

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

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**Online Guide Transmittal 2022-47
June 16, 2022**

To: Department of Transitional Assistance Staff

From:  **Sarah Stuart, Associate Commissioner for Change Management**

Re: Cross Program: Updated Child Support Guidance

Overview

TAFDC applicants who are receiving child support payments through the Department of Revenue (DOR) or direct payments from the absent parent can continue to do so until their TAFDC is approved. Once approved, all payments received by DOR for a child included in the TAFDC assistance unit will remain with the Commonwealth except for the DEFRA payment of up to \$50 per month which is issued to the client. Any direct payments received by the client for a child included in the assistance unit once the TAFDC is approved, must be sent to DOR. DOR has updated the information that must be included when the payment is sent to them.

Additionally, all Online Guide pages referencing “ViewDirect” have been updated to read “Mobius View”, which is the program used by the Department to verify child support orders and payments. A new Online Guide Page with instructions for using Mobius View has also been added. As we make these changes to the Online Guide, we are modifying the language used when referring to clients and staff to language that advances diversity, equity, and inclusion in our work.

Purpose

The purpose of this Online Guide Transmittal is to advise staff of the following:

- Updated procedures for clients who receive direct child support payments after their TAFDC case has been approved.
 - The Online Guide has updated all references to “ViewDirect” with “Mobius View”.
 - A new Online Guide page for Mobius View has been added.
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New Online Guide Page

Topic: Cross Program
Book: Income
Chapter: Unearned Income
Page: Mobius View for Monthly Child Support Contributions

Revised Online Guide Pages

Topic: TAFDC
Book: Program Nonfinancial Requirements
Chapter: Child Support
Sub Chapter: Absent Parent Information at Application
Page: Importance of Client Cooperation

Obsoleted Online Guide Page

Topic: TAFDC
Book: Program Nonfinancial Requirements
Chapter: Child Support
Sub Chapter: Child Support Income
Page: ViewDirect for Monthly Child Support Contributions

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 them to DTA.Procedural Issues.

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