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Fax 97- 187
Field Operations Memo 97-65
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TO: Transitional Assistance Office Staff
FROM: Joyce Sampson, Assistant Commissioner for Field Operations
RE: Referring Teen Parents for Outreach Services

Referrals for Outreach Services

Only two types of TAFDC cases should now be referred to Central Office for referral to DSS for outreach services:

- 1) a teen parent under the age of 18 who is being **denied** TAFDC, or
- 2) a teen parent under the age of 18 whose TAFDC case has been **closed and monitored** for 30 days before referring to Central Office.

Transitional Assistance Offices will no longer refer **active** cases to Central Office for outreach services. Teen Parent Specialists must handle active cases by referring teens to community resources (see page 2).

Note: An exception should be made for cases involving domestic violence or any other critical need situation in which a referral for outreach services should be made.

Teen Specialist Responsibilities

To make a referral, the Teen Specialist must complete the Teen Parent Outreach Referral form (revised 8/97) and fax it to Nancy Salvucci, Central Office Teen Parent Outreach Coordinator, who will refer the case to DSS. The fax number is **1-617-348-5111**.

Reminder: The Teen Specialist is responsible for ensuring that the teen parent understands the Department's teen parent living arrangement and educational requirements.

Teen Specialist Responsibilities (continued)

- ◆ If denying a case, the Teen Specialist must fax the referral at the same time the NFL-5 denial notice is sent. A copy of the NFL-5 must accompany the referral.
- ◆ If closing a case, the Teen Specialist must hold the case for 30 days. If, after 30 days, the case remains closed, fax the referral to Central Office.

Also, Transitional Assistance Offices are required to respond to any inquiries made by the DSS vendors -- the Key Program and the Massachusetts Society for the Prevention of Cruelty to Children (MSPCC) -- for additional information on closed, active or denied cases.

Exception: Cases coded "H" in block 16 for confidentiality alert should not be discussed (see Field Operations Memo 97-15).

Outreach Services

The Department currently contracts with DSS and its vendors for Outreach Services, which include the following:

- ◆ encouraging the teen parent to cooperate with the Department's teen parent living arrangement and educational requirements;
 - ◆ assessing the need for services for the teen and child and making the appropriate referrals for such services for closed or denied cases;
 - ◆ assessing the teen parent's current housing situation and any risk to the teen parent and child; and
 - ◆ monitoring the teen parent for up to six months to ensure her safety and the safety of the child, and the continuity of care for the teen parent and child.
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Active Cases: Community Resources

Teen Specialists must continue to identify resources within their communities to address the needs of teen parents, and make referrals to such resources when appropriate for **active** cases. Specialists might consult the Human Services Yellow Pages for information and/or materials provided to Transitional Assistance Offices by the Department of Public Health about services available to teen parents.

Questions

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