



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


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**Online Guide Transmittal 2018-59
August 24, 2018**

To: Department of Transitional Assistance Staff
From:  Paul Sutliff, Assistant Commissioner for Programs and Field Operations
Re: SNAP: Application Timeliness Enhancements and Miscellaneous Online Guide Cleanup

Overview

Applicants must be given the opportunity to participate in SNAP within 7 days for expedited cases and 30 days for regular cases. Failure to comply with these timeframes is a Department error. To ensure that applications are processed timely, contact with the household must be made as soon as possible. All SNAP applications must be viewed as potentially eligible for expedited benefits. However, an expedited screening cannot occur until a case manager speaks with the applicant and an interview is conducted. A cold call must be attempted prior to scheduling an appointment. If the household is reached, an interview and subsequent expedited screening must take place. To address the timeliness of SNAP applications, various system enhancements will be implemented effective September 4, 2018.

Purpose

The purpose of this Online Guide Transmittal is to advise staff of:

- automated cold calls after a missed manual cold call attempt;
- a hard edit preventing an update of the Immediate Needs questions until an interview is conducted;
- a hard edit preventing an action from being ended if the Immediate Needs questions are not answered;

- clarifications to Simplified Reporting examples; and
- scheduling appointments for ongoing SLAM situations for elderly/disabled households normally eligible for a waiver of the recertification interview.

**Revised Online
Guide Pages**

Topic: SNAP
Book: Application Processing
Chapter: SNAP Application Processing
Page: The Application Interview

Topic: SNAP
Book: Application Processing
Chapter: SNAP Application Processing
Page: Expedited Benefits

Topic: SNAP
Book: Certification Types
Chapter: Simplified Reporting
Page: Simplified Reporting Examples

Topic: Cross Programs
Book: SLAM
Page: Addressing SLAM

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 the DTA Mailbox.

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