



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


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**Online Guide Transmittal 2022-90
November 17, 2022**

To: Department of Transitional Assistance Staff
From:  Sarah Stuart, Associate Commissioner for Change Management
Re: SNAP: Recertification and Interim Report Outreach

Overview

As part of the Department's ongoing diversity, equity, and inclusion efforts, a new action type has been created to reduce churn amongst clients who have traditionally experienced a greater rate of disruption in their benefits. Staff will attempt outreach to certain SNAP clients when they have not started the Recertification or Interim Report Process within 15 days of their closing date. FAWs in the Processing Queue will perform outreach to clients with disabilities and/or whose primary language is not English to try to complete this process.

Purpose

The purpose of this Online Guide Transmittal is to advise staff of the outreach action that will help certain clients maintain benefits they are eligible for, and the corresponding updates to the Online Guide.

**New BEACON
Action**

This outreach initiative will be facilitated by a new BEACON action: **Perform Cold Call – Special Outreach for Telephonic Recert or Interim Within 15 Days**. BEACON will generate this action for any active SNAP household in the FAW model that meets all of the following criteria:

- the SNAP case has a language other than English and/or has a disability;
- the SNAP case has a Recertification or Interim Report with an end date that is between 1 and 15 days in the future;
- the client has not initiated a Recertification or Interim Report; and
- there are no available Recertification or Interim Report scanned documents or online Recertification or Interim Reports submitted.

This action will not apply to Bay State Cap cases, cases with a Heightened Level of Security, or cases for which this action previously appeared and was dispositioned.

**Making
Contact**

Staff who receive this action must review the case and verify that the client is in an active SNAP AU that has an Interim Report or Recertification due within the next 15 days. A series of two cold calls must be attempted to inform the client of their pending Recertification or Interim Report deadline and offer to assist them. A telephonic Recertification or Interim Report must be completed with the client utilizing a telephonic signature if possible.

The action must then be marked as completed and a detailed narrative entered on the outcome of the attempted calls and case action if any.

**New Online
Guide Pages**

Topic: Business Process (BP)
Book: Procedures
Chapter: FAW Actions
Page: Perform Cold Call – Special Outreach for Telephonic Recert or Interim Report Within 15 Days

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.
