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Field Operations Memo 96-24
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TO: Local Office Staff
FROM: Joyce Sampson, Assistant Commissioner for Field Operations
RE: TAFDC Tracking System - Phase 2

Overview

The TAFDC Tracking System was developed to provide local office staff with a standardized process for tracking and monitoring TAFDC case activity, including important follow-up dates. The tracking system operates as an automated tickler file which does not replace any of the tracking systems that were developed for the main frame systems.

Updated demographic data for the tracking system are obtained from ARTS and must be completed once a week after the ARTS download.

Note: Since letters automatically generated by the system contain the worker's phone number or extension, it is important to ensure that this information is correctly updated onto ARTS (staff file).

Workers may use the tracking system to:

- . Add a new record;
- . Find an existing record;
- . Print reports; and
- . Print letters and forms.

Phase 2 Implementation And Mandatory Use

The TAFDC Tracking System available to local offices during the Phase 1 Implementation has been enhanced for Phase 2. It will be **mandatory** that all local office staff use the enhanced TAFDC Tracking System after they have attended training.

Enhancements To The TAFDC Tracking System

The TAFDC Tracking System has been enhanced with a reformatted tracking information screen to ensure clarity, new screens for tracking key follow-up dates and other data, applications to print letters and forms and a new tab system for accessing all screens.

By using the enhanced TAFDC Tracking System, workers are able to capture all appropriate data to ensure that every tracking responsibility associated with Welfare Reform, including follow-up activities for the Work Program and sanctioning process, are met in a timely fashion. Following is a summary of these enhancements:

The TAFDC Tracking Information Screen has been reformatted.

- . The Start Date has been changed to the Work Requirement Start Date to specifically track follow-up dates for the Work Program;
- . Demographic data elements such as Name, Address and City/State/ZIP are now titled;
- . A data element for Language Code has been added;
- . The Work Requirement Section is now separate from the Intake Section;
- . An ESP-MIS Data Section has been added;
- . The Dependent, Other/Misc., Teen Cases and Notes Sections have been added to a new screen;
- . The worker's telephone number and office demographic data have been added to the letters; and
- . Customized menus have been added to screen menu options.

Additional screens for tracking and monitoring follow-up dates and applications for letters and forms have been added.

- . The 30, 45, 60-Day Tracking Data Screen provides follow-up dates for activities relating to the Work Program;
- . The 70, 80, 90-Day Tracking Data Screen provides follow-up dates for activities relating to the sanctioning process;
- . The Miscellaneous Tracking Data Screen provides data for some dependents (oldest and youngest), teen cases, other miscellaneous dates and for workers' notes;
- . The TAFDC-AL1 displays the conversion letter that enables the worker to schedule an appointment with the recipient to review the case and determine eligibility for the TAFDC Program;
- . The Appointment Letters in English and Spanish allow the worker to schedule appointments with the recipient at 30-day, 45-day and 60-day intervals during the job search period;
- . The Summary Sheet allows the worker to track appointments with the recipient during the 60-day job search period;
- . The Checklist allows the worker to record and track data and documents required to ensure that appropriate case files have been completed;
- . The Office Data form displays pre-filled local office demographic data and contact information automatically generated by the system onto the appointment and conversion letters. The Office Data form may be updated by the local office EDP Coordinator;
- . The Date Tickler Listing allows the worker to track key follow-up dates for the case during the job search period and sanction period for the Work Program; and
- . The PACES Input Document Worksheet displays both pre-filled data and a list of codes to be circled allowing the worker to record appropriate information when a TAFDC case or household member is sanctioned.

Tabs containing the names of the applications available on the TAFDC Tracking System have been added in a row at the top of the screen to enable the worker to quickly click to another screen.

Additional Information

The procedures for the TAFDC Tracking System are displayed in the *Personal Computer User's Guide*, Volume 4: TAFDC Tracking System.

Questions

Questions concerning using the TAFDC Tracking System must be directed to the Customer Support Services Hotline at 348-5290.