



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

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**Online Guide Transmittal 2020-28  
March 24, 2020**

**To: Department of Transitional Assistance Staff**  
**From: Sarah Stuart, Associate Commissioner for Change Management**  
**Re: TAFDC & EAEDC: Initiate an Online Application**

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**Overview**

In response to the recent state of emergency, the Department is temporarily allowing individuals to begin an application for TAFDC and EAEDC online. Effective March 24, 2020, individuals can initiate an application for TAFDC and EAEDC online by going to [www.mass.gov/DTAConnect](http://www.mass.gov/DTAConnect).

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**Purpose**

The purpose of this Online Guide Transmittal is to advise staff of new procedural changes to allow applicants to initiate an application online for EAEDC and TAFDC. These changes include:

- procedural changes;
  - BEACON views;
  - TAO manager role;
  - case manager role; and
  - forms that require a signature.
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## Procedural Changes

Individuals can initiate an application for TAFDC and EAEDC benefits by phone or online at [www.dtaconnect.com](http://www.dtaconnect.com). When an individual applies online, they attest to providing truthful statements under penalty of perjury and are provided with the same notice of Rights and Responsibilities as applicants who apply through other means. Online applicants are subject to the same application processing requirements. The only difference between an online application and other methods of applications is that the signature is provided electronically.

When a TAFDC or EAEDC application is initiated online, the applicant is given:

- the application number for tracking purposes;
- the option to download a PDF of the completed application;

TAFDC and EAEDC applications submitted online are visible in the TAFDC/EAEDC Web Applications View under Daily Priority Actions.

## Beacon View

The view contains the following fields:

- Grantee
- SSN (last 4 digits)
- Program
- Received Date
- Web ID - reference number applicant receives from DTACConnect.com

Applications will populate in the TAFDC/EAEDC Web Applications View for the office the application is assigned to, based on the zip code used to apply. If no zip code was entered the application will be assigned to the Central Case Management Office (CCMO). The CCMO will transfer the case to the local office once it is established.

## TAO Manager

A TAO manager or their designee must check this view throughout the day and assign any pending applications to a case manager to complete the application interview over the phone. No data will transfer from the web application into BEACON. The case manager must enter all data into BEACON. Once the RFA Signature Page has been completed, the application data will be removed from the TAFDC/EAEDC Web Applications view.

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**Case Manager**

The case manager can view the Web Application data sheet from the TAFDC/EAEDC Web Applications View. This sheet contains the information the applicant entered online and must be printed out and scanned into the electronic case folder. This can be used to guide the conversation with the applicant, but all questions in the BEACON application workflow must be asked during the telephone interview.

The case manager can enter the electronic case folder from the view to start the Request for Assistance. The application date must be the received date from the view. Applications submitted to DTA after 5:00 p.m. on a business day, on a weekend or a holiday, must be assigned an application start date on BEACON of the next business day. The case manager must **attempt a series of three cold calls to complete the interview**. If you are not able to reach the applicant, complete the RFA, and schedule a telephone interview within 5 days. If you have a client without a working phone number, with an in-office ADA accommodation, or with HLS, please contact the Ombuds office.

**Forms**

Web applications contain an electronic signature. A paper application does not need to be sent to the client for signature when the application was initiated on the DTA Connect website. However, all other forms that require a signature, such as the *Absent Parent Information* Form and the *AP-SSI-IAR*, must be mailed out for a signature and included on the VC1.

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**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.