



Commonwealth of Massachusetts
Executive Office of Health and Human Services
Department of Transitional Assistance
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Field Operations Memo 2008-41
July 22, 2008

To: Transitional Assistance Office Staff

From:  John Augeri, Assistant Commissioner for Field Operations

Re: TAFDC: Franklin/Hampshire Employment Training Consortium Enhanced Services Program

Overview

Due to its success, the Franklin/Hampshire Employment Training Consortium is continuing to offer the Enhanced Services Program to our clients. This program will help TAFDC clients, whether work program required or not, who would benefit from participating in skills training, job readiness and pre- and post-training job search programs begin the transition to work. Clients who either need skills training to become job ready or who are currently job ready should be referred to this program. Through skills training, intensive case management, job readiness activities and job placement and retention provided by the Franklin/Hampshire Employment Training Consortium Enhanced Services Program, it is hoped clients will be better prepared for employment and receive higher wages once employed.

Purpose of Memo

The purpose of this memo is to inform case managers about:

- the Franklin/Hampshire Employment Training Consortium Enhanced Services Program; and
 - enrolling clients in this program.
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Obsolete Memo

The New Initiative Memo: “New Initiative: TAFDC: Franklin/Hampshire Employment Training Consortium Enhanced Services Program” dated March 5, 2008 is obsolete.

**Franklin/
Hampshire
Employment
Training
Consortium
Enhancement
Program**

The Franklin/Hampshire Employment Training Consortium Enhanced Services Program begins with an in-depth assessment of each client at the Franklin/Hampshire Career Center (FHCC) in Greenfield. By using the client's Employment Development Plan as a guide, the assessment will outline participation requirements and set goals by addressing the client's skills, abilities and possible barriers to employment. The client, with help from an FHCC staff member, will complete an Action Plan with specific steps to achieve these participation and employment goals. The Action Plan will include issues needing to be addressed such as: child care needs, basic skills, transportation needs and housing needs.

A variety of assessment tools will be used by the FHCC to ensure that clients' different learning styles and literacy levels are addressed. The FHCC will offer job readiness activities tailored to meet the needs of each individual client. The Action Plan will be the client's guide as he or she participates in job readiness activities with the goals of job training, job placement, job retention, increased earnings and self-sufficiency.

The assessment also consists of:

- orientation to FHCC services which are included in the Enhanced Services Program;
- completion of the FHCC Attendance Agreement; and
- completion of the FHCC Job Search Action Plan.

The FHCC will have two staff members available to provide 15-20 clients at a time with assessment, case management, counseling and job search/job readiness workshops. There is no limit to the number of clients that may be referred to the Enhanced Services Program. This program is designed to allow clients to participate up to 30 hours per week in such activities as:

- resume preparation and cover letters;
 - writing skills;
 - online job search;
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**Franklin/
Hampshire
Employment
Training
Consortium
Enhancement
Program
(continued)**

- internship/“try out” employment;
 - workplace computer literacy;
 - employment networking;
 - interviewing skills;
 - career planning and decision making;
 - benefits planning;
 - labor market information;
 - “Meet the Employers” (clients ask employment questions to a panel of local employers);
 - on-site recruitments and job fairs where employers would interview clients for open jobs;
 - Earned Income Tax Credit information/training (FHCC will offer free tax return service and EITC info); and
 - job retention.
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**Enrolling Clients
in Franklin/
Hampshire
Employment
Training
Consortium
Enhancement
Program**

Case managers should refer TAFDC clients to the Franklin/Hampshire Employment Training Consortium in one of two ways. For clients who are job ready, the case manager must refer the client to Job Search/Job Readiness as follows:

- on the ESP Referral Disposition window select the activity Job Search/Job Readiness;
 - select Job Search (DCS) – Franklin/Hampshire from the Resource field; and
 - refer the client to the Program following established procedures.
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**Enrolling Clients
in Franklin/
Hampshire
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Training
Consortium
Enhancement
Program
(continued)**

For clients who need skills training to become job ready, the case manager must:

- on the ESP Referral Disposition window select the activity Skills Training;
- select FHCC Enhanced Services Program from the Resource field; and
- refer the client to the Program following established procedures.

Clients who are eligible to receive child care who are either enrolled in Skills Training or Job Search/Job Readiness should be authorized for these services following established procedures. Transportation should also be authorized for clients participating in the Enhanced Services Program.

Once the client successfully completes the “Skills Training” portion of this Enhanced Services Program, the FHCC staff member will advise the case manager by either e-mail or a telephone call. The client will then move to the “Job Search/Job Readiness” portion of this program.

Once notified, the case manager must enroll the client in the “Job Search/Job Readiness” portion of the program (no additional client contact is needed). The case manager must:

- on the ESP Activity Disposition window, highlight and select the “Skills Training” activity;
- from the “Status” drop-down box, select “Terminated”;
- in the “Reason” drop-down box, select “Activity Completed”;
- in the “Actual End Date” field, enter the current date;
- click on “Update”;
- on the ESP Referral Disposition window select the activity “Job Search/Job Readiness”;
- select “Job Search (DCS) – Franklin/Hampshire” from the Resource field; and
- enroll the client in the program following established procedures.

Questions

If you have any questions, please have your Hotline designee call the Policy Hotline at 617-348-8478.
