

Department of Transitional Assistance







Building Career Pathways and a Road to Economic Self-Sufficiency





Pathways: A Reinforcement of Our Core Values

DTA believes that all clients can be assisted in moving to a better economic position, whether they are subject to time limited benefits or not. To that end, the Department has implemented a new Pathways to Self-Sufficiency workflow to better assess client strengths and challenges in finding employment and moving to long-term economic self-sufficiency.



Pathways Principles and Goals

- Maximize meaningful client and case manager engagement
- Ensure client accessibility to our services
- Promote personal responsibility and work
- Minimize unnecessary appointments and disruptions to client schedules
- Increase access for clients and efficiency for DTA staff with technology to support case management
- Comply with state Welfare Reform law

Pathways to Self-Sufficiency goals are:

- Enhanced client and case manager engagement to help clients achieve economic self-sufficiency;
- Ongoing case manager/client engagement to develop a client's strengths and overcome challenges;
- Client outcomes that lead to appropriate job placements and career pathways, employment supports and economic self-sufficiency.



Pathways: A Reinforcement of Our Core Values

In order to successfully implement this process, we as a Department must continue to emphasize that the surest way out of poverty is through work.

This involves:

- Recognizing that work is the answer for most clients
- •Emphasizing to our clients "The ways of achieving a successful transition"
- •Recognizing clients' needs and explaining available support services
- Using success stories to motivate a discouraged job seeker
- •Expressing the belief that *your client will succeed. TAFDC is not the end game!*



Pathways to Self-Sufficiency Assessment

Pathways to Self-Sufficiency will be used as both an initial and ongoing assessment and referral tool, to better identify clients' strengths and challenges and to inform overall case management.

- •The TAFDC Orientation gives clients the opportunity to connect with other clients, hear about available employment-related services and supports, speak with ESP vendors, gain information on financial literacy and other work benefits such as the work-related expense deduction and EIC/EITC.
- •If a client is exempt, DTA will work to help remove and/or minimize challenges to improve the family's overall quality of life. These clients may be strongly encouraged to participate in employment-related activities based on the nature of their exemption.



Why is this Important?

- The Pathways Assessment and Employment
 Development Plan will explore a client's self- identified
 strengths and challenges, set the parameters that define
 what is expected of our clients, what supports will be
 provided to them, and what consequences they may
 face if they do not meet those expectations.
- How the Department delivers this message is an equally important piece of the puzzle. It is through our service delivery that our clients understand our expectations.



Client Responsibilities: Work Ready

If the client is Work Ready required, the case manager will issue the client a Work Ready Referral/Job Search Log.

- The client must have 3 job contacts noted on the referral to meet this requirement. One of the contacts is the mandatory Orientation session.
- Clients must return the completed Work Ready Referral/Job Search Log, no later than day 30 (45 for TAFDC application extensions INT-2), as a condition of eligibility.
- If the client does not return the log or the log does not reflect three job contacts, and there is no good cause, the entire case is denied assistance.
- If the client does return a complete log, the case is established and a full Assessment is done. The client is also issued another Work Ready Referral/Job Search Log that must be returned and completed by Day 60.



Client Responsibilities: Initial Job Search

If the client is Initial Job Search required, the case manager will issue the Initial Job Search Referral/Log.

- The client must have 3 job contacts noted on the referral to meet this requirement. One of the contacts is the mandatory Orientation session.
- Clients must return the completed Initial Job Search Referral/Log, no later than day 30 (45 for TAFDC application extensions INT-2), as a condition of eligibility.
- If the client does not return the log or the log does not reflect three job contacts, and there is no good cause, the household member is-ineligible for assistance. If otherwise eligible, the remaining members of the assistance unit are established.
- If the client does return a complete log, the case is established and a full Assessment is done. The client is also issued another Initial Job Search Referral/Log that must be returned and completed by Day 60.



Supportive Services

Clients enrolled in a CIES program or any approved activity by the department with participation hours of 20 hours or more, qualify for:

- 1. Child Care Referral
 - A) Part-time (20 hours)
 - B) Full-time (30 hours or more)
- 2. Transportation Reimbursement of up to \$80 per month



Transitional Support Services (TSS)

When a TAFDC case closes due earnings or earnings plus other income and remains closed for one month, each employed adult household member can receive Transitional Support Services (TSS) for up to 4 months. TSS are not TAFDC benefits, but are stipends to assist clients to move into employment and towards economic self-sufficiency. These services are: a Work Related Expense Stipend and a Transportation Stipend.

Work Related Expense Stipend

Month 1 \$200 Month 1 \$80

Month 2 \$150 Month 2 \$60

Month 3 \$100 Month 3 \$40

Month 4 \$50 Month 4 \$20

Transportation Stipend



Employment Service Programs (ESP) Funded



Young Parents Program

Primary Goal

• Increase the educational attainment level of participants by helping them obtain a high school diploma or its equivalency, and to assist young parents in securing employment through vocational education and training.

Who We Serve

 Serves pregnant and parenting teens between 14 and 24 who do not have a HiSET



Young Parents Program

Services YPP Offers:

- Adult Basic Education,
- High School Education/HiSET Equivalency certificate
- Life and Parenting Skills
- Counseling
- Prevocational Activities
- Job Development
- Job Placement
- Financial Literacy
- Follow Up Services



Competitive Integrated Employment Services

CIES Programs

• Provides TAFDC clients with education, training and employment through contracted services providers at varying levels in order to obtain and maintain employment- Model II & Model III

Who We Serve

• All eligible TAFDC Clients. Youth can enter a CIES after they have completed a YPP program or achieved their HiSET.



Massachusetts Office of Refugees and Immigrants

Primary Goal

• Through an Interagency Service Agreement with the Massachusetts Office for Refugees and Immigrants (MORI), comprehensive Employment Ready services are provided to TAFDC clients.

Who We Serve

• All Refugees and Legal Immigrants. Youth participants can enroll in this program after completing a HiSET or YPP Program.



Massachusetts Office of Refugees and Immigrants

Services MORI offers:

- Comprehensive assessment of needs of client
- Job Search skills
 - Help with telephone, interview and resume writing techniques
 - Access to workshops and job fairs through Career Centers
- Ongoing follow up services
- Services provided in clients primary language



Primary Goal

• Provide administrative and clerical support for local DTA offices and partner agencies while also helping interns gain up to date experience and references

Who We Serve

• All TAFDC participants in good standing. Youth participants who have completed YPP and are looking for more hands on work experience would be qualified candidates.



Internship Guidelines:

- 30 hours per week for 24 weeks
- Individual mentoring within office
- Additional support from ESP staff around resume development and job search
- Weekly stipend of \$100 in addition to cash grant



Full Engagement Worker

Contact local FEW and they can help facilitate referral process.



Contact Information

John Stella

Director of Cash Policy

john.stella@state.ma.us

Mayra Torres

Assistant Director of Employment Services Programs

mayra.torres@state.ma.us



Questions?