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**Executive Office of Health and Human Services**  
**Department of Transitional Assistance**

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**Online Guide Transmittal 2024-6**  
**January 18, 2024**

**To:** Department of Transitional Assistance Staff

**From:** KPS Sarah Stuart, Associate Commissioner for Change Management  
*for SS*

**Re:** Cross Programs- The 2024 Earned Income Tax Credit (EITC), Child Tax Credit (CTC), Child and Dependent Care Tax Credit (CDCTC), Massachusetts Earned Income Credit (EIC), and Child Care Assistance Mailing

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**Overview**

The Department will be sending out a mailing, along with texts, and emails to clients to inform them of tax credits and child care assistance. The mailing, texts, and emails are scheduled to begin January 30, 2024.

The mailing, texts, and emails will be sent to all active TAFDC, SNAP, combo TAFDC and SNAP households, and former TAFDC households whose cases closed on or after January 1, 2022. Bay State CAP households and SSI-only households are excluded from this mailing.

The Massachusetts Earned Income Tax Credit is 40 percent of the federal credit for the 2023 tax year. Clients have access to free tax assistance sites and information at <https://irs.treasury.gov/freetaxprep/> and <https://www.findyourfunds.org>.

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**The Purpose**

The purpose of this transmittal is to inform staff about the scheduled EITC/CTC/CDTC/EIC and child care assistance mailing.

**Communication** Planned for early February 2024, the following text message and DTA alert will notify the above-mentioned clients of tax credit information.

“New! Get up to \$310 for each child under 13, person 65+ or with disabilities, or spouse who needs care. To get it, file a MA tax return even if you have low or no income. Tax payments don't impact DTA benefits. Find free help: <https://findyourfunds.org/info>”

Planned for early April 2024, the following text message and DTA alert will notify the above-mentioned clients of tax credit information and the deadline for filing taxes.

“Get up to \$310 for each child under 13, person 65+ or with disabilities, or spouse who needs care. To get this money, file a MA tax return or ask for an extension by April 18, 2024. It does not matter if you have no or low income. Tax payments don't impact DTA benefits. Find free help: <https://findyourfunds.org/info>”

These text messages and DTA alerts will be sent in English, Spanish, Portuguese, Haitian Creole, Vietnamese, and Chinese based on the language on file. Those with Heightened Level of Security (HLS) or who have affirmatively opted-out of text messaging and alerts from DTA will be excluded. Text messages are sent regardless of the phone type listed on BEACON.

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**Revised  
Online Guide  
Pages**

**Topic:** Scheduled Mailings/Projects  
**Book:** EITC/CTC/EIC & Child Care Mailing  
**Page:** EITC/CTC/EIC and Child Care Mailing

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**Obsolete  
Transmittal**

Online Guide Transmittal 2023-22 Cross Programs: *The 2023 Earned Income Tax Credit (EITC), Child Tax Credit (CTC) and Child Care Assistance Mailing and Text Message*, is now obsolete.

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**Questions**

If you have any policy or procedural questions, after conferring with the appropriate TAO personnel, please have your Systems Information Specialists or TAO management email them to [DTA.Procedural Issues](#).

Systems issues should be directed to the Systems Support Help Desk.

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