



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


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Online Guide Transmittal 2023-79
November 9, 2023

To: Department of Transitional Assistance Staff
From:  Sarah Stuart, Associate Commissioner for Change Management
Re: **SNAP: Retroactive Benefits Related to Glynn vs. Mary Sheehan as Commissioner of the Massachusetts Department of Transitional Assistance**

Overview

The Department and MLRI have reached a settlement in the Glynn lawsuit.

The Department has agreed to issue a one-time, retroactive supplement to certain clients and former clients whose SNAP benefits were terminated because they did not reverify Massachusetts residency after out-of-state EBT usage.

Purpose

The purpose of this Online Guide Transmittal is to advise staff of the one-time procedures related to the settlement in the Glynn lawsuit.

Qualifying for the Supplement

The Department will issue the retroactive supplement to claimants who meet **all** the following criteria:

- Their SNAP benefits were terminated between August 1, 2019, and November 30, 2021.
- When the benefits were terminated, their SNAP certification type was not Change Reporting.

If the Department already restored some or all the benefits that the claimant lost between August 1, 2019, and November 30, 2021, the Department will subtract the total restoration amount from the retroactive supplement amount.

The supplements are planned to be available on November 10, 2023.

Communication

As part of the settlement, the Department will send each claimant a notice informing them that:

- the retroactive SNAP supplement was deposited into their EBT account;
- they can access the supplement if they already have an EBT card, even if their SNAP case is closed; and
- if they do not have an EBT card, they can contact the Central Case Management Office (CCMO) to request one.

The Department will mail these notices in English or Spanish to the claimant's last known address on record. No adverse action will result from any returned mail. The notices will be enclosed with the standard multilingual card.

The Department already sent claimants the Notice of Class Action Settlement providing details on the Glynn lawsuit and the settlement. This notice was detailed in Online Guide Transmittal [2023-47](#).

At the time the Department mails the notices, BEACON will also enter the following batch narrative: **Glynn Notice sent; related benefit issued.**

To reduce the rate of returned mail, each claimant will be matched against the USPS's National Change of Address database before mailing the notice package. The Department will exclude all claimants from the returned mail procedures in Operations Memo 2013-13A. The Department will mail these notices using a method that allows for forwarding.

Communication (Continued) Within two business days after the retroactive supplement issuance, the Department will send a text notification to claimants whose preferred language (as last coded in BEACON) is either Portuguese, Haitian-Creole, Chinese, or Vietnamese about the payment.

Role of CCMO Staff As noted in the Communication section of this Transmittal, the notice advises claimants to contact the Central Case Management Office (CCMO) to issue them a replacement EBT card if needed.

If a claimant who has not reapplied for SNAP benefits contacts the CCMO about the settlement, CCMO staff will advise them of their right to reapply and the reapplication process. If the claimant indicates that they want to reapply for SNAP, CCMO staff will gather the necessary information and ask the claimant to establish their reapplication for SNAP benefits via telephonic signature. If the claimant is unable to provide a telephonic signature at that time, CCMO staff will advise them of other application methods.

CCMO staff will also perform outreach to certain ESL claimants. If a claimant:

- does not have an active case,
- has a telephone number on file, and
- is coded in BEACON as speaking a language other than English, Spanish, Portuguese, Haitian-Creole, Chinese (Mandarin or Cantonese) or Vietnamese,

CCMO staff will call the claimant with an appropriate interpreter. CCMO staff will do this within a week of the supplement issuance. If the claimant answers, staff will advise them about the retroactive supplement, payment amount, and how to get an EBT card if the household does not have one. CCMO staff will also ask the household if they wish to reapply for SNAP, and, if so, shall take an application by phone. If the claimant is unable to provide a telephonic signature at that time, CCMO staff will advise them of other application methods.

If the call is unsuccessful and CCMO staff reach a voicemail that is accepting messages, staff shall leave a voicemail in the household's language with the following information: "This is DTA calling. We put more SNAP in your account. To get an EBT card or to apply for SNAP call 1-844-786-5777."

Role of TAO Staff

If TAO staff (including FAWs, caseworkers, FEWs, etc.) receive a call from a non-active claimant regarding the settlement, staff must ask the claimant if they want to reapply for SNAP benefits over the phone and, if the claimant says yes, follow the telephonic application procedures.

If the claimant is unable to provide a telephonic signature at that time, TAO staff must advise them of other application methods: filing an application on DTACConnect.com, applying in person at their nearest TAO, or visiting Mass.gov/SNAP to complete a paper SNAP application that they can print and mail.

After speaking with the claimant, staff must write a detailed narrative. If the claimant was unable to apply for SNAP benefits over the phone, the narrative must document this and confirm that staff advised them of other application methods.

EBT Cards

Claimants who already have an EBT card will be able to access the supplement on the same card.

Claimants who no longer have an EBT card must be issued a replacement; the Department will not send the card automatically. When issuing the replacement card, staff must make it non-countable to avoid fees and EBT counter strikes; the Replacement Reason must be “Defective” if the claimant is active, and “New” if the claimant is inactive.

Unused retroactive benefits will be subject to the expungement rules detailed in the Online Guide page: [Unaccessed EBT Benefits](#). However, no payments will be intercepted by the Account Recovery benefit offset process detailed in the Online Guide page: [Related Benefit](#).

If a claimant who needs a card reapplies for SNAP benefits, staff taking the application must issue the new card.

For non-active claimants who request a replacement card and are not reapplying for SNAP benefits, CCMO staff will issue the card using the normal BEACON steps and document this action in the narrative of the closed case.

**EBT Cards
(Continued)**

For claimants who request a replacement card and are currently receiving SNAP benefits under another grantee, the Department will send the non-grantee claimant an emergency EBT card from which they can access the supplement. The emergency EBT card must be issued by CCMO staff, who will send a special request to the Department's Benefit Issuance Unit. If TAO staff receive a call from claimants in this category, TAO staff must direct them to contact the CCMO at 1-844-786-5777.

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.
