



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

CHARLES D. BAKER
Governor


MARYLOU SUDDERS
Secretary

KARYN POLITO
Lieutenant Governor

JEFF McCUE
Commissioner

**Online Guide Transmittal 2018-83
December 21, 2018**

To: Department of Transitional Assistance Staff

From:  Paul Sutliff, Assistant Commissioner for Programs and Field Operations

Re: TAFDC and EAEDC: Update of Case Transfer Pages

Overview

Transfer of a case must occur as soon as possible after an address change has been reported. Reasons for transferring an EAEDC or TAFDC case include when a client:

- indicates a move to a new address that is in another TAO's catchment area, even if it is not permanent;
- is placed in a homeless shelter or domestic violence shelter serviced by another TAO;
- has been placed for 30 days or more in a hotel or motel serviced by another TAO;
- has requested that his/her case be transferred to a TAO equipped with VRI as an oral communication accommodation; or
- is unsafe going to their assigned TAO due to domestic violence.

Clients residing in transitional housing programs and substance abuse shelters must have their case transferred after the 30th day of placement in the transitional housing or substance abuse shelter.

Purpose TAFDC and EAEDC case transfer procedures have been updated to improve the efficiency of case transfers and create better records taken by case managers when transferring cases. The purpose of this Online Guide update is to inform staff of these updates.

Obsolete Memo Operations Memo 2012-39, *TAFDC, EAEDC and SNAP: Updated Case Transfer Procedures*, is now obsolete.

Revised Online Guide Pages

Topic: EAEDC
Book: Basic Case Activities & Maintenance
Chapter: Transfer a Case
Page: Transfer a Case Overview - EAEDC

Topic: EAEDC
Book: Basic Case Activities & Maintenance
Chapter: Transfer a Case
Page: Responsibilities of TAOs - EAEDC

Topic: EAEDC
Book: Basic Case Activities & Maintenance
Chapter: Transfer a Case
Page: Transfer an Active Case – Scenario One - EAEDC

Topic: EAEDC
Book: Basic Case Activities & Maintenance
Chapter: Transfer a Case
Page: Transfer a Closed Case – Scenario Two – EAEDC

Topic: EAEDC
Book: Basic Case Activities & Maintenance
Chapter: Transfer a Case
Page: Transfer a Case – Scenario Three - Address Change in Same TAO - EAEDC

Topic: EAEDC
Book: Basic Case Activities & Maintenance
Page: Transfer a Case Policy and Procedures - EAEDC

**Revised
Online Guide
Pages**
(continued)

Topic:	TAFDC
Book:	Basic Case Activities & Maintenance
Chapter:	Transfer a Case
Page:	Transfer a Case Overview - TAFDC
Topic:	TAFDC
Book:	Basic Case Activities & Maintenance
Chapter:	Transfer a Case
Page:	Responsibilities of TAOs - TAFDC
Topic:	TAFDC
Book:	Basic Case Activities & Maintenance
Chapter:	Transfer a Case
Page:	Transfer an Active Case – Scenario One- TAFDC
Topic:	TAFDC
Book:	Basic Case Activities & Maintenance
Chapter:	Transfer a Case
Page:	Transfer When Present in more than one Household – Scenario Two - TAFDC
Topic:	TAFDC
Book:	Basic Case Activities & Maintenance
Chapter:	Transfer a Case
Page:	Transfer a Closed Case – Scenario Three - TAFDC
Topic:	TAFDC
Book:	Basic Case Activities & Maintenance
Chapter:	Transfer a Case
Page:	Transfer a Case into Another Household – Scenario Four - TAFDC
Topic:	TAFDC
Book:	Basic Case Activities & Maintenance
Chapter:	Transfer a Case
Page:	Transfer a Case – Scenario Five - Address Change in same TAO – TAFDC

**Revised
Online Guide
Pages**
(continued)

Topic: TAFDC
Book: Basic Case Activities & Maintenance
Page: Transfer a Case Policy and Procedures – TAFDC

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.
