



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


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Secretary

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Commissioner

**March 28, 2008**

**To:** Transitional Assistance Office Staff  
**From:**  John Augeri, Assistant Commissioner for Field Operations  
**Re:** New Initiative: TAFDC – DTA Internship Program

**Overview**

DTA not only recognizes the importance of increasing economic opportunity for the clients we serve to help them become self-sufficient, but also recognizes our role in providing this opportunity to our clients. As a result, DTA has developed the “DTA Internship Program” as a way to empower our clients to gain employment experience and become job ready. This will be accomplished through supported work opportunities at DTA for clerical positions. While these intern opportunities are entry level positions, they will serve as a stepping stone for our clients to obtain higher paying jobs.

The “DTA Internship Program” began March 24, 2008 and is serving 6 clients in the following TAOs: Dudley Square, Malden, Newmarket Square and Revere.

With success, this initiative will be expanded statewide with interns in every TAO.

**Purpose of Memo** The purpose of this New Initiative Memo is to inform TAO Staff:

- about DTA’s partners in this initiative; and
- about the “DTA Internship Program.”

**DTA's Partners in the Internship Program**

The Corporation for Public Management (CPM) operates programs that enable low-income clients to become productive members of the community by supporting and improving their ability to overcome barriers and become self-sufficient.

One Family Scholars Program (OFSP) is committed to ending family homelessness, by providing financial support for higher education, combined with a system of support services that clients need in order to clear the barriers that often prevent them from preparing for, and achieving, financial security. OFSP provides scholarships for low-income and formerly homeless mothers to attend college. A recent graduate of OFSP will be hired by the Department as an Internship Program Supervisor, provide clients with direct on-the-job supervision, be located at the Dudley Square TAO and report directly to the Boston Regional Employment and Training Manager.

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**DTA Internship Program**

The DTA Internship Program is a supported work activity and is designed to serve clients with considerable barriers to employment. Clients participating in the DTA Internship Program are currently enrolled in Supported Work and have been selected by the CPM with input from DTA Staff. The DTA Internship Program is a highly supportive work experience where clients will earn wages while transitioning into an unsubsidized job. TAO Directors or their designees will be providing an orientation for these clients and develop their work experience duties in collaboration with the Internship Program Supervisor and CPM.

*Corporation for Public Management Responsibilities*

The CPM will be the provider of this supported work activity and will:

- provide clients with career mentoring and job coaching services as needed to ensure the successful internship placement;
  - assess each client prior to or at the time of internship placement,
  - review with the Internship Program Supervisor each client 's job description and duties for the placement,
  - create an Employment Success Plan identifying potential barriers and challenges and strategies to overcome them based on each client's strengths, personal situation, and the demands of the placement,
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**DTA Internship Program**  
*Corporation for Public Management Responsibilities*  
**(continued)**

- report on the client's progress by completing an Employment Success Plan and forwarding it to the Internship Program Supervisor and AU Manager,
- work with the Internship Program Supervisor to customize and complete each client 's mid-term and final internships evaluations,
- assist clients with case management needs as they arise, and
- provide one-on-one job coaching.

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**Questions**

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

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