



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


**MAURA T. HEALEY**  
GOVERNOR

**KATHLEEN E. WALSH**  
SECRETARY

**KIMBERLEY DRISCOLL**  
LIEUTENANT GOVERNOR

**JEFF McCUE**  
COMMISSIONER

**Online Guide Transmittal 2023-65  
September 19, 2023**

**To:** Department of Transitional Assistance Staff  
**From:**  Sarah Stuart, Associate Commissioner for Change Management  
**Re:** **SNAP: Notice Related to Glynn vs. Amy Kershaw as Commissioner of the Massachusetts Department of Transitional Assistance**

---

**Overview**

As noted in OLGIT Notice of Proposed Settlement in Glynn vs. Amy Kershaw as Commissioner of the MA DTA ([2023-47](#)), the Department and Massachusetts Law Reform Institute (MLRI) have reached a settlement.

The Department has agreed to send a notice to certain class members whose SNAP was terminated following a residency re-verification request triggered by out-of-state transaction data, who were Change Reporting households at the time of the termination, and who did not get SNAP after the termination. This Transmittal is intended to inform all staff of the notice being sent to this group.

A future Transmittal will address details of a one-time supplement that the Department will issue to certain class members whose SNAP benefits were terminated because they did not reverify Massachusetts residency due to continuous out of state EBT usage.

---

**Purpose**

The purpose of this Online Guide Transmittal is to advise staff of a notice (detailed in the section below) being sent to certain class members, relative to the settlement in the Glynn vs. Amy Kershaw as Commissioner of the MA DTA.

---

**The Outreach  
Class and  
Notice**

The Department sent a special outreach notice to class members who:

- had their SNAP benefits terminated on or after August 1, 2019, following a residency re-verification request triggered by out-of-state transaction data;
  - have not been part of an active SNAP case since their benefits terminated;
- and**
- had a certification type of Recertification(change reporting) when their SNAP benefits were terminated.

On September 18, 2023, these class members were sent a notice that informs them that their SNAP benefits previously closed because the Department thought they were no longer a Massachusetts resident, and that they may reapply for SNAP if they still reside in Massachusetts. The notice also advises these class members of the different ways to submit a SNAP application and provides information on applying for TAFDC or EAEDC.

Finally, the notice informs recipients that they can visit [MassLegalServices.org/SNAPoutofstate](https://www.masslegalservices.org/SNAPoutofstate) to learn more about why they received the notice. This website provides details on the Glynn lawsuit and settlement.

For a sample of this notice, see Attachment A at the end of this Transmittal.

---

**Mailing**

The Department will mail the outreach notice in English or Spanish (with the standard multilingual insert) to the class member's last known address on record.

No adverse action will result from the return of this notice. The Department will exclude these individuals from the returned mail procedures detailed in [Operations Memo 2013-13A](#).

Upon generating this notice, BEACON will enter the following batch narrative: "Glynn Settlement Notice 2 sent."

---

**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.

---

DTA – DPC P.O. BOX 4406  
TAUNTON, MA 02780-0420  
GLYNNNOTICE2

**Massachusetts Department of Transitional Assistance**

LAURA PALMER  
100 MAIN ST  
ANYTOWN, MA 11111-1111

Agency ID: 9999999

Date: 99/99/9999

**Apply for SNAP!**

Dear LAURA PALMER,

A while ago we stopped your SNAP because we thought you were no longer a Massachusetts resident.

If you are a Massachusetts resident and low-income, apply again for SNAP!

Apply:

- Online/smartphone: [DTAConnect.com](https://DTAConnect.com)
- By phone: Call 877-382-2363 (press 7)
- In person: Go to a DTA office
- Mail or fax: Visit [Mass.gov/SNAP](https://Mass.gov/SNAP) to learn more.

**DTA cash benefits:** If you have children or are pregnant and have no income or low income, you may be able to get TAFDC. If you are 65 or older or disabled with no or very low income you may be able to get EAEDC. Learn more/apply: [DTAConnect.com](https://DTAConnect.com).

To learn more about why you got this notice, go to [MassLegalServices.org/SNAPoutofstate](https://MassLegalServices.org/SNAPoutofstate).

**Questions or need help?** Call us at 877-382-2363.

**Need help because of disability?** Call 877-382-2363 and follow the prompts to be connected to a Client Assistance Coordinator.