



**Commonwealth of Massachusetts**  
*Executive Office of Health and Human Services*  
**Department of Transitional Assistance**  
600 Washington Street . Boston MA 02111

Algeo Paul Cellucci  
Governor

Jane Swift  
Lieutenant Governor

William D. O'Leary  
Secretary

Claire McIntire  
Commissioner

**Field Operations Memo 2001-4**  
**January 24, 2001**

**TO:** Transitional Assistance Office Staff  
**FROM:** Joyce Sampson, Assistant Commissioner for Field Operations  
**RE:** Change in EA Shelter Billing Procedures

**Background**

Effective January 2001, Department-contracted shelters (Attachment A) are converting to a unit rate billing process. At a statewide meeting, shelters were instructed on the new procedures, concentrating on the importance of the SSPS invoice and the shelter log to ensure accurate billing and payment.

The shelters were advised that they have a responsibility to make sure:

- they have received an SSPS invoice for each family currently placed in their shelter;
- they receive an SSPS invoice for any new family placed in their shelter. They should not accept a family into shelter unless confirmed by the referring TAO;
- the shelter log is annotated accurately and any discrepancies are brought to the attention of the appropriate TAO; and
- the log is annotated and returned within the specified timeframes

This memo addresses both the shelters' and the TAOs' responsibilities in this new billing process.

**Initial  
Placement**

When the EA AU has been determined eligible for EA shelter and a shelter vacancy identified, the AU Manager or Homeless Coordinator must

- complete the EA-1, submitting it for data entry on SSPS for an authorization number;
- complete the SSPS invoice, submitting it for data entry on SSPS for the control number. The control number must be entered in block 1 of the SSPS invoice;
- **give the completed SSPS invoice to the EA AU to take to the shelter, when possible; or**

**fax the SSPS invoice to the shelter; or**

**if the above are not options, the TAO Director must telephone the shelter advising it that the EA AU will be arriving, the invoice number and that the invoice will be faxed or mailed the next day.**

If the invoice is faxed to the shelter, the original invoice is to be mailed to the shelter within seven days.

If the invoice is sent to the shelter before the control number is obtained, the AU Manager or Homeless Coordinator must call the shelter with the control number or fax the same invoice but now with the control number in block 1.

Shelters were advised to call the AU Manager or Homeless Coordinator if the invoice is not received by the seventh day from the initial placement.

Outstanding invoices are to be brought to the attention of the TAO Director or as a last resort, the Director of Field Operations, Steve Kane

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**Moving from  
One Shelter to  
Another Shelter**

**Reminder:** When a family leaves one shelter and is transferred another shelter, the AU Manager or Homeless Coordinator must.

- submit the SSPS invoice with the end date (last night the family stayed in the shelter) at the first shelter to data entry; and
- submit another SSPS invoice to data entry for a new control number which will establish the billing process for the new shelter. Some vendors manage more than one shelter. A new invoice must be completed for the new shelter even if the vendor remained the same

Follow the procedures in Chapter IV of the *EA Reference Guide* regarding the notice that must be given to the EA AU before the transfer

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**Shelter Log**

On or about the 25th of each month, shelter logs are generated based on the information in SSPS. These logs are sent to the shelters.

The shelter must review the logs carefully and communicate with the TAO to resolve outstanding discrepancies. TAO Directors must try to resolve remaining discrepancies. As a last resort, the shelter will contact the Director of Field Operations, Steve Kane, regarding any unresolved discrepancies.

Discrepancies include:

- incorrect name spelling,
- transposed numbers in the SSN;
- date of entry; and
- missing names of families entering the shelter after the 25th of the month.

The shelter annotates the shelter log (see Attachment B) by:

- entering the exit date which is the last night the family stayed in the shelter. On Attachment B, the first family left on the 10th; the second family left on the 16th, and the third and fourth families are still there;

**Shelter Log  
(continued)**

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- writing the total number of units in the blank space at the end of the line with the family's name The total number is determined by multiplying the number of days times the number of rooms the family used in the shelter in the month It does not include the day on which the family leaves. See the second line on Attachment B, where the family used 2 rooms for 15 days equaling 30 units;
  - calculating the total number of units multiplied by the unit rate and entering this on the bottom of the log;
  - signing the log; and
  - submitting a copy of the log by the 10th of the following month
    - each TAO that has a family residing in the shelter,
    - Central Office Housing Unit; and
    - Centralized Eligibility Unit.

Note: When the shelter holds a room vacant and the EA family does not show, the shelter will add the family's name to the log for payment for that night(s)

**Questions**

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If you have any questions, please have your Hotline designee call the Policy Hotline at (617) 348-8478

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## CONTRACT SHELTERS

Vendor Name	SSPS ID	Name of Shelter Site	Payment Location
ALTERNATIVES UNLIMITED	001481/8	WINTERHAVEN	MILFORD
BERKSHIRE COMM ACTION	567825/1	OUR FRIEND'S HOUSE	PITTSFIELD
BROOKVIEW HOUSE	007448/9	DEMO APTS	DORCHESTER
CAMBRIDGE YWCA SHELTER	368270/6	EMERGENCY SHELTER PROG.	CAMBRIDGE
CASA NUEVA VIDA INC	425699/9	CASA NUEVA VIDA INC.	JAMAICA PLAIN
CATHOLIC CHARITABLE BUR	569178/8	ST. AMBROSE SHELTER	DORCHESTER
CATHOLIC CHARITABLE BUR	816558/1	GENESIS II	NEWTON
CATHOLIC CHARITIES	568449/8	YOUVILLE 1 & 2	WORCESTER
CENTR HUMAN DEVELOPMENT	324345/1	GRACE HOUSE	AMHERST
CHILDREN'S SERV OF ROXB	994201/7	SCATTERED SITE	ROXBURY
CITIZENS ADEQ.HOUSING	766305/6	INN TRANSITION	PEABODY
CITIZENS ADEQUATE HSING	567965/6	INN BETWEEN	PEABODY
COMM ACTION COM CAPECOD	012634/9	SAFE HARBOR	HYANNIS
COMM.ACTION COMMITTEE	007451/9	DEMO APTS	HYANNIS
COMMUNITY ACTION COMM.	007450/1	DENNIS HSG AUTH DEM APT	HYANNIS
COMMUNITY CARE SERVICES	070599/3	FAMILY RESOURCE CENTER	ATTLEBORO
COMMUNITY HEALTH LINK	766194/1	SIGOURNEY STREET	WORCESTER
COMMUNITY TEAMWORK INC	568023/9	MERRIMACK HOUSE	LOWELL
COMMUNITY TEAMWORK INC	568066/2	PAWTUCKET HOUSE	LOWELL
CRITTENTON HASTINGS H	007449/7	TRANSITIONAL HOUSING	BRIGHTON
CRITTENTON HASTINGS HOU	095168/4	SCATTERED SITE	BOSTON
CROSSROADS %HOLYREDEEMR	567868/4	CROSSROADS	EAST BOSTON
CTR. HUMAN DEVELOPMENT	573469/0	JESSIE'S HOUSE	NORTHAMPTON
DAVID J LOUISON FDN	136352/2	DAVID JON LOUISON HOUSE	BROCKTON
DEVELOPMENT DISABILIT.	639028/5	CAROLINA HILLS	MARSHFIELD
EMMAUS HOUSE % J. TODD	567892/7	EMMAUS HOUSE	HAVERHILL
ESTHER R. SANGER CTR	567990/7	MARY MARTHA LEARNING C.	HINGHAM
FRIENDLY HOUSE, INC	567914/1	FRIENDLY HOUSE	WORCESTER
HAP	568082/4	PROSPECT HOUSE	SPRINGFIELD
HENRY LEE WILLIS COMCTR	907634/4	SHEPHERD'S PLACE	WORCESTER
HILDEBRAND FAM SELF-HLP	994197/5	SCATTERED SITE	CAMBRIDGE
HILDEBRAND FAM SLF-HELP	425711/1	HILDEBRAND FAMILY SHLTR	CAMBRIDGE
HOUSE OF HOPE, INC	567931/1	HOUSE OF HOPE	LOWELL
HOUSING ASSIST.CORP.	021318/7	PILOT PROJECT	HYANNIS
HOUSING ASSISTANCE CORP	016189/6	HAC FOUNDATIONS	HYANNIS
HOUSING ASSISTANCE CORP	567957/5	LIFE CENTER	HYANNIS
HOUSING ASSISTANCE CORP	611336/2	CARRIAGE HOUSE	HYANNIS
HOUSING ASSISTANCE CORP	816531/9	ANGEL HOUSE	HYANNIS
HSG ASST CO/SUMMERSIDE	423831/1	TIP	HYANNIS
LIFEHOUSE INC.	459321/9	LIFEHOUSE SHELTER	DORCHESTER
LITTLE SISTERS ASSUMP.	567949/4	PROJECT HOPE	DORCHESTER
LYNN SHELTER ASSOC INC	384496/0	BRIDGE HOUSE	LYNN
MAIN SPRING HSE/BROCKTN	094803/9	SCATTERED SITE	BROCKTON
MAIN SPRING HSE/MIDDLEB	568007/7	CONWAY HOUSE	MIDDLEBORO
METRO BOSTON HOUSING	967564/7	SCATTERED SITE	BOSTON
MIDDLESEX HUMAN SERVICE	025994/2	HESTIA'S HOUSE	WALTHAM
MIDDLESEX HUMAN SERVICE	567981/8	MARY'S HOUSE	WALTHAM

## CONTRACT SHELTERS

Vendor Name	SSPS ID	Name of Shelter Site	Payment Location
N E FARM WORKERS COUNCI	095192/7	SCATTERED SITE	SPFLD
N SHORE COMM ACTION PRO	095303/2	SCATTERED SITE	PEABODY
NUVA, INC	568040/9	TAKING CARE OF BUSINESS	GLOUCESTER
OPEN PANTRY INC.	412503/7	JEFFERSON STREET	SPRINGFIELD
PLYMOUTH COALITION	568074/3	PILGRIM'S HOPE	KINGSTON
PROVIDENCE MINISTRIES	427888/7	BRODERICK HOUSE	HOLYOKE
RESIDENTIAL CARE CONSOR	568104/9	FALL RIVER FAM RES CTR	FALL RIVER
REVISION HOUSE INC.	999075/5	REVISION HOUSE	DORCHESTER
ROXBURY MULTI-SERVICE	568112/0	FAM HSE SHLTR ROXBURY	DORCHESTER
S.M.O.C.	024372/8	MEDWAY HOUSE	FRAMINGHAM
SALVATION ARMY ROXBURY	568341/6	ROXBURY FAMILY SHELTER	BOSTON
SERVICENET	568392/1	GREENFIELD/ORANGE SHLTR	NORTHAMPTON
SERVING PEOPLE IN NEED	095613/9	SCATTERED SITE	LYNN
SHELTER INC	567833/1	BOSTON FAMILY SHELTER	CAMBRIDGE
SO MIDDLESEX OPP COUN	096024/1	SCATTERED SITE	FRAMINGHAM
SO MIDDLESEX OPP COUNCL	514551/1	SAGE HOUSE	FRAMINGHAM
SO MIDDLESEX OPP COUNCL	568058/1	PATHWAYS	FRAMINGHAM
SOJOURNER HOUSE INC	568376/9	SOJOURNER HOUSE	ROXBURY
SOMERVILLE HOMELESS COL	567850/1	CROSS ST FAMILY SHELTER	SOMERVILLE
SOUTH MIDDLESEX OPP CON	016188/8	SMOC FOUNDATIONS	FRAMINGHAM
SPFLD HOME/WOMEN&CHILDR	021088/9	HORIZON'S HOUSE	SPRINGFIELD
ST MARY'S WOMEN&INFANTS	058882/2	MARGARETS HOUSE	BOSTON
TRAVELERS AID SOCIETY	096105/1	SCATTERED SITE	BOSTON
TRI-CITY HOUSING	025993/4	WALNUT PLACE	MALDEN
TRI-CITY HOUSING	639036/6	TRANSITIONAL FAMLY HOME	MALDEN
TRI-CITY HOUSING TASK	096121/3	SCATTERED SITE	MALDEN
VALLEY OPPORTUNITY COUN	568031/0	MAIN STREET	HOLYOKE
VICTORY PROGRAMS INC	024468/6	PORTIS @ B ZOLLARCOFFER	JAMAICA PLAIN
WELLSPRING HOUSE INC	568414/5	WELLSPRING	GLOUCESTER
YMCA OF GREATER BOSTON	257869/7	FAMILIES IN TRANSITION	BOSTON

MONTHLY SHELTER LOG  
 FOR THE MONTH OF  
 SSPS VENDOR NUMBER:  
 SSPS VENDOR NAME:

January  
 [REDACTED]

DEPARTMENT OF TRANSITIONAL ASSISTANCE

INVOICE NUMBER	CLIENT NAME	CLIENT SOC SEC NO	NO OF ROOMS	TAO	OFFICE NAME	ENTRY CODE	DATE ENTERED	EXIT CODE	EXIT DATE
6762208	[REDACTED]	581-41-[REDACTED]	1	343	SPRINGFIELD, LI	S	8-14-00	H	1-9-01
6760778	[REDACTED]	018-60-[REDACTED]	2	285	SPRINGFIELD, ST	S	8-18-00	O	1-15-01
6762202	[REDACTED]	029-56-[REDACTED]	1	343	SPRINGFIELD, LI	E	9-12-00		
6762240	[REDACTED]	261-87-[REDACTED]	1	343	SPRINGFIELD, LI	D	12-10-00		

Billable Units    X    Unit Price    =    Amount  
 101                      \$100                      \$10,100

Shelter's Authorizing Signature

Attachment B

