**Participant Name:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Date:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Level One Sanction Lift Instructions-Central Office**

You are being provided this document to assist with lifting a sanction in the SNAP Program. If you are receiving these instructions, you have already served the time period for your sanction and need to complete a compliance activity.

**Please read the instructions carefully in order to have your Level 1 sanction lifted. You MUST complete all of the activities listed below before your sanction can be lifted.**

You will need to create a Metrix Learning account to complete the 2 courses listed below (**broward.skillupamerica.org**). A passing score of 80% is required to receive credit.

* **Time Management**
* **Being an effective team member**

**IMPORTANT INFORMATION FOR METRIX LEARNING:**

* 1. Register for Metrix Learning using a personal email address (first name, last name, email, password, confirm password). You may use any of these free email accounts if you do not already have a personal email: yahoo.com, gmail.com, aol.com.
	2. At **broward.skillupamerica.org** Click on **“Job Seeker”** then click **“Register for free”**
	3. Once you have registered, you will be sent a confirmation email to your personal email containing your username and password.
	4. On Metrix, click **“Login”** at the top right corner using your username and password.
	5. From the Metrix home screen, click **“Catalog”** then click **“Search”.** Type in the course name then click **”Go”**.
	6. To add the course to My Plan, click on the title of the course you want to view. Click **“Add to My Plan”**
	7. To launch the course, at the top of the screen on the Home tab, Click **“My Plan”** then click arrow up button to the right . This will allow you to begin your training.
	8. **REMEMBER** You **MUST** complete **ALL** modules of the courses **and** take/pass the quiz/test with a passing score of 80%.
1. Attend and complete the CareerSource Broward Workshop listed below at any Broward Location. You will need to email the certificate of completion to **SNAPCentralTeam@careersourcebroward.com****.** You must stay until the end of the workshop to get the certificate. Calendars are available in the centers with the days and times of the workshops or at CareerSourceBroward.com under “For Career Seekers / Professional Workshops”. The below workshop is recommended:
* **Basic PC 1**

**Level One Sanction Instructions Continued**

Once you have completed the activities for your Level 1 sanction lift, you will need to email the information and certificate to:

**SNAPCentralTeam@careersourcebroward.com**

Please include your full name (first & last), your DCF case number (starts with the number 1) and what level sanction you have served. You must include the copy of the workshop certificate in the email.

* You must complete all the activities listed in order to have your sanction lifted.
* After the information is reviewed and accepted, you will receive a confirmation email from the career center.
* You will need to wait 48 hours before contacting DCF.
* It is your responsibility to make sure all information is correct.
* You do not need to come into the center; we will contact you by the email or phone number you provided.

**2**

**Participant Name:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Date:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Level Two Sanction Lift Instructions-Central Office**

You are being provided this document to assist with lifting a sanction in the SNAP Program. If you are receiving these instructions, you have already served the time period for your sanction and need to complete a compliance activity.

**Please read the instructions carefully in order to have your Level 2 sanction lifted. You MUST complete all of the activities listed below before your sanction can be lifted.**

You will need to create a Metrix Learning account to complete the 3 courses listed below (**broward.skillupamerica.org**). A passing score of 80% is required to receive credit.

* **Active Listening**
* **Emotional Intelligence**
* **Critical Thinking**

**IMPORTANT INFORMATION FOR METRIX LEARNING:**

* 1. Register for Metrix Learning using a personal email address (first name, last name, email, password, confirm password). You may use any of these free email accounts if you do not already have a personal email: yahoo.com, gmail.com, aol.com.
	2. At **broward.skillupamerica.org** Click on **“Job Seeker”** then click **“Register for free”**
	3. Once you have registered, you will be sent a confirmation email to your personal email containing your username and password.
	4. On Metrix, click **“Login”** at the top right corner using your username and password.
	5. From the Metrix home screen, click **“Catalog”** then click **“Search”.** Type in the course name then click **”Go”**.
	6. To add the course to My Plan, click on the title of the course you want to view. Click **“Add to My Plan”**
	7. To launch the course, at the top of the screen on the Home tab, Click **“My Plan”** then click arrow up button to the right . This will allow you to begin your training.
	8. **REMEMBER** You **MUST** complete **ALL** modules of the courses **and** take/pass the quiz/test with a passing score of 80%.
1. Attend and complete the CareerSource Broward Workshop listed below at any Broward Location. You will need to email the certificate of completion to **SNAPCentralTeam@careersourcebroward.com****.** You must stay until the end of the workshop to get the certificate. Calendars are available in the centers with the days and times of the workshops or at CareerSourceBroward.com under “For Career Seekers / Professional Workshops”. The below workshop is recommended:
* **Broward Online Job Board 1**

**Level Two Sanction Instructions Continued**

Once you have completed the activities for your Level 2 sanction lift, you will need to email the information and certificate to:

**SNAPCentralTeam@careersourcebroward.com**

Please include your full name (first & last), your DCF case number (starts with the number 1) and what level sanction you have served. You must include the copy of the workshop certificate in the email.

* You must complete all the activities listed in order to have your sanction lifted.
* After the information is reviewed and accepted, you will receive a confirmation email from the career center.
* You will need to wait 48 hours before contacting DCF.
* It is your responsibility to make sure all information is correct.
* You do not need to come into the center; we will contact you by the email or phone number you provided.

 **2**

**Participant Name:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Date:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Level Three Sanction Lift Instructions-Central Office**

You are being provided this document to assist with lifting a sanction in the SNAP Program. If you are receiving these instructions, you have already served the time period for your sanction and need to complete a compliance activity.

**Please read the instructions carefully in order to have your Level 3 sanction lifted. You MUST complete all of the activities listed below before your sanction can be lifted.**

You will need to create a Metrix Learning account to complete the 3 courses listed below (**broward.skillupamerica.org**). A passing score of 80% is required to receive credit.

* **Conflict resolution**
* **Establishing team goals**
* **Receiving feedback**

**IMPORTANT INFORMATION FOR METRIX LEARNING:**

* 1. Register for Metrix Learning using a personal email address (first name, last name, email, password, confirm password). You may use any of these free email accounts if you do not already have a personal email: yahoo.com, gmail.com, aol.com.
	2. At **broward.skillupamerica.org** Click on **“Job Seeker”** then click **“Register for free”**
	3. Once you have registered, you will be sent a confirmation email to your personal email containing your username and password.
	4. On Metrix, click **“Login”** at the top right corner using your username and password.
	5. From the Metrix home screen, click **“Catalog”** then click **“Search”.** Type in the course name then click **”Go”**.
	6. To add the course to My Plan, click on the title of the course you want to view. Click **“Add to My Plan”**
	7. To launch the course, at the top of the screen on the Home tab, Click **“My Plan”** then click arrow up button to the right . This will allow you to begin your training.
	8. **REMEMBER** You **MUST** complete **ALL** modules of the courses **and** take/pass the quiz/test with a passing score of 80%.
1. Attend and complete the CareerSource Broward Workshop listed below at any Broward Location. You will need to email the certificate of completion to **SNAPCentralTeam@careersourcebroward.com****.** You must stay until the end of the workshop to get the certificate. Calendars are available in the centers with the days and times of the workshops or at CareerSourceBroward.com under “For Career Seekers / Professional Workshops”. The below workshop is recommended:
* **Career pathways 1**

**Level Three Sanction Instructions Continued**

Once you have completed the activities for your Level 3 sanction lift, you will need to email the information and certificate to:

**SNAPCentralTeam@careersourcebroward.com**

Please include your full name (first & last), your DCF case number (starts with the number 1) and what level sanction you have served. You must include the copy of the workshop certificate in the email.

* You must complete all the activities listed in order to have your sanction lifted.
* After the information is reviewed and accepted, you will receive a confirmation email from the career center.
* You will need to wait 48 hours before contacting DCF.
* It is your responsibility to make sure all information is correct.
* You do not need to come into the center; we will contact you by the email or phone number you provided.

 **2**