



SuncoastWorkforce.org

## WT PROGRAM INFORMATION SHEET

~Please keep this document as a point of reference

1. Once you have completed the work registration process and submitted ALL the requested documents, you should date stamp your packet and place it in the WTP white mailbox located in the lobby. WT Program staff will retrieve your packet and notify the Department of Children & Families (DCF) that you have completed the process. Please understand that DCF determines eligibility and responsible for opening your case. Once your temporary cash assistance has been approved by DCF you will receive an appointment letter to meet a WT Program Career Counselor; at this meeting we will address and discuss all your concerns/questions with you.

**\*\*\*\*WT Program staff will make every effort to notify DCF in a timely manner once you have submitted the requested documents for the completion of this process; you do not need to call us; you will receive a letter from your assigned WT Career Counselor once your temporary cash assistance has been approved by DCF.\*\*\*\***

2. Sanction cases: If you receive a sanction on your case your benefits will be affected, to include cash, food stamps, and any support services received through the WT Program. SANCTION CASES RECEIVE NO PRIORITY SERVICE. Sanctions are addressed in person as follows:

Bradenton office    Wednesday    2:00 PM – 3:00 PM

Sarasota office     Wednesday    2:00 PM – 3:00 PM

Venice office        Thursday     1:00 PM – 2:00 PM

Please, no phone calls!

3. Walk-ins (unscheduled appointments) are seen on Wednesdays between 2:00pm -3:00pm in the Bradenton and Sarasota office. Thursdays 1:00pm – 2:00pm in the Venice office.
4. Cases/situations requesting managerial attention are addressed by appointment only. Please complete, stamp date and place a completed Customer Request Form in the WTP white mail box located in the lobby area. You will be contacted by phone to arrange a scheduled meeting time. Please make sure you have made every attempt to resolve the matter with your assigned WT Program Career Counselor prior to the submission of this request to meet with the WT Supervisor.
5. Every month that you receive cash you are responsible and will be held accountable for hours of participation. Your WT Program Career Manager will review this requirement with you. Hours are due every Monday to your WT Program Career Counselor.

Member: Employ Florida

An equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. TTY: dial 711.

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