



Commonwealth of Massachusetts
Executive Office of Health and Human Services
Department of Transitional Assistance
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Operations Memo 2011-46
September 21, 2011

To: Department of Transitional Assistance Staff

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

Re: TAFDC – Employment Services Program (ESP) Reinstatement of Referrals

Overview

Operations Memo 2011-30 advised TAO staff that no referrals to Employment Services Program (ESP) funded activities could be made at any TAO. Due to the Fiscal Year '12 budget reduction in the Employment Services Program, the Department is reducing the funding for ESP vendors providing Competitive Integrated Employment Services (CIES) activities. Additionally, the only CIES components being funded are: Employment Training and Education (Model 2) and Employment Supports (Model 3).

This Operations Memo advises TAO staff that effective immediately, referrals to certain Employment Services Program (ESP) funded activities can resume. Referrals can still be made to non-ESP funded activities and to community service sites to help clients meet their work program requirement.

Purpose of Memo

This Operations Memo advises TAO staff:

- to which activities case managers can refer applicants and clients (hereafter referred to as clients);
 - about other activities available to clients to help them meet their work program requirement; and
 - final reminders for TAO staff.
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Available Activities for Client Referral

Attachment A-1 lists vendors who will be providing CIES Employment Training and Education (Model 2) and Employment Supports (Model 3) activities. They are available for client referral (TAOs served by these vendors will appear after each activity).

Vendors Providing Services in Other TAOs

Certain vendors have agreed to service clients from other TAO service areas (for example, “Provider ABC” who operates in the Worcester TAO has agreed to serve clients from the Framingham TAO at their Worcester site. The vendors, their service sites and other TAOs to be served are found in Attachment A-2.

Reminder: Transportation may be a barrier for clients who wish to access activities outside of the TAO service area.

Online Resource

An updated listing of DTA Employment Resources is also available online by:

- clicking on “DTA Online”;
 - selecting “Resource Inventories”; and
 - selecting “Employment Services Program (ESP).”
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**Referrals to
Non-ESP Funded
Activities**

Clients may continue to be referred to non-ESP funded activities. Non-ESP funded activities can include: Employment Ready, Employment Training and Education, Employment Supports, Enhanced Employment Supports, Secondary Education, Post-Secondary Education, Self-Directed Job Search and Community Service.

Clients who find their own non-ESP funded sites must be allowed to participate in that activity.

If the client finds an approved non-ESP funded activity (one that meets the work program requirement) that incurs a cost to the client, the case manager must advise the client that he or she will be responsible to pay the full cost of the activity. Case managers should discuss no-cost non-ESP funded activity alternatives before approving the activity. Clients should not feel pressured to enroll in an activity for which they cannot afford to pay.

**Referrals to ORI,
YPP and GED
Testing**

Referrals to the Massachusetts Office of Refugees and Immigrants (ORI) may be made in the near future. The vendor should be added to BEACON shortly. It is important to note that funding for this program has been significantly reduced. This means fewer TAOs will have ORI as a provider. Follow the instructions in the “Online Resources” section of this memo to find current ORI providers. These providers will also be listed on BEACON in the Resources page. See Attachment B for a listing of ORI providers.

Operations Memo 2011-45 advised TAO staff that referrals to the Young Parent’s Program (YPP) could begin immediately.

Payments for GED testing may continue at this time.

**Additional
Resource**

An additional resource for case managers in certain TAOs is the Community Provider Guide. Each geographically-based Community Provider Guide includes a listing of community resources available in the local area as well as statewide organizations that can be accessed by our clients. Each guide is organized by resource type for ease of reference.

Please note that the Community Provider Guide for the Worcester TAO also provides a listing of resources available for “Metro Central” which includes the communities of Fitchburg, Framingham, Marlborough and Southbridge.

For a listing of these resources, use the following link:
<http://170.154.109.59/resource/er/index.asp>.

Child Care and Transportation

Referrals to the Child Care Referral and Response (CCR&R) may be made at any time for clients requesting and eligible for child care. See 106 CMR 207.210 (A) for eligibility criteria.

Transportation may be given to any client in an ESP activity (including self-directed job search). As stated in Operations Memo 2011-39, the maximum reimbursement payment is \$40 per month. See 106 CMR 207.210 (B) for eligibility criteria.

Final Reminders

Effective October 1, 2011, clients whose youngest child is between the ages of full-time school age and 8 will have their work program requirement increased to 30 hours per week.

A reason has been added to both the “Meets Compliance” list and “Good Cause” list: “No Resources Available” found on the TAFDC – Work Requirements page and the Good Cause tab of the Sanctions page.

Important: This reason can only be used in situations where a client’s FLSA calculation prevents him or her from using community service to meet his or her entire work program requirement and there is no appropriate ESP or non-ESP funded slots available to supplement the hourly difference.

Work program required clients must not be sanctioned for failing to meet the work program requirement if there are no activities available to help them meet the work program requirement. Case managers must use the appropriate Meets Compliance reason to prevent a sanction from occurring if there are no activities to help the client meet the work program requirement. If a client was erroneously sanctioned for failure to meet the work program requirement when there are no activities, the sanction must be removed with an appropriate good cause reason.

Obsolete Memos

This Operations Memo obsoletes:

- Operations Memo 2011-22 “TAFDC — Young Parents Program (YPP) Suspension of Referrals”;
 - Operations Memo 2011-28 “TAFDC — Young Parents Program (YPP) Suspension of All Referrals”; and
 - Operations Memo 2011-30 “TAFDC — Employment Services Program (ESP) Suspension of All Referrals.”
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Questions

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

Attachment A-1

CIES Vendor	TAO
American Training, Inc.	Lawrence, Lowell, Revere, Malden
Bay Cove Human Services, Inc.	Dudley Square, Newmarket Square, Revere
Berkshire Training and Employment Program (BTEP)	Pittsfield
Career Center of Lowell	Lowell, Worcester
Catholic Charitable Bureau of the Archdiocese of Boston, Inc.	North Shore
City of Lawrence	Lawrence
City of Salem	North Shore
Community Workshops Inc. Community Work Services	Dudley Square, Newmarket Square, Revere
Employment Resources, Inc. (ERI)	North Shore
Franklin/Hampshire Employment and Training Consortium	Greenfield
Goodwill Industries	Springfield Liberty, Springfield State
Holyoke Community College	Holyoke
Job Training and Employment Corp.	Hyannis
LifeStream, Inc.	Hyannis, New Bedford
Morgan Memorial Goodwill	Dudley Square, Newmarket Square
New England Business Associates	Springfield Liberty, Springfield State, Worcester
Regional Employment Board County	Holyoke, Springfield Liberty, Springfield State
Road to Responsibility, Inc.	Plymouth
Southeastern Mass SER	Fall River, Taunton
Triangle	Malden
United Teen Equality Center	Lowell
WORK, Inc.	Dudley Square, Newmarket Square, Fitchburg
Work Opportunities Unlimited	Lawrence, Lowell
Work Opportunity Center, Inc.	Springfield Liberty, Springfield State

CIES Vendors	Service Site	TAO Served
American Training, Inc.	Malden	Dudley Square/ Newmarket Square
New England Business Associates	Worcester	Framingham
Road to Responsibility	Plymouth	Brockton

Attachment B

ORI Provider	TAO
Jewish Vocational Services	Dudley Square
Lutheran Community Services	Holyoke
Jewish Vocational Services	Newmarket Square
Lutheran Community Services	Springfield Liberty
Lutheran Community Services	Springfield State