



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

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Field Operations Memo 2008-56 D
December 22, 2008

To: Transitional Assistance Office Staff

From:  John Augeri, Assistant Commissioner for Field Operations

Re: TAFDC – Referrals to Division of Career Services for Non-ESP Funded Activities

Background

Field Operations Memo 2008-56 informed TAO staff that no referrals could be made by case managers to the Division of Career Services (DCS) for ESP-funded Job Search/Job Readiness activities after the close of business on October 28, 2008. Field Operations Memos 2008-56 B informed TAO staff how to process transportation payments for clients enrolled in DCS. Field Operations Memos 2008-56 C informed TAO staff how to process clients who had been referred to DCS after the close of business October 28, 2008.

Purpose of Memo This Field Operations Memo informs TAO staff:

- about a mailing to those clients currently enrolled in Job Search/Job Readiness activities provided by DCS;
 - how to make referrals to DCS at the One-Stop Career Center for Non-ESP funded Job Search/Job Readiness activities effective January 2, 2009; and
 - how to process current clients (including clients who are in extension cases) enrolled in Job Search/Job Readiness.
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Client Mailing

In mid-January, clients (including clients who are in extension cases) currently enrolled in Job Search/Job Readiness through DCS will receive a notice (Attachment A):

- informing them of the change in the activity; and
 - asking them to keep track of their hours of job search (including interviews and filling out job applications), and other non-workshop activities in which they participated at the Massachusetts One-Stop Career Center.
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Massachusetts 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.

The One-Stop Career Center will record that the client has enrolled in the center. This information will be entered onto the Center's computer system (MOSES). DCS workers will also track attendance in workshops (also entered onto MOSES). This information will be electronically forwarded once a month to DTA's Central Office. Central Office will forward the report to the appropriate TAOs. This report will be used by TAO staff to verify client participation. This report must not be filed in the case record.

Referrals to DCS

Effective January 2, 2009, to refer clients to DCS, 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 one of the One-Stop Career Centers that is in parenthesis on the Resource window on BEACON.

Once referred, applicants and clients (including clients who are in extension cases) must be informed 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 told that:

- they must present the *Referral and Response* form to the DCS worker
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**Referrals to DCS
(continued)**

who will enter into MOSES that the client is a DTA client;
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 DCS. 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.

- DCS will not be signing the *Referral and Response* form. Clients must return the *Referral and Response* form to their case managers (as they do currently) to inform 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.
 - clients must keep track of their hours of job search (including interviews and filling out job applications) and all other 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 told that if they could not attend the One-Stop Career Center, they must write down the reason for not attending on this form. They must also be told that they may need to give us proof of that reason.
 - clients may not be seen immediately for orientations and workshops, but may be able to use computer labs;
 - core services are available at no cost, but additional services may have a cost depending upon the One-Stop Career Center;
 - if the One-Stop Career Center gives the client an ID card, the client must use that card each time he or she enters the One-Stop Career Center to prove hours attended. These hours will be reported back to DTA;
 - the case manager will verify participation at the One-Stop Career Center through the report provided by DCS; and
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**Referrals to DCS
(continued)**

IMPORTANT: The report will only list activities for which attendance can be verified by DCS (that is, workshops and group trainings). Job search activities verified by the client (that is, interviews and job applications filed) will not be verified by DCS but must be counted towards a client's participation.

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

IMPORTANT: The client who is curing a sanction (to be added back into the case or have his or her case reopened) 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, return the form to have his or her case reopened or him or her added back into the case.

**Processing
Current Clients
Enrolled in Job
Search/Job
Readiness**

Currently, DTA has approximately 800 clients enrolled in Job Search/Job Readiness through DCS. To ensure these clients are not sanctioned inappropriately while completing participation in this program, case managers must do the following:

*December's and
January's
Participation
Forms*

- once received, enter December's and January's *Participation and Attendance* form timely (no later than January 30, 2009 for December and February 27, 2009 for January) when it is returned to the TAO;
 - if the client did not meet the required hours of work participation and does not have good cause for not meeting the hours of participation, do not sanction the client. This is because not meeting the hours of participation was a circumstance beyond the client's control. Case managers should remove the pending sanction with the reason "Administrative/ Systems Error." This will prevent the client from being inappropriately sanctioned and will prevent the sanction level from increasing to the next level the next time the client is sanctioned;
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**Processing
Current Clients
Enrolled in Job
Search/Job
Readiness
February's (and
subsequent
months')
Participation
Forms**

- once received, enter February's *Participation and Attendance* form timely (no later than March 27, 2009) when it is returned to the TAO; and
- if the client did not meet the required hours of work participation and does not have good cause, sanction the client. This is because the client will have received the mailing asking him or her to keep track of his or her hours of job search (including interviews and filling out job applications) and other non-workshop activities for which he or she participated at the Massachusetts One-Stop Career Center.
Important: This process should be followed until further notice. For a listing of deadline dates for entering *Participation and Attendance* forms timely into BEACON, see the "Participation and Attendance Form Data Entry Desk Guide" at the "Online Guides" option of "Policy Online."

Clients who are participating in the One-Stop Career Center will be considered cooperating in work-related activities for extensions.

**Transportation
Requests**

Clients needing transportation payments must be referred to Transaction Associates following procedures in *A User's Guide Chapter XII, Section C*. Once enrolled, if a client fails without good cause to meet the participation requirements case managers must e-mail the client's name and SSN to Steve Kelley (Stephen.Kelley@ state.ma.us) the DTA Transportation Project Manager who will e-mail Transaction Associates to tell them about this participation failure. Transaction Associates will stop transportation payments until the client begins meeting the participation requirements. Once the client meets participation requirements, case managers must e-mail Steve Kelley who will call Transaction Associates to resume payments for transportation.

Important: As long as clients continue to meet the participation requirements, no e-mails to Steve Kelley need to be sent.

Questions

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

Attachment A

BEACON NOTICE

LANGUAGE WITH VARIABLE TEXT (ENGLISH)

| | |
|--------------------------------|---|
| {RETURN_ADDRESS_CAN#} | Important Notice - Read Carefully |
| {BEACON_USER_CITY, STATE, ZIP} | Este Mensaje Es Importante - Lea Cuidadosamente |
| {TAO_NAME} | |
| {CASE_STATUS_INDICATOR} | |

Massachusetts Department of Transitional Assistance

| | |
|-----------------------------------|---------------------------|
| {RECIPIENT_NAME} | {RECIPIENT_SSN} |
| {RECIPIENT_ADDRESS} | {BEACON_USER_OFFICE_NAME} |
| {RECIPIENT_CITY/TOWN, STATE, ZIP} | |
| | {MM/YYYY} |

This notice contains important information about a change in tracking your participation in Job Search/Job Readiness. You do not have to give this form to the DCS worker to sign. You must sign this form. Your DTA case manager must also sign this form.

You must:

- ✓ track your own hours for job search (including interviews and filling out job applications), and other non-workshop activities in which you participated at the Massachusetts One-Stop Career Center;
- ✓ enter your hours on the *Participation and Attendance* form;
- ✓ if you could not attend the One-Stop Career Center, write down the reason on this form. You may need to give us proof of that reason; and
- ✓ send the *Participation and Attendance* form back to your case manager no later than the date on the form. Failure to send these forms to your case manager may result in you being removed from your grant or your case being closed.

This tracking will be required until further notice.

Child care services are not changed. If you are participating in a non-ESP funded program or are working, you can still get child care services.

To locate the One-Stop Career Center closest to you go to the Internet at: www.detma.org/workers/centers/careercenters.htm or see the list on the back of this notice.

If you have any questions, please call your case manager.

Find the Center Nearest You

Visit a Massachusetts One-Stop Career Center for: Job search assistance; Career planning information; Workshops on job search techniques including interviewing, networking, and resume writing; Data on the current statewide and local job market, and Resources to help you find the right training opportunities. Tools to help you conduct an effective job search. Hours of operations vary from center to center. Visit www.Mass.gov/dwd – select **One-Stop Career Centers** under **Quick Links** — to check the hours, click on “**Find a Career Center Near You**”

Greater Boston

JobNet 210 South Street – 1st Floor Boston, MA 02111 617-338-0809, 800-5JOBNET TTY #: 711 (statewide relay number)
Boston Career Link 1010 Harrison Avenue Boston, MA 02119 617-536-1888 TTY#: 617-867-4687
The Work Place 29 Winter Street – 4th Floor Boston, MA 02108 617-737-0093, 1-800-436-WORK (9675) TTY #: 617-428-0390
Career Source 186 Alewife Brook Parkway – Suite 310 Cambridge, MA 02138 617-661-7867, 888-454-9675 TTY #: 800-439-2370
Everett Career Source (limited services)* 1935 Revere Beach Parkway Everett, MA 02149 617-389-8025
Employment and Training Resources 201 Boston Post Road West Suite 200 Marlborough, MA 01752 508-786-0928
Employment and Training Resources 449 Newtonville Avenue Newtonville, MA 02460 617-928-0530
Employment and Training Resources 275 Prospect Street Norwood, MA 02062 781-769-4120
The Career Place Trade Center Park 100 Sylvan Road – Suite G-100 Woburn, MA 01801 781-932-5500, (888) 273-WORK

Northeastern Massachusetts

North Shore Career Center of Gloucester (limited services)* 11-15 Parker Street Gloucester, MA 01930 978-283-4772
ValleyWorks Career Center 192 Merrimack Street Haverhill, MA 01830 978-722-7000
ValleyWorks Career Center Heritage Place 439 South Union Street – Building #2 Lawrence, MA 01843 978-722-7000
Career Center of Lowell 18 John Street Lowell, MA 01852 978-458-2503 TTY #: 978-805-4915
North Shore Career Center of Lynn 181 Union Street Lynn, MA 01901 781-593-0585
North Shore Career Center of Salem 70 Washington Street Salem, Massachusetts 01970 978-825-7200

Southeastern Massachusetts

Attleboro Career Center 67 Mechanic Street Attleboro, MA 02703 508-222-1950
CareerWorks 34 School Street Brockton, MA 02301 508-513-3400
Fall River Career Center 446 North Main Street Fall River, MA 02720 508-730-5000
Career Opportunities Hyannis 372 North Street Hyannis, MA 02601 508-771-JOBS (5627) TTY #: 508-862-6102
Greater New Bedford Career Center 618 Acushnet Avenue New Bedford, MA 02740 508-990-4000
Career Opportunities Orleans 77 Finlay Road Orleans, MA 02653 508-240-1900 TTY #: 800-439-2370
Plymouth Career Center 36 Cordage Park Circle – Suite 200 Plymouth, MA 02360 508-732-5300 TTY #: 508-732-5300
Quincy Career Center 152 Parkingway Quincy, MA 02169 617-745-4000
Taunton Career Center 41 Taunton Green Taunton, MA 02780 508-977-1400
Wareham Career Center 48 Marion Road (Route 6) Wareham, MA 02571 508-291-7062

Central Massachusetts

Workforce Central Career Center 5 Optical Drive – Suite 200 Southbridge, MA 01550 508-765-6430 TTY #: 508-765-6437
Career Center of North Central Massachusetts (limited services)* 25 Main Street Gardner, MA 01440 978-632-5050 TTY #: 508-792-7571
Career Center of North Central Massachusetts 100 Erdman Way Leominster, MA 01453 978-534-1481 TTY #: 978-534-1657
Workforce Central Career Center 425 Fortune Blvd. – Suite 201 Milford, MA 01757 508-478-4300 TTY #: 508-478-1887
Workforce Central Career Center 44 Front Street – 6th Floor Worcester, MA 01608 508-799-1600

Western Massachusetts

Franklin/Hampshire Career Center One Arch Place Greenfield, MA 01301 413-774-4361 TTY #: 413-772-2174
CareerPoint 850 High Street Holyoke, MA 01040 413-532-4900 TTY #: 413-535-3098
Berkshire Works 37 Main Street North Adams, MA 01247 413-663-1111 TTY #: 413-663-5442
Franklin/Hampshire Career Center 178 Industrial Drive – Suite 1 Northampton, MA 01060 413-586-6506 TTY#: 413-586-4921
Berkshire Works 160 North Street Pittsfield, MA 01201 413-499-2220 TTY #: 413-499-7306
FutureWorks One Federal Street Bldg. 103-3 Springfield, MA 01105 413-858-2800 TTY #: 413-858-2800

* Limited Services – Not all services listed at the top of this page may be available at this One-Stop Career Center.