

From the Forms File

New

02-618-0797-05

LOTCMAL (S) (7/97)

Lottery Match Appointment Letter (Spanish)

09-102-0797-05

FSNL-2 (S) (7/97)

Pending Denial Notice (Spanish)

Revised

09-017-0797-05

FSNL-2 (Rev. 7/97)

Pending Denial Notice

02-122-0897-05

EDUC-1 (Rev. 8/97)

Educational Income and Expense Form

Desk Guide

EGDG (Rev. 8/97)

Educational Grants, Loans and Scholarships Desk Guide

Posters

The following posters are now available in Spanish.

Poster - JOB1 (S)

02-701-0697-05

Don't wait until your cash benefits have stopped to find a job

Poster - JOB2 (S)

02-702-0697-05

Stop, Look, Go For It

Poster - JOB3 (S)

02-703-0697-05

All roads can lead to a job

From the Hotline

- Q. Can I wait until a cash or food stamp benefit is issued before I give the recipient a Mass EBT card and PIN?
- A. No. If the recipient data have not passed from IIS to the contractor's system by the time PACES transmits the benefit amount, it will appear as if the recipient does not exist and the benefits will not be made available to the recipient.
- Q. If a recipient's SSN is changed or corrected, does a new Mass EBT card need to be issued?
- A. Yes. Once the new or corrected SSN is on file in PACES, issue a new Mass EBT card and have the recipient select a PIN. The recipient will now have two open EDGE files. The recipient must use the old Mass EBT card to access benefits in the old file.
- Q. Can we authorize child care for a Family Cap child?
- A. Yes, if the recipient has an approved EDP and meets the ESP participation requirements. (See 106 CMR 207.210(A)(2).)

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Q. Can we authorize summer child care to community service participants for their school-age children?

A. A community service participant who needs child care for his or her school-age children during the summer months should be given a Child Care Authorization (CCA). The CCA must be issued for the period between the end of the school year and the beginning of school in the fall. Community service program participants who are authorized for child care will receive vouchers for openings that remain after working families and active ESP participants have been placed. (See *The TAFDC Procedural Guide*, Chapter 5, page D-29.)

Q. I have an NPA food stamp case in which one of the household members is physically disabled. They own one vehicle that is used to transport the disabled household member to medical visits. Can this vehicle be excluded?

A. Yes. If an NPA food stamp household has a disabled member requiring transportation, that household is

- IMPLEMENT THE FIRST TWO PHASES OF BEACON IN FY98 AND COMPLETE PHASE THREE DEVELOPMENT BY THE END OF FY98.

I am totally committed to the success of the BEACON project. I believe that BEACON is the tool we need to succeed in FY98 and the years beyond. BEACON will eliminate our current myriad of systems which don't talk to each other and contain duplicate or discrepant data. It will free up time to allow us to focus on our main priority of assisting recipients to find work and become self-sufficient.

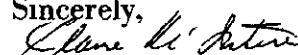
- CONTINUE EMPHASIS ON PROGRAM ACCURACY AND ELIMINATE FRAUD AND ABUSE IN ALL DEPARTMENT PROGRAMS.

No matter how laudable our programs may be or how sophisticated our computer systems, if we provide inaccurate benefits or allow fraud to go unchecked, we can not succeed. Although federal welfare reform has eliminated quality control for TAFDC, I am still very concerned about accuracy. We are the custodians of taxpayer dollars and it is our obligation to dispense them in an appropriate manner. Fraud and abuse in Department programs will not be tolerated. I will not accept any other standard in this critical area.

- ACHIEVE CULTURAL CHANGES OF THE WORKFORCE THROUGH COMMITMENT TO TRAINING AND INFRA-STRUCTURE IMPROVEMENT.

The previous three goals and the Department's Strategic Plan present a formidable task list for any organization. Change of the magnitude we are experiencing presents stresses and challenges to a workforce. I am committed to addressing those issues through a strong commitment to training and ongoing improvements in our infrastructure. I am a realist and I recognize that without a trained workforce and appropriate support we can not succeed.

As I said earlier, I have set an aggressive agenda for FY98, but I know that with your continued support and hard work we will meet the challenges ahead.

Sincerely,

Claire McIntire
Commissoner