

**Department of Transitional Assistance  
Training Unit**

# **Supplemental Nutrition Assistance Program (SNAP) Benefits Training**

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**Healthy food, healthy you.**

DEPARTMENT OF TRANSITIONAL ASSISTANCE



## **Application/Recertification Process**

**Commonwealth of Massachusetts  
Department of Transitional Assistance  
Division of Policy, Program and External Relations  
Training Unit**

**Updated 8/2013**



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## Today's Objectives

At the conclusion of this training you will be able to:

- **Identify** cases eligible for expedited issuance
- **Describe** the application process
- **Determine** the case's cyclical month
- **Select** the appropriate recertification period for each case
- **Understand** the reclassification from PA SNAP to NPA SNAP, including Transitional Benefits Alternative (TBA)



## Eligibility Overview

### Three Phases

#### **Expedited Service (365.800-850)**

- When a person applies for SNAP benefits, the case manager must screen the application on the day it is submitted to determine if the applicant will be eligible for expedited services. The case manager then must determine if the household qualifies for expedited SNAP benefits. If the household qualifies for expedited service, the case manager must complete the application interview and issue benefits no later than 7 calendar days from the application date.

#### **Application Process (361.050-960)**

- The case manager must process the application within 30 days of the application date. On day 30, the case manager must make a decision to either approve or deny the application. If the applicant is eligible, he or she will be assigned a certification period of eligibility for the program. When the SNAP case is approved, a certification period and type are established.

#### **The Recertification Process - Continued Eligibility (366.300-340)**

- Approximately 45 days before the end of the certification period (the exact date depends on the cyclical date of the case), BEACON automatically mails either a prefilled recertification form, Annual Report or Interim Report to clients. Once the client completes the recertification form and supplies verifications, the Household's eligibility is determined and the recertification is approved or denied. If the client does not complete the recertification process by the release date, the case will close automatically on the last day of the household's cyclical month. He or she will then have to *reapply* for SNAP benefits.

*These three phases of the eligibility process will be outlined in more detail on the following pages.*



## Eligibility Overview

### Cyclical Month

- Determines when the household receives benefits.
- Determines when the household’s benefits expire.
- Based on the last digit of the grantee’s Social Security number.

Last Digit of SSN	Cyclical Month Begins on This Date	Cyclical Month Ends on This Date in the Following Month
0	1	*
1	2	1
2	4	3
3	5	4
4	7	6
5	8	7
6	10	9
7	11	10
8	13	12
9	14	13

\* Cyclical month for 0 (zero) is the calendar month.

**Example:** Fred Simpson’s social security number ends in 8.  
Cyclical Month = August 13 to September 12.



## The Expedited Process

### Expedited Rules Counting Income

**All income received or reasonably expected to be received in the month of application must be considered when determining eligibility and benefit level. (365.840)**

**Expedited Rules** - Applicants who meet one of the following criteria, at application, may qualify for expedited SNAP benefits.

- **Special Expedited Service Household**

- A household whose combined monthly gross income and liquid assets are less than the combined monthly rent (or mortgage) and utilities (i.e., the appropriate Standard Utility Allowance or SUA).

**Note:** The \$100.00 liquid assets rule does not apply to a Special Expedited Service household.

- **One Hundred Fifty Dollar Gross Income Household**

- The household's gross income (actual or anticipated) in the cyclical month of application does not exceed \$150.00 and liquid assets do not exceed \$100.00.

- **Destitute (Migrant) Household**

- A migrant or seasonal farm worker household with little or no income in the cyclical month of application is defined as a Destitute (Migrant) Household because an income source is terminated and at least one income source is new. The liquid assets must be less than \$100.00

### **Counting Income for Expedited Issuance**

- **Terminated Income:** All income received for the regular or special expedited certification period must be counted and then be ended for the subsequent month.
- **Current Income:** Income received during the previous four consecutive weeks is used as an indicator of anticipated income. Use the last four weeks prior to application date when calculating this income.
- **Anticipated Income:** Income that can be reasonably expected to be received during the balance of the month (i.e., last pay stub). A household's anticipated income from a new source, such as a new job or public assistance benefits, may be uncertain in terms of the amount and when it will be received. This income shall not be anticipated by the case manager as countable income unless there is reasonable certainty of the amount of the payment and when it will be received.



## The Expedited Process

### Screening for Expedited Issuance

- Create the Request for Assistance (RFA) in BEACON
- Screen all applications for expedited issuance criteria as soon as you receive the application.
- Issue the Electronic Benefit Transaction (EBT) card immediately.
- Whenever possible, contact with the household (HH) must be made by Day two. Phone contact must be attempted if there is a phone number provided. If no phone number was provided or the case manager was unable to reach the household by phone, an appointment letter must be sent on Day two (if possible). If the applicant qualifies for expedited services an appointment letter must be sent within seven days from the date of application.

### Interview Requirement

- An interview is required with the grantee of the CASE, spouse of the grantee, or any other responsible household member or authorized representative. The application interview (telephone or face-to-face) must be scheduled as early as possible within the expedited time frame (i.e. seven days from the date of application).

### Expedited Time Frames

- Expedited Services Households must receive SNAP benefits within seven calendar days from the date of application (A decision must be made within seven days in order to ensure household receives benefits by day eight.)
- If the seventh calendar day, after the application date, falls on a Saturday, Sunday, or holiday, SNAP benefits must be processed on the prior business day.
- If the household does not meet the criteria for expedited issuance, the application must be approved or denied by Day 30 and a certification period will be assigned if the case is approved. The household must be notified of the right to an agency conference if found ineligible for expedited issuance.





## The Expedited Process

### Verification and Subsequent Discovery

#### Verification (365.830)

- The applicant's identity is the only eligibility factor that must be verified before expedited service is provided. Any documents that reasonably establish the applicant's identity must be accepted. No requirement for a specific type of document may be imposed (365.830). Collect as much verification as possible regarding SNAP benefits eligibility during the seven-day expedited issuance timeframe.
- Important! Lack of verifications, other than IDENTITY, must not delay the determination of expedited eligibility. All other verifications must be submitted by Day 30. The electronic validation of the applicant's Social Security Number through the overnight State Verification and Exchange System (SVES) process is an acceptable verification of identity for expedited purposes.

#### Subsequent Discovery for Expedited Benefits

- In some instances an applicant may not be screened and interviewed, or provide verification of identity by Day seven. However if the applicant is screened and interviewed or provides verification of identity later in the 30 day pending application period, and is found to be eligible, expedited benefits must be provided within seven days of the subsequent discovery. The case manager must record the reason for the subsequent discovery on the BEACON Narrative tab using the following language: "Eligible for expedited benefits by subsequent discovery."



## The Expedited Process

### Exercise: Expedited Issuance Rules

*Determine if the household qualifies for expedited issuance.*

- 1) Alma Smith applies for SNAP benefits today and indicates on her application that she needs SNAP benefits immediately. She states during the interview that she will receive her last weekly paycheck for \$200.00 tomorrow. What information is needed, if any, to determine expedited benefits?
  
- 2) Mary Bolter requests immediate SNAP benefits. Her rent is \$500.00 a month. She states on her application that she has no income. Mary has a savings account at the local bank with a balance of \$50 and has a life insurance policy with a cash value of \$1,800.
  
- 3) Jim Smith and his family applied for SNAP benefits this morning. He has been laid off and received his last pay check of \$600 today. The Smith's mortgage and taxes total \$725. They are responsible for their own heat, which is \$150 dollars per month. They have a checking account with a balance of \$525.
  
- 4) Mr. Hitchcock is applying for SNAP benefits today. He has \$325 in a savings account. He has received no income this month, but should receive \$200 in wages next week, the final week of his cyclical month. He pays \$200 per month rent, heat, and utilities included.
  
- 5) Mr. Jones moved to Massachusetts at the end of last month. He has applied for SSI and may receive a check in the next couple of weeks, if he is approved. At present, he has neither income nor assets.



## The Expedited Issuance Process

### Regular Expedited vs. Special Expedited Benefits

#### Regular Expedited SNAP benefits:

- The application date is on or before the 15th day of the applicant’s cyclical month.
- BEACON will calculate and issue Regular Expedited SNAP benefits for the remaining days of the cyclical month.
- BEACON will establish a one month certification.

#### Special Expedited SNAP benefits:

- The application date is after the 15<sup>th</sup> day of the applicant’s cyclical month.
- BEACON will calculate and issue Special Expedited SNAP benefits for the days remaining in the current cyclical month (prorated) and the next month’s full allotment.
- BEACON will establish a two month certification.
- Reference: Regular Expedited/Special Expedited SNAP benefits Chart
- Use the following chart to determine when the household is eligible for regular or special expedited benefits:

Last Digit of SSN	Issue Regular Expedited When Applicant Applies On	Issue Special Expedited When Applicant Applies On
0	1 - 15	16 - thru the last day of the month
1	2 - 16	17 - 1
2	4 - 18	19 - 3
3	5 - 19	20 - 4
4	7 - 21	22 - 6
5	8 - 22	23 - 7
6	10 - 24	25 - 9
7	11 - 25	26 - 10
8	13 - 27	28 - 12
9	14 - 28	29 - 13



## The Expedited Issuance Process

### Expedited Issuance Example:

Jim Smith's SSN ends in 4. His application date is January 15<sup>th</sup>. He has been laid off and has an Unemployment Compensation (UC) claim pending. He received his final paycheck for \$600.00 on January 13<sup>th</sup>. His rent is \$800.00 and he is eligible for the heating/cooling SUA which is currently \$586.00. He tells the case manager he has \$52.00 in his checking account.

- 1) The case manager determines that the date of the application is January 15<sup>th</sup> which would require a Regular Expedited Benefit (one month) if eligible.
- 2) The case manager determines that the cyclical period begins on the January 7<sup>th</sup>.
- 3) That means any income from January 7 through February 6 (January cyclical month for SSN ending in 4) is counted towards the determination of eligibility for Regular Expedited Issuance.

**Answer:** Jim has \$600.00 he received on January 13, 2013. This week's wages must be counted as terminated income. His unemployment compensation (UC) is pending since he just filed a claim. This income is not reasonably expected to be received during the January cyclical month.

<u>Income</u>	<u>Expenses</u>
\$ 600.00	\$ 800.00
+ \$ 52.00	+\$ 586.00
\$ 652.00	\$ 1,386.00

Jim's rent of \$800 dollars and heating/cooling SUA of \$586.00, exceeds his income. Jim is eligible for expedited SNAP benefits.



## The Expedited Issuance Process

### Proration of Benefits

- Occurs during the first month the household is certified to participate (or is reapplying after case closing).
- Generally proration will only take place at **application or reapplication**.


**Example:** The client's SSN ends in 4. His/her cyclical month starts on the 7<sup>th</sup> of the month. If a client applies on the 14<sup>th</sup> of the month, then he/she will receive prorated benefits from the 14<sup>th</sup> (date of application) until the 6<sup>th</sup> of the following month (end of the cyclical period).

# The Application Process

## Application Processing Guidelines

- All applicants must be advised and encouraged to file applications on the same day the household contacts the Department in person, by telephone or in writing. If the request is made by phone, the application form must be mailed to the household the same day as the request.

**An application is sufficient as long as the form contains the following information: the applicant's name, address (if any), signature, and date.**



**IMPORTANT: We will accept your application if it contains your name and address (if you have one) on page 1 and your signature on page 5. This minimal information will establish your application filing date.** However, the remaining information will determine your eligibility. If you are eligible, your SNAP benefits will start

Source: (please check one)  
 CEO  Project Bread  DMH  
 DMR  BAC  Food Pantry  
 MRC  Other

**1. Information About You (Answer all boxes.)** If you are a noncitizen who chooses NOT to apply for SNAP benefits, you do not need to tell us your Social Security number or immigration status.

Last Name: \_\_\_\_\_ First Name: \_\_\_\_\_ Middle Initial: \_\_\_\_\_ Social Security Number: \_\_\_\_\_

Is this name your? (check one)  Name at Birth  Maiden Name  Married Name  Previous Name

Date of Birth: \_\_\_\_\_ Gender:  M  F

Marital Status (check one)  Married  Never Married  Divorced  Widowed

What is your preferred language? \_\_\_\_\_

Your ethnicity/race. This information is collected to make sure everyone is treated fairly. Your answer will not affect your eligibility or benefit amount.

Ethnicity: Hispanic or Latino  yes  no  
 Race: (check all that apply)  
 American Indian or Alaska Native  Asian  Black or African American  
 Native Hawaiian or Other Pacific Islander  White

Do you have a special situation? (Check all boxes that apply to you)  
 Physical/Mental Impairment  Hearing Impaired  Visually Impaired  
 Interpreter Required  Sign Language Required  Other: \_\_\_\_\_

**2. Information About Where You Live (Answer all boxes.)**

Your current address: Number and street: \_\_\_\_\_ Apt# \_\_\_\_\_ City, State, ZIP \_\_\_\_\_  
 Are you homeless?  yes  no Is your current address temporary?  yes  no  
 Is your current address your mailing address?  yes  no  
 If a temporary address, tell your permanent address: \_\_\_\_\_

**APPLICANT'S SIGNATURE:** By signing this application, I hereby certify under penalty of perjury that I have read (or have had read to me) and I understand and agree to the "Rights and Responsibilities," and the answers in this application and any additional documents I provide to the Department in the future are accurate and complete to the best of my knowledge. I have read the SNAP Penalty Warning in my primary language, have had it read to me or have had it interpreted for me. I also certify that all members of my SNAP household requesting SNAP benefits are either U.S. citizens or noncitizens in satisfactory immigration status.

Applicant Signature: \_\_\_\_\_ Date: \_\_\_\_/\_\_\_\_/\_\_\_\_

- **Drop-Off, Fax, or Mail-In** applications must contain minimal information to establish the application **filing date**. An application is sufficient as long as the form contains the following information: the *applicant's name, address (if any), signature, and date*.
- The **application filing date** is the date a **Drop-Off** or **Mail-In** application is received and **date-stamped in the TAO**.
- Filing dates for faxed applications will be determined by the time of *day the application is received* and the day of the *week the application is received*.
  - Applications received **on or before 5:00p.m.** on a business day will have an application filing date of **that day**.
  - Applications received **after 5:00 p.m.** on a business day, a weekend or a holiday will have an application filing date of the **next business day**.
- For households consisting only of SSI applicants or clients (i.e., pure SSI households) that apply for SNAP at an SSA office, the household's date of application is the date the signed SNAP application is received by the SSA office.



# The Application Process

## Application Processing Guidelines

- Request For Assistance (RFA-I) must be completed in BEACON to establish the Date of application for all applications (except web applications).

The screenshot shows a web browser window titled "Application -- Webpage Dialog". The main heading is "How did you receive this application?". Below this, there are several input fields and buttons:

- Method of application:** A dropdown menu with "Walk-In" selected.
- Receipt:** A text field containing "03/16/2012" with a calendar icon.
- Source:** A dropdown menu.
- Other source:** A text field.
- Primary reason:** A dropdown menu.
- Secondary reason(s):** A large text area.
- Special situation(s):** A large text area.
- Other secondary reason:** A text field.
- Other situation:** A text field.

There are "Select..." and "Remove" buttons associated with the Secondary reason(s) and Special situation(s) fields.

## SNAP Application Information Notice

The Worcester TAO - DTA has received your request for Food Stamps benefits on 03/13/2012.

To complete the application process, we must talk with you. We will call you within the next five (5) days to schedule an interview. We may be able to conduct the interview over the telephone.

If you do not hear from us in that time, please telephone us at (508) 767-3100.

We look forward to working with you towards providing nutrition supports for your family.

**Agency ID: 2216112**  
**Worcester TAO - DTA**

03/14/2012

- All applications with a method of application of Drop-Off, Fax, Mail-In or Internet will be sent the SNAP Application Information Notice once RFA or the Web Application workflow has been completed.
- Centralized printing will enclose all informational brochures with the SNAP Application Information Notice along with mailing: the *Right to Know* brochure, the SNAP brochure, Family Resources brochure and the *Noncitizen* brochure.



# The Application Process

## Application Processing Guidelines

### Web Application Data Sheet

**Web Application Data Sheet**  
Worcester TAO - DTA

Date Created: 02/21/2012

Program	Application Date	Source	Application ID	Person(s) Applying
Food Stamps	02/16/2012	MA Virtual Gateway	2114888	

Provider? NO

**Grantee and Residential Information**

Name: Ashley Wright  
 SSN: 641  
 Address Type: Validated Address  
 Address: 9  
 Housing Type: Private Housing

Homeless: No  
 Home Telephone: (508) 865-6756      Other Telephone: (508) 858-7478

Is there any reason that it would be difficult for you to come to an Office? No

What is a good time to reach you during the week (Monday-Friday: 9am-5pm)?

- For web applications, the minimum information required for a valid submission is: name, address, and electronic signature (submit button).
- The Web Application Data Sheet contains information collected on the web application and establishes the date of application in BEACON.
- The application will be identified as “expedited” if the applicant answers **yes** to any of the expedited service screening questions on the data sheet and in the “Pending Applications/Reinstatements” BEACON view.

Program	Application Date	Source
Food Stamps/Expedited	02/17/2012	MA Virtual Gateway

- Filing dates for Internet based applications received on or before 5:00 p.m. on a business day will have an application filing date of that day.

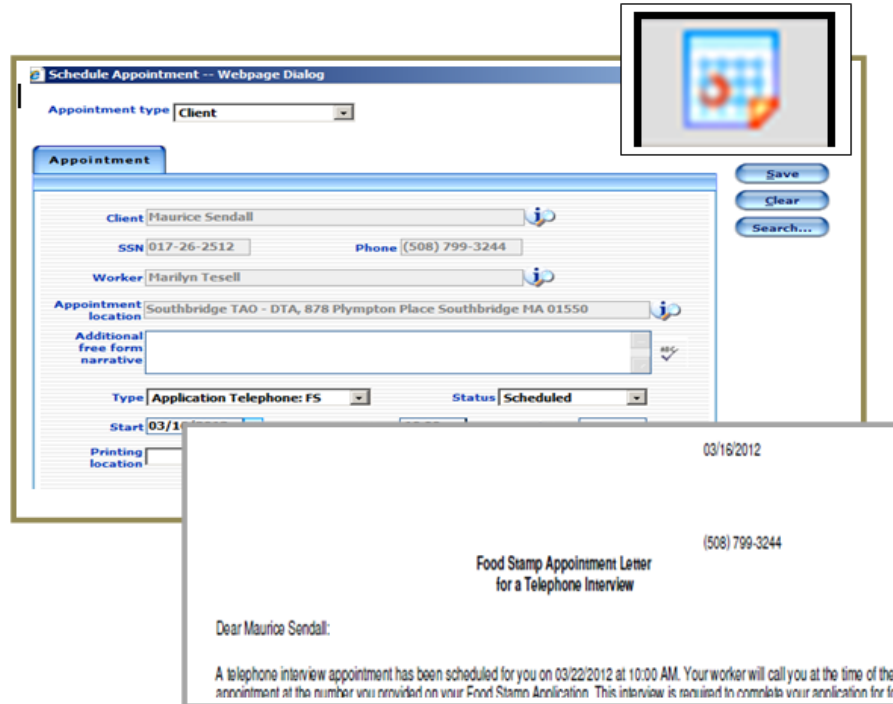
**NOTE:** Filing dates for Internet based applications received after 5:00 p.m. on a business day, a weekend or a holiday will have an application filing date of the next business day.



## The Application Process

### Application Processing Guidelines

#### Schedule Appointment -- Webpage Dialog



The screenshot displays a web-based appointment scheduling interface. The form includes the following fields and values:

- Appointment type: Client
- Client: Maurice Sendall
- SSN: 017-26-2512
- Phone: (508) 799-3244
- Worker: Marilyn Tesell
- Appointment location: Southbridge TAO - DTA, 878 Plympton Place Southbridge MA 01550
- Additional free form narrative: (empty)
- Type: Application Telephone: FS
- Status: Scheduled
- Start: 03/16/2012

Buttons for Save, Clear, and Search... are located on the right side of the form. Below the form, a preview of the generated appointment letter is shown, including the date 03/16/2012 and the phone number (508) 799-3244.

- **Important!** All applicants must be screened on Day One of the application (or as soon as the application is received by the case manager) to determine if they qualify for expedited service. If the case manager is unable to speak with and screen the applicant then an appointment letter must be sent.
- An interview is required with the grantee of the CASE, spouse of the grantee, any other responsible household member, or an authorized representative for all applications.
- A SNAP Appointment Letter for a Telephone Interview or a SNAP Appointment Letter for an In-Office Interview must be created and sent to the client.
- Interviews must be scheduled within:
  - seven days if the applicant qualifies for expedited service;
  - 14 days if the applicant does not qualify for expedited service
  - SNAP application interviews will be conducted by telephone whenever possible.



# The Application Process

## Telephone Interview Process

- Generally a telephone interview should be conducted by the case manager.
- The SNAP application indicates the best time of day the client can be reached by telephone.

## Face to Face Interview Process

- A face to face interview should be scheduled at the TAO ONLY, if any of the following conditions exist:
  - A face to face interview is requested by the household or its authorized representative.
  - The client does not have access to a telephone.
  - The case is coded with a heightened level of security {see Operations Memo 2010-50 for more information}.
  - The information provided on the application, recertification form, or during the interview is questionable, contradictory, or incomplete and the case manager is unable to resolve the issue satisfactorily by telephone.

## Interview Page

Was an interview held?

<input checked="" type="checkbox"/>	Program	Type	Held	Interview
<input checked="" type="checkbox"/>	FS	Application	Yes	12/27/2012

**Interview**

Program:  Grantee:

Type:

Held:  Yes  No

Method:  Interview:

No reason:  Reason:

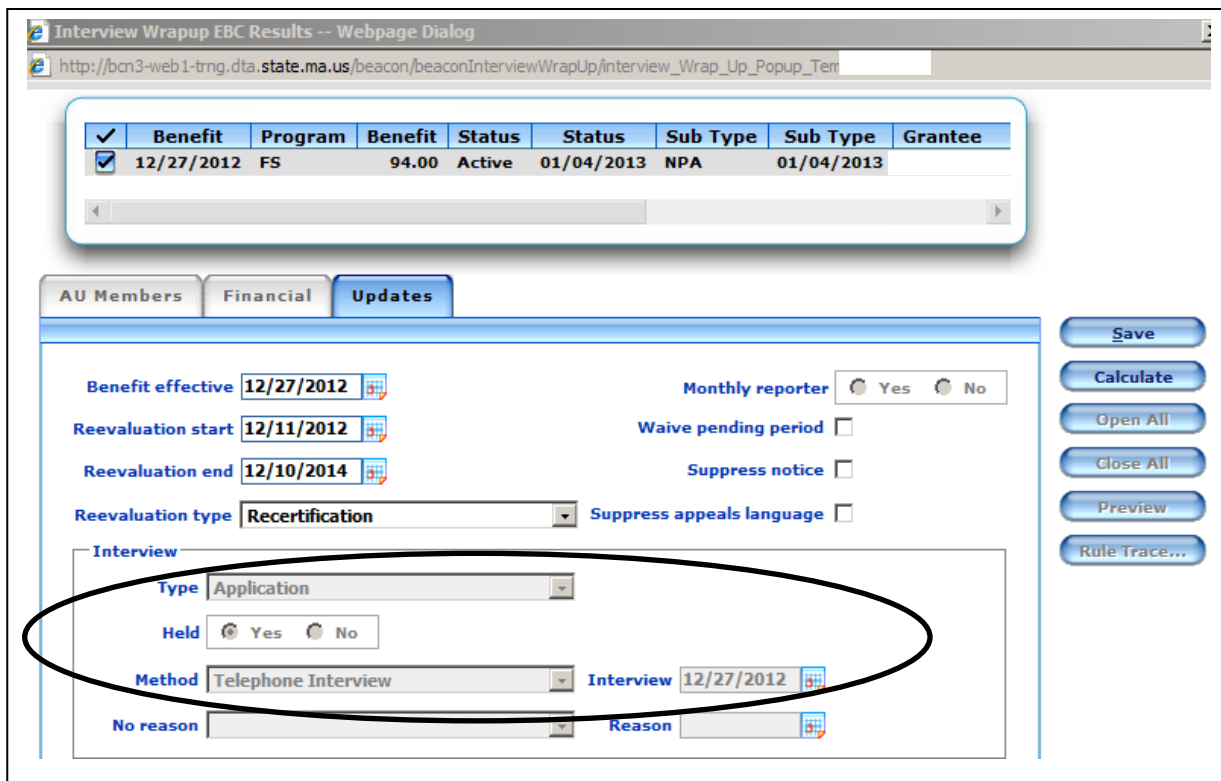
Use all programs

Save Clear

## The Application Process

### Interview Page (cont.)

- There are three methods of holding an interview: Telephone Interview, Face to Face Interview and Home Visit.
- If an interview was held, it needs to be indicated by the case manager on this page along with the appropriate date.
- There are three reasons for not holding an interview: Denied-No Interview, Interview Scheduled/Cancelled and Interview Waived.
- If an interview was not held it needs to be indicated by the case manager in this page along with the appropriate date.
- Once the information is selected it is automatically generated in the Interview Wrapup page (below).



Interview Wrapup EBC Results -- Webpage Dialog

http://bcn3-web1-trng.dta.state.ma.us/beamcon/beamconInterviewWrapUp/interview\_Wrap\_Up\_Popup\_Tem

✓	Benefit	Program	Benefit	Status	Status	Sub Type	Sub Type	Grantee
✓	12/27/2012	FS	94.00	Active	01/04/2013	NPA	01/04/2013	

AU Members Financial **Updates**

Benefit effective 12/27/2012

Monthly reporter  Yes  No

Reevaluation start 12/11/2012

Waive pending period

Reevaluation end 12/10/2014

Suppress notice

Reevaluation type Recertification

Suppress appeals language

Interview

Type Application

Held  Yes  No

Method Telephone Interview

Interview 12/27/2012

No reason

Reason

Save

Calculate

Open All

Close All

Preview

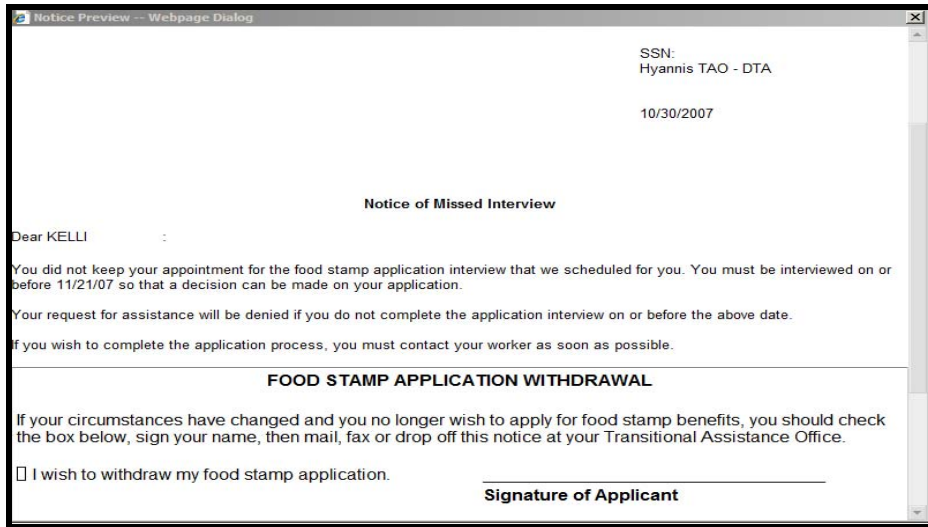
Rule Trace...



# The Application Process

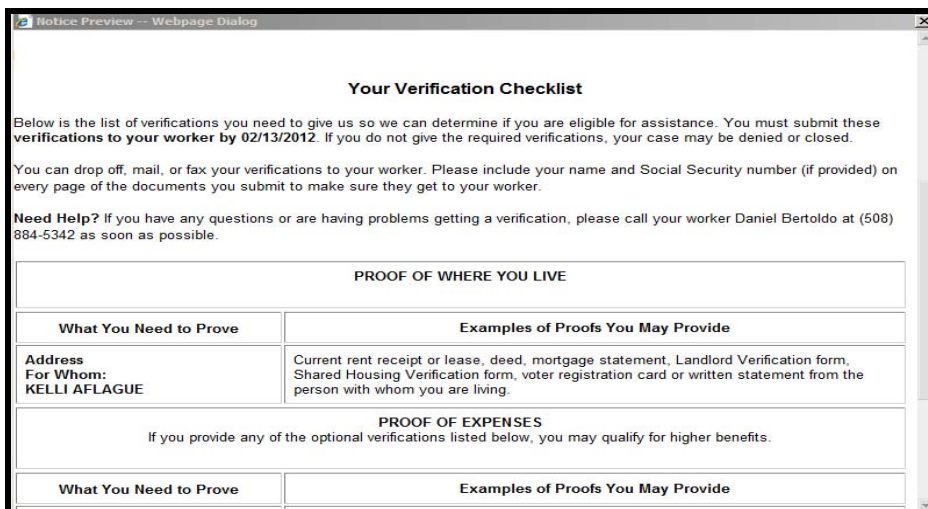
## Notice of Missed Interview (NOMI) Process

- A NOMI must be issued 1-2 days after the client missed a scheduled interview.
- The NOMI is issued by the case manager thru BEACON.
- Not issuing a NOMI is an error for the Department of Transitional Assistance (See Appendix SNAP Negative Errors and How to Avoid Them job aid.



## Verification Checklist (VC-I)

- Verifications should be listed on the verification checklist and given to the applicant.
- If the VC-I is sent out after the 20<sup>th</sup> day requesting mandatory verifications then the case manager will be required to issue a SNAPNL-2 on the 30<sup>th</sup> day.





## Mandatory vs. Optional Verification

### Mandatory Verification

- Verification must be provided at application to determine SNAP eligibility.
  - Proof of Identity
  - Proof of Massachusetts Residence
  - Unearned Income
  - Earned Income
  - Self-Employment
  - Rental Income
  - Noncitizen Status
  - Bank Accounts\*

\* Mandatory only for Non-categorically eligible cases

### Optional Verification

- Certain SNAP deductions are allowed at application. These deductions, when verified, will increase the SNAP benefit level. When the only verification(s) outstanding on the 30<sup>th</sup> day of application is one or more of the following listed below, the application must be processed and these deductions disallowed. If the applicant subsequently submits the outstanding optional verification, benefits are recalculated effective with the next cyclical issuance.
  - Shelter Costs \*\*
  - Utilities\*\*
  - Medical Expenses
  - Child Care or Adult Dependent Care Expenses\*\*
  - Child Support Payments

\*\* Verified by self declaration unless questionable



## The Application Process

### Timeframes for Applications and Denials

An **Eligibility determination (approval or denial)** must be made **no later than the 30th day following the date of application**. You must ensure the application process is completed.

- The applicant has 30 days following the date of application to return required verifications.
- Verifications must be listed on a verification checklist and given to the applicant.
- If the case information and verification are complete we determine whether the household is eligible or ineligible.
- If at the end of the 30-day period, case information or verification is incomplete, the application must be denied and the applicant will automatically receive a Notice of Denial through BEACON.

### Processing Rules for Denied Applications Day 31 - Day 60

When **Supplemental Nutrition Assistance Program** applications are denied for **failure to submit verifications** and the applicant submits missing mandatory verifications (including optional verification if requested) **between Days 31 and Day 60**, the case manager must **reinstate** the case in **BEACON** as follows:

- Reinstate the case effective the original date of application if:
  - the applicant was interviewed, and submitted one or more of the requested mandatory verifications on or before Day 30, including electronically verified information, i.e., SSN, RSDI, SSI; or
  - the Department requested verifications after Day 20 (for example, Match information or additional information requested by a supervisor); or
  - the applicant requested assistance in obtaining verifications or indicated a difficulty in obtaining verifications; or
  - the applicant notified the case manager of a hardship that prevented the submission of verifications by Day 30 (i.e. hospitalization).
- Enter the following on the BEACON Narrative tab “Applicant cooperated; SNAP HOUSEHOLD reopened back to application date”



## The Application Process

### Processing Rules for Denied Applications Day 31 - Day 60 (cont'd)

When **SNAP** applications are denied for failure to submit verifications and the applicant submits missing mandatory verifications between **Days 31** and **Day 60**, the case manager must **reinstate** the household in **BEACON** as follows:

- Reinstate the case effective the date the verifications were received if:
  - the Department requested all verifications by Day 20; and
  - the applicant did not submit any requested mandatory verifications by Day 30; and
  - the applicant did not request assistance in obtaining verifications, indicate any difficulty in obtaining verifications, or report a hardship in submitting verifications.
  - Enter the following in the BEACON Narrative tab: “Client did not cooperate with verification process; SNAP household reopened effective the date outstanding verifications were submitted”.



## The Application Process

### Exercise: (I)

1. Jean Downey applies for SNAP benefits on March 10<sup>th</sup>. Her SSN ends in 0. She was laid off on March 2<sup>nd</sup>. She has applied for Unemployment Compensation (UC). She receives \$365.00 in RSDI Survivors benefits for her 14 year old daughter. She indicates her rent is subsidized and she pays \$467.00 monthly and pays for heat.

**Based on the above information answer the following questions:**

- a) What does Jean have for countable Income?
  - b) Would she be eligible for expedited SNAP benefits?
  - c) What verifications would be necessary to establish eligibility?
2. Willard Simon applies for SNAP benefits on March 14<sup>th</sup>. His SSN ends in 9. Willard receives \$262.00 biweekly in Unemployment Compensation (UC). His friend Marqus James is living with him. Marqus pays half the rent and utilities. Willard buys and cooks his own food. The total rent is \$950.00 including heat. Marqus receives SSI.

**Based on the above information answer the following questions:**

- a) What does Willard have for countable income?
  - b) Would he be eligible for expedited SNAP benefits?
  - c) What verifications would be necessary to establish eligibility?
3. Louise Alda applied for SNAP benefits on March 1st and was denied on March 15th due to excess income. On March 28th she reapplies for SNAP benefits. What is her application date?
  4. Mark Tessier applied for SNAP benefits on Feb 11th and was denied on March 10th for failure to provide verification of his income. On March 28th he reapplies for SNAP benefits. What is his application date?







**Establishing Certification (364.700 - 364.710)**

**Two Types of Recertifications**

<b>Annual Reporting (AR)</b>	<b>Recertification (Recert)</b>
<ul style="list-style-type: none"> <li>• Earned or Unearned Income</li> <li>• Homeless</li> <li>• Unearned Rental Income</li> </ul>	<ul style="list-style-type: none"> <li>• Elderly/Disabled</li> <li>• Self Employment</li> <li>• Earned Rental Income</li> <li>• All other types</li> </ul>

**Definition of Certification**

The period of cyclical months when a household receives benefits. This period generally begins in the month of application and may continue for up to 36 months depending upon the type of certification.

**Type and Length of Certification**

- Length of certification periods shall not exceed 12 months, except that the certification period may be up to 24 months if **all** adult HOUSEHOLD members are elderly or disabled. The chart below list exceptions to the 24 and 12 month rules.

Exceptions to the 24 and 12 Month Rule	
Expedited benefits	1-2 months
Reclassification PA SNAP to NPA SNAP	1, 3 or 6 months (system generated)
Bay State Combined Application (CAP)	36 months
Noncitizen Households awaiting verification of work quarters from SSA	6 months
Bay State CAP Households reverting to regular Supplemental Nutrition Assistance	3 months
Transitional Benefits Alternative (TBA)*	5 months (system generated)*

\*When certain TAFDC Cases close, the Department will provide Transitional Benefits Alternative (TBA) SNAP for 5 months, adjusted for the loss of TAFDC. (For additional information please refer to the Transitional Benefits Alternative topics within the Recertification chapter).



## Establishing Certification

### Exercise: Certification Periods

Determine the Type and length of certification periods in the following examples:

- 1) Robert Millpond, 50, lives with his friend William and pays him \$110 a month for rent. Robert is employed and earns \$200 per week at Eastern Container Corp. Wages and all other required verifications were provided.
- 2) Juanita Vega applied for SNAP benefits for herself and her six children. She had to leave her previous apartment because the house was condemned and has moved in with her friend Margarita Juarez for a month.
- 3) Paul Meredith, 67, applied for SNAP benefits. His only income is \$750 per month in Social Security benefits.
- 4) Vincent Rodriguez applied for SNAP benefits for himself, wife, and 3 children. Vincent is a self-employed handyman.
- 5) May Smith's TAFDC case closes due to excess income. The absent parent is paying support and she is currently employed.
- 6) Linda Wilson is receiving Unemployment Compensation (UC) benefits and receives SSI for a disabled child.



## The Recertification Process

- Forty-five days before the end certification date (see 1 below) a pre-printed form called the “Your SNAP Recertification Form” will be mailed to households not subject to Annual or Interim Reporting. The form is pre-populated with household composition information, unearned income information, shelter and other expense information. The Recertification form includes appointment availability information, penalty warnings and serves as the Notice of Expiration for SNAP benefits.
- The Recertification form also gives the client an application for recertification date which is 30 days from the date the form was sent (see 2 below). This is a USDA requirement. In addition, the form includes a return-by date (see 3 below), which is 15 days from the date the form is sent. Clients are encouraged to send this form back by the return-by date to provide the case manager with sufficient time to process the case. Clients are instructed to annotate changes to household composition, income and expenses and return the Recertification form to the TAO.

Below is an example of the text:

1. Agency ID: 1993809  
Recipient SSN: xxx-xx-6356  
Worcester TAO - DTA  
01/24/2012

Your Supplemental Nutrition Assistance Program - SNAP benefits are due to end on 03/09/2012. A recertification form with information that you told us about you, the people living with you and your income. Recertify means that you must complete the enclosed form, be interviewed and provide all requested verifications.

2. To be considered to have made a timely application for recertification, Federal law allows you until 02/19/2012 to return this form. However, to complete the recertification process, we are required to interview you and request proof or verification of the information you tell us. By the time we are able to interview you, and you have provided all verifications, several days would have passed. To avoid any interruption to your benefits, please return the form to your Transitional Assistance Office at Worcester TAO - DTA on or before February 04, 2012.

3.

- The household will be automatically closed for Failure to Complete the recertification if, by the recertification end date:
  - The recertification form has not been returned to the office;
  - The case manager has initiated but not completed the Recertification Reevaluation process;
  - The client has not returned the form in time to complete the process;
  - The client has not returned the required verifications in time to complete the reevaluation process,
- The household will then have to reapply for SNAP benefits.



## The Recertification Process

- Upon receipt of the Recertification form, the case manager or designated staff must initiate the Reevaluation page in the Reevaluation Workflow.
- The interview is conducted based on the information completed on the Recertification form and if unable to contact, schedule a recertification appointment for a telephonic Interview.
- Once the initiated reevaluation is saved, predefined pages, including the Q & A Navigators are set to “requires reedit”, and predefined verifications are set to be re-verified.
- The Reevaluation Workflow is completed by visiting all the pages that are set to requires reedit and enter any new or changed information.
- Enter Verifications on the Verification tab and issue a verification checklist for outstanding mandatory verification. Verifications that may be required at recertification are:
  - Household’s gross countable monthly income
  - Noncountable income (verify if information provided is questionable [361.620])
  - Noncitizen status (verify when change in status reported)
  - Shelter and Utility expenses (self declaration is acceptable)
  - Medical expenses (when medical expenses are greater than \$125)
  - Dependent Care expenses (self declaration is acceptable)
  - Liquid assets (for non categorically eligible households)
  - Social security numbers [verified according to 362.500 (A)](prior to recertification)
  - Other eligibility factors, financial or non-financial, are verified prior to recertification when information provided is questionable and affects household’s eligibility and benefit level (includes loans, residency, household composition, citizenship, student eligibility, work registration, and certain deductible expenses).

### BEACON View Reevaluations Due

This view is available within the “Daily Priority Actions.” This view identifies when a Reevaluation is due within 60 days and if a Reevaluation has been initiated.

Program	End	Initiated	Appointment	Document	Sent	VC-1 Due	Submit
PA	04/10/2012	03/05/2012		SNAP Recert Form	02/27/2012		03/12/2012
NPA	04/01/2012	02/23/2012	03/06/2012	Reevaluation Telephone: FS	02/28/2012	03/17/2012	
NPA	03/31/2012	03/08/2012		SNAP Recert Form	02/15/2012		
NPA	03/31/2012	02/22/2012		SNAP Recert Form	02/15/2012	03/04/2012	
NPA	03/31/2012	03/07/2012		SNAP Recert Form	02/15/2012	03/22/2012	
NPA	04/01/2012			SNAP Recert Form	02/16/2012		
NPA	04/01/2012			SNAP Recert Form	02/16/2012		
NPA	04/03/2012			SNAP Recert Form	02/21/2012		



### Recertification (Recert)

- Elderly/Disabled
- Self Employment
- Earned Rental Income
- All other types

## The Recertification Process

### Change Reporting Requirements

#### Reporting requirements (106 CMR 366.110)

Certain NPA SNAP households are eligible for neither Annual Reporting nor Transitional Benefits Alternative (TBA). For these households clients must inform their case manager (by phone, by mail, or in person) of certain changes according to the time frames stated in this section. Households certified for 24 months or households with self-employment certified for 12 months will be sent a SNAP Change Report Form at the 12-month mark or 6-month mark of their certification period (Reference: Field Operations Memo 2009-31).

**The following changes must be reported within 10 days of the date that the household receives the first payment attributable to the new income:**

- Changes of more than \$100 in gross monthly earned income
- Changes of more than \$50 in gross monthly unearned income (except changes in PA grant)

**The following changes must be reported within 10 days of the date the change becomes known to the household:**

- Changes in household composition
- Changes in the source of income, including starting or stopping a job
- Changes in residence which result in any change in shelter expenses
- For non-categorically eligible households, when the value of cash, stocks, bonds, & bank accounts reaches or exceeds \$2000 (\$3250 for a household containing a disabled or elderly member)
- Changes in legal obligation to pay child support

**Increased benefits must be provided within certain time frames:**

- Increases requiring expedited action:
  - When the household reports a change that reduces net SNAP income to zero, the case manager must authorize supplementary benefits for that month.
  - When the household reports the addition of a new household member or a change in gross monthly SNAP income of \$50 or more, the case manager must authorize supplementary benefits for the following month if the change is reported too late (after the 20th day) in the cyclical month to adjust next month's benefit.

**All other increases shall be effective no later than the following month provided the change is reported in time (before the 20th day of the cyclical month).**



**Recertification (Recert)**

- Elderly/Disabled
- Self Employment
- Earned Rental Income
- All other types

## The Recertification Process

### Verification of Reported Changes

**When the change results in increased benefits, the case manager shall:**

- make the change as soon as he/she is notified;
- send the client a Verification Checklist requesting verification;
- reduce benefits to the original level after one month and initiate an over issuance claim if the client fails to verify the change;
- initiate termination of benefits if he/she determines that the household has refused to cooperate in providing required verifications.

**When the change results in decreased benefits, the case manager must:**

- send the client a Verification Checklist requesting verification;
- obtain the required verification prior to the household's next monthly benefit issuance.

### Elderly/Disabled Households (OM 2012-55)

**For households containing ONLY elderly and/or disabled members AND who have no earned income, a preprinted elderly/disabled recertification form will be sent.**

- The form is similar to the interim report form.
- All reported changes must be verified in accordance with current policy.
- No interview is required for households that receive the elderly/disabled recertification form, unless:
  - the information provided is questionable, incomplete, or contradictory
  - the client reports that a member of the household is now employed (annual reporting)
  - the client reports that a member of the household is now self employed (12 month certification)
  - the client requests an interview.

**Reference: SNAP-Reviewing "Interview Waived" Recertifications**



## Annual Reporting Process

### Annual Reporting (AR)

- Earned or Unearned Income
- Homeless
- Unearned Rental Income

Households that report current receipt of earned or unearned income must be placed on Annual reporting. Homeless households with or without income must also be placed on Annual Reporting. The Annual Reporting process is essentially two consecutive semiannual reporting periods with an interim report required at the end of the first six month period.

### Exceptions to Annual Reporting:

Cases with the following criteria are exceptions and should not be placed on AR:

- A grantee in the NPA SNAP household is a grantee in a TAFDC household who must complete Monthly Reports;
- A grantee in the NPA SNAP household is a grantee in a TAFDC extension case;
- The NPA SNAP household is a TBA SNAP Household;
- The NPA SNAP Household contains a household member who is SNAP Work Program Required;
- All adult members are Elderly/Disabled and have no earned income;
- A member of the NPA SNAP household has self employment income (unless rental income);
- The NPA SNAP household consists of migrant farmers.

### Ten (10) Day Change Reporting Requirement

For a household subject to AR, the following changes **must be reported** within 10 days following the month the change becomes known to the household:

- The Household's total income rises above the relevant Maximum Gross Income Standard (106 CMR 364.950), **OR**, for Categorically Eligible Households the 200% Federal Poverty Level found at (106 CMR 364.976);
- The household adds a new member whose income raises the household's total income above the standards referenced above.





## Annual Reporting Process

### Other Changes that are Reported

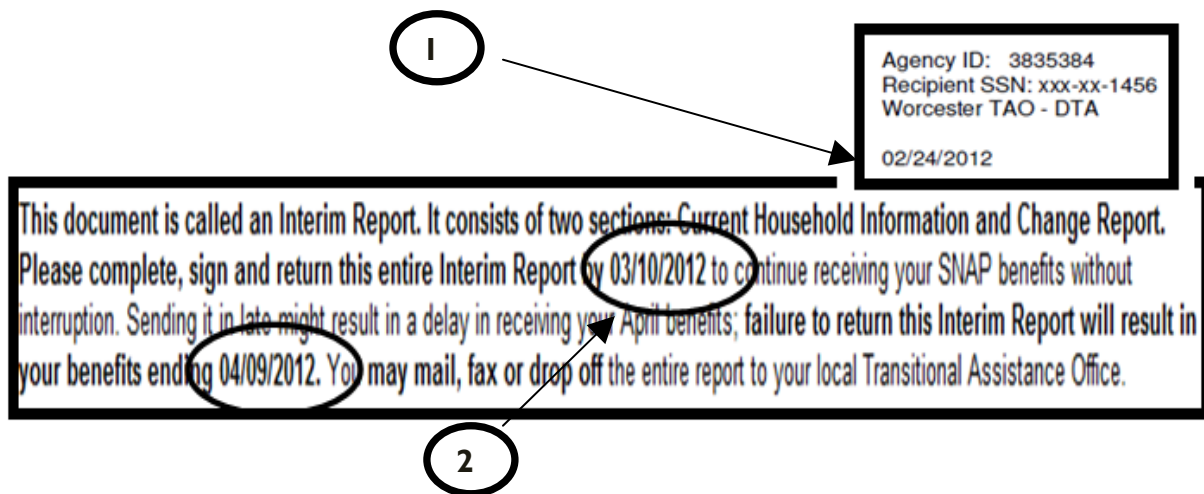
- All reported changes (including income changes that DTA learns about from another program) must be acted upon. When the client informs DTA that a household member has moved out, DTA receives data matches, or when a change occurs in the cash benefit amount for combination cases, the benefit will be recalculated and either be reduced, increased or even terminated. Matches that cause the benefit to be recalculated include (but are not limited to):
  - The removal of a child from a household due to state agency action
  - Information that a household member is also receiving SNAP in another state
  - Intentional Program Violation (IPV) resulting in disqualification
  - Information that a household member has a SNAP disqualification in another state
  - Incarceration of a household member
  - Death of a household member
  - Change in the cash benefit amount for combination cases; and
  - Income change from “verified upon receipt” income data matches (i.e. Work Number)

**NOTE:** DOR Matches are NOT considered “verified upon receipt”.

## SNAP Annual Reporting Process

### Interim Reporting (IR) Process

IRs will be mailed to the client **forty-five (45) days before the end of month six of the AR certification period {1}**. Changes reported on the IR are entered and the recalculated benefit **will be used** for the remaining six months of certification (*months 7-12 Annual Reporting*). The IR form includes the *Notice of Expiration* information and date which is **fifteen days after the IR sent date {2}**. The household is required to return the form **fifteen (15) days before the release date (four to five days before the end of the sixth month)**.



The IR form has two sections: “Current Household Information” and “Change Report.”

The **Current Household Information** section is pre-populated with household composition information, earned and unearned income information, shelter expenses and other expense information.

The client indicates, in the box provided, whether there is a change or no change to the information. If there are no changes, the client signs, dates and returns the form.

The **Change Report section** is where the client makes the change(s) on the Interim Report. The client checks the change box and makes the change on the Change Report section of the IR. The client then signs, dates and returns the form to the appropriate TAO.

**Important!** No interview is required unless the information provided is **questionable or contradictory** to the prior information reported by the household.



## SNAP Annual Reporting Process

### Interim Reporting (IR) Process

Upon receipt of the Interim Report form, the case manager or designated staff must initiate a reevaluation in BEACON. Two days after the form is received BEACON will send a “Thank you for Returning your Interim Report Notice” (unless the Reevaluation is pending authorization or pending release on the Interview Wrapup page).

The case manager must enter any reported changes and check all matches in BEACON.

The household will be automatically closed for Failure to Complete an Interim Report if, by the BEACON release date or the end reevaluation date:

- a reevaluation has not been initiated, a warning notice explaining that the IR has not been received is sent to the client 19 days after the IR has been sent;
- the form has not been returned to the TAO;
- the client has not returned the IR form in time to complete the process;
- the IR has been initiated but not completed and so IR Reevaluation process is not complete. (The reevaluation must be pending to release on the BEACON reevaluation release date);
- the client has not returned the required verifications in time to complete the interim reporting process.

### IR with No Changes

If the household reports no changes to the pre-filled information on the IR, then the case manager:

- initiates a reevaluation in the reevaluation workflow;
- indicates that there are no changes by checking the “No Change” field on the Reevaluation page; (The No Change field is available only during the interim reporting period for cases on AR. There is also a new field on the reevaluation page that informs the case manager of the current status of the interim reporting process, such as, “Interim Report Reevaluation Initiated.”);
- submits the reevaluation on the reevaluation page;
- saves the completed reevaluation, and the Interview Wrapup page is set to the Requires Reedit status;
- wraps-up the case by selecting the Reevaluation items on the Selection page (as long as there are no outstanding reedits), calculates the EBC results and authorizes the request.



## SNAP Annual Reporting Process

### IR with Changes

If the household returns the IR with changes to the pre-filled information, a reevaluation must be initiated and saved on the Program Administration page of the BEACON Reevaluation Workflow by the case manager or other designated staff and then:

- enter the reevaluation workflow in BEACON and complete only the areas where changes have been reported. The only page set to Requires Reedit status for an IR reevaluation is Interview Wrapup;
- enter information on existing Requires Reedit pages and/or
- mark outstanding verifications as received before the reevaluation can be wrapped up.

### No Verification Required

BEACON will automatically verify information being saved, for NPA households, only if the information is already known to BEACON, and causes a decrease or no change in the monthly SNAP benefit.

A reported decrease in earned or unearned income which causes an increase in SNAP benefits is automatically verified if:

- earned income (excluding self-employment income) decreases less than \$100;
- unearned income decreases less than \$50.

**Important:** If the household reports new sources of income or expenses, the case manager must visit the Verification Tab and manually enter the verification. Verifications for NPA households with associated cash benefits must also be entered by the case manager.

### Verification Required

With the exception of adding a new member when the SSN must be verified and an address change when residency must be verified, verification is required only if the change causes an increase in benefits as follows:

- earned income (excluding self-employment income) that decreases more than \$100 must be verified;
- unearned income that decreases more than \$50 must be verified;
- any new income types and/or expenses must be verified;
- any increases in existing expenses.



## SNAP Annual Reporting Process

### Reevaluations Due – Interim Report View

This view identifies when an IR is due and that it has been added to the “Daily Priority Actions” view. This view identifies when an IR is due within 60 days and if an IR has been initiated.

Reevaluation Due Interim Report						
FS=196						
Interim Report End	Initiated	Appointment	Document	Sent	VC-1 Due	Submit
05/09/2012	02/02/2012					
04/06/2012	02/22/2012		Interim Report Thank You Notice	02/22/2012	03/15/2012	03/05/2012
03/31/2012	02/24/2012		Interim Report Thank You Notice	02/24/2012	03/08/2012	03/14/2012
03/31/2012	02/27/2012	03/06/2012	Reevaluation Telephone: FS	02/28/2012	03/17/2012	
04/01/2012	02/27/2012		Interim Report Thank You Notice	02/27/2012	03/09/2012	
03/31/2012	02/28/2012		Interim Report Thank You Notice	02/28/2012	03/10/2012	
04/01/2012	02/28/2012		Interim Report Thank You Notice	02/28/2012	03/10/2012	



## Exercise

### **Exercise: Reevaluation**

***Determine what steps the case manager needs to take in the following examples.***

- 1) Nancy's SNAP case is approved and her certification period ends on April 30<sup>th</sup> (SSN ends in 0). She receives \$467.00 month in Unemployment Compensation.
  - a) When will Nancy's AR be mailed?
  - b) When will Nancy's IR be mailed?
  
- 2) In the first week of May, Nancy reports that she is no longer receiving Unemployment Compensation and just started a new job. What must the case manager do?
  
- 3) Bill Downy submitted his AR and his case manager has conducted the telephonic interview. He submits the required verifications on the final day of his certification. Is he entitled to uninterrupted benefits?
  
- 4) Eleanor Lane receives an SSI benefit of \$691 per month. What type of certification and certification period is established?
  
- 5) During her certification period, Eleanor Lane reports that her boyfriend, Charles Moore, who is 26 and unemployed, has moved in with her, and she wants him to be added to her SNAP household since they purchase and prepare food together. How does the case manager handle this reported change?
  
- 6) Lawrence Goss and his family were certified for 12 months. When must this household submit an application for recertification?



## Notice of Returned Mail (RMN-I)

### Case Manager Responsibilities

- If the post office has indicated a new address, update BEACON with the new address and forward the mail to that address with the revised 'Notice of Returned Mail' (RMN-I) asking for verification of the new address. This instruction applies to cases with a Heightened Level of Security as well.
- If no new address is indicated by the post office and if a phone number is available in the case record, call the client to discuss the reason(s) why the mail might have been returned. If the client has an answering machine, leave a message.

### Successful Telephone Contact

- If telephone contact is successful and the client has not moved, inform the client that his/her name must be on the mailbox to ensure delivery, and confirm that the spelling of the name is correct. In cases of mailbox tampering or frequent misdirected mail, discuss the option of whether a PO Box would provide an acceptable solution.
- If telephone contact is successful and the client has moved, update BEACON and mail a Verification Checklist (VC-I) to the new address requesting the appropriate verification(s). Once verifications are received, update BEACON with the appropriate information.

### Unsuccessful Telephone Contact

- If telephone contact is unsuccessful, i.e., there is no response within three days of the initial call, or no phone number is available, place a copy of the returned mail in the case record.
  - On the AU Composition Results page, select the Reason Category of "Residency" and
  - Select the closing reason of "Whereabouts Unknown".
- If the client contacts the case manager before the termination of benefits is effective, remove the closing, update BEACON with the new address and mail a VC-I requesting the appropriate verifications. Once verifications are received, update BEACON as appropriate.

### Failure to Submit the Required Verifications

- If the client fails to submit the requested verification(s) by the due date on either the VC-I or the RMN-I, and does not report difficulty in complying with the request, initiate the case closing on the AU Composition Results page by selecting the Reason Category of "Noncooperation" and the closing reason of "Failure to Submit the Required Verifications."

### Reference: Field Operations Memo 2013-13



## Reclassification

### **PA to NPA SNAP Benefits**

When **PA SNAP** cases are reclassified as **NPA SNAP** cases, **BEACON** will automatically, depending on the closing reason entered in the **AU Composition Results Page** of BEACON:

- Certify the household for one month at the same benefit level (certain EAEDC Cases);
- Recalculate the benefit and certify for one month (certain TAFDC Cases);
- Recalculate the benefit and certify the household for up to 6 months;
- Close the SNAP case;
- Provide Transitional Benefits Alternative (TBA) benefits for 5 months, if eligible\* (certain TAFDC households); or
- Establish the household on Annual Reporting (AR) and certify the household for 6 months (certain TAFDC households).

**\* Households are ineligible for TBA benefits when the household or a household member has:**

- Failed to comply with a TAFDC program requirement;
- Failed to comply with a SNAP work requirement;
- Been disqualified due to an Intentional Program Violation.





## Transitional Benefits Alternative (TBA)

### Automatically Determining Eligibility for TBA (365.190)

When certain TAFDC cases close, the Department will provide TBA for 5 months. (A TBA “Yes/No” Indicator is on the AU Composition Results page and the EBC Results Supplemental Nutrition Assistance Program Financial tab.)

- **STEP 1:** BEACON determines the potential **TBA amount** (before TAFDC closes) by calculating SNAP benefits excluding the TAFDC grant.
- **STEP 2:** BEACON determines eligibility for TBA (when TAFDC closes)
  - If the recalculated SNAP amount is less than or equal to the **TBA amount**, the TBA Indicator is set to *Yes*, the benefit is the **TBA amount**, the certification period is 5 months, and the Reevaluation Type is set to *Recertification* (the case stays with the current case manager)
  - If the recalculated SNAP amount is more than the **TBA amount**, the TBA Indicator is set to *No*, the benefit is the recalculated amount, the certification period is 6 months, and the Reevaluation Type is set to *Annual Reporting* (the case is transferred to a Dever Specialist)

### Change Reporting Requirements During the TBA Period

- The TBA household is not required to report or verify any changes in Household circumstances until the TBA period has ended.
- If the TBA household reports a change during the TBA period SNAP benefits are recalculated.
- If the result is less than or equal to the TBA amount, the household will receive the recalculated benefit amount.
- If the result is greater than the TBA amount, the household is recertified at the new amount and will no longer be a TBA case.
- If a TBA household member applies for SNAP benefits in a separate AU or joins another active SNAP Household the Department will adjust a TBA household’s benefits and pay the adjusted amount.

### Preventing Dual Participation

If a TBA household member is active in another case, the case manager must look up the person identified as *active in another AU* and remove them from the TBA household.

Follow established procedures by contacting the TBA household’s case manager, and request that the person be removed from the TBA case. Also, be sure to notify the case manager’s supervisor and another manager at the TAO, to guarantee removal of the dually participating household member.

Open the person in the new SNAP household, effective only after that person is removed from the TBA household, which will prevent dual participation.

The Management Information Systems (MIS) unit in Central Office will identify household member who have been removed from TBA cases and will recalculate/decrease these cases centrally.



# **APPENDIX**



## Supplemental Nutrition Assistance Program Notification Letters

### SNAP Notification Letters

Letter:	Issued by:	Used for:
Notice of Eligibility (364.810)	BEACON	<ul style="list-style-type: none"> <li>• Initial approval of application</li> <li>• Recertification</li> <li>• No change</li> <li>• Increases</li> </ul>
Appointment Letter for In-Office Interview (SNAP Appt – I)	BEACON	<ul style="list-style-type: none"> <li>• Schedule an appointment for an initial application when a face to face interview is appropriate.</li> </ul>
Appointment Letter for Telephone Interview (SNAP Appt – T)	BEACON	<ul style="list-style-type: none"> <li>• Set up an appointment for initial application interview.</li> </ul>
Notice of Missed Interview (NOMI)	BEACON	<ul style="list-style-type: none"> <li>• Is sent when the original appointment is missed.</li> </ul>
Verification Checklist (VC-1)	Beacon	<ul style="list-style-type: none"> <li>• Is sent following the interview to identify verifications that are missing.</li> </ul>
Notice of Denial  Manual Notice of Denial (SNAPNL-2) (364.820) (OM 2012-17)	BEACON  Case Manager (if denying an individual household member) or issuing SNAPNL-2	<ul style="list-style-type: none"> <li>• 30 days after application was filed</li> <li><b><u>or</u></b></li> <li>• If a determination can't be made deny the application and /or issue a pending denial.</li> </ul>
Notice of SNAP Benefits Termination (364.840)	BEACON (at end of certification period)	<ul style="list-style-type: none"> <li>• Households certified for various periods of time.</li> </ul>



# SNAPNL-2



Commonwealth of Massachusetts  
Department of Transitional Assistance

TAO Address

Name \_\_\_\_\_ Date \_\_\_/\_\_\_/\_\_\_ Client Telephone Number \_\_\_\_\_

Address \_\_\_\_\_ City/Town \_\_\_\_\_ ZIP \_\_\_\_\_

### Notice of Denial

Your Supplemental Nutrition Assistance Program (SNAP) application has been denied for the following reason:

\_\_\_\_\_

\_\_\_\_\_

Manual Citation: 106 CMR \_\_\_\_\_

### Notice of Pending Status

We are still processing your Supplemental Nutrition Assistance Program (SNAP) application, but we need you to verify the following item(s).

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Your application will be denied without further notice if we do not receive these verification(s) by \_\_\_/\_\_\_/\_\_\_ . You will then have to reapply for SNAP benefits.

Manual Citation: 106 CMR 361.930

If you need help in getting these verification(s), please contact us immediately. You may either bring in, mail in, or fax the verification(s) to us.

If you disagree with this decision, you have the right to a fair hearing. The reverse side of this notice contains important information about your hearing rights. To request a hearing, complete the reverse side of one copy of this notice. If you have trouble reading or understanding this notice, please feel free to call Recipient Services at 1-800-445-6604. We can help explain it to you.

Case Manager \_\_\_\_\_ Supervisor \_\_\_\_\_ ( ) \_\_\_\_\_  
Area Code - Telephone Number

\_\_\_\_\_ Fax Number

### Department Use Only

Office \_\_\_\_\_ PA NPA (circle one) \_\_\_\_\_ Social Security Number \_\_\_\_\_ CAN \_\_\_\_\_  
Category

SNAPNL-2 (Rev. 11/2008)  
09-017-1108-05



## Applications from Residents of Licensed DDS/DMH Group Homes

- The SNAP application process for residents of DMR and DMH licensed group homes was developed to streamline the process and expand outreach to participate.
- The SNAP policy regarding residents of group living homes for the blind and or disabled is found at **106 CMR 365.620**.
- These regulations allow residents to be eligible as one person SNAP cases under an exception to the residents of institutions rule. See **106 CMR 361.240(B)?**

### Group Home Resident Population covered by this process

Licensed group home residents receiving SSI, SSI and RSDI, or RSDI-only:

- Are exempt from the work program due to disability;
- Are allowed phone interviews due to disability hardship;
- Are subject to a special Bay State Access Card process;
- Are allowed up to a 24 month certification period;
- Are asset eligible if receiving SSI, SSI and RSDI; and
- must verify assets and noncitizen status if RSDI-only and the information is questionable

### Group Home Resident Population not covered by this process

- Group home residents who have not yet applied for or are not yet receiving SSI must apply directly at the appropriate TAO.
- Group home residents who wish to receive expedited SNAP benefits must apply directly (in person) at the appropriate TAO.



## Applications from Residents of Licensed DDS/DMH Group Homes

### Group Home Resident Application Package includes:

- Supplemental Nutrition Assistance Program Application Form (SNAPA-1);
- Request for Authorized Representative AR-P-1 (Rev 10/2007);
- Agency Certification of Shelter Expenses for Group Living Homes Form (SNAP-ACSE, Rev. 9/2004);
- Your Right to Know Brochure; and
- The Supplemental Nutrition Assistance Program Benefits Brochure.



# Applications from Residents of Licensed DDS/DMH Group Homes

Attachment B



## Other Agency Certification of Shelter Expenses for Licensed Group Home Residents

### Part I

Requester: TAO Food Stamp Unit

Return form by \_\_\_/\_\_\_/\_\_\_

### Part II

\_\_\_\_\_  
Tenant's Name

\_\_\_\_\_  
Tenant's Address

\_\_\_\_\_  
City/Town

\_\_\_\_\_  
ZIP

### Part III

#### Authorization to Release Information

I, \_\_\_\_\_,  
(Print Tenant's Name)  
give my permission to the requester to obtain and  
verify this information.

\_\_\_\_\_  
Authorizing Signature

\_\_\_\_\_  
Date

### Part IV (TO BE COMPLETED BY OTHER AGENCY REPRESENTATIVE)

#### A. Rental Information

1. Is the rent subsidized?  no If no, GO TO QUESTION 2.  yes If yes, GO TO QUESTION 3.
2. If no, the total rent this Tenant pays is \$ \_\_\_\_\_ per  month  week  other \_\_\_\_\_ (specify)
3. If yes, the total rent this Tenant pays is \$ \_\_\_\_\_ per  month  week  other \_\_\_\_\_ (specify)

#### B. Utility Information (Check one of the following)

- 1a. Does the Tenant incur an expense SEPARATE from the rent for either of the following?  
 heating (seasonally):  cooling (seasonally)  
or
- 1b. Does the Tenant incur an expense SEPARATE from the rent for any OTHER utility?  
 electric  gas  water / sewerage  trash/garbage removal  
 other \_\_\_\_\_  
or
- 1c. Does the Tenant pay for a telephone (including a cellular phone?)  yes  no

### Part V (Please sign and date this form.)

Other Agency Representative's Name (print) \_\_\_\_\_

Other Agency Representative's Signature \_\_\_\_\_

Date \_\_\_/\_\_\_/\_\_\_

For DTA Use Only:	
Rent	\$ _____
(Minus) Max Allotment	\$ 200
Tenant Shelter Expense	\$ _____
SUA (if any)	\$ _____



## Applications from Residents of Licensed DDS/DMH Group Homes

### DMH/DDR staff/vendor responsibilities include:

- Acting as Authorized Representative and assisting with the application will include:
  - being interviewed by phone on behalf of the group home residents to complete the application process; and
  - indicating on the AR-P-I form the name of the Authorized Representative for purposes of transacting Supplemental Nutrition Assistance Program benefits, if different\*.
  
- Providing a Supplemental Nutrition Assistance Program Benefits Information Session:
  - informing the group home resident or legal guardian about SNAP; and
  - Making SNAP informational brochures available to group home residents and their legal guardians.

**\*Note:** The applicant or client must have an Agency/Home Health Care Card if the agency determines that the applicant/client is unable to take care of his or her own affairs. The address section must be completed so that the Agency/Home Health Care Card can be mailed to the administrative office.





## Applications from Residents of Licensed DDS/DMH Group Homes

### DMH/DDS Staff/Vendor Responsibilities

- Providing **Supplemental Nutrition Assistance Program Application Assistance** includes helping fill out the **SNAP Application Form (SNAPA-I)** and ensuring that the following information is completed:
  - source agency (page 1) of the application is identified;
  - checking off residential facility on page 1;
  - page 5 of the application is signed; and
  - completing and having the AR-P-I signed.\*\*
  
- Providing the following assistance:
  - assisting the applicant in gathering verifications;
  - forwarding the completed application and verifications to TAOs daily; and
  - Contacting the DMH/DDS Liaison at the TAO if problems/concerns with a particular resident arise to assist in resolution.

**\*\*Note:** Be sure to include the agency administrative address and Federal Employer Identification Number/FEIN on the AR-P-I so the Bay State Access Card can be generated and mailed.



## Applications from Residents of Licensed DDS/DMH Group Homes

### DTA staff responsibilities include:

- Reviewing the application package for completeness and signatures;
- Entering the application in BEACON;
- Tracking record list DMH/DDS as source agency in BEACON;
- Processing client information in accordance with the streamlined verifications process;
- Speaking with DMH/DDS worker to resolve concerns for DMH/DMR clients and scheduling if client has not responded;
- Conducting interview with the client only or the client with the DMH/DMR authorized representative;
- Certifying the DMH/DDS client for 24 months unless there are earnings or circumstances that require the household to have a shorter recertification period;
- Contacting the appropriate DMH/DMR worker if there are issues with a particular DMH/DMR client; and
- Collaborate when appropriate with appropriate DTA designated DMH/DDS Liaison.



## Applications from Residents of Licensed DDS/DMH Group Homes

### Streamlined Verification Process

<b>Verification</b>	<b>Streamlined Process</b>
<b>Identity</b>	<ul style="list-style-type: none"> <li>• DDS/DMH client provides SSN</li> <li>• Once SSN validated may serve to verify identity</li> </ul>
<b>Earned Income</b>	<ul style="list-style-type: none"> <li>• Wage stubs</li> <li>• Employer letter</li> </ul>
<b>Unearned Income</b>	<ul style="list-style-type: none"> <li>• SDX / BENDEX</li> <li>• SVES (if income not on file)</li> <li>• For RSDI-only clients and no BENDEX available then most recent copy of check, award letter, or direct deposit entry on bank statement</li> </ul>
<b>Noncitizen Status</b>	<ul style="list-style-type: none"> <li>• SSI and SSI with RSDI clients</li> <li>• Verified with SDX and/or BENDEX</li> <li>• RSDI-only clients must provide immigration documentation from USCIS</li> </ul>
<b>Assets</b>	<ul style="list-style-type: none"> <li>• RSDI-only clients must provide verification of assets if the households gross income exceeds the 200% poverty level</li> </ul>
<b>Shelter Expenses</b>	<ul style="list-style-type: none"> <li>• DDS/DMH-staffed housing verified by Other Agency Certification of Shelter Expenses form</li> <li>• Non DMH/DMR-staffed housing verified by rent receipt, rental lease, deed, mortgage, or form prescribed by DTA</li> </ul>
<b>Utility Costs</b>	<ul style="list-style-type: none"> <li>• DDS/DMH-staffed housing verified by Other Agency Certification of Shelter Expenses form</li> <li>• Non DDS/DMH-staffed housing verified by current utility bill, lease, or form prescribed by DTA</li> </ul>



## Applications from DMH Clients Who Live Independently

### DMH Population covered by this process

DMH clients receiving **SSI**, **SSI and RSDI**, or **RSDI-only**:

- Are exempt from the work program due to disability;
- Are allowed phone interviews due to disability hardship;
- Are subject to a special Bay State Access Card process, if DMH determines that the applicant is unable to take care of their own affairs;
- Are allowed up to a 24 month certification period;
- Are asset eligible if receiving **SSI** or **SSI and RSDI**; and
- **RSDI-only** must verify assets if over the 200% poverty level and must verify noncitizen status if questionable.

### DMH clients not covered by this process

- DMH clients who have not yet applied for or are not yet receiving SSI must apply directly at the appropriate TAO if they so choose.
- DMH clients who wish to receive expedited SNAP benefits must apply directly (in person) at the appropriate TAO.
- Clients who reside in group homes for the blind/disabled may not qualify for SNAP benefits unless eligible as one-person households.

### DMH staff responsibilities

- DMH staff responsibilities mirror responsibilities of DMH/DMR vendors for licensed group home residents.

### DTA's Streamlined application process and verification process

- DTA's streamlined application process and verification process mirror responsibilities of DMH/DMR vendors for licensed group home residents.



## Bay State CAP

### What is Bay State CAP?

Information about SSI applicants and clients gathered by **Social Security Administration (SSA)** staff during the application/redetermination of SSI benefits will be *electronically transmitted* to DTA through the **SDX system**. This information will be used by DTA to determine **BAY STATE CAP** eligibility once the SSI eligibility is approved/redetermined

### Who is eligible to participate?

**To be eligible, an SSI individual must:**

- be 18 or older;
- be unmarried (single, divorced, widowed or separated);
- have no earned income;
- be a citizen or eligible noncitizen;
- purchase and prepare food separately from other household members;
- not be permanently disqualified from SNAP benefits;
- be coded Federal Living Arrangement Code is A on SDX; and
- be coded State Living Arrangement Code is A or B on SDX.



## Bay State CAP

### How are benefits calculated?

Bay State CAP calculation is the same as the regular SNAP calculation, except that the only deductions allowed are:

- Standard deduction of \$149
- Shelter deduction is calculated using SDX shelter information as follows:
  - Bay State CAP with at least \$453 in shelter expenses receive the SDX High Shelter Parameter of \$453
  - Bay State CAP households with less than \$453 in shelter expenses receive the SDX Low Shelter Parameter of \$223 and
  - All Bay State CAP households receive SDX Heating SUA of \$586

### What is the process?

**A Bay State CAP Application can only be made through SSA.** At the application interview, SSA staff will determine if the SSI is a “pure” SSI Household and the SSI approval process is expected to **take 30 days or less**. If the applicant qualifies and wants to apply, SSA staff will:

- Describe the Bay State CAP project;
- Provide the Bay State CAP brochure;
- Ask the following food assistance questions:
  - Do you wish to participate in SNAP?
  - Do you purchase and prepare your food separately?
  - Are your housing expenses (rent/mortgage) equal to or greater than \$453 per month?
- Give the SNAP applicant a copy of the completed Bay State CAP Statement.



## Bay State CAP

### **BEACON Actions**

The Bay State CAP application process at DTA begins when an SSI applicant who applied for Bay State CAP is approved for SSI. The application is completed during the nightly BEACON batch processing.

***No case manager action is necessary:***

- if the SSN is not found, BEACON will create a new assessed person;
- if the SSN is found, BEACON will match the SSI applicant to the existing Assessed Person;
- if the SSN is matched to the grantee of an active SNAP case, BEACON will determine Bay State CAP eligibility on the existing case;
- if the SSN is matched to anyone other than the grantee of an active SNAP CASE, BEACON will create a pending SNAP HOUSEHOLD and determine eligibility;
- BEACON will then perform a Bay State CAP nonfinancial eligibility determination for all active and pending Bay State CAP households;
- when Bay State CAP eligibility criteria are met, BEACON will perform a financial calculation;
- BEACON will calculate the regular SNAP benefit amount using actual income and expense data; and
- BEACON will calculate the Bay State CAP benefit amount using actual income data and appropriate standards, Bay State CAP shelter and utility amounts and compare the two.



## Bay State CAP

### **BEACON Actions (cont'd)**

When the regular SNAP benefit is higher than the Bay State CAP amount the following will occur:

- Household will be a regular SNAP case;
- Bay State CAP status will be set to denied; and
- Denial notice will be suppressed.

When the Bay State CAP benefit is equal to or higher than the regular SNAP benefit, the following will occur:

- The SNAP household's status will be set to Active;
- Bay State CAP status will be set to Active;
- A Bay State CAP approval notice will be generated;
- A Bay State Access card and PIN will be mailed;
- The household will be assigned to the appropriate case manager;
- The household will be certified for 36 months; and
- Benefits will be issued beginning the month after the month of SSI approval.





## Bay State CAP

### Bay State Cap Household Reporting Responsibilities

- Bay State CAP clients **must report** changes in income or household circumstances to **SSA** in accordance with SSA rules.
- Bay State CAP clients **may report** shelter/utility costs, medical expenses over \$35.00 per month, or any other deductible SNAP expenses to **DTA**.

### SDX Changes to Ongoing Bay State CAP Households

BEACON will automatically update Bay State CAP Households based on information received from SDX. BEACON will use the daily SDX file to:

- update Bay State CAP client demographic information;
- recalculate Bay State CAP benefits based on SDX income or shelter expense information;
- extend the current Bay State CAP recertification period an additional 36 months based on an SSI Redetermination;
- close Bay State CAP Households based on certain circumstances; and \*
- switch Bay State CAP benefits to regular SNAP benefits in certain instances.\*

\*For a complete list of closing reasons and reversion reasons to regular SNAP Benefits for certain instances refer to **FO 2005-4, “Bay State CAP Combined Application Project Implementation”**.



# Bay State CAP

## SDX CAP Inquiry page

SDX CAP Inquiry -- Webpage Dialog

<b>Name</b>	<input type="text" value="C y allace Villon"/>	
<b>Residential</b>	<input type="text" value="8 Herbert Road"/>	
	<input type="text" value="508 Herbert Road"/>	
<b>Mailing</b>	<input type="text" value="8 Herbert Road"/>	
	<input type="text" value="508 Herbert Road MA 82275-2251"/>	
<b>SSN</b>	<input type="text" value="780-62-4858"/>	<b>Birth</b> <input type="text" value="12/13/1939"/>
<b>Recipient type</b>	<input type="text" value="DI"/>	<b>Gender</b> <input type="text" value="F"/>
<b>Language</b>	<input type="text" value="72"/>	<b>Race</b> <input type="text" value="W"/>
<b>Marital status</b>	<input type="text" value="3"/>	<b>Immigration status</b> <input type="text" value="0"/>
<b>SDX pay status</b>	<input type="text" value="000"/>	<b>SDX application</b> <input type="text" value="01/07/0001"/>
<b>Federal living arr</b>	<input type="text" value="A"/>	<b>SDX redetermination</b> <input type="text" value="04/20/2005"/>
<b>State living arr</b>	<input type="text" value="B"/>	<b>Countable earned income</b> <input type="text" value="0.00"/>
<b>CAP shelter indicator</b>	<input type="text"/>	<b>Earned income</b> <input type="text"/>
<b>BEACON processing</b>	<input type="text" value="12/07/2005"/>	<b>SDX Processing</b> <input type="text" value="12/18/2004"/>

Bradford Bavent, 10/25/1937, 780-62-4858

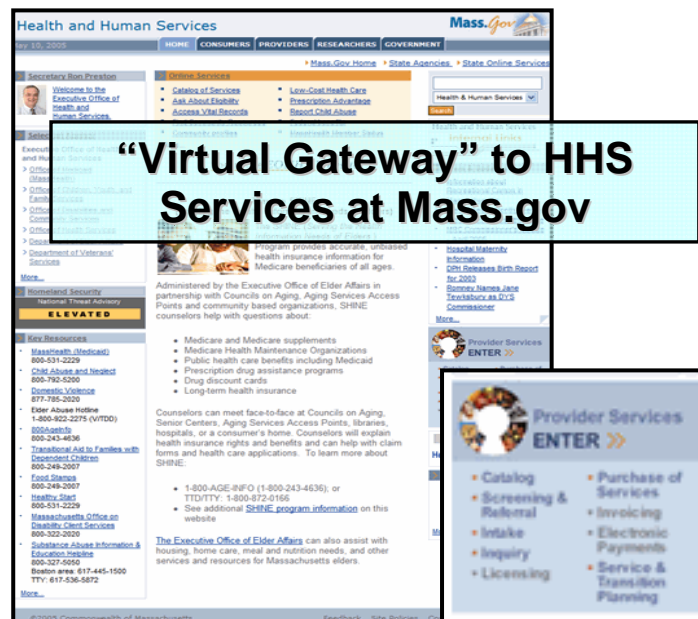
Help Policy Cancel Back

## Processing a Web Application

### Overview: Virtual Gateway

- The Executive Office of Health and Human Services (EOHHS) is committed to improving access to programs and increasing the efficiency, quality, and consistency of services.
- The Virtual Gateway initiative is one way to achieve these goals.
- Consumers and service providers have a new means by which they can conduct business with EOHHS.
- The Virtual Gateway will not change EOHHS programs or the delivery of services.
- Administrative and support processes will be minimally affected.
- Virtual Gateway will complement, not replace, the current methods of interacting with our clients.

The new online tools and information will be available from a single point on the internet, the EOHHS web page located at the Commonwealth of Massachusetts's website, [www.mass.gov](http://www.mass.gov).



**Health and Human Services** Mass.gov

May 10, 2005

HOME CONSUMERS PROVIDERS RESEARCHERS GOVERNMENT

Mass.Gov Home State Agencies State Online Services

Secretary Ron Provano

Welcome to the Executive Office of Health and Human Services

Online Services

- Catalog of Services
- Ask About Eligibility
- Access Your Records
- Low-Cost Health Care
- Exceptional Advantage
- Report Child Abuse

Search

**“Virtual Gateway” to HHS Services at Mass.gov**

Program provides accurate, unbiased health insurance information for Medicare beneficiaries of all ages.

Administered by the Executive Office of Elder Affairs in partnership with Councils on Aging, Aging Services Access Points and community based organizations, SHINE counselors help with questions about:

- Medicare and Medicare supplements
- Medicare Health Maintenance Organizations
- Public health care benefits including Medicaid
- Prescription drug assistance programs
- Drug discount cards
- Long-term health insurance

Counselors can meet face-to-face at Councils on Aging, Senior Centers, Aging Services Access Points, libraries, hospitals, or a consumer's home. Counselors will explain health insurance rights and benefits and can help with claim forms and health care applications. To learn more about SHINE:

- 1-800-AGE-8970 (1-800-243-4636) or TDD/TTY: 1-800-870-0166
- See additional SHINE program information on this website

The Executive Office of Elder Affairs can also assist with housing, home care, meal and nutrition needs, and other services and resources for Massachusetts elders.

**Provider Services**

ENTER >>

- Catalog
- Screening & Referral
- Intake
- Inquiry
- Licensing
- Purchase of Services
- Invoicing
- Electronic Payments
- Service & Transition Planning

©2005 Commonwealth of Massachusetts



## Processing a Web Application

### Virtual Gateway tools are:

- A catalog containing descriptions of EOHHS programs and services
- An eligibility screening tool that can be used to determine potential eligibility for EOHHS programs and services
- A common intake data collection tool that is used by service providers to collect information from applicants to assist in the application for multiple EOHHS programs and services

### **Virtual Gateway tools are available for the following EOHHS programs:**

- Mass Health, including:
  - Children's Medical Security Plan
  - Healthy Start
  - Uncompensated Care Pool
  - Child Care
- Early Intervention (Catalog only)
- SNAP
- Substance Abuse (Catalog and Eligibility Screening only)
- WIC
- Women's Health Network

The catalog and eligibility screening tool is available to the public on the internet. The common intake data collection tool, which includes SNAP, is available to providers at many sites.

Just a few are:

- Massachusetts General Hospital in Boston
- St. Francis House Shelter, Boston
- Joseph Smith Community Health Care Center, Allston
- Community Care for Kids, Quincy Community Action Agency, Quincy

Applicants at these sites may apply for one or more of the EOHHS programs that are included in the common intake data collection tool. Only the applications of those who choose to apply for SNAP benefits will be forwarded to DTA.



## Processing a Web Application

### Web Application View

Once a web application is completed and submitted, it will show almost immediately on the Web Application Liaison's *Web Applications* view under Daily Priority Actions in Office Explorer. It will then be the Liaison's responsibility to assign the household to a case manager.





## Processing a Web Application

### Case Manager Responsibilities:

- determining eligibility for expedited issuance on **all** applications (even though the same questions are asked on the web application);
- adding “Request for Expedited” in the Program Administration page, if necessary;
- conducting an interview by telephone or in person to complete the application, make sure the applicant receives an application for signature and a Verification Checklist;\*
- completing the web application workflow, unless the liaison elects to do so; and
- adhering to all application time frames (seven days for expedited and 30 for non-expedited).

**\*NOTE:** In most instances, the *face-to-face interview can be waived* and a telephone interview can be conducted. If the face-to-face interview is waived, the case manager should choose “Application—Central Print” on the Application/Reevaluation Print page. The Application will be printed overnight and centrally mailed to the applicant. If additional verifications are required, the case manager must also have the VC-1 centrally mailed to the applicant. The application cannot be approved until all required **mandatory** verifications are in.



## Processing a Web Application

### TAO Web Application Liaison Role

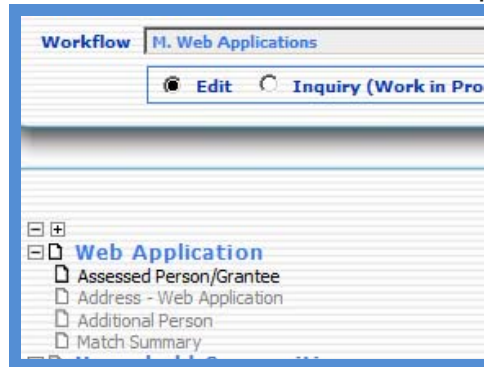
- For the purpose of setting a start date for the application, the **submit button** constitutes the applicant signature.
- For applications received on or **before 5 PM**, the start date will be that day.
- For applications taken **after 5 PM** or on a weekend or holiday, the application start date will be the next business day.
- Applications submitted on the Virtual Gateway web site come over to the **Liaison's Web Applications View** in BEACON almost immediately and remain in the Liaison's view until assigned to a case manager.
- Application data remains web data (i.e., it is not committed to the BEACON database) until the Web Application workflow pages in Eligibility Explorer have been completed.
- Once assigned, the case will appear in the case manager's Web Applications view.
- New web applications cannot be accessed through Client List until all applicants have been name cleared and the household address has been validated and matched.
- Although the case manager will still use names to identify Cases, the applicant will be advised on the Virtual Gateway web site to keep their Web ID number for tracking purposes.
- Also identified in the Web Application view is whether this household qualifies for expedited benefits.
- The application will be identified as expedited if the applicant answers yes to any of the expedited service screening questions.
- Each web application is assigned a web ID which will show on the web application view.



## Processing a Web Application

### The BEACON Web Application Workflow

- Select “Web Application” from the Interview Selection List page.



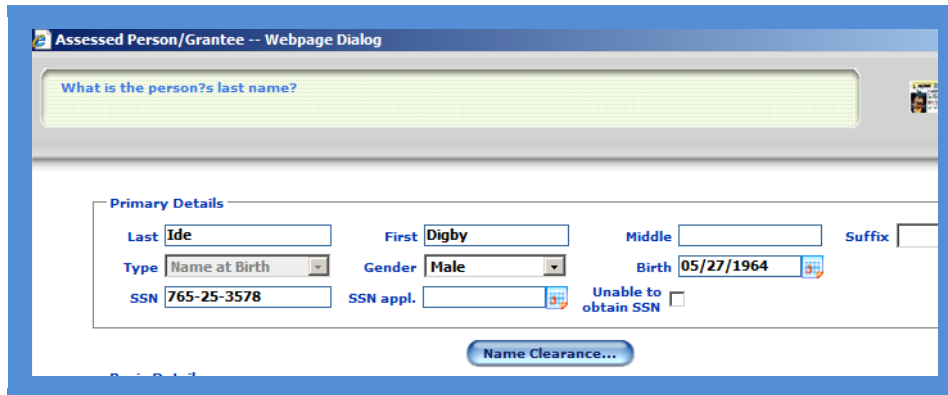
- On the Interview tab, there is a new workflow entitled Web Application.
- Within that workflow, there are four pages that must be completed in order to establish a pending SNAP case.
- Either the case manager or the liaison can complete the four Web Application workflow pages.
- Information collected on the web application is known as “web data” and will not become BEACON data until this workflow is completed and the case manager clicks Next or Finish on the Match Summary page, thereby committing the data to the BEACON database.
- At this time BEACON will automatically populate the appropriate pages with the data from those pages. The remaining web application data will be updated into BEACON as the case manager navigates and saves each page.
- The minimum data required on the web application for a valid submission are name, date of birth, gender, address, and electronic signature (submit button).
- The Name Clearance and Address Match processes will determine if there is a match on the name or the address.
- The case manager should pay close attention to any match information that comes up and make the appropriate selections.



## Processing a Web Application

### The Web Application Workflow—Assessed Person Page

The first page to be completed in the workflow is the Assessed Person page. The name, date of birth, and gender are required entries on the web application and will be displayed in the page (also the social security number, if supplied by the applicant). The remaining fields on this page will be grayed out.

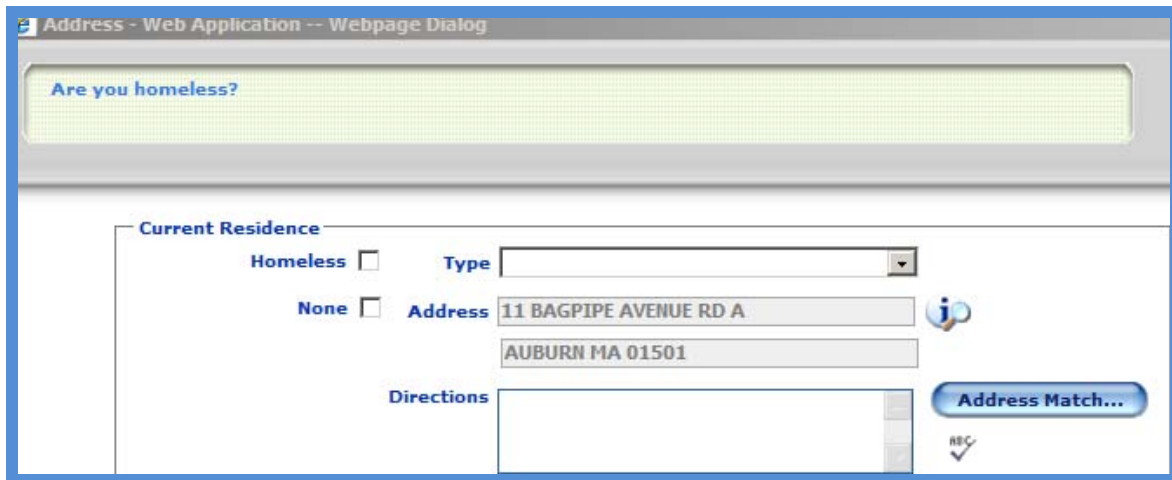


- When the case manager clicks on the Name Clearance button, he/she will be launched into the existing Name Clearance process.
- If any potential matches are identified, the Name Clearance page will appear, and the case manager must either add the grantee as “new” or indicate that the person is “matched” to an existing Assessed Person (AP).
- If the grantee is matched to an existing AP, the remainder of the entry fields will be displayed with the data of the matched AP.
- Once the Name Clearance process has been completed, the case manager clicks the Next button.

## Processing a Web Application

### The Web Application Workflow—Address Page

The second page is the Address page, in which the case manager completes the Address Validation and Address Match processes.



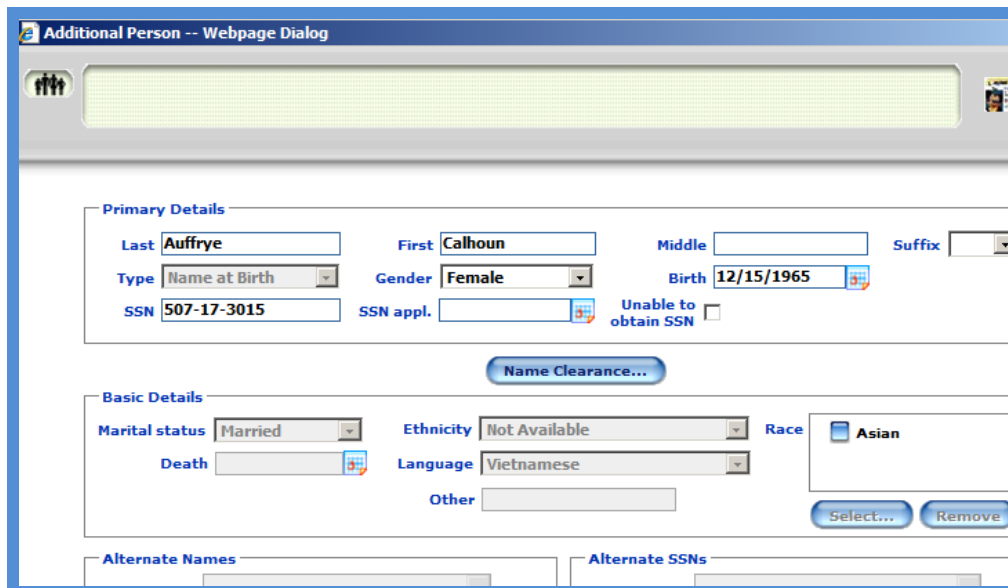
The screenshot shows a web application dialog titled "Address - Web Application -- Webpage Dialog". At the top, there is a green highlighted area with the question "Are you homeless?". Below this, the "Current Residence" section contains several fields: a "Homeless" checkbox, a "None" checkbox, a "Type" dropdown menu, an "Address" field containing "11 BAGPIPE AVENUE RD A", a city/state field containing "AUBURN MA 01501", and a "Directions" field. To the right of the address fields is an information icon (i). At the bottom right of the form is a blue button labeled "Address Match..." and a small "ABC" logo with a checkmark.

When these processes have been completed, and the case manager clicks the Next button, BEACON will navigate to the Additional Person page if more than one person is applying for SNAP. If only the grantee is applying, BEACON will navigate directly to the Match Summary page.

## Processing a Web Application

### Additional Person Page

- The Additional Person page name clears any non-grantee applicants or individuals who were identified on the web application.
- When the case manager clicks on the Name Clearance button, he/she will be launched into the existing Name Clearance process.
- If any potential matches are identified, the Name Clearance page will appear, and the case manager must either add the non-grantee member as “new” or indicate that the person is “matched” to an existing Assessed Person (AP).
- If the non-grantee member is matched to an existing AP, the remainder of the fields will be displayed with the data of the matched AP.
- The case manager must resolve the discrepancy, i.e., determine whether the matched person is present in the web application Household or the existing Household in which the matched person is listed as a Household member.
- The status of the matched person can be changed to “not present” in the Household page of the existing Household by the case manager of that Household or removed from the web application Household by clicking in the “Remove” check box on the Match Summary page, which is the last page in the Web Application workflow. When the case manager clicks the Next button, BEACON advances to this page.



**Additional Person -- Webpage Dialog**

**Primary Details**

Last:  First:  Middle:  Suffix:

Type:  Gender:  Birth:

SSN:  SSN appl.  Unable to obtain SSN

**Name Clearance...**

**Basic Details**

Marital status:  Ethnicity:  Race:

Death:  Language:  Other:

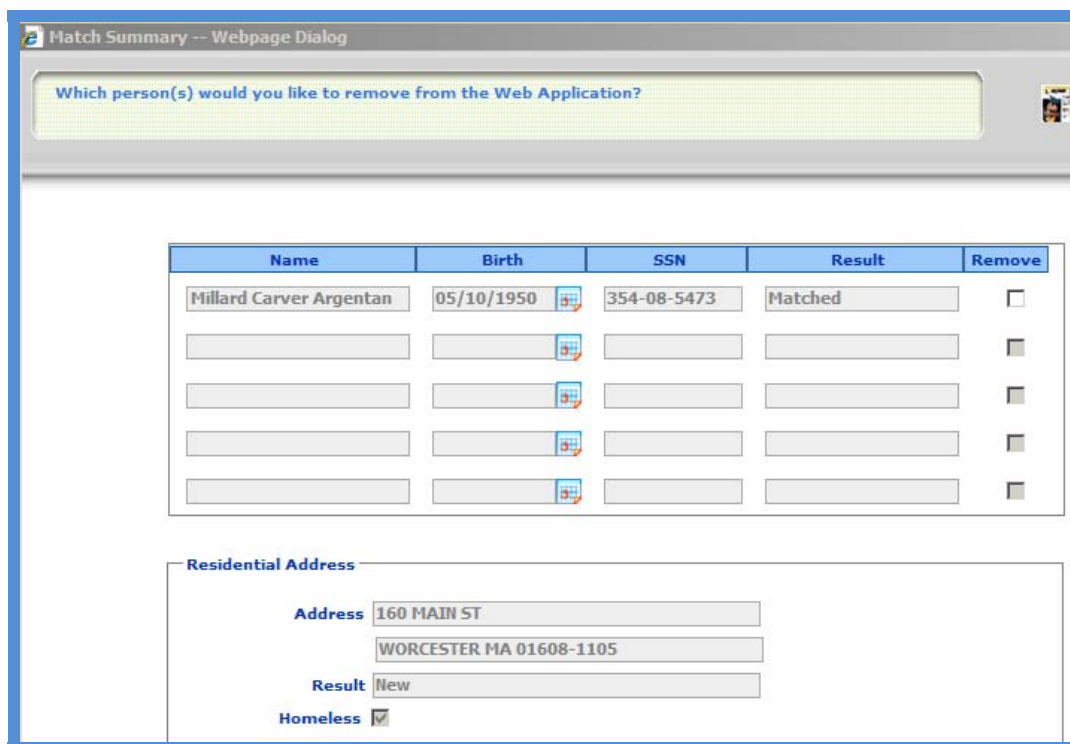
**Select... Remove**

**Alternate Names** **Alternate SSNs**

## Processing a Web Application

### The Web Application Workflow—Match Summary Page

- The fourth page in the web application workflow is the Match Summary page.
- The purpose of this page is to display the results of each individual applicant's Name Clearance process and the results of the Residential Address Match.
- The case manager must confirm these results before committing the web data to the BEACON database.
- A "Remove" check box is available to remove a non-grantee applicant from the application if that person is present in another household (an edit message will advise the case manager when an Assessed Person is present in another household).
- When the case manager clicks on the Next button, BEACON automatically displays the Web Application Data Sheet (which is now stored in Document History). The web data is saved to the BEACON database.
- The case manager should click on the Print button on the displayed **Web Application Data Sheet** so that he/she can refer to the information contained in it when completing the application process with the applicant.
- When the case manager clicks on the Print button, BEACON automatically navigates to the Household Composition page.



Match Summary -- Webpage Dialog

Which person(s) would you like to remove from the Web Application?

Name	Birth	SSN	Result	Remove
Millard Carver Argentan	05/10/1950	354-08-5473	Matched	<input type="checkbox"/>
				<input type="checkbox"/>
				<input type="checkbox"/>
				<input type="checkbox"/>
				<input type="checkbox"/>

Residential Address

Address 160 MAIN ST  
WORCESTER MA 01608-1105

Result New

Homeless



## Processing a Web Application

### The Household Composition Page

The results of the **Household Composition** page will determine which web application data is automatically displayed on each interview page. For example:

- If all applicants and the address are new to BEACON, the interview pages will be automatically populated with the data collected on the web application.
- If the applicant is matched to an existing Assessed Person (AP) in BEACON, all the information collected on the web application, except for non-Name Clearance AP data, Pregnancy data, and SNAP Parental Control data, will be displayed in the appropriate interview pages.
- If the **address is matched to an existing Household**, the Household merge process will be invoked. If any Household members not listed on the web application are added at this time, no additional web data will populate any interview pages for any of the APs on the web application.



## Processing a Web Application

### The Web Application Data Sheet

Notice Preview -- Webpage Dialog

Print View by Page Language English

**Massachusetts Department of Transitional Assistance**  
**Web Application Data Sheet**  
**Central Office**

Date Created: 03/19/2012

Program	Application Date	Source	Application ID	Person(s) Applying
Food Stamps/Expedited	02/03/2012	MA Virtual Gateway	2056330	Lind Osmont

Provider? NO

**Grantee and Residential Information**

Name: Lind Osmont  
 SSN: 773-81-0764  
 Address Type: Current Address  
 Address: 16 ARTHUR COURT Uxbridge MA 01569 US  
 Housing Type: Private Housing

- The Web Application Data Sheet contains information collected on the web application.
- Once a web application is submitted, the TAO web application liaison is able to view and locally print the Web Application Data Sheet by highlighting the household in the Web Application view, clicking on Tools, selecting View Documents, and Print.
- The Web Application Data Sheet should be printed for reference when completing the Web Application workflow.
- Once it has been permanently created and stored in Document History, the Web Application Data Sheet is identified as the Web Application Virtual Gateway.



## Processing a Web Application

### Summary

- The web application will come over to the Web Application view almost immediately.
- The web application Liaison is responsible for assigning the application to a case manager.
- Either the case manager or the Liaison can complete the four Web Application workflow pages.
- BEACON will alert the case manager in the Match Summary page if there are match issues that must be resolved.
- The applicant is still responsible for returning any required verifications before the case can be approved.
- The case manager must schedule the application interview with the household
- The case manager is responsible for determining eligibility for expedited SNAP benefits on **all** web applications (even though the same questions are asked on the web application).



## Electronic Benefit Transfer (EBT)

### Overview of EBT

EBT provides clients receiving cash and/or SNAP benefits with a method of accessing their monthly benefits electronically. This system helps eliminate lost or stolen checks and ATPs (Authorizations to Participate).

### **Highlights of EBT for SNAP benefits purposes:**

- Clients use a Bay State Access Card with a secret **P**ersonal **I**dentification **N**umber (PIN) to access SNAP benefits
- EBT eliminated all Authorizations to Participate
- A client can access SNAP benefits at a **P**oint of **S**ale (POS) device. There are no fees at the POS device (ATPs).





## Electronic Benefit Transfer (EBT)

### Clients who receive SNAP benefits through EBT

- TAFDC, EAEDC, and SNAP clients receive their SNAP benefits through EBT.
- SNAP clients can include SSI/SNAP clients, residents in drug and alcohol treatment centers, and those living in group living arrangements including Teen Living Programs (TLPs).

### **Drug and Alcohol Treatment Centers**

- Residents of Drug and Alcohol Centers must authorize the transfer of their SNAP benefits to the center using an on-site Point of Sale (POS) device or a manual voucher system.
- The center receives and spends the SNAP benefits for food prepared by and/or served to residents and their children.

### **Group Living Arrangements (other than TLPs)**

- The facility will make the determination, based on the resident's physical and mental ability, whether an individual will apply.
- If the resident:
  - Applies using the facility's authorized representative, the facility will receive and spend the SNAP benefits allotment for food prepared and served to the residents or may allow the residents to use any portion of their allotment on their own behalf.
  - Applies on his or her own behalf or chooses an authorized representative, the resident must authorize the transfer of his or her monthly SNAP benefits to the facility using an on-site POS device or manual voucher system.

### **TLPs**

- Residents shall either apply and be certified on their own or have an authorized representative employed and designated by the TLP.
- Whether the facility receives the benefits or acts as an authorized representative and receives the benefits, the facility may spend the SNAP benefits for food prepared and served to the residents, or may allow the residents to use any portion of their allotment.



## Electronic Benefit Transfer (EBT)

### Case Manager Responsibilities

#### Explaining the EBT Process to Clients

Case Managers need to know...	
✓	SNAP benefits are received electronically
✓	Expedited SNAP benefits are made available by 7:00 P.M. on the date they are entered into BEACON (Day 7 only)
✓	Clients have access to their benefits after 11:00 A.M. on their regular cyclical date
✓	SNAP benefits can be accessed at a POS device using a Bay State Access Card and PIN or by a manual voucher issued by the retailer
✓	Clients may use an authorized representative to access their SNAP benefits (clients and authorized representatives must <i>each</i> have their own Bay State Access Card and secret PIN)
✓	SNAP benefits will not be replaced once they are accessed from the EBT account
✓	Clients should keep their personal identification number (PIN) secret
✓	Bay State Access Cards should be kept away from magnetic pads
✓	After 4 successive attempts to enter an incorrect PIN, the client will be unable to access his/her benefits until the next day

### Replacement Card Fees

- In October 2012, DTA sent notices to any cash and/or SNAP household informing clients that DTA records show they had received more than four replacement cards within the past year and explained that EBT cards can be used continuously.
- The notice also explained that if the client continues to request an excessive number of replacement cards their case will be referred for investigation. (Operations Memo 2012-54)

### **A lost or stolen Bay State Access card must be reported to the EBT Customer Service number.**

- The card will be rendered inactive. The client can go to the local DTA office and request a replacement Bay State Access card or call to have one mailed to their address. There is no charge for replacement of Bay State Access Cards.



## Electronic Benefit Transfer (EBT)

### Case Manager Responsibilities

#### **EBT will disburse SNAP benefits in the following ways:**

- **Cyclical** - Monthly SNAP benefits issued according to the last digit of the client's SSN will be available at 11:00 A.M. on the day they are due.

**Example:** Jane Smith is an active NPA case receiving SNAP benefits. Her social security number is 020-00-0003. On October 5, 2013 Jane will receive her SNAP benefits by going to a food vendor anytime after 11:00 A.M. Jane will receive her SNAP benefits in this manner on the 5th of each month as long as she remains financially and categorically eligible.

- **Expedited EBT SNAP benefits (Day 1-6)** - System-calculated expedited EBT SNAP benefits authorized on or before Day 6 of the (re)application process will be available at 11:00 A.M. the following day.

**Example:** Ann Andrews applies for SNAP benefits on October 10, 2013. She is eligible for expedited SNAP benefits and on October 14, 2013 her case is authorized in BEACON. Ann will be able to shop for food anytime after 11:00 A.M. on October 15, 2013.

- **Expedited EBT SNAP benefits (Day 7)** - Expedited EBT SNAP benefits authorized by 5:00 P. M. on the 7th day of the (re)application process will be available to clients at 7:00 P.M. that evening.

**Example:** Barbara Rose applies for SNAP benefits on October 10, 2013. She doesn't provide verification of identity until October 18th. On October 18, 2013, the SNAP benefits are authorized in BEACON by 5:00 P.M. and anytime after 7:00 P.M. that evening Rose may shop for food.

- **Non-emergency EBT SNAP benefits (Day 30)** - Initial SNAP benefits that are authorized by 5:00 P.M. on Day 30 of an application will be available to the client at 7:00 P. M. that evening.

**Note:** In this situation the case manager must adjust the certification period on the following day.

**Example:** Michelle Brown applies for SNAP benefits on October 1, 2013. She provides all necessary verifications on Day 30. The SNAP benefits are authorized in BEACON by 5:00 P.M. and are available anytime after 7:00 P.M. the same evening.



## Electronic Benefit Transfer (EBT)

### Issuing a Bay State Access card for different types of Households

#### Supplemental Nutrition Assistance Program Clients (other than SSI/SNAP and Elderly or Disabled SNAP clients)

To issue an EBT card to a SNAP Client who **does not** receive SSI and is not elderly or disabled, the case manager must:

- Complete the **Request Primary EBT Card** on the **Signature** page and **EBT Card Request** Page pop-up page in **BEACON** and enter type of identity verification.
- Applicant goes to the clerk who will complete the **EBT Card Detail** page, issues a card and PIN.

#### SSI/SNAP and Elderly or Disabled SNAP benefits clients

To issue a **Bay State Access Card** to new SSI/SNAP and homebound elderly or disabled clients, the case manager must:

- Complete the **EBT Card Request** page indicating that the system mail both a card and PIN number to the applicant.

**The Bay State Access Card and an assigned PIN will be mailed to the SSI/SNAP client.**

**Note:** A Bay State Access card **MUST** be issued to SSI/SNAP and elderly or disabled clients who come to the TAO. There is no replacement card fee for the Bay State Access Card.

#### Bay State Access Cards for (re)applicants

- All replacements for a primary card holder are done by the clerk. The clerk will enter a request in the **EBT Card Request** page, enters the type of identification that was submitted and then issues the card through the **EBT Card Detail** page. No PIN is required unless a client requests a new one.
- At (re)application, if an EBT account existed but was purged, the case manager should follow the same procedures for a client who needs a new Bay State Access Card.

**Note:** Collect the old Bay State Access Card, if possible, to prevent confusion between the old and new Bay State Access Cards.



## Electronic Benefit Transfer (EBT)

### Issuing a Bay State Access card / Authorized Representatives

<b>Inoperable Image Identification System (IIS)</b>	
If the Image Identification System (IIS) is <b>inoperable</b> and a Bay State Access card is needed, the <b>EBT liaison</b> should do the following.	
•	Enter the client data onto the administrative terminal
•	Have the client select a PIN
•	Then give the client a prenumbered plastic card (number of card must be entered in IIS), valid for (5) days
•	The client must return to the TAO at the end of the five days to get a permanent Bay State Access Card. No \$5 Replacement Fee will be charged.

<b>Authorized Representative/Authorized Payee</b> (except for SSI/SNAP and Elderly or Disabled clients)	
A client may designate an <b>authorized representative</b> to access SNAP benefits.	
•	An authorized representative/payee must have his/her own Bay State Access Card to access the EBT cash and/or SNAP benefits.
•	The client, the authorized representative, and/or the authorized payee are required to appear at the TAO to complete and sign a <b>Request for Authorized Representative-Authorized Payee (AR-P-I)</b> .
•	The case manager initiates a Bay State Access Card request on BEACON. The clerk will issue the Bay State Access Card to the authorized representative/authorized payee.

<b>Authorized Representative</b> (SSI/SNAP and Elderly or Disabled clients)	
An SSI, Elderly or Disabled client may designate an <b>authorized representative</b> to access SNAP benefits.	
•	Enter the Authorized Representatives information in the Assisting Person page and Mail the <b>AR-P-I</b> to the client to be completed by the client and the authorized representative.
•	The authorized representative must bring the completed <b>AR-P-I</b> to the TAO in order to create a Bay State Access card.

A client may **cancel the authorized representative/payee** at any time by calling the **EBT Customer Service number** at **1-800-997-2555**. EBT Customer Service will immediately cancel the authorized representative's/payee's access to the cash or SNAP benefits.



## Electronic Benefit Transfer (EBT)

### Lost or Stolen Bay State Access cards / PIN Issues

#### Lost or Stolen Bay State Access Cards

- Clients must report a lost or stolen Bay State Access Card by contacting the EBT Customer Service number at 1-800-997-2555. EBT Customer Service will invalidate the card and instruct the client to go to the TAO to obtain a replacement Bay State Access Card. The client's PIN can remain the same or can be changed.

#### PIN Issues

- Each client, authorized representative or authorized payee must be issued a secret PIN in order to access cash and/or SNAP benefits.
- Applicants need to select a secret PIN before benefits can be accessed. To select a PIN at the TAO, the case manager:
  - completes an EBT card request in BEACON; **and**
  - sends the applicant to the clerk who completes the card detail page in BEACON so a card can be created.
- The applicant will enter his or her PIN and the clerk will ensure system acceptance.
- The authorized representative and the authorized payee must go to the TAO to receive a Bay State Access card and to select a PIN.
- Applicants are also eligible to receive the card by mail, if they request a card mailed. The case manager will be responsible to complete the EBT card request page indicating that the system send a card and PIN number to the applicant.
- Applicants can change a PIN by contacting the case manager, who will complete the EBT card page and request that a PIN be sent to the applicant.
- If a client notifies the case manager that a PIN was not received, the case manager must call SNAPMU at (617) 348-5040, and another PIN will be assigned and mailed to the client.

**Note:** A PIN may be changed at any time by coming to the TAO.



## Electronic Benefit Transfer (EBT)

### Account Inactivity and Purging Process (Day 90)

When a household is active and the amount in their EBT account is greater than or equal to the monthly allotment, the Department will be notified via the 90-day Actuate Report when cash and/or SNAP Benefits have never been accessed or the client stopped accessing the benefits.

### Non-TBA (Transitional Benefit Alternative) or Non-Interim Reporting (IR)

The case manager must:

- Schedule an interview.
- Send an appointment letter requesting verification/reason for not accessing benefits.
- Inform the client that benefits will be purged after 365 days.
- Close the case for failure to provide verification if the client fails to verify/explain the reason for not accessing benefits.
- Enter all case manager actions on the Narrative tab.

### Transitional Benefit Alternative (TBA) or Interim Reporting (IR)

The case manager must:

- Enter a note in the Narrative tab to discuss the lack of accessing benefits at the next reevaluation.

At the next reevaluation:

- Ask for verification/explanation as to why the client did not access the benefits; and
- Inform the client that the benefits will be purged after 365 days.

**Note:** If the household fails to recertify, the case will close without case manager action.

**On day 365, the EBT benefits will be permanently purged if not accessed.**



## Electronic Benefit Transfer (EBT)

### Important Telephone Numbers

EBT Customer Service provides clients with answers to any questions regarding use of the Bay State Access Card or secret PIN. Customer Service Representatives have access to information regarding the Bay State Access Card, the client case, and benefit inquiry.

### **EBT Customer Service - 1-800-997-2555** **Available 24 Hours a day, 7 days a week**

*A 24 hour toll-free number where Customer Service Representatives provide assistance to clients regarding cash and/or SNAP benefit account inquiries, ATM/POS locations, lost or stolen Bay State Access Cards and problems with Bay State Access Cards or PINS. There is also a separate EBT Customer Service number for retailers.*

### **Clients should call EBT Customer Service to receive information on:**

- Account balances for cash and/or SNAP benefits;
- History of the last ten (10) transactions;
- Where to use the Bay State Access Card; and/or
- Procedures to follow if the Bay State Access Card is lost or stolen or does not work.

### **Retailers should call their EBT Customer Service to receive information on:**

- Point of sale (POS) device questions; and
- Manual authorizations.





## Voter Registration

- **The National Voter Registration Act (NVRA)** requires DTA to provide general voter registration services to all applicants and clients during applications, reevaluations, recertifications and when clients change their addresses for all programs.
- Voter registration services include informing and asking clients if they want to register to vote either at the TAO or by a mail-in form.
- Case managers are responsible for following the voter registration procedures that are outlined in **Operations Memo 2012-29D** and **2012-36** and for assisting clients with voter registration.
- **Important:** A Secretary of the Commonwealth's Declination Form must be distributed at **all in-office** applications, reevaluations, recertifications and when clients change their address, whether or not they decline voter registration services.
- Case managers are reminded not to influence how a client registers to vote, a client's political preference, display any party allegiance, make any statements that would discourage a client from registering to vote or would lead the client to believe that a decision to register or not to register would have a bearing on the availability of services or benefits.
- **Please Note:** At the present time, Voter Registration Forms and the Declination Form are not available through central printing.

**Reference:** For further details and BEACON instructions, refer to the [Voter Registration Job Aid](#) under Job Aids/Desk Guides on the Training link of DTA Online.



## Voter Registration

### Central Eligibility, Web Application Units and Telephonic Interviews:

- If the **client wants to register** to vote, mail the client a Mail-In Voter Registration Form and instruct the client to mail or hand deliver the form to their city or town hall. **Important:** in this circumstance, a Declination Form does not need to be sent to the client.
- Go to the Voter Registration page and select “Mail-In given” in the Registration outcome drop-down box and the No radio button is selected for both the Voter Registration Form completed field and the Declination Form completed field.
- **Important:** If the **client does not want to register** to vote, do not send out the Voter Registration Forms or the Declination Form.
- Go to the Voter Registration page and select the No radio button for the Registered field,
- “Does not want to register” is selected in the Registration outcome drop down box,
- Select the No radio button for both the Voter Registration form completed field and the Declination form completed field.



## SNAP Negative Errors and How to Avoid Them

Area	Issue	Appropriate Case Manager Action
Interview	No interview scheduled or completed.	<ul style="list-style-type: none"> <li>Attempt contact by telephone on day of application. If no contact by second day, send the BEACON-generated Food Stamp Application Appointment Letter for in-office or telephone interview. (See F.O. Memo 2007-16.)</li> <li>If contact made, conduct interview. Annotate BEACON Narratives tab that interview was completed and method used (telephone or in-office interview.)</li> </ul>
Missed interview	No Notice of Missed Interview sent (NOMI) after client misses the initial interview and did not reschedule.	<ul style="list-style-type: none"> <li>Send Notice of Missed Interview (NOMI) no later than two days after missed interview. (See F.O. Memo 2007-16.)</li> <li>For combined applications (TAFDC/SNAP or EAEDC/SNAP) the sending of a second appointment letter satisfies the NOMI requirement. Annotate the BEACON Narratives tab that a second appointment letter has been sent.</li> </ul>
Verifications	Denial of a case for lack of an optional verification.	<ul style="list-style-type: none"> <li>Process case without optional verification.</li> <li>Annotate BEACON Narratives tab: <b>Case approved; expense information outstanding-{type}</b>.</li> </ul>
	Denial of case for a verification thought to be missing but it is actually in case record.	<ul style="list-style-type: none"> <li>Review case file to determine if the verification is present or if there is an acceptable document that satisfies the requirement.</li> <li>Ensure that the BEACON Verifications tab is updated to reflect that verification has been received if present in case record.</li> </ul>
	Denial of SNAP case for verification required for TAFDC or EAEDC but not required for SNAP eligibility.	<ul style="list-style-type: none"> <li>Review SNAP policy or consult a supervisor to determine if the verification is required for the Supplemental Nutrition Assistance Program.</li> </ul>
	No Verification Checklist provided to client.	<ul style="list-style-type: none"> <li>Complete the BEACON-generated VC-1 and give or mail it to the client.</li> <li><b>Note: A Paper VC-1 is to be used only when BEACON is unavailable.</b></li> </ul>
	Denial of case on Day 30 without allowing ten days for return of verifications. Mandatory verification requested after Day 20.	<ul style="list-style-type: none"> <li>Send SNAPNL-2 (revised 11/2008) with <i>Notice of Pending Status</i> section completed. Place a copy of SNAPNL-2 in case record.</li> <li>Annotate BEACON Narratives tab that SNAPNL-2 has been sent.</li> <li>On Day 30 deny case for failure to provide verifications and suppress the denial notice in the Interview Wrap-up EBC Results window of BEACON.</li> <li>If verifications are received by Day 60, process case.</li> <li>If verifications are not received by Day 60, no case manager action is required.</li> </ul>
Application Denial or Case Closing	Denial of case before Day 30 for <i>Failure to complete application process</i> and <i>Failure to provide verifications</i> .	<ul style="list-style-type: none"> <li>Review BEACON <i>Pending Applications/Reinstatement</i> view daily. Deny cases that have reached Day 30.</li> <li>If Day 30 is on the weekend or holiday, deny the case on the next business day following that weekend or holiday.</li> <li>If client missed the interview and did not reschedule after NOMI was sent, deny case for <b><i>Failure to complete application process</i></b>.</li> <li>If mandatory verifications are missing, deny case for <b><i>Failure to provide verifications</i></b>.</li> </ul>
	Denial/closing of case for whereabouts unknown when forwarding address is noted on returned mail.	<ul style="list-style-type: none"> <li>If the new address is in Massachusetts, update BEACON record with new address, forward the returned mail to the new address with a Notice of Returned Mail (RMN-1) requesting verification of new address, shelter expenses, etc. Place copy of RMN-1 in record, and annotate Narratives tab. Case follow-up must be done using the procedures outlined in F.O. Memo 2008-22.</li> <li>If the new address is out-of-state, process a case closing/denial using <b><i>Moved out of state</i></b> as reason.</li> <li><b>Note:</b> Do not close if case is on TBA or USR.</li> </ul>