



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

**MAURA T. HEALEY**  
GOVERNOR

**KATHLEEN E. WALSH**  
SECRETARY

**KIMBERLEY DRISCOLL**  
LIEUTENANT GOVERNOR

**JEFF McCUE**  
COMMISSIONER

**Online Guide Transmittal 2023-83  
December 7, 2023**

**To:** Department of Transitional Assistance Staff

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

**Re:** **Cross Program: Assisting Individuals and Families with Immunization and Direct Deposit Requirements**

**Overview**

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Economic Assistance case managers are required to assist individuals and families to meet program rules.

Updates have been made to the Online Guide to clarify and streamline procedures for immunization and direct deposit requirements to increase engagement with individuals and families who are required to meet these rules and reduce penalties for not meeting these rules.

**Purpose**

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

- provide case managers with clarification regarding expectations for engagement to support clients in preventing and resolving sanctions relating to Immunizations and Direct Deposit
  - provide information about additional resources case managers can utilize when working with clients.
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**Revised Online  
Guide Pages**

<b>Topic:</b>	EAEDC
<b>Book:</b>	Basic Case Activities & Maintenance
<b>Chapter:</b>	Delivery of Benefits
<b>Page:</b>	Direct Deposit Procedures-EAEDC
<b>Topic:</b>	TAFDC
<b>Book:</b>	Basic Case Activities & Maintenance
<b>Chapter:</b>	Delivery of Benefits
<b>Page:</b>	Direct Deposit Procedures-TAFDC
<b>Topic:</b>	EAEDC
<b>Book:</b>	Basic Case Activities & Maintenance
<b>Chapter:</b>	Delivery of Benefits
<b>Page:</b>	Sanctions for Direct Deposit-EAEDC
<b>Topic:</b>	TAFDC
<b>Book:</b>	Basic Case Activities & Maintenance
<b>Chapter:</b>	Delivery of Benefits
<b>Page:</b>	Sanctions for Direct Deposit-TAFDC
<b>Topic:</b>	TAFDC
<b>Book:</b>	Program Nonfinancial Requirements
<b>Chapter:</b>	Immunizations
<b>Page:</b>	Immunizations Verification and Good Cause
<b>Topic:</b>	TAFDC
<b>Book:</b>	Program Nonfinancial Requirements
<b>Chapter:</b>	Immunizations
<b>Page:</b>	Immunizations Follow-Up, Including Sanctions

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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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