




William F. Weld
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Commonwealth of Massachusetts
Executive Office of Health and Human Services
Department of Transitional Assistance
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Gerald Whitburn
Secretary
Joseph Gallant
Commissioner

Field Operations Memo 95-24
August 1, 1995

To: Local Office Staff
From:  Joyce Sampson
Assistant Commissioner for Field and Eligibility Operations
Re: **Tracking Referrals from the Application Information Unit on ARTS**

Introduction

The Application Information Unit (AIU) is the centralized unit that:

- answers questions about the department's programs
- pre-screens potential applicants for the department's programs
- directs potential applicants to the appropriate local office
- mails out application packages

Follow-Up

The AIU is now mailing color-coded or stamped applications to potential applicants to track follow-up.

Program	Color
AFDC	AIU stamped on application
EAEDC	Yellow
FS	Green

**Worker
Responsibility**

If an applicant presents an application package mailed to the applicant by the AIU:

- enter " /AIU/" in Block 25 (Comments) on the ARTS TD

**Management
Responsibilities**

By the fifth working day of the month the director or designee must:

- perform queries on ARTS/ARTS to complete a monthly tally sheet for the AIU
- fax the completed tally sheet to:

Alison Bowen at 617-348-5479

ARTS Query

Use the following data elements for the ARTS query:

- category
- comments contain /AIU/

Questions

For any questions, contact Alison Bowen at 617-348-5183

AIU Monthly Tally Sheet

Office _____

Month _____

AFDC _____

EAEDC _____

FS _____

Signature _____

Date _____

Fax by the fifth working day of the month to:

Alison Bowen at (617) 348-5479