



# Transitions

October 2019

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## Online Guide Transmittals

### Cross Programs:

#### Client Debt Collection

Online Guide Transmittal 2019-78

The Department is working with Premiere Credit to pursue past due debts owed by former clients.

This debt collection agency will be making attempts to contact individuals to settle these debts.

#### Domestic Violence and Restraining Orders, October 2019

Online Guide Transmittal 2019-82

Advise staff about the appropriate use of restraining orders, also known as 209A protective orders.

All clients asking about restraining orders must be referred to a DV specialist.

## Online Guide Transmittals

### **SNAP:**

#### **ABAWD Work Program Notice Updates and Name Change**

Online Guide Transmittal 2019-69

The ABAWD strike notices have been revised to be clearer and more compliant with the SNAP rules for adverse action notices.

Since the ABAWD requirements are not an independent program from SNAP, the ABAWD Work Program has been renamed the ABAWD Work Rules.

#### **Medicare Part C**

Online Guide Transmittal 2019-74

Medicare Part C, also known as a Medicare Advantage Plan, is administered through private insurance companies that are contracted with Medicare.

Clients that receive Medicare Part C must also have Medicare Parts A and B. It is up to the client to inform the Department if they are getting Medicare Part C deducted from their RSDI to obtain credit for the health insurance deduction.

#### **Unemployment Income with an Earnings Disregard**

Online Guide Transmittal 2019-75

Persons who receive unemployment may be entitled to a partial-earnings disregard if they are also actively receiving wages. Claimants are entitled to a disregard of a portion of their gross earnings that will not affect their unemployment benefit amount.

Case managers must not enter or update these wages in BEACON based solely on the presence of a partial-earnings disregard on the unemployment screen. Please see the procedures transmitted in this Online Guide Update.

#### **How to Determine Disability When a Client is No Longer Receiving SSA Payments**

Online Guide Transmittal 2019-76

There are times when a client is no longer receiving SSI and/or RSDI payments but is still considered federally-disabled by the Social Security Administration (SSA).

If a client is not actively receiving SSA payments, but a disability onset date is present on the External SSA Data screen, you must explore if the client is still considered disabled by looking at the client's "Pay Status."

## Online Guide Transmittals

### **SNAP (cont.):**

#### **Department Responsibility to Take Timely Action**

Online Guide Transmittal 2019-77

The Department must take timely action whenever a SNAP client reports changes during case maintenance. If a SNAP household verifies a change in income and/or expenses that reduces the net income in the SNAP benefit calculation to \$0, the household is owed a related benefit for the cyclical month in which the change was reported.

#### **SNAP Attributed Amount**

Online Guide Transmittal 2019-83

This OLGT aligns the existing OLG page with federal regulations and current nomenclature

This OLGT obsoletes Operations Memo 2006-6: No Increase in FS as a Result of Cash Program Sanction – BEACON Automation of Riverside Rule.

## Online Guide Transmittals

### **TAFDC:**

#### **Exclusion of the Primary Vehicle as a Countable Asset**

Online Guide Transmittal 2019-72

Access to reliable transportation makes for better outcomes for both parents and children. For the TAFDC program one vehicle per household does not count toward the asset limit.

#### **Clothing Allowance, September 2019**

Online Guide Transmittal Update 2019-73

The clothing allowance for September 2019 is \$350 per eligible TAFDC client under the age of 19. This transmittal obsoletes Online Guide Transmittal 2019-66.

## From the Forms File

### Revised inserts

25-666-1019-05 (Khmer) (Rev. 10/2019)  
25-677-1019-05 (Chinese) (Rev. 10/2019)  
25-660-1019-05 (English) (Rev. 10/2019)  
25-661-1019-05 (Spanish) (Rev. 10/2019)  
25-662-1019-05 (Portuguese) (Rev. 10/2019)  
25-663-1019-05 (Haitian Creole) (Rev. 10/2019)  
25-664-1019-05 (Vietnamese) (Rev. 10/2019)  
25-665-1019-05 (Russian) (Rev. 10/2019)

#### *Community Information - How may we help you? Inserts*

The *Community Information (CI-DTA) Income Eligibility Charts* is now updated with the 2019 SNAP Cost-of-Living-Adjustment (COLA) income standards. Please discard old versions of these inserts and distribute the revised versions with the *Community Information (CI-DTA)* brochure available from Document Production.

09-618-1019-05 (Arabic) (Rev. 10/2019)  
09-617-1019-05 (Khmer) (Rev. 10/2019)  
09-616-1019-05 (Chinese) (Rev. 10/2019)  
09-610-1019-05 (English) (Rev. 10/2019)  
09-611-1019-05 (Spanish) (Rev. 10/2019)  
09-612-1019-05 (Portuguese) (Rev. 10/2019)  
09-613-1019-05 (Haitian Creole) (Rev. 10/2019)  
09-614-1019-05 (Vietnamese) (Rev. 10/2019)  
09-615-1019-05 (Russian) (Rev. 10/2019)

#### *SNAP-BB - SNAP Income Standards Inserts*

The *How to Get SNAP Benefits (SNAP-BB) Income Standards Chart(s)* is now updated with the 2019 SNAP Cost-of-Living-Adjustment (COLA) income standards. Please discard old versions of these inserts and distribute the revised versions with the *How to Get SNAP Benefits (SNAP-BB)* brochure available from Document Production.

## **FYI**

There are no FYIs for the month of October 2019.



## Client Success Story

### October 2019



Jen T. was referred to the Secure Jobs program at Community Teamwork in Lowell by her shelter Case Manager. The single Mother of three was in Emergency shelter receiving TAFDC and SNAP benefits. She told the staff at CTI that she was anxious about her current situation and felt that there wasn't a way out; she was stuck. Jen met with her Case Manager at CTI nearly every day and enrolled in a Pharmacy Technician training. A few months later, she took the exam for her certification, passed and was then offered a full-time position at CVS. Shortly thereafter, Jen's name was entered into a lottery for Section 8 vouchers provided by DHCD for Secure Jobs participants. She along with 9 others were randomly selected for the rental subsidy voucher and is currently searching for a new apartment. She was no longer stuck because Community Teamwork provided her with the tools she needed to achieve economic progress.



## TAO Meeting Notes