



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

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Online Guide Transmittal 2018-6
January 19, 2018

To: Department of Transitional Assistance Staff

From:  Paul Sutliff, Assistant Commissioner for Programs and Field Operations

Re: TAFDC and EAEDC - Procedures for Applications Begun at a TAO That Is Not Their Catchment Area

Overview

Applicants for TAFDC and EAEDC may apply at a TAO that does not serve the community in which s/he lives. When this occurs, the individual should complete a Request for Assistance (RFA), be screened for immediate needs, and be informed that the pending case will be immediately transferred to the appropriate TAO where additional application activities will be required.

Note: If the applicant does not have an active or pending SNAP case, he or she must be informed that he or she can apply for SNAP benefits as part of the application process, and be screened for expedited SNAP benefits, if applicable.

Purpose of Transmittal

The purpose of this Online Guide Transmittal is to direct staff to the updated Online Guide pages detailing the procedures for handling TAFDC and EAEDC case applications begun in one TAO and transferred to another.

**Updated Online
Guide Pages**

Topic: EAEDC
Book: Basic Case Activities & Maintenance
Chapter: Transfer a Case
Page: Responsibilities of TAOs - EAEDC

Topic: EAEDC
Book: Basic Case Activities & Maintenance
Chapter: Transfer a Case
Page: Transfer a Case Policy and Procedures - EAEDC

Topic: TAFDC
Book: Basic Case Activities & Maintenance
Chapter: Transfer a Case
Page: Responsibilities of TAOs - TAFDC

Topic: TAFDC
Book: Basic Case Activities & Maintenance
Chapter: Transfer a Case
Page: Transfer a Case Policy and Procedures - TAFDC

Topic: Business Process (BP)
Book: Procedures
Chapter: Cash Procedures
Page: Cash Client Applies at a TAO That Does Not Serve Their
Catchment Area

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.
