



***Commonwealth of Massachusetts
Executive Office of Health and Human Services
Department of Transitional Assistance***

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**Online Guide Transmittal 2018-28
April 27, 2018**

To: New Bedford, Lowell, Worcester, and Springfield TAO Staff

Cc: Other Department of Transitional Assistance Staff

From:  Paul Sutliff, Assistant Commissioner for Programs and Field Operations

Re: TAFDC: Employment Services Practice Models

Overview

The Department continually explores research-informed approaches to engage clients in opportunities for meaningful employment-related activities. To that end, beginning April 2 and lasting for one year, the Department will *road test* multiple employment services practice models for Full Engagement Workers, TAFDC case managers, and TAFDC supervisors in the New Bedford, Lowell, and Worcester TAOs and two participating units in the Springfield TAO.

These employment services practice models implemented in the aforementioned TAOs, will serve as an opportunity for the Department to experiment with a series of minor operational changes on a small scale. Through data collection, we expect to discover the most effective ways to service clients.

Statewide implementation will occur once the data has been analyzed and found to be effective. Based on the data collected, statewide implementation could occur before the one-year period has expired.

Purpose

The purpose of this Transmittal is to advise staff and introduce this initiative in the Online Guide.

**New Online
Guide Pages**

Topic: TAFDC
Book: Initiatives
Chapter: Employment Services Practice Models
Page: Employment Services Practice Models Overview

Topic: TAFDC
Book: Initiatives
Chapter: Employment Services Practice Models
Page: Practice Model Principles and Proposed Changes

Topic: TAFDC
Book: Initiatives
Chapter: Employment Services Practice Models
Page: Case Processing in Practice Model TAOs

Questions

If you have any policy or procedural questions, after conferring with the appropriate TAO personnel, please have your Systems Information Specialists or TAO management email the DTA Mailbox.

Systems issues should be directed to the Systems Support Help Desk.
