



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

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**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.

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**Purpose of Memo**

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

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**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.
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**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).
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**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.
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**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.
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**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.
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**Obsolete Memo**

This Operations Memo obsoletes Field Operations Memo 93-25.

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**Questions**

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

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### Checklist for Transfer Cases

TAO Name	Telephone Number
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:**

Is SUA adjusted?                       yes                       no                       n/a

Is client the primary tenant?       yes                       no

Is rental allowance correct?       yes                       no

Type of Housing                       private                       subsidized                       pays no rent

Is rent receipt, lease, host statement or utility bills in the case record?    yes    no

**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 \_\_\_\_\_