




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

DEVAL L. PATRICK  
Governor

JOHN W. POLANOWICZ  
Secretary

STACEY MONAHAN  
Commissioner

**Operations Memo 2014-32  
April 17, 2014**

**To:** Department of Transitional Assistance Staff  
**From:**  Lydia Conley, Assistant Commissioner for Policy, Program and External Relations  
**Re:** EAEDC: Centralization of Rest Home Cases

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**Purpose of Memo**

The purpose of this Operations Memo is to inform DTA staff that all application and case management activities for EAEDC Living Arrangement E: Rest Homes cases have been centralized in the Central Rest Home (CRH) unit established as part of the Central Eligibility Processing (CEP) unit.

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**Case Transfers:** Effective with the issuance of this memo, TAOs must transfer all active EAEDC Living Arrangement E cases to the CRH unit. Transfer cases on BEACON to the *Central Eligibility Unit*.  
**Case Manager Responsibility**

The associated physical cases must be sent to:

**Department of Transitional Assistance  
600 Washington Street, 5<sup>th</sup> Floor  
Boston, MA 02111  
ATTN: Central Rest Home Unit**

Cases that are due for eligibility review within the next 4 months must be reviewed prior to transferring the case, if eligible, to the CRH unit.

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**CRH Unit  
Responsibilities**

Staff in the CRH unit is responsible to take EAEDC applications for rest home residents, determine eligibility and perform all case maintenance activities once the case is approved.

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**Case Manager  
Responsibility**

When a request for assistance is made to the local TAO and the individual is living in a rest home, the case manager must refer the applicant or rest home administrator to the CRH unit, or facilitate the application by contacting CRH unit staff on the applicant's behalf. The unit staff will instruct them on how to proceed.

Contact information for the CRH unit staff will be sent electronically with this Operations Memo under separate cover and will appear on DTA Online under the Field Operations Organization Chart/Phone Numbers and Faxes.

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**Questions**

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

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**DTA - Central Rest Home Unit Contact Information**

Karen Rakinic, Supervisor  
Department of Transitional Assistance  
CEP Unit - Central Rest Home Unit  
Phone: 617-348-5452  
Email: [Karen.Rakinic@state.ma.us](mailto:Karen.Rakinic@state.ma.us)

Or

Nelson Vega  
Department of Transitional Assistance  
CEP Unit - Central Rest Home Unit  
Phone: 617-348-5983  
Email: [Nelson.Vega@state.ma.us](mailto:Nelson.Vega@state.ma.us)

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