



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


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**Online Guide Transmittal 2020-39  
May 15, 2020**

**To:** Department of Transitional Assistance Staff  
**From:**  Sarah Stuart, Associate Commissioner for Change Management  
**Re:** TAFDC & EAEDC: Temporary Relocation Benefit Procedures

**Overview**

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Relocation Benefits are provided to certain TAFDC or EAEDC families leaving an emergency or domestic violence shelter or a Teen Parenting Program. In order to receive these benefits certain forms and reports are typically required.

Effective 5/22/2020, staff will have the ability to centrally print the Relocation Benefit Request Form from BEACON.

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**Purpose**

The purpose of this Online Guide Transmittal is to inform all staff of temporary procedures and systems changes to support the completion of a Relocation Benefits request.

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## Procedural Changes

If a TAFDC or EAEDC client requests a Relocation Benefit, and meets criteria outlined in the Online Guide: [Relocation Benefit Overview](#), case managers must discuss with the client, in detail, ways in which the benefit can be used. Case managers must also be sure to provide thorough instructions on how the client can successfully request the benefit.

The Relocation Benefit Verification (RBV) form is now available on BEACON and can be selected and included on the Verification Checklist (VC-1) as an *optional verification*. Case managers must be sure to send a VC-1 to the client with this item, once it has been requested. The RBV form will automatically generate and print with the VC-1. The option to centrally print must always be selected.

Case Managers will no longer need to complete the top-section on the Relocation Benefit Verification (RBV) form and must ensure that the client is provided one form for each vendor the client is requesting. If multiple vendors are identified, staff must create separate User enter verifications in order to generate separate RBV forms. Advise the household that the form must be given to the landlord, utility company and/or other vendor for completion. Encourage clients, if feasible, to electronically submit the form to the vendor, as many businesses are not open to the public at this time. The vendor will need to complete the form by entering the amount due and their name, address, Federal Employer Identification Number (FEIN) or SSN, and telephone number. The client must submit an itemized bill with the completed RBV form. There are no changes for completing an Invoice for Special Services (SSPS). To create and authorize an Invoice please refer to [Relocation Benefit- Creating and Authorizing an Invoice](#).

**Note:** the only signatures that are required to process Relocation Benefits are those of the client and vendor only.

**Important:** Relocation Benefits for advance rent and Vendor Payments for rental housing only require a Housing Inspection Report when that is possible. A self-declaration that the client is not able to obtain the report at this time must be accepted and the payments must not be delayed due to inability to get a Housing Inspection Report.

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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 them to DTA.Procedural Issues.

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

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