



**Commonwealth of Massachusetts**  
*Executive Office of Health and Human Services*  
**Department of Transitional Assistance**  
600 Washington Street • Boston, MA 02111


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Commissioner

**Field Operations Memo 2009-69**  
**December 18, 2009**

**To:** Transitional Assistance Office Staff  
**From:**  John Augeri, Assistant Commissioner for Field Operations  
**Re:** TAFDC – ESP Transportation Changes

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**ESP**  
**Transportation**  
**Changes:**  
TransAction  
Associates

Due to the current fiscal crisis, the Department has revised its eligibility requirement for ESP Transportation payments for clients.

The referral process to TransAction Associates for transportation payments ends effective December 31, 2009.

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**ESP**  
**Transportation**  
**Changes:**  
Employed Clients

Currently, a client or a former client who is working at least 20 hours per week is eligible for transportation payments.

**Effective January 1, 2010**, a client or former client whose **only** activity is employment is no longer eligible to receive transportation payments. Clients should receive any payments owed for reimbursable transportation costs from December. No case manager action is required for these cases. If the TAO has a Full Engagement Worker (FEW) and the client contacts the case manager, the case manager must refer the client to the FEW to address the loss of the transportation benefit.

**IMPORTANT:** Clients who are employed **and** are participating in an ESP activity remain eligible for transportation payments.

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## Client Mailings

Attachment A will be sent to all clients (excluding those receiving Attachment B) receiving transportation services through TransAction Associates, advising them of the change and that they should contact their case manager immediately if they have any questions.

Attachment B will be sent to all clients receiving transportation services for employment only, advising them that the payments will be stopped and that they should contact their case manager immediately if they have any questions. These mailings will occur the week of December 14, 2009.

A list of these clients will be e-mailed with this Field Operations Memo to TAO Directors.

**Note:** Clients who are in the same case and live at the same address will receive one notice. The grantee will receive the notice.

A letter (Attachment C) was sent to clients receiving Gas Cards from TransAction Associates informing them that their Gas Cards were discontinued on November 30, 2009. It also informed them that a check would be mailed for the amount of money they needed for December transportation costs.

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## Transportation Payments: TAO Responsibility

As of January 4, 2010, **all** transportation payments (either public transportation or privately arranged) will be processed by case managers. The maximum amount a client may receive remains \$80 per month.

**IMPORTANT:** Case managers are encouraged to make transportation payments to all eligible clients. See 106 CMR 207.210 (B) for eligibility requirements.

For clients using public transportation, transportation payments may be made following established procedures found in *A User's Guide: Transitional Assistance Programs and BEACON*, Chapter XII, Section C, pages 2-5.

For clients using privately arranged transportation, transportation payments should be made as follows:

- On the Request window of the Transportation workflow, click on the "Transportation Requested" radio button;
  - On the Plan window, adjust the Activity Start Date field to January 1, 2010;  
**IMPORTANT:** Adjusting the Activity Start Date field will prevent BEACON from performing a retroactive calculation of payment to the original start date of the activity.
  - Also on the Plan window, enter the number of miles the client travels per day for the activity(ies) in the "Miles" field for each day the client is attending the activity. Enter .40 (cents per mile) in the "Fee Amount" field for each day the client is attending the activity. Click on "Propagate Base Plan"; and
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**Transportation  
Payments: TAO  
Responsibility  
(continued)**

- On the Approval window, highlight and select the current month's payment (with a status of "Planned") and click on "Approve."

The payment must be authorized by the case manager and supervisor on the Interview Wrap-up window on BEACON.

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**Transportation  
Payments: TAO  
Responsibility  
Special  
Instructions**

For clients appearing on the list titled "JS/JR", "JS/JR ORI" and "Gas Cards" e-mailed with this memo, transportation benefits must be paid *prospectively* for the months of *January and February* only.

For example, this means that clients must be issued transportation payments for January in December and must be issued transportation payments for February in January. These payments must be authorized and issued by the end of the current month for the following month.

Case managers must ensure that transportation payments are authorized on BEACON following the instructions on the previous page.

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**Changes to the  
"Orientation  
Session"**

All Orientation Session Power Point presentations will be updated to reflect the changes to the transportation services available. TAO staff will be notified when the presentations have been updated. Until that time TAO staff must continue to show the current version of the Orientation Session Power Point presentation. Please refer to Field Operations Memo 2008-46 for additional procedures.

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**ESP  
Transportation  
Changes: Car  
Ownership  
Program**

Effective immediately, the Car Ownership Program is suspended.

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**Obsolete Memos**

This Field Operations Memo obsoletes Field Operations Memo 2003-32 B, Field Operations Memo 2004-44 and Field Operations Memo 2009-23.

Additionally, case managers should no longer reference *A User's Guide: Transitional Assistance Programs and BEACON*, Chapter XII, Section C, pages 1 and 6-10.

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**Questions**

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

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{BEACON\_USER\_STREET\_ADDRESS}  
{BEACON\_USER\_CITY, STATE, ZIP}

Important Notice - Read Carefully  
Este Mensaje Es Importante - Lea Cuidadosamente

**Massachusetts Department of Transitional Assistance**

{CLIENT\_NAME}  
{CLIENT\_ADDRESS}  
{CLIENT\_CITY/TOWN, STATE, ZIP}

{CLIENT\_SSN}  
{BEACON\_USER\_OFFICE\_NAME}

December 2009

**Important Notice Regarding Your Benefits Please Read**

Dear {Client}:

Our records show that you or another adult in your household is receiving transportation payments. Due to a budget reduction, the Department will be changing the way you receive transportation payments. You did not do anything to cause this change. This change is scheduled for January 1, 2010.

TransAction Associates will no longer be providing your transportation payments. All transportation payments will be made by your case manager. You do not have to do anything different to receive this benefit.

If you have questions about this change, please call {WORKER\_PHONE\_NUMBER} and ask to speak to your case manager {WORKER\_NAME}.

{BEACON\_USER\_STREET\_ADDRESS}  
{BEACON\_USER\_CITY, STATE, ZIP}

Important Notice - Read Carefully  
Este Mensaje Es Importante - Lea Cuidadosamente

**Massachusetts Department of Transitional Assistance**

{CLIENT\_NAME}  
{CLIENT\_ADDRESS}  
{CLIENT\_CITY/TOWN, STATE, ZIP}

{CLIENT\_SSN}  
{BEACON\_USER\_OFFICE\_NAME}

December 2009

**Important Notice Regarding Your Benefits Please Read**

Dear {Client}:

Our records show that you or another adult in your household is receiving transportation payments. Due to a budget reduction, the Department and TransAction Associates will no longer provide transportation payments for clients participating only in employment. You did not do anything to cause this change. This change is scheduled for January 1, 2010.

If you are currently eligible, you will receive a payment for your transportation costs to get to work during December 2009. You will not be reimbursed for any transportation costs to get to work for the month of January 2010 and later.

If you have questions about this change, please call {WORKER\_PHONE\_NUMBER} and ask to speak to your case manager {WORKER\_NAME}.



**ACCESS TO JOBS**

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C/O TransAction Associates, Inc.  
709 Main Street  
Waltham, MA 02451

Phone: 781.895.1100  
Fax: 781.895.1122

To: All Access to Jobs Gas Card Clients  
From: Access to Jobs Program  
Date: November 24, 2009

RE: Use of the Gas Card for ESP Voc/Ed and Training Program

Due to the current fiscal crisis, the Department of Transitional Assistance (DTA) will stop using the services of TransAction Associates and the Access to Jobs Program as of January 1, 2010. As you may know the Gas Card you received from Access to Jobs was turned off on November 30, 2009. To cover your vehicle fuel costs for the month of December, we have enclosed a check for the amount that you would have received on your gas card.

You will be receiving a letter from the Department of Transitional Assistance in a few weeks regarding your transportation benefit status after December 31, 2009.

Thank you.