



# Transitions

July/August 2018

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## Quality Corner for SNAP

There is no Quality Corner for July/August

## Online Guide Transmittals

### Cross Programs: DTA Connect Access Initiative

Cross Programs: DTA Connect Access Initiative 2018-48

This Transmittal introduces the roll out of iPad kiosks in TAOs to increase client self-service and promote DTA Connect. DTA Connect lets clients apply for SNAP, find out information about their case and EBT account, as well as report certain changes to DTA. Utilization of DTA Connect helps to ensure that staff receive client applications, documentation and case information in a timely manner. A brochure and sample case to log in to have been developed to support staff and clients in promoting and using DTA Connect.

### Cross Programs: Central Re-Print

Online Guide Transmittal 2018-51

In an effort to simplify processes and improve efficiency, the Department has added a new enhancement to BEACON which allows staff to request a Central re-print of all DTA-related notices and forms. The Central re-print request will process through BEACON and mail out the re-print centrally.

This Transmittal informs staff about the:

- New Central re-print enhancement;
- Addition and location of the Central Re-Print button on the Document Preview page in BEACON; and
- Addition of the hard edit on the Central re-print requests.

### Cross Programs: SSA Data Modifications

Online Guide Transmittal 2018-52

SSA data information from the FMCS Application Inquiry Menu of the Mainframe was migrated onto BEACON on May 14, 2018. To support operational efficiency, IT staff have made the following modifications:

- SVES requests that are scheduled before 3 p.m. are available after 10 a.m. on the next business day. SVES requests made after 3 p.m. are available in two business days.
- BEACON automatically creates SVES requests at application.
- The SVES History was created to check previous requests and the status of each request.
- The Special SVES Request was created to allow staff to make requests for additional claim numbers and modified names.
- A Review Returned SVES Inquiry Action will be assigned to the FAW staff who prompted a request (manually or by putting household members in a pending status).
- Complete SNAP Application Action will be assigned to FAW staff who prompted a request at application when there is an outstanding step for the case manager to take.
- External Data pages will display No SSA Income when a SVES request was returned but there was no income attributed to the queried claim.

## Online Guide Transmittals

### **Business Process: Updates to Procedures for Document Handling**

Online Guide Transmittal 2018-53

The Business Process topic has been reorganized for easier navigation. Many pages have been updated, consolidated, moved or deleted. We have also updated the terminology for scanned Document Status for all pages within the Business Process topic.

### **SNAP: The Senior Assistance Office (SAO), Phase 2 Enhancements**

Online Guide Transmittal 2018-55

In September 2018, the second phase of enhancements will be implemented. Beginning September 3, applications from grantees age 60 or older who apply online at [www.DTAConnect.com](http://www.DTAConnect.com) will be automatically processed by the SAO. In addition, the SAO Phone Line will be equipped with autodial functionality to place automated outbound calls at scheduled appointment times.

The SAO Client Assistance Coordinator (CAC) will service SAO clients by phone. Non-SAO accommodations and accommodation requests will continue to be handled by TAO CACs in their defined catchment area(s).

### **Cross Programs: Healthy Incentives Program (HIP)**

Online Guide Transmittal 2018-56

In July 2018, Governor Baker signed the State Fiscal Year (SFY) 2019 budget which included funds for the Healthy Incentives Program (HIP). This will allow the Department to continue HIP. The duration will be contingent upon funds. Although the Department continues to seek alternate funding sources, it is possible the program will only be available for certain periods of time throughout the year. For regular updates regarding the status of HIP, visit [www.mass.gov/HIP](http://www.mass.gov/HIP).

### **Cross Programs: SNAP Community Supported Agriculture (CSA) Pilot Program**

Online Guide Transmittal 2018-57

Community-Supported Agriculture (CSA) is a partnership between farmers and their community. Members buy a share of the harvest before the growing season begins and then receive a weekly share of fresh fruits and vegetables.

The Department, in collaboration with Project Bread and a number of local CSA partners, developed a CSA program initiative for SNAP households.

CSAs often require full payment in advance, which is not always possible for SNAP households. The SNAP CSA Pilot Program allows SNAP customers to join a CSA by making monthly payments with their SNAP benefits instead of in one lump sum payment before the growing season begins.



## Online Guide Transmittals

### TAFDC: Young Parents Program (YPP)

Online Guide Transmittal 2018-58

The Young Parents Program is part of the TAFDC Employment Services Program. Its primary goals are to empower parents to pursue a path to economic mobility through education pathways and job readiness.

The YPP has been re-procured for fiscal year 2019. The new procurement effected some program changes and the provider network.

This Transmittal advises staff that effective September 1, 2018, the YPP will:

- Enroll teens ages 14-24 who are pregnant or parenting who do not have a high school diploma or its equivalent or who wish to enroll in post-secondary education or training;
- Be open to both custodial and non-custodial parents of dependent children receiving TAFDC; and
- Require assignment of all participants to a Self-Sufficiency Specialist (SSS).

Additionally the online guide has been updated to reflect current procedures for DTA Works.

### SNAP: Application Timeliness Enhancements and Miscellaneous Online Guide Cleanup

Online Guide Transmittal 2018-59

To address the timeliness of SNAP applications, various system enhancements will be implemented effective September 4, 2018. The DTA Assistance line will begin making automated calls after a missed manual cold call attempt. The purpose of the enhancement is to reach clients prior to their scheduled interview date to process their pending SNAP application quicker.

A hard edit will also prevent the Immediate Needs questionnaire from being completed until an application interview has been conducted. Furthermore, case managers will be unable to end an action for a pending SNAP application if the interview was conducted, but the Immediate Needs questionnaire was left blank. Additionally, certain clarifications were made to the Simplified Reporting Examples page and the Addressing SLAM page in the Online Guide.

### SNAP: Elimination of Simplified Reporting – 6 Months (SIMP-6) and Updated ABAWD Reporting Language

Online Guide Transmittal 2018-60

Simplified Reporting is a certification type that allows for reduced reporting requirements for clients and reduced actions for DTA. To further these goals, effective September 4, 2018 the Department will be eliminating SIMP-6. Able-Bodied Adults Without Dependents (ABAWD) will move to Simplified Reporting – 12 Months (SIMP-12) on a rolling basis as they are recertified.

## Online Guide Transmittals

### TAFDC: Clothing Allowance, September 2018

Online Guide Transmittal 2018-61

The Department will issue a nonrecurring clothing allowance of \$350 per eligible TAFDC client under the age of 19 for September 2018. For clients eligible effective September 1, 2018 the clothing allowance becomes available on August 30, 2018.

If a client under age 19 becomes eligible effective September 1, 2018 at a later date, he or she will receive a supplemental payment of \$350 on one of the following dates: September 21, October 19, November 23 or December 21, 2018. Clients will receive a notice about their eligibility for a clothing allowance on or about the same date.

### TAFDC, EAEDC and SNAP: Holiday Gift (Globe Santa Program)

#### Verification Mailing

Online Guide Transmittal 2018-62

The Globe Santa program provides age-appropriate holiday toys and books to eligible children in families who live in the geographical areas designated by the Globe Santa program. Eligible families must be active TAFDC, EAEDC or SNAP clients, and have a child who is 12 or under as of December 31, 2018.

This Online Guide Transmittal advises DTA staff about:

- The dates of two scheduled Holiday Gift (Globe Santa) Verification mailings;
- A revised Globe Santa program Holiday Gift Verification notice; and
- A description of the mailings.

### SNAP: Housing Authority Medical Expense Verification Clarification

Online Guide Transmittal 2018-63

This Transmittal advises staff of the following updates to the Online Guide:

- Self-paid Medicare Part B clients who use Housing Authority documentation as verification of medical expenses must have one month of the most recent premium value subtracted from the total expense claimed in the Housing Authority documentation. This prevents duplicate expense credit related to Social Security Administration batch updates.
- Staff must consider medical expense averaging options when entering non-recurring medical expenses in BEACON and use the applicable frequency.



## From the Forms File

### New Form

02-910-0718-05

02-911-0718-05 (S)

*YPP NC Parent Referral (7/2018)*

*Young Parents Program Noncustodial Parent Referral*

Please refer to Online Guide Transmittal Update 2018-58 for information on this form. Document Production will send out an initial shipment of this form to the TAOs.

02-783-0818-05

02-784-0818-05(S)

*WPP (8/2018)*

*The Work Participant Program Brochure*

The new *The Work Participant Program* brochure is to be used when introducing clients to the Work Participant Program. See Online Guide Transmittal 2017-49 for the WPP referral process and criteria. Document Production will send out an initial shipment of this brochure to the TAOs.

### Revised Forms

16-025-0818-05

16-026-0818-05 (S)

*Image-10A (Rev. 8/2018)*

*Request for Agency Employee(s) to be my SNAP Authorized Representative*

The *Request for Agency Employee(s) to be my SNAP Authorized Representative* form is used by external agencies, group homes and drug/alcohol treatment centers to designate staff as Authorized Representatives for Certification and/or EBT Transactions. The form was revised to clarify the responsibilities of each Authorized Representative and allow clients the option to designate more than one agency employee for each Authorized Representative role. Document Production will send out an initial shipment of this form to the TAOs.

09-502-0818-05

*FS-ACSE (Rev. 8/2018)*

*Other Agency Certification of Shelter and Utility Costs*

The *Other Agency Certification of Shelter and Utility Costs* form is used by external agencies, group homes and drug/alcohol treatment centers to confirm a client's charges for housing and utilities. The form was reformatted to capture the facility type and simplify the shelter and utility questions. Document Production will send out an initial shipment of this form to the TAOs.



## From the Forms File

### Obsolete Forms

25-460-0614-05

DTA-DCS (6/2014)

DTA Document Cover Sheet (DTA-DCS) & DTA Document Cover Sheet (fillable) (DTA-DCS)

15-205-0116-05

15-206-0116-05 (S)

LDSC (1/2016)

Learning Disability Screening Form

### Obsolete Posters/Flyers

26-404-0914-05 OCR-I Flyer (English)

26-403-0914-05 OCR-I Flyer (Spanish)

26-411-0914-05 OCR-I Flyer (Chinese)

26-412-0914-05 OCR-I Flyer (Haitian Creole)

26-413-0914-05 OCR-I Flyer (Portuguese)

26-414-0914-05 OCR-I Flyer (Khmer)

26-415-0914-05 OCR-I Flyer (Russian)

26-416-0914-05 OCR-I Flyer (Vietnamese)

26-417-0914-05 OCR-I Flyer (Laotian)

Do You Need Help Because of a Disability?

26-400-0914-05 OCR-I Poster (English)

26-401-0914-05 OCR-I Poster (Spanish)

Do You Need Help Because of a Disability?

EDM: A New Year A New Way of Doing Business Poster (English)(1/2014)

EDM: A New Year A New Way of Doing Business Poster (Spanish)(1/2014)

EDM: Electronic Document Management Staff Poster (English)(1/2014)

EDM: Electronic Document Management (EDM) and You! Flyer(English)(Spanish)(1/2013)

EDM: Send your documents to the DTA Document Processing Center Release 2 Poster (English)(5/2014)

EDM: Send your documents to the DTA Document Processing Center Release 2 Poster (Spanish)(5/2014)

EDM: Send your documents to the DTA Document Processing Center [Release 2 Flyer \(English\)\(5/2014\)](#)

EDM: Send your documents to the DTA Document Processing Center [Release 2 Flyer \(Spanish\)\(5/2014\)](#)



## TAO Meeting Notes