



# Transitions

June 2019

## INSIDE THIS ISSUE

Cross Programs: RDSI Garnishments	2
Cross Programs: Spring 2019 Post Webinar Online Guide Update	2
SNAP: Applications with Out-of-state Addresses	2
From the Forms File	3

## Online Guide Transmittals

### Cross Programs:

#### **RSDI Garnishments**

Online Guide Transmittal 2019-28

To maintain program integrity and ensure clients are receiving correct benefit amounts, the Department is updating its procedures on how we receive RSDI data. Anticipated for June 8, 2019, BENDEX will batch in the gross RSDI amount instead of the net RSDI amount for all clients receiving RSDI. This will better support the appropriate SNAP benefit calculation when garnishments or other deductions are present on a SNAP case. Please note that the batching in of the gross amount of RSDI is applicable to all programs, but procedures regarding garnishments are for SNAP only cases.

New BEACON enhancements will be implemented to support this change. Select staff will conduct a desk review to update affected cases.

### **Spring 2019 Post Webinar Online Guide Update**

Online Guide Transmittal 2019-40

Based upon feedback received from Supervisor Webinars and through the Procedural Mailbox, clarifications have been made to the Online Guide.

This transmittal is primarily focused on updates to recently transmitted Online Guide topics dealing with revised and online submission of Interim Reports (IR) and recertification forms, and verifying 40 Quarters.

Reformatting the IR and Recertification forms, coupled with the new capacity to accept both online, generated several questions about previously established procedures for processing SLAM, No Change IRs, and medical expenses. Other clarifications have been provided based on other comments received and as deemed necessary.

### **SNAP:**

#### **Applications with Out-of-state Addresses**

Online Guide Transmittal 2019-42

To be eligible for benefits through DTA, applicants and clients must have a Massachusetts address. Occasionally, DTA will receive a SNAP web and/or paper application with an out-of-state address. To streamline the processing of these applications, DTA is issuing revised procedures.

Where possible, case managers must make a cold call to these applicants to determine whether they actually reside in Massachusetts.

## From the Forms File

### New Brochure

09-067-0619-05

09-068-0619-05(S)

*Food Assistance (SNAP) for College and University Students (6/2019)*

The Department of Transitional Assistance created the *Food Assistance (SNAP) for College and University Students Brochure* to improve SNAP access for college and university students and can be used at outreach events and trainings. Document Production sent out an initial shipment of these brochures to the TAOs.

## TAO Meeting Notes