



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

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Governor

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Secretary

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Commissioner

**Operations Memo 2014-62
September 26, 2014**

To: Department of Transitional Assistance Staff
From: *POS* Anne O'Sullivan, Assistant Commissioner for Policy, Program and External Relations
Re: Closure of the Central Eligibility Processing (CEP) SNAP Web Unit

Overview

In preparation for Business Process Redesign, effective September 29, 2014, the Central Eligibility Processing (CEP) SNAP Web Unit located at Central Office will no longer take web applications. Web applications received on or after September 29, 2014 will be directed to the TAO that covers the applicant's geographic location for processing. Staff from the CEP SNAP Web Unit will be redeployed to local TAOs. Applications currently in process with the CEP SNAP Web Unit will continue to be processed by this staff.

Closure of the CEP SNAP Web Unit

The CEP SNAP Web Unit has been responsible for processing web applications received for in the Brockton, EOHHS Chelsea Center, Dudley Square, Malden, Newmarket Square, North Shore, and Worcester areas. Effective September 29, 2014, web applications from applicants in those catchment areas will be directed to the appropriate office for processing.

Reassignment of Web Unit Staff

Web unit staff will be redeployed in two groups. The first group will report to their new assignment on October 6, 2014. The second group will report to their new assignment on October 20, 2014. Any pending web applications will be the responsibility of the redeployed staff subsequent to their arrival at the new TAO.

Reminder: The Springfield SNAP Web Unit was closed late August 2014.

Questions

If you have any questions, please have your Hotline designee call the Policy Hotline.
