



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


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**Online Guide Transmittal 2017-109  
December 8, 2017**

**To: Department of Transitional Assistance Staff**  
**From:  Paul Sutliff, Assistant Commissioner for Field Operations**  
**Re: TAFDC: DOR/CSE Safety Concerns Team**

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**Overview**

TAFDC clients can claim good cause for not cooperating with Department of Revenue Child Support Enforcement (DOR/CSE) requirements at any time. Many, but not all, good cause claims involve concerns about physical, emotional, or domestic violence risk.

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**Purpose**

The purpose of this Transmittal is to advise staff that DOR/CSE has established a Safety Concerns Team for DTA staff to contact for help or questions regarding a client who has good cause or other safety concerns related to child support.

Once a client's good cause claim due to physical, emotional or DV risk is marked on the Cooperation tab of the Absence page, in answer to the question: "Is there a history/threat of DV associated with the absent parent", the Yes radio button must be clicked to record the client's safety concern.

A referral to a DV Specialist must also be made. When there is a recorded claim of good cause, whether arising from DV or any of the other varied good cause circumstances, DOR/CSE will not take any steps to establish a child support order.

**Important:** No child support material is sent to DOR in this situation.

**Purpose**  
(continued)

A new page, entitled DOR/CSE Safety Concerns Team, containing the main contact information for the DOR/CSE Safety Concerns Team has been added to the Online Guide. Information for how to reach specific team members has been sent under separate cover to DV Specialists and TAO Managers.

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**New Online  
Guide Page**

<b>Topic:</b>	TAFDC
<b>Book:</b>	Program Nonfinancial Requirements
<b>Chapter:</b>	Child Support
<b>Sub-Chapter:</b>	Review of DOR Support Responsibilities
<b>Page:</b>	DOR/CSE Safety Concerns Team

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**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.

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