

## PPER Email 2014-14 – Incorrect Learnfare Mailing

Due to a system's error, an incorrect Learnfare School Identification Request notice was mailed to approximately 12,000 households:

- These households received the notice multiple times: August 1, August 4 and August 5, 2014.
- These notices did not go to households with children age 14 and 15 and did not contain correct information about the Learnfare requirement.

There will be an automated call to all clients who received these notices informing them of the error in the upcoming days.

The correct Learnfare School Identification Request notice:

- is scheduled to be mailed on August 15 to all Learnfare required households (children ages 6 through 15) for whom the current school information was not updated;
- will inform the household that children ages 6 through 15 are subject to Learnfare rules and will include a check-box to show if the child is attending an Alternative School.

These changes have been mandated by the welfare reform bill recently signed into law.

- ✓ For clients who did not update school information from the *incorrect* Learnfare School Identification Request notices sent out August 1, August 4 and August 5, no negative action will be taken to close them from Central Office and no negative action should be taken from the TAOs.
- ✓ For clients who updated school information as of 7/1/14 or later, no additional action is required. At close of business 8/14/14, all Start Dates that have been entered since 7/1/14 will be updated by MIS to show a Start Date of 8/15/14.

An Operations Memo will be issued in the near future with details for processing the corrected notice.

If there are any questions, please have your Hotline Designee call the Policy Hotline at 617-348-8478. We apologize for any inconvenience this error may cause.