

FYIs

Aid Pending Appeal Allowed for Situations that Fall under the Timely Notice Exception Rule

The Department will allow the continuation of assistance or “aid pending” until a ruling is made by the Division of Hearings (DOH), if a client files an appeal within 10 days from the date of a notice to reduce, suspend or terminate the client’s benefits, even if the notice information is related to certain situations that fall under the Timely Notice Exception rule described in 106 CMR 343.210. However, “aid pending” will not be granted if the notice is related to a change in federal or state law affecting classes of clients, such as lowering or terminating benefits due to reduced or eliminated funding.

If the case reduction, suspension or termination has been released in BEACON, DOH will notify the TAO Appeals Liaison. The TAO Appeals Liaison will instruct the appropriate case manager to reinstate the client’s benefits.

Change to DTA Online

This month, the following change has been made to **DTA Online**:

- A “Job Aid” concerning Veterans’ SNAP Benefits has been added and is accessible through the **Policy Online** side-bar option.

Changes to the EOHHS mass.gov DTA Homepage

Changes to the EOHHS mass.gov DTA Homepage include:

- the addition of the “SNAP Benefits Are Going Up!” information to the **News & Updates** side-bar option; and
- updates to “DTA Facts and Figures” as well as updates to our caseload information which can be accessed by selecting the appropriate Department program (EAEDC, FS, EA Homeless, SSI, TAFDC) beneath the **Research & Statistics** side-bar option.

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FYIs (Continued from page 7)**Overpayment Referrals**

When an overpayment is made to a household, regardless of the program (TAFDC, EAEDC, or SNAP) an overpayment referral must be made in the Accounts Receivable (AR) Referral folder of BEACON.

This policy applies to:

- all households currently receiving benefits, regardless of the amount of the overpayment;
- closed households when the overpayment, regardless of the amount, is the result of fraud as determined by the Bureau of Special Investigations (BSI) or an Intentional Program Violation (IPV) as determined by an Administrative Disqualification Hearing (ADH); or
- closed households when the overpayment is the result of an Unintentional Program Violation (UPV) and the overpayment exceeds \$125.00.

(See Field Operations Memo 2006-24 and 106 CMR 706.250, 706.280 and 706.290 (Transitional Cash Assistance) and 106 CMR 364.870 and 367.495 (SNAP).)

The case manager or supervisor must enter the Transitional Assistance Office Group window of BEACON and access the AR Referral Search list by clicking on the appropriate icon. A search can be completed by entering the client's name or SSN. The AR Referral Folder will appear when the case manager clicks on the new or open radio button (See Chapter II-E of *A User's Guide: Transitional Assistance Programs and BEACON* for procedures to make an AR Referral.)

Do you know...

Transitional Assistance Offices (TAOs) and Central Office staff are committed to improving the tools and business practices in local offices across the state. To this end, DTA Cross-Division Teams (Field Operations, Policy and Program Management, Strategic Development and Community Relations, Program Integrity) are working together to improve TAO design, safety and client service. The effort began in earnest this past fall. It includes an initial site assessment and inventory of the TAO tools and practices necessary to better manage our waiting and reception areas. The final stage of this review will be to implement the recommendations identified in the initial survey.

Congratulations to all of you who have helped out with this effort and stay tuned for future updates.

Diversity Quote

"The wave of the future is not the conquest of the world by a single dogmatic creed but the liberation of the diverse energies of free nations and free men."

John F. Kennedy