



Commonwealth of Massachusetts
Executive Office of Health and Human Services
Department of Transitional Assistance
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Operations Memo 2011-10
March 4, 2011

To: Department of Transitional Assistance Staff

From:  Stephanie Brown, Assistant Commissioner for Policy, Program and External Relations

Re: TAFDC – Jewish Vocational Services (JVS) Partial Shutdown, Lawrence Department of Training and Development Shutdown

CPM Office Closures

This Operations Memo serves to advise staff that effective March 31, 2011, the Jewish Vocational Services (JVS) will suspend operations in the following TAOs: Malden and Revere.

Important: JVS is not suspending operations in Boston.

Additionally, the City of Lawrence's Department of Training and Development will suspend operations on that date as well.

Therefore, effective with this Operations Memo, no referrals may be made by TAO staff in these TAOs.

JVS and the City of Lawrence Department of Training and Development will inform affected clients about this change during the month of March. Clients who are currently enrolled in JVS and the City of Lawrence's Department of Training and Development should be enrolled in another activity that helps them meet their work program requirement.

**Clients Referred
to Other CIES
Vendors**

To refer clients to another activity that helps clients meet their work program requirement, the case manager must terminate the activity and refer the client to another CIES vendor providing the same services (if one is available in the area) or refer the client to a non-ESP funded activity.

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 “Active” that must be terminated;
 - in the Status drop-down box, change the status “Active” 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.

Questions

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