

PPER Email 2014-17: Annual Reporting (AR) Households Received Closing Notice in Error Due to Automated Department of Revenue (DOR) Match Processing

Operations Memo 2014-24 informed staff that effective with BEACON Build 46.2 on March 17, 2014, the Department would implement and automate a match process for data received through the earned income match with the Department of Revenue (DOR). Although the memo advised that SNAP households on Annual Reporting would be noticed at recertification and the Interim Reporting period, some cases on Annual Reporting were improperly noticed. Many of those households that received a closing notice will not close. The Department will notify these households that they received an incorrect notice and that they will have no interruption in benefits due to this automated match activity.

On Sunday, June 1, 2014 all impacted households will receive a telephone call via the Mass 211 call system. The call will relay the following message:

This is a message from the Department of Transitional Assistance with important information regarding your benefits. You received a notice asking you to provide verifications of employment and indicating your SNAP case would close in May or June. Please disregard this notice. Your next benefit will be issued as scheduled.

If you have any questions please contact your case manager or call DTA Recipient Services at 1-800-445-6604.

If you are contacted by a client regarding this issue, please review with him/her the message above.