

# Food Stamp Employment & Training (FSET) Program

## The Voluntary Program



An equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. All voice telephone numbers on this document may be reached by persons using TTY/TDD equipment via the Florida Relay Service at 711.



Narration: Welcome to the Food Stamp Employment and Training program, commonly known as the FSET program. The FSET program offers food stamp volunteers the opportunity to receive help paying for transportation to look for work, attend job search training sessions, go to school, etc. This presentation is going to provide you with information about the volunteer program and how to access services that are available through the FSET program.

## [ Objective ]

- **What is the Food Stamp Employment and Training (FSET) program?**
- **How can this program help me achieve my employment goals?**
- **What services can the program offer me?**

2

Narrator: The main goal of this presentation is to provide you with information about the volunteer FSET program. This presentation will tell you about the FSET program, including

- How the program can assist you with achieving your employment goals, and
- What services the food stamp program can offer you while you are participating in the program.

Let's get started.

## [ What is the FSET Program? ]

- **The FSET program**
  - **Helps food stamp recipients gain employability skills**
  - **Helps food stamp recipients gain job specific skills**
  - **Helps food stamp recipients connect with employers**

3

Narrator: What is the FSET program? Persons who are getting food stamps can volunteer to participate in activities to gain employability skills and job specific skills. Looking for work can be very tough, especially in these economic times. Individuals who are job seeking must ensure that they are putting the right information on applications, submitting professional résumé, and ready to answer questions at interviews. Volunteers in the FSET program can participate in activities designed to help them look for work. While participating in the volunteer program, volunteers can look for work.

## [ What is the FSET Program? ]

- **FSET program activities include**
  - Learning how to look for work
  - Looking for work
  - Gaining work experience
  - Education
  - Vocational training
  - Starting to go to work

4

Narrator: We already discussed the importance of being prepared to look for work. You may be asking, how can the FSET volunteer program help me look for work in a professional manner? The answer is “by volunteering to participate in activities.”

As a volunteer, you can participate in a variety of activities designed to help you look for work in the right way. For example:

- Workshops that help you build or update your resume;
- Employability skills classes;
- Workshops focused on interviewing skills.
- Workshops that help you learn how to create a cover letter for your resume and thank you letters to mail to the employer after a interview.
- Workshops that help you complete applications in a professional manner.

There are other activities too. As a FSET volunteer, you can participate in activities designed to help you get job specific skills. For example:

- You can volunteer at a not-for-profit agency to gain work experience;
- You can go to school to improve your basic skills;
- You can go to school to gain specific training required by an employer;
- You can also start going to work.

## **How can this program help me achieve my goals?**

- **Orientation**
  - **Designed to give you information about the program so you can make an informed decision**
  - **Next, you will be taken to the Orientation screen**
    - **Review each statement**
    - **Click the checkbox next to each statement**

5

Narrator: Currently, you are completing the first step of the volunteer program. You are learning about the program so that you can make an informed choice about whether or not you want to volunteer and continue participating. After this presentation, please review the Orientation page and check off each statement. When you click the check box next to each question, you are indicating that you understand each statement.

# How can this program help me achieve my goals?

**Section 2: Please read each statement and click the box in front of each statement. By clicking the box in front of each statement, you are stating that you understand the information.**

- I understand the FSET program is a volunteer program. I do not have to participate in activities if I do not want to. I understand that this will not stop my food stamps.
- I understand that transportation money is to help me participate in FSET program activities. I understand that I must participate in activities, turn in proof of my hours and turn in proof of my transportation costs to get help paying for transportation.
- I understand that professional behavior is an important part of being in the FSET program. If I am going to miss an appointment, miss an activity, be late for an appointment or be late to my activity, I must call the FSET program staff in advance at (352) 955-2245.
- I understand that I have the right to file a grievance. If I feel that I am denied transportation assistance unfairly, I understand that I can file a grievance with the local Regional Workforce Board. To learn how to file a grievance, please call (352) 955-2245.
- I understand that I have the right to
  - Have my case reviewed by a program supervisor;
  - Learn how to file a grievance with the Regional Workforce Board; and
  - File a grievance with the Regional Workforce Board if I feel that I am put in an activity that is not right for me.I should first talk to the local FSET program staff about my concerns. If my concerns are not resolved, I should ask to meet with a FSET program supervisor. If communication with the FSET program staff does not successfully resolve my concerns, I should ask for the regional process for filing a grievance with the Regional Workforce Board. To learn how to file a grievance, please call (352) 955-2245.
- I understand that I have the right to file a Fair Hearing if my benefits are terminated or reduced. I may file a Fair Hearing by submitting my complaint in writing to the Office of Appeal Hearings at 1317 Winewood Blvd/ Building 5, Room 203/ Tallahassee, Florida 32399-0700.

Click the **"Next"** button below. This means, you will have completed Step 1, Orientation.

[Back](#) [Next](#) [Clear Changes](#)

Narrator: This is what the Orientations screen looks like. Remember to read each statement carefully. Click the checkbox next to each statement. This means that you understand the information. After you click each checkbox, click the "Next" button. You will be taken back to the My Status screen.

# How can this program help me achieve my goals?

**My Status**

The **'My Status'** screen gives you information on "where you are" while you are participating in the Food Stamp Employment and Training (FSET) program.

**Your Next Steps**

**Step 1:** You completed orientation on 07/27/2009. If you would like to review the information again click [here](#).

**Step 2:** **Go to the Assessment screen.** You must answer a few questions. The assessment is not a test. To begin the assessment, please click [here](#).

**Step 3:** After you finish answering the questions, you must go to the **Participation** screen, follow the directions and click the "Check Out" button.

Print the instructions that are written in the "Your Next Steps" section. [PRINT](#)

7

Narrator: This is what the My Status screen will look like. Your next steps is to answer a series of questions on the Assessment screens. Do not worry. The assessment is not a test. These questions help us learn about you so we can offer you the right services. To start the assessment process, simply click the "here" hyperlink next to Step 2.

## **How can this program help me achieve my goals?**

- **Participation screen**
  - **After you answer the questions on the Assessment screens, you will be taken back to the My Status screen**
  - **Your next step will be to go to the Participation screen**

8

Leader: After you answer the questions on the Assessment screens, you will be taken back to the My Status screen. Your next step will be to go to the Participation screen

# How can this program help me achieve my goals?

**My Status**

The **'My Status'** screen gives you information on "where you are" while you are participating in the Food Stamp Employment and Training (FSET) program.

**Your Next Steps**

**Step 1:** You completed orientation on 07/27/2009. If you would like to review the information again click [here](#).

**Step 2:** You answered the assessment questions on 07/27/2009. You can go back and review your answers. It is not too late to make changes. To review your answers to the assessment questions, please click [here](#).

**Step 3:** Your next step is to go to the **Participation** screen, follow the directions and click the "Check Out" button when you are done. Go to the **Participation** screen by clicking [here](#).

Print the instructions that are written in the "Your Next Steps" section. [PRINT](#)

**Print the Forms You Need**

Narrator: This is what the My Status screen will look like. To go to the Participation screen, click the "here" hyperlink next to Step 3.

# How can this program help me achieve my goals?

## Participation

**Congratulations! You have successfully answered all of the assessment questions.**

The FSET program is a part of the workforce system. This system is designed to connect job seekers to employers, as well as help job seekers get skills needed to get a job. The FSET program is a work-first program designed to help individuals move towards employment while receiving services. Please indicate if you are going to continue participating in the program by clicking on the checkbox next to "I am going to start or continue job searching." Then, answer the questions in **Section 2** before you click the "Check Out" button on the bottom of the screen.

**What if I decide not to participate at this time?** You can log out using the Log Out button. This button is on the left-hand side of your screen. You can log in later if you want to continue participating in the FSET program.

**What if I want to participate in a different activity?** Please call 352-955-2245 and ask for an appointment with an FSET staff member. Meet with the FSET staff member to discuss options that may be available to you. If you want to job search until you meet with the FSET staff member and select a new activity, please click the "I am going to start or continue job searching" checkbox. Then, answer the questions in Section 2 before you "Check Out" at the bottom of the screen.

Yes, I want to start or continue job searching.

Leader: The message on the top of the screen will be based on your answers to the assessment questions. Please read this message carefully. If you are looking for work, click the check box next to "Yes, I want to start or continue job searching."

If you are not going to school or volunteering in the community, you will be required to start looking for work. This will be your FSET program activity. Click the check box next to "Yes, I want to start or continue job searching." If you click this check box, you are telling us you want to be a volunteer in the FSET program. If you decide that you do not want to volunteer, you can simply exit the system by "logging out." Just click the "Log Out" button on the left-hand side of the screen.

# How can this program help me achieve my goals?

## Section 2: Money for Travel

We may be able to help you with travel money if it costs you anything to travel to review the orientation, answer questions and get your next steps. Please answer the questions below.

### Question a:

Did you have to travel to complete this process on the computer? For example, did you have to take a bus, catch a ride or drive to the library or One-Stop Career Center to log onto the computer?

Yes  No

### Question b:

How much did it cost you to travel to complete this process?

Between \$1.00 and \$10.00  More than \$10.00

### Question c:

You stated that you had to travel to complete this process. Please tell us where you went to log on the computer, review the orientation information, answer the assessment questions and get your next steps. You can check more than one answer if you had to log on more than one time to complete the process:

- I did this at home
- I went to a neighbor's house
- I went to the library
- I went to the One-Stop Career Center or Service Center
- I went to a church
- I went to a school
- I went to an agency or community center
- I went to a place not listed above

### Confirmation

- By checking this box, I am saying that I had to travel to log onto a computer to complete the orientation, assessment and activity selection process.
- I understand that I am asking to be given travel money. I may receive up to \$10.00 if approved.
- I understand that I cannot get more than \$20 each month for attending activities and turning in my time sheets. Transportation assistance is to help me participate in FSET program activities. To get money for transportation, I understand that I have to follow my "Next Steps", turn in my paperwork and turn in proof of my transportation costs.

**PLEASE NOTE: You are not done until you click "Check Out" button and review the information on the "My Status" screen. You must follow the instructions posted on the "My Status" screen by the due date to continue getting food stamps.**

If you are having trouble understanding the information on this screen and would like help, please call 352-955-2245.

[Check Out](#) [Clear Changes](#)

Leader: if you want to continue participating in the program as a volunteer, you will need to answer the questions in Section 2 of the Participation screen. If you had to travel to use a computer to review the information on the Orientation screen, answer the questions on the Assessment screen and review the information on the Participation screen, answer "Yes" to Question a. Then, answer each of the questions b and c. Click the checkboxes next to each statement in the Confirmation section. Then, click the Check Out button.

You will be taken back to the My Status screen. On the My Status screen, we will give you your next steps.

## **[How can this program help me achieve my goals?]**

- **The FSET program is a volunteer program**
- **If you choose not to participate in activities**
  - **You will not lose your food stamp benefits**
  - **You will not be able to get transportation assistance**

12

Narrator: What if you decide that you do not want to participate in the FSET program? That is alright. The FSET program is a volunteer program. If you stop participating in the program or do not attend your activity, you will not lose your food stamp benefits. However, you cannot receive help paying for transportation unless you are attending your activity and documenting the number of hours you participate in the activity each month.

## What services can the program offer me?

- **Employment services**
- **Transportation assistance**
  - **Food Stamp Reimbursement (FSR) is placed on your Electronic Benefit Transfer (EBT) card**
  - **Offered to volunteers who are attending their activities, turning in documentation of their hours and turning in documentation of their transportation costs**

13

Narrator: The FSET program is offered to food stamp recipients who want to volunteer to participate in workforce activities. The program is offered through Florida's workforce system. Volunteers can look for work through the Employ Florida Marketplace (EFM) website. Some regions offer workshops to help job seekers prepare and look for work. Regions also offer programs to help job seekers find jobs.

The FSET program can also offer you help paying for transportation. If you spend money on going to your activities, the FSET program can help pay you back or "reimburse" you for spending money while participating. To receive help paying for transportation, you must go to your activity and have your time sheets or other documents completed to show how many hours you completed during the month. You must also turn in proof of how much money you spent going to your activities.

For example, if you are looking for a job and spend money on gas going from employer to employer, we may be able to reimburse you up to \$20.00 during the month. You must record your job searches on the Job Search Report form. You must also turn in proof of how much you spent on gas with a receipt.

When you select an activity later in this process, we will tell you what documents to print and turn in.

## What services can the program offer me?

- **Transportation assistance**
  - **For reviewing the information on the Orientation screen, answer the questions on the Assessment screen and completing the steps on the Participation screen, you can earn up to \$10.00**
  - **For participating in activities, such as job search or school, you can earn up to \$20 each month**

Narrator: If you had to travel to find a computer to

- Review the information on the Orientation screen,
- Answer the questions on the Assessment screen,
- Review the information on the Participation screen, and
- Click the Check Out button on the Participation screen

You can earn up to \$10.00. You must complete the entire process. This means, you must answer the questions on the Participation screen and click the Check Out button. If you tell us you did not have to travel to use a computer on the Participation screen, you will not get the transportation reimbursement.

If you are participating in activities as a volunteer and

- Turning in proof that you are completing your hours to the FSET program staff; and
- Turning in proof that you had to spend money to travel to your activities to the FSET program staff;

You may be able to earn up to \$20.00 a month in transportation assistance.

You can only earn one transportation assistance amount each month.

## [ What if I can not participate? ]



- **Will I be sanctioned or will my food stamps be stopped?**

Narrator: Remember, this is a volunteer program. If you cannot participate, you will not be sanctioned or lose your food stamps.

## [ What if I can not participate? ]



- **You cannot get a transportation reimbursement unless you**
  - **Are attending your activities**
  - **Turning in proof of your hours to FSET program staff**
  - **Turning in proof of how much you spent to travel to your activity to FSET program staff**
    - **Gas receipts**
    - **Bus pass**

16

Narrator: Food Stamp Reimbursements, which are transportation reimbursements, can only be provided if you are attending your activities each month, documenting your hours on the appropriate form, turning in proof that you completed your hours to the FSET program staff, and turning in proof of how much you spent on transportation to the FSET program staff.

You may be asking, “how can I prove how much I spent to travel to and from my activities?” You can turn in copies of your gas receipts or show your bus pass to the FSET program staff. This shows that you spent money to get to and from your activity site.

## [ What if I can not participate? ]

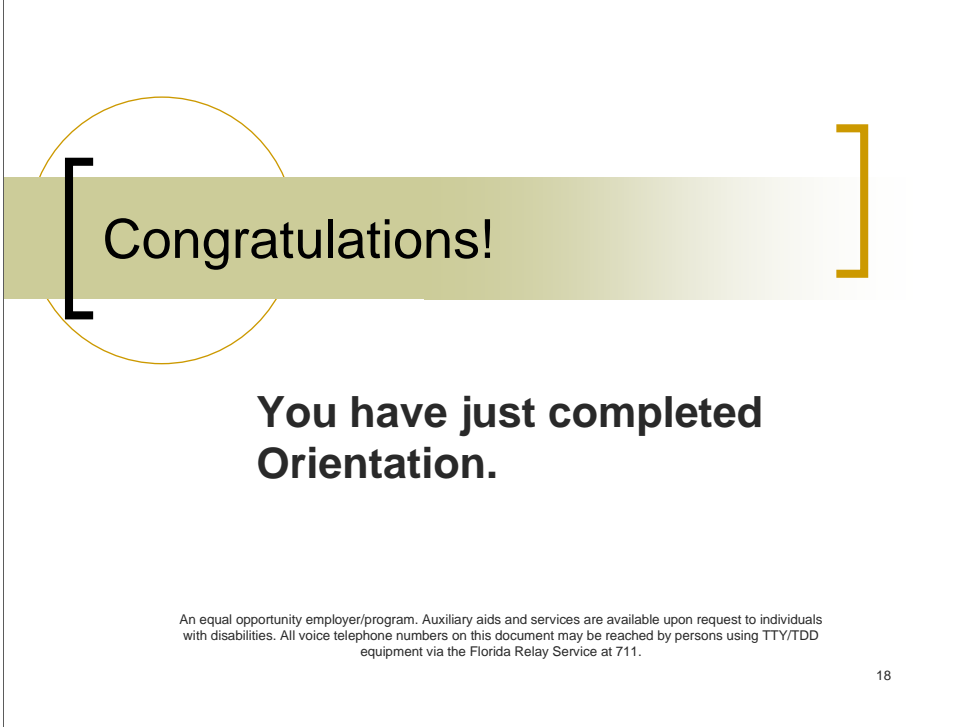
- **Remember, this is a professional program**
  - **If you cannot attend an activity or appointment, you must call the FSET program staff in advance**



17

Narrator: The FSET program is a professional program designed to help FSET volunteers gain skills needed to get and keep a job. If you are going to miss an activity, please call the activity supervisor. Otherwise, that supervisor may ask you not to come back. For example, if you are volunteering at a community site, the site supervisor may not want you to return. This could also prevent you from getting a job at that site. The supervisor will not recommend you to an employer either.

It is important to treat this program as an opportunity to gain skills and a professional network. If you are going to miss an appointment, please call your FSET program staff member in advance. Just like you, their time is important. Make sure that you demonstrate professional courtesy by calling in advance.



**Congratulations!**

**You have just completed  
Orientation.**

An equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. All voice telephone numbers on this document may be reached by persons using TTY/TDD equipment via the Florida Relay Service at 711.

18

Narrator: Congratulations! You have just completed the orientation portion of this program. We would like thank you for the opportunity to work with you on your employment journey. Let's get started.