



# Transitions

November 2019

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## Online Guide Transmittals

### Cross Programs:

#### Unemployment Income with Reported Earnings

Online Guide Transmittal 2019-80

The unemployment screen can only be used to verify unemployment income. Wage information found on the unemployment screen cannot be used to verify earned income.

#### Clarification on When to Process Case Reviews with Missing Optional Verifications

Online Guide Transmittal 2019-89

When processing a cash reevaluation, SNAP Interim Report or SNAP Recertification in which excluding optional verification causes the benefits to be denied or approved at \$0, you must not process the case until the optional verification(s) is received.

If a client misses a scheduled reevaluation appointment for TAFDC or EAEDC, the NOMI must be sent manually by the case manager.

## Online Guide Transmittals

### **SNAP:**

#### **Clarification Regarding Household Misfortune Procedures**

Online Guide Transmittal 2019-85

The Request for Replacement SNAP Benefits Due to a Household Disaster or Misfortune for Massachusetts Residents (SNAP-9B) has been updated to include date of food loss.

To be eligible for replacement benefits, a client must complete and return the Request for Replacement SNAP Benefits Due to a Household Disaster or Misfortune for Massachusetts Residents (SNAP-9B) form within 10 days of the reported loss of food purchased with SNAP benefits.

#### **Bay State CAP Phase I Clarifications**

Online Guide Transmittal 2019-87

If the Bay State Client Options form or the self-declaration to opt-out form is incorrectly coded as Verification and is sent as an action through the general FAW pool, you must re-index the document as Bay State CAP Client Options Form and disposition it as Pending Agency Review.

If a cash case closes, and the client is subsequently approved for Bay State CAP and immediately requests to opt-out by submitting a Bay State CAP Client Options form, the form will be assigned to the cash case manager within the first thirty days of the case closing.

If a client is no longer eligible for Bay State CAP or would receive a higher benefit on regular SNAP, do not initiate an opt-out request to send the Bay State Client Options form to the client.

The High Shelter CAP was changed from \$453 to \$481.

## Online Guide Transmittals

### **TAFDC:**

#### **DTA Works**

Online Guide Transmittal 2019-81

DTA Works can now be found in a new ESP program book in the Online Guide.

This is a comprehensive guide of the DTA Works program for staff making a referral, DTA Works Program Coordinators, and Site Mentors.

#### **Good Cause for Disability Exemptions**

Online Guide Transmittal Update 2019-88

Corrected guidance to provide clarification for the use of Good Cause Medical form for TAFDC clients claiming disability when their presumptive disability period has ended.

Obsolete Online Guide Transmittal 2019-68.



## From the Forms File

### Revised Brochures

Bay State Cap Brochure - A Food Assistance Program for Seniors And People With Disabilities  
In Massachusetts

FS\_BSC (Rev. 11/2019)

09-529-1119-05

09-530-1119-05 (S)

The Food Stamp Application Info Line telephone number has been updated with the DTA Assistance Line. Additionally, verbiage stating that clients are not eligible for Bay State CAP if s/he resides in a group home has been added in the eligibility criteria of the brochure. Please discard old versions of this brochure.

Your Bay State CAP Food Assistance Benefits Brochure

FSP-BSC-2 (11/2019)

09-520-1119-05

09-521-1119-05 (S)

*Your Bay State CAP Food Assistance Benefits brochure.* The Food Stamp Application Info Line telephone number has been updated with the DTA Assistance Line, and that clients are not eligible for Bay State CAP if s/he resides in a group home has been added in the eligibility criteria of the brochure. Please discard old versions of this brochure.

### Revised Flyer

Bay State CAP flyer

BSC\_Flyer (Rev. 11/2019)

09-502-1119-05

09-503-1119-05 (S)

The last sentence was updated for grammatical reasons. Please discard old versions of this flyer.

## From the Forms File

### Revised Forms

Bay State CAP Food Assistance Benefits Statement (For Pure SSI Households)

FSP-BSC-I (Rev. 11/2019)

*09-500-0919-05*

*09-501-0919-05 (S)*

*Bay State CAP Food Assistance Benefits Statement* has been revised to reflect the new Shelter CAP amount of \$481. Additionally, verbiage was added in the eligibility criteria of the form that clients are not eligible for Bay State CAP if s/he resides in a group home. Please discard old versions of this form.

Request for Replacement SNAP Benefits Due to Household Disaster or Misfortune for Massachusetts Residents

SNAP-9B (Rev. 11/2019)

*09-010-1119-05*

*09-044-1119-05 (S)*

The Request for Replacement SNAP Benefits Due to Household Disaster or Misfortune for Massachusetts Residents (SNAP-9B) has been updated to include date of food loss in addition to the date of household misfortune or disaster. Please refer to OLG 2019-85 for more information on the use of this form. Document Production will send out an initial shipment of this form to the TAOs. Please discard old versions of this form and use the revised version.

## **FYI**

There are no FYIs for the month of November 2019.



## Client Success Story

### November 2019

In 2017 Stephanie S. applied for TAFDC and SNAP benefits at the New Bedford Transitional Assistance office. She recently separated from her husband and was responsible for raising her two children alone, ages 7 and 2. She had been on public assistance as a child, and knew she wanted more for herself and her children but didn't know where to start. She met with her Case Manager, Matthew Pimentel, and they developed a plan that included part-time enrollment at Bristol Community College. Matthew assured her that he was there to support her, but she was the pilot of her own life. After 2 years of hard work, going to school full-time and working part-time, she graduated from Bristol Community College with a degree in Nursing! She passed her NCLEX and just recently started her first Nursing position making \$28.55 an hour.

If you have a Client Success Story that you would like to share, please email [Jessica.cunha@state.ma.us](mailto:Jessica.cunha@state.ma.us).



## TAO Meeting Notes