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

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**Online Guide Transmittal 2023-58A  
August 9, 2023**

**To: Department of Transitional Assistance Staff**

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

**Re: TAFDC – Pathways to Work – TAFDC Pathways to Work Programs and Planning Activities**

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**Overview**

As part of the TAFDC Pathways to Work program redesign, the Department has made a number of changes to how economic assistance and engagement staff support clients in connecting to and participating in activities and meeting the work rules. This work also affects how these rules are operationalized for clients through language, procedural and system changes.

This Transmittal is one of a series that will inform the changes associated with Phase II of the Pathways to Work redesign. These systems changes are planned to take effect on August 14, 2023.

This Transmittal advises staff of several changes to the Online Guide as DTA completes the shift from the Employment Services Program (ESP) to Pathways to Work through revised and new content. This also includes removal of procedural guidance that is no longer in practice and formalizing engagement procedures that had previously been released under temporary COVID procedures as Initial Engagement activities.

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**Purpose**

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

- A new book for Planning Activities, under Pathways to Work, which provides staff with guidance on engagement activities expected with TAFDC families
  - A new book for TAFDC Pathways to Work Programs under Pathways to Work, which includes descriptions of the current funded and contracted program types DTA offers, and other types of approved Pathways to Work activities
  - Updates to additional pages to include data sharing between DTA and Department of Career Services to receive MassHire JobQuest data
  - The removal of ESP and Initiatives in the TAFDC book in the Online Guide
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**Pathways to Work Planning Period and Activities**

Pathways to Work Planning activities (previously described as Initial Engagement activities) include a number of early engagement touchpoints expected by economic assistance case managers, Self Sufficiency Specialists and Full Engagement Workers for clients who are subject to work rules, and those who are interested in participating in Pathways to Work programs.

For those clients that are subject to work rules, these activities will be required within the first 60 days following TAFDC case approval or from when the client becomes work program required. This 60-day day period will now be established automatically by BEACON, with the client receiving a *Pathways to Work Planning Period* notice.

The Pathways to Work Planning Period will include a Welcome Call, TAFDC Pathways to Work orientation, goal setting, Pathways Activity referral and enrollment, and providing support services. These touchpoints are designed to set early expectations regarding communication and engagement to support successful employment and family outcomes.

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**TAFDC Pathways to Work Programs**

A new book, TAFDC Pathways to Work Programs highlights all the Pathways to Work activity types, including both those that are DTA-funded and other non-funded community and local resources which may be available to TAFDC clients. Program descriptions provide general eligibility information and details about services offered to help staff connect clients to the best option for their own education and employment goals.

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**New Online  
Guide Pages**

<b>Topic:</b>	Pathways to Work
<b>Book:</b>	TAFDC Pathways to Work
<b>Chapter:</b>	Planning Activities
<b>Page:</b>	Planning Activities Overview
<b>Topic:</b>	Pathways to Work
<b>Book:</b>	TAFDC Pathways to Work
<b>Chapter:</b>	Planning Activities
<b>Page:</b>	Welcome Call
<b>Topic:</b>	Pathways to Work
<b>Book:</b>	TAFDC Pathways to Work
<b>Chapter:</b>	Planning Activities
<b>Page:</b>	TAFDC Pathways to Work Orientation
<b>Topic:</b>	Pathways to Work
<b>Book:</b>	TAFDC Pathways to Work
<b>Chapter:</b>	Planning Activities
<b>Page:</b>	Goal Setting
<b>Topic:</b>	Pathways to Work
<b>Book:</b>	TAFDC Pathways to Work
<b>Chapter:</b>	Planning Activities
<b>Page:</b>	Activity Referral and Enrollment
<b>Topic:</b>	Pathways to Work
<b>Book:</b>	TAFDC Pathways to Work
<b>Chapter:</b>	Planning Activities
<b>Page:</b>	Connecting to Other Resources
<b>Topic:</b>	Pathways to Work
<b>Book:</b>	TAFDC Pathways to Work
<b>Chapter:</b>	TAFDC Pathways to Work Programs
<b>Page:</b>	TAFDC Pathways to Work Programs Overview
<b>Topic:</b>	Pathways to Work
<b>Book:</b>	TAFDC Pathways to Work
<b>Chapter:</b>	TAFDC Pathways to Work Programs
<b>Subchapter:</b>	Funded and Contracted Programs
<b>Page:</b>	Work Participant Program (WPP)
<b>Topic:</b>	Pathways to Work
<b>Book:</b>	TAFDC Pathways to Work
<b>Chapter:</b>	TAFDC Pathways to Work Programs
<b>Subchapter:</b>	Funded and Contracted Programs
<b>Page:</b>	Competitive Integrated Employment Services (CIES)

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<b>Topic:</b>	Pathways to Work
<b>Book:</b>	TAFDC Pathways to Work
<b>Chapter:</b>	TAFDC Pathways to Work Programs
<b>Subchapter:</b>	Funded and Contracted Programs
<b>Page:</b>	Young Parents Program (YPP)
<b>Topic:</b>	Pathways to Work
<b>Book:</b>	TAFDC Pathways to Work
<b>Chapter:</b>	TAFDC Pathways to Work Programs
<b>Subchapter:</b>	Funded and Contracted Programs
<b>Page:</b>	Office for Refugees and Immigrants (ORI) Program
<b>Topic:</b>	Pathways to Work
<b>Book:</b>	TAFDC Pathways to Work
<b>Chapter:</b>	TAFDC Pathways to Work Programs
<b>Subchapter:</b>	Funded and Contracted Programs
<b>Page:</b>	Empowering to Employ (ETE)
<b>Topic:</b>	Pathways to Work
<b>Book:</b>	TAFDC Pathways to Work
<b>Chapter:</b>	TAFDC Pathways to Work Programs
<b>Subchapter:</b>	Funded and Contracted Programs
<b>Page:</b>	Noncustodial Parent Eligibility for Pathways to Work Programs
<b>Topic:</b>	Pathways to Work
<b>Book:</b>	TAFDC Pathways to Work
<b>Chapter:</b>	TAFDC Pathways to Work Programs
<b>Subchapter:</b>	Community and Local Resources
<b>Page:</b>	College
<b>Topic:</b>	Pathways to Work
<b>Book:</b>	TAFDC Pathways to Work
<b>Chapter:</b>	TAFDC Pathways to Work Programs
<b>Subchapter:</b>	Community and Local Resources
<b>Page:</b>	Employment Training and Education
<b>Topic:</b>	Pathways to Work
<b>Book:</b>	TAFDC Pathways to Work
<b>Chapter:</b>	TAFDC Pathways to Work Programs
<b>Subchapter:</b>	Community and Local Resources
<b>Page:</b>	Basic Education
<b>Topic:</b>	Pathways to Work
<b>Book:</b>	TAFDC Pathways to Work
<b>Chapter:</b>	TAFDC Pathways to Work Programs
<b>Subchapter:</b>	Community and Local Resources
<b>Page:</b>	Community Service
<b>Topic:</b>	Pathways to Work
<b>Book:</b>	TAFDC Pathways to Work
<b>Chapter:</b>	Client Communications
<b>Page:</b>	Pathways to Work Client Communications

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**Revised Online  
Guide Pages**

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

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

**Topic:** Pathways to Work (previously located in Cross Programs)  
**Book:** TAFDC Pathways to Work (previously located in Secure Jobs)  
**Chapter:** TAFDC Pathways to Work Programs  
**Subchapter:** Funded and Contracted Programs  
**Page:** Secure Jobs

**Topic:** Pathways to Work (previously located in COVID19)  
**Book:** TAFDC Pathways to Work  
**Chapter:** Client Communications  
**Page:** Client Emails for Pathways Planning and Engagement (previously Client Emails for Engagement and Employment Services)

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**Online Guide  
Pages with  
Revised Location**

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**Topic:** Pathways to Work (previously located in TAFDC)  
**Book:** TAFDC Pathways to Work (previously located in ESP)  
**Chapter:** TAFDC Pathways to Work Programs (previously located in ESP-Competitive Integrated Employment Services)  
**Subchapter:** Funded and Contracted Programs  
**Subchapter:** DTA Works  
**Page:** DTA Works Entry and Recruitment

**Topic:** Pathways to Work (previously located in TAFDC)  
**Book:** TAFDC Pathways to Work (previously located in ESP)  
**Chapter:** TAFDC Pathways to Work Programs (previously located in ESP-Competitive Integrated Employment Services)  
**Subchapter:** Funded and Contracted Programs  
**Subchapter:** DTA Works  
**Page:** DTA Works Enrollment and Onboarding

**Topic:** Pathways to Work (previously located in TAFDC)  
**Book:** TAFDC Pathways to Work (previously located in ESP)  
**Chapter:** TAFDC Pathways to Work Programs (previously located in ESP-Competitive Integrated Employment Services)  
**Subchapter:** Funded and Contracted Programs  
**Subchapter:** DTA Works  
**Page:** DTA Works Hosting the Intern

**Topic:** Pathways to Work (previously located in TAFDC)  
**Book:** TAFDC Pathways to Work (previously located in ESP)  
**Chapter:** TAFDC Pathways to Work Programs (previously located in ESP-Competitive Integrated Employment Services)  
**Subchapter:** Funded and Contracted Programs  
**Subchapter:** DTA Works  
**Page:** DTA Works Ensuring Intern Safety

**Topic:** Pathways to Work (previously located in TAFDC)  
**Book:** TAFDC Pathways to Work (previously located in ESP)  
**Chapter:** TAFDC Pathways to Work Programs (previously located in ESP-Competitive Integrated Employment Services)  
**Subchapter:** Funded and Contracted Programs  
**Subchapter:** DTA Works  
**Page:** DTA Works Disciplinary Action and Performance Mgmt

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<b>Topic:</b>	Pathways to Work (previously located in TAFDC)
<b>Book:</b>	TAFDC Pathways to Work (previously located in ESP)
<b>Chapter:</b>	TAFDC Pathways to Work Programs (previously located in ESP-Competitive Integrated Employment Services)
<b>Subchapter:</b>	Funded and Contracted Programs
<b>Subchapter:</b>	DTA Works
<b>Page:</b>	DTA Works Offboarding Termination
<b>Topic:</b>	Pathways to Work (previously located in TAFDC)
<b>Book:</b>	TAFDC Pathways to Work (previously located in ESP)
<b>Chapter:</b>	TAFDC Pathways to Work Programs (previously located in ESP-Competitive Integrated Employment Services)
<b>Subchapter:</b>	Funded and Contracted Programs
<b>Subchapter:</b>	DTA Works
<b>Page:</b>	DTA Works Extensions

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**New Policy  
Online Materials**

The following Policy Online materials can be found under the Job Aids section in Policy Online:

- Stepping Stones to Success Assessment Tool (English/Spanish)
  - Stepping Stones Staff Tip Sheet
  - Zoom – Quick Tips 101
  - Zoom – Virtual Interview – Etiquette and Accessibility
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**Obsolete Online  
Guide Pages**

**Topic:** TAFDC  
**Book:** ESP  
**Page:** What is ESP

**Topic:** TAFDC  
**Book:** ESP  
**Chapter:** ESP-Competitive Integrated Employment Services  
**Page:** Advanced Degree

**Topic:** TAFDC  
**Book:** ESP  
**Chapter:** ESP-Competitive Integrated Employment Services  
**Page:** Community Service

**Topic:** TAFDC  
**Book:** ESP  
**Chapter:** ESP-Competitive Integrated Employment Services  
**Page:** Employment Ready

**Topic:** TAFDC  
**Book:** ESP  
**Chapter:** ESP-Competitive Integrated Employment Services  
**Page:** Employment Supports

**Topic:** TAFDC  
**Book:** ESP  
**Chapter:** ESP-Competitive Integrated Employment Services  
**Page:** Employment Training and Education

**Topic:** TAFDC  
**Book:** ESP  
**Chapter:** ESP-Competitive Integrated Employment Services  
**Page:** Enhanced Employment Supports

**Topic:** TAFDC  
**Book:** ESP  
**Chapter:** ESP-Competitive Integrated Employment Services  
**Page:** Job Quest for Employment Ready clients

**Topic:** TAFDC  
**Book:** ESP  
**Chapter:** ESP-Non competitive Integrated Employment Services  
**Page:**

**Topic:** TAFDC  
**Book:** ESP  
**Chapter:** ESP-Non competitive Integrated Employment Services  
**Page:** College (Graduate Level)

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**Topic:** TAFDC  
**Book:** ESP  
**Chapter:** ESP-Non competitive Integrated Employment Services  
**Page:** Basic Education

**Topic:** TAFDC  
**Book:** ESP  
**Chapter:** ESP-Non competitive Integrated Employment Services  
**Page:** Community Service

**Topic:** TAFDC  
**Book:** ESP  
**Chapter:** ESP-Non competitive Integrated Employment Services  
**Page:** Full Employment Program

**Topic:** TAFDC  
**Book:** ESP  
**Chapter:** ESP-Non competitive Integrated Employment Services  
**Page:** Massachusetts Community College Programs

**Topic:** TAFDC  
**Book:** ESP  
**Chapter:** ESP-Non competitive Integrated Employment Services  
**Page:** Massachusetts Office for Refugees and Immigrants

**Topic:** TAFDC  
**Book:** ESP  
**Chapter:** ESP-Non competitive Integrated Employment Services  
**Page:** Post-Secondary Education

**Topic:** TAFDC  
**Book:** ESP  
**Chapter:** ESP-Non competitive Integrated Employment Services  
**Page:** Young Parents Program (YPP)

**Topic:** TAFDC  
**Book:** ESP  
**Chapter:** ESP-Non competitive Integrated Employment Services  
**Subchapter:** Community Service  
**Subchapter:** FLSA  
**Page:** Volunteer to Succeed: TAFDC Community Service and FLSA Overview

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**Topic:** TAFDC  
**Book:** ESP  
**Chapter:** ESP-Non competitive Integrated Employment Services  
**Subchapter:** Community Service  
**Subchapter:** FLSA  
**Page:** Volunteer to Succeed: TAFDC Community Service and FLSA with Child Support

**Topic:** TAFDC  
**Book:** ESP  
**Chapter:** ESP-Non competitive Integrated Employment Services  
**Subchapter:** Community Service  
**Subchapter:** FLSA  
**Page:** Volunteer to Succeed: TAFDC Community Service and FLSA and “What If... Calculation”

**Topic:** TAFDC  
**Book:** ESP  
**Chapter:** ESP-Non competitive Integrated Employment Services  
**Subchapter:** Community Service  
**Subchapter:** FLSA  
**Page:** Volunteer to Succeed: TAFDC Community Service and FLSA Absent Parent

**Topic:** TAFDC  
**Book:** ESP  
**Chapter:** ESP-Non competitive Integrated Employment Services  
**Subchapter:** Community Service  
**Subchapter:** FLSA  
**Page:** Volunteer to Succeed: TAFDC Community Service and FLSA Community Service Choices

**Topic:** TAFDC  
**Book:** ESP  
**Chapter:** ESP-Non competitive Integrated Employment Services  
**Subchapter:** Community Service  
**Subchapter:** FLSA  
**Page:** Volunteer to Succeed: TAFDC Community Service and FLSA Calculation

**Topic:** TAFDC  
**Book:** Initiatives  
**Chapter:** DTA MRC Collaboration  
**Page:** DTA MRC Collaboration

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<b>Topic:</b>	TAFDC
<b>Book:</b>	Initiatives
<b>Chapter:</b>	DTA MRC Collaboration
<b>Page:</b>	IPS
<b>Topic:</b>	TAFDC
<b>Book:</b>	Initiatives
<b>Chapter:</b>	Employment Serv Practice Models
<b>Page:</b>	Overview
<b>Topic:</b>	TAFDC
<b>Book:</b>	Initiatives
<b>Chapter:</b>	Employment Serv Practice Models
<b>Page:</b>	Principles and Proposed Changes
<b>Topic:</b>	TAFDC
<b>Book:</b>	Initiatives
<b>Chapter:</b>	Employment Serv Practice Models
<b>Page:</b>	Case Processing in TAOs
<b>Topic:</b>	TAFDC
<b>Book:</b>	Basic Case Activities & Maintenance
<b>Chapter:</b>	TAFDC Orientation
<b>Page:</b>	TAFDC Orientation
<b>Topic:</b>	TAFDC
<b>Book:</b>	Basic Case Activities & Maintenance
<b>Chapter:</b>	TAFDC Orientation
<b>Page:</b>	Case Maintenance Responsibilities for Orientation Sessions
<b>Topic:</b>	TAFDC
<b>Book:</b>	Basic Case Activities & Maintenance
<b>Chapter:</b>	TAFDC Orientation
<b>Page:</b>	Orientations and Application Home Visits
<b>Topic:</b>	TAFDC
<b>Book:</b>	Basic Case Activities & Maintenance
<b>Chapter:</b>	TAFDC Orientation
<b>Page:</b>	FEW: TAFDC Group Orientation Sessions
<b>Topic:</b>	TAFDC
<b>Book:</b>	Basic Case Activities & Maintenance
<b>Chapter:</b>	TAFDC Orientation
<b>Page:</b>	TAFDC Group Orientation Attendance Tracking
<b>Topic:</b>	TAFDC
<b>Book:</b>	Basic Case Activities & Maintenance
<b>Chapter:</b>	TAFDC Orientation
<b>Page:</b>	Scheduled TAFDC Group Orientation Appointments View

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**Obsolete  
Online Guide  
Transmittal**

OLGT 2021-94 Temporary Procedures due to COVID-19 for Initial Engagement Period and Work Program Rules

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**Obsolete Client  
Communications**

- Young Parents Program Noncustodial Parent Referral English/Spanish
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**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.

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