



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

CHARLES D. BAKER  
Governor


MARYLOU SUDDERS  
Secretary

KARYN POLITO  
Lieutenant Governor

AMY KERSHAW  
Commissioner

**Online Guide Transmittal 2021-69  
September 17, 2021**

**To: Department of Transitional Assistance Staff**

**From:  Sarah Stuart, Associate Commissioner for Change Management**

**Re: TAFDC: Temporary Procedures for Clients Coming off Unemployment with Subsequent Recently Terminated Work**

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**Overview**

In response to the impact of the COVID-19 public health crisis, the Department continues to identify opportunities to assist clients who are experiencing loss of financial stability by streamlining procedures and working to quickly connect applicants with benefits and services for which they are eligible. As a result of the recent termination of Pandemic Unemployment Compensation, the Department has experienced an increase in applications for which a modified response is required to ensure continued timely delivery of services.

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**Purpose**

The purpose of this transmittal is to advise staff of temporary procedures related to TAFDC applicants who recently lost unemployment benefits and subsequently lost employment.

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**Temporary  
COVID-19  
Procedures for  
TAFDC**

Clients applying for TAFDC, who

- recently lost their unemployment benefits, and
- have subsequent employment income, but are no longer employed

are to be approved for benefits, if otherwise eligible, before requesting a client apply for unemployment benefits.

When completing a TAFDC application interview for a client that meets the criteria above, staff must explain to clients that they must apply for unemployment benefits, if they have not done so already. TAFDC eligibility determination must not be held up for proof of application for Unemployment and is not to be included on an initial VC-1, INT-1 or INT-2. The day after the case is approved, staff must check UI Online and if there is no claim pending or active, the worker must create a VC-1 for proof of application for unemployment. Click User Entered on the Verifications tab and click New, then choose Application for Other Benefits under Element. Select Unemployment Compensation under Value, and click the Mandatory radio button for TAFDC, and Save. The VC-1 must be centrally printed and narrative detailing the action taken. If the client fails to apply for unemployment compensation by the VC-1 due date, the case must be closed for Fail to apply for other benefit(s), under the Reason category Noncooperation.

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**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 them to DTA.Procedural Issues.

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

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