



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


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**Field Operations Memo 2007-29**  
**April 25, 2007**

**To:** Transitional Assistance Office Staff  
**From:**  John Augeri, Assistant Commissioner for Field Operations  
**Re:** EA Noncompliance Decisions and Notices

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**Overview**

Since November 2006, the Noncompliance Committee has been completing and mailing the TES-WN-13 warning and NFL-ST termination notices. As instructed in Field Operations Memo 2006-50A, *Revision to the Notice of Approval, Denial or Termination for Emergency Assistance or Other Financial Services (NFL-9) and Procedures for Noncompliance Referrals and EA Notices*, upon rendering a decision, the Committee assumed the responsibility of completing and mailing the original and one copy of the TES-WN-13 or NFL-ST to the EA family. Concurrently, Central Field Operations has been faxing a copy of the notice and the Noncompliance Committee's decision to the appropriate AU Manager/ Homeless Coordinator for the case record.

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**Purpose of Memo**

Friday, April 27, 2007, will be the last date the Noncompliance Committee will be responsible for completing and mailing the appropriate notice to the EA family. Instead, the AU Manager/Homeless Coordinator will be responsible for completing and mailing the TES-WN-13 and the NFL-ST notice to the EA family. **The Noncompliance Committee will continue to be responsible for drafting the "Description of Incident(s)/Violation(s) and Date(s)" and indicating which EA family member(s) is involved and which box(es) to check.**

**Note:** All notices must be completed online. The notices can be found in Policy Online in the Online forms folder.

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**Revised  
Noncompliance  
Procedures**

The Noncompliance Committee will continue to fax the original noncompliance referral to the AU Manager/Homeless Coordinator with the Committee's decision, indicating which box(es) to check, which EA family member(s) is involved, and the "Description of the Incident(s)/Violation(s) and Date(s)." The "Description of the Incident(s)/Violation(s) and Date(s)" and the name(s) of the EA family member(s) involved will also be sent via email to the AU Manager/Homeless Coordinator with a cc: to the TAO Director. The AU Manager/Homeless Coordinator must copy and paste this information in the "Description of the Incident(s)/Violation(s) and Date(s)" field of either the TES-WN-13 or the NFL-ST notice.

Once the committee's decision is received, the AU Manager/Homeless Coordinator must:

- review the Committee's decision;
- complete the TES-WN-13 or NFL-ST notice as instructed;
- copy and paste, in the appropriate space, the exact language from the email;
- ensure that all appropriate box(es) on the notice are checked;
- print and sign the notice;
- mail the original and one copy of the TES-WN-13 or NFL-ST to the EA family; and **on the same day**,
- fax a copy of the TES-WN-13 or NFL-ST to Joyce Inserra at 617-348-5111.

**Note:** The NFL-ST must be sent at least 10 days in advance of the proposed shelter termination date. If the proposed termination date falls on a weekend or holiday, extend the termination date to the next workday.

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**Questions**

If you have any questions, please have your Hotline designee call the Policy Hotline at 617-348-8478.

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