



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

DEVAL L. PATRICK  
Governor


JOHN W. POLANOWICZ  
Secretary

TIMOTHY P. MURRAY  
Lieutenant Governor

STACEY MONAHAN  
Commissioner

**Operations Memo 2013-38**  
**July 26, 2013**

**To:** Department of Transitional Assistance Staff

**From:**  Lydia Conley, Deputy Assistant Commissioner for Policy, Program and External Relations

**Re:** TAFDC – Extension Process and BEACON Changes

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**Overview**

Any client who has exhausted 22 months of time-limited benefits must be given the opportunity to request an extension. The Department has developed a process for clients to request an extension of TAFDC benefits beyond the 24-month period. To date, the extension process has been largely completed outside of BEACON.

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**Purpose**

The purpose of this Operations Memo is to advise DTA staff about:

- changes to BEACON which incorporate the extension process;
  - notices attached to the BEACON changes; and
  - processing extensions through BEACON.
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**Obsolete Memos** The following memos are obsolete:

Operations Memo 2013-20, Operations Memo 2013-9, Field Operations Memo 2000-29 and Field Operations Memo 2000-29 A.

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**Obsolete Forms** The following forms are now obsolete:

- *TAFDC Update (TP-TAFDC-TER);*
  - *Extension Approval Letter;*
  - *Extension Denial Letter;*
  - *Extension Decision Cover Sheet;*
  - *Extension Request and Agreement (24-EXR/A);*
  - *Final Transition Plan (TAFDC-FTP);*
  - *Month 22 Clock Review and Month 24 Adjustment Sheet (TAFDC-12);*
  - *Recommendation for an Extension/Director's Decision Summary (24-RFE).*
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**Revised  
Brochure**

The *Requesting TAFDC Beyond the 24-Month Limit on Benefits* brochure has been revised.

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**New Notices and  
Forms**

The following notices to be used in the 24-month time limit/extension process are BEACON-generated:

- *TAFDC Time-Limit Information (Attachment A):* This automatically generated notice is sent to clients who have used their 3<sup>rd</sup>, 6<sup>th</sup>, 9<sup>th</sup>, 12<sup>th</sup>, 15<sup>th</sup> and 18<sup>th</sup> month of time-limited benefits advising them of their time remaining and activities in which to participate to reach self-sufficiency. For two-parent cases, each parent will receive this notice, which will also advise them how many months the case has used. These notices will also advise clients of reasons why they may be exempt from time-limited benefits and the work program.  
**Note:** After Build 45.7 is implemented (scheduled for July 29, 2013), these notices will be sent starting on the first night that the BEACON Batch system is run. Initially, all clients who have used between 3 and 21 months at that point will be issued a notice based on time used on the first night that the batch is run.
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**New Notices and Forms (continued)**

- *TAFDC Extension Request Reminder (Attachment B)*: This automatically generated notice is sent to clients who have used their 22<sup>nd</sup> month of time-limited benefits advising them that their time-limited benefits will be ending soon and that an extension of TAFDC benefits may be requested if they are not self-sufficient by the end of their time-limited benefits. For two-parent cases, this notice will be sent out when the parent who has used the most months has used 22 months.  
**Note:** After Build 45.7 is implemented, these notices will be sent starting on the first night that the BEACON Batch system is run. Initially, clients who have used 22 months at that point will be issued a notice on the first night that the batch is run.
  - *Extension Appointment Notice (Attachment C)*: This case manager requested notice is sent to the client advising him or her about the time and date to come to the TAO to request an extension. For two-parent cases, it advises the client that both parents must be present for the interview. This notice should not be sent if the months used are less than 21. The case manager should select the Appointment Type of “Ext. Appt. In Office” to request the notice from the Schedule Appointment page.
  - *Telephone Appointment Extension Letter (Attachment D)*: This case manager requested notice is sent to the client advising him or her about the time and date for a telephone interview to request an extension. For two-parent cases, it advises the client that both parents must be available for the interview. This notice should not be sent if the months used are less than 21. The case manager should select the Appointment Type of “Ext. Appt. Telephone” to request the notice from the Schedule Appointment page.  
**Note:** Both of these appointment notices are available if there is a current extension.
  - *TAFDC Extension Refusal Form (Attachment E)*: This case manager requested form is printed if a client does not want an extension. This notice will be generated for the client to sign stating that they do not want an extension at this time, but can ask for one any time in the future. For two-parent cases, both parents must sign this form. If the case manager is conducting a telephone interview, the form should be mailed to the client and this must be noted on the Narrative tab. If the client does not return the form also note this on the Narrative tab. The case will close automatically at the end of the 24-month period. The case manager must always check the Signed/Telephone Interview checkbox.
  - *TAFDC Extension Approval Notice (Attachment F)*: This automatically generated notice informs the client of the approval and length of the extension.
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**New Notices and Forms (continued)**

- *TAFDC Extension Denial Notice* (Attachment G): This automatically generated notice informs the client that his or her extension is denied and the denial reason.
  - *TAFDC Extension Expiration Warning Notice* (Attachment H): One month before the end of his or her extension, this automatically generated notice is sent to inform the client that his or her extension is ending and what the client must do to request another extension.
  - *Case Review Summary/Extension Request and Agreement form*: This case manager requested form prints (either locally or centrally) the information from the client's case (as well as the client's specific circumstances) that will be used to determine eligibility for an extension. This form is requested from the new Extension Request Interview Confirmation tab that can be found in the new Extension Request Disposition section of the Extension Request workflow.
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**BEACON Changes**

BEACON Build 45.7, incorporates the following changes for the BEACON extension process:

*Views*

- *State Clocks view*: Nonexempt cases will appear at the top of the view (with those cases having used the most months appearing first in that grouping) followed by Exempt cases (with those cases using the most months appearing first in that grouping). Additionally, the following columns have been added to the view: Expected 24 Month/Extension End Date, Month (that the latest Count references), Extension Appointment Date, Extension Request status, TAFDC Subtype, Type (of Extension Request Document Sent), Extension Request Document Sent Date, Grantee Name and Grantee SSN.
  - *Pending TAFDC Extension Request view*: A pending Extension Request will appear on the view immediately when a request is made (no Interview Wrapup is needed for the request to appear on this view). The view will also display the progress of the extension request as it is reviewed by the case manager, TAO supervisor, TAO director and Central Office staff respectively. All pending Extension Requests will remain on the view for the case manager, TAO supervisor, and TAO director until the request is dispositioned, and the Interview Wrapup is authorized by the case manager, TAO supervisor, and TAO director. Also, Central Office staff will reassign the request to the Central Office designees.
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**BEACON  
Changes  
(Continued)  
Edits**

- Electronic Case Folder (ECF) edits: two new edits will appear when a case manager goes to the ECF Workflow tab and selects any workflow (except the Extension Request workflow):
  - ✓ If the client or other parent in a nonexempt TAFDC case is at month 23, and the Extension Appointment notice has not been generated, a pop-up message will inform the case manager of this situation.
  - ✓ If the client or other parent in a nonexempt TAFDC case is at month 25, and the Extension Appointment notice has not been generated or an extension is otherwise not requested/declined, a hard edit will prevent the case manager from performing any work on the ESP Services workflow.
- Interview Wrapup Authorization edit: this edit will prevent access to the Interview Wrapup Pending Authorization page, if a client or other parent of a nonexempt TAFDC case is at 25 months or greater, and the Extension Appointment notice has not been generated or an extension is otherwise not requested/declined. A user capability to override the edit for TAO directors will be available.

**Note:** Division of Hearings, Program Integrity Unit, Fraud Investigation Data Match Unit, batch jobs and closings or denials will not be impacted by this change.
- Cases that are on Monthly Reporting will be automatically removed from Monthly Reporting once approved for an extension.
- Extension requests cannot be approved prior to month 24.

*Actuate Report*

- The *TAFDC State 24-Month Time Limit Tracking Detail Report* will display Pending Requests as soon as the Extension Request is made (excluding Pending Requests associated with closed TAFDC cases which will not be displayed). No Interview Wrapup action needs to be taken by the case manager/TAO supervisor for the case to appear on this Report. The following columns will be added to the report: Extension Request Date, Extension Request Appointment Date and Closing Date (Pending Release Date).

*Extension  
Request Page  
Revisions*

*Extension Request page revisions:*

- The page will be available for update for TAFDC cases with 22 nonexempt months. If there is a two-parent case, the details for the parent with the higher number of months will be displayed in the outline field.
  - The outline field will display: TAO, Client Name, Months Used, Request Status and the Answer to the Requested question.
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**BEACON**  
**Changes**  
*Extension*  
*Request Page*  
*Revisions*  
**(continued)**

- A check-box will be available for the case manager to certify that he or she has reviewed the accuracy of the 22 nonexempt months.
- A Yes/No radio button will be available for the case manager to record whether the client wants an extension or not. The case manager needs to click the “Declination print...” button to print a *TAFDC Extension Refusal Form* for the client to sign if the client does not request an extension at this time.
- Requires the case manager to enter the Reason for Request in free-form text.
- Allows the case manager to indicate the client signed the *TAFDC Extension Refusal Form*, or declined to request during a *Telephone interview*. If the page is saved with a Request of “No” an Extension Request will appear on the Interview Wrapup Selection page. Following current procedure, the case manager, TAO supervisor, and TAO Director are required to approve the Interview Wrapup Request.
- Sets a number of existing and new pages to require visitation when the page is saved, if an extension is requested.

*New Pages*

- *Extension Request Interview Page/Question Tab*: used to collect the answers to the reason why the client believes an extension is appropriate.
  - *Extension Request Interview Page/Confirmation Tab*: used to verify that the following has been explained to the client:
    - ✓ time-limited benefits rule and actual months used,
    - ✓ extension rules,
    - ✓ transitional child care and transitional MassHealth and SNAP eligibility,
    - ✓ availability of earned income credits and
    - ✓ Domestic Violence Waiver rules,and to request a print of the Case Review Summary/Extension Request and Agreement Print Notice.
  - *Extension Request /Recommendation-Decision/Recommendation tab*: used by the case manager and TAO supervisor to record their recommendations and the proposed length of the extension.
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**BEACON  
Changes  
(continued)**  
*New Pages*

- *Extension Request /Recommendation-Decision/Decision/Review tab:* takes the place of the current Director's Decision Summary and is used to record the TAO director's decision to approve or deny the extension request. Also, the Central Office section allows the commissioner/designee the ability to revise the decision.
  - *Extension Request Disposition page:* used by the case manager to record the extension decision (approval/denial) as determined by the TAO director and Central Office reviewer by the commissioner/designee. When the page is saved by the case manager, an Extension Request will appear on the Interview Wrapup Selection page. Following current procedure, once the case manager enters the Extension Request decision, the case manager, TAO supervisor, and TAO Director are required to approve the Interview Wrapup Request. This page is only available once the decision has been entered by the Central Office reviewer.
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**Extension  
Process:**  
*Case Manager  
Responsibilities*

The extension request process remains largely unchanged. However, the method of processing the extension request is changing from a paper-centric, manual process to a BEACON process with more automation of functions.

Beginning July 29, 2013, nonexempt clients will begin receiving, at specific intervals, notices informing them how many months they have used of their 24 months of time-limited benefits. Once a client has used 22 months, he or she will receive a notice with information about applying for an extension.

**Note:** In a two-parent household, *each* parent will receive the notice based on the number of months he or she has used. Additional text will also inform the client how many months the entire case has used of the 24 months of time-limited benefits, since the parent with the most months determines when the case will close for having used 24 months of time-limited benefits.

To process an extension request, case managers must:

- review the State Clocks view to determine which clients have reached month 22 of their time-limited benefits and need an appointment scheduled;
  - schedule an appointment (either telephonically or face-to-face) with the client to determine if he or she will request an extension;  
**Note:** A client who does not keep this appointment or attends the appointment and does not request an extension will have his or her case closed automatically at the end of month 24. The failure to keep the appointment or the declination must be noted on the Narrative tab.
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**Extension  
Process  
(continued)**  
*Case Manager  
Responsibilities*

- at the appointment, review the Time Limits page on the Program Administration workflow to ensure the client's State Clock information is accurate and make any adjustments as needed according to established procedures;
  - go to the Extension Request page and select the record;
  - check off the Clock months reviewed checkbox;
  - ask the client if he or she wants an extension:
    - ✓ if the client answers no, the *TAFDC Extension Refusal Form* notice must be printed for the client to sign by clicking the Declination Print button. The form must be sent with a VC-1 to the client who is having the extension conducted telephonically giving the client 10 days to return the form. No other action needs to be taken at this time; and  
**Note:** This response must also be noted on the Narrative tab: "Client did not request an extension at this time." Note also if the form was signed or not.
    - ✓ if the client answers yes, enter the Reason for request in the free-form text box and select the Situation from that drop-down box. The Extension Request Screening workflow must be visited for completion;
  - provide the client the *Requesting TAFDC Beyond the 24-Month Limit on Benefits* brochure, the *Earned Income Tax Credit* brochure and the *Child Care Fact Sheet* brochure;
  - complete the Extension Request Screening workflow by asking the client if the information has changed or needs updating. The Extension Request Screening workflow is used to review and update, if needed, the following pages of the client's current case: Address/Housing Type, Assessed Person, Personal Relationships, Pregnancy, Caretakers, AU Mandatory/Responsible, AU Composition Results, Sanctions, Work Requirements – TAFDC, Citizenship, INS Designation, Absence, Disability, Disability Determination, School Status, Employment Status, Earned Income, Other Income Status, Shelter Expenses, Domestic Violence and Time Limits;  
**Note:** Many of these pages should not need updating, but the information contained on these pages is used in part to determine eligibility for an extension and must be reviewed.
  - on the Extension Request Disposition workflow, review the following pages with the client: Employment History, Potential Barriers, ESP Activity Disposition and Monitor Participation. If there are changes needed to these pages, proceed to the ESP Services workflow to edit these pages and then return to the Extension Request workflow. If no change is needed continue to the Extension Request Interview page;
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**Extension  
Process Case  
Manager  
Responsibilities  
(continued)**

- complete the Question tab of the Extension Request Interview page in the Extension Request Disposition workflow, asking the client the questions on the tab and recording the answers in the field below each question. The questions are:
    - ✓ What is your reason for requesting a TAFDC Extension?
    - ✓ What did you do to cooperate with the Department in work related activities, finding a job and preparing to support your family?
    - ✓ Do you need child care? If yes, explain.
    - ✓ Is the non-custodial (absent) parent paying child support? If yes, how much?
    - ✓ Do you have transportation issues? If yes, explain.
    - ✓ Have you rejected or refused job offers? If yes, explain.
    - ✓ Have you quit a job or reduced your hours? If yes, explain?
    - ✓ If working part time did you receive an offer or increase your hours? Did you accept the offer? If no, explain?
    - ✓ Are you now participating in an employment or skills training or other activity to get a job?
    - ✓ What can you do at this time to increase your income and/or find a job?
    - ✓ Are there health issues, including drug or alcohol use that are interfering with your finding a job? If yes, describe any treatment you are receiving?
    - ✓ How will you support your family when your time limited benefits end?
  - on the Confirmation tab of the Extension Request Interview page, click the checkboxes verifying that the following has been explained to the client:
    - ✓ time-limited benefits rule and actual months used,
    - ✓ extension rules,
    - ✓ transitional child care with the *Child Care Fact Sheet* brochure and transitional MassHealth and SNAP eligibility,
    - ✓ availability of earned income credits with the *Earned Income Tax Credit* brochure,
    - ✓ provided and reviewed the *Requesting TAFDC Beyond the 24-Month Limit on Benefits* brochure; and
    - ✓ Domestic Violence Waiver rules;
  - click the Print button (Local for in-office, Central for telephonic) to print the *Case Review Summary/Extension Request and Agreement form*;
  - have the client review, sign and date the *Case Review Summary/Extension Request and Agreement form* and make a copy of the signature page for the case record;
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**Extension  
Process Case  
Manager  
Responsibilities  
(continued)**

- inform the client that he or she will receive a notice regarding the extension request. The client has completed the interview; and
  - on the Recommendation tab of the Extension Request Recommendation - Decision page, select Yes/No Recommendation radio button, complete the Explanation free-form text section and the Months Extended field (if the No radio button is selected, enter 0). The client's name will appear on the Priority Actions/Pending TAFDC Extension Request view for the Supervisor to review. Enter the recommendation information on the Narrative tab.
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**Extension  
Process:  
Supervisor's  
Responsibilities**

Once the Recommendation tab of the Extension Request Recommendation - Decision page is completed by the case manager, the client's name will appear on the Priority Actions/Pending TAFDC Extension Request view. This view is available for all TAO staff to view once a case requires a Recommendation/Decision. The case will remain on the view until the four levels of an Extension Request decision and the three levels of the Interview Wrapup Authorization process are complete. The TAO supervisor accesses the client's case record from this view and completes the Recommendation tab of the Extension Request Recommendation - Decision page.

**Note:** Prior to completing this tab, the TAO supervisor should review the *Case Review Summary/Extension Request and Agreement form* either on BEACON or a printed copy to ensure all aspects of the case are considered before making the extension decision.

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**Extension  
Process: TAO  
Director's  
Responsibilities**

Once the Recommendation tab of the Extension Request Recommendation - Decision page is completed, the client's name will appear on the Priority Actions/Pending TAFDC Extension Request view for TAO staff with a role of TAO Director Authorization. The TAO director accesses the client's case record from the view and completes the Decision/Review tab of the Extension Request Recommendation - Decision page. No extension request can be submitted until month 24.

**Note:** Prior to completing this tab, the TAO director should review the *Case Review Summary/Extension Request and Agreement form* either on BEACON or a printed copy to ensure all aspects of the case are considered before making the extension decision.

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**Extension  
Process: Central  
Office  
Responsibilities**

Once the TAO Director section of the Decision/Review tab of the Extension Request Recommendation - Decision page is completed, it will appear on the Central Office Extension Coordinator's view: Pending TAFDC Extension Request, to assign the extension request to the commissioner/designee for review.

The commissioner/designee will access the Decision/Review tab of the Extension Request Recommendation - Decision page and after reviewing the director's decision, complete the following fields: Review (Agree or Disagree), and Explanation.

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**Extension  
Process: TAO  
Director's  
Responsibilities**

Once the Decision/Review tab of the Extension Request Recommendation - Decision page is completed by the commissioner/designee, the client's name will appear on the Daily Priority Actions/Pending TAFDC Extension Request view with all four recommendations/decisions and reviews completed. The four columns of the view (Recommend CM, Recommend Supr, Decision Dir and Review CO) will have dates entered.

The TAO director will inform the case manager and TAO supervisor that the extension request is ready to be processed. If the Central Office recommendation differs from the TAO decision, Central Office requested changes must be made and the extension request will need to be resubmitted following procedures in this Operations Memo.

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**Extension  
Process: Case  
Manager's  
Responsibilities**

Once the TAO director informs the case manager and TAO supervisor that the extension request is ready to be processed, the case manager must:

- enter whether the extension request was approved or denied, as directed, on the Extension Request Disposition page; and
    - ✓ If the extension request is being denied select the appropriate denial reason from the Reason drop-down box.
    - ✓ If the extension is being approved, the End Date will prepopulate based on the number of months from the approval date to ensure that the client receives the *TAFDC Extension Expiration Warning* notice.
  - go to the Interview Wrapup page to authorize the extension decision.  
**Note:** Following current procedures, this must also be authorized by the TAO supervisor and the TAO director.
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**Final  
Instructions**

Once the Interview Wrapup Request's Pending Release Request is authorized:

- the Extension Request no longer appears on the Pending Extension Request view,
- the data on the current Extension Request page will be displayed on the page's History section;
- the extension status will be noted on the State Clocks view and the *TAFDC State 24-Month Time Limit Tracking Detail Report* on Actuate.
- another new potential request will become available on the Extension Request page for future extension requests, as needed; and
- the data from the Extension Request Interview and Recommendation-Decision pages will be available in the As of Date Inquiry.

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**Questions**

If you have any questions, please have your Hotline designee call the Policy Hotline.

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**Attachment A**

Mary Jones  
101 Main Street  
Lawrence, MA 01840

Agency ID: 9999999  
Lawrence TAO - DTA

07/08/2013

**TAFDC TIME LIMIT INFORMATION NOTICE**

Dear Larry Jones:

**Benefits You Have Used.** Our records show that you have used 9 months of your 24 months of time-limited benefits.

**Benefits Your Case Has Used.** Your case has used 20 months of 24 months of benefits. Your case has 4 months of TAFDC left.

While you are getting these benefits, you should be working towards self-sufficiency by meeting your work program requirement. Some of the ways you can do this are:

- working;
- participating in an education and training program;
- participating in Employment Ready (job search); or
- participating in a community service activity.

Please call your case manager John Smith at 978-999-9999 if you need help choosing an activity to help you get a full time job. You can also talk to your case manager about any barriers you have that stop you from working or participating.

Once you find work and stop getting TAFDC, you *may* still be eligible for MassHealth. You may be eligible to get help with child-care for the next 12 months if you are working. **Most people continue to be eligible for SNAP benefits.**

**Attachment B**

15 Union St CAN 999  
Lawrence, MA 01840

Important Notice - Read Carefully [9999]  
Este Mensaje Es Importante – Lea Cuidadosamente

**Massachusetts Department of Transitional Assistance**

Mary Jones  
101 Main Street  
Lawrence, MA 01840

Agency ID: 9999999  
Lawrence TAO - DTA

07/08/2013

**TAFDC EXTENSION REQUEST REMINDER**

Dear Mary Jones:

You have used 22 months of your 24 months of TAFDC time-limited benefits. If you need TAFDC after month 24, you must ask for and get an extension of time-limited benefits. To do this, you must:

- ask for and be approved for an extension;
- meet all TAFDC program rules;
- show that you are cooperating and have cooperated with the Department in participating in activities that will help you reach self-sufficiency.

By month 24 if you are not self-sufficient, you may be eligible for an extension of TAFDC benefits. Your case manager John Smith will talk to you about this. If you get an extension, you must continue looking for work.

Once you find work and stop getting TAFDC, you *may* still be eligible for MassHealth. You may be eligible to get help with your child-care payments for the next 12 months if you are working. **Most people continue to be eligible for SNAP benefits.**

Call your case manager if:

- you think you have more months of time-limited benefits remaining;
- you have any questions about benefits you may be eligible for when you find work; or
- you have any questions about applying for an extension.

Your case manager will schedule an appointment to discuss your need for an extension.

## Requesting TAFDC Beyond the 24-Month Limit on Benefits

Massachusetts law limits the amount of time a family can get TAFDC if the family is **non-exempt**. Families who are nonexempt get TAFDC for a total of 24 months within a 60-month period. If your benefits stop because of this rule, all members of your family lose benefits. This rule applies to each parent in a two-parent family. If one of the parents has used 24 months, then the entire family loses TAFDC.

### How Do I Request an Extension of TAFDC?

You must be eligible for TAFDC to get an extension.

If you used 22 months of benefits but believe you need to continue getting benefits beyond month 24, you may ask to have your benefits continue. This is called an **extension**. To ask for an extension, you must tell DTA why you need it. Your case manager can help you fill out the forms to ask for an extension. If you ask for an extension, you will continue to get TAFDC benefits until a decision is made on your extension request.

Important things you should know:

- If you do not ask for an extension in either month 23 or 24, your benefits will stop at month 25.
- Each extension is usually only for two or three months.
- There is no limit to the number of extensions you may request.

### Who Decides Whether I Get an Extension?

DTA's Commissioner or designee will decide if you get an extension. The rules DTA uses to decide whether you get an extension are found in this brochure.

We will look at what you are doing to find a full-time job. We will also look to see if you have cooperated with the Department in work-related activities.

Work-related activities are those which will lead to full-time employment. They include but are not limited to:

- employment ready (job search);
- a job; and/or
- education or training program.

If you do not do these activities without good cause, the Department may deny your extension request.

Good cause includes:

- lack of appropriate and available child care;
- lack of affordable and reliable transportation;
- lack of an available community service site identified by DTA;
- a temporary disability or illness; or
- other reasons we approve (including a family crisis, emergency or other compelling circumstances).

### What are the factors DTA uses in deciding to extend a family's benefits?

The DTA Commissioner or designee looks to see if you:

- 1) cooperated, and continue to cooperate, with the DTA in work-related activities;
- 2) are working towards self-sufficiency;
- 3) rejected job offers, reduced your hours, or quit a job without good cause.
- 4) got fired for a good reason; and,
- 5) you have been sanctioned or not cooperated with DTA's rules and regulations.

DTA also looks at whether:

- 6) appropriate job opportunities exist in your area. A job opportunity is appropriate when you meet the minimum requirements for the job.
- 7) suitable child care is available. Child care is suitable when it meets state standards and it is available during your work hours and commuting time.

**I am in a training program. Can I get an extension?**

If you are participating in an approved education or training program at the end of your 24-month period and ask for an extension, you will be given a three-month extension to complete the activity. If needed, DTA may give you a second three-month extension to finish the activity.

**I am working. Will DTA give me an extension?**

You must be eligible for TAFDC. If you are working full-time, DTA will give you an extension. Full time means at least 35 hours per week.

**What if I don't ask for an extension now but need one later?**

You can ask for an extension at any time during the period you can't get TAFDC because of the time limit.

**Is there any other way I can get TAFDC when my benefits stop because of the time limit?**

Yes. You must be eligible for TAFDC. Even if your benefits stopped because of your time limit, you can get TAFDC if you meet a TAFDC exemption rule. Your case manager can explain exemptions to you.

**Are there waivers of the time limit rules?**

Yes. If you are a victim of Domestic Violence, you may request a waiver of the time limit. Your case manager can explain the Domestic Violence waiver rules to you. If you want a waiver, you must meet with a DTA Domestic Violence Specialist.



**Attachment C**

15 Union St CAN 999  
Lawrence, MA 01840

Important Notice - Read Carefully [9999]  
Este Mensaje Es Importante – Lea Cuidadosamente

**Massachusetts Department of Transitional Assistance**

Mary Jones  
101 Main Street  
Lawrence, MA 01840

Agency ID: 9999999  
Lawrence TAO - DTA

07/08/2013

**Extension Appointment Notice**

Dear Mary Jones:

I have scheduled an interview with you on 07/25/2013 at 09:00 A.M. at the Fall River TAO- DTA, 1567 Main Street, Fall River, MA 02720 so that we can discuss the end of your time-limited benefits.

If you have any questions, or cannot keep this appointment, call me before the day of the appointment to reschedule.

Your benefits may stop or be reduced if you do not keep this appointment or if you do not call me to reschedule before the day of the appointment. If you believe you have a good reason for not keeping this appointment, please call me right away.

You will get a separate notice if your TAFDC benefits are to be stopped or reduced. Also, you have the right to appeal any action taken by the Department. The appeal form will be on the reverse side of the closing or reduction notice.

Joe Green  
Case Manager Name

(781) 999-1111  
Case Manager's Telephone Number

**Attachment D**

15 Union St CAN 999  
Lawrence, MA 01840

Important Notice - Read Carefully [9999]  
Este Mensaje Es Importante – Lea Cuidadosamente

**Massachusetts Department of Transitional Assistance**

Mary Jones  
101 Main Street  
Lawrence, MA 01840

Agency ID: 9999999  
Lawrence TAO - DTA

07/08/2013

**Telephone Appointment Extension Letter**

Dear Mary Jones:

I have scheduled an appointment for a telephone interview with you on 07/25/2013 at 09:00 A.M so that we can discuss the end of your time-limited benefits. I will be calling (781) 999-9999 to speak with you.

If you have any questions, or cannot keep this appointment, call me before the day of the appointment to reschedule.

Your benefits may stop or be reduced if you do not keep this appointment or if you do not call me to reschedule before the day of the appointment. If you believe you have a good reason for not keeping this appointment, please call me right away.

You will get a separate notice if your TAFDC benefits are to be stopped or reduced. Also, you have the right to appeal any action taken by the Department. The appeal form will be on the reverse side of the closing or reduction notice.

Joe Green  
Case Manager Name

(781) 999-1111  
Case Manager's Telephone Number



**Attachment F**

15 Union St CAN 999  
Lawrence, MA 01840

Important Notice - Read Carefully [9999]  
Este Mensaje Es Importante – Lea Cuidadosamente

**Massachusetts Department of Transitional Assistance**

Mary Jones  
101 Main Street  
Lawrence, MA 01840

Agency ID: 9999999  
Lawrence TAO - DTA

07/08/2013

**TAFDC EXTENSION APPROVAL NOTICE**

Dear Mary Jones:

**What DTA decided:** Your request for an extension of your TAFDC benefits beyond the 24-months of time-limited benefits has been approved. This extension will last until 08/31/2013, provided you meet all program requirements.

**What you must do.** You must continue to meet all TAFDC rules and extension rules during the extension period. During this period, you will be expected to find a full-time job and/or become self-sufficient. You will be referred to work-related activities to help you. If you do not cooperate with the Department in work-related activities, your extension may be terminated. Also, future extension requests may be denied.

Your case manager will contact you each month to check your progress.

If you get SNAP benefits, you will continue to get them. If your TAFDC and/or SNAP benefits change, you will get a separate notice.

If you need help with child care, please call your case manager.

**Questions?** Please call:

- Your case manager John Smith at 978-999-9999 if you have any questions about your case or you need help because of a disability; or
- Recipient Services at 1-800-445-6604 if you have trouble reading or understanding this notice.

**See Your Benefits Online:** You may get information about your DTA benefits online. Sign up for My Account Page (MAP) at [www.mass.gov/vg/selfservice](http://www.mass.gov/vg/selfservice). This will let you check the status of your case, print your benefit information and see recent notices. You can also call the DTA Automated Hotline at 1-877-382-2363.

**Tell us about changes!** You must report all changes in income, assets or family size to your case manager within 10 days. You must also tell us right away about changes in your mailing address and phone number. The post office does not forward DTA mail.

To ask about free legal services, call: Merrimack Valley Legal Service/Lawrence at 978-687-1177.

The regulations used in this decision are 106 CMR: 203.200, 203.210. You can find our regulations online at [www.mass.gov/dta/regulations](http://www.mass.gov/dta/regulations).

**Attachment G**

15 Union St CAN 999  
Lawrence, MA 01840

Important Notice - Read Carefully [9999]  
Este Mensaje Es Importante – Lea Cuidadosamente

**Massachusetts Department of Transitional Assistance**

Mary Jones  
101 Main Street  
Lawrence, MA 01840  
07/08/2013

Agency ID: 9999999  
Lawrence TAO - DTA

**TAFDC EXTENSION DENIAL NOTICE**

Dear Mary Jones:

**What DTA decided:** DTA has **denied** your request to extend your TAFDC benefits beyond 24 months. Your extension request was denied for the following reason:

You failed to cooperate with the Department in work-related activities.

**What This Means.** This means your TAFDC benefits will be stopped. If you get SNAP benefits you will continue to get them. You will receive a separate notice about your benefits.

You have the right to make another request for an extension of TAFDC benefits beyond the 24-month period at any time.

If you disagree with this decision, you can request a fair hearing. To request a fair hearing, complete the form on the other side of this notice.

**Questions?** Please call:

- Your case manager John Smith at 978-999-9999 if you have any questions about your case or you need help because of a disability; or
- Recipient Services at 1-800-445-6604 if you have trouble reading or understanding this notice.

To ask about free legal services, call: Merrimack Valley Legal Service/Lawrence at 978-687-1177.

The regulations used in this decision are 106 CMR: 203.200, 203.210. You can find our regulations online at [www.mass.gov/dta/regulations](http://www.mass.gov/dta/regulations).

Attachment H

15 Union St CAN 999  
Lawrence, MA 01840

Important Notice - Read Carefully [9999]  
Este Mensaje Es Importante – Lea Cuidadosamente

**Massachusetts Department of Transitional Assistance**

Mary Jones  
101 Main Street  
Lawrence, MA 01840  
07/08/2013

Agency ID: 9999999  
Lawrence TAO - DTA

**TAFDC EXTENSION EXPIRATION WARNING NOTICE**

Dear Mary Jones:

**Your Extension is Ending.** Your extension of 24 months of benefits is scheduled to end on 07/18/2013.

**What You Must Do:** If you want another extension of benefits, you must contact your case manager John Smith before 07/21/2013. If you do not, your case will close. If your case closes, you can apply for an extension of benefits at any time.

If you want another extension, you must:

- Request and be approved for an extension;
- Continue to meet all TAFDC program rules;
- Continue to cooperate in extension activities that will help you get full time work.

If you have any questions, call John Smith at 978-999-9999.

Once you find work and stop getting TAFDC, you *may* still be eligible for MassHealth. You may be eligible to get help with child-care for the next 12 months if you are working. **Most people continue to be eligible for SNAP benefits.**