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
### 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.