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

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Online Guide Transmittal 2020-69
October 15, 2020

To: **Department of Transitional Assistance Staff**

From: **Sarah Stuart, Associate Commissioner for Change Management**

Re: **SNAP: New Paper Application Forms**

Overview

The Department is committed to making the SNAP application process easier for both clients and staff. With this goal in mind, the *SNAP Application* and *SNAP Application for Seniors* will be significantly revamped.

The new application forms will:
- make it easier for clients to verify self-declarable expenses;
- streamline the process of designating an Authorized Representative;
- makes it easier to assist disabled applicants; and
- standardize language and formatting with the *Interim Report* and *Recertification* forms.

Staff are reminded that older versions of the SNAP application must always be accepted if they contain a name, address (if any), and signature.

Purpose

The purpose of this Online Guide Transmittal is to advise staff about the upcoming changes to the SNAP Application forms and the procedural updates that will accompany these changes.

What Changed?

The following changes reflect the updates that will be made to the SNAP application forms:

- DTAConnect.com is listed as an application submission option

- Improved readability through language changes and increased white space

- The signature page is moved to the first page to decrease the number of forms received without a signature

- The language used in the Rights and Responsibilities is expanded

- Applicants no longer answer questions on the application about eligibility for expedited benefits. The expedited criteria are listed as bullet points rather than yes/no questions

- The application includes sections for the client to give someone else permission to speak with DTA, sign forms, report changes, complete interviews, and/or make EBT transactions on their behalf

- Applicants are asked to check off whether they already have an EBT card to help inform staff of appropriate steps to take if a card is needed

- A new section is included for applicants to indicate if they:
  - need an accommodation;
  - have preferred communication method(s); and/or
  - are certified as disabled by MassHealth. (This is to assist clients and staff in the process of verifying disability.)

  This section includes instructions for requesting an accommodation. This replaces the *Do you have a special situation?* section in the previous version of the form.

New Online Guide Pages

Topic: SNAP
Book: Application Processing
Chapter: SNAP Application Processing
Page: Completing SNAP Applications for Active or Pending Clients

**Revised Online
Guide Pages**

Topic:	SNAP
Book:	Application Processing
Chapter:	SNAP Application Processing
Page:	SNAP Application Processing (formerly "SNAP Application Processing – Introduction")

Topic:	Cross Programs
Book:	Harper/ADA
Page:	American Sign Language (ASL) Protocols

Topic:	Cross Programs
Book:	Harper/ADA
Page:	Recognizing an ADA Accommodation Request

Topic:	Cross Programs
Book:	Interpreter Services
Page:	TAO Staff and Switchboard Responsibilities

Topic:	Cross Programs
Book:	Interpreter Services
Page:	Case Manager Responsibilities for Providing Interpreter Services to Walk-In Clients

Topic:	SNAP
Book:	Application Processing
Chapter:	SNAP Application Processing
Page:	Issuing an EBT Card

Topic:	Cross Programs
Book:	Interpreter Services
Page:	Case Manager Responsibilities for Providing Interpreter Services for Scheduled Telephonic Appointments

Topic:	Cross Programs
Book:	Interpreter Services
Page:	TAO Receptionist Responsibilities for Walk-In Clients

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.