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

Field Operations Memo 95-22
July 1, 1995

Gerald Whitburn
Secretary
Joseph Gallant
Commissioner

To: Local Office Staff
From: Joyce Sampson
Assistant Commissioner for Field and Eligibility Operations
Re: Photo ID Replacement/ AFDC Centralized Office

Overview

Replacement of Photo IDs for AFDC recipients in the AFDC Centralized Office may now be completed in the local office without having to contact the AFDC Centralized Office. Prior to accessing the Photo-ID Replacement System (PIRS), the worker must make a PACES inquiry to obtain the correct CAN for the case. Use the PIRS screens and follow current PIRS procedures to issue the replacement Photo ID. The PIRS system has been modified to allow local office workers to access these cases to issue a replacement Photo ID.

Replacement Fees

If the replacement requires the \$5.00 fee, obtain a check from the recipient, made payable to the **Commonwealth of Massachusetts**, and send the check with a photocopy of the PIRS replacement screen to the Finance Unit at Central Office. Send a photocopy of the same screen to the AFDC Centralized Office in Quincy.

Questions

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