



Commonwealth of Massachusetts
Executive Office of Health and Human Services
Department of Transitional Assistance
600 Washington Street • Boston, MA 02111

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Commissioner

Operations Memo 2011-11
March 18, 2011

To: Department of Transitional Assistance Staff

From: Stephanie Brown, Assistant Commissioner for Policy, Program and External Relations

Re: TAFDC – Corporation for Public Management (CPM) Partial Shutdown

CPM Office Closures

This Operations Memo serves to advise staff that effective March 31, 2011 the Corporation for Public Management (CPM), which is a CIES vendor, will suspend operations in the following TAOs: Brockton, Dudley Square, Newmarket Square, Springfield Liberty, Malden, Revere and Springfield State. Therefore, effective with this Operations Memo, no referrals to CPM CIES may be made by TAO staff in these TAOs.

CPM will inform affected clients about this change prior to March 31. Clients should be enrolled in another activity that helps them meet their work program requirement. A list of affected clients will be provided to each TAO for further action.

Note: CPM's Young Parents Program in Springfield and Holyoke will remain open until further notice.

Case Manager's Responsibilities

The case manager must terminate the CPM activity and refer the client to another CIES vendor providing the same services (if one is available in the area) or refer the client to a non-ESP funded activity.

Case Manager's Responsibilities (continued)

To terminate a referral and refer the client to a new activity, the case manager must:

- click on the “ESP Services” workflow;
 - on the “ESP Referral Disposition” page, select the client for whom an ESP enrollment or services must be terminated;
 - on the “ESP Referral Disposition” page, highlight and select the activity with a status of “Active” that must be terminated;
 - in the Status drop-down box, change the status “Active” to “Terminated”;
 - in the Termination reason drop-down box, select “No Slots Available”;
 - click “Save”;
 - select the new activity to refer the client to a new CIES vendor providing the same services or refer the client to a non-ESP funded activity; and
 - refer the client to the new activity.
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Referrals to Non-ESP Funded Activities

If the client is being referred to an approved non-ESP funded activity (one that meets the work program requirement), the case manager must advise the client that he or she may be responsible to pay the full cost of the activity, if applicable. Non-ESP funded activities can include: Employment Ready, Employment Training and Education, Employment Supports, Enhanced Employment Supports, Secondary Education and Post Secondary Education. If clients self-refer to activities that require them to pay, case managers should discuss funding alternatives before approving the activity. See Field Operations Memo 2009-52 A for more information.

Questions

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