



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

**Field Operations Memo 2006-20**  
**April 21, 2006**

**To:** Transitional Assistance Office Staff  
**From:**  Cescia Derderian, Assistant Commissioner for Field Operations  
**Re:** Processing Denied or Closed Food Stamp AUs

**Background**

The Department is working on changes to the way food stamp applications are processed, particularly when the application is denied for failure to submit verifications. In certain situations, if the applicant submits outstanding mandatory verifications between Day 31 and Day 60, a second application is no longer required. The Department will process the original application in accordance with procedures described in this Field Operations Memo.

In addition, certain AUs that fail to complete the recertification process in a timely manner will no longer be required to submit a new application, as long as the recipient completes the recertification process within 30 days of the AU's end certification date.

Policy changes related to these new procedures are in development, and notice changes will be in place shortly.

**Day 31 - Day 60 Processing Rules for Denied Applications**

***Applications Denied on Day 30 for Failure to Submit Required Verifications***

If an applicant, denied for failure to submit verifications, submits outstanding mandatory verifications between Day 31 and Day 60, the applicant does not need to complete a new application. The AU Manager must:

- Reinstatement of the case **effective the original date of application if:**
  - ✓ The applicant was interviewed, and submitted one or more of the **requested mandatory** verifications on or before Day 30, including electronically verified information, e.g., SSN, RSDI, SSI; **or**
  - ✓ The Department requested verifications after Day 20 (for example, match information or additional information requested by a supervisor); **or**
  - ✓ The applicant requested assistance in obtaining verifications or indicated a difficulty in obtaining verifications; **or**

**Day 31 - Day 60  
Processing  
Rules for Denied  
Applications  
(Continued)**

- ✓ The applicant notified the AU Manager of a hardship that prevented the submission of verifications by Day 30 (for example, hospitalization).

Enter the following on the BEACON Narratives tab: *Applicant cooperated; FS AU reopened back to application date.*

**or**

- Reinstatement of the case effective the **date the verifications were received if**:
  - ✓ The Department requested all verifications by Day 20; **and**
  - ✓ The applicant did not submit any requested mandatory verifications by Day 30; **and**
  - ✓ The applicant did not request assistance in obtaining verifications, indicate any difficulty in obtaining verifications, or report a hardship in submitting verifications.

Enter the following in the BEACON Narratives tab: *Client did not cooperate with verification process; FS AU reopened effective the date outstanding verifications were submitted.*

**Day 31 - Day 60  
Processing  
Rules for Applications  
Approved with  
Optional Verifications  
Missing**

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***Application Approved on Day 30 with Optional Expense(s) Claimed but Verifications Missing***

If on Day 30 the applicant has submitted all mandatory verifications but has not submitted optional verifications for expenses claimed, the AU must be approved using the mandatory verifications (and any verified optional expenses) only. Optional expenses claimed but not verified must be removed from the BEACON window(s), as follows:

- Go to appropriate window(s) and change the unverified optional expense amount(s) to zero;
- Save and close the window(s);
- Click on the Verifications tab and select the appropriate optional verification item;
- In the *Verified With* window, select *Other* and click on the *Select* button;
- Type in the *Other* field, “expense not verified”; and
- Click on Save and Close.

**Note:** Zeroing out the unverified optional expense(s) will allow BEACON to wrap up the interview and allow the request to be created without using the optional expense(s).

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**Day 31 - Day 60  
Processing  
Rules for Applications  
Approved with  
Optional Verifications  
Missing  
(Continued)**

***AU Approved on Day 30 with Missing Optional Expense  
Verifications - Optional Verifications Submitted in the Next 30-Day  
Period:***

If an AU was approved on Day 30 with missing optional verifications and the recipient subsequently provides the missing optional verifications between Day 31 and Day 60, the optional expense deduction(s) will be allowed **effective with the next cyclical issuance**. The AU Manager must:

- ✓ Go to appropriate window(s) and change the optional expense amount(s) from zero to the correct amount;
- ✓ Click on the verification tab and select the appropriate optional verification item;
- ✓ Perform an EBC calculation; and
- ✓ Wrap up the interview.

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**Processing  
Rules for Untimely or  
Incomplete  
Recertifications**

Once an FS AU's recertification period has expired, the AU ***will not be required to complete a new application if:***

- The recipient submits the recertification form before the AU closing date, and completes the recertification no later than 30 days after the AU closing date; **or**
- The recipient contacts the AU Manager about recertification before the AU closing date, and completes the recertification no later than 30 days after the AU closing date.

Once an FS AU's recertification period has expired, the AU ***will be required to complete a new application if:***

- The recipient did not submit the recertification form on or before the AU closing date; **or**
- The recipient did not contact the AU Manager about recertification on or before the AU closing date.

**Note:** For recertifications, ***contact*** means: the recipient attempts to recertify before the AU closing date, i.e., contacts the AU Manager to schedule an appointment for a recertification interview (face-to-face or telephone) or returns a completed recertification form.

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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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