



*Commonwealth of Massachusetts
Executive Office of Health and Human Services
Department of Transitional Assistance*


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Commissioner

**Online Guide Transmittal 2019-42
June 13, 2019**

To: Department of Transitional Assistance Staff
From:  Paul Sutliff, Assistant Commissioner for Programs and Field Operations
Re: SNAP: Applications with Out-of-state Addresses

Overview

To be eligible for benefits through DTA, applicants and clients must have a Massachusetts address. Occasionally, DTA will receive a SNAP web and/or paper application with an out-of-state address. To streamline the processing of these applications, DTA is issuing revised procedures.

Where possible, case managers must make a cold call to these applicants to determine whether they actually reside in Massachusetts.

Purpose

The purpose of this transmittal is to notify staff of Online Guide updates.

Revised Online Guide Pages

Topic: Cross Programs
Book: Request for Assistance (RFA)
Page: Address

**Revised Online
Guide Pages
(continued)**

Topic: SNAP
Book: Application Processing
Chapter: SNAP Application Processing
Page: SNAP Application Processing - Introduction

Topic: Cross Programs
Book: Verifications
Chapter: Verification Checklist (VC-1)
Page: VC-1 Q and A

Questions

If you have any policy or procedural questions, after conferring with the appropriate TAO personnel, please have your Systems Information Specialists or TAO management email the DTA.Procedural Issues Mailbox.

Systems issues should be directed to the Systems Support Help Desk.
