



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


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**Online Guide Transmittal 2018-84
November 30, 2018**

To: Department of Transitional Assistance Staff
**From:  Paul Sutliff, Assistant Commissioner for Programs
and Field Operations**
Re: TAFDC: Budget Changes Letter and Re-Applications

Overview

As part of the FY2019 Budget changes, the TAFDC program implemented a 100% Earned Income Disregard, a grant increase for nonexempt clients and raised the asset limit to \$5,000. These changes were implemented in November 2018 but were effective retroactively to July 1, 2018. Some TAFDC cases closed between July and November due to these budget changes, but because of the retroactive component should have maintained eligibility for TAFDC.

If a case closed for:

- earned income in excess of grant,
- unearned income in excess of grant,
- excess earnings and support payments,
- failure to cooperate with bank match procedures, and
- assets in excess of the asset limit

a letter will be sent to inform clients of the relevant changes to the TAFDC program and invite them to reapply by calling the Central Case Management Office (CCMO). This letter also notified clients that they may be eligible for retroactive benefits.

Purpose The purpose of this transmittal is to advise staff how to process these reapplications.

Central Office Staff Responsibilities Calling 1-844-786-5777 will connect the client to a case manager with the CCMO who will process the applications via phone and establish the case. Once the case is established the CCMO will:

- email the appropriate TAO management team and the Full Engagement Worker (FEW) to inform them the case has been established; and
- inform them of any follow-up actions necessary.

The CCMO must **not** issue any retroactive benefits. The retroactive amount will be calculated and issued through an automated process occurring in December 2018.

TAO Staff Responsibilities When a client applies for TAFDC at a TAO and references the letter to reapply, the TAFDC case manager must determine if the client is currently eligible. If yes, the TAO case manager must take the application and establish the case following established procedures. The case manager must ensure that all eligibility is met (including work program requirement, if appropriate).

If the client is not currently eligible for TAFDC, for example if s/he is working and the application would be denied due to earned income, the client must be referred to the CCMO at 1-844-786-5777 to complete the application.

The TAO case manager must **not** issue any retroactive benefits. This will be calculated and issued through an automated process occurring in December 2018.

When TAO management and the FEW receive an email from the CCMO informing them a case has been established, the FEW must review any follow up activities the CCMO has identified and work with the assigned case manager to complete any outstanding actions and activities.

Questions If you have any policy or procedural questions, after conferring with the appropriate TAO personnel, please have your Systems Information Specialists or TAO management email the DTA Mailbox.

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