



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

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Online Guide Transmittal 2023-71
October 12, 2023

To: Department of Transitional Assistance Staff

From:  Sarah Stuart, Associate Commissioner for Change Management

Re: **TAFDC: Supporting Clients in Learnfare Engagement**

Overview

DTA continuously strives to provide guidance to local office staff that supports the needs of DTA clients and assists them in accessing and maintaining their benefits. Learnfare policy can result in grant reductions, but the goal of the policy is to ensure children are attending school regularly.

Updates have been made to the Online Guide to clarify and streamline Learnfare procedures that promote engagement with clients to support individuals and families who are required to meet these rules as well as changes to ways a family can verify good cause, excused absences and rules around who is exempt from Learnfare.

Purpose

The purpose of this Online Guide Transmittal is to advise staff of updated Online Guide pages that:

- provide case managers clarification regarding expectations for engagement to support clients in preventing and resolving sanctions relating to Learnfare,
 - update guidance regarding verification of excused absences, good cause, exception from Learnfare and
 - provide information about additional resources to case managers that support this work with clients.
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**Revised Online
Guide Pages**

Topic TAFDC
Book: Program Nonfinancial Requirements
Chapter: Learnfare
Page: Learnfare Introduction

Topic TAFDC
Book: Program Nonfinancial Requirements
Chapter: Learnfare
Page: Learnfare Intervention

Topic TAFDC
Book: Program Nonfinancial Requirements
Chapter: Learnfare
Page: Learnfare Monthly Probation Report

Topic TAFDC
Book: Program Nonfinancial Requirements
Chapter: Learnfare
Page: Learnfare Sanction

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.
