



Transitions

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Quality Corner

This month we will review a negative error that occurred in a Public Assistance (PA) SNAP case.

Invalid SNAP Denial

On March 17, 2017, a household of one applied for SNAP and EAEDC. The client was issued a Verification Checklist (VC-1) for both programs requesting proof of living arrangement, physical or mental incapacity, and *EAEDC Medical Report* and *Disability Supplement*. The due date on the VC-1 was April 18, 2017. The client did not provide verifications by the due date and the case manager denied the SNAP and EAEDC applications for failure to submit the required verifications.

During the Quality Control (QC) Review, it was determined that the SNAP denial was invalid. The outstanding verifications were required for EAEDC but were not mandatory for SNAP.

What's a Case Manager to Do?

The case manager must consider program rules and review outstanding verifications before taking action to close or deny a case for failure to submit the required verifications. Certain verifications are not required for all programs. The SNAP portion of a combination case must not be impacted by noncompliance with another program. In this example, the case manager should have processed the SNAP application and denied the EAEDC case for failure to submit required verifications.

For more information on the appropriate denial when working on a combination SNAP/EAEDC case, please refer to the Online Guide, EAEDC, Basic Case Activities & Maintenance, Closings and Denials.



Online Guide Transmittals

Cross Programs: Applications as a Result of Hurricanes Harvey, Irma and Maria

Online Guide Transmittal 2017-82 B

On August 25, 2017 Hurricane Harvey made landfall in Texas. Approximately a week later Hurricane Irma hit several Caribbean islands before making landfall in Florida. On September 20, 2017, Hurricane Maria hit Puerto Rico.

While the full extent of damages and loss has not yet been realized, the severity of these storms has made it necessary for people to evacuate the devastated areas. Some evacuees have sought out family and friends in Massachusetts.

The purpose of this Online Guide Transmittal is to advise staff about procedural changes for verifying duplicate participation for individuals and families from Puerto Rico who apply for TAFDC and EAEDC.

SNAP: School Employees and Mandatory Income Averaging

Online Guide Transmittal 2017-88

Due to the manner in which school employees receive income, special certification procedures may be required. Teachers and other school employees, who receive their annual income in a period of time shorter than one year, must have their income averaged over a twelve (12) month period if they:

- work under a renewable annual contract;
- have written reasonable assurance of employment for the upcoming academic year; and
- are salaried and not paid on an hourly basis.

SNAP: SNAP Application for Seniors

Online Guide Transmittal 2017-90

The Department has revised, enhanced and renamed the *Simplified SNAP Application for Elderly Applicants*. Implementation date for this document is 11/1/17. In addition to a new title, *SNAP Application for Seniors*, the reading level was reduced, the font was increased for easier review, additional questions were incorporated that specifically apply to this population and the Notice of Rights, Responsibilities and Penalties (RR&P) section was simplified. This revised application contains enhancements designed to streamline the process of appointing Assisting Persons and the process of exploring medical and dependent care costs with applicants.

Online Guide Transmittal 2017-90 advises staff of revisions to and a new title of the *Simplified SNAP Application for Elderly Applicants*. It also transmits initial procedures for use of this form.

Online Guide Transmittals

SNAP: Student Eligibility Clarifications

Online Guide Transmittal 2017-91

This Transmittal obsoletes OLGIT 2017-52 and informs staff of updated Online Guide content related to student eligibility, including:

- how students verify, gain, and retain eligibility through work-study;
- when it is appropriate to send a CCE-I form;
- how to review the EDUC-I form;
- eligible Perkins IV programs in Massachusetts; and
- common student eligibility scenarios.

TAFDC and EAEDC: Vendor Payment Address Changes for Clients with Eversource Utilities

Online Guide Transmittal 2017-92

Some TAFDC and EAEDC clients utilize vendor payments to meet their monthly utility payments by having money deducted from their grant and paid directly to the vendor. It is important that case managers select the correct vendor in SSPS to ensure payments are made to the appropriate vendor.

From the Forms File

DTA recently learned that Eversource has two payment addresses for the eastern and western regions of Massachusetts.

New Form

25-205-1017-05

RSEI-I (10/2017)

Request for School Employee Information

The *Request for School Employee Information* form (RSEI-I) was created to help DTA staff determine whether a school employee is subject to mandatory income averaging procedures for SNAP. *Please see Online Guide Transmittal Update 2017-88 for more information.*

Revised Forms

04-100-1017-05

04-101-1017-05

AP-SSI-IAR (Rev. 10/2017)

Authorization for Reimbursement of Interim Assistance Initial Claim or Posteligibility Case

From the Forms File

DTA Return address information added to the Authorization for Reimbursement of Interim Assistance Initial Claim or Posteligibility Case form.

Revised Forms (continued)

09-160-0817-05 (English) (Rev. 8/2017)

09-161-0817-05 (Spanish) (Rev. 9/2017)

09-362-0917-05 (Khmer) (Rev. 9/2017)

09-363-0917-05 (Chinese) (Rev. 9/2017)

09-364-0917-05 (Haitian Creole) (Rev. 9/2017)

09-365-0917-05 (Russian) (Rev. 9/2017)

09-366-0917-05 (Vietnamese) (Rev. 9/2017)

09-367-0917-05 (French) (Rev. 9/2017)

09-368-0917-05 (Korean) (Rev. 9/2017)

09-369-0917-05 (Italian) (Rev. 9/2017)

09-370-0917-05 (Polish) (Rev. 9/2017)

09-371-0917-05 (Arabic) (Rev. 9/2017)

SNAP Application for Seniors

The *Simplified SNAP Application for Elderly Applicants* has been revised. This application is now titled *SNAP Application for Seniors*. The reading level was reduced to Grade Reading Level 5. The font was increased to a larger size for easy review.

Additional questions were incorporated that specifically apply to the population designated for this application. Revisions were also made to the Notice of Rights, Responsibilities and Penalties section. All

From the Forms File

existing supplies of the *Simplified SNAP Application for Elderly Applicants* must be destroyed immediately. Please see *Online Guide Transmittal Update 2017-90* for more information.

Revised Inserts

25-666-1017-05 (Khmer) (Rev. 10/2017)

25-677-1017-05 (Chinese) (Rev. 10/2017)

25-660-1017-05 (English) (Rev. 10/2017)

25-661-1017-05 (Spanish) (Rev. 10/2017)

25-662-1017-05 (Portuguese) (Rev. 10/2017)

25-663-1017-05 (Haitian Creole) (Rev. 10/2017)

25-664-1017-05 (Vietnamese) (Rev. 10/2017)

25-665-1017-05 (Russian) (Rev. 10/2017)

Community Information - How may we help you? Inserts

The *Community Information (CI-DTA) Income Eligibility Charts* were revised. Please discard old versions of these inserts and distribute the revised versions with the *Community Information (CI-DTA)* brochure.

09-618-1017-05 (Arabic) (Rev. 10/2017)

09-617-1017-05 (Khmer) (Rev. 10/2017)

09-616-1017-05 (Chinese) (Rev. 10/2017)

09-610-1017-05 (English) (Rev. 10/2017)

09-611-1017-05 (Spanish) (Rev. 10/2017)

09-612-1017-05 (Portuguese) (Rev. 10/2017)

09-613-1017-05 (Haitian Creole) (Rev. 10/2017)

09-614-1017-05 (Vietnamese) (Rev. 10/2017)

09-615-1017-05 (Russian) (Rev. 10/2017)

SNAP-BB - SNAP Income Standards Inserts

The *How to Get SNAP Benefits (SNAP-BB) Income Standards Charts* were revised. Please discard old versions of these inserts and distribute the revised versions with the *How to Get SNAP Benefits (SNAP-BB)* brochure.

TAO Meeting Notes