

TANF ORIENTATION & ASSESSMENT CHECKLIST

Section I: Introduction

- Tell customer your name, title, and “It’s my job to help you find employment.”
- Workforce Solutions is a leading placement agency.
- Last year we helped fill over 21,000 positions with employers.
- We have 28 offices and more than 700 dedicated, professional, and friendly staff to help you look for work.
- We have available to you computers, fax machines, telephones, and internet access to help you conduct your job search.
- Our office calendar lists the workshops that are available to you such as resume writing, interviewing, and many others. (*ensure customer has office calendar*)

Section II: Identify Customer Need

- What brought you to Workforce Solutions today?
- Is this your first time receiving Workforce Solutions Orientation to discuss your TANF responsibilities? *If yes, proceed. If no, it is not necessary to repeat all the information of the orientation. Do remind the customer of her requirement to look for work and the number of hours she must spend preparing for and looking for work. Review the job search log instructions with the customer to make sure she understands the changes that may have occurred since her last orientation.*
- You brought this form/letter to us because you have applied for TANF assistance with HHSC.
- If you are experiencing a short-term financial crisis, consider applying for One Time TANF. One time TANF is a lump sum grant of \$1,000 offered through HHSC.
- If you receive the lump sum payment, you will not be eligible for TANF cash assistance for the next 12 months.
- When you applied for assistance you agreed to look for work.
- Workforce Solutions will support you in your job search by providing you with referrals to jobs as you request them.
- Is this a two-parent household?

Section III: Discuss Responsibilities & Obtain Customer Agreement

- “You must look for employment while receiving TANF benefits.”*
- As part of the requirement for receiving TANF, you must participate in the activities arranged by Workforce Solutions and report your progress weekly.
- In order to continue to receive your benefits while you look for work, you will need

to complete the following:

- ___ 1. You must look for work and keep a paper record of all the activities you participate in.
 - ___ 2. Participate with Workforce Solutions for ___ hours a week and report the hours weekly to Workforce Solutions.
 - ___ 3. Accept The Workforce's job referrals.
 - ___ 4. Accept a reasonable job offer and do your best to keep the job.
 - ___ 5. Report any changes in your job to us immediately.
 - ___ 6. Keep in touch with us on a regular basis and attend all scheduled appointments.
- ___ **If you fail to meet the work requirements and to report your participation to Workforce Solutions, your cash benefits and Medicaid will stop.**
- ___ Have customer read the Statement of Agreement and sign and date the form. ***If two parent household, have each parent sign a separate Statement of Agreement.***
- ___ For two parent household, have each parent read and sign the Family Cooperation Agreement form.

Section IV: Discuss Job Search

- ___ By working, your family income will be greater and the skills and qualifications you gain will lead to better, higher-paying jobs.
- ___ We usually begin by helping you look for work..
- ___ You must spend ___ hours every week looking for work or getting ready to look by participating classes such as resume writing or other activities arranged by Workforce Solutions.
- ___ For each day, count the number of hours you spend, attending job search classes, researching jobs, applying for jobs, preparing for and going to interviews, following up on job interviews, and networking. Instructions for how to count hours for your job search are included in your orientation folder. ***(Show customer the instructions.)***
- ___ Write down on the job search log the hours you spend each day doing these tasks.
- ___ Turn in a completed job search log to us every week.
Return your completed job search log to me on _____ (*insert date*) and we will review your progress together. ***Explain to customer what 'week of participation' means by using the office calendar and highlight the week that must be documented for participation.***
- ___ If after 3 weeks of being certified for TANF you have not found a job, you will need to work for your benefits in an unpaid volunteer position.

___ Is there anything keeping you from accepting a job or beginning your job search today? If, in your opinion, the customer is not work ready take her to a PSR who will stamp her HHSC form; or give her an appointment with a PSR to develop the appropriate plan. Always stamp her HHSC form before she leaves on the day of orientation.

Transition: *This concludes your work orientation and now we will begin helping you with your job search (or I will introduce you to one of our specialist who will help you to ____. Before we proceed, do you have any questions over what we discussed?*

Section V: Provide Job Search Service

- ___ Are you familiar with WorkInTexas.com? (*check customer registration status in WIT and update work application if necessary*)
- ___ Utilize Job Search Map to develop Family Employment Plan.
(Workforce Solutions copy of Job Search Map will remain in the customer file).
- ___ Conduct job readiness assessment by utilizing Work Search Desk Aid
- ___ Provide job search contacts
- ___ Provide business card & make customer is aware of next step in service delivery process