



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

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**Online Guide Transmittal 2022-14
February 23, 2022**

To: Department of Transitional Assistance Staff

From:  **Sarah Stuart, Associate Commissioner for Change Management**

Re: TAFDC – Pathways to Work and Full Engagement Worker Actions to Support Engagement Work

Overview

As part of the Department's Pathways to Work redesign, a new page has been created in BEACON to support TAFDC case managers in discussing education, training and employment opportunities with clients and connecting them to a Full Engagement Worker (FEW) through a BEACON generated referral.

The My Engagement Actions page has been created to support FEWs in utilizing a set of Engagement actions to effectively engage with individuals and families at certain touchpoints while streamlining the system processes in which staff work.

Purpose

The purpose of this Online Guide Transmittal is to advise staff of:

- the Pathways to Work Engagement page in BEACON workflow
 - new pages with procedures for MassHire JobQuest registration at TAFDC application for staff and information regarding the JobQuest Virtual Pathway services
 - a new My Engagement Actions view for FEWs to view, create and complete Engagement related tasks
 - expectations for FEWs using this new BEACON functionality
 - expectations for supervisors of FEWs in using the My Engagement Actions view to support their staff
 - new Online Guide pages related to these updates
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Pathways to Work Engagement Page

A new page in BEACON, Pathways to Work Engagement, has been developed to record MassHire JobQuest registration and create a Client Referral to FEW. During the application and reevaluation process, this page will support TAFDC case managers in promoting Pathways to Work opportunities and connecting families to their local FEW. It is also to be accessed and used to create a referral to the FEW whenever needed.

MassHire JobQuest

Staff will now record a TAFDC applicant's JobQuest registration on the new Pathways to Work Engagement page. New Online Guide pages detail the TAFDC application requirement, registration process, the role of the case manager and FEW, and services available through the MassHire JobQuest Virtual Pathway.

Engagement Actions for FEWs

FEWs will view, complete and create Engagement Actions through BEACON to support initial and ongoing work related to Pathways to Work engagement and employment activities. This functionality will allow for FEWs to receive referrals from TAFDC case managers as an Initial Engagement action. FEWs will also create and use their own Engagement related actions to track and prompt specific touchpoints with families as they work with DTA on their education and career pathways.

My Engagement Action View

The My Engagement Action View will display all actions that have been assigned to them due in the next 60 days. FEWs will be able to sort columns to prioritize specific data points, including Actions that are overdue. FEWs will also create and disposition Engagement Actions from this page.

Supervisor Responsibilities Supervisors of FEWs will support their staff by utilizing a My Engagement Action view. This view will display all Engagement Actions assigned to their staff. This view will allow for supervisors to coach their staff as they work with families to ensure regular and efficient interactions that encourage connection and goal achievement.

**New Online
Guide Pages**

Topic: Pathways to Work
Book: Pathways to Work
Chapter: TAFDC Pathways to Work
Page: Pathways to Work Engagement Page

Topic: Pathways to Work
Book: TAFDC Pathways to Work
Chapter: TAFDC Pathways to Work
Page: MassHire JobQuest at TAFDC Application

Topic: Pathways to Work
Book: TAFDC Pathways to Work
Chapter: TAFDC Pathways to Work
Page: MassHire JobQuest Registration and Services

Topic: Pathways to Work
Book: TAFDC Pathways to Work
Chapter: Engagement Actions
Page: My Engagement Action View

Topic: Pathways to Work
Book: TAFDC Pathways to Work
Chapter: Engagement Actions
Page: Engagement Action Types

Topic: Pathways to Work
Book: TAFDC Pathways to Work
Chapter: Engagement Actions
Page: Completing Engagement Actions

Topic: Pathways to Work
Book: TAFDC Pathways to Work
Chapter: Engagement Actions
Page: Creating Engagement Actions

**New Online
Guide Pages cont.**

Topic:	Pathways to Work
Book:	TAFDC Pathways to Work
Chapter:	Engagement Actions
Page:	Dismissing Engagement Actions
Topic:	Pathways to Work
Book:	TAFDC Pathways to Work
Chapter:	Engagement Actions
Page:	Scheduling Follow-up Engagement Actions
Topic:	Pathways to Work
Book:	TAFDC Pathways to Work
Chapter:	Engagement Actions
Page:	My Engagement Action View for Supervisors
Topic:	Pathways to Work
Book:	TAFDC Pathways to Work
Chapter:	Engagement Actions
Page:	Reassigning an Engagement Action

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 them to DTA.Procedural Issues.

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