



**Massachusetts Department of Public Welfare**

600 Washington Street, Boston, MA 02111

FAX 95-7

Field Operations Memo 95-9  
January 23, 1995

TO: Local Office Staff  
FROM: Joyce Sampson  
Assistant Commissioner for Field and Eligibility Operations  
RE: EA Shelter Denials - Case Conference Procedures

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**Background** Currently there is a process for notifying the Department of Social Services (DSS) when an EA household's shelter benefits are being terminated. There is no corresponding process when an EA application for temporary emergency shelter is denied. An EA application for temporary emergency shelter may be denied for a number of reasons, such as, the family has some place to stay, the family has already received EA during the past 12 months, the family has excess income and/or assets, or the family was offered an available temporary emergency shelter placement which the family refused or failed to accept, etc. To deal with these denial situations, the following process is being established.

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**Case Conference** As of January 27, 1995, when an EA application for temporary emergency shelter is denied at one of the offices listed below, the Department in conjunction with DSS and the Executive Office of Communities and Development (EOCD) will hold a case conference concerning other possible services available to this family from the appropriate agencies. The offices that initially will follow this procedure are: all Boston offices, Quincy, Brockton, Plymouth, Falmouth, Barnstable, and Orleans. It is anticipated that additional offices will be included at a later date.

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**Local Office Responsibilities**

- . The unit supervisor is responsible for notifying the local office director or designee when an EA temporary emergency shelter application is denied.
- . The local office director or designee will:
  - establish office procedures regarding which staff will attend the case conference; and
  - immediately fax a copy of the NFL-9 denial notice for temporary emergency shelter to the DSS contact person.

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**Notifying  
DSS**

This case conference will be held as soon as possible following the shelter request denial. The local office director or designee calls the DSS designee with the shelter denial information.

**The DSS contact person:**

- . for all Boston offices, contact Bonnie Doherty, Family Housing Welfare Office at Grove Hall, (617) 474-1485, FAX (617) 427-2329; and
  - . for the other offices, contact Mary Ann Nee, (617) 339-5663 (beeper). FAX (508) 394-4356.
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**Conference  
Location**

This case conference will be held at the Family Housing Welfare Office at Grove Hall for Boston cases. For cases outside Boston, this case conference will be held at the local welfare office. The conference should be held the same day as the denial or as quickly as this conference can be coordinated with the local office staff, DSS contact person, EOCD representative and the applicant if he or she chooses to be part of this conference.

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**Conference  
Discussion**

At this case conference, local office staff, DSS, EOCD contractor staff and the applicant, if he or she chooses to be part of the conference, will review the family situation, including a review of those services and benefits already received, and a determination if there are additional benefits or services for which the family may be eligible.

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**Conference  
Conclusion**

At the conclusion of the case conference, the EA applicant will be notified of any available services and of the appropriate contact person for these services. The applicant has the option to accept or reject the proposed services. The agency, DSS or EOCD, offering the services will send the written notice to the applicant.

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**Questions**

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

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