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Field Operations Memo 2005-56
December 28, 2005

To: Transitional Assistance Office Staff
From:  Cescia Derderian, Assistant Commissioner for Field Operations
Re: DTA Online Intranet Site

Overview

DTA Online, the Department's Intranet site, has been redesigned and is being deployed in January. Staff from various units within DTA participated in redesigning the site and also in the testing and review process with the goal to develop a site that would provide current and useful information to DTA staff, be user-friendly and easy to navigate.

The site includes a number of links to non-DTA sites (ex. EOHHS links and Non-EOHHS links). An example of an EOHHS link is: EOHHS Intranet and an example of a Non-EOHHS link is: DHCD - Department of Housing and Community Development. Additional topics and features will continue to be added to the site. Attachment A displays a copy of the new DTA Online home page.

Purpose of Memo

This Field Operations Memo provides TAO staff with the following information:

- a summary of the topics and sub-topics currently available on the site;
- guidelines to follow for navigating through the site; and
- future enhancements to be added to the site.

**Online Topics
and Sub-Topics**

This section provides a high level overview of all topics available on DTA Online. Attachment B, the DTA Online Navigation Guide, provides a complete listing of all topics and subtopics.

The DTA Online Navigation Guide can be accessed from the Online Guides in Policy Online.

The newly designed DTA Online site consists of the following sections:

TOP PANE:

The option titles displayed at the top of the window are the titles of the various DTA executive staff units:

- **Administration and Finance;**
- **Field Operations;**
- **Legal;**
- **MIS; and**
- **Policy and Program Management.**

When selected, information specific to the unit will be displayed.

CENTER PANE:

The Feature Story displayed in the center is the monthly Commissioner's Corner. The Feature Story could change as frequently as needed.

LEFT PANE:

The following options are displayed on the left side of the window:

- **Our Organization**
Displays the Department's mission statement and executive staff organizational chart.
 - **Administrative Memos**
Lists memos on administrative topics such as use of the computer and the internet.
 - **Affirmative Action**
Links to the DTA Affirmative Action Plan.
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**Online Topics
and Sub-Topics
(continued)**

LEFT PANE (continued):

- **Calendar of Events**

Links to the EOHHS Learning Lunches Calendar, the Commonwealth's Holiday Schedule, the Mass.gov Calendar and U.S. Census Bureau Facts for Features.

- **Diversity**

Displays information on the diversity initiative, mission statement, council participants and events.

- **Document Production**

Links to the Document Production Forms Ordering database.

- **Employee Directories**

Links to the Employee Phone Book and allows you to search for a person by name or location.

- **2006 Field Operations Memos**

Links to the titles of the 2006 Field Operations Memos. The text of the memos is available online and will continue to be added to Policy Online.

- **Latest News/Photo Gallery**

Links to memos, press release announcements, presentations and other memos of interest to DTA staff. Pictures taken at the presentations are also included.

- **Policy Online**

Links to the current version of Policy Online.

- **Recognition/Awards**

Links to the memos announcing the Performance Award winners.

- **Research Statistics**

Links to the DTA Financial Assistance research page on the EOHHS Mass.gov site.

**Online Topics
and Sub-Topics
(continued)**

- **Resource Inventories**

Provides a summary of the following topics:

- Earned Income Tax Credit
- Employment Resources
- Utility Discount Information

In addition to the summary of each topic, additional information can be viewed by selecting each topic. Information will continue to be added to the current list of topics and for future programmatic topics, such as Housing.

- **Training**

Displays the DTA Training home page.

- **EOHHS Links:**

The following EOHHS links are included for reference purposes:

- EOHHS Home
- EOHHS Intranet
- HR Connects Us
- TGIF Newsletter

- **NON-EOHHS Links:**

The following Non-EOHHS links are included for reference purposes:

- DHCD (Department of Housing and Community Development)
- DLWD (Department of Labor and Workforce Development)
- DTE (Department of Telecommunications and Energy)

- **Disclaimer:**

Department approved Disclaimer site statement.


- **Site Map:**


Listing of all primary topics on the DTA Online site.

Navigation Guidelines

This section lists guidelines for navigating throughout DTA Online and also for when a link is selected that takes you to a non-DTA site (ex. EOHHS Landing Page).

1. To return to the DTA Online home page from a page within DTA Online:
 - a. select the option *home* at the top of the page you are viewing; or
 - b. click on the **red** colored title of the section you are viewing (in some instances, you will be returned to the prior page and will need to select the **red** colored title on the prior page).

 2. To return to a preceding page from a document opened from a DTA Online topic (example *Affirmative Action Plan* accessed from the Affirmative Action option or *DTA Procurement and Contracting Handbook* accessed from the Administration and Finance topic):
 - select the “Back” arrow  button located in the Tool Bar.

 3. To return back to DTA Online from a non-DTA Online site (example TGIF Newsletter):
 - select the “Back” arrow  button located in the Tool Bar.
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Future Enhancements

Examples of future enhancements to the site include the following:

- inclusion of more links and topics to the Resource Inventories;
- additional sub-topics to the Affirmative Action topic; and
- additional sub-topics and links to the Administration and Finance topic.

Recommendations for future enhancements can be submitted to the Policy Unit mailbox at: PolicyUnit@state.ma.us. Your suggestions and recommendations are welcomed.

Questions

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



Commissioner John Wagner



Feature Story

As 2005 draws to a close, I'd like to highlight some of the year's many achievements. Overall, in working to help move people out of poverty, we've made significant advances. They include:

- A successful implementation of the Commonwealth of Massachusetts Combined Application Project (Bay State CAP). By providing food stamps to more than 42,000 SSI households, *we have increased access and participation for some of the neediest individuals in Massachusetts.* In total, there are now 80,000 more recipients participating in the Food Stamp Program. Also, the Food Stamp Program was once again recognized by the federal government as a leader in the timely processing of food stamp applications. For this achievement, the program was awarded a USDA bonus of over \$1 million. Moreover, we were able to maintain low error rates while these accomplishments were being implemented.
- This same template for success is being applied to our Cash Assistance and Full Engagement (CAFE) Program. We are building a program that better prepares our clients for jobs. Through an assessment process built into our vocational rehabilitation program, as well as more customized training options (Adult Basic Education opportunities and Distance Learning), we have helped an increasing number of clients find work. During the first nine months of this year, local office staff and our contracted partners have assisted 10,785 individuals to enter employment. The CAFE Program has also achieved recognition from the federal government for our improved job-entry and job retention rates. Over \$3 million was awarded for improving the rate of unemployed TAFDC parents entering employment and over \$5 million was granted for helping parents keep their jobs. In addition, the Commonwealth received over \$500,000 from the federal government for improvement in the Family Formation and Stability category – a measure of the increase in the percentage of children in each state who reside in married couple families.
- In the area of Housing and Homeless Services, not only have we managed to maintain our “no motel” record, we have done so while implementing state legislative changes which increased eligibility for Emergency Assistance. Through the Residential Assistance for Families in Transition Program (administered by the Department of Housing and Community Development) and the Housing Assistance Program, *we've managed, in many instances, to prevent homelessness and shorten shelter stays.* By the end of this year, we anticipate spending \$2.75 million in Toolbox funds to directly assist families in retaining or securing housing. We have also reached the goal of 100 units committed by Local Housing Authorities for the Local Housing Authority Transitional Housing Program. Thirty families have graduated and are now lease holders in their own, affordable units. In addition, for our shelter and service provider partners, we've begun the deployment of the Homeless Management Information System (HMIS) to help provide more timely statewide information on homeless individuals and families in Massachusetts, to give us a better understanding of our homeless population -- particularly those that are chronically homeless -- and identify gaps in services. HMIS deployment should be completed by the spring of 2006.

These accomplishments are the result of improved interagency collaboration, of coordination with our nonprofit partners and, most importantly, of the commitment of a superb staff. It is gratifying to look back and see all that we have achieved together.

We want to do all we can to ensure continued progress. For this reason, last month we hired 39 new case-carrying employees. As many of you know, this new group of employees follows the hiring of ten food stamp workers who came on board in July of this year. I'd like to welcome them all to our Agency. This is also a good time to extend a special thanks to our Training Unit for responding quickly and working closely with these new colleagues so that they're better prepared to carry a full caseload. During 2005, the Training Unit has also provided HMIS instruction to over 400 housing and shelter providers.

Before signing off for the year, I'd like to share one last point. I realize that it's not always easy to notice breakthroughs in your day-to-day work. That's why this end-of-the-year recap is so important. It shows just how effective we've all been over the past 12 months. I'm certain that with the right blend of energy, inspiration and pragmatism, we can have an even larger impact in 2006.

Best wishes to you all this holiday season.

Sincerely,

John Wagner
Commissioner

Our Organization
Administrative Memos
Affirmative Action
Calendar of Events
Diversity
Document Production
Employee Directories
2006 Field Operations Memos
Latest News/ Photo Gallery
Policy Online
Recognition/Awards
Research Statistics
Resource Inventories
Training

EOHHS Links	
>	EOHHS Home
>	EOHHS Intranet
>	HR Connects Us
>	TGIF Newsletter

Non-EOHHS Links	
>	DHCD
>	DLWD
>	DTE

DTA ONLINE NAVIGATION GUIDE

ADMINISTRATION AND FINANCE	Administration and Finance	DTA Procurement and Contracting Handbook
		OSD Procurement Forms
		Onboarding: Guidelines for Conducting New Employee Orientation
		New Employee Orientation Guide
		New Employee Checklist
		Performance Evaluation
	Financial Program Management	Who We Are
		Bay State Access Card
		Direct Deposit
		Direct Deposit Marketing Pilot
		EBT Misdispense
		Farmer's Market Pilot Program
FIELD OPERATIONS	Field Operations Organization Chart/Phone Numbers and Faxes	Field Operations Organization Chart
		Field Operations Information Chart
		Field TAO and Central Field Main Numbers and Faxes
	Field Operations Region Listing	By Region
	TAO Liaison Listing	By TAO
		By Liaison
LEGAL	Who are we?	
	What functions/services do we provide?	Litigation
		Attorney of the Day
		Handling Subpoenas
		Public Records Requests
		Contract and Procurements
		Policy Review
		Law Enforcement Inquiries
		Conflict of Interest Issues

DTA ONLINE NAVIGATION GUIDE

LEGAL (cont.)		Internal Control Unit
	How can we help you?	Attorney of the Day
		Potential Conflicts of Interest Involving Employees and/or Vendors
		Handling Subpoenas
		Public Records Requests
		Memos Related to Employee Conduct
		What to do if you receive pleadings (Temporary Restraining Orders, Preliminary Injunctions, or Complaints) at the TAO
		Law Enforcement Inquiries
	Memos Related to Employee Conduct	**SAME LIST AS ADMINISTRATIVE MEMOS**
MIS	Forms	
	Appropriate Use Policy	
POLICY AND PROGRAM MANAGEMENT	Overview	Cash Assistance and Full Engagement Unit
		Food Stamp Program Unit
		Homeless/Housing Unit
		Policy, Administration and Program Support Unit
		Program Assessment Unit
		Training Support Unit
OUR ORGANIZATION	DTA Mission Statement	
	DTA Organization	
ADMINISTRATIVE MEMOS	Agency Diversity Plan for Fiscal Years 2006/2008	
	Confidentiality of Personal Information	
	Conflict-of-Interest	
	Drug Free Workplace	

DTA ONLINE NAVIGATION GUIDE

ADMINISTRATIVE MEMOS (cont.)	Former State Employees- Conflict of Interest Law	
	Holiday Season and Conflict of Interest	
	Policy for the Prevention and Elimination of Sexual Harassment in the Workplace	
	Policy On Workplace Violence	
	Political Activity by Department Employees	
	Renting Apartments to Clients	
	Use of Computers, the Internet, E-Mail and Voice Mail	
	Workplace Violence Prevention Training	
AFFIRMATIVE ACTION	Department of Transitional Assistance Affirmative Action Plan	
CALENDAR OF EVENTS	EOHHS Learning Lunches	
	Human Resources Holiday Schedule	
	Mass.gov Calendar	
	U.S. Census Bureau: Facts for Features	
DIVERSITY	Initiative	
	Mission Statement	
	Council	
	Events	
DOCUMENT PRODUCTION	Document Production Welcome Screen	
EMPLOYEE DIRECTORIES	Employee Phone Book	
2006 FIELD OPERATIONS MEMOS	Link to list of Field Operations Memos	
LATEST NEWS/PHOTO GALLERY	Link to Policy Online: Latest News/Photo Gallery	
POLICY ONLINE	Link to Policy Online	

DTA ONLINE NAVIGATION GUIDE

RECOGNITION/AWARDS	2005 Performance Recognition Award Winners	
RESEARCH STATISTICS	Link to DTA Mass.gov Financial Assistance Landing Page	
RESOURCE INVENTORIES	Earned Income Tax Credit	Earned Income Credit (EIC)
		EITC Information and Free Tax Preparation Assistance
		Internal Revenue Service (IRS)
		Volunteer Income Tax Assistance (VITA)
	Employment Resources	Department of Labor and Workforce Development
		Division of Career Services
		Job Search Assistance
	Utility Discount Information	Department of Telecommunications and Energy
TRAINING	DTA Training Web Pages	Job Aids
		Training Calendar
		Request Your Transcript
		Site Locations and Directions
		Training Forms
		FAQs
EOHHS LINKS	EOHHS Home	
	EOHHS Intranet	
	HR Connects Us	
	TGIF Newsletter	
NON-EOHHS LINKS	DHCD	
	DLWD	
	DTE	