



WS 18-11 Change 1
Released: August 9, 2022
Effective: August 10, 2022
Basic & Expanded Services
Expires: Continuing

To: All Contractors

From: Juliet Stipeche
Brenda Williams
Rebecca Neudecker

Subject: Cooperation Rules and Procedures

Purpose

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

This issuance replaces WS 18-11 Revised.

Background

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

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

Action

1. Make sure all office managers, supervisors, and staff are aware of and implement these new procedures effective August 10, 2022.
2. Make sure all career office staff attend one of the Cooperation Rules and Procedures webinars scheduled in August 2022:
 - [Tuesday, 8/16 at 10 am and 2 pm](#)
 - [Thursday, 8/18 at 10 am and 2 pm](#)
 - [Wednesday, 8/24 at 10 am and 2 pm](#)
 - [Thursday, 8/25 at 10 am and 2 pm](#)

Staff who register for a morning session must also attend the afternoon session on the same day.

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

Questions

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