



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

DEVAL L. PATRICK
Governor

JUDYANN BIGBY, M.D.
Secretary

TIMOTHY P. MURRAY
Lieutenant Governor

JULIA E. KEHOE
Commissioner

Field Operations Memo 2007-31A
June 29, 2007

To: Transitional Assistance Office Staff
From: John Augeri, Assistant Commissioner for Field Operations
Re: Food Stamp Heat and Eat (H-EAT) Fuel Assistance Program Clean-Up

Background

Due to the delay in issuing Field Operations Memo 2007-31, the Heating/Cooling Standard Utility Allowance (SUA) was removed from approximately 600 H-EAT eligible FS AUs, as AU Managers were not informed of this change. An *FS H-EAT Clean-Up Report* identifying the impacted AUs has been generated and accompanies this memo.

This memo provides instructions for correcting these AUs so that July 2007 benefits can be increased. In some instances, a supplemental payment for July must be calculated and issued.

AU Manager Responsibilities

The AU Manager should review each case on the *FS AU H-EAT Clean-Up Report*. These AUs must have the Heating/Cooling SUA re-entered on BEACON, so that the correct July FS benefit is issued.

If the AU has a *pending release with an SUA other than Heating/Cooling*, the AU Manager should:

- ❖ delete the pending request;
 - ❖ on the Standard Utility Allowance window, change the SUA value to Heating/Cooling;
 - ❖ on the BEACON Verifications tab select *H-EAT Program Certified by DHCD Match* as the utility expense verification type;
 - ❖ go to Interview Wrap-Up and select Utility Expense Amount (SUA) Heating/Cooling along with any other appropriate selection(s) to allow the pending release change(s) to process; and
 - ❖ authorize and send to the Supervisor.
-

**AU Manager
Responsibilities
(Continued)**

If the AU has a *pending authorization with an SUA other than Heating/Cooling*, the AU Manager should:

- ❖ on the Standard Utility Allowance window, change the SUA value to Heating/Cooling;
- ❖ on the BEACON Verifications tab select *H-EAT Program Certified by DHCD Match* as the utility expense verification type;
- ❖ go to Interview Wrap –Up and select Utility Expense Amount (SUA) Heating/Cooling along with any other appropriate selection(s) to allow the pending authorization change(s) to process; and
- ❖ authorize and send to the Supervisor.

If the AU is in the process of a *case maintenance action with an SUA other than Heating/Cooling*, including a recertification, the AU Manager should:

- ❖ on the Standard Utility Allowance window change the SUA value to Heating/Cooling.
- ❖ on the BEACON Verifications tab and select *H-EAT Program Certified by DHCD Match* as the utility expense verification type;
- ❖ go to Interview Wrap–Up and make the appropriate selections to allow the case maintenance change(s) to process; and
- ❖ authorize and send to the Supervisor.

Note: In some instances a decrease may have already taken affect for the AU, the AU Manager should use the instructions above to enter the Heating/Cooling SUA for the AU and issue a supplemental payment for July.

**Calculating and
Issuing
Supplemental
Benefits for
July 2007**

If July 2007 benefits have already been issued, a supplemental benefit must be calculated for the AU. Once the Heating/Cooling SUA is added and the new food stamp benefit amount has been established for the AU, the AU Manager must go to the Related Benefits window and issue a supplemental benefit for the difference between the July benefit amount and the new food stamp amount.

**Supervisor
Responsibilities**

It is the Supervisor's responsibility to check the BEACON Narratives tab for a 6/22/2007 entry indicating the AU was H-EAT eligible and authorize the change(s) on the FS H-EAT AU.

**FS H-EAT
Clean-Up
Report**

The *FS H-EAT Clean-Up Report* identifies H-EAT eligible AUs that require review and correction. The report is sorted by AU Manager within TAO.

**Additional
Information**

Please refer to Field Operations Memo 2007-31 for details on the H-EAT Fuel Assistance Program. The DHCD client brochure was transmitted along with the memo.

Questions

If you have any questions, please have your Hotline designee call the Policy Hotline at 617-348-8478.
