Bay State CAP – Additional Questions and Answers

FS
Field Operations Memo
2005-33

This memo transmits additional Bay State CAP process information as well as Phase One outreach issues. The format is a series of questions and answers, and is divided into two sections: ongoing process issues and outreach issues.

Interpreter Services

ALL
Field Operations Memo
2005-34

This Field Operations Memo reminds TAO staff that, in compliance with federal law, DTA is required to advise applicants/recipients of their right to interpreter services and provide interpreters to applicants/recipients whose primary language is not English or who use American Sign Language (ASL). The memo further advises that all timeliness issues associated with the Department's effort to provide an interpreter must be considered and the date of contact preserved for the applicant/recipient.

FYI

Alternate Verifications

Requests for verification should not be limited to any one type of document and may be obtained from a household member or some other source (106 CMR 361.640 (A) and 702.340).

For example, for verification of earned income, an applicant's pay stub is usually requested, but a letter from the employer on company letterhead with a contact name and telephone number that states the last four weeks' gross pay, or a payroll print-out from the employer may also serve as alternate forms of verification. For residence or shelter expenses, the landlord verification form, current rent receipt or a copy of the lease may all be acceptable forms of verification.

Reminder: In the "Verifications" tab in BEACON, a list of acceptable verifications appears for each item to be verified.

In instances when documentary evidence cannot be obtained, AU Managers should explore possible collateral contacts with the applicant or recipient. See 106 CMR 361.640 (B) and 702.340 (B) for details. If collateral contact is the means of verification, note this in the "Narratives" tab in BEACON.

FYI

BEACON Help Revisions

The following is a list of Help windows that have been updated.

The list reflects updates made to both the primary and secondary windows.

- Name Clearance
  - Fields & Buttons
  - Warnings, Edits and Messages
  - Conduct Name Clearance ("How To")
- Cross Reference Search
  - Fields & Buttons
  - Conduct a Cross Search ("How To")
- Name Clearance Discrepancies
- Name Clearance Guidelines
- Name Clearance Error Cross Reference