



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



DEVAL L. PATRICK  
Governor

TIMOTHY P. MURRAY  
Lieutenant Governor

JUDYANN BIGBY, M.D.  
Secretary

JULIA E. KEHOE  
Commissioner

**Field Operations Memo 2009-35**  
**June 19, 2009**

**To:**  **Transitional Assistance Office Staff**  
**From:**  **John Augeri, Assistant Commissioner for Field Operations**  
**Re:** **TAFDC – Competitive Integrated Employment Services (CIES)  
Procurement and ESP**

---

**Background**

The Competitive Integrated Employment Services (CIES) procurement is an EOHHS Secretariat-wide initiative which participating Departments (including DTA) will use to purchase an array of services to support clients in obtaining work and reaching self-sufficiency. The procurement process is currently taking place. New vendor contracts are scheduled to begin August 1, 2009. Since the current fiscal year ends on June 30<sup>th</sup>, there will be an interruption in new enrollments for the month of July.

No new referrals can be made to the following ESP-funded activities between July 1 and July 31:

- job search/job readiness,
- skills training (excluding community colleges or Office for Refugee and Immigrants (ORI)),
- supported work or
- vocational rehabilitation services.

Clients may continue to be referred to community colleges (for ESP-funded skills training or other programs), approved non-ESP-funded skills training programs, ORI programs or YPP activities.

During July, clients who are enrolled in an ESP-funded activity in June will continue in that activity until the completion of the activity or until the change in vendors, whichever comes first. No further case manager action is needed with these clients.

---

**Purpose of Memo**

This Field Operations Memo transmits procedures for working with clients impacted by the CIES procurement process that are either work program required or work program sanctioned.

An upcoming Field Operations Memo will inform TAO staff how to make referrals to activities once the CIES procurement process has been implemented.

---

**Clients Who Must Meet Work Program Requirement**

Clients who are work program required (either because they have used their 60 days of work search or they have reapplied and previously used their 60-days of work search), will meet the work program requirement between July 1 and July 31 by:

- getting a job independently or with help from a Career Center;
- enrolling in a community college (skills training or other program), ORI program or YPP activity;
- enrolling in an approved non-ESP funded activity (those that meet the work program requirement); and/or
- enrolling in community service to meet the work program requirement.

**Note:** If the Fair Labor Standards Act (FLSA) calculation prevents the client from meeting his or her work program hourly requirement through community service, a “Meets Compliance” reason (“No TEMP Site Available”) for the month of July must be given unless the client combines community service with another activity to meet the work program requirement.

**If none of these options exist, the client must be given “Meets Compliance” to prevent initiation of the sanction process.** The case manager should select the “No TEMP Site Available” Meets Compliance reason on the “TAFDC” tab of the “Work Requirements” window and enter an end date of August 1, 2009. The following should be added to the “Narratives” tab on BEACON: “Meets Compliance given July 2009 – procurement.”

Case managers can see which clients are reaching the end of their 60-day work search period by viewing the Work Program ESP Participation Tracking report on Actuate. See Field Operations Memo 2007-7 for procedures.

---

**Clients Who  
Must Cure Work  
Program  
Sanctions**

To cure a work program sanction for a client or an entire case between July 1 and July 31, the client can:

- get a job independently or with help from a Career Center;
- enroll in a community college (skills training or other program), ORI program or YPP activity;
- enroll in an approved non-ESP funded activity and participate for two weeks; and/or
- enroll in community service and participate for two weeks to cure the work program sanction.

**Note:** If the FLSA calculation prevents the client from meeting his or her work program hourly requirement through community service, the sanctioned client or the client's case would be reopened and given a "Meets Compliance" reason ("No TEMP Site Available") for the month of July unless the client combines community service with another activity to meet the work program requirement.

**If none of the options exist to meet the work program requirement, the case manager should reopen the client or case and give a "Meets Compliance" reason for the month of July.** The case manager should select the "No TEMP Site Available" Meets Compliance reason on the "TAFDC" tab of the "Work Requirements" window and enter an end date of August 1, 2009. The following should be added to the "Narratives" tab on BEACON: "Meets Compliance given July 2009 – procurement."

Case managers can see which clients must cure their work program sanction by viewing the "Clients with Sanctions" view on BEACON. For the client who is curing a sanction or reopening his or her case and who cannot meet the work program requirement because no options are available, the case manager must reopen the client or case following procedures in *A User's Guide, Transitional Assistance Programs and BEACON*, Chapter XIX, Section D. On the same day as the case is being reopened, the case manager must remove the sanction using the Good Cause reason: "Cooperation." A note should be added to the "Narratives" tab on BEACON: "Good Cause given July 2009 – procurement."

---

**Client Cannot Find Work or Enroll in Work Program Activity**

If during the month of July a client, has not found a job, cannot enroll in community service (due to unavailability of a site) or cannot enroll in a non-ESP funded activity, the case manager must ensure the client is not sanctioned inappropriately (or if the client is curing a sanction or reopening his or her case, the case manager must reopen the client or case timely).

To ensure that the client who is at the end of his or her 60-day work search period and cannot meet the work program requirement is not sanctioned, on the TAFDC tab of the Work Requirements window, the case manager must click on the “Yes” radio button on the “Meets Compliance” field and select “No TEMP Site Available” from the “Compliance Reason” drop-down box. In the “Compliance End” field, the case manager must enter the date “08/01/09.” The client will appear on the “Work Program Compliance Reason End Date” report on Actuate for tracking purposes.

None of these clients must be sanctioned for not meeting the work program requirement.

---

**Tracking Clients Who Need Referrals After August 1**

Case managers should continue to serve clients as comprehensively as possible and prepare to make referrals to activities on or after August 1 to help clients meet their work program requirement or cure work program sanctions. Clients who will need referrals on or after August 1 can be tracked by using Attachment A.

---

**Client Gets a Job**

If during the month of July, a client gets a job to meet his or her work program requirement (or cures a work program requirement sanction), enter the wages onto BEACON following procedures in *A User’s Guide, Transitional Assistance Programs and BEACON*, Chapter XIV, Section B. The client must also be placed on Monthly Reporting following procedures in *A User’s Guide, Transitional Assistance Programs and BEACON*, Chapter XVI, Section F.

---

**Client Enrolls in Community College (Skills Training), ORI or YPP**

If during the month of July a client enrolls in a community college (ESP-funded skills training or other programs), ORI program or YPP activity to meet his or her work program requirement (or cures a work program requirement sanction), the case manager can refer the client following established procedures in *A User’s Guide, Transitional Assistance Programs and BEACON*, Chapter XII, Section A.

---

**Client Enrolls in Community Service** If during the month of July, a client enrolls in community service to meet his or her work program requirement (or cures a work program requirement sanction), follow procedures in Field Operations Memo 2008-53 A, to determine, if under FLSA, the client can meet his or her work program requirement through community service. For complete details on the FLSA calculation and community service, case managers should continue to follow instructions in Field Operations Memo 2008-4.

---

**Client Enrolls in Non-ESP Funded Activity** If during the month of July a client enrolls in an approved non-ESP funded activity to meet his or her work program requirement (or to cure a work program requirement sanction), case managers must go to the “Resource Search” window and select the component and activity the client chose to meet his or her work program requirement. From that list, the case manager must scroll over to the “Funded” column to determine which activity is non-ESP funded (marked with a “No” in the “Funded” column) and select that vendor to make the referral.

**Important:** If the client is being referred to an approved non-ESP funded activity, the case manager must tell the client that he or she may be responsible to pay the full cost of the activity, if applicable.

---

**Mailing to Clients** During the week of June 22, 2009, clients who are reaching the end of their 60-day work search period during the month of July will receive a notice (Attachment B) telling them how they can meet their work program requirement during the month of July in light of the CIES procurement process.

---

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

---



200 Pleasant Street  
Malden, MA 02148

Important Notice - Read Carefully  
Este Mensaje Es Importante - Lea Cuidadosamente

**Massachusetts Department of Transitional Assistance**

Mary Jones  
101 Main Street.  
Malden, MA 02148

999-99-9999  
Malden TAO - DTA

06/24/2009

Dear Mary Jones:

Your case manager recently told you that you had 60 days to start meeting your work requirement. You are now reaching the end of that 60-day period. Because of recent changes in the Department's Employment Services Program (ESP), certain ESP activities may not be currently available.

The following activities are still fully available and will help you meet your work program requirement:

- you can enroll in any community college program (ESP-funded skills training or other programs), Office of Refugees and Immigrants (ORI) program or if you meet the eligibility requirements the Young Parents Program (YPP) activity;
- you can enroll in community service; or
- you can get a job.

You may also enroll in an employment-related activity that you find on your own.

You can talk to your case manager to help you decide which activity will best help you meet your work program requirement. It is expected that by August 2009, all ESP activities will be fully available.

If you have any questions, please call {WORKER\_PHONE\_NUMBER} and ask for your case manager {WORKER\_NAME}.