



**Commonwealth of Massachusetts**  
*Executive Office of Health and Human Services*  
**Department of Transitional Assistance**  
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**Field Operations Memo 2009-38A**  
**July 24, 2009**

**To:** Transitional Assistance Office Staff  
**From:**  John Augeri, Assistant Commissioner for Field Operations  
**Re:** Clarification – 24 Month Certifications for Elderly/Disabled SNAP Households

**Background**

Field Operations Memo 2009-38 transmitted procedures for assigning 24-month SNAP certification periods to households where all adult members are elderly/disabled. It also described the BEACON data-fix which occurred on June 27-28 that automatically extended the certification periods of certain elderly/disabled households to 24 months.

However, households with July or August recertification dates which received an extension notice had already been sent a standard *Notice of Expiration* (NOE) with instructions to complete and return a SNAP recertification form. This has resulted in confusion as to whether the household must complete a recertification, as indicated in the NOE, or whether the household does not need to take any action except report changes as required.

This Field Operations Memo explains procedures for handling these cases.

**Report of Affected Households**

A spreadsheet will be e-mailed with this memo which identifies households that were sent both an NOE and an automatic extension notice. The report contains the following data elements:

- TAO and case manager name;
- SSN and case name;
- beginning and end reevaluation dates;
- initiate date (if any); and.
- reevaluation type.

**Answering Client Questions**

If a client who has received both the *Notice of Expiration* and the automatic extension letter described in Field Operations Memo 2009-38 calls regarding the receipt of both notices, tell the client to follow the directions of the extension notice and that a recertification is not necessary at this time. However, remind the client of the responsibility to report changes.

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**Processing Returned Recertification Forms**

When a TAO receives a completed recertification form, clerical staff or human services assistant staff responsible for initiating recertifications must check the spreadsheet to see if the client's name appears on the list.

- If the name is not on the list, initiate the recertification, following procedures described in Field Operations Memo 2009-29.
- If the name is on the list, **do not** initiate the case as a recertification. Forward the recertification form to the appropriate case manager for follow-up.

Upon receipt, the case manager must:

- review the information on the recertification form and compare it to the information on file in BEACON to see if any changes are reported;
- if there are changes, process reported changes following standard procedures for change reporting (see 106 CMR 366.120).

If the case has been initiated, complete the recertification and assign a 24-month certification period.

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**Questions**

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

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