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 2007-59
November 2, 2007

To: **Transitional Assistance Office Staff**

From: **John Augeri, Assistant Commissioner for Field Operations**

Re: **TAFDC – Orientation Session Incentive Payments**

Purpose of Memo

The Department continues to focus on ways to increase work participation and move clients towards self-sufficiency. To that end, Orientation Sessions have been held in TAOs statewide since April 2007. TAFDC applicants and clients are encouraged to voluntarily attend a session to learn more about Employment Services Program (ESP) opportunities as well as other DTA programs and support services.

The purpose of this memo is to inform TAO staff about incentive payments for applicants and clients who attend an Orientation Session. The memo also describes how these payments will be issued.

AU Managers and Full Engagement Workers play an important role in encouraging appropriate applicants and clients to attend sessions. They should inform them about the incentive payment as an additional method of encouraging attendance.

Orientation Session Incentive Payments

Effective with the issuance of this memo, applicants and clients who attend an Orientation Session will receive a $20 incentive payment. For a two-parent household, if each parent attends, both are eligible to receive the incentive payment, for a total payment of $40.

Orientation Session Incentive Payments (continued)

Dependent teen parents are encouraged to attend sessions and are eligible for the incentive payment.

Applicants and clients may attend more than one session but will receive only one incentive payment, after attending the first session.

Responsibility for Issuing Payments

TAOs have designated staff who will have security clearance in BEACON and who have the responsibility for issuing these payments. Payment will be made after the applicant or client attends the session, using a new Related Benefit Type issuance: Orientation Stipend.

To issue the Orientation Sessions incentive payment, designated staff must go to the AU Program Administration workflow and in the Related Benefit window:

- select Orientation Stipend from the Benefit Type dropdown box;
- enter $20.00 in the Benefit Amount field;
- enter the date the payment is being made in the Benefit Date field;
- click on Add;
- click on Finish;
- go to Interview Wrap-up; and
- select and authorize the Related Benefit request.

BEACON will generate a Related Benefit Notice. A copy of the notice will appear in Document History.

To ensure that only one incentive payment is made, designated staff must also annotate the BEACON Narratives tab with a notation that the applicant or client attended an Orientation Session, the date of the session and payment issued.

Responsibility for Issuing Payments (continued)

For a two-parent household, when each has attended a session, enter a payment of $20 for each in the Related Benefits window. Annotate the BEACON Narratives tab with a separate notation for each parent that he or she attended an Orientation Session, the date of the session and payment issued.

Note: A separate payment must be made for each parent, including a dependent teen parent.

AU Manager Responsibilities

If, after attending an Orientation Session, an applicant or client contacts the AU Manager and asks about the incentive payment, the AU Manager should access the Related Benefit window in the Program Administration workflow to determine if the payment was issued. If payment was not issued, the AU Manager should contact the Full Engagement Worker or other Orientation Session facilitators for follow-up on payment to the client.

Questions

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