



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

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Secretary

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Online Guide Transmittal 2016-20
March 25, 2016

To: Department of Transitional Assistance Staff

From: Sa Stuart, Associate Commissioner for Program and Policy Implementation
v
Paul Sutliff, Assistant Commissioner for Field Operations

Re: TAFDC — Voluntary Withdrawals

Overview

Clients have the right to request their case be closed. However, before taking action on the request, case managers are reminded that they should ask the client why s/he wants the case closed.

Purpose

The Online Guide update advises DTA staff about:

- processing a client's request to close his or her case;
 - various benefits clients are eligible for if their case is closed appropriately; and
 - exploring why a client wants his or her case closed.
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**New Online
Guide Page**

The following page is new:

Topic: TAFDC

Book: Basic Activities and Maintenance

Chapter: Closings and Denials

Page: Voluntary Withdrawal

Questions

If you have any questions, please email the DTA Mailbox.

Systems questions should be directed to the Systems Support Help Desk.
