before the three-month in 36-month time limit expires. Although good cause temporarily releases ABAWDs from participation in SNAP E&T activities, benefits will not be extended beyond three months if ABAWDs do not resume participation within the three-month time frame.

For good cause actions in TWIST, see B-404.

A-400: Temporary Interruption

A-401 Temporary Interruption

A-401.a: Temporary Interruption for SNAP Recipients

Temporary interruption can be granted by Workforce Solutions Office staff for SNAP recipients who are complying with SNAP E&T but are temporarily unable to participate in SNAP E&T due to personal circumstances or a crisis.

Boards must ensure that temporary interruption:

- is based on individual or family circumstances;
- is based on face-to-face or telephone contact;
- includes a temporary period when SNAP recipients are unable to attend scheduled appointments or participate in ongoing SNAP E&T activities;
- is made at the time Workforce Solutions Office staff learns of the change in circumstances; and
- is conditional upon efforts to address circumstances that limit the SNAP recipient's ability to participate in SNAP E&T services.

A-401.b: Resuming Participation after a Temporary Interruption

When a SNAP recipient indicates that he or she has a reason for failing to participate in SNAP E&T, a temporary interruption can be granted. The SNAP recipient resumes participation in SNAP E&T activities once the situation is resolved. If an exempt recipient chooses not to continue participation in SNAP E&T activities, Boards must ensure that Workforce Solutions Office staff immediately closes out all services and support services, except for SNAP E&T child care.

A-402 Workforce Solutions Office Staff Responsibility

Boards must ensure that a temporary interruption:

- does not exceed 30 days or a total of 12 consecutive months per occurrence if the temporary interruption is based on the existence of family violence;
- is extended if the circumstances giving rise to the temporary interruption are not resolved after available resources to remedy the situation have been considered;
- if extended, is reevaluated at least monthly;
- is used only for purposes of temporarily excusing SNAP recipients who have a reason for not participating in SNAP E&T activities; and
- is not used for administrative or case management-related reasons.

If a reconsideration is not requested, Workforce Solutions Office staff must reevaluate the temporary interruption monthly, leave the TWIST SNAP E&T *Program Detail* open, and enter new information (as necessary) into TWIST *Counselor Notes*. See A-205 Request for Reconsideration, for more information.

Workforce Solutions Office staff may use service code *91–Determined Good Cause* when temporary interruption has been approved for SNAP recipients not engaged in any other SNAP E&T activity.

Boards must ensure that ABAWDs wishing to claim temporary interruption are informed that, to continue receiving benefits after the third month, they must enter into a SNAP E&T activity before the three-month in 36-month time limit expires. Although temporary interruption releases ABAWDs from participation in SNAP E&T activities for a short term, benefits will not be extended beyond three months if ABAWDs do not resume participation within the three-month time frame.

For temporary interruption actions in TWIST, see B-404.a, Temporary Interruption Actions.

Part B – Operations

B-100: SNAP E&T Services

B-101: Background

Boards must be aware of the following:

Supplemental Nutrition Assistance Program Employment and Training (SNAP E&T) services are provided to mandatory work registrants such as SNAP E&T General Population and Able-Bodied Adults Without Dependents (ABAWDs). The Texas Workforce Commission (TWC) also allows Local Workforce Development Boards (Boards) the flexibility, as funding permits, to provide SNAP E&T services to exempt SNAP recipients who voluntarily participate in SNAP E&T services.

B-102: Statewide Expansion of SNAP E&T Services

Boards must be aware of the following:

SNAP E&T services are available statewide in full- and minimum-service counties. The statewide expansion of SNAP E&T services allows Boards, as funding permits, to offer SNAP E&T services to SNAP recipients, in any county, who meet SNAP eligibility requirements.

In full-service counties:

- ABAWDs who are not working at least 20 hours per week are outreached within 10 days of appearing in The Workforce Information System of Texas (TWIST) outreach pool and receive SNAP E&T services.
- The SNAP E&T General Population receives SNAP E&T services based on available funding.
- Mandatory work registrants must be sanctioned for failing to cooperate with SNAP E&T requirements.
- Exempt recipients who voluntarily participate in SNAP E&T services must not be sanctioned for failing to cooperate with SNAP E&T requirements.

In minimum-service counties:

- SNAP recipients (mandatory or exempt) can volunteer to participate in SNAP E&T services.
- Boards may provide services to SNAP recipients based on available funds.
- Outreach is not conducted.
- SNAP recipients (mandatory or exempt) who voluntarily participate in SNAP E&T services must not be sanctioned for failing to cooperate with SNAP E&T requirements.

Through a nightly automated interface, the Texas Health and Human Services Commission (HHSC) sends information to TWIST on newly certified or recertified SNAP recipients. The nightly exchange of information allows:

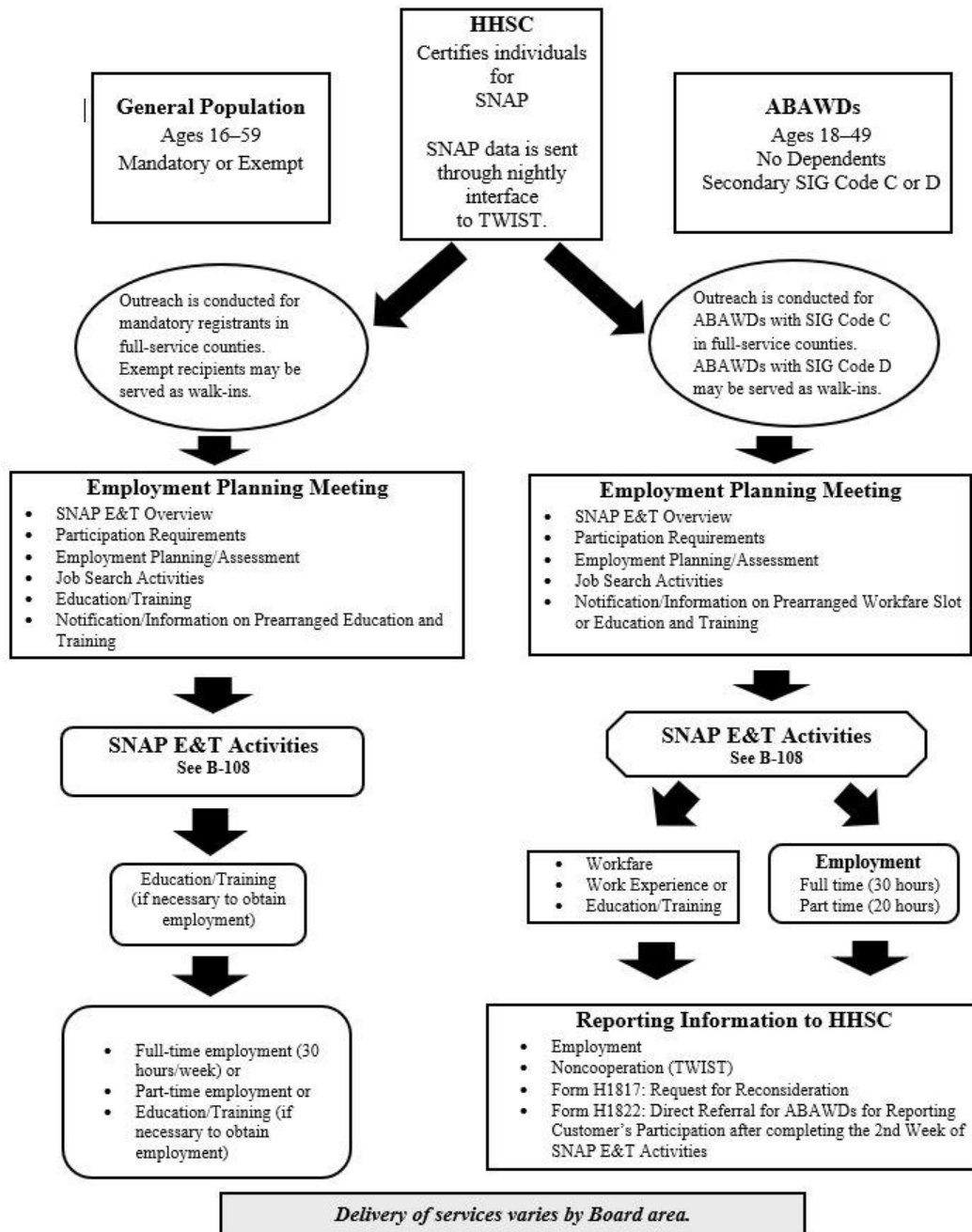
- Boards in full-service counties to begin the SNAP E&T outreach process for mandatory work registrants; and

- Boards in both full- and minimum-service counties to begin the service delivery process for all SNAP recipients who will be participating in SNAP E&T.

The outreach function is not available for mandatory work registrants in a minimum-service county or for exempt SNAP recipients in any county. If these SNAP recipients volunteer for SNAP E&T services and funding is available, Boards may serve them as *walk-ins*.

The following flowchart is provided as a guide for the delivery of SNAP E&T services to mandatory and exempt SNAP recipients

B-102.a: SNAP E&T Flowchart



Note: Form H1822 may be submitted up to day 14 (using calendar days) of the second week of activities.

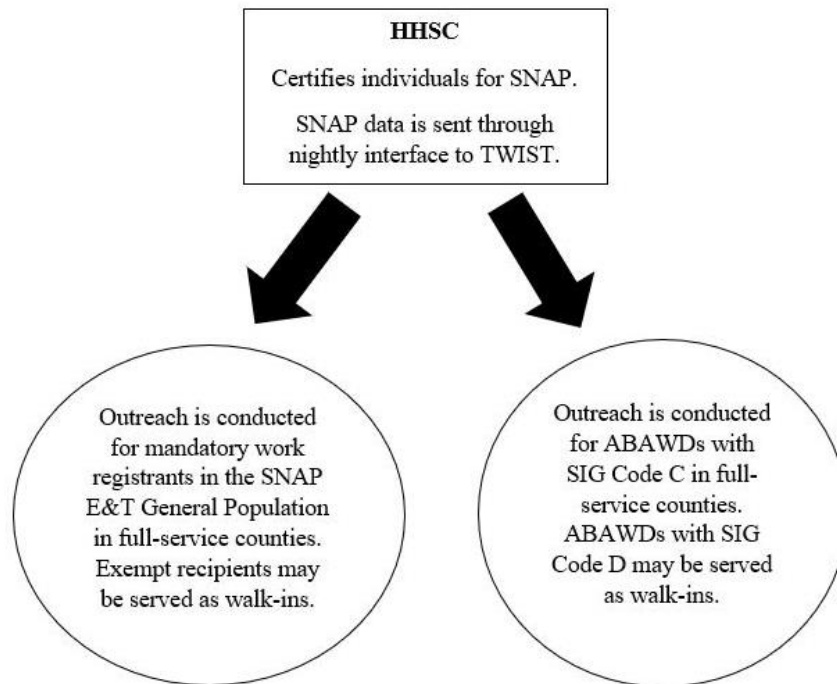
B-103: TWIST SNAP E&T Outreach Pool

Boards must be aware of the following:

The SNAP E&T outreach pool identifies all mandatory work registrants (ABAWDs and SNAP E&T General Population) referred from HHSC and allows Texas Workforce Solutions Office staff to generate appointment letters for SNAP E&T activities.

To ensure that ABAWDs who are not meeting the work requirements enroll in qualifying SNAP E&T activities before their three-month time limit expires, Boards must ensure that Workforce Solutions Office staff outreach all ABAWDs within 10 calendar days of the ABAWD appearing in the TWIST SNAP E&T outreach pool. Boards also must ensure that all ABAWDs are scheduled for SNAP E&T activities within 15 days of the date of outreach. This includes outreaching ABAWDs who appear on the *Customer Load Exceptions* tab in TWIST (see B-401.a).

Boards must conduct initial outreach through letters or phone calls. Automated contact, such as an outgoing voice-mail message, does not qualify.



B-104: SNAP E&T Outreach

Boards must be aware of the following.

Outreach attempts may be made by letter or other methods, such as phone. Boards that send outreach letters must ensure that outreach letters are sent to all mailing addresses listed in TWIST.

SNAP E&T outreach attempts must be documented in TWIST *Counselor Notes* and must contain:

- time, date, and place to which the mandatory work registrant must report in order to begin SNAP E&T activities;
- name and telephone number of a contact person at the Workforce Solutions Office;
- an opportunity to provide a good cause reason on or before the scheduled appointment date, if the recipient is not able to attend; and
- consequences for noncooperation.

A sample outreach letter is provided in B-300.

To comply with the federal requirement to offer an ABAWD a position in a SNAP E&T activity, the outreach also must state that the day the ABAWD reports to the Workforce Solutions Office is the ABAWD's first day of job search. This language is needed to ensure that the ABAWD is scheduled for a SNAP E&T activity.

Workforce Solutions Office staff is no longer required to make a second attempt or give final notice to mandatory work registrants who do not respond to the initial outreach attempt. Boards must ensure that a penalty is not initiated during the compliance period. (See B-113.a for more information.) Boards must process a penalty on the fourth day if the mandatory work registrant does not respond to the outreach attempt.

B-105: Monthly SNAP Eligibility Verification

Boards must be aware of the following.

It is essential that individuals receiving regular SNAP E&T or job retention services are eligible SNAP recipients. To ensure that SNAP E&T funds are not used for individuals who are not receiving SNAP benefits, monthly SNAP eligibility verification is required for all individuals who:

- are, or who will be, enrolled in SNAP E&T services; or
- have requested SNAP E&T job retention services, support services, or both.

By viewing the TWIST *SNAP E&T History* tab, Workforce Solutions Office staff can verify that an individual is receiving SNAP benefits for the month in which SNAP E&T services are being provided. Boards must ensure that Workforce Solutions Office staff documents the date of such verification in TWIST *Counselor Notes*.

Note: If sufficient verification cannot be obtained using TWIST, HHSC's automated systems must be used.

It is recommended that Boards develop local procedures on how to document continuing eligibility when HHSC's automated systems are used.

For example, Workforce Solutions Office staff can document in *TWIST Counselor Notes* the date that SNAP eligibility was verified by HHSC's Texas Integrated Eligibility Redesign System (TIERS) and obtain printouts from this automated system. See B-500 for information on obtaining TIERS access.

If a Board chooses to verify eligibility by viewing HHSC's automated system information and documenting results in *TWIST Counselor Notes*, it is recommended that the Board periodically review the verification process to determine whether it is effective. If the process is not effective, it is recommended that Boards enhance controls by requiring Workforce Solutions Office staff to obtain and maintain printouts or other paper documents that verify continuing eligibility.

Additionally, if TWIST indicates that the individual is eligible, but HHSC's system indicates that the individual is not eligible, notify TWIST Help Desk staff as soon as possible.

B-106: Employment Planning and Assessment

Boards must be aware of the following.

An introduction to SNAP E&T is generally provided to SNAP recipients during an initial employment planning meeting. This meeting is generally held weekly or as often as needed. Boards may choose how to structure the meeting, including the frequency and the information given.

However, Boards must ensure that Workforce Solutions Office staff schedules the meetings frequently enough to accommodate ABAWDs (who must be outreached within 10 days of appearing in the SNAP E&T outreach pool because their SNAP eligibility is time-limited).

B-106.a: Providing Job Retention Information during Employment Planning Meeting

Boards must ensure that information on job retention services, support services, and the job retention period is shared with recipients at the employment planning meeting or before the recipient begins participation in regular SNAP E&T services.

Boards may incorporate information on career advancement, career paths, and how an employed recipient can obtain a better job into regular SNAP E&T service planning and assessment processes and discuss this information during participation in regular SNAP E&T services.

B-106.b: Employment Planning Meeting—Overview of SNAP E&T Service Requirements

During the employment planning meeting, the SNAP recipient is provided with an overview of SNAP E&T, which can include:

- an explanation of SNAP E&T activities and requirements for participating in SNAP E&T; and
- an explanation of the appeals process and the SNAP recipient's right to appeal, and materials and handouts with information on the right to appeal and where to file an appeal.

An assessment is completed during the meeting or shortly thereafter that includes:

- an explanation of the benefits of participating in job search;
- an explanation of job readiness activities such as interviewing skills, the Job Seeker Registration in WorkInTexas.com, job search techniques, job referrals, etc.;
- help completing necessary forms;
- discussion of requirements for all SNAP E&T activities;
- discussion of expectations and the SNAP recipient's responsibilities;
- information about the local labor market;
- information on dates, times, and locations of SNAP E&T activities; and
- development of an employment plan.

When developing the employment plan, Workforce Solutions Office staff completes the *Job Seeker Registration* information in WorkInTexas.com to identify occupational choices for which the SNAP recipient qualifies. It is recommended that Workforce Solutions Office staff completes the registration information before the SNAP recipient enters the job search activity. Workforce Solutions Office staff is responsible for helping the SNAP recipient understand how to use WorkInTexas.com and the circumstances under which the SNAP recipient should change or update his or her registration information.

When developing the employment plan, Workforce Solutions Office staff and the SNAP recipient also must decide on the SNAP E&T activities in which the SNAP recipient will participate. During development of the employment plan, Workforce Solutions Office staff and the SNAP recipient must consider appropriate activities that provide the SNAP recipient with the education and training necessary to improve his or her employment outcome, and Workforce Solutions Office staff must make every effort to provide SNAP recipients with appropriate training opportunities. Activities assigned must help the SNAP recipient obtain sustainable employment as quickly as possible.

B-106.c: SNAP E&T General Population Mandatory Work Registrants

If a SNAP E&T General Population mandatory work registrant fails to cooperate in any activities set forth in the employment plan, staff initiates a discussion with the participant to determine whether the participant is compliant with the SNAP E&T program.

B-106.d: ABAWDs Not Meeting Work Requirements

Boards must be aware of the following.

An ABAWD not meeting work requirements can receive SNAP benefits for only three months in a 36-month period unless he or she is participating in a SNAP E&T activity. Therefore, if an ABAWD remains eligible for SNAP benefits and resides in a full-service county, the ABAWD must participate in a SNAP E&T activity (for example, workfare, work experience) each month. If the ABAWD fails to cooperate, staff initiates a sanction request to HHSC on the fourth day following noncooperation.

B-106.e: ABAWDs Meeting Work Requirements (through 20 Hours of Employment) Who Voluntarily Participate in SNAP E&T

ABAWDs who are employed at least 20 hours per week may voluntarily participate in education, training, or job search activities that will improve basic skills, increase employability, and help them get better jobs to progress up a career ladder.

Note: ABAWDs meeting the work requirements cannot be enrolled in workfare activities.

Boards have the flexibility to determine the length of time an ABAWD employed at least 20 hours per week participates in job search or other activities set forth in the employment plan. However, the weekly SNAP E&T participation hours and the 20 hours of employment must total 30 hours.

If an employed ABAWD later decides not to participate, Boards must ensure that Workforce Solutions Office staff does not initiate a sanction request but immediately closes out all services, support services, and the *SNAP E&T Program Detail* in TWIST.

B-106.f: Exempt SNAP Recipients Who Voluntarily Participate in SNAP E&T

Boards may enroll exempt SNAP recipients in job retention services, that is, job search, education, and training for a minimum of 30 days and not more than 90 days, if the recipients:

- are exempt for reasons other than full-time employment;
- voluntarily participate in SNAP E&T services on or after October 1, 2009; and
- then enter into full-time employment and request job retention services.

Boards must ensure Workforce Solutions Office staff works with SNAP recipients to determine the number of hours and weeks of participation in job search and other activities. See B-115 for descriptions of job search, education, and training available as job retention services.

Boards must ensure that when an exempt recipient enters into full-time employment after voluntarily participating in regular SNAP E&T services, Form H1817 is sent to HHSC informing HHSC of the recipient's employment.

Boards may provide an exempt SNAP recipient with job retention services even if the exempt code is not changed to reflect full-time employment (Work Code P) at the time the request for job retention services is made.

B-107: SNAP E&T Hourly Participation Requirements

Boards must be aware of the following.

All mandatory work registrants are required to participate 30 hours per week in SNAP E&T activities, except ABAWDs participating in workfare (see following Note) or employment (see A-102). Actual hours of participation in SNAP E&T activities can be entered into TWIST as participation. Job search hours may be assigned based on local Board policy.

An exempt recipient who voluntarily participates in SNAP E&T services is required to participate 30 hours per week unless the recipient is employed full time.

If the SNAP recipient (mandatory or exempt) is employed part time (fewer than 20 hours for ABAWDs not meeting work requirements; fewer than 30 hours for ABAWDs meeting work requirements and who voluntarily participate; or fewer than 30 hours for the SNAP E&T General Population), the SNAP recipient must be enrolled in another SNAP E&T activity that will increase the total number of hours per week to 30.

See B-108.f, Workfare, for more information.

Mandatory work registrants are required to participate in all assigned SNAP E&T activities each month (including workfare for ABAWDs). SNAP E&T activities, support services, or the *SNAP E&T Program Detail* in TWIST must not be closed, unless:

- the SNAP benefits are denied;
- the SNAP recipient claims an exemption from SNAP E&T participation and chooses not to voluntarily participate in SNAP E&T;
- the ABAWD becomes employed (paid or unpaid) at least 20 hours per week and chooses not to voluntarily participate in SNAP E&T; or
- the SNAP E&T General Population or ABAWD recipient enters full-time employment, and the job retention period has expired.

Note: The number of hours ABAWDs are required to participate each month in workfare is based on the SNAP allotment amount divided by the number of ABAWDs in the SNAP household (when there are multiple ABAWDs), divided by the federal minimum wage (see B-108.f).

120-Hour Monthly Limitation

The maximum monthly participation requirement for SNAP E&T mandatory work registrants is 120 hours. The 120 hours include hours in all SNAP E&T activities, including any hours worked, regardless of compensation. SNAP E&T mandatory work registrants who are scheduled to participate more than 120 hours per month must not be sanctioned for noncooperation after 120 hours have been reached. The 120-hour monthly cap applies to SNAP E&T General Population participants and ABAWDs but does not apply to voluntary participants.

B-108: SNAP E&T Activities for ABAWDs and the SNAP E&T General Population

Boards must be aware of the following.

In Texas, ABAWDs and the SNAP E&T General Population can participate in any of the following allowable SNAP E&T activities:

- Case-managed job search
- Job readiness
- Vocational training
- Nonvocational education
- Work experience
- Workfare (ABAWDs only)
- Workforce Innovation and Opportunity Act (WIOA) work programs*
- Trade Adjustment Assistance (TAA) work programs
- Unsubsidized employment (allowable only if enrolled in other SNAP E&T activities)**

*WIOA is no longer considered a stand-alone component, and all WIOA activities that SNAP E&T participants engage in must be tracked under SNAP E&T participation and WIOA funding.

**The US Department of Agriculture Food and Nutrition Service (FNS) does not recognize unsubsidized employment as an allowable category of service for SNAP E&T. Therefore, employed SNAP recipients (ABAWDs or SNAP E&T General Population) also must participate

in other allowable SNAP E&T activities in addition to unsubsidized employment. See B-108.f and B-405 for additional information regarding unsubsidized employment.

If there is no appropriate and/or available E&T activity for a mandatory participant, Workforce Solutions Office staff must make a good cause recommendation to HHSC. In TWIST, staff selects *Good Cause Action Reason – Other* and documents in TWIST *Counselor Notes* that there was no appropriate and/or available E&T activity for the participant.

Workforce Solutions Office staff also must complete the SNAP Information Transmittal (Form H1817) and fax it to HHSC.

B-108.a: Case-Managed Job Search

Case-managed job search is a supervised SNAP E&T activity that provides a direct link to employment opportunities and requires Workforce Solutions Office staff to:

- make weekly contact with SNAP E&T participants in the Workforce Solutions Office;
- assist SNAP E&T participants to search for employment 30 hours per week; and includes:
 - job development services focused on active engagement of employers;
 - counseling;
 - information on available jobs;
 - occupational exploration, including information on local emerging and demand occupations;
 - job fairs;
 - life skills;
 - guidance and motivation for development of positive work behaviors necessary for the labor market;
 - assistance completing job applications;
 - setting employment goals for job inquiries and follow-up; and
 - defining general workplace expectations and information on how to retain employment.

Case-managed job search may occur either remotely or in person and does not need to occur in the same place or at the same time. Additionally, the case manager and SNAP E&T participant do not need to access participation information or requirements simultaneously. Case management involves engagement with a skilled staff member. A skilled staff member has the knowledge and skills to guide and support the SNAP recipient's participation in E&T, with the goal of finding suitable employment.

SNAP recipients participating in SNAP E&T can spend the following number of weeks in a job search activity:

- ABAWDs—four weeks (total) as part of the workfare activity
- SNAP E&T General Population (including exempt recipients who voluntarily participate)—four consecutive weeks, then placed in another activity, and then two weeks of job search, for a total of six weeks in a federal fiscal year

ABAWDs participating in workfare must participate in four weeks of job search up front and in conjunction with a workfare assignment. ABAWDs can participate in job search only *once*,

following the initial certification period, unless they did not complete the full four weeks. A workfare slot must be developed when offering ABAWDs job search. See B-108.f, Workfare, for additional information on the workfare activity.

If job search is offered as a part of other SNAP E&T activities, or as a part of WIOA services, the number of weeks in job search for both ABAWDs and the SNAP E&T General Population can extend beyond the four- or six-week limitation. However, the time spent in job search must not constitute more than half of the required time spent in SNAP E&T activities. Job search must not be tracked as the actual activity being provided (that is, job search provided as part of a training activity must be tracked as training, with job search constituting less than half of the required time).

Boards must ensure that Workforce Solutions Office staff also provides employment preparation information during the job search period. Boards may choose how to structure and format job search services.

Boards must ensure that Workforce Solutions Office staff providing job search services coordinates with Business Services Unit (BSU) staff.

Boards must ensure that Workforce Solutions Office staff and BSU staff:

- coordinate and identify the hiring needs of employers; and
- assist SNAP recipients in their job search using referrals or job development contacts.

[B-108.a\(1\): Verification Procedures for SNAP Recipients Participating in Case-Managed Job Search](#)

Boards must ensure that Workforce Solutions Office staff providing job search services supervises the job search of SNAP E&T participants by:

- reviewing job search worksheets to ensure completion;
- reviewing and providing job leads in WorkInTexas.com; and
- recording the participant's time spent making job search contacts or participating in other job search activities in TWIST.

Because the intent of the Personal Responsibility and Work Opportunity Reconciliation Act of 1996 (PRWORA) and Texas' work-first philosophy is to move customers into the workforce as quickly as possible, employer contact to verify job search activities is not appropriate.

TWC recognizes the administrative burden that contacting employers has on Boards, Workforce Solutions Office staff, and employers, and rescinded guidance allowing employer calls or other verified employer contacts. Further changes introduced in October 2011 eliminated verification for job search and other SNAP E&T activities entirely.

However, TWC acknowledges that if a job search log looks questionable, for example, having multiple contacts with the same employer for the same position, then Boards may pursue further validation.

During the customer's participation in job search, sound case-management practices serve as a means for ensuring that the customer is achieving the job search goals outlined in his or her employment plan.

Appropriate case management actions include, but are not limited to:

- assisting the customer with job referrals;
- career counseling; and
- ensuring that the participant is progressing toward self-sufficiency and independence from public assistance.

See B-300 for additional case management information.

B-108.b: Job Readiness

Job readiness is a short-term structured activity that increases the job seeker's employability and prepares a job seeker for employment. Job readiness includes:

- job search training;
- employability assessments*;
- training in techniques for employability;
- job placement services;
- interviewing skills and practice interviews;
- assistance with applications and résumés; and
- financial literacy training.

*Employability assessments identify general skills that are necessary for success in the labor market at all employment levels and in all sectors. Employability assessments should help identify barriers to work and determine an individual's readiness for employment, which includes:

- job skills;
- applied academic skills;
- interpersonal skills;
- critical thinking skills; and
- communication skills.

A job skills assessment may be one piece of an employability assessment that determines whether an individual has the skills appropriate for a specific job.

B-108.c: Vocational Training

Vocational training is a SNAP E&T activity that improves the employability of SNAP recipients by providing training in a skill or trade. This allows SNAP recipients to move directly into employment.

Vocational training incorporates:

- occupational assessment and remedial and entry-level job skills training;
- short-term, prevocational, entrepreneurial training;
- customized training;
- institutional skills training;
- upgrade training; and
- vocational education.

Vocational training must be:

- related to the types of jobs available in the labor market;
- consistent with employment goals identified in the SNAP recipient's employment plan, when possible; and
- provided in either a classroom or work-based setting.

Training that is appropriate to the SNAP recipient's job goal and leads to a license or certificate can last up to 24 calendar months. However, because the intent of the PRWORA and Texas' *work first* philosophy is to move SNAP recipients into the workforce as quickly as possible, it is recommended that Workforce Solutions Office staff limit the number of months a SNAP recipient is in training unless the provider states that a specific number of months is needed to complete the activity or obtain sufficient skills that will ultimately lead to employment.

Per TWC rules at 40 Texas Administrative Code §841.31, training does not have to be provided by an Eligible Training Provider.

Boards must ensure that SNAP recipients are enrolled in educational institutions that prepare them for employment in high-growth, high-demand occupations and that do not require a baccalaureate or advanced degrees.

Note: Boards must ensure that if any of the educational services or activities provided to participants who are enrolled in vocational training are available to individuals other than E&T participants, the costs charged to E&T by the provider do not exceed the costs charged for non-E&T participants. TWC recommends that Boards include this requirement in their contracts with providers.

B-108.d: Nonvocational Education

Nonvocational education is a nonwork SNAP E&T activity that provides educational programs or activities to improve basic skills or otherwise improve employability. It incorporates the following:

- Adult Basic Education
- Basic skills and literacy
- High School Equivalency (HSE) and high school instruction
- English as a Second Language
- Postsecondary education that does not result in a baccalaureate or advanced degree
- Work readiness training

In addition to basic skills and literacy, workforce development services must include financial literacy training. Boards providing financial literacy training can use the Money Smart curriculum available in English and Spanish through the Federal Deposit Insurance Corporation's [website](#).

Only educational activities (including postsecondary education) that directly enhance the employability of the SNAP recipient are allowable. A direct link between the educational activity and work readiness must be established before the SNAP recipient begins the activity.

In accordance with 7 CFR §273.7(d)(1)(ii)(C), Boards must ensure that:

- federal E&T funds used for activities within the education component do not supplant non-federal funds for existing educational services and activities; and
- the costs charged to E&T do not exceed the costs charged for non-E&T participants.

Boards must provide evidence of compliance with these supplanting and cost parity requirements upon request by FNS, HHSC, or TWC.

TWC recommends that Boards include supplanting and cost parity requirements in their contracts with providers; however, inclusion in a contract does not count as evidence of cost parity or not supplanting.

An example of evidence of not supplanting non-federal funds is documentation, such as an invoice that shows that a local grant-funded service that was provided to a SNAP recipient is charged to the local grant and not to SNAP E&T funds.

An example of evidence of cost parity is documentation, such as an invoice that shows that a SNAP recipient who is enrolled in a program is charged the same as a non-SNAP recipient who is enrolled in the same program.

Boards may also use as documentation a Counselor note that states:

- payment has been verified as being from a nonfederal source; and/or
- the cost of training has been verified to be the same for SNAP and non-SNAP training participants.

B-108.e: Work Experience

Work experience is authorized by 7 USC. §2015(d)(4)(B)(iv) and WIOA [20 CFR §663.200(b)]. The work experience activity is available to all SNAP recipients who need help acquiring basic work skills.

A work experience program:

- is designed to improve the employability of participants through actual work experience or training, or both;
- is intended to enable individuals employed or trained under such programs to move promptly into regular employment;
- is a planned, structured learning experience that takes place in a workplace for a limited period of time;
- may be paid or unpaid, as appropriate;
- must be consistent with laws such as the FLSA;
- must provide the same benefits and working conditions that are provided at the jobsite to employees performing comparable work for comparable hours; and
- must not provide work that has the effect of replacing the employment of an individual not participating in the E&T program.

Work experience is delineated into work activity and work-based learning.

A work activity:

- provides participants opportunities to acquire skills, knowledge, and work habits necessary to obtain employment; and
- improves employability of individuals who cannot find unsubsidized full-time employment.

Work-based learning:

- is aligned with curriculum and instruction;
- involves sustained interactions with industry professionals in real-world or simulated environments at an educational institution that fosters in-depth engagement with a career field;
- emphasizes employer engagement;
- includes specific training objectives;
- leads to regular employment*;
- may include the following activities**:

 - internships;
 - apprenticeships, including pre-apprenticeships; and
 - on-the-job training as defined under WIOA; and

- includes unsubsidized employment models.

*Boards that assign SNAP E&T participants work-based learning activities must work with partners to place those participants in regular employment.

**Each work-based learning activity allowable under Work Experience is defined in A-102.

Note: Boards must advise participants that earnings from a work-based learning activity under an E&T program could decrease the amount of SNAP benefits they receive or make their household ineligible for SNAP and SNAP E&T.

SNAP recipients participating in SNAP E&T can enroll in either paid or unpaid work experience. Before the SNAP recipient enters the work experience activity, Boards must ensure that Workforce Solutions Office staff determines whether the work experience activity is conducted in accordance with the Fair Labor Standards Act (FLSA) (see B-112).

Boards must not use SNAP E&T funds to subsidize wages. This includes stipends or incentives paid to the SNAP recipient participating in work experience activities. If wages, stipends, or incentives are paid to the SNAP recipient, alternative sources of funding (for example, WIOA) must be used.

B-108.f: Workfare

Workfare is a SNAP E&T activity designed to improve the employability of ABAWDs through actual employment experience or training, or both. Nonexempt ABAWDs perform work in a public service capacity as a condition of eligibility to receive the SNAP allotment.

ABAWDs must participate in workfare each month they receive SNAP benefits, unless a reassessment indicates they need to change to a more appropriate SNAP E&T activity.

An ABAWD who is not employed at the end of the four-week job search period is offered a workfare placement with a public or private nonprofit entity. Public entities are city, county,

state, and federal agencies. Private nonprofit entities include, but are not limited to, community-based organizations. Jobsites can be created for ABAWDs at Workforce Solutions Offices* regardless of the profit or nonprofit status of the Workforce Solutions Office operator, because the site is under the jurisdiction of the Board.

Boards that allow Workforce Solutions Offices to provide workfare placements to SNAP recipients must be aware that the primary goal of workfare is to improve employability and enable individuals to transition into regular employment. Workforce Solutions Office staff must consider activities that provide SNAP recipients with the education and training necessary to improve their employment outcomes.

Boards and workfare providers (including Workforce Solutions Offices) must establish agreements for the provision of workfare in accordance with 7 CFR §273.7(m)(3)(ii) before they assign ABAWDs to workfare slots. TWC recommends that Boards have agreements in place at the beginning of the board contract year. For more information, See the Nonfinancial Agreements (Workfare) section below and the Appendix of this guide.

Boards must determine their own methodology for how to ensure that an adequate number of workfare slots are available for the year. For example, a Board might use participation data from the previous year to estimate the number of slots needed for the upcoming year.

Workfare participants with access to TWC computer systems or non-public data must complete the P-41 Information Resources Usage Agreement form as required by WD Letter 11-16, issued on November 15, 2016, and titled “Access and Data Security for Workforce Applications.”

*Note: TWC discourages this practice as it may appear to be a conflict of interest. Boards must make every effort to find workfare providers outside of Workforce Solutions Offices.

Workforce Solutions Office staff assigns ABAWDs to a workfare jobsite. The workfare appointment can be given to the ABAWD:

- at the initial job search activity; or
- during the four weeks of job search.

The number of hours ABAWDs must work each month equals their household SNAP allotment amount divided by the number of ABAWDs in the SNAP household (when there are multiple ABAWDs in the household), which is then divided by the federal minimum wage.

Scenario for Calculating Workfare Hours

An ABAWD resides in a one-person household with no income. HHSC determines that the household’s allotment amount is \$200.

Divide \$200 by \$7.25* = 27.58 (fractions of hours of obligation are rounded down). The ABAWD is assigned to workfare for 27 hours per month.

*Note: The current federal rate must be used when determining the number of hours of workfare participation.

Until the HHSC automated system is programmed to send the SNAP allotment information (for a one-person household member or when there are multiple ABAWDs in a household) through the TWIST interface, the number of ABAWDs and the amount of the household SNAP allotment* must be obtained by contacting HHSC:

- in writing;
- through HHSC TIERS; or
- by telephone (document the name and date of contact).

*Do not attempt to determine the SNAP allotment amount without contacting HHSC or verifying through HHSC TIERS.

Workforce Solutions Office staff can schedule participation in workfare anytime during the month. The ABAWD can complete the hours in a week or be scheduled each week in a month. Boards must ensure that the hours are based on employer needs, administrative efficiency, and the needs of ABAWDs.

Fractions of hours of obligation must be rounded down, and the household's hours of obligation for any month must not be carried over into another month.

Nonfinancial Agreements (Workfare)

Boards—or Workforce Solutions Offices if directed by the Boards—must establish contractual agreements with the local workfare employing entity at the beginning of the board contract year and before they assign ABAWDs to workfare slots.

An updated TWC nonfinancial agreement template is included in Appendix of this guide. Boards may use this template or may develop their own agreements.

Boards that elect to use an agreement other than the TWC template must include similar information to ensure that the agreement addresses certain legal requirements with the employer. Those requirements are specified in 7 CFR §273.7(m)(3).

Other Requirements for ABAWDs Participating in Workfare

Under 7 CFR §273.7(m)(6)(i)(E) the operating agency must ensure that all persons employed in workfare jobs receive job-related benefits at the same levels and to the same extent as similar non-workfare employees. These are benefits related to the actual work being performed, such as workers' compensation, and not to the employment by a particular agency, such as health benefits. Of those benefits required to be offered, any elective benefits that require a cash contribution by the ABAWD will be optional at the discretion of the ABAWD.

The operating agency must ensure that ABAWDs participating in workfare have the same working conditions as non-workfare employees similarly employed. The Service Contract Act of 1965 (Public Law 89-286), relating to health and safety conditions, applies to the workfare activity. Operating agencies must not provide work to ABAWDs that has the effect of replacing or preventing the employment of an individual not participating in workfare.

B-108.f(1): Workfare Assignment Letter Requirements

Boards must ensure that the letter they use to notify participants of workfare assignments includes:

- where and when the participant is to report;
- to whom the participant is to report;
- a brief description of the duties to be performed; and
- the number of hours to be worked.

Boards may use the Sample Workfare Assignment letter below or create their own letter; however, in accordance with 7 CFR §273.7(m)(3)(iv)(B), Boards must send a Workfare Assignment letter to SNAP E&T participants.

Sample Workfare Assignment Letter

Individual's Full Name
 Address
 City, Texas ZIP Code

Dear [Individual's Name]:

If you have not found employment after completing four weeks of job search, you will be required to enter a workfare activity. Workfare places you in public-service-related employment, so you can continue receiving your SNAP benefits.

A workfare assignment is scheduled for you on _____ at _____.

The duties for this placement include _____.

Each week, you are required to work for _____ hours at this assignment.

You must report to:

Street Address
 City, State ZIP Code
 Telephone number

When you arrive, ask for _____.

If you fail to report for this workfare assignment, your SNAP benefits may be denied.

B-108.g: Unsubsidized Employment

Unsubsidized employment is full- or part-time employment with wages paid in full by an employer.

Full-time Employment

Full-time employment is:

- employment of 30 hours per week or more, for which the individual receives wages or compensation from an employer or from self-employment; or
- weekly wages from an employer or from self-employment that are at least equal to 30 hours per week multiplied by the federal minimum wage.

If—*during* participation in SNAP E&T—a SNAP recipient enters full-time employment, Boards must ensure that Workforce Solutions Office staff:

- sends Form H1817 to HHSC to reconsider the recipient’s work registration status;
- enters into TWIST *Counselor Notes*:
 - a statement that Form H1817 was sent to HHSC;
 - the date Form H1817 was sent to HHSC; and
 - the reason for the reconsideration;
- keeps a copy of Form H1817 and fax confirmation on file at the Workforce Solutions Office;
- records the reconsideration in TWIST SNAP E&T Good Cause tab (see B-401.c);
- closes all SNAP E&T activities;
- adds service 39-Unsubsidized Employment; and
- leaves the *SNAP E&T Program Detail* open for the job retention period to enter any job retention services that may be requested (see B-115).

If—*before* receiving SNAP E&T services—the SNAP recipient enters full-time employment, Boards must ensure that Workforce Solutions Office staff:

- sends Form H1817 to HHSC to reconsider the recipient’s work registration status;
- enters into TWIST *Counselor Notes*:
 - a statement that Form H1817 was sent to HHSC;
 - the date Form H1817 was sent to HHSC; and
 - the reason for the reconsideration;
- records the reconsideration in TWIST;
- closes all SNAP E&T activities, and the *SNAP E&T Program Detail*; and
- does not provide job retention services (see B-115.d).

Federal Exemption for Recipients Who Become Employed Full Time

A SNAP recipient is considered to be meeting the federal exemption (Work Code P)—and as such is exempt from SNAP E&T participation—if the recipient:

- accepts a job offer of at least 30 hours per week; and
- is scheduled to begin work immediately, or within 30 calendar days of reporting the employment.

If the SNAP recipient’s job is not scheduled to begin immediately, but will begin within the next 30 days, the recipient may voluntarily participate in SNAP E&T services until the job begins. Boards must be aware that a penalty cannot be initiated if the recipient does not voluntarily continue participation in SNAP E&T.

Part-time Employment

Part-time employment is employment of fewer than 30 hours per week, for which the individual receives:

- wages or compensation from an employer or from self-employment; or
- weekly wages from an employer or from self-employment that equal less than wages for 30 hours per week multiplied by the federal minimum wage.

SNAP recipients employed part time must be enrolled in other SNAP E&T activities as follows:

- **ABAWDs (not meeting work requirements)**—ABAWDs who are employed fewer than 20 hours per week must also participate in a SNAP E&T activity that will increase the total number of hours of participation to 30 hours per week.
- **ABAWDs (meeting work requirements)**—ABAWDs who are employed at least 20 hours per week and who volunteer must also participate in a SNAP E&T activity that will increase the total number of hours of participation to 30 hours per week.

ABAWDs meeting the work requirements cannot be enrolled in workfare activities. If an ABAWD decides not to participate, immediately close out all services and support services.

- **SNAP E&T General Population**—SNAP E&T General Population who are employed fewer than 30 hours per week must also participate in SNAP E&T activities that will increase the total number of hours of participation to 30 hours per week.

ABAWDs employed fewer than 20 hours per week can request additional hours from the employer to increase work hours to 20 or more. If the employer increases the hours, Boards must ensure that Workforce Solutions Office staff notifies HHSC that the ABAWD is meeting the work requirement.

SNAP E&T General Population employed fewer than 30 hours per week can request additional hours from their employer to increase work hours to 30. If the employer increases the hours to 30, Boards must ensure that Workforce Solutions Office staff notifies HHSC of the increased hours and requests a reconsideration of the work registration status.

Unpaid Employment

Mandatory work registrants are considered employed if they receive room and board instead of wages. HHSC considers SNAP recipients employed (that is, unsubsidized) even if the employment is unpaid. If the mandatory work registrant works in lieu of paying rent or utilities, Workforce Solutions Office staff determines the number of hours per week that the work registrant is employed.

If the mandatory work registrant is an ABAWD who is employed at least 20 hours per week in exchange for room and board, Workforce Solutions Office staff refers him or her back to HHSC unless the ABAWD indicates that he or she wishes to continue SNAP E&T services and funding is available.

Example:

An ABAWD is employed by the River Valley Apartment Complex for 20 hours per week, but the ABAWD does not receive wages. Instead, the ABAWD receives free rent in exchange for her work. In this case, inform HHSC that the ABAWD has met the 20-hour work requirement. Because the ABAWD is meeting work requirements through 20 hours of employment, she is not required to continue participation in SNAP E&T but can choose to volunteer (by participating in an additional 10 hours of SNAP E&T activities) if funding is available.

See B-300 for general documentation and verification information.

B-108.h: Workforce Innovation and Opportunity Act

Apart from work experience under WIOA, SNAP recipients participating in SNAP E&T can explore WIOA activities that provide them with the skills necessary to meet the emerging demands of local businesses. SNAP recipients can enroll in WIOA career, training, or other job seeker services.

The job search limitation (four weeks for ABAWDs and four to six weeks for SNAP E&T General Population) does not apply to WIOA activities as long as:

- the job search activity does not comprise more than half of the required time spent in those activities; and
- the activity is tracked in TWIST as a WIOA-funded service (see B-108.a).

B-108.i: Trade Adjustment Assistance Work Programs

TAA provides funding for training, job search, relocation assistance, and weekly income support to individuals whose jobs were trade affected. Most TAA customers will become exempt—because of application and receipt of UI benefits—before a referral for TAA services is made; however, they may volunteer and participate in SNAP E&T activities as funding permits.

B-109: Students

Boards must be aware of the following.

A student is classified by HHSC as an individual of at least 18 but less than 50 years of age who is enrolled at least half-time (as defined by the institution) in:

- a college or university curriculum that offers degree programs, regardless of whether a high school diploma is required for admittance; or
- a business, technical, trade, or vocational school that normally requires a high school diploma or equivalent for admittance.

SNAP recipients enrolled in a college or university (as defined above) must meet special student eligibility requirements in order to remain eligible for SNAP benefits. HHSC determines whether a SNAP recipient meets the student eligibility requirements. If a SNAP recipient self-enrolls (self-initiates) in a college or university, as defined above, while participating in SNAP E&T services, refer the SNAP recipient back to HHSC as soon as possible using Form H1817 and immediately close out all SNAP E&T services, support services, and the *SNAP E&T Program Detail* in TWIST.

If HHSC determines that the SNAP recipient meets the student eligibility criteria, the individual will be exempt (Work Code S) from participation in SNAP E&T, but may voluntarily participate.

If Workforce Solutions Office staff enrolls a SNAP recipient participating in SNAP E&T in a college, or business, trade, or technical school, do not refer the SNAP recipient back to HHSC.

Only educational activities (including postsecondary education) that directly enhance the employability of the SNAP recipient are allowable. If postsecondary educational activities are provided through SNAP E&T, Boards must ensure that SNAP recipients are enrolled in educational institutions that prepare them for employment in current and emerging occupations and that do not require baccalaureate or advanced degrees.

B-110: Changing SNAP E&T Activities

Boards must be aware of the following.

A SNAP recipient who is participating in a SNAP E&T activity can change to a different activity if Workforce Solutions Office staff determines during a reassessment that a more appropriate SNAP E&T activity is necessary. For example, an ABAWD who is participating in four weeks of job search in conjunction with a workfare assignment can change to an education or training activity if Workforce Solutions Office staff determines during a reassessment of the ABAWD's circumstances that education or training is more appropriate.

However, if the education and training ends, or if the ABAWD decides to return to workfare, the ABAWD cannot resume or reenter the job search activity unless he or she did not complete the full four weeks of job search as outlined in B-108.a.

B-111: Participation in More than One SNAP E&T Activity (Stacking)

Boards must be aware of the following.

The SNAP E&T General Population can participate in more than one SNAP E&T activity as agreed on by Workforce Solutions Office staff and the SNAP E&T General Population participant and as set forth in the employment plan. The SNAP E&T General Population can combine education and training activities, or if the SNAP E&T General Population participant is employed part time (as defined in B-108.f), the individual can participate in unsubsidized employment and education or training activities, to total 30 hours per week.

ABAWDs can combine education and training activities, or unsubsidized employment and education or training activities, to total 30 hours per week. In Texas, ABAWDs cannot combine another SNAP E&T activity with the workfare activity.

B-112: Fair Labor Standards Act

Boards must be aware of the following.

Boards must ensure that Workforce Solutions Office staff determines whether SNAP recipients participating in SNAP E&T activities (for example, work experience) are *employees* entitled to the wage and hour protections of FLSA, 29 USC, Chapter 201. For FLSA to apply, there must be an employment relationship between an employer and an employee. An *employee* is defined under 29 USC §203(e) as “any individual employed by an employer.” An *employer* is defined at 29 USC §203(d) to include “any person acting directly or indirectly in the interest of an employer in relation to an employee and includes a public agency but does not include any labor organization...or anyone acting in the capacity of officer or agent of such labor organization.”

The term *employee* does not include an individual who volunteers to perform services for a public agency—such as a state, a political subdivision of a state, or an interstate governmental agency—if:

- the individual receives no compensation or is paid expenses, reasonable benefits, or a nominal fee to perform the services for which the individual volunteered; and
- the services are not the same type of services that the individual is employed to perform for such public agency.

Before enrolling a SNAP recipient in a SNAP E&T activity (for example, work experience), Boards must ensure that Workforce Solutions Office staff references the policy set forth in 29 USC, Chapter 203, and explores whether an employee/employer relationship exists (certain situations can require legal counsel before a determination is made). If an employer/employee relationship exists, the SNAP E&T activity must be conducted in compliance with FLSA by dividing the SNAP benefit amount by the federal minimum wage to obtain the amount of time per week the SNAP recipient will be required to participate in the SNAP E&T activity (for example, work experience). This calculation must be documented in TWIST *Counselor Notes* for each month that the participant is in any FLSA SNAP E&T activity.

One of the most common misconceptions associated with the employment relationship under FLSA relates to *trainees*. Whether trainees are employees of an employer under FLSA depends upon all of the circumstances surrounding their activities on the employer's premises.

Trainees are not employees under FLSA if all of the following criteria apply to the SNAP E&T activity in which the individual will be participating:

- The training is similar to that given in a vocational school.
- The training is for the benefit of the trainees.
- Trainees do not displace currently employed workers.
- Employers derive no immediate advantage from the trainees' SNAP E&T activities.
- Trainees are not entitled to a job after completing training.
- Employers and trainees understand that the trainees are not paid.

If all of the above criteria apply, the SNAP E&T activity is considered *training* under FLSA and Workforce Solutions Office staff is not required to calculate the maximum hourly participation using minimum wage and overtime standards.

B-113: Noncooperation with SNAP E&T Requirements

Boards must be aware of the following.

Workforce Solutions Office staff is responsible for determining noncooperation with SNAP E&T requirements and for initiating a sanction request in TWIST.

When a mandatory work registrant fails to respond to outreach, notifies staff that he or she does not wish to participate, or fails to cooperate with SNAP E&T requirements, Boards must ensure that Workforce Solutions Office staff initiates a sanction request. The request must be entered into TWIST on the fourth day following a mandatory work registrant's failure to cooperate, unless the SNAP recipient indicates that he or she was unable to participate based on an extenuating circumstance and Workforce Solutions Office staff recommends good cause to HHSC. Day one of the compliance period begins the day the recipient non-cooperates with SNAP E&T requirements.

Boards must ensure that:

- all outreach attempts must notify SNAP recipients of the consequences of noncompliance and of the opportunity to provide good cause on or before their appointment date;
- if the SNAP E&T participant is found to be in noncompliance and fails to make contact during the compliance period does not have good cause, a sanction is initiated;

- if the SNAP E&T participant provides a good cause reason, Workforce Solutions Office staff follows the procedures set forth in B-404 SNAP E&T Good Cause Actions in TWIST;
- by the fourth calendar day from the date of the missed appointment or participation, the SNAP E&T participant either meets one of the following conditions or a penalty must be initiated:
 - The participant’s appointment has been rescheduled.
 - The participant is fully participating.
 - The participant has claimed good cause.
- if the SNAP E&T participant is found to be in noncompliance and is not fully participating or has not claimed good cause, Workforce Solutions Office staff immediately closes the SNAP E&T *Program Detail* in TWIST.

Boards must be aware that a second notice is not required for failure to respond to outreach.

Boards must ensure that Workforce Solutions Office staff documents in TWIST *Counselor Notes*:

- the date of noncompliance; and
- each of the following that is applicable:
 - The date a penalty was initiated
 - The date good cause was recommended
 - The reason for the good cause recommendation
 - The date of the rescheduled appointment
 - The reason for the rescheduled appointment

Note: For any mandatory SNAP E&T customer who notifies Workforce Solutions Office staff that he or she does not wish to participate in the program, Boards must ensure that Workforce Solutions Office staff documents in TWIST *Counselor Notes* that staff explained to the customer the consequences of noncooperation.

A customer’s circumstances may result in a need to reschedule an appointment. Boards may establish a procedure for how to address rescheduled appointments.

Boards must ensure that when Workforce Solutions Office staff calls a SNAP E&T participant, it is considered a courtesy. Any communication with the customer must be documented in TWIST *Counselor Notes*.

Upon initiating a sanction, immediately close out all SNAP E&T services, support services, and the *SNAP E&T Program Detail* in TWIST.

Sanction periods for mandatory General Population work registrants who fail to cooperate with SNAP E&T requirements are:

- one month for the first noncooperation, or until the individual agrees to cooperate, whichever is longer;
- three months for the second noncooperation, or until the individual agrees to cooperate, whichever is longer; and

- six months for a third or subsequent noncooperation, or until the individual agrees to cooperate, whichever is longer.

Mandatory work registrants who are sanctioned for noncooperation must not receive SNAP E&T services or support services until the sanction period has ended and the individual has reapplied and begun receiving SNAP benefits again.

B-113.a: Compliance Period

Boards must be aware that during the compliance period, the SNAP recipient is granted a three-day grace period and is still considered compliant with the requirements of the SNAP E&T program. Mandatory work registrants who notify Workforce Solutions Office staff that they will not fulfill their SNAP E&T requirements must be granted the same three-day grace period.

During the compliance period, a good cause recommendation is not required for a SNAP recipient to maintain compliance with the requirements of the SNAP E&T program. Staff must not penalize a participant during the compliance period.

When a SNAP recipient makes contact between the end of the compliance period and the adverse action date, staff must complete the good cause recommendation process. See A-300 for more information.

Boards must use business days to calculate the compliance period. Holidays are excluded from the compliance period calculations.

If a customer fails to attend a rescheduled appointment and does not make contact, the compliance period does not restart.

Example 1

Mr. Smith is required to turn in his participation hours every Tuesday at 10:00 a.m. Mr. Smith missed his appointment on Tuesday. Mr. Smith has until the close of business on Thursday (day 3) to reschedule or provide a temporary interruption reason. Mr. Smith called on Thursday and states he can come into the office on Friday, and the appointment is rescheduled. Mr. Smith attends his Friday appointment and restarts his participation.

Sun	Mon	Tues	Wed	Thurs	Fri	Sat
		Customer missed appointment.		Customer called and rescheduled appointment.	Customer attended appointment and is in compliance.	

Example 2

Mr. Smith is required to turn in his participation hours every Tuesday at 10:00 a.m. Mr. Smith missed his appointment on Tuesday. Mr. Smith has until close of business on Thursday (day 3) to reschedule or provide a temporary interruption reason. Mr. Smith failed to provide a good cause reason during the compliance period and a sanction was initiated. Mr. Smith claimed good cause on Monday. Staff completes the good cause recommendation on Monday and receives approval from HHSC on Friday. Staff schedules the next appointment for the following Tuesday.

Sun	Mon	Tues	Wed	Thurs	Fri	Sat
		Customer missed appointment.			Sanction is initiated.	
Sun	Mon	Tues	Wed	Thurs	Fri	Sat
	Customer claimed good cause. Good cause recommendation sent to HHSC through interface.				Good Cause recommendation approved. Customer has appointment on upcoming Tuesday.	

Example 3

An outreach letter was mailed to Mr. Smith directing him to attend orientation on Wednesday, but he failed to attend the orientation. Mr. Smith has until close of business on Friday to reschedule or communicate a temporary interruption reason. If Mr. Smith has made no contact by close of business on Friday, staff will initiate a sanction the following business day. Because the fourth day falls on a Saturday, the penalty must be initiated by close of business on the following Monday.

Sun	Mon	Tues	Wed	Thurs	Fri	Sat
			Customer missed Orientation.			
Sun	Mon	Tues	Wed	Thurs	Fri	Sat
	Sanction is initiated.					

Example 4

Mr. Smith attended a SNAP E&T orientation on Wednesday and decided he did not want to participate in the program. He notified staff on Friday. Unless Mr. Smith changes his mind and decides to stay in the program, staff must initiate a penalty by the close of business on the following Wednesday.

Sun	Mon	Tues	Wed	Thurs	Fri	Sat
			Customer attends Orientation.		Customer notifies staff he will not participate in the program.	
Sun	Mon	Tues	Wed	Thurs	Fri	Sat
			Sanction is initiated.			

Example 5

Mr. Smith is required to turn in his participation hours every Friday by noon. Mr. Smith missed his appointment on Friday. Because Monday is a holiday, Mr. Smith has until close of business on Wednesday (day 3) to reschedule or provide a temporary interruption reason. If Mr. Smith has made no contact by close of business on Wednesday, staff will initiate a sanction the following day.

Sun	Mon	Tues	Wed	Thurs	Fri	Sat
					Customer missed appointment.	
Sun	Mon	Tues	Wed	Thurs	Fri	Sat
	Holiday			Sanction is initiated		

B-114: Regaining SNAP Eligibility (ABAWDs Only)

Boards must be aware of the following.

ABAWDs who non-cooperate with SNAP E&T requirements and have ceased receiving SNAP benefits can decide to regain their SNAP eligibility. ABAWDs can regain SNAP eligibility—even if their sanction period has ended—if, in a 30-day period, they:

- work 80 or more hours (monitored by HHSC);
- participate in and comply with the requirements of WIOA or TAA for 80 or more hours;*
- combine work and participation in a work program for a total of 80 hours; or
- become exempt.

*ABAWDs ineligible for SNAP benefits cannot participate in SNAP E&T activities to regain eligibility.

It is recommended that Boards coordinate with HHSC staff and ask that HHSC inform the ABAWD that he or she can participate in Workforce Solutions Office services such as WIOA or TAA to regain SNAP eligibility. Additionally, it is recommended that Workforce Solutions Office staff establish local procedures for confirming with or reporting to HHSC that the ABAWD successfully completed the 80 hours of participation.

Once the ABAWD has participated 80 hours and regains SNAP eligibility, he or she can be outreached again and resume participation in SNAP E&T.

B-115: SNAP E&T Job Retention Services and Support Services

Boards must be aware of the following.

Individuals residing in full- or minimum-service counties in Texas must receive job retention services, support services, or both, if requested, for a minimum of 30 days and not more than 90 days, based on Board policy. Job retention services may be provided if the individual:

- is a SNAP recipient who has received SNAP benefits the month of or the month prior to beginning job retention services;
- is a current or former SNAP recipient (eligibility must be verified);
- participated in regular SNAP E&T services within three full calendar months from the date of the last regular SNAP E&T service recorded in TWIST; and
- then entered full- or part-time employment during or immediately after participation in regular SNAP E&T services.

B-115.a: SNAP E&T Funding and Job Retention

Because additional federal funds will not be allocated for job retention services or support services, Boards must work within their existing allocation. Before using SNAP E&T funds to provide job retention services or support services, Boards must give careful consideration when determining the amount of funds available for outreach for regular SNAP E&T services to ABAWDS and General Population.

See A-101.c for information on use of 100 percent federal funds and 50/50 federal and state funds for job retention. Boards must ensure that ABAWD-only funds are not used to provide any type of job retention services or support services.

B-115.b: Eligibility Verification and Monitoring of Job Retention Activities

Boards must ensure that SNAP eligibility (approved or denied) is verified. While verification and supervision of job retention activities are not required for SNAP recipients who are employed full-time, Boards must ensure that Workforce Solutions Office staff:

- verifies SNAP eligibility upon request of job retention and once each month of the job retention period;
- contacts the SNAP recipient each month of the job retention period to determine whether the SNAP recipient is still employed;
- determines that the SNAP recipient is actively participating in accordance with the mutually agreed-upon job retention plan; and

- documents in TWIST *Counselor Notes* the SNAP eligibility review results.

B-115.c: SNAP Recipients Who Request Job Retention Services or Support Services

Before providing any services, Boards must ensure that when a SNAP E&T General Population or ABAWD recipient enters full-time or part-time (see B-108.f: Unsubsidized Employment) employment during or after participation in regular SNAP E&T services, Workforce Solutions Office staff:

- notifies HHSC of the recipient's full-time or part-time employment; and
- requests that HHSC reconsider the recipient's work registrant status.

The recipient is not required to participate further in regular SNAP E&T services but can participate in job retention activities even if the mandatory work code is not changed to exempt Work Code P at the time the request is made. Job retention services, support services, or both can be provided for the individual employed full-time or part-time within three calendar months of the date the last SNAP E&T service was recorded in TWIST, if:

- SNAP eligibility is verified in the month of or the month before beginning job retention services; and
- if a determination is made, based on the Decision Table in B-115.d, that job retention services can be provided.

See A-204.a(1) for the definition of Work Code P.

In many instances, job retention services, support services, or both will be requested:

- during participation in regular SNAP E&T services when the individual enters full- or part-time employment; or
- after participation in regular SNAP E&T services at time of entry into full- or part-time employment (within three calendar months) by:
 - the SNAP E&T General Population recipient who loses a job and subsequently enters new employment;
 - an exempt recipient who voluntarily participated, discontinued participation, and subsequently enters new employment; or
 - an ABAWD who became employed at least 20 hours per week and then discontinued participation but requests job retention support services.

Boards must ensure that these individuals receive only job retention support services that will assist them with retaining employment. See B-201 and B-202 for additional information on support services.

Boards must ensure that job retention services or support services are not provided, if the request was made more than three full calendar months from the date of the last SNAP E&T service recorded in TWIST.

If a SNAP E&T General Population or ABAWD recipient who is employed part-time requests job retention assistance other than support services (for example, high school equivalency (HSE) classes or training), Boards must ensure that the recipient is informed that as a mandatory SNAP E&T work registrant, participation in SNAP E&T services, combined with part-time employment for a total of 30 hours of weekly participation, is required.

B-115.d: Job Retention Services and Support Services Decision Process

The following decision process sets forth the time frames for determining whether job retention services and support services will be provided.

Job Retention Services and Support Services

Decision 1: Was the SNAP recipient or former SNAP recipient participating in regular SNAP E&T services within the last three calendar months from the date of the last SNAP E&T services in TWIST?

If yes, go to Decision 2.

If no, job retention services or support services must not be provided. The SNAP recipient must be or have been participating in SNAP E&T services within the last three calendar months and then have entered employment before job retention services can be provided.

Decision 2: Did the SNAP recipient or former SNAP recipient enter full- or part-time employment and request job retention services or support services?

If yes, go to Decision 3.

If no, no action is necessary. Continue providing regular SNAP E&T services as appropriate.

Decision 3: Did the SNAP recipient or former SNAP recipient receive benefits in the month of or the month before requesting job retention services?

If yes, job retention services may be provided if eligibility is verified and the job retention period has not expired.

If no, do not provide job retention or support services.

Decision 4: If regular SNAP E&T services ended, and the *SNAP E&T Program Detail* closed, did the services end due to noncooperation?

If yes, do not provide job retention or support services.

If no, go to Decision 5.

Decision 5: Did the SNAP recipient or former SNAP recipient enter full- or part-time employment and request job retention services or support services after the *SNAP E&T Program Detail* was closed?

If yes, go to Decision 6.

If no, no action is necessary.

Decision 6: Did the SNAP recipient or former SNAP recipient receive SNAP benefits in the month of or the month before requesting job retention services?

If yes, go to Decision 7.

If no, do not provide job retention or support services.

Decision 7: Was the request for job retention services made within three full calendar months of the last regular SNAP E&T service recorded in TWIST?

If yes, proceed with the provision of job retention or support services if eligibility is verified and the job retention period has not expired.

If no, do not provide job retention or support services.

B-115.e: Determining the Job-Retention Period after Regular SNAP E&T Services Have Ended and Job Retention Services Are Requested

The following are examples of a 90-day job-retention period and explain how to determine whether the job-retention period has expired when a request is made for job retention services after regular SNAP E&T services have ended and the *SNAP E&T Program Detail* in TWIST has been closed.

Example 1

John Doe is an ABAWD who was successfully participating in regular SNAP E&T services until he entered employment of 20 hours per week on October 3. John discontinued participation in regular SNAP E&T services, so all services ended and were closed on the same day. On December 3, John, who is still a SNAP recipient, requested transportation assistance to get to work. Since the request was made within the job-retention period, transportation can be provided.

October	November	December	January
John stopped participating on October 3.		On December 3, John requested transportation assistance to get to work.	

Example 2

Mary Jane Weeworth is a SNAP E&T General Population recipient who participated in regular SNAP E&T services until October 30. On February 3, Mary Jane entered full-time employment and requested to participate in training to advance her career. Mary Jane’s wages are not enough to deny her SNAP benefits; therefore, she is still a SNAP recipient with a Work Code P.

However, since more than 90 days have passed since Mary Jane’s last regular SNAP E&T service, Mary Jane cannot receive job retention services.

October	November	December	January	February
Mary Jane participated in regular SNAP				Mary Jane entered full-time employment on

E&T services until October 30.				February 3 and requested training.
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Example 3

Joe Lee Watercraft is an exempt recipient who voluntarily participated in regular SNAP E&T services until November 1, when he discontinued participation. All services stopped, and the *SNAP E&T Program Detail* was closed November 1. On January 14, Joe Lee entered full-time employment and needed steel-toed boots for the new job. Joe Lee stopped being a SNAP recipient on November 30. Because Joe Lee was not receiving SNAP benefits in the month of or the month before requesting job retention services, he is not eligible for job retention services, even though he entered full-time employment within 90 days of his last regular SNAP E&T service.

October	November	December	January	February
	Joe Lee participated in regular SNAP E&T services until November 1.		January 14, Joe Lee entered employment and requested job retention support services	

Boards must be aware that all Data Integrity (DINT) rules apply to the provision of job retention services.

B-115.f: SNAP Recipients Exempt for Reasons other than Full-Time Employment

Boards must be aware that SNAP recipients who were exempt for reasons other than full-time employment may receive job retention services, support services, or both if:

- the recipient voluntarily participated in regular SNAP E&T services, and then entered full-time employment; and
- a determination is made—based on the Decision Table in B-115.d—that job retention services, support services, or both can be provided.

If the exempt recipient entered part-time employment and requests job retention services, Boards must ensure that the exempt recipient receives only job retention support services because he or she is employed part time. If services other than support services are requested, Boards must ensure that exempt recipients participate in regular SNAP E&T services and work for a combined total of 30 hours per week before they receive job retention services other than support services.

B-115.g: Job Retention Time Frame

Once a determination is made that job retention services or support services can be provided, Boards must ensure that Workforce Solutions Office staff informs the SNAP recipient that job retention services and support services are available for a minimum of 30 days and not more than 90 calendar days, based on Board policy.

Day one of the job retention period begins the day after a SNAP recipient enters full- or part-time employment. A SNAP recipient can request to participate in more than one SNAP E&T job retention activity or receive multiple job retention support services during the job retention time frame if:

- the activity is an allowable job retention service that will lead to a better job, assist with progressing up a career ladder, and can be completed within the job retention period; and
- the support services are reasonable, necessary, directly related to retaining employment, and will be completed by the end of the job retention period.

Boards must ensure that if job retention services, support services, or both are needed after the job retention time frame has expired, SNAP E&T funds are not used. Alternative funding sources must be used. See B-115.g(1) for examples of a 90-day job retention time frame.

[B-115.g\(1\): 90-Day Time Frame Examples for the Provision of Job Retention Services](#)

Example 1

September	October	November	December
	SNAP recipient is enrolled in regular SNAP E&T services on October 1, enters full-time employment on October 2, and requests job retention support services on October 2.		Job retention services, support services, or both can be provided until December 31 when the 90-day job retention period ends.

Example 2

September	October	November	December
SNAP recipient is enrolled in regular SNAP E&T services on September 9.	SNAP recipient continues participation in regular SNAP E&T services on October 1 and enters full-time employment on October 2. Job retention services or support services are not requested at this time. <i>The SNAP E&T Program Detail</i> will remain open for 90 days.	Job Retention services and support services are requested on November 21.	Since the individual entered employment on October 2, the individual can receive job retention services only until December 31, when the 90-day job retention period ends.

Boards must be aware that all DINT rules apply when determining whether job retention services can be provided.

B-115.h: Assessment and Job Retention Service Planning

Before job retention services are provided, Boards must ensure that:

- an assessment is conducted of the SNAP recipient’s skills, strengths, and weaknesses to determine which activities will best help the individual retain employment and move up a career path;
- the number of hours of participation and all activities assigned are mutually agreed upon by the SNAP recipient and Workforce Solutions Office staff; and
- the activities are completed by the end of the job retention period.

B-115.i: Allowable SNAP E&T Activities for Job Retention

SNAP recipients employed full-time may participate in allowable SNAP E&T job retention activities during the job retention period.

Allowable SNAP E&T activities that can be used for assisting SNAP recipients with retaining full-time employment are limited to the following.

- **Job Search**—SNAP recipients may volunteer to participate in activities that will increase their employability and assist them in obtaining better jobs to progress up a career path. Such activities include:
 - career planning and counseling; and
 - career development.
- **Job Readiness**—SNAP recipients may volunteer to participate in activities that will improve their skills for advancement in employment. Such activities include:
 - job search training;

- employability assessments; and
- training in techniques for employability.
- **Education**—SNAP recipients may volunteer to participate in career advancement classes or programs and activities to improve basic skills or employability that include a direct link between the education activity and the work readiness of the individual.
- **Training**—SNAP recipients may volunteer to participate in training services that will increase their skills and their career opportunities or assist them with a career change.

B-115.j: Allowable Support Services for Job Retention

Boards must be aware of the following.

All support services outlined in B-201 can be used to assist SNAP recipients employed full time or part time with retaining employment. See B-201 and B-202 for additional information on support services and job retention.

B-115.k: Provision of Job Retention Services

Boards must be aware of the following FNS clarifications:

- States may provide job retention services and support services to a SNAP recipient who enters new employment during the initial job retention period. This means that a SNAP recipient who loses a job, and subsequently enters new employment, can receive assistance with retaining the new job, as long as the job retention period has not expired. The job retention period will be a minimum of 30 days and not more than 90 days based on the Board’s local policy.
- Once a participant has entered into the job-retention period, Boards must make a good faith effort to remind the participant of available job-retention services.

FNS further clarified the following for the new job:

- The initial job retention period cannot be extended.
- A new job retention period may be allowed if:
 - a new SNAP E&T case with a new *Program Detail* has been opened; and
 - once reengaged in SNAP E&T, the participant gains new employment.

Example 1 (using a 90-day job retention period)

Clyde Acorn has been participating in SNAP E&T for a few weeks. Mr. Acorn entered full-time employment at Bennie’s seafood market on August 9. The first day of the 90-day job retention period began on August 10. Mr. Acorn was laid off from Bennie’s on August 28, continued SNAP E&T, and entered new employment at Mickie Dee’s restaurant on October 4.

Mr. Acorn requested assistance with purchasing a chef’s uniform and a pair of shoes for the new job. Since the initial 90-day job retention period has not expired, Workforce Solutions Office staff must provide the uniform and shoes. When the initial 90-day period ends, Mr. Acorn will not be eligible to receive additional job retention assistance. If additional job retention assistance is needed after the 90-day period expires, alternative funding must be used. SNAP E&T funds cannot be used.

Example 2 (using a 90-day job retention period)

Clyde Acorn’s last SNAP E&T case ended in October. Mr. Acorn has become a SNAP recipient effective October 5, a SNAP E&T case was opened, and Mr. Acorn began participating on

October 12. Mr. Acorn entered new employment at Faith Steak House on November 8. Because this is a new case with a new *Program Detail*, Mr. Acorn is eligible for a new 90-day job retention period. The first day of the 90-day job retention period is November 9.

B-115.I: Closing Job Retention Services and Support Services

Boards must ensure that Workforce Solutions Office staff closes out all job retention services, support services, or both, if the:

- job retention period has expired;
- recipient who was employed part time noncooperated with regular SNAP E&T services*;
or
- recipient's full or part-time employment is terminated.

*Boards must ensure that job retention services or support services are not provided to individuals who enter full-time or part-time employment and request job retention services while on sanction or penalty status.

B-200: Support Services

B-201: Support Services

Boards must be aware of the following.

Boards must provide support services to mandatory work registrants and exempt recipients who voluntarily participate in SNAP E&T activities if the support services are reasonable, necessary, and directly related to participation in SNAP E&T or to the recipient's employment.

Support services include payment or reimbursement for:

- transportation expenses;
- work-related expenses;
- training or education-related expenses such as high school equivalency (HSE) test payments, uniforms, personal safety items or other necessary equipment, and books or training materials;
- clothing suitable for job interviews or employment;
- licensing and bonding fees;
- vision needs (such as eyeglasses and eye exams);
- housing assistance; or
- child care (SNAP E&T General Population).

Boards must have a policy in place for providing advance payments for anticipated expenses for support services in the coming month and for reimbursements for documented expenses incurred for support services.

Boards may provide support services for SNAP recipients who are participating in the following SNAP E&T activities:

- Case-managed job search
- Job readiness
- Vocational training
- Nonvocational education
- Work experience
- Workfare (ABAWDs only)

The federal regulations related to SNAP E&T participant reimbursements are at 7 CFR §273.7(d)(4).

B-202: Transportation Assistance

Boards must ensure that when alternative transportation resources are not available, transportation assistance is provided if it is reasonable, necessary, and directly related to SNAP E&T participation or the job retention period.

Transportation assistance includes:

- bus tokens;
- gas vouchers;
- prepaid gas cards;

- automobile repairs;
- car pools;
- mileage reimbursement (personal vehicles only);
- taxicab or rideshare services;
- contracts with private entities, such as transit providers who provide shuttle or van services;
- purchase of tires or automobile batteries; and
- driver license fees (includes renewals).

Boards must ensure that SNAP E&T funds are not used for any of the following:

- Automobile insurance
- Vehicle inspection
- Vehicle registration

Each Board must determine the methods and amounts used to provide transportation assistance.

It is recommended that Boards encourage Workforce Solutions Office staff using checks as the method of dispersing transportation funds to make agreements or arrangements with local check-cashing facilities to ensure that these facilities do not charge SNAP recipients a check-cashing fee.

Recouping Transportation Expenses: Boards must ensure that the amount of transportation expenditures is tracked for each SNAP recipient participating in SNAP E&T activities. When a SNAP recipient participating in SNAP E&T receives transportation assistance erroneously (for example, the SNAP recipient was ineligible, or the amount exceeded what the Board determined the SNAP recipient was entitled to), Board staff must make an attempt to recoup those expenditures. The Board may send a locally developed letter to the SNAP recipient. Boards must ensure that a copy of the letter is retained in the SNAP recipient’s SNAP E&T record, and that Workforce Solutions Office staff attempts to recoup any erroneous disbursements regardless of the reason.

Additionally, similar procedures must be followed in cases of suspected fraud, waste, theft, and program abuse. See additional procedures addressed in WD Letter 59-06, Change 1, issued February 2, 2007, and titled “Requirements for Reporting, Fact-Finding, and Prosecution of Fraud, Waste, Theft, and Program Abuse Cases, and Collection of Overpayments: *Update*,” and subsequent issuances, available at [Workforce Policy and Guidance](#).

Accepting Repayment: If the SNAP recipient agrees to repay the amount issued in error, Boards may offer assistance with establishing a repayment plan and may decide on the method of repayment.

B-203: Expenses Related to SNAP Recipients Accepting or Retaining Employment

Boards must ensure that work-related expenses are provided only if the expenses are reasonable, necessary, and directly related to accepting or retaining employment and are not provided beyond the job retention period.

Work-related expenses include:

- uniforms;
- equipment;
- clothing;
- union dues;
- relocation expenses; and
- tools.

Boards must be aware that work-related expenses must be paid for based on methods and amounts established in the Board’s local policies and procedures.

B-204: Housing Assistance

Boards must be aware that housing assistance such as rent, or utility payments can be provided if the assistance is:

- reasonable, necessary, and directly related to participation in SNAP E&T activities or retaining employment;
- paid for based on methods and amounts established in the Board’s local policies and procedures;
- provided for no more than two months in a calendar year for SNAP recipients participating in regular SNAP E&T activities; and
- provided for no more than two occurrences in a 90-day period after a SNAP recipient has entered full-time employment.

B-205: Child Care

Boards must ensure that child care services are provided to the SNAP E&T General Population (mandatory or exempt), if needed.

Workforce Solutions Office staff determines the need for child care and helps the SNAP recipient participating in SNAP E&T explore resources. The Board’s child care contractor administers the Child Care and Development Fund (CCDF) allotment, which is used for needed child care. Boards must ensure that only CCDF funds—not SNAP E&T funds—are used to provide child care services to SNAP recipients. The contractor is responsible for a wide range of activities related to providing child care services to eligible SNAP recipients. Workforce Solutions Office staff determines the SNAP recipient’s eligibility for child care to support participation in SNAP E&T.

Before the child care contractor is permitted to enroll the child of a SNAP recipient in care, Boards must ensure that appropriate Workforce Solutions Office staff authorizes child care for a SNAP recipient who is participating in SNAP E&T activities.

Boards must ensure that:

- Workforce Solutions Office staff completes Form 2510 (Notification of Child Care Eligibility) or a locally developed form and transmit it to the child care contractor. If the SNAP recipient needs child care for SNAP E&T activities of brief duration, Workforce Solutions Office staff can use Form 2510 both to authorize and to discontinue child care on a set date.

- Workforce Solutions Office staff verifies eligibility before authorizing SNAP E&T child care and writes the date(s) care is needed in the comments section of Form 2510.

Before authorizing child care, refer to the following table.

Authorizing Child Care

IF...	THEN...
A parent is participating in SNAP E&T activities and needs child care.	Send Form 2510 to the child care contractor, authorizing SNAP E&T child care and noting the effective date.
The parent's SNAP benefits are denied.	Send a new Form 2510 to notify the child care contractor of the program closure. Note in comments whether the parent is engaged in any work, training, or educational activity.
The parent's employment ends, but he or she still has an open SNAP E&T case.	No action is needed. Child care services will continue.
A child has been added to or removed from the home.	Send a new Form 2510 or locally developed form to notify the child care contractor of the date of the change, the effected child's information, and note in comments what action is being taken and the reason for the action
Child care is no longer needed due to the family moving out of state or voluntarily withdrawing from child care.	Send a new Form 2510 to the child care contractor with the following information: <ul style="list-style-type: none"> • Discontinue date • Reason for discontinuing: <ul style="list-style-type: none"> ➤ Moved out of state ➤ Voluntary withdrawal from child care

B-206: Training or Education-Related Expenses

Boards may provide payments for training or education-related items, including but not limited to:

- uniforms;
- personal safety items; or
- other necessary equipment, including books or training manuals.

Note: These training or education expenses do not include the cost of meals away from home.

B-206.a: General Educational Development Test Payments

The SNAP E&T General Population and ABAWDs can study for a high school equivalency (HSE) credential while in an education or training component. If they identify themselves as ready to begin the test series for an HSE credential, the HSE testing facilitator can offer assistance in paying for testing. This will remove one more obstacle to the SNAP recipient's progress and enhance the benefits of participation in SNAP E&T.

B-207: Discontinuing Support Services

Boards must ensure that Workforce Solutions Office staff discontinues support services while ABAWDs or SNAP E&T General Population are in temporary interruption status, unless they need support services to address the barrier(s) resulting in temporary interruption determination, in which case Boards may provide the services. If SNAP recipients do not need support services during the temporary interruption period, they can continue receiving support services when temporary interruption is removed, and they begin participating again.

Boards must ensure that Workforce Solutions Office staff discontinues all support services (except child care) if a mandatory work registrant fails to comply with SNAP E&T requirements, or if an exempt recipient decides not to participate in SNAP E&T services.

B-208: Lack of Support Services

Boards must ensure that mandatory work registrants are not sanctioned for failure to participate in SNAP E&T services if such failure is due to lack of receipt of support services.

B-209: Monthly Support Services Expenses

Boards must ensure that:

- if monthly expenses directly related to participation by a mandatory work registrant exceed available funds, the mandatory work registrant is:
 - exempted from further participation in an assigned SNAP E&T activity; or
 - reassigned to a SNAP E&T activity that will not require the provision of support service; and
- if monthly expenses directly related to participation for an exempt recipient who voluntarily participates in SNAP E&T services exceed available funds, the exempt recipient is:
 - informed that assigned activities will be discontinued; or
 - reassigned to a SNAP E&T activity that will not require the provision of support services.

B-300: Case Management Services

B-301: Case Management Services

Boards must be aware of the following.

Case management is the organization and coordination of a network of formal and informal activities, services, and support designed to assist SNAP recipients participating in SNAP E&T in becoming employed and self-supporting through participation in work programs and education/training activities.

Case management is an ongoing process that will occur throughout the SNAP recipient's participation in E&T and includes, but is not limited to:

- analyzing and gathering information;
- identifying a SNAP recipient's strengths and weaknesses;
- assisting with the removal of barriers;
- developing and updating the employment plan;
- documenting all events impacting SNAP E&T services, face-to-face meetings, and participation hours; and
- identifying employment opportunities that can help the SNAP recipient's progress toward independence from public assistance.

Case management involves:

- outreach;
- initial and ongoing assessment (including planning and setting goals);
- coordination with HHSC or other entities;
- referrals; and
- documentation, including:
 - eligibility;
 - assessment;
 - monitoring participation;
 - closure; and
 - records retention.

Boards must be aware that time spent in case management must count toward time engaged in E&T.

The time a participant spent involved in case management activities with a skilled staff member is tracked in the data entry for Daily Time Tracking for SNAP because that time is considered a job search activity.

It is a Board's decision whether to set a specific amount of time for appointments.

B-302: Outreach

Boards must be aware of the following.

Outreach is the method of informing mandatory work registrants of a scheduled appointment. Outreach for ABAWDs must occur within 10 days from the date the ABAWD appears in the

TWIST outreach pool. The process requires Workforce Solutions Office staff to schedule an appointment within 15 days of the date of outreach to prevent jeopardizing the ABAWD's SNAP benefits. Boards must ensure that there is no delay in scheduling an ABAWD's appointment. A delay in scheduling an appointment within this time frame could result in ABAWDs losing their SNAP benefits. The outreach must include the following:

- Time, date, and place to which the mandatory work registrant must report to begin SNAP E&T activities
- Name and telephone number of a contact at the Workforce Solutions Office
- An opportunity to provide a good cause reason on or before the scheduled appointment date, if the recipient is not able to attend
- Consequences for failure to respond and comply with SNAP E&T requirements
- A statement explaining that the date of the assigned SNAP E&T activity counts as the ABAWD's first day of job search

B-302.a: Sample Outreach Letter

Date

Mandatory: Work Registrant's Full Name

Mandatory: Work Registrant's Address

Mandatory: Work Registrant's City, Texas ZIP Code

Mandatory: Work Registrant's Full Name:

As an individual receiving SNAP benefits in Texas, you have a responsibility to look for work. The _____ Workforce Solutions Office is ready to assist you with services that will help you get a job or lead you to a better job if you are currently employed part time. Through Supplemental Nutrition Assistance Program Employment and Training, you will obtain information about:

- the local job market;
- preparing for work; and
- the benefits of participating in job search.

You are scheduled to attend an employment planning meeting. This meeting will be on _____ at _____ at the _____

Workforce Solutions Office:

Street Address

City, Texas Zip

Telephone:

Comments: This meeting is the first day you will begin your job search activities.

It is very important for you to attend this meeting. This is the only notice you will receive. If you are unable to attend this meeting, you must contact (insert contact here) on or before the date scheduled to provide a good cause reason and/or reschedule to avoid an interruption of your SNAP benefits.

B-303: Initial and Ongoing Assessment

Boards must be aware of the following.

Assessment is an in-depth evaluation of a SNAP recipient's employability skills. Assessment includes:

- gathering and analyzing information to identify the SNAP recipient's strengths and weaknesses; and
- determining the steps necessary to enable the SNAP recipient to achieve employment and self-sufficiency goals.

Discussing assessment information with the SNAP recipient provides an opportunity for Workforce Solutions Office staff to begin a cooperative working relationship and enables Workforce Solutions Office staff to understand the factors affecting the SNAP recipient's employability.

As part of the assessment process, Workforce Solutions Office staff and the SNAP recipient develop an employment plan, based on the SNAP recipient's initial assessment.

The SNAP recipient and Workforce Solutions Office staff share responsibility to establish goals, assess service needs, develop a course of action, and document both the Workforce Solutions Office staff and the SNAP recipient's agreement to the plan. When Workforce Solutions Office staff and the SNAP recipient agree on a plan, the SNAP recipient is expected to complete all activities unless he or she is reassessed or is no longer a SNAP recipient (for example, SNAP case is denied).

B-304: Coordination with HHSC

Boards must be aware of the following.

TWC's SNAP E&T rules include requirements for coordination with HHSC to help Boards provide consistent and streamlined SNAP E&T services. Regularly scheduled coordination activities will also help Boards improve the transition of SNAP recipients between local HHSC offices and Workforce Solutions Offices.

B-305: Referrals for Community-based Services

Boards must be aware of the following.

After the assessment process, Workforce Solutions Office staff can make referrals for community-based services, including:

- housing assistance;
- substance abuse counseling;
- family violence; and
- clothes closets.

Boards must ensure that Workforce Solutions Office staff documents information on each referral in *TWIST Counselor Notes*.

B-306: Documentation

Boards must be aware of the following.

Documentation of SNAP E&T activities and services serves the following four purposes:

1. Identifies customer services provided.
2. Explains case decisions.
3. Justifies expenditures.
4. Allows Workforce Solutions Office staff to record data in TWIST that is used to gather statistical information, is the basis of the monthly and yearly reports, and makes service information accessible to others in the service delivery network.

The primary method of documentation is TWIST *Counselor Notes*. It is recommended that Workforce Solutions Office staff use the SNAP recipient's individual case file or a paper record for maintaining copies of documents that require a signature. Documents verifying and supporting mandatory work registrant activities that TWIST cannot identify through data entry, such as job search worksheets, can also be included.

B-306.a: Eligibility Verification

Boards must ensure that Workforce Solutions Office staff verifies that the individual is eligible for SNAP benefits each month.

Documentation in TWIST *Counselor Notes* must indicate:

- whether the individual is eligible for SNAP benefits; and
- the date Workforce Solutions Office staff verified eligibility.

B-306.b: Assessment

Boards must ensure that Workforce Solutions Office staff:

- documents initial assessment information and continuing assessments throughout the SNAP recipient's participation in SNAP E&T services; and
- maintains a signed copy of the employment plan in the SNAP recipient's file.

B-306.c: Monitoring Participation

Boards must ensure that Workforce Solutions Office staff:

- enters daily hours of participation into TWIST—all other entries in TWIST (including documentation in TWIST Counselor Notes) must support actual participation in allowable SNAP E&T services; and
- uses TWIST *Counselor Notes* to document any discrepancies between the employment plan and the entries in TWIST.

For services that are open longer than one day, Boards must ensure that Workforce Solutions Office staff actively works with participants throughout the entire period of service.

Boards must ensure that Workforce Solutions Office staff is in direct, two-way contact with participants at least monthly. For this purpose, the following applies:

- Monthly means approximately 30 days

- To qualify as a direct contact, a response (for example, e-mail, text, phone call, or fax) must be received from the participant indicating his or her continued engagement with the workforce system through the provided services. Automated responses, such as an outgoing voice mail message or out-of-office notification, do not qualify.
- To verify attendance and progress in training and education, documentation received from the school or training provider, including by e-mail or fax, is acceptable and constitutes a direct contact with the participant

Documentation in TWIST *Counselor Notes*

Boards must ensure that the combination of services and detailed narrative information entered into TWIST *Counselor Notes* reflects a comprehensive picture of Workforce Solutions Office staff interactions with participants.

Documenting Services

Boards must ensure that Workforce Solutions Office staff:

- only documents services in TWIST and WorkInTexas.com when actively working with a participant;
- only documents services provided to a participant;
- accurately records service dates in TWIST and WorkInTexas.com; and
- closes service activities when no longer actively working with a participant. This includes manually closing out open service records with the correct service end dates and completion reasons.

Boards must ensure that Workforce Solutions Office staff documents only those job search activities performed by participants:

- at a Workforce Solutions Office or in WorkInTexas.com; or
- in accordance with an employment plan developed by Workforce Solutions Office staff and the participant.

Boards also must ensure that Workforce Solutions Office staff only documents participants' self-reporting of job search activities as a *Job Search Assistance* service in TWIST or WorkInTexas.com if there is evidence that such job search was performed using WorkInTexas.com or Workforce Solutions Offices resources.

Boards must ensure that Workforce Solutions Office staff documents the following information in TWIST *Counselor Notes*:

- details of all services provided;
- all contact with participants and other entities concerning the participants; and
- participants' progress, including supporting documentation and status.

Boards must ensure that Workforce Solutions Office staff enters into TWIST *Counselor Notes* a comprehensive, detailed, self-explanatory narrative on participants' cases that enables other staff members to work the cases with minimal background information required from participants.

Boards must ensure that Workforce Solutions Office staff includes the following types of information in the narrative, as applicable:

- Title (a descriptive subject entry accurately reflecting the contents)
- Who (customer's name, employer's name)
- What (activity being reported)
- When (the date the activity was reported)
- Where (customer's work/school location)
- Why (to verify or document service activities)
- How (customer called, case manager called)

Boards must ensure that Workforce Solutions Office staff enters comprehensive information into TWIST *Counselor Notes* within one week of the service provision or contact.

B-307: Closing SNAP E&T Services

Boards must ensure that Workforce Solutions Office staff closes all SNAP E&T services and support services in the following situations:

1. An ABAWD becomes employed at least 20 hours per week and does not wish to continue participating in SNAP E&T services.
2. A SNAP E&T General Population or ABAWD's SNAP benefits are denied.
3. Workforce Solutions Office staff initiates a penalty.
4. A SNAP E&T General Population or ABAWD meets federal exemption criteria and does not wish to continue participating in SNAP E&T on a voluntary basis. (A request for reconsideration is then sent to HHSC. See A-204.a Federal Exemptions.)
5. A SNAP recipient's job retention period has expired.

Boards must be aware that, if a SNAP recipient's job is not scheduled to begin immediately, but will begin within the next 30 days, the recipient can voluntarily continue participating in SNAP E&T services. However, the recipient is not required to voluntarily continue participation; therefore, Boards must ensure that a penalty is not initiated if the recipient does not voluntarily continue participation.

B-308: Records Retention

Boards must ensure that Workforce Solutions Office staff maintains:

- SNAP E&T records for three years; and
- property records for property purchased with SNAP E&T funds for three years following the disposition of the property.

B-400: SNAP E&T in The Workforce Information System of Texas

B-401: Outreach for SNAP E&T Services

Boards must ensure that Workforce Solutions Office staff outreaches all ABAWDs for SNAP E&T services within 10 days of an ABAWD's appearance in a Board's outreach pool. This includes mandatory Work Codes 2 and 3. ABAWDs who appear on the *SNAP E&T Customer Load Exceptions* list in TWIST also must be outreached.

B-401.a: Customer Load Exceptions List, Customer Exceptions Detail Screen

SNAP recipients whose information from HHSC is not consistent with the information available in TWIST appear on the *SNAP E&T Customer Load Exceptions* list, *Customer Exceptions Detail*. Boards must ensure that Workforce Solutions Office staff:

- addresses exceptions and makes appropriate corrections so the customer can be placed into the outreach pool, where the customer is available to be outreached; and
- conducts outreach for each ABAWD on the list before the 10-day outreach period expires.

B-401.b: Outreach

Boards must outreach mandatory work registrants to schedule a SNAP E&T appointment. Refer to the *Guide to Using TWIST* located under the help menu in TWIST or at ftp://ftp01.twc.state.tx.us/priv/TWIST/TWIST_Administrator_Files/Users_Guide/ for specific information on creating an outreach letter.

Boards may use the standardized letter in TWIST or create a customized local version. Boards must ensure that the letter includes language stating that the date of the scheduled SNAP E&T appointment is the SNAP recipient's first day of job search.

Only one attempt is required for SNAP E&T outreach. This attempt serves as the first and final notice and must include the consequences of failing to attend the appointment and the Workforce Solutions Office staff contact information. This attempt must be documented in TWIST *Counselor Notes*. Boards also must include a statement that informs recipients of the opportunity to provide a good cause reason on or before the scheduled appointment. Boards must ensure that Workforce Solutions Office staff does not initiate a request for penalty until an outreach attempt is made and the SNAP recipient fails to respond.

B-401.c: Procedures for SNAP Recipients Who Claim Federal SNAP E&T Exemptions

Mandatory work registrants who claim federal SNAP E&T exemptions at the employment planning meeting or after they begin participation in SNAP E&T are referred back to HHSC using Form H1817 so that HHSC can reconsider the SNAP recipient's work registration status. In addition to sending a request for reconsideration, Boards must ensure that Workforce Solutions Office staff:

- records the reconsideration in TWIST under the Good Cause tab;
- enters in TWIST Counselor Notes the date Form H1817 was sent to HHSC and whether a copy of Form H1817 is on file at the Workforce Solutions Office; and
- closes the *SNAP E&T Program Detail* unless the individual enters full-time employment.

If the individual enters full-time employment, the *SNAP E&T Program Detail* must remain open for the job retention period. If HHSC does not change the SNAP recipient's Work Code from mandatory to exempt within 61 days of entering the reconsideration into TWIST, the SNAP recipient will recycle into the SNAP E&T outreach pool.

B-401.d: Outreach Recycle Period for SNAP E&T General Population (Mandatory Work Registrants)

SNAP E&T General Population mandatory work registrants with *Exit Reason Code 70 – Services Provided* or *Code 77 – Entered Employment* will not recycle into the SNAP E&T outreach pool until one year after the exit date if:

- the SNAP E&T General Population mandatory work registrant's SNAP case is not denied; and
- the SNAP E&T General Population mandatory work registrant's Work Code has not changed from mandatory to exempt.

B-401.e: Outreach Recycle Period for Mandatory Work Registrants in Full-Service Counties Where a Penalty Exists

When Workforce Solutions Office staff initiates a sanction request in TWIST and sends it to HHSC, HHSC imposes a sanction and denies the individual's SNAP benefits unless he or she claims good cause. If HHSC does not impose a sanction within 61 days, the individual recycles into the SNAP E&T outreach pool unless:

- HHSC denies the individual's SNAP benefits for a reason other than noncooperation with SNAP E&T; or
- the individual's Work Code changes from mandatory to exempt.

B-402: Serving Volunteers

Boards must be aware of the following.

The outreach function is not available for the following SNAP recipients:

- Exempt SNAP recipients who reside in any county
- ABAWDs employed at least 20 hours per week (SIG Code D) who reside in any county
- Mandatory work registrants who reside in a minimum-service county

If these SNAP recipients volunteer—and funding is available—Boards may serve them as walk-ins.

If the volunteer decides not to participate in SNAP E&T services, Boards must ensure that Workforce Solutions Office staff does not initiate a sanction request.

B-403: SNAP Eligibility Verification and Documentation

Boards must ensure that Workforce Solutions Office staff verifies SNAP eligibility monthly for all SNAP recipients who:

- participate in SNAP E&T services; and
- request and receive job retention services, support services, or both.

TWIST is the primary system used to verify SNAP eligibility. Because TWIST does not receive all SNAP denial transactions through the interface, there can be instances in which Workforce Solutions Office staff will need to check TIERS (if applicable) to verify that an individual is still eligible. If the individual does not appear to be eligible in TIERS, but is eligible in TWIST, it is important for Workforce Solutions Office staff to notify the TWIST Help Desk and the local and regional HHSC offices as soon as possible. See B-105 for additional information.

After Workforce Solutions Office staff verifies that an individual is eligible for SNAP benefits, the date and information verified must be documented in TWIST *Counselor Notes*.

B-404: SNAP E&T Good Cause and Temporary Interruption Actions in TWIST

Boards must be aware of the following.

Temporary interruption can only be entered into TWIST before a penalty has been initiated.

Good cause can be entered into TWIST *before* or *after* a penalty has been initiated.

If a SNAP recipient indicates—*before* a penalty is initiated—that he or she has a good cause claim, Boards must ensure that Workforce Solutions Office staff enters the good cause or temporary interruption action into TWIST.

Boards must ensure that the date used to process a good cause recommendation is the date that the customer contacted staff with the good cause claim. This date is the date entered into TWIST for the good cause decision date and the good cause recommendation non-cooperate date.

Boards must ensure that Workforce Solutions Office staff does not close the *SNAP E&T Program Detail* while the SNAP recipient is in good cause or temporary interruption status.

B-404.a: Temporary Interruption Actions

SNAP recipient is in compliance with SNAP E&T

Boards must ensure that Workforce Solutions Office staff documents the temporary interruption in TWIST *Counselor Notes*.

When the temporary interruption extends beyond a 30-day period, Workforce Solutions Office staff documents the temporary interruption using the TWIST SNAP E&T *History* menu selection *Good Cause* tab as follows:

- selects the Good Cause Action Type;
- selects a Good Cause Action Reason;
- enters a Good Cause Decision Date;
- enters a Good Cause End Date;
- closes all open SNAP E&T activities with an end date of the last day of the month prior to the month in which temporary interruption is granted; and
- enters TWIST service code 91—Determined Good Cause in Service Tracking.

Because Workforce Solutions Office staff is required to reevaluate the individual's circumstances monthly, the SNAP E&T Program Detail must remain open.

Note: HHSC is responsible for making good cause determinations.

B-404.b: Good Cause Actions

B-404.b(1): SNAP Recipient Indicates Good Cause before a Penalty

Boards must ensure that Workforce Solutions Office staff documents in TWIST *Counselor Notes* and on the TWIST SNAP E&T *History* menu selection, *Penalty* tab as follows:

- Selects a Penalty Reason—Failed to Participate, Good Cause Recommended, or Failed to Respond to Outreach, Good Cause Recommended; and
- Enters a noncooperation date (this must be the same as the documented Good Cause Decision date).

Boards also must ensure that Workforce Solutions Office staff documents on the TWIST SNAP E&T *History* menu selection, *Good Cause* tab as follows:

- Selects the Action Type—SNAP E&T Good Cause;
- Selects a Good Cause Action Reason;
- Enters a Good Cause Decision Date (this must be the same as the documented noncooperation date);
- Enters a Good Cause End Date.

This action is electronically transmitted to HHSC through the TIERS/TWIST interface to notify HHSC of the good cause claim.

B-404.b(2): SNAP Recipient Indicates Good Cause after a Penalty

If SNAP recipients indicate they have good cause *after* a penalty has been initiated and it is during HHSC's 13-day adverse action period, Boards must ensure that Workforce Solutions Office staff:

- reopens the SNAP E&T Program Detail that corresponds to the most recent penalty transaction and removes the exit reason and date;
- documents recipient communication and case actions in TWIST Counselor Notes;
- on the SNAP E&T *History* menu selection, *Penalty* tab:
 - selects Penalty Reason 19 – Penalty Reviewed, Good Cause Recommended; and
 - enters a noncooperation date (this must be the same as the documented Good Cause Decision date); and
- on the SNAP E&T *History* menu selection, *Good Cause* tab:
 - selects Action Type—SNAP E&T Good Cause;
 - selects a Good Cause Action Reason;
 - enters a Good Cause Decision Date (this must be the same as the documented noncooperation date); and
 - enters a Good Cause End Date.

This action is electronically transmitted to HHSC through the TIERS/TWIST interface to notify HHSC of the good cause claim.

Boards must ensure that Workforce Solutions Office staff documents in TWIST *Counselor Notes* the Good Cause Decision Date, the Good Cause End Date, and the Good Cause reason (for example, temporary illness, court appearance).

A penalty must already have been initiated before TWIST service code *Penalty Reason 19 – Penalty Reviewed, Good Cause Recommended* can be selected.

Note: Workforce Solutions Office staff must not recommend two penalty actions on the same date, because doing so causes a batch failure in TWIST.

Once a good cause approval has been determined by HHSC, if the individual's circumstances require more time, Boards must ensure that Workforce Solutions Office staff enters TWIST service code *91—Determined Good Cause* in *Service Tracking* and monitors the recipient's circumstances monthly.

Sometimes months after a penalty has been initiated, SNAP recipients contact Workforce Solutions Office staff to state that they had good cause.

To ensure the *SNAP E&T Program Detail* corresponds to the most recent penalty transaction, Boards must ensure that Workforce Solutions Office staff enters good cause by the 30th day after the penalty is initiated (unless reason for good cause occurred after the 13-day adverse action period).

If a penalty was initiated, and Workforce Solutions Office staff attempts to enter good cause after the adverse action period (even if the penalty has not been imposed), HHSC will deny the request.

If this occurs, Boards must ensure that Workforce Solutions Office staff informs the individual that he or she will need to contact HHSC directly for a good cause determination.

B-404.c: Follow-up after the Initiation of Penalty

Boards must ensure that Workforce Solutions Office staff follows up after the initiation of a penalty by:

- maintaining a log of penalties to ensure that action is taken by HHSC; and
- checking initiated penalties frequently to determine if action has been taken by HHSC.

Boards must ensure that Workforce Solutions Office staff does the following if action has not been taken on the penalty within ten days after the TWC notification date, or if a reject code is received:

- Review the appropriate HHSC system to determine the status of the penalty
- Contact appropriate local HHSC staff to determine the status of the penalty
- If the local office is not able to assist with processing the penalty, contact the HHSC regional contact person

If HHSC has not received the penalty, Boards must ensure that Workforce Solutions Office staff initiates a new penalty by:

- sending a new penalty using the original noncooperation date; and
- documenting in TWIST Counselor Notes to show the date that the penalty was originally sent and the date that the reject code was received.

B-405: SNAP E&T Activities in Service Tracking

Boards must be aware of the following.

All SNAP E&T activities must be entered into TWIST. The daily hours of participation for each SNAP E&T activity must also be entered into TWIST. Only actual hours of participation can be reported.

Boards must be aware of the following:

TWIST service code *39–Unsubsidized Employment* can be used only to:

- indicate that an ABAWD is employed less than 20 hours per week (if the ABAWD is employed less than 20 hours, the ABAWD also must be participating in another SNAP E&T activity to increase the total number of hours of participation to 30);
- indicate that a SNAP recipient who is part of the SNAP E&T General Population is employed fewer than 30 hours per week (the SNAP E&T General Population also must be participating in another SNAP E&T activity to increase the total number of hours of participation to 30);
- report that an ABAWD has obtained part-time employment of 20 hours after he or she has successfully participated in SNAP E&T activities. All services and the SNAP E&T Program Detail must be closed once the 20 hours of unsubsidized employment is reported unless the ABAWD wishes to voluntarily participate; or
- report that a SNAP recipient (ABAWD or SNAP E&T General Population) has obtained full-time employment after he or she has successfully participated in SNAP E&T activities.

TWIST service code *39–Unsubsidized Employment* must not be used to report full-time employment that was obtained prior to the initial SNAP E&T appointment.

ABAWDs who are not employed at least 20 hours per week, or who are not meeting the work requirement through participation in WIOA or Trade services, will appear on the *SNAP E&T History* tab as Work Code 3 (Mandatory/Not working). The ABAWD's Secondary SIG Code is displayed as C (ABAWD not meeting work requirement).

Within two weeks of an ABAWD's initial participation, Boards must ensure that Workforce Solutions Office staff notifies HHSC indicating the ABAWD is participating in SNAP E&T services. Once HHSC receives the notice, HHSC will change the ABAWD's Secondary SIG Code C to a SIG Code D.

B-406: Job Retention Services and Support Services in TWIST

Boards must be aware that:

- allowable SNAP E&T activities listed in B-406.b must be provided for a minimum of 30 and not more than 90 days to assist SNAP recipients employed full time with retaining employment—if a determination is made, based on the Decision Table in B-115.d, that job retention services, support services, or both can be provided; and
- support services listed in B-406.c must be provided for a minimum of 30 and not more than 90 days to assist SNAP recipients employed full time or part time with retaining

employment—if a determination is made, based on the Decision Table in B-115.d, that job retention services, support services, or both can be provided.

B-406.a: Point of Entry into Job Retention

Boards must be aware that service code 39–*Unsubsidized Employment* always serves as the gateway, the first point of entry into job retention services, support services, or both. This ensures that all job retention services or support services provided during the job retention period are associated with, or connected to, the SNAP recipient’s employment entry.

Specifically, service code 39–*Unsubsidized Employment*, used with fund code 87 (ABAWDs) or 88 (SNAP E&T General Population) and sub-fund code 44–*SNAP E&T Job Retention*, open the door to job retention services, support services, and the job retention period. See B-406.d for information on the sub-fund code.

Boards must ensure that once service code 39–*Unsubsidized Employment* and sub-fund code 44–*SNAP E&T Job Retention* are entered into TWIST, Workforce Solutions Office staff:

- notifies HHSC of the recipient’s full- or part-time employment entry;
- enters a reconsideration in the SNAP History tab; and
- proceeds with the provision of job retention services and support services as outlined in B-406.b and B-406.c.

B-406.b: Allowable Activities for SNAP Recipients Employed Full Time

Service Codes	SNAP E&T Services Allowable for Job Retention
1	Occupational Training
2	Basic Educational Skills/ABE
12	Job Search
38	Job Readiness
44	English as a Second Language
54	GED

B-406.c: Support Services for SNAP Recipients Employed Full Time or Part Time

Support Services Codes	SNAP E&T Support Services Allowable for Job Retention
202	Family/Child Care
203	Transportation
204	Housing/Rental Assistance
207	Other (such as tools, relocation expenses, union dues, licensing and bonding fees)
211	GED Test Payment*
212	Work-Related Expense

*Because SNAP recipients employed part time are still required to participate in regular SNAP E&T services, support services code *211–GED Test Payment* is not an allowable job retention support service for SNAP recipients employed part time. Boards must ensure that support services code *211–GED Test Payment* is not used with new sub-fund code *44–SNAP E&T Job Retention*. See B-406.d for information on the new sub-fund.

B-406.d: Sub-Fund Code 44–SNAP E&T Job Retention

Sub-fund code, *44–SNAP E&T Job Retention*, has been created in TWIST for use when entering service code *39–Unsubsidized Employment*, and when providing any of the allowable job retention services and support services listed in the B-406.b and B-406.c tables.

Boards must ensure that sub-fund code *44–SNAP E&T Job Retention* is used in conjunction with SNAP E&T fund codes 87 (ABAWDS) and 88 (General Population).

If support services are needed to accept or retain employment, Boards must ensure that sub-fund code *44* is used.

B-406.e: Job Retention Services Request Date Field

In addition to sub-fund code *44–SNAP E&T Job Retention*, a *Job Retention Services Request Date* field has been added to the *SNAP E&T Program Detail Summary* in TWIST to indicate the date that a SNAP recipient initially received job retention services, support services, or both.

Boards must ensure that the job retention services request date is entered along with one of the allowable job retention services or support services and saved under *Service Tracking*.

B-406.f: Job Retention Procedures

Boards must ensure that the following procedures are followed for providing job retention services or support services when a *SNAP E&T Program Detail* is open in TWIST and the SNAP recipient enters full- or part-time employment.

Full-Time Employment

A. When a SNAP recipient participating in regular SNAP E&T services, reports that he or she entered full-time employment, and does not request job retention services or support services at the time the employment is reported, Workforce Solutions Office staff:

1. closes all open regular SNAP E&T services;
2. enters service code 39 under *Service Tracking* using fund code 87 or 88 and new sub-fund code 44; and
3. leaves the *SNAP E&T Program Detail* open for the job retention period.

If the SNAP recipient requests job retention services or support services during the subsequent job retention period, and the recipient is still eligible, follow procedures outlined under B. If no job retention services or support services are requested, close the *SNAP E&T Program Detail* once the job retention period has expired.

B. When a SNAP recipient who is participating in regular SNAP E&T services reports that he or she entered full-time employment and requests job retention services, support services, or both, at the time the employment is reported or at any time during the job retention period, Boards must ensure that Workforce Solutions Office staff:

1. closes all open regular SNAP E&T services that are not allowable job retention services. (Allowable job retention services are listed in B-406.b);
2. enters service code 39 under *Service Tracking* using fund code 87 or 88 and sub-fund code 44;
3. enters the date on which the recipient received job retention services or support services in the *SNAP E&T Program Detail Summary*;
4. if the SNAP recipient requests to continue participation up to the end of the job retention period in a regular SNAP E&T service that is also an allowable job retention activity:
 - leaves the activity open, but closes fund code 87 or 88; and
 - adds a new fund row and enters fund code 87 or 88 and new sub-fund code 44 and a new start date that is the same as the recipient's date of entry into full-time employment;
5. enters any other allowable job retention activities and/or support services that the SNAP recipient has requested using fund code 87 or 88 and sub-fund code 44;
6. saves all entries;
7. documents appropriate job retention information in the *Counselor Notes*; and
8. closes out all services, support services, and the *SNAP E&T Program Detail*, at the end of the job retention period.

Part-Time Employment

A. When a SNAP recipient who is participating in regular SNAP E&T services enters part-time employment, and does not request job retention support services at the time the part-time employment is reported, Boards must ensure that Workforce Solutions Office staff:

1. requires the SNAP recipient to continue participation in regular SNAP E&T services in addition to the part-time employment for a combined total of 30 hours per week (unless the recipient is an exempt recipient who does not wish to continue participation, or is an ABAWD who participated in regular SNAP E&T services and became employed 20 hours per week);

2. enters service code 39 under *Service Tracking* using fund code 87 or 88 and sub-fund code 44.

B. When a SNAP recipient who is participating in regular SNAP E&T services enters part-time employment and requests job retention support services at the time the part-time employment is reported or at any time during the job retention period, Boards must ensure that Workforce Solutions Office staff:

1. requires SNAP E&T General Population and ABAWD recipients to continue participation in regular SNAP E&T services in addition to the part-time employment for a combined total of 30 hours per week;
2. requires ABAWDs who, after they have entered 20 hours of employment, volunteer to continue participation in regular SNAP E&T services in addition to the part-time employment, for a combined total of 30 hours per week;
3. enters service code 39 under *Service Tracking* using fund code 87 or 88 and sub-fund code 44;
4. enters the date on which the recipient received job retention support services in the *SNAP E&T Program Detail Summary*;
5. enters the allowable job retention support services using fund code 87 or 88 and sub-fund code 44;
6. saves all entries;
7. documents appropriate job retention support services information in the *TWIST Counselor Notes*; and
8. at the end of the job retention period, closes out all job retention support services and the *SNAP E&T Program Detail*.

Boards must ensure that if job retention support services are provided in addition to regular SNAP E&T services, Workforce Solutions Office staff enters both the job retention and the regular support services under *Service Tracking*.

B-406.g: Job Retention Procedures with a Closed SNAP E&T Program Detail

Boards must be aware that when a SNAP recipient has ended participation in regular SNAP E&T services, the *SNAP E&T Program Detail* is closed, and the recipient later enters employment and requests job retention services, services may be provided if the *SNAP E&T Program Detail* was closed for one of the following reasons:

- An ABAWD entered employment of 20 hours per week and discontinued participation
- An exempt SNAP recipient participated in regular SNAP E&T services, discontinued participation, and later entered employment

In this situation, follow the procedures outlined in B-406.h before providing job retention services or support services.

B-406.h: Procedures for Providing Job Retention Services When the SNAP E&T Program Detail Is Closed and the SNAP Recipient Enters Full- or Part-Time Employment

Full-Time Employment

Boards must ensure that when a SNAP recipient who ended participation later contacts Workforce Solutions Office staff to report full-time employment and requests job retention services, support services, or both, Workforce Solutions Office staff:

1. determines the individual's current SNAP eligibility status as of the date of the request—the customer must be receiving SNAP benefits in the month of or the month before beginning job retention services;
2. opens a new SNAP E&T Program Detail;
3. enters service code 39 under Service Tracking using fund code 87 or 88 and sub-fund code 44;
4. enters the date the job retention services, support services, or both, were requested in the SNAP E&T Program Detail Summary;
5. enters other allowable job retention activities, support services, or both, using fund code 87 or 88 and sub-fund code 44;
6. saves all entries;
7. documents appropriate job retention services and support services information in Counselor Notes;
8. ensures that job retention services and support services are provided for no more than the number of days of the job retention period after the SNAP recipient enters full-time employment; and
9. closes the SNAP E&T Program Detail:
 - before the job retention period has expired if no other job retention services or support services are requested; or
 - after the job retention period has expired.

Full-time Employment and Job Retention Scenario

On September 19, Mr. Wilson contacts his case manager and reports that he has found employment. The case manager discusses the availability of job retention services, issues transportation support, reports Mr. Wilson's employment to HHSC via Form H1817, and requests reconsideration in TWIST.

Action/Documentation

The case manager:

- opens TWIST service code 39—Unsubsidized Employment/Employment Entry with sub-fund code 44—SNAP E&T Job Retention for employment and job retention services;
- enters TWIST service code 203—Transportation Services for 9/19;
- enters reconsideration for employment in TWIST under the Good Cause tab;
- completes and faxes HHSC Form H1817 to HHSC and places a copy in the case file; and
- enters comprehensive narrative into TWIST *Counselor Notes*.

TWIST Counselor Notes

All SNAP E&T cases that report full-time employment must remain open.

Part-Time Employment

Boards must ensure that if a SNAP recipient who ended participation in regular SNAP E&T services later contacts Workforce Solutions Office staff to report part-time employment and requests job retention support services, Workforce Solutions Office staff:

1. determines the individual's current SNAP eligibility status;
2. opens a new SNAP E&T Program Detail;
3. enters service code 39 using fund code 87 or 88 and new sub-fund code 44;

4. enters the date on which the recipient requested job retention support services in the *SNAP E&T Program Detail Summary*;
5. enters the allowable job retention support services using fund code 87 or 88 and new sub-fund code 44;
6. saves all entries;
7. documents appropriate job retention support services information in *Counselor Notes*; and
8. ensures that job retention support services are provided for no more than the number of days of the job retention period after the SNAP recipient enters part-time employment.

B-500: Requests for TIERS Access

Texas Integrated Eligibility Redesign System (TIERS) users must be authorized by Local Workforce Development Board (Board) or Workforce Solutions Office staff before TIERS access can be granted. Board or Workforce Solutions Office staff is required to confirm that it is appropriate for the requested individual to have TIERS access before submitting request forms.

To request new, update, reset, or delete existing TIERS access, forms must be completed and submitted for Workforce Solutions Office staff by the local TWIST system administrator.

B-501: Forms Required for Access to TIERS

Forms required for TIERS access are the following:

- Tiers-HR0314—HHS Acceptable Use Agreement (PDF)
- Tiers—HHSC Systems Access Request (PDF)

The required forms are available on the Texas Workforce Commission (TWC) Intranet in the [Forms Library](#) under TWIST.

Once the access request is confirmed as appropriate, forms submitted by Workforce Solutions Office staff are e-mailed to TIERSAccess@twc.texas.gov by one of the following:

- TWIST system administrator
- Board network administrator
- Board executive director

Board or appropriate Workforce Solutions Office staff is required to review, on an annual basis, individuals with TIERS access to determine if access is still appropriate given current job duties.

Appendix

Forms for SNAP E&T Services


The following forms used to provide services to SNAP E&T participants are available on TWC's Intranet at [workforce forms](#).

E-2510	Notification of Child Care Eligibility
E-2706	Referral for Services
E-2735	Education Service Provided Referral and GED Testing Authorization
E-2736	Weekly Attendance and Progress Verification
E-2738	TANF/SNAP/WIOA Referral and Eligibility Verification
E-2776	Job Search Worksheet
E-2776s	Job Search Worksheet Spanish
E-2778	Employability Plan
FL-67	School Participation Form
FL-68	GED Retest Authorization
FL-69	Attendance Verification and GED Testing Authorization
FL-137	SNAP E&T Program Participant Requirements

HHSC Forms






HHSC Form H1816—SNAP E&T Noncompliance Report

This form is available online at [HHSC Form H1816](#).

		Form H1816 October 2017-E
SNAP E & T Noncompliance Report		
To: (Eligibility Staff)		
Eligibility Staff Address (Street, City, State, Zip Code)		
From: (Employment Contractor)		
Employment Contractor Address (Street, City, State, Zip Code)		
Client Name	Client No.	
Case Name		
PART I – MESSAGE FROM TWC STAFF TO TEXAS WORKS STAFF – Sanction Client for:		
<input type="checkbox"/> Client failed to participate. <input type="checkbox"/> Client failed to respond to outreach.		
<input type="checkbox"/> We explored good cause with the client. Good cause recommended.		
Date of good cause claim		
Comments		
Signature — TWC Staff		Date
PART II – MESSAGE FROM ELIGIBILITY STAFF TO TWC		
<input type="checkbox"/> Client has served their penalty period and agrees to participate in the Employment Service Program.		
<input type="checkbox"/> Client has good cause for noncompliance.....		Date
Comments		
Signature — Eligibility staff		Date

HHSC Form H1817—SNAP Information Transmittal

This form is available online at [HHSC Form H1817](#).

		Form H1817 August 2018-E	
SNAP Information Transmittal			
To: (HHSC)		From: (Employment Contractor)	
Address	Mail Code	Address	Mail Code
Case Name		Case No.	
Client Name		Client SSN	Client No.
Part I – Message from Employment Contractor to HHSC Staff			
<input type="checkbox"/> Please reconsider this client's registration (see Comments).			
<input type="checkbox"/> Client to receive _____ UI each _____ weeks(s), beginning _____ Date			
<input type="checkbox"/> Please provide the dates for which the client is certified to receive Supplemental Nutritional Assistance Program (SNAP) benefits.*			
<input type="checkbox"/> Client wishes to comply. An eligibility determination needs to be made.			
<input type="checkbox"/> Case inquiry or other request (see Comments).			
Comments: <div style="background-color: #e0e0ff; height: 80px; width: 100%;"></div>			
			
Signature — Employment Contractor		Date	
Part II – Message from HHSC Staff to Employment Contractor			
*This client is certified to receive SNAP from (month/year) _____ through(month/year) _____			
Comments: <div style="background-color: #e0e0ff; height: 80px; width: 100%;"></div>			
			
Signature — Eligibility Staff		Date	

HHSC Form H1822—ABAWD E&T Work Requirement Verification

This form is available online at [HHSC Form H1822](#).



Form H1822
May 2020-E

ABAWD E&T Work Requirement Verification

Case Name:	Case No.:	Date:
Name of Person:		

PART I (to be completed by local workforce staff after initial outreach at application):

- The person named above is participating in a satisfactory manner in the E&T program.

PART II (to be completed by local workforce staff to verify participation during the recertification process):

- WIOA Program; Start Date
- Trade Adjustment Act Program; Start Date
- Veterans Affairs; Start Date

Average Weekly Participation:

- 20 or More Hours per Week
- Less than 20 Hours per Week; client participates an average of hours per week
- SNAP E&T Program; Start Date
- Workfare
- Education or Training 20 or More Hours per Week
- The person named above is not participating in any Workforce Program

Name of Representative (please type or print)	Agency

<input type="text"/>	<input type="text"/>	<input type="text"/>
Signature	Date	Phone No.

HHSC Address	Fax No.

Nonfinancial Cooperative Agreement Template

NONFINANCIAL COOPERATIVE AGREEMENT BETWEEN WORKFARE EMPLOYING ENTITY AND SUPPLEMENTAL NUTRITION ASSISTANCE PROGRAM EMPLOYMENT AND TRAINING ADMINISTRATOR

AUTHORITY

The parties are authorized to enter into this nonfinancial agreement by, and all performance under this agreement is subject to, 7 USC §2029 (workfare).

The parties entering into this contract are the local workfare employing entity and the Local Workforce Development Board (Board) or its designee.

Board/Designee:

Employing Entity:

PERIOD OF AGREEMENT

This agreement becomes effective on the last signature date of the parties and will continue in effect until terminated by mutual written agreement of both parties or by one party giving 30 days' written notice to the other party.

PURPOSE

The purpose of this agreement is to establish policies and procedures for workfare experience for Able-Bodied Adults Without Dependents (ABAWDs) who receive Supplemental Nutrition Assistance Program (SNAP) benefits at various sites with the employing entity.

GOALS

- 4.1 The goal is to establish workfare jobsites for ABAWDs.
- 4.2 The primary goal of workfare is to improve employability and enable individuals to move into regular employment [7 CFR §273.7(m)].
- 4.3 The Board or its designee will develop local work plans for each participant in this project. The work plans must include the type of work to be performed, hours, and the contact at the employer site.

MEETINGS AND COORDINATION

- 5.1 The employing entity and the Board or its designee will meet as needed, but at least quarterly to assess the activities conducted under this agreement and to make necessary adjustments to improve the results of the project.

5.2 The employing entity and the Board or its designee will establish a process for the employing entity to report hours of participation, nonparticipation, and/or any other relevant participant information.

5.3 The contacts for this agreement are:

Employing Entity/Workfare Site

Name _____

Title _____

Address _____

Phone Number _____

Board/Designee

Name _____

Title _____

Address _____

Phone Number _____

MUTUAL AGREEMENTS

- 6.1 Performing the workfare activity tasks on a regular basis must be within the participant’s capability, including physical capacity, skills, experience, family responsibilities, and place of residence.
- 6.2 The total hours of participation will be based on the individual’s SNAP benefits and will not exceed 30 hours per week.
- 6.3 All participants have the rights available under federal, state, and local law prohibiting discrimination on the basis of race, sex, national origin, religion, age, or disability. Individuals alleging discrimination may choose to have their complaints processed as a SNAP Employment and Training dispute, or as a violation of other applicable state and local laws prohibiting discrimination in employment.

EMPLOYING ENTITY AGREEMENTS

- 7.1 No participant may be required, with or without consent, to remain away from home overnight.
- 7.2 Participants are subject to the same health and safety standards established under state and federal law that otherwise apply to non-ABAWDs in similar activities.
- 7.3 Operating agencies shall not provide work to a workfare participant that has the effect of replacing or preventing employment of an individual not participating in the workfare program. Workfare jobs shall in no way infringe upon the promotional opportunities otherwise available to regular employees.
- 7.4 The employing entity shall comply with the local work plan developed for each participant.

7.5 The employing entity agrees to provide ___ job slots to workfare participants each month.

Note: A slot is one workfare opening that may be filled by one individual.

TWC AGREEMENTS

- 8.1 The conditions of participation must be reasonable, taking the proficiency of the participant into account in each case.
- 8.2 Complaints related to workfare services must be filed in accordance with Board policies as outlined in the Texas Workforce Commission’s Integrated Complaints, Hearings, and Appeals rules at 40 Texas Administrative Code (TAC), Chapter 823.

Agreed-to:

Name	Name
Title	Title
Employing Entity	Board/Designee
Date	Date

List of Revisions

The tables below include a comprehensive list of the substantive changes made to this guide, including the revision date, the section revised, and a brief explanation of the specific revision.

Note: This guide also contains minor, nonsubstantive editorial changes that are not included in the List of Revisions.

March 2022

Section	Revisions
Overview of Guide	Revised for clarity
A-103.d	Revised to reflect the new service-delivery model and clarify requirements for workfare slots
A-103.e	Updated to reflect the new service-delivery model
A-205	Revised the reconsideration process for clarity
B-102.a	Added clarification about submission of Form H1822
B-108.d	Updated to add guidance on federal requirements regarding supplanting and cost parity
B-108.e	Updated for clarity
B-108.f	Updated guidance on workfare requirements, including workfare placements and agreements
B-113.a	Revised compliance period information for clarity

October 2021

Section	Revisions
A-102	Updated definitions of SNAP E&T terms
A-103.d	Revised to specify Board responsibilities regarding workfare
A-105.a	Added new section to address guidance on complaints, hearings, and appeals

A-204.a(1)	Updated guidance for Work Code P
A-205	Updated to address implementation of the provider determination provision of 2021 final rule
B-106.b	Updated to add additional guidance regarding the development of employment plans
B-108	Updated guidance regarding WIOA and good cause
B-108.a	Updated the requirements for case-managed job search
B-108.c	Updated to provide guidance regarding costs charged to E&T
B-108.d	Updated to add to description of nonvocational education and provide guidance regarding costs charged to E&T
B-108.e	Added guidance regarding the new Work Experience provisions from the 2021 final rule
B-108.f	Updated requirements for Workfare Assignment letter
B-112	Updated to address the impacts of SNAP benefit increase
B-113	Updated to provide additional guidance on participants who notify Workforce Solutions Office staff that they do not wish to participate
B-113.a	Updated to add clarification on the compliance period
B-115.k	Updated to provide additional guidance on the provision of job retention services
B-202	Updated in accordance with federal regulations
B-301	Updated to provide clarification on the duration of case management services and engagement in E&T
B-402	Updated to provide clarification on voluntary participation hours in work programs or workfare
Nonfinancial Cooperative Agreement	Updated to add additional requirement for workfare agreement

October 2020

Section	Revisions
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A-102	Added definition of “Compliance Period”
A-106	Added updated map
A-301.a	Clarified good cause actions
A-301.b	Clarified good cause actions
A-302	Added a good cause reason
B-102.a	Updated chart for clarity
B-103	Updated chart for clarity
B-104	Minor edits to clarify outreach requirements
B-106.c	Clarified requirements for Gen Pop noncooperation
B-106.d	Clarified actions when ABAWD does not meet work requirement
B-107	Clarified hourly participation requirement
B-108	Updated chart for clarity
B-113	Updated requirements for noncooperation with SNAP E&T
B-113.a	Updated requirements during and after the compliance period
B-302	Clarified ABAWD outreach requirements
B-401.b	Clarified requirements for outreach attempts
Form 1822	Updated to the most recent version

February 2020

Section	Revisions
A-101.c	Revised in accordance with the Agriculture Improvement Act of 2018
A-102	Updated job retention and SNAP E&T activities definitions
A-103.e	Updated in accordance with the Agriculture Improvement Act of 2018
A-203.a	Updated documentation requirements
A-205	Updated documentation requirements

B-103	Updated outreach letter requirements
B-104	Added new policy regarding the provision of outreach letters
B-106.a	Updated in accordance with the Agriculture Improvement Act of 2018
B-106.f	Updated in accordance with the Agriculture Improvement Act of 2018
B-107	Updated the 120-hour monthly limitation to align with federal requirement
B-108	Updated in accordance with the Agriculture Improvement Act of 2018
B-108.a	Updated in accordance with the Agriculture Improvement Act of 2018
B-108.a(1)	Updated in accordance with the Agriculture Improvement Act of 2018
B-108.f	Updated documentation requirements
B-113	Updated documentation requirements
B-113.a	Added new section: Timely and Reasonable Attempt
B-115	Updated in accordance with the Agriculture Improvement Act of 2018
B-115.b-d	Updated in accordance with the Agriculture Improvement Act of 2018
B-115.e	Revised for clarity
B-115.g	Updated in accordance with the Agriculture Improvement Act of 2018
B-115.g(1)	Revised for clarity and updated in accordance with the Agriculture Improvement Act of 2018
B-115.i	Revised for clarity and updated in accordance with the Agriculture Improvement Act of 2018
B-115.k	Updated in accordance with the Agriculture Improvement Act of 2018

B-115.l	Updated in accordance with the Agriculture Improvement Act of 2018
B-201	Updated policy on support service payments/reimbursement to align with federal requirements
B-202	Updated in accordance with the Agriculture Improvement Act of 2018
B-203	Updated in accordance with the Agriculture Improvement Act of 2018
B-301	Revised for clarity
B-306.c	Revised for clarity
B-307	Updated in accordance with the Agriculture Improvement Act of 2018
B-406	Updated in accordance with the Agriculture Improvement Act of 2018
B-406.a	Updated in accordance with the Agriculture Improvement Act of 2018
B-406.b	Added new service code
B-406.f	Updated in accordance with the Agriculture Improvement Act of 2018
B-406.g	Updated in accordance with the Agriculture Improvement Act of 2018

June 2019

Section	Revisions
A-102	Revised the definition of reconsideration
A-203.a	Revised and added information about the H1822 at SNAP recertification
A-203.c	Clarification on how to calculate employment hours

A-204.a(1)	Added refugees to Work Code S recipients
A-302	Revised the Reasons for Good Cause
B-108.b	Clarification that training does not have to be done by an Eligible Training Provider.
B-108.f	Clarification about part-time employment
B-113	Clarifications about the consequences of noncompliance and the opportunity to provide good cause
B-115.d	Revised the Decision Table for clarity
B-501	Revised to reflect updated TIERS forms
Appendix	Updated Forms H1816, H1817, and H1822

June 2018

Section	Revisions
A-102	Updated and added “temporary interruption” to definitions
A-103.c	Clarifications regarding HHSC responsibility for good cause determination
A-103.d	Revised and updated to include temporary interruption for compliant SNAP E&T participants
A-103.e	Clarifications of the responsibilities of Workforce Solutions Office staff regarding good cause and the addition of temporary interruption
A-301	Clarifications to the process of good cause notification to HHSC
A-301.a	Clarifications to the good cause process <i>before</i> a penalty is initiated
A-301.b	Clarifications to the good cause process <i>after</i> a penalty is initiated, and the process if HHSC denies a good cause recommendation
A-301.c	Deleted because exempt SNAP recipients don’t require good cause

A-302	Clarifications regarding good cause reasons that might require reconsideration by HHSC
A-303	Clarifies that HHSC determines good cause, not the Boards
A-400	New section to describe temporary interruption
A-401.a	Describes temporary interruption and its application
A-401.b	Describes when participation may resume after a temporary interruption
A-402	Describes Workforce Solutions Office and Board responsibilities regarding temporary interruption
B-404	Revised to include temporary interruption
B-404.a	Revised to describe only temporary interruption actions in TWIST
B-404.b(1)	Revised to reflect good cause actions in TWIST before a penalty is initiated
B-404.b(2)	Revised to reflect good cause actions in TWIST after a penalty is initiated

June 2017

Section	Revisions
A-204	Updated Federal Exemptions to indicate HHSC staff is responsible for determining exemption status of SNAP recipients.
A-204.a(1)	Updated various Federal Exemption Criteria and Corresponding Work Codes.
A-204.a(2)	Update Texas Works Bulletin information and link. Revised Scenario 1 and 2.
A-204.a(3)	Deleted Screening for Federal Exemptions at employment planning meetings. No longer required. Renumbered.
A-204.a(4)	Renumbered to A-204.a(3). Requests for Reconsideration revised to include Workforce Solutions Office staff must not conduct redeterminations of all SNAP recipients who attend employment planning meetings.

A-204.a(5)	Renumbered to A-204.a(4). Revised to remove pregnant (verification required), “verification required” removed from exempt from SNAP E&T work requirements, and “lives in waiver area” removed. No longer required. SNAP recipients age revised from 50 to 49.
A-204.a(6)	Deleted. ABAWD Waiver Counties. No longer valid.
Appendix	Forms FL-139 and FL-139S, SNAP E&T Exemption Worksheet. No longer required.

October 2011

Section	Revisions
All Sections	Updated terminology: changed Texas Workforce Center to Workforce Solutions Office
A-106	FY’12 SNAP E&T Map
A-300	Revised <i>Good Cause</i> to specify actions that should be taken if good cause is initiated prior to a request to sanction, or after a sanction has been initiated
B-108.a(1)	Removed verification procedures for SNAP recipients participating in job search
B-108.f	Revised <i>Unsubsidized Employment</i> to include the second part of the federal definition for full-time employment, and to provide information on actions Boards must ensure Workforce Solutions Office staff take when the recipient enters full-time employment prior to and during participation
B-113	Revised <i>Noncooperation with SNAP E&T Requirements</i> to emphasize that the timely and reasonable attempt policy does not apply to SNAP E&T
B-115h	Modified <i>Job Retention Decision Table</i> to include language on the time frame in which a person may receive job retention services
B-115.s	Added new subsection regarding provision of job retention services when a recipient enters new employment during the 90-day job retention period

B-203	Revised <i>Transportation Assistance</i> to indicate that FNS prohibits use of SNAP E&T funds for automobile repairs for exempt recipients
B-205	Revised <i>Housing Assistance</i> based on guidance from FNS limiting housing assistance to two months in a 12-month period
B-206	Added new child care policy reiterating that Boards must use CCDF funds—not SNAP E&T funds—for recipients participating in SNAP E&T
B-306.c	Removed Verification and Documentation Requirements
B-307	Added note indicating that SNAP recipients meet the full-time employment exemption criteria if they accept a job offer of at least 30 hours per week, and the job is scheduled to begin immediately or within the next 30 days
B-401	Added requirement for Boards to outreach SNAP recipients with Work Code 5
Part C/ Appendix	Removed Part C, Guide Review; added new Part C Appendix
RESCISSIONS	WD Letter 11-10

September 2009

Section	Revisions
A-101.c	Revised in accordance with WD Letter 35-09
A-101.c(1)	Revised in accordance with WD Letter 35-09
A-106	Revised in accordance with WD Letter 35-09
B-106.a	Revised in accordance with WD Letter 35-09
B-106.a–f	Revised in accordance with WD Letter 35-09
B-106.f	Revised in accordance with WD Letter 35-09
B-115	New section added in accordance with WD Letter 35-09
B-201	Revised in accordance with WD Letter 35-09

B-202	Revised in accordance with WD Letter 35-09
B-203	Revised in accordance with WD Letter 35-09
B-204	Revised in accordance with WD Letter 35-09
B-205	Revised in accordance with WD Letter 35-09
B-207–209	Revised in accordance with WD Letter 35-09
B-406	Revised in accordance with WD Letter 35-09

April 2009

Section	Revisions
All Sections	Revised in accordance with WD Letter 09-09
A-101.c	Updated SNAP E&T map
B-108.a(1)	Revised in accordance with WD Letter 41-07, Change 2
B-114	Corrected language
A-204.a(2)	New section added in accordance with WD Letter 15-08
B-306.c	Revised in accordance with WD Letter 62-07, Change 2
B-405	Revised in accordance with TA Bulletin 190