



## Policy Memorandum

TO: The WorkSource contractors, managers & staff

FROM: Rodney Bradshaw  
Mike Temple

DATE: October 9, 2007

SUBJ: Changes to Work Orientation and Job Search Tracking  
Temporary Assistance to Needy Families and Food Stamp Employment & Training

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### Purpose

Change the work orientation and job search tracking requirements for customers who apply for or receive Temporary Assistance to Needy Families (TANF) or Food Stamps.

### Changes

A summary of changes is listed below:

- **Rescind TWS Issuance 05-10: Reporting Cooperation Hours to The WorkSource.** We are amending policies and procedures for reporting cooperation into the Basic and Expanded Standards and Guidelines. You can find the cooperation policies and procedures in the Information Resources sections of these two standards.
- **Reporting and Documentation of Cooperation Hours.** We updated the policy and procedures to reflect the changes in allowable job search activities and required documentation. We are re-issuing the policy and procedures in the information resource attached to this memo. You can also find this in attachment to the Expanded Service Standard and Guideline at <http://theworksource.org/staff/expandedservices.html>. See attachment **VII.H. Reporting and Documentation of Cooperation Hours.**
- **Workforce Orientation PowerPoint Presentation and Checklist for TANF Applicants/Recipients and Food Stamp Recipients.** We changed the PowerPoint presentation and the checklist to reflect the changes in allowable job search activities and required documentation. The revised presentation and checklist are attached to this memo. You can also find these in attachments to the Basic Service Standard and Guideline at

<http://theworksource.org/staff/basicsevicesandg.html>. See attachments **VII. H.2. Work Orientation –TANF and VII.H.2.B. TANF Orientation Staff Guide.**

- **Job Search Log.** We changed the Job Search Log to add a required statement, the customer’s certification and a line for the customer’s signature and date of signature. Any customer who is required to track her job search must use the new job search log. This includes TANF applicants and recipients, Food Stamp recipients, and UI claimants. The revised log is attached to this memo. The log is posted on the web in attachments to information resources of the Expanded Service Standard and Guideline at <http://theworksource.org/staff/expandedsevicesandg.html>. See attachment **VII. H.1. Job Search Log.**
- **Job Search Log Instructions (*How to Count Hours for Your Job Search*) and Job Search Log Example.** We no longer count travel time and personal preparation time as job search activities. We require customers to submit documentation of each job search activity with the job search log each week. We’ve posted the instructions on the web in attachments to information resources of the Expanded Service Standard and Guideline at <http://theworksource.org/staff/expandedsevicesandg.html>. See attachments **VII. H.2. How to Count Hours for Your Job Search and VII.H.3. Job Search Log Example.**
- **Verification of Hours form.** We added “Supervised Study Time or Home Work” to the form. The instructions for using this form are in the information resource *Reporting and Documentation of Cooperation Hours* - posted on the web in attachments to information resources of the Expanded Service Standard and Guideline at <http://theworksource.org/staff/expandedsevicesandg.html>. See attachment **VII.I. Verification of Hours.**

**Note: Spanish Language versions of the Verification of Hours form, Job Search Log and Job Search Log Instructions will be distributed by October 30, 2007.**

## Action Required

1. Make sure that all quality assurance staff, office managers, supervisors, trackers, personal service representatives, employment counselors and other appropriate staff are aware of the changes for service to TANF applicants/recipients and Food Stamp recipients.
2. Make sure staff begin using the new orientation materials and job search logs immediately.
3. Make sure that quality assurance staff incorporate this process in their regular reviews and work.

## Questions

Direct inquiries to the web Q&A or to Ginger Rogers at [grogers@theworksource.org](mailto:grogers@theworksource.org) 713.993.2409, Betty Drake at [bdrake@theworksource.org](mailto:bdrake@theworksource.org), or David Baggerly at [dbaggerly@theworksource.org](mailto:dbaggerly@theworksource.org) 713.993.4528.

## Attachments

- Reporting and Documentation of Cooperation Hours
- Workforce Orientation for TANF PowerPoint presentation - revised
- Workforce Orientation for TANF Checklist – revised
- Workforce Orientation for Food Stamp PowerPoint presentation - revised
- Workforce Orientation for Food Stamp Checklist – revised
- Job Search Log
- *How to Count Hours for Your Job Search* - Instructions for Reporting Job Search Hours
- Job Search Log Example
- Verification of Hours form