

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

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RONALD PRESTON Secretary

JOHN A. WAGNER Commissioner

Field Operations Memo 2004-34 September 20, 2004

To:

Transitional Assistance Office Staff

Cescia Derderian, Assistant Commissioner for Field Operations From:

TAFDC and Food Stamp Processing Guidelines for Noncitizen Re:

Applications

Background Consistent with the Agency's mission to serve all clients with dignity and respect, the Department of Transitional Assistance reviewed its procedures for processing TAFDC and FS applications, particularly applications from households with noncitizens.

> Many noncitizens find government agencies intimidating for cultural reasons and fear that an application for benefits could have an adverse effect on them and their family members due to their immigration status. TAO staff are reminded to be sensitive and responsive to all applicants, including noncitizens. As part of this awareness, the Department issued State Letter 1278 which requires that TAO staff not ask questions related to:

- *Immigration status*, if an applicant indicates a reluctance to disclose immigration status information for any household member(s); and/or
- Social Security Number (SSN), if an applicant indicates a reluctance to disclose SSN *due to immigration status* for any household member(s).

This Field Operations Memo provides guidelines for processing TAFDC and/or FS applications containing a noncitizen(s) who is not applying for benefits in accordance with State Letter 1278.

Purpose of Memo

This memo informs TAO staff about:

- Two new brochures: What Noncitizens Need to Know, and Noncitizen Resource Brochure.
- A new form, Supplement A: Questions Regarding Citizenship Status; and
- Processing Applications Containing a Noncitizen Who Chooses Not to Apply:
 - TAFDC Applications;
 - FS Applications;
 - Combined TAFDC/FS Applications; and
- The Impact of SSN Match for a Noncitizen Who Chooses Not to Apply.

What **Noncitizens** Need to **Know Brochure**

The What Noncitizens Need to Know brochure (Attachment A) was developed as an application tool. It was designed to give information about noncitizen options and the impact of certain decisions on remaining eligible household members. The information in the brochure will help noncitizens make better decisions when applying for benefits.

This brochure will be given to all TAFDC and FS applicants interviewed at the TAO, and in the future, centrally-mailed with the FS Application Information Notice to all FS applicants not subject to the face-to-face interview.

Noncitizen Resource **Brochure**

The Noncitizen Resource Brochure (Attachment B) was also developed as an application tool. Many noncitizens may not wish to discuss their immigration status with DTA employees but may feel more comfortable talking to an employee from an organization that specifically handles issues related to immigration. The Noncitizen Resource Brochure lists the name, address and contact information of all such organizations in the Greater Boston area as well as other regions in the Commonwealth.

This brochure will be given to all TAFDC and FS applicants interviewed at the TAO, and in the future, centrally-mailed with the FS Application Information Notice to all FS applicants not subject to the face-to-face interview.

A: **Questions** Regarding

Citizenship

Status

Supplement Supplement A: Questions Regarding Citizenship Status (Attachment C) was designed to capture information about the citizenship status of all applicants. The form also allows the applicant to list the noncitizen(s) who is not applying for benefits.

> Supplement A must be given to all applicant households that are interviewed at a local TAO. It will also be attached to the paper FS application so that persons applying by mail, drop-off, fax or internet have access to the same options. Procedures for incorporating this form into either a face-to-face or a FS telephone interview will be discussed later in this memo. Supplement A is a screening tool and does not need to be signed by the applicant.

Processing an Application Containing a Noncitizen Who is Not Applying for TAFDC Benefits

TAFDC

When processing an application containing a noncitizen(s) who chooses not to Applications apply, that individual(s) shall be ineligible for TAFDC benefits. In such cases, the Department staff **shall not** continue efforts to obtain documentation or ask additional questions related to immigration status.

When an applicant for TAFDC is being interviewed, the AU Manager must:

Give the applicant all program and informational brochures including the new What Noncitizens Needs to Know and the Noncitizen Resource Brochure;

Processing an Application Containing a Noncitizen Who is Not Applying for TAFDC Benefits

TAFDC • Applications (Continued) •

- Ask the applicant to complete *Supplement A* and assist the applicant in completing *Supplement A*, if necessary;
- Review *Supplement A* to see if a noncitizen household member(s) is choosing not to apply for TAFDC benefits;

Note: Do not enter information into BEACON until you have reviewed *Supplement A*. This will ensure that the information is accurately entered into BEACON for any noncitizen household member(s) not applying for benefits.

- If the applicant provides immigration status and SSN information for all household members or all household members are U.S. citizens, process the TAFDC application following established procedures.
- If the noncitizen applicant or other noncitizen household member chooses not to apply, the AU Manager must:
 - Complete the interview while entering information into BEACON;
 - On the Assessed Person window of the RFA workflow, enter a facsimile number (from the TAO number log) for a noncitizen grantee who is not applying for TAFDC benefits and check the *Unable to Obtain SSN* box;
 - *On the Household window*, indicate that the noncitizen household member(s) is *Present*;
 - On the Apply for Assistance window, select the No radio button to indicate that the noncitizen household member(s) is not applying;
 - On the Assessed Person window, fill out the required fields for all household members on the member list, except the grantee;
 - On the AU Mandatory Responsible window, select the No radio button to indicate that the noncitizen household member(s) is not applying;
 - Answer *Yes* to the Mandatory Inclusion field and select *Deemor* as the Inclusion Reason and *Ineligible Noncitizen* as the responsibility for a noncitizen **parent**;
 - Answer No to the Mandatory Inclusion field and None will automatically populate the Inclusion Reason and Responsibility fields for a noncitizen child;
 - On the *AU Composition Results* window enter the deprivation factor for the AU;

Note: A pop-up message will appear: *You must complete the Assessed Person window before the AU Composition Results* window.

- Go back to the *Assessed Person window* and assess the other household member(s), who is not applying for benefits, but who is mandatory inclusion:
 - fill out all required fields for this window;
 - click on Next, a pop-up message appears asking if the assessed person is to be assigned a **dummy number:**

Processing an Application Containing a Noncitizen Who is Not Applying for TAFDC Benefits

TAFDC Applications (Continued)

Note: BEACON will not require noncitizens who choose not to apply for benefits to be assessed until their responsibility is declared in the AU Mandatory/Responsible window.

- click *Yes* to allow a **system-generated dummy number** to populate the SSN field for this household member who is not applying; and
- click the Unable to Obtain SSN box.
 Remember: For a TAFDC Only application, a dependent child who is not applying, is not considered *Mandatory Inclusion* and therefore remains a basic person who is not assessed.
- On the Work Requirements window, enter the following:
 - ◆ AU Exempt Tab: Select the Exemption Status reason for the AU;
 - TAFDC Tab, Work Program Required: Select No;
 - Select one of the Ineligible Noncitizen reasons from the *Required Status Reason* drop-down box;
 - ESP Participation Reason: Select ESP Required if the noncitizen has a Required Status Reason of Ineligible Noncit. Comm Serv; and
 - Meets Compliance: Yes, Compliance Reason: Participation.
- On the Noncitizen window, enter the INS designation of Undetermined for any noncitizen household member(s) who is not applying for TAFDC benefits and fill out the other required fields on the window; Note: Use today's date as the Date of Entry, and Start Date, and enter None for Section Reference.
- On the Income and Expenses windows, enter any income, earned or unearned for all assessed persons;
- *On the Deemor window:*
 - enter the start date for the information;
 - enter the number of tax dependents who could be claimed for federal income tax purposes, excluding TAFDC dependents.
 Note: BEACON automatically counts the Deemor as a tax dependent. A grantee and two children with only one child applying for TAFDC means the AU Manager would enter 1 in the *Tax Dependents* field. See 106 CMR 204.235.
- Verify all items:
 - Select *Other (Specify)* as the verification for Undetermined Immigration Status and write in the free text area the explanation: *Noncitizen Undetermined*;
- Wrap-up the interview:
 - Perform EBC calculation; and
 - Authorize the AU.

Processing an Application Containing a Noncitizen Who is Not Applying for Food Stamp Benefits

FS

When processing an application containing a noncitizen(s) who chooses not to **Applications** apply, that individual(s) shall be ineligible for FS benefits. In such cases, the Department staff **shall not** continue efforts to obtain documentation or ask additional questions related to immigration status.

If a FS applicant is not eligible for the waiver of the face-to-face interview, the AU Manager must at the time of the application interview:

- Give the applicant all program and informational brochures including the new What Noncitizens Need to Know brochure:
- Ask the applicant to complete *Supplement A* and assist the applicant in completing Supplement A, if necessary; and
- Review Supplement A to see if a noncitizen household member(s) chooses not to apply for FS benefits.

If a FS applicant is eligible for the waiver of the face-to-face interview, the AU Manager must at the beginning of the telephone interview:

- Review Supplement A with the applicant to see if a noncitizen household member(s) is choosing not to apply for FS benefits; and
- Be prepared to talk about the informational brochures and Supplement A.

For either a face-to-face or telephone FS application interview, do not enter information into BEACON until you have reviewed/completed Supplement A. This will ensure that information is accurately entered into BEACON for any noncitizen household member(s) not applying for FS benefits.

- If the applicant provides immigration status and SSN information for all noncitizen household members, process the FS application following established procedures.
- If the noncitizen applicant or other noncitizen household member chooses not to apply, the AU Manager must:
 - Complete the interview while entering information into BEACON;
 - On the Assessed Person window of the RFA workflow, enter a facsimile **number** (from the TAO number log) for a noncitizen grantee who is not applying for FS benefits and check the *Unable to Obtain SSN* box; **Note:** Supplement A will be incorporated into the Food Stamp Application (FSA-1) in the next revision of the form. It will also be retained as an independent form for TAFDC purposes.
 - On the Household window, indicate that the noncitizen household member(s) is *Present*;
 - On the Apply for Assistance window, select the No radio button to indicate that the noncitizen household member(s) is not applying:
 - On the Assessed Person window, fill out the required fields for all household members on the member list, except the grantee;

Processing an Application Containing a Noncitizen Who is Not Applying for Food Stamp Benefits

FS **Applications** (Continued)

- On the AU Mandatory Responsible window, select the No radio button to indicate that the noncitizen household member(s) is not applying;
 - answer Yes to the Mandatory Inclusion field;
 - select *Deemor* as the Inclusion Reason and *Noncitizen Disqualified* as the responsibility for any **noncitizen parent or noncitizen child**;
- On the AU Composition Results window, click on Next, a pop-up message will appear which reads: You must complete the Assessed Person window before the AU Comp Results window.
- Go back to the Assessed Person window and assess the other household member(s) who is not applying for FS benefits, but who is mandatory inclusion; fill out all required fields and check the *Unable to Obtain SSN* box;
- On the Work Requirements window enter Noncitizen Disqualified as the Compliance Reason for both the Work Program and FS/ET for the noncitizen grantee who is not applying *due to immigration status*.
- On the Noncitizen window:
 - enter the INS designation of *Undetermined* for any noncitizen household member(s) who is not applying for FS benefits;
 - select Legal Disqualified No, and fill out all other required fields on the window:

Note: Use today's date as the date of entry, and start date, and enter none for section reference.

- On the Income and Expenses windows, enter any income, earned or unearned, following established procedures;
- Verify all items;
- Select Other (Specify) as the verification for the Undetermined Immigration Status and write in the free text area this explanation: Noncitizen Undetermined:
- Wrap-up the interview;
- Perform EBC calculation; and
- Authorize the AU.

Processing a Combined Application Containing a Noncitizen Who is Not Applying for Benefits

Combined TAFDC/FS

To process a combination TAFDC/FS application, the AU Manager must follow the TAFDC procedures beginning on page 2 of this memo and the FS procedures Applications beginning on page 5 of this memo.

> As specified in the **TAFDC Applications** section of this memo, a dependent child who is not applying for TAFDC is not considered Mandatory Inclusion and therefore **not** assessed in the TAFDC-Only workflow. Whereas, a dependent

Processing a Combined Application Containing a Noncitizen Who is not Applying for Benefits

Combined TAFDC/FS Applications (Continued)

child who is not applying for FS benefits **is considered** Mandatory Inclusion and therefore **assessed** in the FS-Only workflow. In a combination TAFDC/FS application, **a dependent child who is not applying** for TAFDC or FS benefits **will be assessed because** the coding as *Mandatory Inclusion* in the FS AU forces the BEACON logic to assess the dependent child for FS purposes.

Note: The noncitizen household member (dependent child) will be assessed in this workflow and their income and assets countable for FS purposes, unless the income is otherwise exempt under Food Stamp Program rules.

The Impact of the SSN Match Process on a Noncitizen Who is Not Applying for Benefits

Processing an SSN Match

The demographic information of a noncitizen who chooses not to apply for benefits, and who does not provide an SSN, will be matched with the Social Security Administration's (SSA) database. When a discrepant match is received on a noncitizen who chooses not to apply for benefits, the AU Manager must follow the procedures below to disposition the match.

Unknown to SSA: This match is generated when the SSN on file with DTA is not on file with SSA. When an *Unknown to SSA* match is received on a noncitizen who chooses not to apply for benefits, the AU Manager must make an entry in the BEACON Narrative stating that the number on file is a facsimile number or dummy number. The *Unknown to SSA* match result will be common for AUs consisting of noncitizens who choose not to apply for benefits.

Does not Match with SSA: This match is generated when demographic information on file with DTA does not agree with the information on file with SSA. The SSA may return a match with one SSN or a match with two or more SSNs.

When the information on file with DTA matches with two or more SSNs, the AU Manager must do nothing.

When the information on file with DTA **matches to <u>one SSN</u>**, the AU Manager must:

- Send the recipient an appointment letter. Indicate in the Free Text area that the subject of the appointment will be an SSN Match (do not request any verification of the client's SSN);
- Tell the recipient at the time of the appointment that there was one SSN match with his or her demographic information (name, date of birth and gender) which the Department will use on the AU record and for income match purposes;

Note: A noncitizen with a valid SSN may still be a non-applicant.

The Impact of the SSN Match Process on a Noncitizen Who is Not Applying for Benefits

Processing An SSN Match (Continued)

- Replace the facsimile number with the valid SSN;
- Initiate a request for a "new" Bay State Access card for the noncitizen, selecting "New" in the Request Type Field of the EBT Card Request window;
- Ask the CIS Clerk to:
 - Invalidate the current Bay State Access card or EBT card associated with the facsimile number;
 - Issue the noncitizen a new Bay State Access card, selecting "New" in the Request Type field.
- Ask a manager to request a transfer of remaining benefits (if any) on the EBT System under the facsimile number to the valid SSN;
 Note: The request must include the noncitizen's name, the facsimile number from which benefits are being transferred and the valid SSN where the benefits are being transferred.
- Fax the request to the Financial Program Management Unit at 617-348-5501;
- Discuss the TAFDC Exemption Status, Work Program Requirements and Time Limits with the noncitizen. Explain that:
 - the noncitizen will no longer be categorically exempt from the TAFDC Work Program Requirements based on his or her noncitizen status; and
 - the noncitizen will now be nonexempt and subject to the TAFDC Work Program Requirements, the lower Need/Payment standards and time limits *unless the noncitizen meets another exemption reason*; and
 - make the appropriate Work Requirement changes on BEACON;
- Wrap up the Interview and authorize, if applicable.

Questions

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



You have the right to interpreter services.

Be sure to read Your Right to Interpreter Services brochure as well as the other program brochures.
These contain important information.

If you have trouble understanding them, your worker can help.

WHAT
NONCITIZENS
NEED TO
KNOW

DEPARTMENT OF TRANSITIONAL ASSISTANCE



DEPARTMENT OF TRANSITIONAL ASSISTANCE

NCIB (9/2004) 25-400-0904-05



WHAT A NONCITIZEN NEEDS TO KNOW

Your children may be eligible for Cash and/or Food Stamp benefits even if you are not.

Don't be afraid to apply for benefits for yourself or your family. Even if you are ineligible for benefits due to immigration status, we will not report you to immigration authorities unless you provide us with a final order of deportation.

If you feel you cannot give us information about your immigration status, you will be ineligible for benefits. Your family members may still be able to receive benefits. Once you tell your worker that you cannot give us this information, your worker will stop asking you about your status.

BUT, your worker must ask you other questions about you, where you live, your income, child support, etc. We need this information to decide benefit eligibility for your family members. Your income and assets may be counted in determining eligibility and the amount of your family's benefits.

If you are a legal permanent resident (LPR), your worker may ask you about your sponsors. Sponsor income and assets may be used in deciding your eligibility and the amount of your family's benefits.

REMEMBER: If you do not tell us your immigration status, your benefits may be lower than they should be.

If you have questions about your immigration status or how receipt of benefits affects your ability to adjust your status or any other questions, you can call one of the agencies listed on the Noncitizens Resources brochure.



Irish Immigration Center

59 Temple Place, Suite 1010

Boston, MA 02111

Tel: 617-542-7654 Fax: 617-542-7655

Provides services for general inquiries, immigration advice & counseling, and legal representation before U.S. Immigration & Naturalization Service in interviews which have complicating factors. It also has a drop-in center and a hotline. *Spanish spoken*.

MIRA Coalition

105 Chauncey Street, 9th Floor Boston, MA 02111 617-350-5480 x208

Provides information concerning immigrant eligibility for public benefits as well as technical assistance on immigration status questions.

Central Massachusetts

Friendly House

36 Wall St.

Worcester, MA 01604 Phone: 508-755-4362 Fax: 508-792-7800

Specializing in asylum cases, green card replacement, adjustment of status, and naturalization. Free immigration consultation every Friday, by appointment only. Possible representation.

Jewish Family Service

15 Lenox Street

Springfield, MA 01108 Phone: 413-737-2601

Fax: 413-737-0323

Provides the following services: Refugee Resettlement Program, Citizenship classes and ESL.

Southeastern Massachusetts

Catholic Social Services

783 Slade St.

Fall River, MA 02724 Phone: 508-674-4681 Fax: 508- 675-2224

Specializing in asylum cases and citizenship assis-

tance. Serves Southeastern Mass. area.

Southeastern Mass. Legal Assistance

Corporation

231 Main St., Suite 201 Brockton, MA 02301 Phone: 508-586-2110 Fax: 508-587-3222

Specializing in asylum, family based petitions, natu-

ralization, affidavit of support, and more. Languages: English, Spanish, Portuguese.

Department of Transitional Assistance

NCRB (9/2004) 25-410-0904-05

Noncitizen

Resource

Brochure



We developed a list of nongovernmental organizations to help you with immigration issues. Feel free to call any them for assistance.

Greater Boston

Asian American Civic Association

90 Tyler St.

Boston, MA 02111 Phone: (617) 426-9492

Fax: (617) 482-2316

Immigration counseling, assistance with preparation of applications, and legal referrals; no representation. *Chinese spoken*.

Centro Presente

54 Essex St.

Cambridge, MA 02139-2609

Phone: (617) 497-9080 Fax: (617) 497-7247

Assistance with preparation of applications for citizenship, family-based petitions and NACARA

cases. Spanish spoken.

Community Legal Services and Counseling Center

1 West St.

Cambridge, MA 02139 Phone: (617) 661-1010

Fax: (617) 661-3289

Specializing in asylum cases, refugee green cards, family-based visa petitions, adjustment of status, and consultation on naturalization problem cases. *Spanish spoken*.

Family Advocacy Program

Boston Medical Center 91 East Concord Street

Maternity 5

Boston, MA 02118-2393

Phone: (617) 414-7430 Fax: (617) 414-3629

Serves income-eligible patient-families whose children are treated at Boston Medical Center, Codman Square Community Health Center, Dorchester House Multi-Service Center, or Uphams Corner Community Health Center. Advice and counsel and limited assistance on benefits eligibility and immigration status questions. Appointments must be made by calling the phone number listed above.

Greater Boston Legal Services

197 Friend St.

Boston, MA 02114 Phone: (617) 603-1808 Fax: (617) 371-1222

All types of immigration cases, primarily asylum cases, domestic violence cases, TPS counseling, and humanitarian relief. Provides community education/training. Serves the Commonwealth of Massachusetts. *Spanish*, *Haitian Creole*, *French*, *Arabic*, *Somali*, *and Gujarat spoken*.

Haitian Multi-Service Center

12 Bicknell St.

Dorchester, MA 02121 Phone: (617) 436-2848 Fax: (617) 287-0284

Does not represent persons in deportation proceedings, but provides advice and referrals. Processes applications for Cuban/Haitian adjustments, registry. Provides community education/training. Serves the Greater Boston area: primarily Haitians. *French and Haitian Creole spoken*.

International Institute of Boston

1 Milk St.

Boston, MA 02109

Phone: (617) 695-9990 Fax: (617) 695-9191

Specializing in asylum case, refugee green cards, citizenship, replacement green cards and I-94's, refugee travel documents, re-entry permits, advance parole, affidavits of support, consultations. Also, on a limited basis: family-based visa petitions and adjustment of status. Weekly walk-in hours. Low-income legal assistance program. Deportation defense and assistance for battered women. Serves Boston INS jurisdiction; all nationalities. BIA accredited staff. *Spanish, French and Vietnamese spoken*.

International Rescue Committee

162 Boylston Street Suite 50

Boston

Massachusetts 02116

United States

Tel: 617-482-1154

Assists clients with applications/petitions and adjustment of status, naturalization. Advises clients of relevant U.S. immigration laws, policies, and procedures and replacement of immigration documents.

Noncitizen Resources



Supplement A: Questions Regarding Citizenship Status

 Are you and all household members U.S. citizens by birth or naturalization? YES □ NO IF YES, STOP HERE!! 	
IF YES, STOP HERE!! 👳	
If No, Go to Question 2.	
2. Under TAFDC and Food Stamp regulations at 106 CMR 203.675 and 106 CMR 362.220 noncitizen who is unable or unwilling to provide Immigration Status information and/or due to immigration status does not need to do so. This noncitizen will be ineligible for TAFDC and/or Food Stamp benefits. However, the remaining members of the household may apply for benefits.	SSN
List any household member(s) who chooses not to apply for benefits:	
	_

If you have questions about your immigration status or how receipt of benefits affects your ability to adjust your status or any other questions, you can call one of the agencies listed on the <u>Noncitizen Resource Brochure</u> or read the noncitizen eligibility information on the back of this form.

THE FOLLOWING NONCITIZENS CAN BE ELIGIBLE FOR TAFDC BENEFITS:

- * Certain Refugees, Asylees and Deportation Withheld Noncitizens;
- * Certain Cuban/Haitian Entrants and Amerasians;
- * Members of the Hmong or Highland Laotian Tribes or their Spouses/Children;
- * Certain victims of severe forms of trafficking (bondage, slavery);
- * Certain Parolees and Conditional Entrants who:
 - (a) were granted Parolee or Conditional Entry Status before 8/22/96;
 - (b) were granted Parolee or Conditional Entry Status on or after 8/22/96 and five years have elapsed since the status was granted;
- * Legal Permanent Residents (green card holders) who:
 - (a) were granted Legal Permanent Resident status on or before 8/22/96;
 - (b) were granted Legal Permanent Resident status after 8/22/96 and five consecutive years have elapsed since the date the Legal Permanent Resident status was granted;
 - (c) before being granted Legal Permanent Resident status, had an immigration status of Amerasians, Cuban/Haitian Entrants, Asylees, Refugees and Deportation Withheld; or
 - (d) entered the U.S. before 8/22/96, whose Legal Permanent Resident status was granted on or after 8/22/96, and who has been continuously present in the U.S. from the latest date of entry prior to 8/22/96 until the Legal Permanent Resident status was granted.
- * Certain Battered Noncitizens;
- * Certain Veterans and Active Duty Personnel who meet other eligibility criteria.

For more information on TAFDC Noncitizen eligibility, see 106 CMR 203.675.

THE FOLLOWING NONCITIZENS CAN BE ELIGIBLE FOR FOOD STAMP BENEFITS:

- * Certain Refugees, Asylees and Deportation Withheld Noncitizens;
- * Certain Cuban/Haitian Entrants and Amerasians;
- * Members of the Hmong or Highland Laotian Tribes or their Spouses/Children;
- * Certain victims of severe forms of trafficking (bondage, slavery);
- * Legal Permanent Residents (green card holders), Parolees and Conditional Entrants who:
 - (a) are under age 18;
 - (b) have been in the U.S. for five years in a *qualified* status;
 - (c) were elderly and were lawfully residing in the U.S. on 8/22/96;
 - (d) are currently disabled and are receiving a disability based benefit;
 - (e) is a veteran or the child/spouse of a veteran;

For Legal Permanent Residents only:

- (f) before being granted Legal Permanent Resident status, had an immigration status of Amerasians, Cuban/Haitian Entrants, Asylees, Refugees and Deportation Withheld; or
- (g) have 40 qualifying work quarters (work history of self, spouse and/or parent)

For more information on FS Noncitizen eligibility, see 106 CMR 362.220.