



From the Hotline Index

A “From the Hotline” Index of the questions and answers written in *Transitions* during 2014 has been compiled below. The Index is intended to provide quicker access to policy and procedural information. Please remember that this Index explains policy/procedure as of the month/year in which the questions and answers were issued.

Emergency Aid to the Elderly, Disabled and Children Program		
Topic	Month	Related Procedure/Policy, 106 CMR:
Assets, retirement and pension	February	321.120(C)
Direct Deposit, Exception	December	321.120(B)(3)(a)
Fraud Investigation and Data Matching	March	Operations Memo 2014-11 and Operations Memo 2014-12
Fraud Investigation and Data Matching	July	Operations Memo 2014-36
Housing Subsidy	May	321.250(U)
Identity Match	March	Operations Memo 2014-11
Income, Countable, Unearned	February	321.210(B)
Income, Lump Sum	February	321.240
Income, Noncountable	May	321.250(U)
Legal Permanent Resident, Eligible Noncitizen status	April	320.620(A)
Living Arrangement A	May	321.420(A)
Living Arrangement D	May	321.420(D)
Noncitizen	April	320.620
Sanction, Direct Deposit	December	706.410(D)
Social Security Match	March	Operations Memo 2014-12
Verification	August	Operations Memo 2012-17

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Supplemental Nutrition Assistance Program		
Topic	Month	Related Procedure/Policy, 106 CMR:
Assets, Noncountable, Pension Funds	February	363.140(B)
Assets, Noncountable, Vehicles	September	363.140(D)
Benefit Effective Date	July	Operations Memo 2014-30
Categorically Eligible Households	February	365.180
Clothing Allowance, Department of Children and Families(DCF) Quarterly	September	363.220(B)
Continuous Enrollment (Student)	June	362.420
Customer Concern Tracking	July	Operations Memo 2014-43
Deductions, Homeless Shelter/Utility	May	364.400(F)
Disabled	October	361.210
Fault Determination	July	Operations Memo 2014-30
Fraud Investigation and Data Matching	July	Operations Memo 2014-36
Homeless Shelter/Utility Deduction	May	364.400(F)
Income, Countable, Unearned	September	363.220(B)
Income, Unearned, Certain Recouped Monies	November	363.220(C)
Lump Sum Payments, Nonrecurring	February	363.230(I)
Massachusetts Residency	August	362.100
Noncitizen, Legal Permanent Resident	April	362.220(B)
Noncitizen, Legal Permanent Resident	October	362.220(B)
Noncitizen,	October	362.240(F)

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Supplemental Nutrition Assistance Program (continued)		
Topic	Month	Related Procedure/Policy, 106 CMR:
Nonhousehold Members	June	361.230
Program Integrity Checklist	July	Operations Memo 2014-36
Residency, verification of	August	362.120
Self –Declaration	May	Operations Memo 2010-29
Social Security Match	March	Operations Memo 2014-12
Student Eligibility	June	362.410
Verifications	August	Operations Memo 2012-17
Verifications, shelter and utility costs	May	Operations Memo 2010-29
Verifications, Medical Expenses	August	SNAP Medical Deductions Job Aid
Veterans and Active Duty Personnel	October	362.240(F)
Veteran's Services Benefits	November	Operations Memo 2009-13

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Transitional Aid to Families with Dependent Children		
Topic	Month	Related Procedure/Policy, 106 CMR:
Assets, countable	September	204.120(G)
Assets, countable pension and retirement	February	204.120(C)
Assets, vehicle	September	Operations Memo 2014-46
Calculation of Grant Amount	November	204.500
Department of Children and Families (DCF) Clothing Allowance for Teen Parents	September	FYI: "Department of Children and Families (DCF) Quarterly Clothing Allowance and TAFDC Teen Parents"
Direct Deposit	December	706.410
Domestic Violence, asset ownership exception	December	204.120(B)
Employment Services Program	September	Operations Memo 2008-53 A
Fraud Investigation and Data Matching	July	Operations Memo 2014-36
Housing Subsidy	May	204.250(U)
Identity Match	March	Operations Memo 2014-11
Income, In-kind	May	204.510(B)
Income, Lump sum	February	204.240
Income, Countable, Unearned	February	204.210(B)
Program Integrity Checklist	July	Operations Memo 2014-36
Sanction, Direct Deposit	December	706.410(D)
Shelter and Utilities, verification	May	Operations Memo 2010-29
Social Security Match	March	Operations Memo 2014-12
Teen Parent School Attendance	September	203.610

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Transitional Aid to Families with Dependent Children Program (continued)		
Topic	Month	Related Procedure/Policy, 106 CMR:
Verification process	August	Operations Memo 2012-17
Verification, shelter and utilities	May	Operations Memo 2010-29
Work Program Requirement	September	Operations Memo 2008-53A
Young Parent Program (YPP)	September	207.140(C)