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Field Operations Memo 98-3
January 5, 1998

TO: Transitional Assistance Office Staff

FROM: Joyce Sampson, Assistant Commissioner for Field Operations

RE: ESP Discrepancies

Overview

When contracted ESP providers submit an invoice to Central Office for payment, the status of the recipient must be verified on ESP-MIS. If the information on ESP-MIS is not coded to indicate an individual's enrollment, participation, or job placement status for a particular ESP component, the invoice must be delayed until the discrepancy can be resolved.

Transitional Assistance Office staff may be notified of discrepancies by either the ESP unit in Central Office or by the contractor. The contractor may be notified of the discrepancies by either the ESP unit in Central Office or by Transitional Assistance Office staff. If the contractor's information is correct and ESP-MIS has not been updated with the appropriate ESP-MIS code, Transitional Assistance Office staff must then determine the correct status and update ESP-MIS. This is labor intensive for both Central Office and Transitional Assistance Office staff as well as contractors.

This Field Operations Memo outlines some of the most frequent discrepancies which occur and provides instructions to Transitional Assistance Office staff on how to code participants in the various Employment Services Programs. It also provides instructions on the appropriate end codes to ensure that each component is given the correct credit and it also ensures that reports are accurate.

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Overview (Cont.)

The most widely used end codes are:

- **End Code 101** - Component is completed successfully.
 - **End Code 152** - Other (This code should only be used when there are no other appropriate end codes.)
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**Employment
Assistance
Services**

This section provides the following instructions to Transitional Assistance Office staff for coding participants in the Employment Assistance Services (EAS) provided by Division of Employment and Training's Employment Network (DET's EN) staff and Career Center staff.

- Participants must be enrolled in DET with EAS code 012 or Career Centers with EAS code 011 after the ESP-16 is returned to the caseworker.
- Before a code 203 (entered employment - EE) is entered onto ESP-MIS, DET code 012 or Career Centers code 011 must be closed with the appropriate end code on ESP-MIS.
- Code 204 (retained 30 days in the job) must be entered onto ESP-MIS so that DET or Career Centers may get the credit and be paid for the job placement. Make sure the Client Entered Employment screen displays component code 012 for DET or 011 for Career Centers so that DET or Career Centers can get credit.

Note: Code 203 must be ended with the appropriate end code.

- When a participant fails to retain the job for 30 days, code 203 must be ended with an end code that indicates the reason the participant stopped working. If the participant wishes to go back for further job search services, DET code 012 or Career Centers code 011 must be reentered onto ESP-MIS in order for DET or Career Centers to receive the

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**Employment
Assistance
Services (Cont.)**

credit/payment for a subsequent "entered employment."

- When a participant is active in both EAS (DET code 012 or Career Centers code 011) and Community Service code 301, EAS is the **Primary (P)** component. Community Service is always the **Secondary (S)** component. ESP Community Service codes 300, 301 or 302 must always be **Secondary** when there other open components.
- When entering a participant into EAS (DET code 012 or Career Centers code 011), workers must make sure that all other education and training components have ended and are closed on ESP-MIS.

Note: SDA (code 040) vendors have a 120-day window in which to claim placements after the end of SDA activities. Cases must remain open on ESP-MIS for the full 120 days even if the TAFDC case closes within that timeframe. SDA participants should not be referred to other ESP components for EAS services during this 120-day period.

- You can always verify DET EN participation by requesting the local DET EN person to access the DET Automated Service History.

**Full Employment
Program (FEP)**

This section provides the following instructions to Transitional Assistance Office staff for coding participants in FEP.

- When a recipient is interested in FEP, code 350 must be entered onto ESP-MIS.
- Code 350 should be closed when a recipient enters a scheduled component. If the recipient enters code 351, **close code 350 with end code 101**. If the recipient enters other components, close code 350 with end code 152.

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**Full Employment
Program (FEP)
(Cont.)**

- **If a recipient is hired into a FEP position (code 351) before contracts are approved and signed, bills cannot be paid for those dates that precede the contract's approval date.**
- **If the TAFDC case closes without closing the FEP component, this causes a discrepancy and the Department cannot reimburse the employer. If a recipient must be closed from TAFDC, the FEP employer should be notified. The TAFDC case and the FEP component on ESP-MIS should be closed at the same time.**

*Full Employment
Program (FEP)
Individual Asset
Account (IAA)*

- **Before authorizing a former FEP participant's IAA:**
 1. **Ensure that the ESP component code 351 is ended on the day following the recipient's last day of participation as verified by the employer.**

Note: If the last date of FEP employment is 12/20/96, end FEP code 351 with the appropriate end code on 12/21/96.

If employment ends on the last day of the calendar month, then use that date as the closing date. **Do not** go into the next month to end the 351 code.

2. **Ensure that the employer has billed for the last month for a FEP employee by doing an SSPS inquiry for that employer. If the employer fails to bill, then the IAA cannot be approved.**
3. **Ensure that the name of the FEP employer on the IAA Authorization Form matches the spelling on the Employer file on ESP-MIS.**

**Service Delivery
Areas (SDAs)**

This section provides the following instructions to Transitional Assistance Office staff for coding participants

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**Service Delivery
Areas (SDAs)
(Cont.)**

in the Education and Training Program provided by SDAs.

- Recipients must be enrolled in ESP before they can be enrolled in education or training.
 - Nonexempt recipients with a work requirement must be meeting the 20-hour work program requirement prior to enrolling in skills training and/or education.
 - Closed/sanctioned TAFDC recipients/cases cannot be enrolled in education or training.
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**Supported Work
Program**

This section provides instructions to Transitional Assistance Office staff for coding participants in the Supported Work Program.

- Recipients must be enrolled in ESP before they can be enrolled in education or training.
 - **Supported Work does not have a Skills Sharpening activity and there is no longer an Assisted Placement Program.** All nonexempt TAFDC recipients referred to Supported Work should be coded R-046 (Referred to Supported Work). Once the recipient is enrolled in the pre-worksite activity, ESP-MIS should be coded 046.
 - When the worker is notified that the Supported Work participant has been placed into a host worksite, participants should remain in code 046. Report code M must be entered on the PACES Worksheet in order to generate a Monthly Report. Additionally, Block 33 of the PACES Input Document (PID) must be coded with Action Reason 19.
 - Action Reason 19 indicates Supported Work and will prevent the case from closing due to earned income. Action Reason 19 allows a case to remain open regardless of the amount of earned income.
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**Additional
Documentation**

Information and instruction regarding Employment Service Programs and the data-entry process are located in:

- 106 CMR 207.000, and
 - *Systems User's Guide*, Volume 8: ESP-MIS, Chapters II and III and Appendix E.
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Questions

If you have any questions, please have your Hotline designee call the Policy Hotline at (617) 348-8478. Systems questions should be directed to Customer Support Services at (617) 348-5290.
