



Commonwealth of Massachusetts
Executive Office of Health and Human Services
Department of Transitional Assistance
600 Washington Street • Boston, MA 02111


DEVAL L. PATRICK
Governor

JUDYANN BIGBY, M.D.
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TIMOTHY P. MURRAY
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Commissioner

Field Operations Memo 2010-26
May 13, 2010

To: Transitional Assistance Office Staff
From:  John Augeri, Assistant Commissioner for Field Operations
Re: TAFDC – Changes to the Community Service Program

Purpose of Memo

Field Operations Memo 2010-15 advised TAO staff about additional changes to the community service program. This Field Operations Memo advises TAO staff about a change to the Employment Services Coordinator.

For continuity purposes, Field Operations Memo 2010-15 is being replaced with this memo with the change to the Employment Services Coordinator incorporated.

Obsolete Memo

This Field Operations Memo obsoletes Field Operations Memo 2010-15.

Community Service Program Name Change

In an effort to more accurately describe the benefits of the program, DTA's community service program will be rebranded as "Community Service: Volunteer to Succeed."

**Employment
Service
Coordinator's
Responsibilities**

A Central Office staff member will be the Employment Services Coordinator assisting with the expansion and overall management of the Department's Community Service program.

The responsibilities of the Employment Services Coordinator are:

- handling the administrative aspect of the Community Service: Volunteer to Succeed program.
 - ✓ conducting interviews/introductory phone calls with prospective sites;
 - ✓ completing and mailing/faxing site agreements;
 - ✓ issuing confirmation letters to sites and appropriate TAOs; and
 - ✓ entering the information into the BEACON Resource Table once the site has become certified.
 - serving as the point person for all new sites to answer procedural questions.
 - conducting periodic audits of existing sites to ensure their viability as a community service site as well identify additional community service opportunities and/or other resources clients may utilize.
 - communicating with other Central Office staff regarding results of outreach and audits.
 - recruiting new sites by focusing on other state agencies, Universities/ Colleges or larger non-profits.
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**Revised
Community
Service
Agreement**

The Community Service Site Agreement has been revised to provide more accurate information and to make it easier for organizations to complete. Attachment A is the revised Community Service: Volunteer to Succeed Site Agreement.

**Marketing
Materials**

To assist with outreach efforts, the following marketing materials were created.

- “Participating in Volunteer to Succeed” (Attachment B) is designed as outreach to organizations for new community service site recruitment.
 - “Volunteer to Succeed: DTA’s Community Service Program” (Attachment C) is designed to inform clients about the opportunities of Volunteer to Succeed.
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**Outreach Plan
for TAOs**

While the Employment Services Coordinator will be assisting with a portion of the recruitment, TAO's will also offer assistance. At each TAO, the FEW or the Vocational Specialist will assist with outreach efforts. Their level of outreach will depend on how large their current caseloads are. For example:

- If there is only one FEW in the TAO and he or she does not carry a caseload or carries a small caseload, the FEW will spend 1 day per week* focused on community service site recruitment.
- If there is only one FEW in the TAO and he or she carries a large caseload, the FEW would spend 1 day every other week* focused on community service site recruitment.
- If there is only a Vocational Specialist in the office, he or she will assist with community service site recruitment.
- If there is no FEW or Vocational Specialist in the office, the Employment Services Coordinator will assist with recruitment of new sites.

* Activities may include phone calls and site visits to prospective sites.

**Community
Service Site
Generation and
Follow-up**

Once a potential community service site has been identified by the FEW or Vocational Specialist, the following information should be emailed to DTA.CommunityService@state.ma.us for follow up by the Employment Services Coordinator:

- community service site contact name;
- community service site organization;
- community service site mailing address;
- community service site phone number;
- community service site e-mail address; and
- any information necessary for follow-up (for example, contact days, hours of operation).

Unresponsive Sites:

Once this information has been received, Central Office staff will make three attempts to reach the referred site. If they are unable to make contact, they will notify the FEW/Vocational Specialist at the TAO. Additional follow-up will not be made by Central Office staff unless new/additional information can be provided by the FEW or Vocational Specialist.

**Community
Service Site
Generation and
Follow-up
(continued)**

Responsive Sites:

Once Central Office staff makes contact with the referred site, the Employment Services Coordinator will conduct a brief interview. In this interview, the Employment Services Coordinator will introduce herself and her role and gather the community service site information (all of the information contained on page 1, Section 1 of the new Agreement form)

The Agreement will be pre-filled by the Employment Services Coordinator with information from the interview and mailed or faxed to the site for review and sign-off.

Once the signed agreement is received back from the referred site, information will be verified and if appropriate, the site entered into BEACON. At this point, a confirmation letter will be emailed to the site, with a copy to the TAO Director and the FEW and/or Vocational Specialist, as appropriate. Referrals to the site should then be made following established procedures.

Questions

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



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Community Service: Volunteer to Succeed Site Description and Agreement

Section I: Site Description

Organization Name: _____

Address: _____

Contact Person: _____ Title _____

Telephone Number: (_____) _____

Contact Person's Email Address: _____

Please briefly explain the volunteer opportunities available at your organization below. Indicate any specific skills or education levels required as well as the number of openings your organization has for each opportunity. If additional space is needed, please use an additional sheet of paper.

Program Name and Location	Task(s)/Project(s)	Specific Skills or Education Required	Number of Positions

Is your organization's facility/program accessible to persons with disabilities? Yes No
 Does your organization/program require CORI checks? Yes No
 Will you be able to accept clients on an ongoing basis? Yes No
 What is your geographic service area? _____

Section II: Site Agreement

1. The organization is a nonprofit with 501(c) (3) or 501(c) (4) status or is a public agency (Municipal, State or Federal). Please list the organization's legal name and 501(c) (3) or 501(c) (4) number below.
 - o Legal Name:
 - o (If a Non-Profit Organization) 501(c) (3) or 501(c) (4) Number:
2. The organization recognizes that the Community Service placements made will provide a useful community purpose and will improve the employability of the clients.
3. The organization agrees to accept Community Service referrals from the Department of Transitional Assistance (DTA).
4. The organization agrees to conduct an orientation before the client begins participating.
5. The organization agrees to have its staff provide supervision to Community Service clients.
6. The organization understands that Community Service clients from DTA may not work on political campaigns and/or political offices as counting towards their Community Service.
7. The organization understands that it will be expected to report the actual hours of participation by the client(s) for the length of time at the site. Each month the client(s) will submit a *Participation and Attendance* form for the organization's completion. Once the form is completed, it will be the client's responsibility to submit it to DTA.
8. By signing this agreement, the organization agrees to serve as a Community Service site for the Department of Transitional Assistance (DTA). If, in the future, the organization determines it no longer wishes to serve as a Community Service site, the organization must notify the Department in writing.

For the Community Service Site

Authorized Signature: _____

Printed Name: _____

Title: _____

Date: _____

Please mail or fax the completed form to:

Pat Scott
Department of Transitional Assistance
600 Washington Street, 4th Floor
Boston, MA 02111
(P) 617-348-5251 (F) 617-348-5111
(E) DTA.CommunityService@state.ma.us

Attachment B-1

Participating in Volunteer to Succeed

Who We Are

The mission of the Department of Transitional Assistance (DTA) is to assist low-income individuals and families to meet their basic needs, increase their incomes, and improve their quality of life. Located within the Executive Office of Health and Human Services, the Department ensures that the emergency and transitional needs of the individuals and families of the Commonwealth are met through a combination of federal- and state-funded programs.

What We Do

DTA serves one out of every ten people in the Commonwealth - including working families, children, elders, and people with disabilities. With our support, our clients are given the tools to improve their economic self-sufficiency.

TAFDC

Transitional Aid to Families with Dependent Children (TAFDC) is a state and federally funded program, which provides cash assistance to families with children and pregnant women in the last 120 days of pregnancy, with little or no assets or income. It is operated under the federal Temporary Assistance for Needy Families (TANF) block grant.

Many clients are required to participate in a work activity as a part of their eligibility for this program. Participants receive child care and transportation support as needed to participate in training activities.

Work activities include:

- Employment;
- On-site job training;
- DTA-funded education and training programs; and
- Community Service.

DTA case managers assist clients in meeting their work program requirements by referring them to the most appropriate activity for their skill level and goals.

Why should my organization participate in Volunteer to Succeed?

Volunteer to Succeed, DTA's Community Service Program, allows TAFDC clients who have a work requirement to perform work for the direct benefit of the community while also improving the employability of the participant¹.

By participating in Volunteer to Succeed, your organization will be a Community Service site that provides participants with direct work-site experience which will directly influence their employability. Other benefits include:

- Having a direct, positive impact on your community by assisting your neighbors to move toward self-sufficiency;
- Establishing a pool of candidates for future employment opportunities; and
- Free assistance with projects or tasks at your organization.

What to do next

To serve as a Community Service Site your organization must:

- Have 501(c) (3) status or be a public agency (Municipal, State or Federal);
- Provide direct supervision to the participant(s) working at their site(s);
- Report the participant's attendance on a regular basis;
- Conduct an orientation prior to the participant starting; and
- Complete and submit the Department's Community Service Agreement.

¹ Federal Register, Part II: Department of Health and Human Services, Administration for Children and Families, 45 CFR Parts 261, 262, 263, and 265, Reauthorization of the Temporary Assistance for Needy Families Program; Final Rule, February 5, 2008

Attachment B-2

Community Service Placement(s)

There is no minimum number of placements. The number and frequency of placements can be adapted to your organization's needs.

The length of each client's participation in Community Service varies and is based on their individual circumstances.

Each organization will have the opportunity to interview and select participants for available openings.

In the event that a participant does not complete his or her placement, the organization will have the opportunity to select additional participants.

If your organization wishes to terminate its participation as a Community Service site, the agreement can be terminated with 30 days advance notice to the Department.

Recommended Tasks

The tasks will vary based on your organization's needs and the skill level of the participant. Examples of tasks include, but are not limited to:

- Tutoring;
- Reading to the Elderly;
- Answering phones;
- Processing mail;
- Assisting with meeting preparation (e.g. assembling meeting packets, placing reminder phone calls to attendees, setting up the meeting room);
- Restocking supplies;
- Conducting customer satisfaction surveys;
- Preparing and serving food at soup kitchens; and
- Sorting clothing and food at donation centers.

Contact

If you are interested in becoming a Community Service site, or you have additional questions, please contact either staff person listed below:

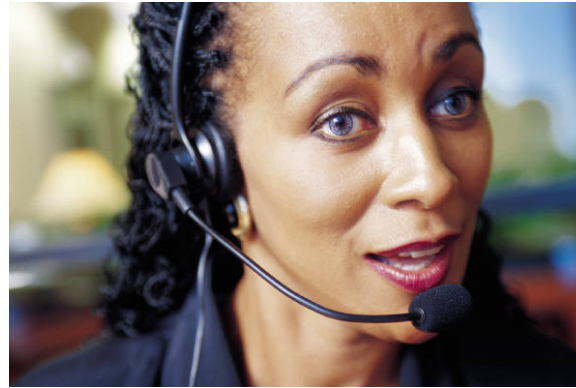
Mary Otiato
Department of Transitional Assistance
Phone: 617-348-5627
Email: DTA.CommunityService@state.ma.us

Pat Scott
Department of Transitional Assistance
Phone: 617-348-5251
Email: DTA.CommunityService@state.ma.us

**I'm interested!
How can I sign up for
Volunteer to Succeed?**

If you are interested in learning more about opportunities in your community, please contact the Full Engagement Worker or the Vocational Specialist in your area.

To find out who your Full Engagement Worker or Vocational Specialist is, ask your case manager.



Department of Transitional Assistance

www.mass.gov/dta

**Volunteer to
Succeed:
DTA's Community
Service Program**



Many clients are required to participate in a work activity as a part of their eligibility for Transitional Aid to Families with Dependent Children (TAFDC). Possible work activities include employment, on-site job training, DTA-funded education and training programs, and **community service**.

Volunteer to Succeed allows TAFDC clients to perform work that benefits the community while improving their job skills and building their resumes.

Why should I participate in Volunteer to Succeed?

By participating in Volunteer to Succeed you will gain **real job experience** at local organizations.

You will also:

- Help your neighbors and the community where you live.
- Increase your skills, which will make it easier to find a job.
- Make a good impression on people who can tell you about job openings.
- Get references for your resume.

What kinds of tasks will I be doing?

Your tasks will vary based on the organization's needs, your interests and your skill level, Some examples are:

- Tutoring
- Reading to senior citizens
- Answering phones
- Processing mail
- Setting up for meetings
- Restocking supplies
- Conducting customer surveys
- Preparing and serving food at soup kitchens
- Sorting clothing and food at donation centers.

If I know of an opportunity at a nonprofit agency, what should I do?

You will need to get a letter from the nonprofit agency stating what you will be doing and the number of hours the you will be doing it.

This letter should be given to the Full Engagement Worker or the Vocational Specialist for your area.

To find out who your Full Engagement Worker or Vocational Specialist is, ask your case manager .
