



Commonwealth of Massachusetts
Executive Office of Health and Human Services
Department of Transitional Assistance
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Operations Memo 2011-37
July 27, 2011

To: Department of Transitional Assistance Office Staff

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

Re: TAFDC – DTA Works Program Reminder

Overview

DTA Works is a program developed to empower DTA clients to gain employment experience and become job ready. To accomplish this, DTA has established opportunities for TAFDC clients to become job ready through a short term internship at DTA TAOs. While these opportunities are entry level positions, they will serve as a stepping stone for our clients to obtain higher paying jobs.

Purpose of Memo The purpose of this Operations Memo is to remind TAO staff about:

- DTA Works expansion;
 - client eligibility for DTA Works; and
 - the responsibilities of the Intern Supervisor and case manager.
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Obsolete Memo This Operations Memo obsoletes Field Operations Memo 2010-20.

DTA Works

Initially, TAFDC clients selected to participate in DTA Works were enrolled in an Employment Supports activity and were selected by Employment Supports vendors with input from TAO staff. DTA Works is being offered to all of our work program required clients who are meeting the work program requirement regardless of the activity in which they are currently enrolled.

Client Eligibility TAFDC clients who are interested in participating in DTA Works must meet the following eligibility criteria. Clients must be:

- currently receiving TAFDC;
- Work Program required;
- enrolled in an activity and meeting the work program requirement;
 - Examples include:
 - Example 1 – Client is meeting their work participation requirements through classes at Lincoln Tech and is interested in the internship.
 - Example 2 – Client is attending in YPP and is interested in the internship.
 - Example 3 – Client is completing an Employment Supports activity and is interested in the internship.
- able to pass a CORI check;
- organized, with the ability to multi-task and have some customer service experience and/or administrative experience and a level of comfort in computer usage;
- willing to comply with the requirements of the internship, (such as performing administrative support for the front desk staff at the TAO, working 30 hours per week, Monday – Friday, continuing job search efforts, etc.) and
- bi-lingual (an asset, but *not* a requirement).

If case managers know clients who meet these criteria, they should encourage these clients to email their resumes to Central Office at:

DTAWorks@state.ma.us. Resumes will be reviewed by a Central Office staff person and logged into a tracking sheet and forwarded to the appropriate TAO.

TAO directors or their designees will decide which clients to interview and will schedule the appointments directly with these clients. Once the interviews are conducted, TAO staff will advise Central Office at: DTAWorks@state.ma.us about the outcome. Once selected, a client will need to complete the CORI paperwork at the TAO. This paperwork will be faxed to Central Office at: 617-727-9153 for processing.

Once the CORI results are returned, the TAO will be notified and the TAO director/designee can extend the internship offer to the candidate.

**Intern
Supervisor's
Responsibilities**

The Intern Supervisor will provide TAFDC clients enrolled in DTA Works with direct on-the-job supervision. The Intern Supervisor will also:

- review the job description and duties for the placement;
 - assess each client during his or her participation in DTA Works;
 - provide clients with one-on-one supervision;
 - work to customize and complete final evaluations;
 - assist clients with case management needs as they arise; and
 - have the client interview with TAO staff to assure the appropriateness of the placement and that the client understands the duties of the position.
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**Case Manager
Responsibilities**

Once clients have been selected for the DTA Works program, case managers must notify clients that:

- A TAFDC noncountable monthly reimbursement payment (see 106 CMR 204.250 (I)) for education/training related expenses for ESP participation will be issued to them. This reimbursement payment is noncountable for the Supplemental Nutrition Assistance Program (SNAP) purposes as well (see 106 CMR 363.230 (F)(2)).
 - DTA Works interns who successfully complete the program, may be eligible for a one-time only Transitional Assistance payment which is also noncountable for TAFDC and SNAP. Once the client completes the DTA Works program they will continue in another ESP activity until placed into subsidized or unsubsidized employment.
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Questions

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