



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

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Commissioner

**Operations Memo 2011-6**  
**February 16, 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**

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This Operations Memo serves to advise staff that effective February 28, 2011, the Corporation for Public Management (CPM) which is a CIES vendor will suspend operations in the following TAOs: Fitchburg, Plymouth and Southbridge. Therefore, effective with this Operations Memo, no referrals to CPM may be made by TAO staff in these TAOs.

Additionally, clients who are currently enrolled in programs through CPM in these TAOs will be receiving services through CPM as follows:

- Plymouth clients will be served through the Brockton TAO, and
- Southbridge clients will be served through the Springfield State or Springfield Liberty TAOs.

**Note:** Fitchburg clients will be served on a case by case basis at the Fitchburg TAO.

CPM will inform affected clients about this change during the month of February. Clients who are currently enrolled in CPM who have difficulty with this change due to transportation or other issues may be enrolled in another activity that helps them meet their work program requirement.

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**Clients Referred to Other CIES Vendors**

If the client tells the case manager that this change will prove to be a hardship, the case manager must terminate the 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.

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.

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**Questions**

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

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