

From the The Hotline

- Q. An ongoing TAFDC nonexempt recipient was denied a disability exemption by DES in August 1998. In November 1998 the recipient requested another disability exemption and was again denied. How is the recipient notified that the second disability exemption has been denied?
- A. DES sends the recipient a notice stating that the disability claim has been denied and that additional information will be sent from DTA. The Transitional Assistance Worker sends the Notice of Disability Exemption (TAFDC-6) to the nonexempt household when a recipient's second or subsequent request for a disability exemption is denied by DES. This is the only notice that the recipient will receive from DTA stating that the disability claim has been denied and the effect this decision has on his or her benefits. Refer to the *Disability Determination Guide*, page 13, for further details.
- Q. A woman came into the office requesting a Domestic Violence waiver of the 24-month time limit claiming her son's father has been abusive, but as yet she has provided no details or documentation. As a Transitional Assistance Worker, what should I do?
- A. Part of your responsibility as a Transitional Assistance Worker includes explaining what needs to be verified and giving examples of the types of verifications that might be helpful. You must also explain to recipients that any time they wish to request a waiver of program requirements due to domestic violence (the work program, 24-month time limit, family cap or teen parent school attendance requirement), they will do so by completing and signing a Request for a Waiver due to Domestic Violence. You are responsible for helping the recipient complete the domestic violence waiver request and obtain verifications if your help is requested. While the Department will consider any credible evidence relevant to the good cause claim, even those recipients without verification(s) must be allowed to complete the domestic violence waiver request process. All domestic violence waiver requests must be faxed into the Central Office Waiver Request Review Committee by a Director or designee within 48 hours after the verifications are provided by the recipient. If documentation cannot be obtained in a timely manner, fax the information received within 48 hours and send in the additional

information when it arrives. Please remember, it may be dangerous for the recipient to try to get some forms of documentation. Therefore, never mandate the type of documentation which must be provided. After 30 days, all requests must be sent into the Committee, whether or not any verifications have been supplied.

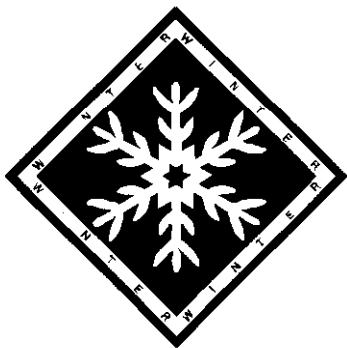
Under no circumstances should a worker tell the recipient that the waiver request will be denied if documentation is not provided by a specific date.

- Q. A recipient is requesting a waiver of the work program due to domestic violence, but her circumstances do not appear to fit the Department's criteria. What should I do?
- A. You may explain to the recipient what is considered domestic violence under the Department's regulations. For example, in this situation the Department would consider a domestic violence waiver if imposition of the work program requirement:

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- puts the recipient or the recipient's children at risk of being physically or emotionally harmed,
- makes it harder for the recipient or her children to escape domestic violence; or
- unfairly penalizes her or her children because of current or past traumas due to domestic violence.


Please note that any recipient who wishes to request a waiver due to domestic violence *must* be allowed to complete the process. For more details on waivers of program requirement(s) due to domestic violence, see 106 CMR 203.110 and Field Operations Memo 98-40.



Delay in January *DEFRA* and *Acosta* Payments

TAFDC Field Operations Memo 99-3

- The Department of Revenue (DOR) has identified a problem which caused a delay in issuing the December *Acosta*, the January *DEFRA* and possibly the January *Acosta* payments to TAFDC recipients. DOR is working to resolve the problem. Once the problem is resolved, DTA will issue the payments.
- The following notice was sent to TAFDC recipients advising them of the delay in the January support payments from the Department.



Massachusetts Department of Transitional Assistance
Notice about Delayed January Support Payments

The Department of Revenue (DOR) has identified a problem that will cause a delay in the issuance of the January support payments, such as the maximum \$50 support payment, from the Department of Transitional Assistance. DOR will be correcting the problem as soon as possible, at which time the support payments will be issued.

The Department regrets any inconvenience this delay may cause.
(DEF 1/99)

The Online Update 013

All Appendix E: PACES Case Processing

- On page E-4, for SSNs ending in 0, the "Case Maintenance Update Date" has been changed from 02/10 to 02/11.
- On page E-6, for the first cycle in January 1999 for SSNs ending in 5, 6 and 7, the "Key Date" has been changed from 12/25 to 12/24.
- On page E-6, for the second cycle in January 1999 for SSNs ending in 0, 1 and 2, the "Key Date" has been changed from 01/01 to 12/31.
- On page E-6, for the second cycle in February 1999 for SSNs ending in 0, the "Release Date" has been changed from 02/10 to 02/11.