



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

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**Online Guide Transmittal 2018-33
April 27, 2018**

To: Department of Transitional Assistance Staff
From: Paul Sutliff, Assistant Commissioner for Programs and Field Operations
Re: Cross Programs: Central Case Management Office

Overview

DTA is committed to ensuring program integrity and access to benefits for all eligible Commonwealth residents. At times there may be new or current employees of the Department who are eligible, or designated as a payee, for DTA benefits. In an added effort to provide employees with increased confidentiality, ensure no perceived conflict of interest, and promote the public's trust, such cases will be managed centrally.

Purpose

The purpose of this Online Guide Transmittal is to advise staff of a new dedicated Central Case Management Office scheduled to begin May 7, 2018.

Central Case Management Office

The Central Case Management Office is being established for cases that include at least one filing unit member, assistance unit member, or payee, who is a Department employee. All such cases will be transferred to the Central Case Management Office.

Initial and ongoing case transfers will be performed using data received from the Comptroller's Office. If employment with the Department ends, the case will remain with the Central Case Management Office until the end of the Recertification/Reevaluation period.

**Central Case
Management
Office**
(continued)

Reminder: Department employees must report if they or anyone in their home has applied for, is receiving, or is the payee for DTA benefits to the DTA's Legal Division, as set forth in the Conflict-of-Interest DTA Memo from July 9, 1998 and M.G.L. c.268A

**New Online
Guide Book and
Pages**

Topic: Cross Programs
Book: Central Case Management Office
Page: Central Case Management Office Overview

Topic: Cross Programs
Book: Central Case Management Office
Page: Central Case Management Office Q&A

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 the DTA Mailbox.

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