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Department of Transitional Assistance

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Online Guide Transmittal 2023-58B
August 9, 2023

To:	**Department of Transitional Assistance Staff**
From:	Sarah Stuart, Associate Commissioner for Change Management
Re:	**TAFDC: Pathways to Work – Work Program Rules and Consequences for Not Meeting Work Rules**

Overview

As part of the TAFDC Pathways to Work redesign, the Department has made a number of changes to how economic assistance and engagement staff support clients in connecting to and participating in activities and meeting the work rules. This work also affects how these rules are operationalized for clients through language, procedural and system changes.

This Transmittal is one of a series that will inform the changes associated with Phase II of the Pathways to Work redesign. These systems changes are planned to take effect on August 14, 2023.

This Transmittal advises staff of changes to the TAFDC work rules and a new process for working with those clients who need to meet those rules. This includes BEACON system changes, how staff address challenges and new client communications to support this effort. It also sets staff expectations around reengaging with clients who are not meeting the work rules and the sanction process for clients who are not engaged.

Purpose

The purpose of this Online Guide Transmittal is to advise staff about:

- changes to policy and procedures, including language changes to support how TAFDC work program rules are communicated and administered
- new, revised and obsoleted pages to support the Pathways to Work changes related to the TAFDC work program
- the role of Department Full Engagement Workers (FEWs) and Self Sufficiency Specialists (SSSs)
- the role of Supervisors to support Pathways to Work
- expectations for engagement and reporting participation
- reengagement and sanction review expectations for those not meeting work rules
- new client communications

Key Updates - TAFDC Work Program Rules

The implementation of this phase of Pathways to Work informs TAFDC policy and procedural changes including:

- updated guidance for work program rules

- removal of the requirement for ineligible noncitizens to perform community service

- Foster Care, Grandparent Child Care, and Residential Substance Use Treatment Program now meets compliance reasons

- a temporary procedure for TAFDC clients seeking an exemption from work rules due to their disability

- monthly participation and engagement reporting expectations

- system initiated processes that ensure review and reengagement strategies by FEWs and SSSs prior to a sanction for not meeting work rules being authorized

New Online Guide Pages

Topic:	Pathways to Work
Book:	TAFDC Pathways to Work
Chapter:	Engagement Staff
Subchapter:	Full Engagement Worker
Page:	Full Engagement Worker (FEW) Role

Topic:	Pathways to Work
Book:	TAFDC Pathways to Work
Chapter:	Engagement Staff
Subchapter:	Full Engagement Worker
Page:	ESP Assignment for Full Engagement Workers

Topic:	TAFDC
Book:	Program Nonfinancial Requirements
Chapter:	Work Program Rules (formerly Work Program Requirements)
Page:	Introduction to the TAFDC Work Rules

Topic:	TAFDC
Book:	Program Nonfinancial Requirements
Chapter:	Work Program Rules (formerly Work Program Requirements)
Page:	Pathways to Work Planning Period

Topic:	TAFDC
Book:	Program Nonfinancial Requirements
Chapter:	Work Program Rules (formerly Work Program Requirements)
Page:	Meeting the Work Program Rules

Topic:	TAFDC
Book:	Program Nonfinancial Requirements
Chapter:	Work Program Rules (formerly Work Program Requirements)
Page:	Pathways to Work Volunteers and Eligibility

Topic:	TAFDC
Book:	Program Nonfinancial Requirements
Chapter:	Work Program Rules (formerly Work Program Requirements)
Page:	Monthly Engagement and Participation to Meet Work Rules

Topic:	TAFDC
Book:	Program Nonfinancial Requirements
Chapter:	Work Program Rules (formerly Work Program Requirements)
Page:	Using Meets Compliance

Topic: TAFDC
Book: Program Nonfinancial Requirements
Chapter: Consequences for not Meeting the Work Rules
Page: Consequences for Not Meeting the Work Rules Overview

Topic: TAFDC
Book: Program Nonfinancial Requirements
Chapter: Consequences for not Meeting the Work Rules
Page: Consequences for not Meeting the Work Rules Process

Topic: TAFDC
Book: Program Nonfinancial Requirements
Chapter: Consequences for not Meeting the Work Rules
Page: Good Cause for TAFDC rules

Topic: TAFDC
Book: Program Nonfinancial Requirements
Chapter: Consequences for not Meeting the Work Rules
Page: Case Manager Reengagement Responsibilities

Topic: TAFDC
Book: Program Nonfinancial Requirements
Chapter: Consequences for not Meeting the Work Rules
Page: FEW and SSS Reengagement Responsibilities

Topic: TAFDC
Book: Program Nonfinancial Requirements
Chapter: Consequences for not Meeting the Work Rules
Page: Supervisor Responsibilities for Reengagement and Sanction Authorization

Topic: TAFDC
Book: Program Nonfinancial Requirements
Chapter: Consequences for not Meeting the Work Rules
Page: Authorizing Work or School Rule Sanctions

Topic: TAFDC
Book: Program Nonfinancial Requirements
Chapter: Consequences for not Meeting the Work Rules
Page: Removing Work or School Rule Sanctions

Topic: TAFDC
Book: Program Nonfinancial Requirements
Chapter: Exemptions
Page: Temporary TAFDC Disability Exemption Procedures

Topic: TAFDC
Book: Basic Case Activities & Maintenance
Chapter: Dependent Child Needing to Meet School Rules
Page: Dependent Child and Meeting School Rules

Revised Online Guide Pages

Topic: Pathways to Work
Book: TAFDC Pathways to Work
Chapter: MassHire JobQuest
Page: MassHire JobQuest Registration and Services

Topic: Pathways to Work
Book: TAFDC Pathways to Work
Chapter: Engagement Staff
Subchapter: Self-Sufficiency Specialist
Page: Self-Sufficiency Specialist Role

Topic: Pathways to Work
Book: TAFDC Pathways to Work
Chapter: Engagement Staff
Subchapter: Self-Sufficiency Specialist
Page: AU Reassignment Recommendation Page

Topic: TAFDC
Book: Employment
Chapter: Employment
Page: Employment Overview

Topic: TAFDC
Book: Employment
Chapter: Income Disregards and Deductions
Page: Entering, Changing, and Ending Earned Income

Topic: TAFDC
Book: Program Nonfinancial Requirements
Chapter: Exemptions
Page: Exemptions from Time Limits and Work Program Rules (formerly Exemptions from Time Limited Benefits)

Topic: TAFDC
Book: Program Nonfinancial Requirements
Chapter: Exemptions
Page: Two Parent Household Exemption Rules (formerly Two Parent Exemption Restrictions)

Topic: TAFDC
Book: Program Nonfinancial Requirements
Chapter: Work Program Rules (formerly Work Program Requirements)
Page: Using the TAFDC Work Requirements Page

Topic: Pathways to Work (previously located in TAFDC)
Book: Support Services (previously located in Services)
Chapter: Transportation
Page: Transportation -TAFDC

Topic:	Pathways to Work (previously located in TAFDC)
Book:	Support Services (previously located in Services)
Chapter:	Transportation
Page:	Transportation Payment Procedures-TAFDC

Topic:	TAFDC
Book:	Basic Case Activities & Maintenance
Chapter:	Automating Dependent's Graduation Status Update
Page:	Automating Dependent's Graduation Status Update

Topic:	TAFDC
Book:	Related Benefits (previously located in Services)
Chapter:	Food Vouchers
Page:	Food Vouchers for Temporary Visits

Obsolete Online Guide Pages

Topic: TAFDC
Book: Program Nonfinancial Requirements
Chapter: Work Program Requirements
Page: Overview

Topic: TAFDC
Book: Program Nonfinancial Requirements
Chapter: Work Program Requirements
Page: Grantees Who Do Not Have to Meet the Work Program Requirement

Topic: TAFDC
Book: Program Nonfinancial Requirements
Chapter: Work Program Requirements
Page: Work Program Requirements for Noncitizens

Topic: TAFDC
Book: Program Nonfinancial Requirements
Chapter: Work Program Requirements
Page: Meeting the Work Program Requirements)

Topic: TAFDC
Book: Program Nonfinancial Requirements
Chapter: Work Program Requirements
Page: Following a Grantee's Job Search Progress

Topic: TAFDC
Book: Program Nonfinancial Requirements
Chapter: Work Program Requirements
Page: Day 1: Initial Interview

Topic: TAFDC
Book: Program Nonfinancial Requirements
Chapter: Work Program Requirements
Page: Day 30: Follow-up Interview

Topic: TAFDC
Book: Program Nonfinancial Requirements
Chapter: Work Program Requirements
Page: Day 45: Follow-up Interview

Topic: TAFDC
Book: Program Nonfinancial Requirements
Chapter: Work Program Requirements
Page: Work Program Requirement Met Before Day 60

Topic: TAFDC
Book: Program Nonfinancial Requirements
Chapter: Work Program Requirements
Page: Day 60: Follow-up Interview

Topic: TAFDC
Book: Program Nonfinancial Requirements
Chapter: Work Program Requirements
Page: Monitoring Grantee's Meeting the Work Program Requirement

Topic: TAFDC
Book: Program Nonfinancial Requirements
Chapter: Work Program Sanctions
Page: Preventing Sanctions with Meets Compliance

Topic: TAFDC
Book: Program Nonfinancial Requirements
Chapter: Work Program Requirements
Page: Meets Compliance Follow-up

Topic: TAFDC
Book: Program Nonfinancial Requirements
Chapter: Work Program Requirements
Page: 60 Day Work Search Period and a New 60-Month Period

Topic: TAFDC
Book: Program Nonfinancial Requirements
Chapter: Work Program Requirements
Page: Correctly Establishing Time Limits

Topic: TAFDC
Book: Program Nonfinancial Requirements
Chapter: Work Program Sanctions
Page: Introduction to Work Rule Sanctions

Topic: TAFDC
Book: Program Nonfinancial Requirements
Chapter: Work Program Sanctions
Page: Work Program Sanction Flowcharts

Topic: TAFDC
Book: Program Nonfinancial Requirements
Chapter: Work Program Sanctions
Page: Meeting the Work Program Before Day 60

Topic: TAFDC
Book: Program Nonfinancial Requirements
Chapter: Work Program Sanctions
Page: Temp Mandated Clients and Referrals to Other Activities

Topic: TAFDC
Book: Program Nonfinancial Requirements
Chapter: Work Program Sanctions
Page: Good Cause Warning Notices

Topic:	TAFDC
Book:	Program Nonfinancial Requirements
Chapter:	Work Program Sanctions
Page:	Meets Compliance vs. Good Cause

Topic:	TAFDC
Book:	Program Nonfinancial Requirements
Chapter:	Work Program Sanctions
Page:	Preventing Sanctions

Topic:	TAFDC
Book:	Program Nonfinancial Requirements
Chapter:	Work Program Sanctions
Page:	Good Cause Warning Notices

Topic:	TAFDC
Book:	Program Nonfinancial Requirements
Chapter:	Work Program Sanctions
Page:	Meets Compliance vs. Good Cause

Topic:	TAFDC
Book:	Program Nonfinancial Requirements
Chapter:	Work Program Sanctions
Page:	Removing Pending Work Program Sanctions

Topic:	TAFDC
Book:	Program Nonfinancial Requirements
Chapter:	Work Program Sanctions
Page:	Removing Work Rule Sanctions

Topic:	TAFDC
Book:	Program Nonfinancial Requirements
Chapter:	Work Program Sanctions
Page:	Applicant Who Used 60-Day Work Search Period

Topic:	TAFDC
Book:	Program Nonfinancial Requirements
Chapter:	Monitoring Work Program & ESP Participation
Page:	Monitoring Work Program & ESP Participation

Topic:	TAFDC
Book:	Program Nonfinancial Requirements
Chapter:	Monitoring Work Program & ESP Participation
Page:	Monitor Participation Page

Topic:	TAFDC
Book:	Program Nonfinancial Requirements
Chapter:	Monitoring Work Program & ESP Participation
Page:	Prior Month Participation Processing

Questions

If you have any policy or procedural questions, after conferring with the appropriate TAO personnel, please have your Systems Information Specialists or TAO management email them to DTA.Procedural Issues.

Systems issues should be directed to the Systems Support Help Desk.