

BEST PRACTICES – TEXAS

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Presenters:

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Beginning at the WOA (Workforce Orientation for Applicants), applicants are given information about the divergence plan (accepting a one time cash benefit of \$1,000 rather than receiving TANF). Applicants are given center services information and strongly encouraged to visit the workforce centers.

Once the applicant is determined eligible for Temporary Cash Assistance and is referred to the Choices program, they are enrolled into core and non-core activities.

In East Texas customers attend daily Opening the Doors to Work activities.

Gulf Coast and East Texas Career Specialists make home visits after EPS (Employment Planning Sessions). Home visits are made whenever clients miss scheduled appointments or in search of employment/and other information about the clients. Home visits are mandatory.

Clients are contacted weekly. Cases (Employment Planning reports) are documented weekly.

Clients who are unemployed must report daily to the workforce centers to perform job searches, receive job referrals, and participate in mini job fair seminars.

Talk to the clients about time limits, but discuss in terms clients can relate to, such as instead of stating the clock is ticking and you only have 6 months of benefits left, state the clock is ticking and you only have 6 more checks to receive.

Everyone should talk to the clients about what's in it for them. Discuss what the program offers and what they are expected to do... Get a job, get a better job, and then get a career.

Managers need to be NOSY!! Find out what your staff is doing. Ask questions. Walk the floor. Be a part of the team! Know what's happening with your clients and your staff. Take care of your big "C" customer.