

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

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JUDYANN BIGBY, M.D. Secretary

> DANIEL J. CURLEY Commissioner

Operations Memo 2012-39 August 27, 2012

To: **Department of Transitional Assistance Staff** 

From: Stephanie Brown, Assistant Commissioner for Policy, Program and

**External Relations** 

Re: TAFDC, EAEDC and SNAP: Updated Case Transfer Procedures

#### Overview

When a client reports a move to an address covered by another TAO, the case should be transferred, even if the new residence is not a permanent one. With a few exceptions, a client's case should be serviced by the TAO where he or she lives as soon as possible. The client must provide proof of the new address.

The TAO transferring the case is responsible for completing case activities before transferring the case. The TAO receiving the case is responsible for completing case activities upon receipt of the transferred case.

### Purpose of Memo

The purpose of this memo is to update case transfer procedures.

### **Exceptions**

The following are exceptions to immediate transfer of cases:

- Cases of clients residing in transitional housing programs and substance abuse shelters should be transferred immediately after the 30<sup>th</sup> day of placement in the transitional housing or substance abuse shelter.
- Cases of clients who move in with a host family in subsidized or public housing, should **not** be transferred.

### Checklist for Transfer Cases Form

Prior to a case transfer, the *Checklist for Transfer Cases* form (Attachment A) must be completed by the case manager to review certain circumstances and to ensure that certain responsibilities have been met.

The *Checklist for Transfer Cases* form found in Policy Online in Online Forms has been updated as follows:

- Reference to the Emergency Assistance program was removed.
- References to the former ABAWD waiver rules and appropriate coding of the SNAP Work Requirements page were removed (SNAP).

# Transferring TAO's Responsibilities

Prior to case transfer, the transferring TAO is responsible for the following activities:

- Reopening the case if it closed within 30 days and the closing reason allows for it to be reopened back to the closing date, such as the closing reason "Fail to submit the required verifications."
- Supervisory review of the case, using the questions asked on the *Checklist* for *Transfer Cases* form. The supervisor must rectify any discrepancies for the case.

# Receiving TAO Responsibilities

Upon receipt of the transferred case, the receiving TAO is responsible for the following activities(s):

- Staff assigned the role as the TAO Transfer Specialist should conduct a case review to ensure completeness and accuracy of the case record, including the active status of the case and ensuring criteria for transfer from the *Checklist for Transfer Cases* form are met.
- If an error/issue is discovered during the review, the Transfer Specialist should contact the former TAO director/designee to attempt to reconcile the error/issue. The error/issue should be corrected in the new TAO. If this is not possible, and the issue cannot be resolved between the two TAOs, the Transfer Specialist should contact the Regional Director for resolution.

# Receiving TAO Responsibilities

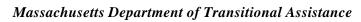
- Upon completion of the case review, the Transfer Specialist will assign the case to a case manager following the TAO's procedures for assigning cases.
- The assigned case manager must complete a desk review within 30 days of receipt of the case to verify that the initial case review by the Transfer Specialist did not miss anything.

### **Obsolete Memo**

This Operations Memo obsoletes Field Operations Memo 93-25.

### Questions

If you have any questions, please have your Hotline designee call the Policy Hotline.





### Attachment A

## **Checklist for Transfer Cases**

TAO Name		Telephone N	lumber		
Case Name	Social Security Number				
ADA Accommodation:					
Is there an ADA Accommodation?		yes	□ no		
If yes, is the Request for ADA Accommodation form in the case record?  yes no n/a					
Living Arrangement:	_ ,	<u> </u>	_		
Is SUA adjusted?		yes $\square$	no		n/a
Is client the primary tenant?		yes $\square$	no		
Is rental allowance correct?		yes $\square$	no		
Type of Housing	□ p	orivate $\square$	subsidized		pays no rent
Is rent receipt, lease, host statement or utility bills in the case record?					
Case Manager Actions:					
Protective payments stopped?		☐ yes ☐ no	□ n/a		
Review for missing and/or pending actions?		☐ yes ☐ no			
Case meets special criteria for transfer to Centralized TAFDC Office.		yes n/a			
Explain here					
Reviewed by		Date			
Title					