

Refer to Field Operations Memo 2008-27 for more information.

New Brochure

25-300-0608-05

25-301-0608-05(S)

RSB-1(6/2008)

Help for Those in Need: A Resource Brochure

This brochure is part of the Maximized Categorical Eligibility project, replaces the *Family Resources Brochure* (FRSB) and obsoletes the *Family Resource Brochure Information* (FRBI) form. Please use the new brochure. Please discard versions of the obsolete form. Refer to Field Operations Memo 2008-27 for more information.

The following forms are now available in Spanish.

02-560-0308-05(S)

DVWR (S)(Rev. 5/2008)

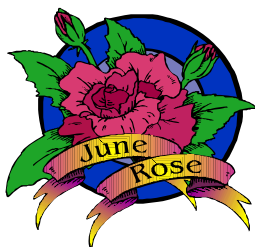
Request for a Waiver of TAFDC Program

Requirement(s) Due to Domestic Violence

18-441-0508-05

RMN-1(S)(Rev. 5/2008)

Notice of Returned Mail



From the Hotline

The questions below discuss the impact of receiving fuel assistance on food stamp benefits. There are two fuel assistance programs in Massachusetts: the traditional Low Income Housing Energy Assistance Program (LIHEAP) and the Heat and Eat Fuel Assistance Program (H-EAT). LIHEAP fuel assistance payments are for clients who pay for heat or for certain clients who have shelter expenses that are disproportionate to their income. Food Stamp Program rules allow households receiving or anticipating receipt of fuel assistance payments to have the Heating/Cooling SUA used in calculating Food Stamp benefits.

For information on the Spring 2008 H-EAT Program, please refer to Field Operations Memo 2008-24.

For more information on the Standard Utility Allowance (SUA), refer to 106 CMR 364.400(G).

- Q.** If a LIHEAP client reports a change of address, how do I proceed?
- A.** A food stamp client in receipt of LIHEAP payments who verifies an address change must be asked about current utility obligations. Appropriate changes must be made on BEACON.
- If a food stamp client in receipt of LIHEAP payments verifies a change of address and a continuation of heating/cooling charges, make no changes to the Heating/ Cooling SUA and update BEACON with the new address.
 - If a food stamp client in receipt of LIHEAP payments verifies a change of address and no longer incurs a separate charge for heating/cooling, update BEACON with the new utility expense and address information.

These changes could occur at recertification or as a part of a case maintenance activity.

- Q.** If a change of address is reported by a client in the H-EAT Program, how do I proceed?
- A.** The H-EAT Program operates differently from the traditional LIHEAP. Food stamp clients in the H-EAT Program are entitled to the Heating/Cooling SUA for an entire year, *even if the household reports a change in address or a change in*

utility obligations. While the client's address change must be completed on BEACON, no changes should be made to the H-EAT client's SUA.

NOTE: These Food Stamp clients will be reselected for the H-EAT Program in the future, if they meet H-EAT Program requirements.

- Q.** If a client in the H-EAT Program becomes homeless, how do I proceed?
- A.** Food stamp clients in the H-EAT Program are entitled to the Heating/Cooling SUA for an entire year, *even if the household becomes homeless* during the one-year period. If a client becomes homeless, the AU Manager must update the homeless indicator on BEACON and change the address. The AU Manager must make no change to the Heating/Cooling SUA until the one-year period has expired.

ADA Accommodation Requests -Time Requirements

All
Field Operations Memo 2008-20

The Americans with Disabilities Act (ADA) and Department regulations require that DTA make accommodations for persons with disabilities. Field Operations Memo 2007-8 described DTA's responsibilities regarding requests for these accommodations. Since responses to these accommodation requests must be timely, Field Operations Memo 2008-20 identifies timelines for responses.



Confidentiality of Case Record Information and the BEACON Heightened Level of Security

All
Field Operations Memo
2008-23

The purpose of this memo is to:

- remind TAO staff to take the utmost care in guarding a client's confidentiality;
- remind TAO staff that a client has the option to use the heightened level of security indicator as a means of flagging his or her case as needing increased confidentiality safeguards;
- ensure that TAO staff convey the impact of the heightened level of security indicator to the client; and
- provide instructions for TAO staff when activating the heightened level of security indicator for requests due to domestic violence situations as well as for other reasons.

