PPER Email 2014- 43: Overtime Instructions for Cash Case Managers - Update (Issued 12/19/2014)

PPER Email 2014-42 instructed cash case managers to use the "Available/Reviewed Scanned SNAP **Applications**" view to retrieve SNAP applications to be processed while working overtime. Effective immediately, when there are no scanned SNAP applications that need to be processed, cash case managers working overtime will be assigned SNAP Recertifications for processing. The title of the existing view has been changed to "Available/Reviewed Scanned SNAP **Documents.**"

For additional guidance on how to process a SNAP recertification please refer to:

http://dtaonline.es.govt.state.ma.us/refrence/curpol/beacon/onlineguide/!SSL!/WebHelp/userguide_test.htm