



**Commonwealth of Massachusetts**  
*Executive Office of Health and Human Services*  
**Department of Transitional Assistance**  
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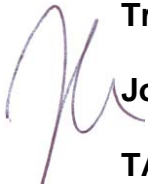
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Commissioner

**Field Operations Memo 2010-44**  
**September 24, 2010**

**To:** Transitional Assistance Office Staff  
**From:**  John Augeri, Assistant Commissioner for Field Operations  
**Re:** TAFDC – Certain CIES Vendors Reaching Slot Capacity

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**Overview**

The Department instituted the Competitive Integrated Employment Services (CIES) procurement process as part of an EOHHS Secretariat-wide initiative to purchase an array of ESP services to support clients in obtaining work and reaching self-sufficiency. Funding for these CIES slots was reduced in this year's budget. As a result, certain CIES vendors are already reaching their slot capacity for the fiscal year.

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**Purpose of Memo**

The purpose of this Field Operations Memo is to advise TAO staff about this situation and provide instructions for processing clients referred to these vendors.

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**Clients Referred to CIES Vendors**

Case managers may receive referrals returned by CIES vendors with "Exceeded Slot Usage" written on top of the referral. In this situation the case manager must terminate the referral and refer the client to another CIES vendor providing the same services or refer the client to a non-ESP funded activity.

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**Clients Referred to CIES Vendors (continued)**

To terminate a referral and refer the client to a new activity, the case manager must:

- click on the “ESP Services” workflow;
  - on the “ESP Referral Disposition” page, select the client for whom an ESP enrollment or services must be terminated;
  - on the “ESP Referral Disposition” page, highlight and select the activity with a status of “Pending” that must be terminated;
  - in the Status drop-down box, change the status “Pending” to “Terminated”;
  - in the Termination reason drop-down box, select “No Slots Available”;
  - click “Save”;
  - select the new activity to refer the client to a new CIES vendor providing the same services or refer the client to a non-ESP funded activity; and
  - refer the client to the new activity.
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**Referrals to Non-ESP Funded Activities**

If the client is being referred to an approved non-ESP funded activity (one that meets the work program requirement), the case manager must advise the client that he or she may be responsible to pay the full cost of the activity, if applicable. Non-ESP funded activities can include: Employment Ready, Employment Training and Education, Employment Supports, Enhanced Employment Supports, Secondary Education and Post Secondary Education. If clients self-refer to activities that require them to pay, case managers should discuss funding alternatives before approving the activity. See Field Operations Memo 2009-52 A for more information.

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**Questions**

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

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