



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

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Online Guide Transmittal 2023-86
December 21, 2023

To: Department of Transitional Assistance Staff
From: *KP* Sarah Stuart, Associate Commissioner for Change Management
Re: *for SS* TAFDC & EAEDC: Assisting Clients with Meeting the Application for Other Benefits Requirements

Overview

Clients applying for or receiving Transitional Aid to Families with Dependent Children (TAFDC) or Emergency Aid to the Elderly, Disabled, and Children (EAEDC) must verify eligibility factors to be approved for or continue to receive benefits. Staff are to assist clients to the best of their ability by accessing available data sources to verify as much information as possible prior to requesting the information from the client. Clients can face challenges to obtaining verification of certain eligibility factors such as applying for other benefits that they may be eligible for, a requirement for the EAEDC and TAFDC programs. To reduce the burden on clients and promote access to these important benefits, the Department has developed procedures for assisting clients with verifying this eligibility factor.

Purpose

This Online Guide Transmittal advises DTA staff about updated Online Guide content pertaining to:

- new expectations for assisting clients with applying for other benefits they may be eligible for, and
 - corresponding revised and new Online Guide Pages.
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**Revised Online
Guide Pages**

Topic: Cross Programs
Book: Applications
Chapter: TAFDC Application Interview
Page: Application Interview Assessed Person
Nonfinancials Workflow

Topic: Cross Programs
Book: Applications
Chapter: EAEDC Application Interview
Page: Application Interview Assessed Person
Nonfinancials Workflow

Topic: COVID-19
Page: Processing Cases with Paid Family and Medical
Leave

**New Online
Guide Pages**

Topic: TAFDC
Book: Basic Case Activities & Maintenance
Page: Application for Other Benefits-TAFDC

Topic: EAEDC
Book: Basic Case Activities & Maintenance
Page: Application for Other Benefits-EAEDC

Questions

If you have any policy or procedural questions, after conferring with the appropriate TAO personnel, please have your Systems Information Specialists or TAO management email them to [DTA.Procedural Issues](#).

Systems issues should be directed to the Systems Support Help Desk.
