



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

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**Online Guide Transmittal 2019-77
October 17, 2019**

To: Department of Transitional Assistance Staff
From:  Paul Sutliff, Assistant Commissioner for Programs and Field Operations
Re: SNAP: Department Responsibility to Take Timely Action

Overview

Just as the Department provides immediate relief at application for SNAP applicants who qualify for expedited benefits, the Department also considers the emergency needs of clients who already receive SNAP benefits. A SNAP client who experiences an exponential decrease in income and/or increase in expenses may be unable to wait until his/her next cyclical month to receive the benefit increase.

If a SNAP household verifies a decrease in income or an increase in expenses that reduces the net income in the SNAP benefit calculation to \$0, the household is entitled to a related benefit for the cyclical month in which the change was reported. Additionally, if the change is reported too late into the month to increase the benefits for the next cyclical period, the household must be issued a related benefit for the cyclical month in which the change was reported and also the subsequent month.

Purpose

The purpose of this Online Guide Transmittal is to remind staff of the rules for acting on changes that reduce the net income in the SNAP benefit calculation to zero, and to advise staff of the relevant Online Guide updates.

**New Online
Guide Pages**

Topic: SNAP
Book: Department Responsibility to Take Timely Action
Page: Department Responsibility to Take Timely Action

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 them to DTA.Procedural Issues.

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