



**Commonwealth of Massachusetts**  
*Executive Office of Health and Human Services*  
**Department of Transitional Assistance**  
 600 Washington Street • Boston, MA 02111


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 Commissioner

**Field Operations Memo 2005-44**  
**September 1, 2005**

**To: Transitional Assistance Office Staff**  
**From:  Cescia Derderian, Assistant Commissioner for Field Operations**  
**Re: Change in Procedure for Warrant Match Unit Returned Mail**

**Background**

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The Warrant Match Unit (WMU) currently processes returned Warrant Match mail by sending a copy of the returned mail envelope via FAX to all appropriate managers in each TAO. Current procedures require verification of address and notification of changes to the WMU. TAOs are also expected to follow existing procedures for AU closings when appropriate.

**Change in Procedure Occurs in October**

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Beginning in October, the WMU at Centralized Eligibility Operations will process all returned mail to Central Office by closing the AU for “Whereabouts Unknown – Mail Returned” and will note the closing on the BEACON Narratives tab.

If a closing is subsequently “pulled” by the AU Manager, or the closing took effect and the AU Manager reopened the AU because of updated information, the change should be entered on the BEACON Narratives tab in order for the warrant information to be re-mailed to the recipient.

**Questions**

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If you have any questions, please have your Hotline designee call the Policy Hotline at 617-348-8478.

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