



**Commonwealth of Massachusetts**  
*Executive Office of Health and Human Services*  
**Department of Transitional Assistance**  
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**Field Operations Memo 2010-9**  
**January 25, 2010**

**To:** Transitional Assistance Office Staff  
**From:**  John Augeri, Assistant Commissioner for Field Operations  
**Re:** TAFDC – TAOs as Community Service Sites

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**Overview**

DTA recognizes our role in increasing economic opportunity for the clients we serve to help them become self-sufficient. As a result, DTA will offer clients an opportunity that serves a useful community purpose with a goal of improving clients' employability.

The availability of additional resources, through the presence of community service program participants in local offices, will provide valuable customer service assistance and increase access to DTA's programs and services.

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**Purpose of Memo**

This Field Operations Memo advises TAO staff of:

- the population best served by this community service activity;
  - the suggested duties of clients enrolled in the community service activity;
  - the process for referring clients to the community service activity at the TAO; and
  - the CORI process for these clients.
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**Client Population Served** Effective February 1, 2010, TAOs may begin accepting clients for community service activities. The number of placements in each local office will range from one to five and will be determined by the size of the office and the tasks assigned to Community Service participants.

The following is a suggested list of clients best served by the TAO as a community service site.

- Clients who are mandated to participate in community service due to their failure to meet their Work Program requirement (i.e. those who need to ‘cure a sanction’ to continue receiving benefits). Due to the transitory nature of this group of clients, it is often difficult to find external sites for clients who only need to ‘cure a sanction’. Clients in this category require a placement for a limited amount of time (usually 2-4 weeks).  
**Note:** Clients may participate longer than the 2 to 4 week period if no other activity is available for the client to meet the work program requirement.
- Clients who are participating in an employment related activity, but whose hours do not meet their Work Program requirement. Some clients may have part-time employment, be participating in self-directed job search, or are participating in a training program that has limited hours. To comply with their Work Program requirement, clients may need to participate in Community Service to make up the difference in hours.
- Clients who are waiting for their employment related activity to begin. To comply with their Work Program requirement, clients can participate in Community Service until their training program begins. These clients would be in community service sites for such a brief time that some external sites may be reluctant to train them.

The length of each client’s participation in Community Service varies and is based on their individual circumstances. Circumstances could include the following:

- ✓ One to four weeks for a client who is waiting to enter a training program or needs to ‘cure a sanction’; or
  - ✓ Up to 12 months for a client who is using it to supplement other employment related activities.
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## Client Duties

The TAO Director or designee will assign tasks and oversee the Community Service participant(s).

The recommended duties of clients enrolled in community service at the TAO include (but are not limited to):

- Acting as Waiting Room Assistants:
  - ✓ Greeting clients as they enter the local office;
  - ✓ Restocking brochures in waiting rooms;
  - ✓ Monitoring client usage of equipment in waiting rooms; and/or
  - ✓ Conducting customer satisfaction surveys.
  
- Assisting TAO clerical staff:
  - ✓ Assembling application packets;
  - ✓ Preparing returned mail by date stamping the envelope, opening the envelope and stapling it to the returned documents, then sorting the information by case manager;
  - ✓ Alerting case managers when their appointments arrive;
  - ✓ Keeping all copy and fax machines stocked with paper;
  - ✓ Delivering faxes to appropriate staff;
  - ✓ Collecting mail at various points throughout the day;
  - ✓ Date stamping and sorting all incoming mail; and/or
  - ✓ Sorting and filing all closed cases.
  
- Assisting with Community Service Outreach:
  - ✓ Following a script, conducting phone outreach to new and existing community service sites; and
  - ✓ Documenting responses and forwarding them to the appropriate staff person for data entry.
  
- Assisting with Orientations:
  - ✓ Following a script, making phone calls to clients reminding them to attend;
  - ✓ Assembling packets for the meeting; and/or
  - ✓ Setting up the room prior to the meeting.

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## Referring Clients for Community Service

Clients may be referred to the TAO community service site by selecting the TAO from the list of community service sites on the Resource Search window. The client will then be interviewed by the TAO director or designee and if accepted asked to fill out the CORI paperwork.

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## The CORI Process

Once the client fills out the CORI paperwork, the following will occur.

- The CORI paperwork will be checked for completeness by the TAO Director or designee and forwarded to the DTA Human Resources Administrator at Central Office who will forward the CORI information to CYF Human Resources for processing.
  - The Human Resources Administrator/designee reviews the CORI findings:
    - ✓ If the CORI findings indicate no CORI records or a record outside of the “look back” period, the DTA Human Resources Administrator/Designee will notify the TAO Director/designee. The TAO Director/designee will contact the client to determine a start date for participation. *Please note that a client may **not** begin volunteering at the TAO until the CORI process has been completed.*
    - ✓ If the CORI findings indicate outstanding warrants and/or convictions/pending crimes within the “look back” period, an information gathering session is scheduled with the client by a CORI certified representative before a participation decision can be made.
  - Following the receipt of requested documents/additional information or after 10 business days have passed, the CORI certified representative will complete the Hiring Review form to approve or deny the client’s participation.
  - DTA’s Legal Division will notify the TAO Director/designee of the decision to approve or to deny participation.
  - The client is notified of the decision and can either start participating in the TAO community service site or will need to find another community service site to help him or her meet the work program requirement.  
**IMPORTANT:** Every client who is accepted to participate in the TAO community service site **must** participate in the “Privacy/Confidentiality Training” on the first day of participation. This training consists of a client watching the “Privacy/Confidentiality” DVD. Once completed, this documentation must be faxed or emailed to April Myers at Central Office.
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**The CORI  
Process  
(continued)**

In addition, each client must also be given a summary of the Conflict of Interest Law. This information can be found under the “Summary of Conflict of Interest Laws for State Employees” section at:

[http://www.mass.gov/?pageID=ethterminal&L=3&L0=Home&L1=Education+and+Training+Resources&L2=Mandatory+Training+Requirements+-+Summaries%2c+Online+Training%2c+and+Implementation+Procedures&sid=Ieth&b=terminalcontent&f=pubed\\_mandatory\\_summary\\_state\\_ee&csid=Ieth](http://www.mass.gov/?pageID=ethterminal&L=3&L0=Home&L1=Education+and+Training+Resources&L2=Mandatory+Training+Requirements+-+Summaries%2c+Online+Training%2c+and+Implementation+Procedures&sid=Ieth&b=terminalcontent&f=pubed_mandatory_summary_state_ee&csid=Ieth).

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**Questions**

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

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