



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

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Commissioner

**Operations Memo 2013-50
October 24, 2013**

To: Department of Transitional Assistance Staff

From:  Lydia Conley, Acting Assistant Commissioner for Policy, Program and External Relations

Re: External Agency Match: National Change of Address (NCOA)

Overview

In an ongoing effort to enhance the Department's program integrity, DTA continues to expand data verification. The Department will utilize the United States Postal Service (USPS) National Change of Address (NCOA) database to update mailing addresses in BEACON. When an individual updates their address with the USPS, the change is recorded in the NCOA database. This match will enable the Department to update addresses in a more timely fashion. It is expected that the NCOA match will reduce the amount of returned mail that the Department receives.

Purpose of Memo

The purpose of this memo is to:

- advise Department staff of the use of the NCOA database; and
 - explain the process of how mailing addresses will be updated in BEACON.
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**NCOA Match
Process**

Beginning on October 29, 2013, the Department will run a match for all Department programs with the NCOA database on a monthly basis. The data on file with the NCOA database will be run against any currently eligible, pending or grantee ineligible households in BEACON. If the match criteria of last name, first name, date of birth and gender are all met, and a change of address is indicated, the new mailing address will be automatically updated in BEACON.

The NCOA process will largely mirror the automated return mail process outlined in Operations Memo 2013-13A: *Returned Mail Process –Automation of Central Office Returns*. Those clients with an updated match will automatically receive an SP-RMN form. If the form and required verifications are not returned within 10 days (day 30 for applications), MIS will automatically close the case for Whereabouts Unknown. Applications will be denied for Failure to Provide Required Verifications.

Annual Reporting (AR) households will have their mailing addresses automatically updated on BEACON but will not receive the SP-RMN. SNAP clients with a certification type of Transitional Benefits Alternative (TBA) or Bay State CAP will not have their addresses updated by this process.

In contrast to the process in Operations Memo 2013-13A, there will be no scanned copy of returned mail attached with the BEACON narrative.

Questions

If you have any questions, please have your Hotline designee call the Policy Hotline.
