



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

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Lieutenant Governor

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Secretary

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Commissioner

Operations Memo 2011-19
May 19, 2011

To: Department of Transitional Assistance Staff

From:  Stephanie Brown, Assistant Commissioner for Policy, Program and External Relations

Re: TAFDC – Franklin/Hampshire Employment and Training Shutdown

CPM Office Closures

This Operations Memo serves to advise staff that effective June 23, 2011, Franklin/Hampshire Employment and Training will suspend operations for the Greenfield TAO. Therefore, effective with this Operations Memo, no referrals to Franklin/Hampshire Employment and Training may be made by TAO staff in this TAO.

Franklin/Hampshire Employment and Training will inform affected clients about this change during the month of May. Clients should be enrolled in another activity that helps them meet their work program requirement.

Clients Referred to Other CIES Vendors

Once informed that the client is no longer participating in the activity, the case manager must terminate the Franklin/Hampshire Employment and Training activity and schedule a face-to-face interview to refer the client to another CIES vendor providing the same services (if one is available in the area) or refer the client to a non-ESP funded activity.

To terminate a referral and refer the client to a new activity, the case manager must:

- click on the “ESP Services” workflow;
 - on the “ESP Referral Disposition” page, select the client for whom an ESP enrollment or services must be terminated;
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**Clients Referred
to Other CIES
Vendors
(continued)**

- on the “ESP Referral Disposition” page, highlight and select the activity with a status of “Active” that must be terminated;
 - in the Status drop-down box, change the status “Active” to “Terminated”;
 - in the Termination reason drop-down box, select “No Slots Available”;
 - click “Save”;
 - select the new activity to refer the client to a new CIES vendor providing the same services or refer the client to a non-ESP funded activity; and
 - refer the client to the new activity.
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**Referrals to Non-
ESP Funded
Activities**

If the client is being referred to an approved non-ESP funded activity (one that meets the work program requirement), the case manager must advise the client that he or she may be responsible to pay the full cost of the activity, if applicable. Non-ESP funded activities can include: Employment Ready, Employment Training and Education, Employment Supports, Enhanced Employment Supports, Secondary Education and Post Secondary Education. If clients self-refer to activities that require them to pay, case managers should discuss funding alternatives before approving the activity. See Field Operations Memo 2009-52 A for more information.

Questions

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