



ABOUT DTA

Our Mission

The mission of the Department of Transitional Assistance is to assist low-income individuals and families to meet their basic needs, increase their incomes and improve their quality of life.



The Department of Transitional Assistance is committed to providing a high level of service to all those in need of our services. We are pleased to present this scorecard, which includes several measures that are important for DTA to use in measuring our success and identifying areas for improvement.

– Jeff McCue

Commissioner, Department of Transitional Assistance

Did you know?

The average SNAP benefit for a household in Massachusetts is \$223.36.

That means the average SNAP household has \$7.34 a day to supplement food purchases.



Supplemental
Nutrition
Assistance
Program

- ✓ 75% of SNAP households in Massachusetts have gross countable income of less than 100% of the Federal Poverty Level – that's \$24,250 for a household of four.
- ✓ 36% of SNAP households have at least one child.
- ✓ Elderly individuals are a part of over 22% of Massachusetts SNAP households.
- ✓ SNAP clients live in every city & town across the Commonwealth.



SNAP ENROLLMENT & QUALITY

SNAP Recipients **776,940**

SNAP Households **445,361**

SNAP Enrollment | 1 in 9 MA Residents



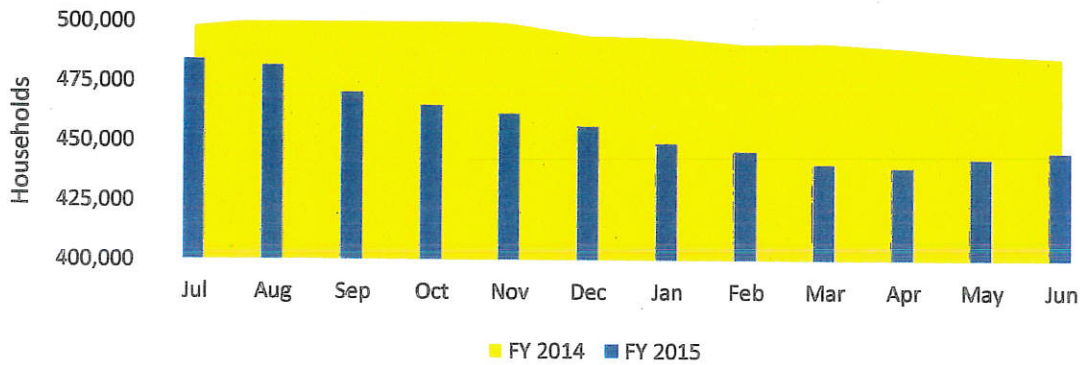
SNAP Accuracy Rate

The **annual** percent of active payments that were completed without errors based on federal guidelines in Federal Fiscal Year 2014.

94.9%
(35th nationally)

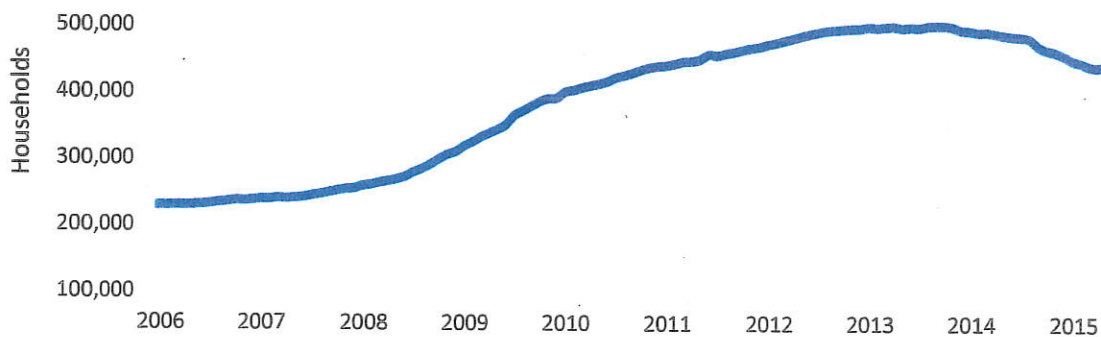
SNAP Caseload

This is the number of households receiving SNAP benefits in Massachusetts in the prior two years.



SNAP Caseload Trends

This is the number of households receiving SNAP benefits in Massachusetts in the last decade.



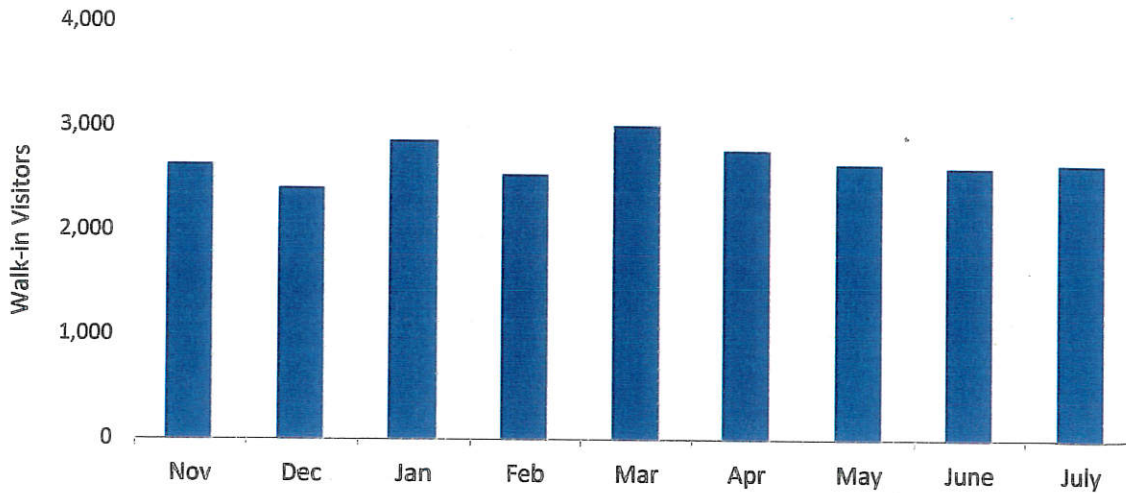


LOCAL OFFICES

Average Daily Walk-in Visitors

This is how many people visit our offices each day to meet with a case manager.

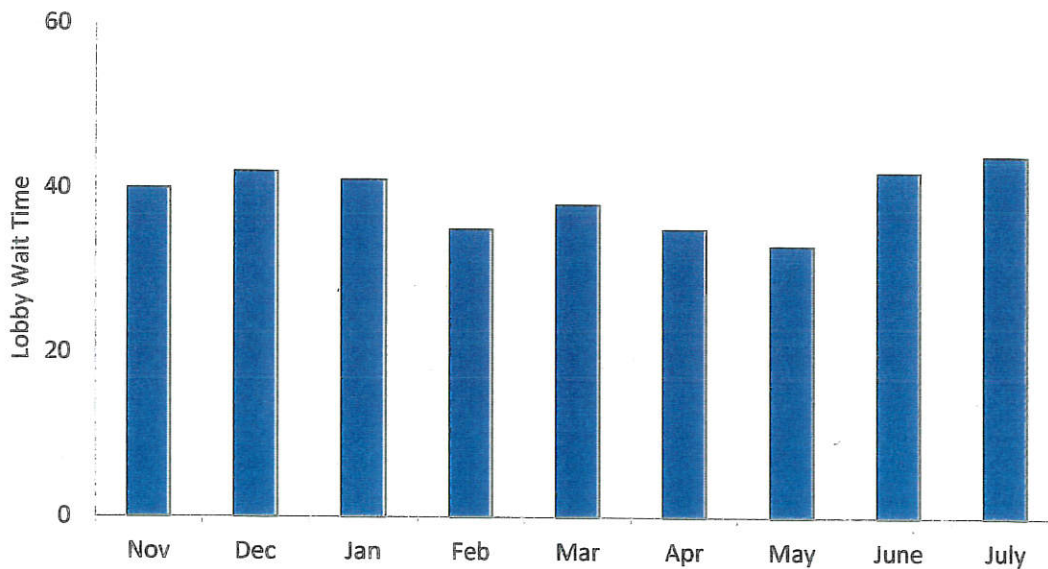
2,635



Average Lobby Waiting Time

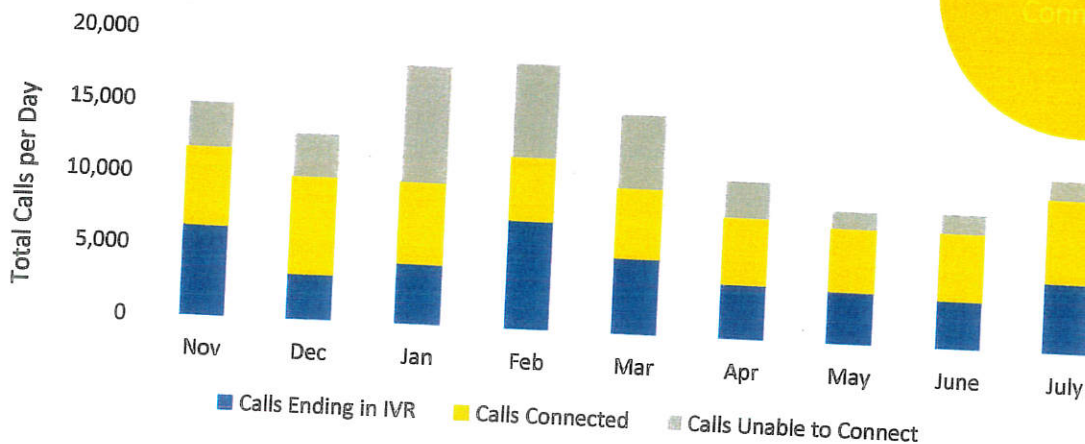
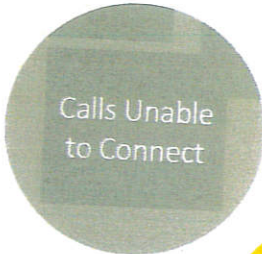
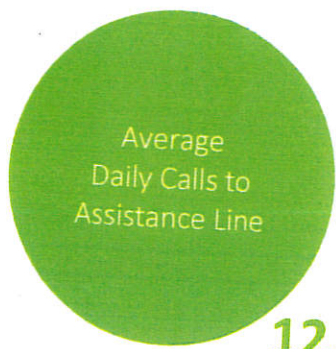
This is how many minutes someone typically waits to see a case manager. DTA is committed to reducing the need for in-person visits from clients by expanding the ways in which services can be accessed.

44 min





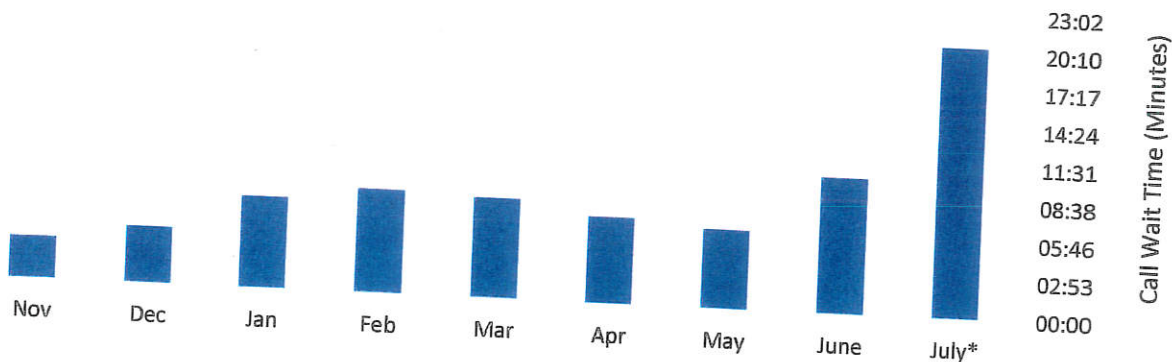
ASSISTANCE LINE



Average Caller Wait Time

This is the average length of time callers wait to speak to an agent.

20:36 min



*Additional wait queue space added 6/24/15

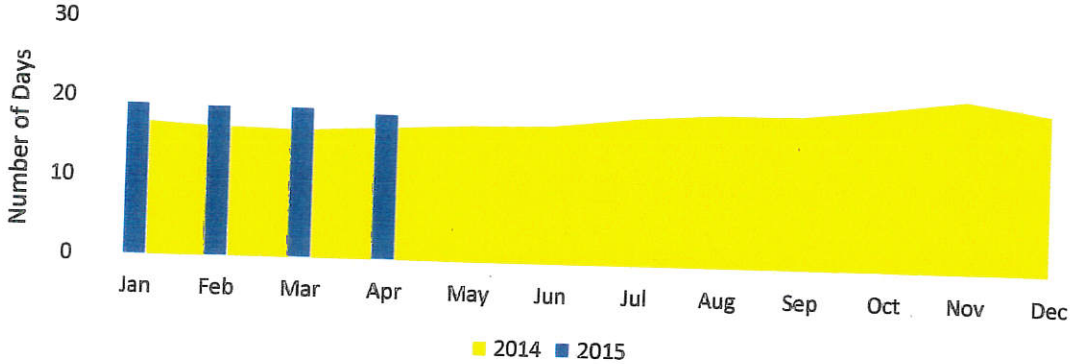


PROCESSING

Average Processing Days for New SNAP Applications

This is the average number of days to *approve* a new application.

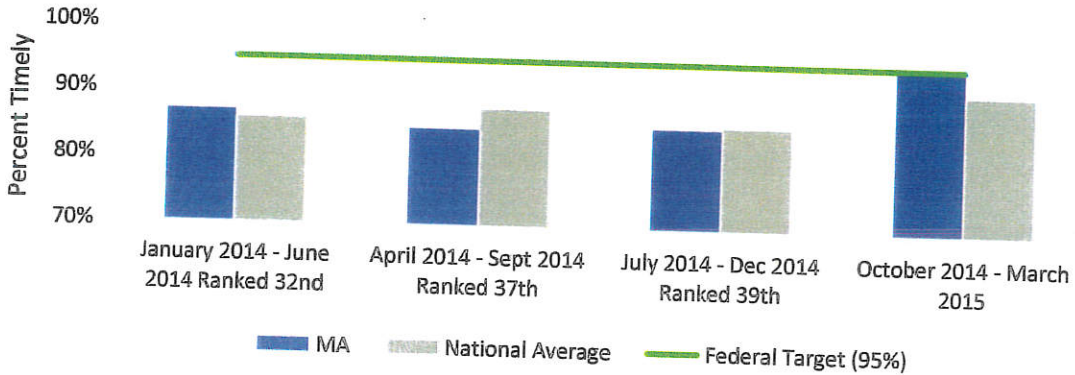
18.3



SNAP Application Processed Timely

This is the percentage of applications that are processed within federal timeframes.

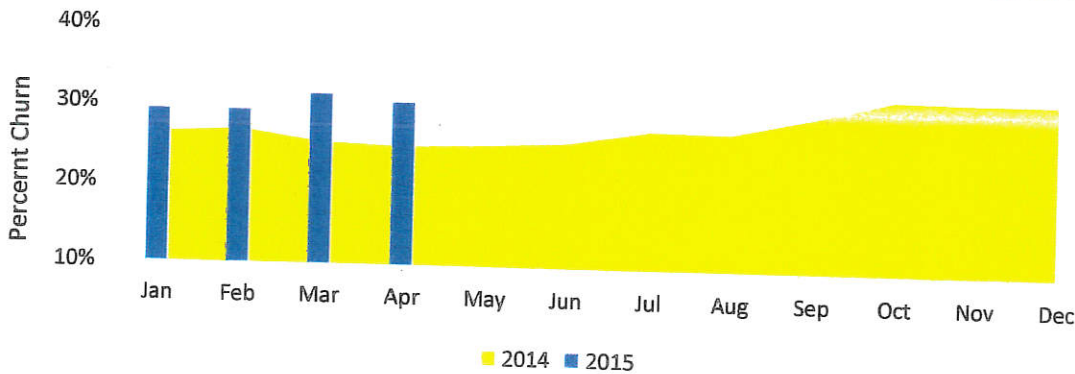
95%



SNAP Churn

This is the percentage of applicants each month that 90 days prior were active clients.

30.5%





ADDITIONAL INFORMATION

Measure

Description

SNAP Recipients	This is the number of Massachusetts residents in households that receive SNAP benefits each month. These figures are finalized approximately six weeks after the end of the reporting month.
SNAP Accuracy Rate	Massachusetts ranks 35 out 54 states/regions.
Average Daily Walk-in Visitors	Includes both cash and SNAP clients. Excludes those dropping off documents or seeking a new EBT card.
Calls Ending in IVR	Average calls that exited at a point in our Interactive Voice Response (IVR) or self-service menu. Likely exit reasons: client self-served successfully, client hang up.
Calls Unable to Connect	Average number of calls that heard a high volume message and were unable to wait for a live agent.
Calls Connected	Average number of calls connected to a live agent.
Background	On June 24, 2015, DTA introduced an improved phone system which allowed the Department to implement two new enhanced service features. Estimated wait time messaging informs callers how long they could expect to wait which allows them to decide whether to wait or to call back. DTA also increased the number of spaces in the wait queue from 100 to 200 allowing an increased number of callers to choose to wait to speak to a live agent. Due to the fact that more callers can choose to wait the caller wait time has also increased.
Average Caller Wait Time	The Department continues to monitor caller wait time and will implement strategies to improve the caller experience.
SNAP Application Processed Timely	The federal government measures this item on a rolling basis (note the overlap in months). Throughout the year, the federal government provides DTA with a projection for each time period. At year end the federal government finalizes the previous four quarters.
SNAP Churn	The SNAP program has always and will always realize some level of client churn. However reducing churn to the best of DTA's ability eliminates disruptions in benefits and improves operational efficiency. This is measured by analyzing new applications against the active caseload 90 days previous.