



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


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**Field Operations Memo 2007-33**  
**June 25, 2007**

**To:**  **Transitional Assistance Office Staff**  
**From:** **John Augeri, Assistant Commissioner for Field Operations**  
**Re:** **EA – Toolbox**

**Background**

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Toolbox money is available for *prevention* **until June 30, 2007** as a Housing Assistance Program (HAP) service to Emergency Assistance (EA) eligible families. While a family does **not** have to be eligible for EA **shelter** to receive this or any other HAP service, they must be eligible for EA under 106 CMR 309.020. **The family must be at risk of losing its housing**, such as having received a 14-day notice to quit.

*The EA application must be processed as quickly as possible due to the time constraints.*

**HAP Providers Responsibilities**

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The HAP providers will:

- send the Housing and Homeless Services (H&HS) unit lists of potentially eligible families who would benefit from access to the Toolbox;
- tell the family to go to the TAO to complete the EA Application for the Toolbox benefit;
- work with the EA-eligible family and H&HS to determine what HAP services would best assist the family; and
- send documentation to H&HS of the specific Toolbox service provided.

**H&HS Unit Responsibilities**

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The Central Office Housing and Homeless Unit (H&HS) will:

- email the lists of the families' names from the HAP Providers to the appropriate TAOs;
  - email the TAO with information that the family was approved for the Toolbox and the specific Toolbox service provided to the family.
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**AU Managers  
Or Homeless  
Coordinators**

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The AU Manager or Homeless Coordinator must complete an EA application in BEACON with the family applying for Toolbox services.

The AU Manager or Homeless Coordinator must access the Request for Assistance workflow, and process the EA application following established procedures:

- on the Application window, select “**Imminent Eviction**” from the Primary Reason dropdown box and under the Special Situation(s) menu, check “Other,” and **type “Toolbox”** in the Other textbox;
- on the Program window, double-click on “EA” from the Program Application list;
  - on the Program Details tab, select “**Imminent Eviction**” from the Primary Reason dropdown box;
  - click “Select...” under the Secondary Reasons text box and check “Other” in the list; and
  - in the Other textbox, **type “Toolbox.”**

If the family is determined eligible for EA benefits, the AU Manager or Homeless Coordinator must:

- complete the *Notice of Approval, Denial, or Termination of Emergency Assistance or Other Financial Assistance Benefits* (NFL-9). Give the original and one copy to the family; fax the NFL-9 to H&HS, attention Barbara Duffy, at 617-348-5585 to inform H&HS of the family’s eligibility; and file a copy of the NFL-9 in the EA case record;
- complete the *Referral to Housing Assistance Program Services* (RHAPS). Give the original RHAPS to the family and file a copy in the EA case record; and
- **advise the family to return immediately to the HAP provider with the NFL-9 and RHAPS.**

If the family is determined **not** to be EA-eligible, the AU Manager or Homeless Coordinator must complete the *Notice of Approval, Denial, or Termination of Emergency Assistance or Other Financial Assistance Benefits* (NFL-9) indicating that the family has been denied HAP services because of ineligibility for EA benefits. Give the original and one copy of the NFL-9 to the family; fax the NFL-9 to H&HS, attention Barbara Duffy, at 617-348-5585; and file a copy of the NFL-9 in the EA case record.

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**Close EA AU**

H&HS will email TAO staff whether the Toolbox benefit has been provided and that the case may be closed on BEACON. In all instances, **the EA AU must be closed in BEACON no later than 30 days after an application was opened.**

To close the EA AU, the AU Manager or Homeless Coordinator must:

- go to the AU Composition Results window in BEACON and:
  - in the Reason Category dropdown list, select Program Rules;
  - in the Reason dropdown list, select EA benefits provided-no other benefits pending; and
- in the BEACON Narratives tab annotate that EA was closed after a “Successful HAP intervention.”

If the Toolbox benefit was approved but the Toolbox benefit was not provided, the AU Manager or Homeless Coordinator must:

- inform the family that they may apply for shelter if they become homeless;
- go to the AU Composition Results window and:
  - in the Reason Category dropdown list, select Program Rules;
  - in the Reason dropdown list, select EA benefits provided–no other benefits pending; and
- in the BEACON Narratives tab annotate that the family did not get a Toolbox benefit.

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**Questions**

If you have any questions, please call Barbara Duffy at 617-348-5332. If you can not reach Barbara Duffy, you may call either Maureen Mulkern at 617-348-5636 or Elizabeth Arundel- Nunez at 617 348-8440.

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