



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 2009-58
October 21, 2009

To: Transitional Assistance Office Staff
From:  John Augeri, Assistant Commissioner for Field Operations
Re: TAFDC – Transitioning Certain Clients to Non-CIES Funded Activities

Purpose of Memo

This Field Operations Memo informs TAO staff:

- about TAFDC clients who were in Supported Work or Skills Training activities at the time of the CIES procurement, and were allowed to complete the activity; and
- how to make referrals to the One-Stop Career Center.

Obsolete Memo

This memo obsoletes Field Operations Memo 2008-56 D.

Transitioning Certain Clients to Non-CIES Funded Activities

TAFDC clients who were in Supported Work or Skills Training activities at the time of the CIES procurement were allowed to complete those activities. These clients must now be transitioned to a self-directed Employment Ready activity through the One-Stop Career Center *or* another appropriate ESP activity that meets their work program requirement and is not CIES funded. A listing of these clients will be e-mailed to TAO Directors with this Field Operations Memo.

One-Stop Career Center

The Massachusetts One-Stop Career Center is designed to be a self-guided job search center. As such, clients who participate, after attending the initial orientation, must use the resources of the One-Stop Career Center (newspapers, computers, etc.) to look for employment.

Case Manager Responsibilities

Case managers should follow established procedures found in *A User's Guide*, Chapter XII, Section A. However, when selecting the One-Stop Career Center for the client to be referred, case managers should select the One-Stop Career Center that is in parenthesis on the Resource window on BEACON.

Once referred, clients (including clients who are receiving extended benefits beyond the 24 month period) must be advised by case managers that the One-Stop Career Center will be providing limited job search services including:

- resume development, job interview practice and personal computer training workshops;
- job search strategies; and
- access to online job listings.

Clients must also be advised that:

- the One-Stop Career Center staff will not be signing the *Referral and Response* form. Clients must report back to their case managers that they went to the One-Stop Career Center to enroll. Case managers would then complete the referral process in BEACON, marking the referral as "Accepted" on the ESP Referral Disposition window. This will allow the *Participation and Attendance* form to be generated to these clients for this activity;

IMPORTANT: Case managers must also ask clients if they are veterans. Clients who are veterans and who can produce a DD-214 form may be able to get additional one-on-one case management services from the One-Stop Career Center. If the client says that he or she has the DD-214, case managers should write "Veteran" on the top of the *Referral and Response* form and inform these clients that they must present the DD-214 form upon arrival at the One-Stop Career Center and that they should ask to speak to a Veteran's Specialist.

- they must keep track of their hours of job search (including interviews and filling out job applications) and other non-workshop activities in which they participated in each month at the One-Stop Career Center and enter those hours on the *Participation and Attendance* form:

Note: Clients must be advised that if they could not participate at the One-Stop Career Center, they must write down the reason for not participating on this form. They must also be advised that they may need to give us proof of the reason.

**Case Manager
Responsibilities
(continued)**

- they may not be seen immediately for orientations and workshops, but may be able to use computer labs; and
- core services are available at no cost, but additional services may have a cost depending upon the One-Stop Career Center.

Case managers must sign all *Participation and Attendance* forms returned by clients participating in the One-Stop Career Center before entering the forms onto BEACON.

IMPORTANT: The client who is curing a sanction by participating in a self-directed Employment Ready activity should be given a *Participation and Attendance* form and told that when he or she has completed two weeks of activity at the One-Stop Career Center, to return the form to be added back into the case or to have the case reopened.

Questions

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