



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


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**Online Guide Transmittal 2020-17
February 19, 2020**

To: Department of Transitional Assistance Staff
From:  **Sarah Stuart, Associate Commissioner for Change Management**
Re: EAEDC & TAFDC: Telephone Applications

Overview

The Department of Transitional Assistance (DTA) recognizes that it is not always feasible for TAFDC and EAEDC applicants to get to a local DTA office to complete a face-to-face interview. To ensure everyone has equal access to critical benefits, DTA is formalizing a process to allow TAFDC and EAEDC applicants to apply for assistance without a face-to-face interview.

SNAP applicants must still apply through existing channels.

Purpose

The purpose of this Online Guide Transmittal is to advise staff of updated procedural changes to allow telephone interviews for applications.

**Revised Online
Guide Pages**

Topic: Cross Programs
Book: Applications
Chapter: EAEDC Application Interview
Page: EAEDC Application Interview Overview

**Cont. Revised
Online
Guide Pages**

Topic: Cross Programs
Book: Applications
Chapter: EAEDC Application Interview
Page: Application Interview Workflow Tab RFA

Topic: Cross Programs
Book: Applications
Chapter: TAFDC Application Interview
Page: TAFDC Application Interview Overview

Topic: Cross Programs
Book: Applications
Chapter: TAFDC Application Interview
Page: Application Interview Workflow Tab RFA

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.