



Commonwealth of Massachusetts
Executive Office of Health and Human Services
Department of Transitional Assistance
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Field Operations Memo 2000-5
February 1, 2000

To: Transitional Assistance Office Staff
From: Joyce Sampson, Assistant Commissioner for Field Operations
Re: TAFDC "22 Month Active, Nonexempt Cases" Report

Background

Before any case can close due to the receipt of 24 months of time-limited benefits, it must be reviewed thoroughly to make sure that each month has been correctly added to the clock.

Previously, Local Office Quality Control (LOQC) staff conducted these reviews. **As of February 1, 2000, Transitional Assistance Supervisors are responsible for the review of nonexempt cases approaching the end of the 24-month time limit.** The results must then be submitted to the Transitional Assistance Office Director or Assistant Director, who must conduct a secondary review of each case and submit those results to Central Office.

Reports

A report titled "22 Month Active, Nonexempt Cases" will be produced monthly at the time of clock accretion (normally the first Thursday of the month). The report identifies recipients who have received 22 months of time-limited benefits and continue to be active and nonexempt *as of the clock accretion date*. For example, a recipient who receives 22 months of benefits as of 1/31/2000 but becomes exempt or closes before the clock accretion date of 2/3/2000 will not appear on the report. The report is sorted by TAO and CAN and identifies case SSN, case name and address, client SSN and dependent number. The report will be available in ViewDirect (Report ID WELCLK10) the Monday after the clock accretion date, and paper copies will also be distributed to TAOs that same week.

**Transitional
Assistance
Worker
Responsibilities**

Transitional Assistance Workers must prepare each case on the report for supervisory review as follows:

- Obtain a copy of the recipient's financial history from ViewDirect. Beginning with the February 2000 clock accretion, financial histories for all cases appearing on the 22 Month Active, Nonexempt Report will be available in ViewDirect the Monday after the clock accretion date (Report ID number WELCLKR1). Within each TAO the financial histories are sorted by SSN. Paper copies of the financial histories will be sent to TAOs that same week.

See *Systems User's Guide*, Volume V, *Subsystems User's Guide*, Chapter IV, *ViewDirect*, for information on accessing and navigating through ViewDirect.

- Access the Client Detail screen in PRISM II, and print a copy of the State Clock tab showing the countable months. Only 10 months at a time are displayed in the window, so more than one screen print will be required. Since countable months may go back as far as 12/96, these screen prints will identify which months make up the 22 countable months. The screen prints will be used by the supervisor as worksheets to indicate that each of the 22 months has been reviewed and validated.
- Ensure that the case record is in proper order, i.e., all documentation pertinent to clock accuracy is present in the case record and filed chronologically.
- Submit the case to the supervisor for review.

**Supervisor
Responsibilities**

Supervisors must review each case on the report for the Transitional Assistance Workers in their units and validate every month added to the recipient's 24-month clock. The review should be conducted as outlined in this memo and the results submitted to the Director or Assistant Director.

**Review Countable
Months**

Because countable months can go back as far as 12/96, and cases close, reopen, or experience changes in exemption status, household composition or benefit amount, validating countable months constitutes an investigation of sorts. Researching each case takes time and requires a thorough examination of the case record and all available online data. The following must be reviewed when researching the case:

- ✓ PRISM II - Client Detail screen displays the countable months and indicates if an adjustment has ever been made to the clock
Alert History screen indicates if there has ever been a "Check Clock" alert
- ✓ Recipient Financial History - indicates grant amounts received throughout the counted period
- ✓ MMIS screen - shows possible lapses in benefits
- ✓ RECD and DEPD screens - display current relevant information regarding exemption status and household composition
- ✓ GRT-1, GRT-2 and CHEK screens - list any relevant income on file and recent TAFDC grant amounts
- ✓ FMCS screen and Disability Evaluation Services (DES) logs - indicate disability status or pending disability claims
- ✓ Case Record - contains information on all other aspects of eligibility which may affect the 24-month clock

PRISM II User's Guide, Chapter V, 24-Month Time-Limited Benefits, and Appendix C, 24-Month Clock Specification Details contain complete information about the clocks, including circumstances which may require clock adjustments, criteria for adjusting the clock, and guidelines for clock adjustments, in addition to the specifications (i.e., PACES coding requirements) for clock accretion. Additionally, *Transitions Update* Numbers 5, 6 and 8 contain information about special situations which may require clock adjustments.

**Review Countable
Months- (cont.)**

Attachment A, Month 22 Clock Review Sheet, contains a checklist of circumstances which could possibly affect the 24-month clock. Supervisors must complete this worksheet at the time of the clock review. A "yes" answer to any question in Section I indicates that there could possibly be the need for a clock adjustment.

Remember: For a month to count, the recipient must have met the criteria outlined in *PRISM II User's Guide*, Chapter V and Appendix C, for a full calendar month. Pay careful attention to any situation which may require a clock adjustment, such as a disability request, pregnancy, birth of a family cap child, appeal, delay in exemption status change or any "yes" answer in Section I of the Month 22 Clock Review Sheet.

As each month is validated, supervisors must place a checkmark next to that month on the print of the Client Detail screen. Then, when the clock review has been completed, the supervisor must submit the results of the review to the Director or Assistant Director. The results should include:

- the PRISM II Client Detail screen prints showing the countable months;
- the Financial History printout;
- the completed Month 22 Clock Review Sheet; and
- copies of all pertinent screens or any documentation in the case record supporting the accuracy or inaccuracy of the 24-month clock.

**TAO Manager
Responsibilities**

TAO Directors or Assistant Directors must:

- Check the results of the supervisor's review.
- Sign the Month 22 Clock Review Sheet and file the review results in the case record.
- Make clock adjustments as required. (See *PRISM II User's Guide*, Chapter V, pp. C-3 through C-6 for procedures for making clock adjustments.)

**TAO Manager
Responsibilities
(cont.)**

- Annotate the report with the action taken, if any, and a brief explanation of the reason. Indicate also if the clock was found to be correct.
 - Fax the annotated reports to Nancy DeFosse, Central Office Field Operations, at (617) 348-5111 by the 10th of the following month.
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Questions

Policy-related questions should be directed by the Hotline designee to the Policy Hotline at (617) 348-8478. Systems-related questions should be directed to Customer Service at (617) 348-5290.



Massachusetts Department of Transitional Assistance
Month 22 Clock Review Sheet

Case Name _____ Case SSN _____

TAO _____ CAN _____ 24-Month End Date ___/___/_____

SINCE 12-1-96 HAS GRANTEE OR OTHER PARENT BEEN:

Section I

- | | Yes | No |
|---|--------------------------|--------------------------|
| 1. The parent of a Family Cap child | <input type="checkbox"/> | <input type="checkbox"/> |
| 2. The parent of any other child (eligible or ineligible) born after November 1994 | <input type="checkbox"/> | <input type="checkbox"/> |
| 3. Pregnant | <input type="checkbox"/> | <input type="checkbox"/> |
| 4. Disabled or requested a medical exemption | <input type="checkbox"/> | <input type="checkbox"/> |
| 5. Recipient of a grant less than \$10 in any month | <input type="checkbox"/> | <input type="checkbox"/> |
| 6. Recipient of a non-reduced payment standard grant | <input type="checkbox"/> | <input type="checkbox"/> |
| 7. A teen parent | <input type="checkbox"/> | <input type="checkbox"/> |
| 8. A recipient in an AFDC Control Group case (SSN ending in 10 or 20) | <input type="checkbox"/> | <input type="checkbox"/> |
| 9. An undocumented alien | <input type="checkbox"/> | <input type="checkbox"/> |
| 10. An ineligible grantee who is not the parent of a dependent child | <input type="checkbox"/> | <input type="checkbox"/> |
| 11. A caretaker for: in accordance with 106 CMR 203.100 (A)(1)(b) | <input type="checkbox"/> | <input type="checkbox"/> |
| 12. A grantee over the age of 60 | <input type="checkbox"/> | <input type="checkbox"/> |
| 13. A participant in a Department appeal | <input type="checkbox"/> | <input type="checkbox"/> |
| 14. Involved in a 24-month clock adjustment or had a "check clock" PRISM alert | <input type="checkbox"/> | <input type="checkbox"/> |
| 15. Any other factor which might affect the 24-month clock, such as an interruption in benefits | <input type="checkbox"/> | <input type="checkbox"/> |

Section II

Was a financial history reviewed? yes no

Were the Disability Evaluation Services (DES) logs reviewed? yes no

Was the case record reviewed? yes no

Were the following screens printed and reviewed?

PRISM yes no MMIS yes no RECD and DEPD yes no

GRT-1 and GRT-2 yes no FMCS yes no CHEK yes no

Clock is correct as of ___/___/_____.

Clock is incorrect and needs to be changed to _____ months. (Explain)

TAO Supervisor Signature _____

Date _____

TAO Director/Asst. Director Signature _____

Date _____