



From the Hotline

If you have any questions on this column or on other policy and procedural material, please have your Hotline designee call the **Policy Hotline at 617-348-8478**. At the request of Field Operations, this month's *From the Hotline* includes a user-friendly chart of policy guidelines concerning timeliness standards for case maintenance activities in SNAP.

SNAP Activity	106 CMR:	Rule
Change of address	366.110(A)	For households subject to change reporting requirements, an address change resulting in a shelter expense change must be reported within 10 days of the date the change becomes known to the household. For address changes resulting in expense or benefit increase, see "Increase in benefits due to income or deductions" on next page. See Operations Memo 2012-39 for information on address changes resulting in case transfers.
Copies in case record and client access to case record	360.300, 360.400, 105.030 105.050	Material and information in a case can be available for inspection in presence of a DTA employee. Unless prohibited for privacy reasons, copies must be made ASAP, but no later than 20 days from client request. See Operations Memo 2010-50 for client confidentiality rules.
EBT card replacement	364.910	ASAP, no later than 5 calendar days via mail or 2 business days if request made in person. See Operations Memo 2012-56.

(Continued on page 6)

From the Hotline *(Continued from Page 5)*

SNAP Activity	106 CMR:	Rule
Increase in benefits, add AU member or change in gross income of \$50 or more	366.120(A)	Change must be made effective in the first allotment issued 10 days after the date the change was reported and must take effect no later than the month following the reported change; if the change is reported after the 20th of the month and it's too late in that month to adjust next month's allotment, issue a supplement by the 10th day of the following month or by the household's normal issuance date, whichever is later.
Increase in benefits due to income or deductions making net income zero	366.120(A) 366.120(B)	Change must be effective no later than the first allotment issued 10 days after date change was reported. When a household reports a change in gross income or deductions reducing their total net to zero, a supplement must be authorized for the month in which the change is reported.
Ineligibility and certain benefit decreases	366.120(C), 366.100	Send notice to client within ten days of the date the change was reported, unless exemptions at 366.210 or 366.215 apply. The decrease must be effective no later than the next allotment following the month in which the advance notice period expires.