

## From the Hotline Index

A “From the Hotline” Index of the questions and answers written in *Transitions* during 2013 has been compiled below. The Index is intended to provide quicker access to policy and procedural information. Please remember that this Index explains policy/procedure as of the month/year in which the questions and answers were issued.

<b>Emergency Aid to the Elderly, Disabled and Children Program</b>		
<b>Topic</b>	<b>Month</b>	<b>Related Procedure/Policy, 106 CMR:</b>
Americans With Disabilities Act (ADA)	March	701.390, Field Operations Memo 2010-30
Assets, Burial Insurance	February	321.120(F)
Assets, Cash Surrender Value of Life Insurance	February	321.120(E)
Assets, Prepaid Burial	February	321.140(N)
Date Assistance Begins	September	702.150
Electronic Benefit Transfer (EBT) and Residency	September	Operations Memo 2013-34
Income, Countable	May	321.210
Income, Countable, Unearned	May	321.210(B)
Income, Lump Sum	February	321.240
Residency, Verification of	September	702.340, Operations Memo 2010-55
Social Security (RSDI) Benefits	May	321.210(B)
Vendor Payments	October	706.600, Operations Memo 2013-48
Vendor Payments for Mismanagement of Funds	October	706.620
Verification and Determination of Income, Unearned	May	321.290(C)
Verification Methods	September	702.340
Verification Methods	October	702.340
Verification, Responsibility for	October	702.310
Veterans' Services Benefits	May	702.720(B)

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<b>Supplemental Nutrition Assistance Program</b>		
<b>Topic</b>	<b>Month</b>	<b>Related Procedure/Policy, 106 CMR:</b>
Americans With Disabilities Act (ADA)	March	360.250, Field Operations Memo 2010-30
Assets, Noncountable	February	363.140(B)
Assets, Nonrecurring Lump Sum Payments	February, June	363.130(D)
Assets, Other Noncountable	June	363.140(G)
Categorically Eligible Households	February	365.180
Contradictory Information	August	361.630
Determining Deductions	May	364.400
Education Loans, Grants and Scholarships	May	363.230(D)
Electronic Benefit Transfer (EBT) and Residency Requirements	September	Operations Memo 2013-34
Expedited Processing and DOR Bank Matches	August	365.820, Operations Memo 2013-31
Expedited Service	August	365.830 and 365.810
Expenses, Dependent Care	April	364.400(D)
Household Concept	July	361.200(A)
Income, Countable, Earned	June	363.230(H)
Income, Countable, Unearned	May, July	363.220(B)
Income, Excluded	February	363.230(I)
Income, Excluded by Law	March	363.230(K)
Income, Excluded, Vendor Payments	October, May	363.230(B)
Lump Sum Payments, Nonrecurring	February, June	363.130(D)
Parental Control Rule	July	361.200(A)
Prorating Initial Month's Benefits	September	364.650
Questionable Information	August	361.620
Residency, Verification of	September	361.640 and Operations Memo 2010-55
Senior Community Service Employment Program	March	363.230(K)

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<b>Supplemental Nutrition Assistance Program (continued)</b>		
<b>Topic</b>	<b>Month</b>	<b>Related Procedure/Policy, 106 CMR:</b>
Vendor Payments	May	363.220(C)
Verification Requirements, Expedited	August	365.830
Verification Sources	September	361.640(A)
Veterans' Services Benefits	May	363.220(B), Field Operations Memo 2009-13

<b>Transitional Aid to Families with Dependent Children</b>		
<b>Topic</b>	<b>Month</b>	<b>Related Procedure/Policy, 106 CMR:</b>
Absence, Temporary	September	203.660
Americans With Disabilities Act (ADA)	March	701.390
Assets, Burial Insurance	February	204.120(F)
Assets, Life Insurance, Cash Surrender Value	February	204.120(E)
Assets, Prepaid Funeral Arrangement	February	204.140(N)
Calculation of Grant Amount	June	204.500
Child Care Services	April	207.210(A)
Date Assistance Begins	September	702.150
Dependent Child, Under Age 18	July	203.570
Electronic Benefit Transfer (EBT)	September	Operations Memo 2013-34
Employment Services Program, Educational Component	December	207.140
Employment Services Program, Educational Component, Participation	April	207.140
Employment Services Program, Participation Components	December	207.120
Employment Services Program, Support Services	April	207.210(A)
Extension of 24-Month Benefits	December	203.210(A), Operations Memo 2013-38
Grant Amount	June	204.500

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<b>Transitional Aid to Families with Dependent Children Program (continued)</b>		
<b>Topic</b>	<b>Month</b>	<b>Related Procedure/Policy, 106 CMR:</b>
Income, Countable	May	204.210
Income, Lump sum	February	204.240
Income Tax Refund	June	204.120(I)
Income, Test of Eligibility	May , June	204.260
Income, Unearned	May	204.210
	July	204.210
Relationship	July	203.585
Residency Verification	September	702.340, Operations Memo 2010-55
Temporary Absence	September	203.660
Transitional Child Care Services	April	207.210(A)
Vendor Payments	October	706.600, Operations Memo 2013-48
Vendor Payments for Mismanagement of Funds	October	706.620
Vendor Payments for TAFDC Sanction	October	702.610
Verification Methods	September	702.340
Verification Methods	October	702.340
Verification, Responsibility for	October	702.310
Verifying Continued Eligibility	October	702.311
Veterans' Services Benefits	May	702.720(A)