



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

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**Online Guide Transmittal 2017-76
September 29, 2017**

To:  **Department of Transitional Assistance Staff**
From:  **Sarah Stuart, Associate Commissioner for Change Management**
 **Paul Sutliff, Assistant Commissioner for Field Operations**
Re: **Cross Programs: Administrative Closure Signoff Change**

Overview

When closing a case or a case member with a reason of Administrative Closure, all EBC notices are suppressed. In these instances, the client will not receive a closing notice. As such, the use of Administrative Closure must be used only in extenuating circumstances.

To avoid the inappropriate use of the Administrative Closure reason, and to ensure proper client notification, the Interview Wrapup signoff for these requests is being raised to an authorization level of TAO director.

Purpose

The purpose of this Online Guide transmittal is to advise TAO staff that, as of October 2, 2017, a TAO director approval will be required for an Interview Wrapup request with the reason of Administrative Closure.

**Revised Online
Guide Pages**

Topic: SNAP
Book: Application Processing
Chapter: SNAP Application Processing
Page: The Application Interview

Topic: SNAP
Book: Reporting Requirements and Recertification
Page: Notice of Missed Interview for SNAP Recertification

Topic: TAFDC
Book: Basic Case Activities & Maintenance
Chapter: Reevaluations
Page: Reevaluations Q & A

Topic: Cross Programs
Book: Appointments
Chapter: EAEDC Appointments
Page: Missed Eligibility Interviews

Topic: Cross Programs
Book: Appointments
Chapter: TAFDC Appointments
Page: Missed Eligibility Interviews

Questions

If you have any policy or procedural questions, after conferring with the appropriate TAO personnel, please have your Systems Information Specialists or TAO management email the DTA Mailbox.

Systems issues should be directed to the Systems Support Help Desk.
