



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

Field Operations Memo 95-18
June 1, 1995

William F. Weld
Governor

Argeo Paul Cellucci
Lieutenant Governor

Gerald Whitburn
Secretary

Joseph Gallant
Commissioner

TO: Local Office Staff

FROM: Joyce Sampson
Assistant Commissioner for Field and Eligibility Operations

RE: EA Shelter Denials - Case Conference Procedures for
Statewide Implementation

Background An EA application for temporary emergency shelter may be denied for a number of reasons, such as the family having some place to stay, having already received EA during the past 12 months, having excess income and/or assets, or having been offered an available temporary emergency shelter placement which they refused or failed to accept, etc. To deal with these denial situations, the following process has been established.

Case Conference Since January 27, 1995, when an EA application for temporary emergency shelter was denied, the Department, in conjunction with DSS and the Executive Office of Communities and Development (EOCD) has held case conferences concerning other possible services available to these families from the appropriate agencies. Offices that initially followed this procedure were: all Boston offices, Quincy, Brockton, Plymouth, Falmouth, Barnstable and Orleans. This process is now available statewide.

Local Office Responsibilities

- The worker advises the applicant that a case conference will be scheduled with DSS and EOCD unless he or she objects to a case conference. Annotate the case record with the applicant's decision.
 - If the applicant objects, a case conference will not be held;
 - If the applicant does not object, notify the unit supervisor.

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- The unit supervisor is responsible for notifying the local office director or designee when an EA temporary emergency shelter application is denied and a case conference should be scheduled.
 - 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**

Once the applicant agrees on a case conference may occur, it should 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 following is a list of DSS contact persons based on the location of the office. If your specific office is not listed, contact the DSS designee for your general area.

- All Boston offices, contact Bonnie Doherty, Family Housing Welfare Office at Grove Hall, (617)474-1485, FAX (617)427-2329; and
- Offices in western Massachusetts, such as Pittsfield, Greenfield, Northampton, Springfield, Holyoke, contact Al Blanchard, Springfield DSS, (413)781-0323, FAX (413)781-4482;
- Offices in central Massachusetts, such as Fitchburg, Worcester, Athol, contact Benita Kouffour, Worcester DSS, (508)755-1666, FAX (508)755-1936;
- Offices in northeast Massachusetts, such as Haverhill, Lowell, Lawrence, contact Margaret Lynch, Arlington DSS, (617)727-1281, FAX (617)648-6909;
- Offices in metro Massachusetts, such as Waltham, Weymouth, Framingham, contact Carol Fuller, Arlington DSS, (617)727-1281, FAX (617)648-6909;

- Offices in southeast Massachusetts, such as Attleboro, Fall River, New Bedford, contact Bill Brennan, Brockton DSS, (508)584-0980, FAX (508)599-7878;
- Offices on the Cape and the Islands, Quincy, Plymouth and Brockton, contact Mary Ann Nee, (617)339-5663 (beeper), FAX (508)394-4356; and
- Davis Square, Malden, Lynn, and Revere offices, contact Peter Bolduc, (617)339-7199 (beeper), FAX (617)884-0215.

Remember, when making a call to a beeper, after you hear the clicks, enter the area code plus the telephone number. This records the telephone number where you may be reached.

Conference Discussion

With the applicant's agreement to a case conference, local office staff, DSS, EOCD contractor staff and the applicant, if he or she attends the conference, will review the family situation, including a review of those services and benefits already received, and a determination of additional benefits or services for which the family may be eligible. 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 and the EOCD representative. The applicant may also attend this case conference.

Conference Location

This case conference will be held at the Family Housing Welfare Office at Grove Hall for Boston cases and for cases outside Boston, at the specific local welfare office.

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 agency, DSS or EOCD, offering the services will send the written notice to the applicant. The applicant has the option to accept or reject the proposed services.

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**Obsolete
Material**

Field Operations Memo 95-9, dated January 23, 1995, is obsolete.

Questions

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

FYI

Battered Women's Shelters in Massachusetts:

The Massachusetts Coalition for the Homeless has provided the Department with the "most current" listing (dated 5/15/93) of shelters for battered women, including telephone numbers. The listing is attached to this memo.

Battered Women's Shelters in Mass. as of 5/15/93

Community	Shelter Name	Street	City	St	Zip	Phone	type	Comty Rms
Attleboro	New Hope	140 Park St, Box 4100	Attleboro	MA	02703	508-226-4015	battered women	
Boston	Asian Women's Project (I&R)	P.O. Box 73	Boston	MA	02120	617-739-6696	battered women	
Boston	Casa Myrna Vazquez	P.O. Box 18019	Boston	MA	02118	617-262-9581	battered women	
Boston	Elizabeth Stone House	P.O. Box 15	Jamaica Plain	MA	02130	617-522-3417	battered women	
Boston	FINEX House	P.O. Box 1154	Jamaica Plain	MA	02130	617-436-2002	battered women	
Boston	Harbor Me	P.O. Box 191	Chelsea	MA	02150	617-884-8974	battered women	
Boston	Mary Lawson Forman House (Casa M)	P.O. Box 49	Dorchester	MA	02125	617-262-9581	battered women	
Boston	Renewal House	P.O. Box 919	Boston	MA	02120	617-566-6881	battered women	
Brockton	Womansplace	P.O. Box 4206	Brockton	MA	02403	508-588-2042	battered women	
Cambridge	Transition House	Harvard Sq Sta Box 530	Cambridge	MA	02238	617-354-2676	battered women	
Fall River	Our Sisters Place	P.O. Box 4236	Fall River	MA	02723	508-677-0224	battered women	
Fitchburg	Women's Resources, Inc.	P.O. Box 2503	Fitchburg	MA	01420	508-342-2919	battered women	
Framingham	Women's Protective Services	63 Fountain St.	Framingham	MA	01701	508-820-0834	battered women	
Greenfield	N.E.L.C.W.I.T.	25 Forest St.	Greenfield	MA	01301	413-772-0871	battered women	
Haverhill	Women's Resource Center	26 White St.	Haverhill	MA	01830	508-373-4041	battered women	
Holyoke	Womanshelter/Companeras	P.O. Box 6099	Holyoke	MA	01041	413-536-1626	battered women	
Hyannis	Independence House	105 Pleasant St.	Hyannis	MA	02601	508-771-6507	battered women	
Lawrence	Women's Resource Center	454 North Canal St.	Lawrence	MA	01840	508-685-2480	battered women	
Lowell	Alternative House	Highland Sta Box 2096	Lowell	MA	01851	508-458-0274	battered women	
Malden	Services Against Family Violence	110 Pleasant St.	Malden	MA	02148	617-324-2221	battered women	
Nantucket	Safe Place	P.O. Box 3231	Nantucket	MA	02584	508-228-0561	battered women	
New Bedford	New Bedford Women's Center	252 County St.	New Bedford	MA	02740	508-996-3345	battered women	
Newburyport	Women's Crisis Ctr of Newburyport	5 Prince Place	Newburyport	MA	01950	508-465-2155	battered women	
Northampton	Necessities/Necesidades	16 Armory St.	Northampton	MA	01060	413-586-1125	battered women	
Pittsfield	Women's Services of Western Mass.	146 First St.	Pittsfield	MA	01201	413-499-2425	battered women	
Plymouth	South Shore Women's Center	85 Samoset St.	Plymouth	MA	02360	508-746-2664	battered women	
Quincy	DOVE	P.O. Box 287	Quincy	MA	02269	617-471-5087	battered women	
Salem	HAWC	27 Congress St.	Salem	MA	01970	508-744-8552	battered women	
Somerville	Respond	P.O. Box 555	Somerville	MA	02143	617-623-5900	battered women	
Springfield	A.R.C.H. (YWCA of W. Mass.)	120 Maple St.	Springfield	MA	01103	413-733-1588	battered women	
Vineyard Haven	Women's Support Services	P. J. Box 369	Vineyard Haven	MA	02568	508-693-7900	battered women	
Waltham	Waltham Battered Women Supp Comm	P.O. Box 24	Waltham	MA	02254	617-891-0724	battered women	
Westfield	New Beginnings (YWCA of W. MA)	P.O. Box 1835	Westfield	MA	01060	413-562-5739	battered women	
Worcester	Abby's House	23 Crown St.	Worcester	MA	01609	508-756-5486	fam, Ind(F), bw	
Worcester	Daybreak, Inc.	945 Main St Box 925	Worcester	MA	01610	508-755-5371	battered women	