



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




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**Online Guide Transmittal 2017-64
July 28, 2017**

To:  Department of Transitional Assistance Staff
From:  Sarah Stuart, Associate Commissioner for Change Management
 Paul Sutliff, Assistant Commissioner for Field Operations
Re: TAFDC – Child Care Resource and Referral Agencies Service Area Changes

Overview

The Department of Early Education and Care (EEC) recently entered into new contracts with the Child Care Resource and Referral (CCRR) agencies that provide child care vouchers to current and former TAFDC clients. Under the new contracts, CCRRs assigned to provide services in 25 towns are changing. CCRRs have notified all clients in these towns of the change and what to expect during this transition. DTA has updated BEACON to include the CCRR changes by TAO to ensure that all TAFDC case managers can select the correct CCRR.

For the current list of CCRRs by town and TAO use this link:
<http://dtaonline.es.govt.state.ma.us/resource/ccrr-list-2017/ccrr-service-areas-list-2017.pdf>

As additional CCRR contract changes are implemented guidance will be issued.

**Child Care
Referrals with
Change to CCRR**

EEC will automatically transfer clients with existing vouchers to the new CCRR. The clients file will be forwarded to the new CCRR with no action required of the client.

Clients with a voucher ending soon or who have already received notice to renew may have questions about what they should do. These clients must do the following:

- Keep the already scheduled appointment with the old CCRR if scheduled for the upcoming weeks.
- Reschedule any appointment dated after September 1, 2017 with new CCRR.
- If no appointment has been scheduled the client may contact new CCRR to schedule.

CCRR's will not turn clients away if they show up at the wrong CCRR during this transition.

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.
