



DEPARTMENT OF TRANSITIONAL ASSISTANCE

## Employment Services Program Provider Alert – CIES

**Alert #1**

**May 12, 2010**

### **FY'10 Initiatives and FY'11 Planning**

*The following information should be communicated immediately to all service locations and appropriate staff members within your organization.*

#### **Maximize Enrollments and Resources**

To ensure that as many clients as possible are served and that all CIES funds are utilized, DTA is aggressively working with stakeholders to refer clients to CIES and is allowing CIES providers to exceed their awarded enrollments.

Effective immediately through June 30, 2010, CIES providers may now exceed the number of awarded enrollments by shifting dollars from the Educational and Skills Training, Job Development and Placement, and Initial Supports Service Components to fund new enrollments.

Although enrollments are uncapped for the remainder of this fiscal year, providers **cannot exceed their estimated expenditure limit (maximum obligation) for any Model in any particular TAO under any circumstances**. On May 10<sup>th</sup>, DTA sent a letter (Attachment A) to CIES providers communicating this change, and the Department strongly encourages providers to maximize their enrollments for the remainder of the fiscal year. The Department expects providers to continue to deliver services to currently and newly enrolled clients.

**Provider Procedure:** Providers that wish to maximize the number of their enrollments should estimate the new number of enrollments that they can achieve *within their estimated expenditure limit (maximum obligation)* for each applicable Model and TAO and contact their DTA contract manager. The DTA contract manager will then notify the appropriate TAO(s) that the provider will accept additional referrals. Providers must notify the appropriate TAO(s) and their DTA contract manager(s) when they are unable to accept any more referrals.

As specified in the Department Engagement Form, CIES providers must immediately notify DTA when they have submitted invoices equal to 85% of its estimated expenditure limit (maximum obligation).

DTA local offices have been instructed to disregard utilization information in BEACON (the Department's benefit and eligibility system) for the remainder of the fiscal year in order to help providers maximize their enrollments.

To maximize the number of referrals that providers receive, the Department has sent outreach letters informing other state agencies, housing providers and social services providers about the availability of CIES slots for TAFDC clients.

DTA produces a TAO- and provider-specific utilization report which summarizes CIES enrollments and billing activity based on BEACON and EIM data. Contract managers will send updated reports to all providers and TAOs this week.

### **Timely Billing**

As of early May, there were more than 3,200 CIES clients enrolled in EIM; however, providers had only billed for 2,600 clients. While there may be numerous reasons for billing lags, the Department strongly encourages providers to continue to submit their bills as quickly as possible. This will ensure that providers are permitted to maximize their revenue in FY'10.

Please note: DTA relies on timely billing to monitor enrollments and placements, both of which will be used to make FY'11 funding determinations.

### **New Enrollment Flexibility**

In rare instances, a client may need to re-enter a component or need to enter a different Model after starting a Model. Providers with clients appropriate for a component re-entry, Model change or Model "do-over" should contact their contract managers for details.

### **Fiscal Year 2011 Contracts**

In making FY'11 contracting decisions, DTA will consider many factors which may include:

- Attrition and retention data
- Placement data
- Responsiveness to referrals (timeliness)
- Referral acceptance rate
- Presence in the local office and engagement with TAO staff/contract managers
- Enrollment data from EIM
- Programmatic concerns
- Presence or absence of corrective action plan
- Need to terminate referrals to the provider at any time during the fiscal year.

It is likely that DTA will no longer contract with some current providers in FY'11. DTA will work to notify these providers as soon as possible.

### **Fiscal Year 2011 Budget**

Because the FY'11 budget is not finalized, the outlook for the CIES program in the next fiscal year is unclear. In the event of reduction, we will work with stakeholders, including our provider partners and fellow state agencies, to minimize the impact of ESP reductions on our clients and providers.

**Carry-over Clients**

DTA clients enrolled in CIES programs this fiscal year (ending June 30, 2010) will be carried over into FY'11 (beginning July 1, 2010). Pending the availability of funds, services delivered in FY'11 to clients that enrolled in FY'10 (carryover clients) will be paid for with FY'11 dollars. In the event that the Department chooses to discontinue a Model in FY'11, the Department will provide reimbursement for services delivered in FY'11 to clients enrolled in those Models in FY'10.



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**CIES Provider Alert #1 – Attachment A**

May 10, 2010

Dear Employment Services Provider:

**Great news!** Did you know that you may exceed the number of enrollments you were awarded in your Department Engagement Form (DEF)? If you have determined that you are unable to meet the target number of clients as estimated in your DEF to complete the Educational and Skills Training, Job Development and Placement or Initial Supports Components, you may now shift completion funding to either the Intake, Evaluation and Assessment Component (Models II through IV) or Educational and Skills Training Component (Model I) in order to enroll more clients. With the fiscal year drawing to a close, I encourage you to maximize your enrollments. Similarly, you can exceed the number of outcomes (clients completing a component) estimated in your DEF for the Educational and Skills Training Component if you will still have funding available because your Job Development and Placements will be below estimates.

DTA clients enrolled in CIES programs this fiscal year (Ending June 30, 2010) will be carried over into Fiscal Year 2011 (beginning July 1, 2010).

**Although you may exceed the target number of enrollments, please be advised that you cannot exceed your total FY10 estimated expenditure amount (maximum obligation) as provided in your current DEF. The total dollar value allotted to each vendor by Model within each TAO has not changed.**

If you have questions about whether your program qualifies for this funding realignment, please contact your contract manager. For general information, please feel free to contact Thomas F. Santry, Director of Cash and Full Engagement at 617-348-5286 or [thomas.santry@state.ma.us](mailto:thomas.santry@state.ma.us).

Thank you for your continued commitment to assisting low-income individuals and families to meet their basic needs, increase their incomes, and improve their quality of life.

Sincerely,

  
Stephanie Brown

Assistant Commissioner for Policy, Program and External Relations