



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

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**Online Guide Transmittal 2023-46
July 6, 2023**

To: Department of Transitional Assistance Staff

From:  Sarah Stuart, Associate Commissioner for Change Management

Re: TAFDC: ESP Assistance Unit Assignment to Support TAFDC Pathways to Work

Overview

As part of the TAFDC Pathways to Work redesign, the Department has made a number of changes to how economic assistance and engagement staff support clients in connecting to and participating in activities and meeting the work rules. This work also affects how these rules are operationalized for clients through language, procedural and system changes.

This Transmittal communicates updated functionality scheduled to go live on Friday July 7th, to allow for the ESP portion of a TAFDC case to be assigned to a Full Engagement Worker (FEW). This change will support the work of the FEWs through new client communications and BEACON view updates that are being developed as part of the next Phase of the Pathways to Work project.

Purpose

The purpose of this Online Guide Transmittal is to advise staff about:

- the reassignment of the ESP AU for certain TAFDC households prior to the upcoming Pathways to Work project implementation
- ongoing procedures for when a TAFDC case will be assigned to a FEW

**ESP AU
Reassignments
Completed**

In preparation for the next phase of the Pathways to Work redesign, the ESP portion of certain TAFDC cases has been reassigned automatically through a systems change.

Cases that have had their ESP AU assignment converted from their economic assistance case manager to their assigned FEW include:

- All active TAFDC cases that are nonexempt, regardless of the Work Program Compliance Reason.
- TAFDC cases that are exempt from work rules but are volunteering to participate and have an active Employment Development Plan (EDP).

Excluded cases are:

- Those TAFDC households that are assigned to a Self Sufficiency Specialist (SSS.)
 - TAFDC cases that are exempt and who do not have an EDP at this time.
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**Ongoing ESP
Assignment –
Economic
Assistance Case
Managers**

Effective with these systems updates, newly initiated TAFDC applications will automatically have the ESP AU assigned to the designated FEW when the Work Requirements TAFDC page has one or more members subject to work rules.

When this system change occurs, Economic Assistance case managers will need to manually complete this reassignment to the FEW assigned to work with their caseload in the AU Assignment page for already pending TAFDC case applications with a Nonexempt status. On an ongoing basis, when a case is changing from exempt to nonexempt status, during reevaluation or case maintenance change, the AU Assignment page will be set to re-edit for the economic assistance case manager to complete the FEW reassignment.

This action is taken on the AU Assignment page and must be authorized through an Interview Wrap-up. If the reassignment is the only change being made, it will allow for single-sign off capability for most staff.

Supervisors must ensure that any TAFDC case with a member subject to work rules has the ESP AU assigned appropriately at application, reevaluation, or any case maintenance. SSSs will continue to maintain the ESP AU assignment for all clients in their caseload.

**Ongoing ESP
Assignment –
FEWs**

FEWs will also self-assign TAFDC cases that are:

- exempt from the work program rules, but are volunteering to engage in Pathways to Work activities and have an active EDP.

The assignment of the ESP AU for families engaged in Pathways to Work will increase the ability of FEWs to work proactively at certain engagement touchpoints upon the implementation of the next phase of Pathways to Work.

**Ongoing ESP
Assignment for
Managers**

Local office managers must update the Employment and Training Unit through the [DTA.EmploymentServices](#) mailbox when there is a change to the FEW assignment for any economic assistance case manager so a system update can be completed.

Questions

If you have any policy or procedural questions, after conferring with the appropriate TAO personnel, please have your Systems Information Specialists or TAO management email them to [DTA.Procedural Issues](#).

Systems issues should be directed to the Systems Support Help Desk.