



MITT ROMNEY  
Governor

KERRY HEALEY  
Lieutenant Governor


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

TIMOTHY MURPHY  
Secretary

JOHN A. WAGNER  
Commissioner

**Field Operations Memo 2005-53**  
**November 2, 2005**

**To:** Transitional Assistance Office Staff

**From:**  Cescia Derderian, Assistant Commissioner for Field Operations

**Re:** Bay State CAP - Questions and Answers: Part Three

**Background**

Two previous Field Operations Memos provided information concerning issues that have arisen since the implementation of Bay State CAP. Field Operations Memos 2005-18 and 2005-33 addressed conversion issues, ongoing process issues, and outreach issues. This memo provides information concerning additional process and outreach issues. The format is a series of questions and answers.

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**Process Issues**

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**Erroneous  
Client Request  
to Stop Bay  
State CAP  
Closings**

- Q 1:** Field Operations Memo 2005-33 stated that the problem of erroneous Bay State CAP closings per client request had been corrected, but I've seen further instances of these closings in my caseload. Has this problem been corrected?
- A:** Field Operations Memo 2005-33 stated that the problem had been corrected, but that MIS would monitor these closings to ensure that Bay State CAP AUs for whom the Department received requests to close via the State Data Exchange (SDX) system were properly processed. As a result of this monitoring process, MIS discovered that the incorrect closings are a result of a defect in the Social Security Administration (SSA) system.
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**Process Issues (continued)**

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Erroneous  
*Client Request  
to Stop Bay  
State CAP  
Closings*  
(continued)

Effective 10/31/2005, BEACON will take no action on *Client request to stop Bay State CAP* closings transmitted via SDX until the problem has been corrected by SSA. In addition, BEACON will restore to Bay State CAP status any eligible recipient who has been closed for this reason.

Adding  
Dependents to  
a Bay State  
CAP AU

**Q 2:** When I receive a request to add a dependent to an ongoing Bay State CAP AU assigned to the Malden Centralized SSI Office, what am I supposed to do?

**A:** You must enter a note in the BEACON Narratives tab stating that the AU has requested that a dependent be added, call the appropriate Transitional Assistance Office (TAO) to inform them of the request, and transfer the AU to the TAO. The TAO must then initiate a reevaluation to switch the Bay State CAP AU to regular FS and add the new member to the FS AU.

*Note:* Remind the FS recipient making the request to inform SSA of this change in household composition.

Issuing  
Benefits to an  
Out-of-State  
Address

**Q 3:** One of my Bay State CAP clients changed his mailing address to one in Florida but his permanent address is still in Massachusetts. Is he eligible to receive FS from Massachusetts?

**A:** Yes. Under Food Stamp Program (FSP) rules, a person may receive FS benefits issued by the state in which they maintain a permanent residence even when their mailing address is out-of-state. FMCS has been modified to continue to issue benefits to someone whose mailing address is out-of-state but whose permanent address remains in Massachusetts.

*Note:* This is also true for a regular FS recipient.

Delayed  
Out-of State  
Closing of Bay  
State CAP AUs

**Q 4:** One of my Bay State CAP recipients moved out-of-state several months ago but BEACON has not yet closed the AU. Why did the AU not close immediately?

**A:** BEACON was programmed to close a Bay State CAP AU for moving out-of-state once SSA transmits a code indicating that an individual has changed their residential address to one that is out-of-state. It was

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**Process Issues (continued)**

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Delayed  
Out-of State  
Closing of Bay  
State CAP AUs  
(continued)

assumed that SSA would transmit this code as soon as the SSI recipient notified SSA of the address change. Subsequent discussions with SSA revealed that SSA procedures do not always result in an immediate transmittal of the relevant code.

To correct the problem, as of the week of 10/31/05, BEACON will close an AU when it receives either: 1) the code indicating an out-of-state residential address change or 2) an out-of-state residential address.

**Note:** If the AU does not report the address change to SSA or SSA fails to change the address in a timely manner, the Bay State CAP AU can be closed using the reason *Administrative Closure*. The AU Manager must enter a note in the BEACON Narratives tab stating that the client moved but the out-of-state and requested the Bay State CAP AU be closed.

Bay State CAP  
AU with an  
Associated  
TAFDC AU

**Q 5:** A Bay State CAP AU was opened for an individual approved for SSI who was the ineligible grantee of a TAFDC AU not receiving FS benefits. Will this problem be corrected?

**A:** Yes. Effective the week of 10/31/2005, BEACON has been modified to deny all applications for Bay State CAP when the Bay State CAP individual is a pending, active, or ineligible member of a pending or active TAFDC AU.

Bay State CAP  
AU with an  
Associated  
EAEDC AU

**Q 6:** A Bay State CAP AU was opened for an individual approved for SSI who was still receiving EAEDC. This resulted in an incorrect calculation of the FS benefit amount because BEACON counted both the SSI and EAEDC income. Will this problem be corrected?

**A:** Yes. EAEDC APs/AUs are now automatically closed when an SDX record is received indicating that an individual is receiving SSI. The EAEDC closing is set before the Bay State CAP request is processed so the EAEDC income is no longer included in the Bay State CAP calculation.

Bay State CAP  
AUs Switched  
to Regular FS  
for Not  
Receiving SSI

**Q 7:** I work in the Malden Centralized SSI Office and noticed that when Bay State CAP AUs were switched to regular FS for the reason *Not in Receipt of SSI*, they remained PA FS AUs with the reevaluation type *CAP FS AU*. As a result, the AUs were not selected as part of the next timely case closing/recertification process. Is this still happening?

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**Process Issues (continued)**

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Bay State CAP  
AUs Switched  
to Regular FS  
for Not  
Receiving SSI  
(continued)

**A:** No. BEACON has been modified to switch these AUs to NPA FS with the reevaluation type *Recertification*. **Since MIS is not currently migrating AUs out of the Malden Centralized SSI Office, AU Managers must identify NPA FS AUs and manually transfer them to the appropriate TAO.** NPA AUs can be found by opening the Assistance Unit Lists/Active by Grantee Name View in BEACON and clicking on the Program tab.

Bay State CAP  
AUs Switched  
to Regular FS  
for Other  
Reasons

**Q 8:** I also noticed that when Bay State CAP AUs were switched to regular FS for not meeting Bay State CAP criteria such as changing the marital status to married or receiving earned income for three months, the reevaluation type remained *CAP FS AU* and the AUs were not selected as part of the next timely case closing/recertification process. Is this still happening?

**A:** No. BEACON has been modified to give these AUs the reevaluation type *SSI Mail-In Recertification*. **AU Managers must identify Bay State CAP AUs switching to regular FS for earned income or a change in marital status, change the reevaluation type to *Recertification*, and transfer them to the appropriate TAO.**

Central Office is developing a process to automatically transfer appropriate AUs out of the Malden Centralized SSI Office simultaneously with the switch from Bay State CAP to regular FS.

Entering SUA  
Changes on a  
Bay State CAP  
AU

**Q 9:** An ongoing Bay State CAP client called to report that he pays heating costs separately from his rent. I entered the information in the Standard Utility Allowance (SUA) Window, but when BEACON processed the change, the case remained a Bay State CAP AU with the same benefit amount. Shouldn't BEACON have switched him to regular FS benefits at a higher amount?

**A:** No. BEACON requires additional information to correctly process the change in the SUA. When you enter new information in the SUA Window, you must also enter a shelter amount in the Shelter Window for BEACON to correctly calculate the regular FS benefit. If you make no entry in the Shelter Window, BEACON zeros out the shelter cost when calculating the regular FS benefit.

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### Process Issues (continued)

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Entering SUA  
Changes on a  
Bay State CAP  
AU (continued)

Whenever a Bay State CAP recipient reports information that entitles the AU to the heating/cooling SUA, the AU Manager must request the rental/mortgage amount and enter that information along with the new SUA.

**Remember:** Verification of both shelter and utility expenses are postponed until the recertification of the AU.

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### Outreach Issues

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Entering  
Shelter  
Changes on a  
Bay State CAP  
Outreach AU

**Q 10:** A Bay State CAP Outreach recipient returned the Bay State CAP Shelter Statement indicating that she pays at least \$450 in shelter costs. When I enter this information into BEACON, do I have to make an entry in the SUA Window?

**A:** No. BEACON is programmed to process the change using the new shelter amount and the Bay State CAP SUA. The shelter entry will result in a change in the Bay State CAP benefit amount.

Processing a  
Regular FS  
Application that  
Includes a  
Dependent in a  
Pending Bay  
State CAP  
Outreach AU

**Q 11:** How do I process an application for FS benefits in which one of the dependents is a pending Bay State CAP Outreach AU?

**A:** The AU Manager must:

- Contact the Malden Centralized SSI Office and request that the pending Bay State CAP AU be transferred;
- Initiate the Reevaluation process;
- Close the pending Bay State CAP AU (using *Administrative Closure* as the reason);
- Place a note in the BEACON Narratives tab stating: *Closing AU — does not meet Bay State CAP criteria. AU will be household member in application for regular FS;*
- Process the regular FS application, including the closed Bay State CAP dependent; and
- Place a note in the BEACON Narratives tab stating: *Approved regular FS — Pending Bay State CAP dependent closed -- did not meet Bay State CAP criteria.*

**Note:** No Notice of Denial is needed since the Bay State CAP Outreach AU did not apply for benefits.

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**Outreach Issues (continued)**

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Issuing a Supplemental Payment for a Bay State CAP Outreach AU

**Q 12:** I need to issue a supplemental payment for a Bay State CAP AU that applied for FS in October and the Bay State CAP benefits are higher than regular FS. Do I still need to call the Help Desk to issue the payment?

**A:** No. Effective the week of 10/31/2005, it is no longer necessary to call the Help Desk. A TAO Director can now create an FSP Administrative Benefit on the Related Benefit Window.

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**Questions**

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

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