

PPER Email 2014-18: Annual Reporting (AR) Households Received Employment Verification Notice in Error Due to Automated Department of Revenue (DOR) Match Processing

Operations Memo 2014-24 informed staff that effective with BEACON Build 46.2 on March 17, 2014, the Department would implement and automate a match process for data received through the earned income match with the Department of Revenue (DOR). Although the memo advised that SNAP households on Annual Reporting would be noticed at recertification and the Interim Reporting period, some cases on Annual Reporting were improperly noticed. Many of those households received an Employment Verification Notice in error.

Unlike the households contacted pursuant to PPER Email 2014-17, these households did not receive a Closing Notice. However, the Department will notify those households that received an Employment Verification Notice in error that they need not do anything about this notice and the Department will contact them if it needs any additional information about their income.

On Wednesday, June 4, 2014, all impacted households that received an Employment Verification Notice in error will receive a telephone call via the Mass 211 call system. The call will relay the following message:

This is a message from the Department of Transitional Assistance with important information. We sent you a letter between March 17 and May 8 requesting information about your income. You do not need to do anything at this time. We will send you another letter if we need additional information about your income.

If you have any questions please contact your case manager or call DTA Recipient Services at 1-800-445-6604.

If you are contacted by a client regarding this issue, please review with him/her the message above.