**SNAP Participation**

**Good Cause Desk Aid**

Beginning November 16, 2022, all SNAP recipients who have an open SNAP E&T Program Detail **must not** be penalized for SNAP E&T noncompliance **until further notice**.

Workforce Solutions will continue to outreach SNAP ABAWDs and General Population customers as usual; however, participation in the SNAP E&T program is voluntary.Staff should work with customers who want and need our assistance to obtain their employment goals. Staff should **not** discourage a customer from working with us.

1. **Outreach to customers**

* Trackers will continue to outreach all ABAWDs and a percentage of the General Population customers in the SNAP outreach pool using the revised SNAP letter.
* Customers will still be considered compliant during the compliance period (three business days).
* For SNAP customers who fail to respond to the outreach by the end of the compliance period, Trackers must:
  + Mark **“Did not Attend”** on the roster
  + Enter the following in the Comments section of the Scheduler Event:
    - **“No sanction has been sent in accordance with HHSC directive.”**
  + Close the SNAP E&T Program Detail with case closure reason **78-Other**.



1. **Customers responding to outreach**

Our primary focus is to assist SNAP customers in their efforts to finding a sustainable job. If they choose to work with us, Career Advisors must:

* Work with the customer to establish their employment goals (listen to the customer's needs);
* Offer and provide services that will help the customer achieve their goals (support services, job search, work fare or work experience, OJT, high school equivalency, basic computer skills, occupational training, etc.);
* Communicate their hourly participation requirement and work with them to submit hours weekly; and
* Maintain weekly contact and document actions in TWIST Counselor Notes.

**Note: Staff should discontinue using the recorded SNAP E&T Participation video and only use the PowerPoint presentation when conducting SNAP orientations.**

If the customer does not want to participate following the outreach or during a scheduled orientation appointment, Career Advisors must:

* Document the conversation in TWIST Counselor Notes
  + Subject Line: SNAP Participation.

Note: Trackers will follow the actions in **step 1** to close the customer’s SNAP E&T Program Detail.

1. **For SNAP E&T customers who fail to participate, Trackers must:**

* Consider the customer compliant during the compliance period (three business days),
* Enter the following under the TWIST SNAP E&T History menu selection (following the compliance period):
  + On the Good Cause tab,
    - Select Action Type – **SNAP E&T Good Cause**
    - Select Good Cause Action Reason – **55: Other**;
  + On the Penalty tab,
    - Select Penalty Reason—17: "**Failed to Participate, Good Cause Recommended”**
* Complete form 1816 and fax the 1816 to HHSC
* Document in TWIST Counselor Notes
  + Subject Line: **Failure to Participate**
  + Body: **“No sanction has been sent in accordance with HHSC directive;”** and
  + The date the 1816 was sent to HHSC.
* Close the SNAP E&T Program Detail with closure reason 78-Other.





**SNAP Good Cause Q&A**

1. If a customer is "in compliance" with the SNAP program, are they still required to participate?

**A**: If a customer is participating with us, they are still required to meet the same participation criteria, such as 30 hours per week and submitting hours each Monday.

1. Regarding the new SNAP procedures, what do we do if they choose not to participate during the SNAP Orientation?

**A**: Refer to **step 2** above.

1. I'm the Switchboard Operator, do I still schedule customers for orientations? Do I do a good cause from the start?

**A**: Switchboard Operators should continue to schedule customers for orientations.

1. How do we handle customers that are calling before getting penalized? Do we still have to conduct orientations? And just say that job searching is voluntary and not mandatory?

**A**: If a customer responds to an outreach and wishes to participate, staff should conduct the orientation and work with the customer to achieve their employment goals. Staff should offer services such as financial assistance, job search/readiness activities, work experience, OJT, basic computer skills, occupational training, etc. to help the customer obtain employment. Staff should not discourage customers from working with us who want and need our assistance.

1. Do we need to contact customers that are currently participating to inform them participation is no longer mandatory? **No**

Also, what about the customers that have met their four weeks of job searching and are now participating in community service? Will these customers be "Good Caused" effective immediately? **No**

There is instruction on how to address customers who fail to participate so is there a backtrack date that we need to be taken into consideration when moving forward with these new changes? **No**

**A**: If a customer is participating with us, they are still required to meet the same participation criteria, such as 30 hours per week and submitting hours each Monday. If they are participating in workfare, they will still be required to meet the participation hours calculated up to their FLSA limit.

1. Does this affect the reconsideration process?

**A:** No; we are not requesting SNAP participants’ work codes be changed as part of this process. If the customer meets a federal exemption, staff must follow the usual procedures for completing a reconsideration.