



Commonwealth of Massachusetts
Executive Office of Health and Human Services
Department of Transitional Assistance
600 Washington Street • Boston, MA 02111


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Field Operations Memo 2009-68
December 21, 2009

To: Transitional Assistance Office Staff
From:  John Augeri, Assistant Commissioner for Field Operations
Re: TAFDC – Community Service Site Clean-up Project

Overview

In September 2009, a report was generated from BEACON identifying all Community Service Sites that had been inactive for the previous 12 months. Local Office Quality Control (LOQC) reviewed the report and found that the majority of the sites listed had no contact information or outdated information.

Purpose of Memo

This Field Operations Memo:

- explains the contact method LOQC used to reach the community service sites; and
- details follow-up action for updating these community service sites by Central Office staff.

No case manager action is needed to update the community service sites on BEACON.

Obsolete Memo

This Field Operations Memo obsoletes Field Operations Memo 2006-56.

**Community
Service Site
Clean-up Project**

Community service sites with no valid contact information or outdated information will be removed from the Resource Search window by Central Office staff as of January 4, 2010.

Attempts have been made by LOQC to contact community service sites with valid contact information. LOQC made up to three attempts by telephone to determine if these sites wanted to remain active as a community service site. A letter (Attachment A) was mailed to sites if no phone contact could be made. As a result, a list has been produced identifying all active Community Service sites by TAO (refer to Attachment B for the listing).

Additionally, effective January 4, 2010, the following community service sites will be removed from the Resource Search window by Central Office staff.

- Those that no longer wish to remain active community service sites;
- Those that have had no activity for the past 12 months; and
- Those that did not respond to either the LOQC telephone attempts or the questionnaire mailing.

Questions

If you have any questions, please have your Hotline designee call the Policy Hotline.

Dear Community Service Site Provider:

The Department of Transitional Assistance (DTA) has your organization listed as a participant in the Department's Community Service Program for adults who receive benefits under Transitional Assistance for Families with Dependent Children. We are currently in the process of updating our program files.

Should you continue to be interested, please return this letter in the enclosed envelope, noting the name of your contact person and his/her telephone number. A representative from The Department of Transitional Assistance will be contacting you in the near future.

Should you not be interested in continuing to participate in the DTA Community Service Program and care to share your thoughts on why not, please return your response in the enclosed envelope.

If we do not hear from your organization by September 30, 2009, we will assume your organization is unable to serve as a work site and we will remove your organization from our active list.

We appreciate your past -- and hopefully ongoing -- support in helping families to achieve self-sufficiency.

Contact Person: _____

Telephone #: _____

Sincerely,

Reviewer Name
Local Office Quality Control
Telephone #