



**Commonwealth of Massachusetts**  
*Executive Office of Health and Human Services*  
**Department of Transitional Assistance**  
600 Washington Street • Boston, MA 02111


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Governor

TIMOTHY P. MURRAY  
Lieutenant Governor

JUDYANN BIGBY, M.D.  
Secretary

JULIA E. KEHOE  
Commissioner

**Field Operations Memo 2009-28B**  
**October 27, 2009**

**To:** Transitional Assistance Office Staff  
**From:**  John Augeri, Assistant Commissioner for Field Operations  
**Re:** Bay State CAP Outreach Plan Phase 3 Fix: Opening Eligible Cases

**Overview**

In May 2009, the Department sent outreach notices to 13,000 SSI clients who appeared eligible for Bay State CAP food assistance benefits. It was later determined that approximately 1,400 of these clients, who were otherwise eligible, did not open for Bay State CAP food assistance benefits in July as indicated in the outreach notice.

This Field Operations Memo informs TAO staff that these cases that did not open in July for Bay State Cap food assistance benefits have been opened for October. In addition, these clients have been issued retroactive benefits for July, August, and September.

**Note:** The number of cases actually opened for October was less than the 1,400 initially identified since some SSI recipients who appeared eligible in July may have had a change in circumstances that precluded current Bay State CAP eligibility.

**Opening  
Eligible Bay  
State CAP  
Cases**

On the evening of Thursday, October 22, 2009, BEACON processed a request to create Bay State CAP cases for eligible SSI recipients that were eligible to be opened in July 2009 and remain eligible.

Eligible clients will receive:

- October's Bay State CAP food assistance benefits in their EBT accounts;
- an EBC approval notice regarding October's benefits;
- a Bay State Access Card and PIN;

**Opening  
Eligible Bay  
State CAP  
Cases  
(continued)**

- a streamweaver notice (Attachment A) explaining that this eligibility is based on the July outreach notice and that retroactive benefits for the months of July, August, and September have been deposited into their EBT accounts; and
  - a related benefits notice identifying the amount of related benefits that was deposited into their EBT accounts.
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**Case Manager  
Action**

No case manager action is necessary to create a Bay State CAP Outreach case or issue Bay State CAP food assistance benefits.

At the end of January 2010, MIS will close any Bay State CAP Outreach case that has not accessed benefits.

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**Report of  
Opened Cases**

A Report entitled *Bay State CAP Cases Opened for October* will be emailed to impacted TAOs. Centralized TAFDC, Dudley Square, Malden Centralized SSI and Newmarket Square are the only offices who will receive this report. The report is for reference purposes only and is sorted by TAO, Case Manager, SSN, Client Name and Benefit Amount.

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**Questions**

If you have any questions, please have your Hotline designee call the Policy Hotline.

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## Attachment A

One Davis Square CAN 710  
Somerville, MA 02145

Important Notice - Read Carefully  
Este Mensaje Es Importante - Lea Cuidadosamente

### Massachusetts Department of Transitional Assistance

Mary Jones  
101 Main Street  
Somerville, MA 02148

SSN: 999-99-9999  
Davis Square TAO - DTA

10/27/2009

Dear *Mary Jones*:

In May, you received a letter stating that you may be eligible for Bay State CAP food assistance benefits beginning in July 2009. You have now been determined eligible for Bay State CAP food assistance benefits.

You have received or you will receive a separate approval letter telling you the amount of your Bay State CAP food assistance benefits and how to access the benefits. Bay State CAP food assistance benefits for July, August, and September are now in your account.

If you have questions about Bay State CAP or this notice, please call 617-999-9999 and ask to speak to your case manager Mary Smith.

Bay State CAP benefits help you buy nutritious foods, DTA hopes that you will take advantage of this benefit!