

Food Stamp Employment and Training

Operating a Volunteer Program

July 2009



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Leader: Welcome to the Food Stamp Employment and Training (FSET) program Internet-based training session. During this session, we will review the process of operating a volunteer-based employment and training program for food stamp volunteers.



Objectives

- **The basics of operating a volunteer program**
 - *Who can we serve?*
 - *What cases will be created in the One-Stop Service Tracking (OSST) system via the interface?*
 - *What participants will be mailed an Outreach Letter?*
 - *What if the food stamp recipient has a case in OSST but is not mailed a letter?*
 - *What if a food stamp recipient wants to volunteer but does not have a case in the OSST system?*

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Leader: During this training session, we will review:

1. The eligibility requirements associated with the FSET program, including the population that the Regional Workforce Boards (RWBs) can serve through the FSET program;
2. The process in which cases are created in the One-Stop Service Tracking (OSST) system automatically based on data received from the Department of Children and Families' (DCF's) data entry system;
3. The population of potential volunteers who will be mailed an Outreach Letter via the automated system in OSST; and
4. The process for entering a case in the OSST system if staff identify a food stamp recipient who wants to volunteer in the FSET program but the case is not in the data entry system.



Objectives

- **The basics of operating a volunteer program**
 - ***What activities can our program participants be engaged in?***
 - ***How many hours does a participant have to complete each month to get transportation assistance?***
 - ***What if the FSET participant does not show to an appointment, an activity, etc.?***
 - ***Can a participant receive a Food Stamp Reimbursement (FSR)?***

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We will also review:

1. The activities that volunteers can participate in and receive help paying for transportation;
2. The number of hours volunteers must complete to receive help paying for transportation each month; and
3. What happens if the volunteer does not participate in activities or fails to attend an appointment with a staff member.



Engaging Volunteers - FSET

- Who can we serve?
 - *An individual who is receiving food stamps that is not already engaged in the Welfare Transition (WT) program*
- Eligibility
 - *The OSST system will create cases based on data from the FLORIDA to OSST interface*
 - *Regional staff can*
 - Review a food stamp recipient's eligibility in the DCF's data entry system, the FLORIDA system
 - Enroll the food stamp recipient in the volunteer program
 - Create a case or reopen the case in the OSST system

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Leader: Who can the RWBs serve in the FSET program? Individuals who are receiving food stamps and who are not engaged in the Welfare Transition (WT) program may be enrolled in the volunteer-based FSET program.

How do we determine that we can serve them? If the case is not already open and active in an FSET unit, the region can review the DCF's data entry system, the FLORIDA system, to ensure that they are receiving food stamps. If the individual is getting food stamps and is not referred as a mandatory participant to the WT program, the region can enroll the food stamp recipient in the volunteer program. If the case exists in OSST but is closed, FSET program staff can simply "grab the case" using the work registration feature or reopen the case. If the case does not exist in the OSST system, staff can create a case using the information found in the FLORIDA system.



Engaging Volunteers - FSET

- **What food stamp records generate cases in OSST?**
 - ***If the food stamp recipient is a “work registrant”, a case will be built in OSST***
 - ***If the food stamp recipient is an Unemployment Compensation recipient, a case will be built in OSST***
 - **The cases will have an engagement to-do created**
 - **FSET program staff will not need to confirm the engagement to-dos**

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Leader: There FLORIDA system sends the Agency for Workforce Innovation (AWI) a file each week night. The file includes thousands of records. If the record indicates the individual is a food stamp recipient and is either a work registrant or Unemployment Compensation recipient, a case will be created or reopened in the OSST system.

An alert or a “To-Do” will be created. This alert tells the workforce staff to take action on the case. However, many processes have been automated. The OSST will confirm the To-Do for cases created or reopened by the interface. FSET program staff will not need to confirm any to-dos for these cases. This process is estimate to begin between July 1st and July 8th.



Engaging Volunteers - FSET

- **Who will be mailed an Outreach Letter?**
 - **Only on cases where the participant is 16 through 39**
 - This is based only on limited funding
 - If additional funds can be secured to expand outreach, we will outreach to additional participants
- ***Outreach Letters will not be mailed until on or after August 12, 2009***

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Leader: Many food stamp recipients are coded “work registrants” or “Unemployment Compensation recipients” by the DCF. However, Florida does not have enough funds to mail Outreach letters to all food stamp recipients who have a case built in the OSST system via the interface. To eliminate costs, a decision was made by the FSET workgroup to mail Outreach Letters to potential volunteers from 16 to 39 years of age. This does not in any way eliminate serving food stamp recipients who do not receive an Outreach Letter. The goal is to secure additional funds to expand the population receiving Outreach Letters. Additionally, food stamp recipients who are not between the ages of 16-39 can be reached out to by using posters, brochures or local outreach efforts.



Engaging Volunteers - FSET

- **Who will be mailed an Outreach Letter?**
 - ***If the letter is mailed, a Notification Activity (599) will be added to the case on the Skill Development screen***
 - **Actual Start Date**
 - **Anticipated End Date**

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Leader: If the food stamp recipient has a case built or reopened in OSST, the engagement to-do will be confirmed via the automated process. If the food stamp recipient is mailed an Outreach Letter, the automated process will create a Notification of Activity (599). The activity is entered on the Skill Development screen with an Actual Start Date and an Anticipated End Date.



Engaging Volunteers - FSET

- **What happens if an Outreach Letter is not mailed?**
 - *The engagement to-do will be confirmed*
 - *A 593 “Authorization for On-line Activity” is entered*
 - **Actual Start Date**
 - **Anticipated End Date**
 - **Authorizing the participant to sign in to OSST, complete the orientation process, answer the assessment questions, select an activity, get his/her next steps** 8

Leader: If the food stamp recipient was not mailed an Outreach Letter, the automated process will confirm the engagement to-do. An Authorization for On-Line Activity (593) will be placed on the case with an Actual Start Date and Anticipated End Date. This means that the participant will have authorization to log into the OSST system and complete the initial engagement process. The initial engagement process includes the following:

1. Reviewing information on the Orientation screen;
2. Answering questions on the Assessment screen;
3. Selecting an activity on the Participation screen; and
4. Receiving their next steps on the My Status screen.



Engaging Volunteers - FSET

- **What happens if a case is not created in OSST?**
 - ***Some food stamp recipients will be introduced to the program via other workforce programs and outreach methods***
 - **An individual is looking for work in the career center, and staff learns that (s)he is getting food stamps**
 - **The individual needs “intensive” engagement in activities, as well as transportation assistance**

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Leader: Some food stamp recipients will be introduced to the program via other workforce programs and outreach methods. For example, the individual could be a job seeker using the resource room at the career center. Program staff learns that (s)he is getting food stamps and could use more “intensive” engagement in activities, as well as transportation assistance.



Engaging Volunteers - FSET

- **What happens if a case is not created in OSST?**
 - ***You must determine if the individual is eligible***
 - Receiving food stamps
 - ***You must determine if a case is in the OSST system***
 - ***You must record all engagement in the OSST system***
 - ***You must ensure the participant is getting food stamps the entire time (s)he is engaged in the program***

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Leader: How would you serve this job seeker? First, confirm the individual is receiving food stamps using the DCF's data entry system. Once you have verified that the individual is receiving food stamps, check to see if the food stamp recipient has a case in the OSST system.

- a. If the individual has a case in OSST, and if the case is open in the correct unit, the individual's engagement can be recorded appropriately.
- b. If the individual has a case in OSST but the case is closed, the case can be "grabbed" using work registration feature or reopened using the Case Action feature. Then information related to the individual's engagement can be recorded appropriately.
- c. If the individual does not have a case in the OSST system, a case can be created in an FSET unit using the information from the FLORIDA system. The individual's engagement can be recorded appropriately.

It is critical to record all activities and services in the OSST system. Each month while you are engaging this participant, you must ensure that they are receiving food stamps and documentation must be included in the case file.



Engaging Volunteers - FSET

- **What activities can volunteers participate in?**
 - ***Job search***
 - ***Job search training***
 - ***Vocational training***
 - ***Education***
 - ***Work experience***
 - ***Self-initiated work experience***
 - ***Employment***

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Leader: The FSET State Plan now includes a wide array of program activities. This expansive list of activities offers volunteer more opportunities to gain skills needed to find a job, secure a better job and move towards self-sufficiency. The activities are described in the FSET State Plan as “components”, which include the following: job search, job search training, vocational training, education, work experience, self-initiated work experience and employment.



Engaging Volunteers - FSET

- Up-front job search
 - Work experience
 - Work experience combined with job search training
 - Self-initiated work experience
 - Self-initiated work experience with job search training
- Job search
 - Job search training
 - Work experience
 - Self-initiated work experience

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Leader: You may be thinking that some of the activities mentioned are the same activities that food stamp recipients were engaged in under the Pledge State program. Let's compare: under the Pledge State FSET State Plan (prior to July 1, 2009), participants could be engaged in up-front job search, work experience, work experience combined with job search training, self-initiated work experience, and self-initiated work experience combined with job search training. Under the FSET State Plan in effect as of July 1, 2009, the activities have been simplified. Because job search is an acceptable activity, volunteers will not have to combine other activities with job search to get "credit" for participation. Additionally, volunteers can learn about effective job search processes in an activity called job search training.



Engaging Volunteers - FSET

What activities can volunteers participate in?

➤ *Job search (new code: 505)*

- **Participants actively seeking employment. Including submitting résumé, completing applications, attending interviews and contacting potential employers**
- **Documentation**
 - Job Search forms
 - Electronic methods (for example: Employ Florida Marketplace (EFM) documentation)
- **Level of effort**
 - Recommended 10 hours per month
 - Dependant on the volunteer's level of effort

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Leader: What activities can participant's be engaged in? Let's review each activity. Job Search's new activity code is 505. This activity can be assigned to individuals that are seeking employment through various ways. For example, the volunteer may be submitting résumés, completing applications, interviewing or contacting potential employers.

Volunteers must verify the time they spend looking for work. Volunteers can record their time looking for work on a Job Search Report form, which is posted on AWI's website. If the volunteer is looking for work in the Employ Florida Marketplace (EFM) system, FSET program staff can verify the number of applications filed on the Internet.

Volunteers should complete at least 10 hours per month in this activity to receive a Food Stamp Reimbursement (FSR). Of course their level of effort is also based on the volunteer's abilities. What does that mean? If the volunteer spends \$20.00 traveling between employer sites and only completes four hours of job searching, the individual has met the "level of effort."



Engaging Volunteers - FSET

What activities can volunteers participate in?

➤ **Job search training (new code: 511)**

- **Job search training provides meaningful assistance to job seekers to improve their ability to get a job. Including but not limited to:**

- Employability skills, life skills, interpersonal skills, resume development, career assessment, other useful tools already available in your region

Documentation

- Job Search forms
- Electronic methods (for example: (EFM) documentation)
- Timesheets

• **Level of effort**

- Recommended 10 hours per month
- Dependant on the volunteer's level of effort

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Leader: Job search training is a new activity code, 511. This activity can be assigned to volunteers who want to learn how to look for work in a successful manner. Program volunteers can attend sessions that focus on improving their employability skills, life skills, interpersonal skills, as well as job specific skills. Program volunteers can also participate in career assessments and career planning.

Volunteers must document their hours in job search training sessions. What type of documentation would be acceptable from a FSET program volunteer? Program participants may record their time spent in job search training session on a time sheet. If the session facilitators use electronic methods of recording hours and reporting those hours to FSET program staff, that is acceptable. The processes should be outlined in a local operating procedure. The appropriate documentation or electronic verification must be retained in the case file.

To receive a FSR, volunteers should complete at least ten hours a month. Of course the level of effort is also based on the volunteer's abilities. What does that mean? If the volunteer can only attend sessions for one hour a week due to health issues or his/her work schedule, the volunteer may complete less hours and still receive a FSR.



Engaging Volunteers - FSET

- **What activities can volunteers participate in?**
 - **Education (new code: 526)**
 - **Provides program volunteers with the opportunity to gain basic skills needed to find a job,**
 - Adult Basic Education (ABE), General Equivalency Diploma (GED), English Speakers of Other Languages (ESOL), other useful training opportunities available in your region
 - Documentation**
 - Timesheets signed by the appropriate instructor, teacher, etc.
 - Progress reports;
 - Other documentation outlined in your region's Local Operating Plan (could include online documentation)
 - **Level of effort**
 - Recommended 2 hours per week or 8 hours per month
 - Dependant on the volunteer's level of effort

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Leader: Volunteers may go to school and receive credit for the hours spent in classes or labs. The training code for “education” is 526. This activity can be assigned to volunteers who are looking to improve their basic skills or employment related skills. Volunteers may attend Adult Basic Education (ABE) classes, General Equivalency Diploma (GED) classes, classes to get a high school diploma, English proficiency classes or other classes that are needed to get a job.

Volunteers must record the amount of time they spend in class. Volunteers may record their time on timesheets, which must be signed by the appropriate instructor. Volunteers may also turn in progress reports or other documentation outlined in the region's local operation procedures.

If a volunteer is attending classes on the Internet and the school records the amount of time spent on in the Internet-based classroom, the verification from the Internet-based system could also be used.

Program volunteers should attend classes, sessions or labs at least 2 hours per week or 8 hours per month. The volunteer can receive up to \$20.00 in transportation reimbursement each month if hours are documented and the amount spent on transportation is documented. If the volunteer completes less than 2 hours per week or 8 hours per month due to a limitation or a conflicting work schedule, the volunteer may still be able to receive a FSR. However, the volunteer must still document the amount of time spent in the education sessions, as well as the amount spent traveling to and from those sessions.



Engaging Volunteers - FSET

- What activities can volunteers participate in?
 - **Vocational training (new code: 527)**
 - Provides program volunteers an opportunity to secure skills needed to get a specific job or type of job
 - Documentation
 - Timesheets signed by the appropriate instructor, teacher, etc.
 - Progress reports;
 - Other documentation outlined in your region's Local Operating Plan (could include online documentation)
 - Level of effort
 - Recommended 2 hours per week or 8 hours per month
 - Dependant on the volunteer's level of effort

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Leader: Vocational training (527) is a new training code in the OSST system. Vocational training is training that provides program volunteers an opportunity to gain employment related skills. When the volunteer finishes the training session, the volunteer is expected to get a job in the related field of study.

Volunteers must record the amount of time they spend in class. Volunteers may record their time on timesheets, which must be signed by the appropriate instructor. Volunteers may also turn in progress reports or other documentation outlined in the region's local operation procedures.

If a volunteer is attending classes on the Internet and the school records the amount of time spent on in the Internet-based classroom, the verification from the Internet-based system could also be used.

Program volunteers should attend classes, sessions or labs at least 2 hours per week or 8 hours per month. The volunteer can receive up to \$20.00 in transportation reimbursement each month if hours are documented and the amount spent on transportation is also documented. If the volunteer completes less than 2 hours per week or 8 hours per month due to a limitation or a conflicting work schedule, the volunteer may still be able to receive a FSR. However, the volunteer must still document the amount of time spent in the education sessions, as well as the amount spent traveling to and from those sessions.



Engaging Volunteers - FSET

- What activities can volunteers participate in?
 - *Engagement in WIA/TAA (new code: 528)*
 - Volunteers may be enrolled in this activity while receiving food stamps which includes WIA/TAA funded training, on-the-job training and other activities funded by WIA/TAA funds.
 - WIA are individuals who are classified adult, dislocated workers and youth
 - TAA are individuals who have been totally or partially separated from their jobs because of their jobs lost to overseas business
 - Documentation
 - Timesheets
 - School verification forms
 - WIA case manager documentation
 - Other documentation outlined in your region's Local Operating Plan (could include online documentation)
 - Level of effort
 - Self-sufficiency plan outline in the WIA/TAA program

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Leader: FSET program volunteers can be dual enrolled in the Workforce Investment Act (WIA) program and/or Trade Adjustment Act (TAA) program. These programs offer additional services and opportunities to eligible individuals. If a FSET program volunteer is enrolled in the WIA and/or TAA program and is engaged in activities through the WIA/TAA program, the activity code 527 should be entered on the case.

Participants are engaged in activities based on their self-sufficiency plan. Information related to both their activities and their hours of participation must be retained in the case file.



Engaging Volunteers - FSET

- **What activities can volunteers participate in?**
 - **Work experience (new code: 518)**
 - **Helping volunteers build employability skills through actual work experience, by connecting volunteers with employers**
 - **Documentation**
 - Timesheets from the worksite
 - **Level of effort**
 - **Based on the calculation**
 - » Food stamp benefits/highest minimum wage

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Leader: Program volunteers may need to build their employability skills through actual work experience. Work experience, code 518, connects FSET program volunteers to employers. Volunteers work with the not-for-profit agencies to gain skills needed to secure unsubsidized employment.

Volunteers are not required to complete more hours during the month at the worksite than the amount of the individual's food stamps divided by the higher of the minimum wage.

Volunteers must record their hours on a timesheet. The worksite supervisor must verify the hours completed by signing the timesheet. The region and worksite may establish an electronic method for recording and submitting hours of participation.



Engaging Volunteers - FSET

- **What activities can volunteers participate in?**
 - **Self-initiated work experience (new code: 519)**
 - **Fostering a relationship with a not-for-profit entity already established between the employer and the program volunteer**
 - **Documentation**
 - Timesheets from a worksite
 - **Level of effort**
 - Based on the calculation
 - » Food Stamp Benefits/Minimum Wage

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Leader: Program volunteers may have a relationship established with a not-for-profit entity in the community where they want to volunteer to gain skills. Self-initiated work experience, code 519, encourages FSET program volunteers to foster the employer relationship. Volunteers work with the not-for-profit agencies to gain skills needed to secure unsubsidized employment.

Volunteers are not required to complete more hours during the month at the worksite than the amount of the individual's food stamps divided by the higher of the minimum wage.

Volunteers must record their hours on a timesheet. The worksite supervisor must verify the hours completed by signing the timesheet. The region and worksite may establish an electronic method for recording and submitting hours of participation.



Engaging Volunteers - FSET

- **What activities can volunteers participate in?**

- **Employment**

- **Definition**

- The volunteer was served by the FSET program and subsequently secured a job
- If the volunteer was enrolled and engaged before getting the job, the employment can be a component for 90 days after the volunteer started working
- If the volunteer is employed prior to being engaged by the FSET program, the “employment” activity is not a component in the program. A FSR cannot be provided unless the participant is participating in an additional activity

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Leader: As a result of the 2009 Farm Bill, food stamp volunteers who secure a job while engaged in the FSET program can receive credit for work hours up to 90 days from the date employment was started. If the participant was employed prior to being served in the FSET program, a food stamp reimbursement can not be issued unless the participant is participating in another FSET activity.

A job must be verified before the information is entered in the OSST system. Staff may secure a Verification of Employment signed by the employer. Staff may verify the employment information over the phone. The information relayed over the phone must be written down and signed by the staff member. If the volunteer turns in a pay stub or other official form of payment, the information from the form of payment can be used to record the employment in the OSST system.



Engaging Volunteers - FSET

- **What if the volunteer does not attend an activity, an appointment, etc.?**
 - ***Do not start the conciliation process***
 - ***Do not request a sanction***
 - ***Reach out to the volunteer***
 - **Try to call the volunteer**
 - **Find out why (s)he did not attend the appointment or activity**
 - **Does the volunteer need services or additional assistance?**
 - **Mail a new appointment to see if the volunteer can be re-engaged**

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Leader: What if the volunteer does not attend an activity or an appointment?

The FSET program is now a volunteer program. Staff does not have the capability of starting the sanction process. However, FSET program staff can reach out to the volunteer. This is an opportunity to provide intensive case management services. Program staff are encouraged to review their local operating procedures on about re-engaging individuals.

For example, the region could create a re-engagement strategy that requires staff to call volunteers after they miss an appointment or activity to find out why they could not make the activity. Staff may discuss issues with the volunteer to see if (s)he needs any additional assistance that may be provided through other programs or community referrals. If the volunteer is not responding positively to the activity assigned, the activity may need to be changed. Staff could also mail the volunteer an appointment to see if they want to be re-engaged.



Engaging Volunteers - FSET

- There will be a lot of people that may not respond to the Outreach Letter. Will we have to close all of those cases?
 - **No**
 - ***If the participant does not complete the on-line process within 90 days of the Actual Start Date, the case will close automatically***
 - ***If the participant does not attend a local orientation session (and the 599, 593, 594 closed by staff), the case will close automatically after 90 days of the Actual Start Date***

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Leader: From experience, we know that a lot of people may not respond to the Outreach Letter. Will program staff have to close the cases for all those participants? No. If the participant does not complete their online steps within 90 days of the Actual Start Date, the case will automatically close. If the participant does not attend a local orientation session prior to the expiration of the Actual Start Date, the case will automatically close.



Engaging Volunteers - FSET

- What if the participant does not turn in their hours of participation? Will we have to close those cases?
 - **No**
 - ***If the Job Participation Rate (JPR) screen is not updated with hours greater than zero for more than 180 days, the case will be closed in OSST***

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Leader: What if the participant does not turn in their hours of participation? Will program staff need to close those cases? No. If the job participation rate (JPR) screen is not updated with hours greater than zero for more than 180 days, the case will automatically close.



Engaging Volunteers - FSET

- The system's case is closed. The individual comes in later and wants to start volunteering. What are my next steps?
 - **Check the FLORIDA system**
 - Is the individual getting food stamps?
 - IQAA
 - IQFS
 - Document that (s)he is getting food stamps and keep the documentation in the case file
 - Reopen the case in OSST
 - Start recording engagement
 - Each month, staff must verify the individual is still getting food stamps to continue offering services

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Leader: A food stamp recipient comes to the career center after the case closes in the OSST system and wants to volunteer. What are my next steps? Staff must check the FLORIDA system to make sure the potential volunteer is receiving food stamps. On the IQAA screen, staff can see the sequence of benefits. Using the information from the IQAA screen, staff can determine if the individual received food stamps during the month (IQFS screen). If the individual is receiving food stamps, staff should print the screens documenting that the individual is eligible. Staff must also review the AGPI screen to ensure the food stamp recipient is not referred to the WT program. Staff can then reopen the case in OSST. Start recording the volunteer's engagement in activities. Every month, staff must verify that the volunteer is receiving food stamps prior to providing any service.



Engaging Volunteers - FSET

- Who can get a FSR (transportation assistance)?
 - *A FSET volunteer*
 - *Who is engaged in the FSET program*
 - *Who has an activity (component) in the system*
 - Remember, employment has specific rules
 - *Who has provided documentation of participation in the activity*
 - *Who has documented costs associated with participating in activities*

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Leader: Who can get an FSR (transportation assistance)? A FSET volunteer:

- Who is engaged in a FSET program component;
- Who has provided documentation of to support hours of participation; and
- Who has documented costs associated with participating in the activities.



Engaging Volunteers - FSET

- **What documentation is needed to prove that (s)he spent money to attend activities (transportation)?**
 - *Receipts for gas*
 - *Receipts for buying a bus pass*
 - *Self-attestation*

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Leader: Volunteers must document that they both participated in a component and spent money on transportation to participate in the component. The volunteer may provide receipts for gas or show his/her bus pass. If the volunteer documented his/her hours of participation but cannot document how much it cost to participate in the activity, the volunteer can write out a self-attestation.



Engaging Volunteers - FSET

- Are the FSR amounts changing in OSST?
 - *Yes, starting July 1, 2009, a participant can get*
 - \$10.00 if (s)he only participate in orientation/assessment
 - \$20.00 if (s)he participate in a component
 - *If the participant completed hours in a component prior to July 1, 2009 and is eligible to get a transportation reimbursement, the staff can enter an amount that is appropriate in the "Other" box*

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Leader: Are the FSR amounts going to change in the OSST system? The FSET State Plan indicates that volunteers may receive up to \$10 for attending an orientation session or completing assessments.

If volunteers participate in activities and provide documentation, they could receive up to \$20 during the month.



Engaging Volunteers - FSET

- **Case notes**
 - *Notes describe each step that you take to engage the program participant*
 - *Please document*
 - Eligibility
 - Enrollment
 - Engagement
 - Hours completed
 - Etc.

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Leader: As always, program staff should clearly document the volunteer's engagement in the case notes. The case notes provide other coworkers, managers and quality assurance staff a clear story. Staff should describe each step taken to engage the participant. Staff must document that the food stamp recipient is eligible to participate in the FSET program if the case is created by staff or reopened by staff based on information in the FLORIDA system. Staff must also document hours of participation and the amount of money a volunteer spent on transportation.



If you have any questions, comments, or concerns, please contact

the Food Stamp and Employment Training Team

through the Agency for Workforce Innovation's Call Center at

1-866-352-2345

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Leader: If you have any comments or concerns, please make sure to discuss them with your FSET program manager. The FSET program managers and RWB staff can contact the FSET program team members at 1-866-352-2345.