



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


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**Online Guide Transmittal 2020-50  
June 29, 2020**

**To:** Department of Transitional Assistance Staff  
**From:**  Sarah Stuart, Associate Commissioner for Change Management  
**Re:** TAFDC and EAEDC: TAFDC/EAEDC Web Application Removal Icon

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**Overview**

Currently on the TAFDC/EAEDC Web Applications view, if the data the client submits on an online application request does not match the information entered to complete an RFA, the application request does not drop off the view. To mitigate this issue, an icon has been added to the TAFDC/EAEDC Web Applications view. This icon will allow TAO managers to remove application requests from the view that cannot be automatically removed by the system.

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**Purpose**

This Online Guide Transmittal advises DTA staff about the creation and use of the TAFDC/EAEDC Web Application Removal icon.

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**Procedures** Only TAO Directors and Assistant Directors may use this icon to remove a record from the TAFDC/EAEDC Web Applications view. Effective June 29, 2020 systems edits will ensure that other unauthorized staff do not inadvertently use the icon.

Currently when the data a client has entered on their application request does not match the data on a completed RFA on the TAFDC/EAEDC Web Applications view, the application request remains on the view.

To remove these application requests, a TAO manager must first confirm that an RFA has been completed for the applicant, then remove the application request as follows:

1. Go to the TAFDC/EAEDC Web Applications view
2. Select the application request record
3. Click the blue x icon in the bar above the list of clients
4. A confirmation message will appear that says: "Do you want to remove this record due to a completed RFA?"
5. If yes is clicked, the view is automatically refreshed, and the application request is removed
6. If no, the pop up goes away, and the view does not refresh
7. Enter a detailed narrative

**Application Scenarios** The RFA must be completed before removal from the view to preserve the record in BEACON. If an applicant submits an online application request for TAFDC and EAEDC, the case manager must complete an RFA for both programs. The program the client is not eligible for must be denied for the reason of Requested closure.

**Applies for TAFDC & EAEDC** **Example:** Melissa Smith applies online for both TAFDC and EAEDC. When the case manager calls her to complete the applications, they discover that Melissa has minor children and is therefore eligible for TAFDC, not EAEDC. The case manager must complete the application for TAFDC and deny the application for EAEDC for the reason of Requested closure.

**Eligible for other program** If a client submits an application for one cash program, but during the application interview the case manager discovers the client is actually eligible for the other cash program, the case manager must complete the RFA only for the correct program. Their TAO manager must remove the application request record by using the TAFDC/EAEDC Web Application removal icon to delete the application. Always enter a detailed narrative.

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**Application  
Scenarios**  
(continued)

**Example:** Sandra Davis submits an online application for TAFDC. When the case manager calls her to complete the application, they discover that she does not have children but does have a disability that prevents her from working. The case manager informs Ms. Davis of the program rules and completes an application for EAEDC. The case manager then emails their TAO manager to have the TAFDC application request removed from the TAFDC/EAEDC Web Application View. A detailed narrative must be entered in BEACON.

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**Actuate  
Reports**

Effective June 29, 2020, an Actuate report entitled the TAFDC/EAEDC Web Applications View Daily Report will be generated daily and will list application requests that were deleted from the TAFDC/EAEDC Web Applications view. The report will be located in the Field Ops Staff TAO Reports folder.

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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 Procedural Issues Mailbox.

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

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