

POLICY

CATEGORY:	Workforce Programs- Choices	No: 4.2.100.01
SUBJECT:	Service Strategies	
SUPERSEDES:	Policy # 4.2.100.00 dated December 11, 2008	
EFFECTIVE:	June 26, 2015	
BOARD APPROVAL:	June 25, 2015	
DATE OF LAST REVIEW:	May 21, 2015	

I. PURPOSE:

To establish criteria and provide guidance on the implementation of strategies in providing Choices Eligible services in the Coastal Bend area.

II. DEFINITIONS:

Applicant – an adult or a teen head of household in a family who applies for TANF cash assistance, who previously did not leave TANF in a sanctioned status.

Career Ready Workforce Certification (CRWC) – a four day training acquiring 14 “soft skill” competencies and Continuing Education Units (CEUs).

Choices Eligible – an individual eligible to receive Choices services including an adult or teen head of household who is an applicant, conditional applicant, recipient, non-recipient parent, former recipient, or sanctioned family.

Conditional Applicant – an adult or teen head of household in a sanctioned status, but who is reapplying for TANF cash assistance that must demonstrate cooperation with Choices program requirements for four consecutive weeks.

TANF – Temporary Assistance for Needy Families

III. POLICY STATEMENT:

Workforce Solutions of the Coastal Bend shall coordinate all career center services to implement a system that promotes self-sufficiency among Choices Eligible participants. . The Texas Workforce Commission (TWC) Choices Rules Chapter 811 and the TWC Choices Guide will be followed in developing strategies and operating procedures.

Strategies to provide Choices Eligible services shall demonstrate:

- Concentrated efforts to immediately engage applicants in workforce center services and informs customers of all available support services, including TANF applicant child care;
- Applicants and conditional applicants make an informed decision of their options to withdraw from TANF, continue with TANF certification, or apply for One Time TANF based on information provided;

- Outreach methods, appointment letters, and facilitation techniques specific to each Choices Eligible in an effort to motivate and engage more customers that want to participate rather than have to participate;
- A standardized Work First design which engages Choices Eligible participants *immediately* with activities that promote employment outcomes such as sharing labor market information, registering in WorkInTexas, providing job leads, having employers on site who hire, and a written appointment to start structured job readiness activities;
- Assessments are built on strengths instead of barriers and is an ongoing process, not a one-time event;
- Family Employment Plans (FEP) are developed to anchor a commitment from the participant and used as a planning document for *continuous* engagement of work activities with scheduled services that promote the plan and keep the participant productive;
- Promotion of fewer workshops offered more frequently, focused on the participant not the program, and with topics such as WorkInTexas.com, Job Search, Applying for Jobs Online and Interviewing;
- Job clubs are offered for networking and not job search workshops;
- Career Ready Workforce Certification (CRWC) will be attended when available and appropriate for participant to attend;
- Choices staff will provide Choices Eligible participants with job referrals in WorkInTexas.com;
- All Career Center staff, to include the Business Service Unit (BSU), support the Choices staff to provide Choices Eligible participants with job referrals, employment opportunities, job development, job fairs and hiring events with targeted occupations specific to the Choices population;
- Incentive are provided to Choices Eligible participants when funding is available in an effort to improve employment, training, and education outcomes;
- Post-employment services are provided once a Choices Eligible participant leaves TANF due to employment based on funding available;
- Financial Literacy Training is provided to enhance financial skills.

Contracted service providers may determine an organizational structure for providing services to Choices Eligible participants. . Choices services shall be provided by staff that are continuously trained in order to demonstrate competency in required and specialized job functions such as facilitation, outreach, and case management.

IV. PROCEDURES:

The contracted service provider shall develop operating procedures that comply with this policy.

V. RELATED POLICY INFORMATION:

Deficit Reduction Act of 2005 (Public Law 109-71)

45 C.F.R. Parts 261

TWC Choices Rules, 40 TAC, Chapter 811

TWC Choices Guide, June 2013

TWC WD Letter 08-13, dated 01/06/2013 and entitled Implementation of Amended Chapter 811, Choices Rules

