



Commonwealth of Massachusetts
Executive Office of Health and Human Services
Department of Transitional Assistance
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Field Operations Memo 2010-14
February 12, 2010

To:  **Transitional Assistance Office Staff**
From:  **John Augeri, Assistant Commissioner for Field Operations**
Re: **TAFDC – Reminder: CIES Populations Best Served**

Background Field Operations Memo 2009-45 advised TAO staff about:

- changes to ESP activities as a result of the CIES procurement process;
 - which clients are best served by the new activities; and
 - prioritizing referrals to ESP activities as a result of the CIES procurement.
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**Reminder to
TAO Staff:
CIES
Populations
Best Served**

This Field Operations Memo reminds TAO staff about the “Population Best Served” descriptions for clients enrolling in the CIES components/activities. The “Populations Best Served” descriptions should be used as *guidelines* when referring clients to the various CIES activities.

Example 1: A client has a recent work history (steadily employed for the past one and one-half years) and wants to return to the workforce and does not need additional skills training. Even though the client has not completed an Employment Training and Education/Skills Training activity or an Employment Supports/Supported Work activity and does not have a high school diploma or a GED, he or she may still be a good candidate for referral to the Employment Ready activity. Case managers should make a brief note in the BEACON Narratives tab explaining the reason why the client is being referred to this activity.

Reminder to TAO Staff: CIES Populations Best Served (continued)

Example 2: A client has limited English proficiency (LEP), is fluent in Spanish and has a recent work history (steadily employed for the past year). Even though a client with LEP would generally be referred to the Employment Supports program, in some circumstances they may be more appropriate for an Employment Ready program. Even though the client has not completed an Employment Training and Education/Skills Training activity or an Employment Supports/Supported Work activity and does not have a high school diploma or a GED, a company in the area is hiring Spanish-speaking workers. In this situation, the client may still be a good candidate for referral to the Employment Ready activity. Case managers should make a brief note in the BEACON Narratives tab explaining the reason why the client is being referred to this activity.

Case managers are reminded that several activities may be appropriate referrals based on a client's ESP needs. If the case manager and/or client are having difficulty determining the appropriate activity to which the client should be referred, the case manager should consult his or her supervisor, the Full Engagement Worker or the vocational specialist (in TAOs where vocational specialists are available).

All other instructions found in Field Operations Memo 2009-45 should be followed when making referrals to any ESP component/activity.

Questions

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