



# Transitions

April 2014

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## INSIDE THIS ISSUE

Quality Corner	2
Diversity Quote	3
Training Corner	4
From the Hotline	5
EAEDC: Temporary Protected Status (TPS) Extended for Haiti	6
EAEDC: Centralization of Rest Home Cases	6
Electronic Document Management (EDM) Release 2.0	7
TAFDC Work Program Requirement Discrepancies Report	7

## Quality Corner

This month we will review an error in a Non-Public Assistance (NPA) SNAP case. We will also review an invalid denial.

### Entering Pay Frequency

This NPA SNAP household included the client and one child. The household's TAFDC and Public Assistance (PA) SNAP case had closed for failure to submit a Monthly Report. The client subsequently provided the required verification, which resulted in the TAFDC case being denied due to excess earned income. SNAP benefits were reclassified as NPA and approved for a monthly allotment of \$210.

At reopening, the case manager entered wages from the client's first paystub in one row and entered \$0.00 in wages in another row of the Earnings tab. On the Prospective tab, the case manager selected both entries.

Quality Control (QC) reviewed the case and determined that this was the client's first paystub. In addition, the case manager had not included the shift differential income listed on the paystub and had incorrectly checked the Prospective Averaging checkbox for the second entry of \$0.00 income when calculating the prospective income. This caused an overpayment of \$194 for the review month.

### What's a Case Manager to Do?

Case managers must be careful when entering income amounts into BEACON and when selecting the weeks to be used in the calculation of the prospective income. Selecting the check box beside \$0.00 dollars of wages caused that week of \$0.00 earnings to be used in the income averaging. This was incorrect as the client had started working and would continue to be paid weekly. Careful attention to details on a paystub, such as differential shift pay, tips, child support paid etc., is important as this information impacts eligibility. An incorrect entry of information will cause an inaccurate calculation of income. It is also good practice for case managers to look at the Results tab and review the transaction that was just processed to see if the countable income and deduction are consistent with the entries made. For more information on Prospective Income, see *A User's Guide: Transitional Assistance Programs and BEACON*, Chapter XIV, Section B.

*(Continued on Page 3)*



## Quality Corner *(Continued from Page 2)*

### Invalid Denial

An elderly couple, age 75 and 70, applied for EAEDC and SNAP benefits on November 27, 2013. Both household members were Legal Permanent Residents (LPRs), who had been in the country less than five years. Since both applicants were elderly EAEDC applicants who had met no other LPR or noncitizen eligibility criteria, a verification checklist (VC-1) was issued along with a SNAP Stamp Disability Verification for Elderly Noncitizens form (SNAP DVEN) requesting proof of disability for both household members. The due date of the VC-1 was December 27, 2013.

The verifications were not received and the SNAP case was subsequently denied on December 30, 2013. The SNAP case was not denied by the 30th day making this a negative error for QC purposes.

### What's a Case Manager to Do?

In this situation, the case manager correctly requested that the client provide a completed SNAP DVEN form. If a noncitizen EAEDC applicant, who is age 65 or older and has been in the United States less than five years, submits a SNAP DVEN form completed by a licensed medical practitioner verifying his or her disability, he or she could be eligible to receive SNAP benefits. However since this case was not denied by the 30th day, it will be identified by Quality Control (QC) as a negative error. The only exception is when the 30th day falls on a holiday or during the weekend. In such a situation, the case must be dispositioned on the next working day. For more information on how to avoid negative errors, see Field Operations Memo 2008-59: *Negative Errors and Application Processing*. For more information on the SNAP DVEN, see Field Operations Memo 2008-28: *Food Stamp Disability Verification for Elderly Noncitizens Receiving EAEDC*.

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### Diversity Quote

**“Life's most persistent and urgent question is, What are you doing for others?”**

**Martin Luther King, Jr**

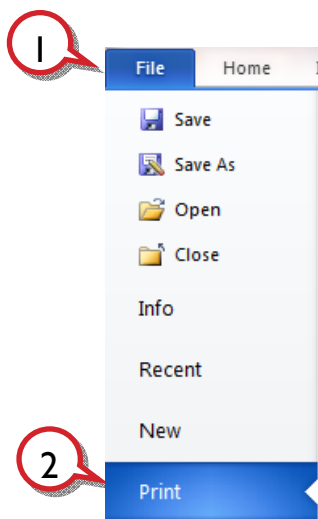


## Training Corner

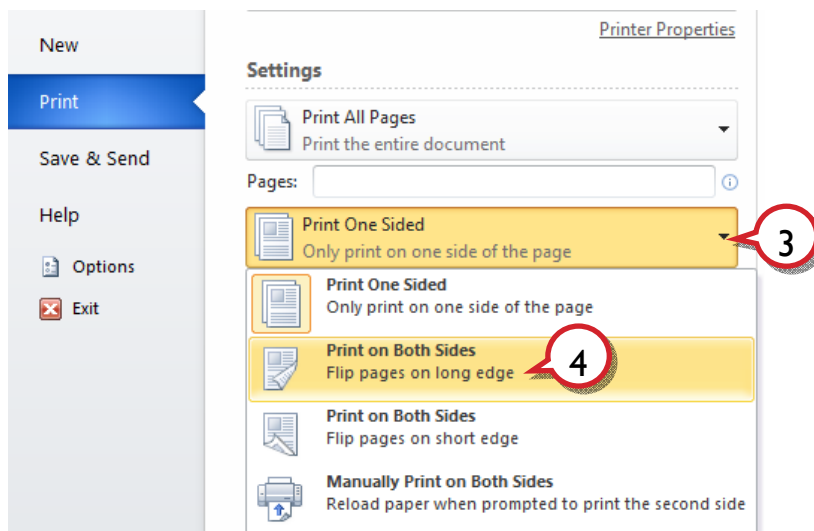
### Double-Sided Printing: Going Green One Small Step at a Time

It may seem like a small thing but printing on both sides of paper, done every day within an entire agency, is not only cost effective but makes a positive impact on the environment. For double-sided printing, the steps are\*:

1. From your document click **File**.
2. Click **Print**.



3. Under Settings, click on the **Print One Sided** drop-down arrow and select **Print on Both Sides (Flip pages on the long edge)**.



4. Click **Print**.

\*Depending on the application you are printing from, the steps may differ somewhat but the principle is the same; look for the settings option that allows you to change from single-sided to double-sided printing.

## From the Hotline

If you have any questions on this column or other policy and procedural material, please have your Hotline designee call the **Policy Hotline at 617-348-8478**.

**Q. 1.** My SNAP applicant is an 18-year-old who is also a noncitizen. She currently lives alone after recently separating from her spouse and moving out of her father's home. Her father entered the country 12 years ago with an LPR status and my SNAP applicant entered the country with an LPR status three years ago. Now that this applicant is 18 years of age, is she still eligible for SNAP?

**A. 1.** It depends. A SNAP individual who has aged out of the under-18 LPR category must now comply with other noncitizen eligibility criteria, or other LPR requirements. For this applicant, other LPR requirements include crediting her with a total of 40 qualifying work quarters, determining if she is disabled, etc. For more information on acceptable LPR criteria in SNAP, see 106 CMR 362.220(B) (7).

**NOTE:** An individual with less than five years in an LPR status, if otherwise eligible, could be approved for EAEDC benefits. For more information on acceptable noncitizen statuses in the EAEDC Program, see 106 CMR 320.620.

**Q. 2.** If the SNAP noncitizen in **Q. 1.** (above) does not meet the combined LPR 40 quarter work qualification, or any of the other LPR qualifying criteria, are there other ways she could still remain eligible for SNAP as a noncitizen?

**A. 2.** Yes. This applicant may still qualify, if prior to adjustment to LPR status, she held another noncitizen qualifying status, such as:

- a Refugee under section 207 of the INA, including a victim of severe forms of trafficking,
- an Asylee under section 208 of the INA,
- a noncitizen whose deportation was being withheld under section 243(h) or 241(b)(3) of the INA,
- a Cuban/Haitian entrant as defined in section 501(e) of the Refugee Education Assistance Act of 1980 or
- an Amerasian immigrant as defined in section 584 of the Foreign Operations, Export Financing and Related Programs Appropriations Act, 1988. See 106 CMR 362.220(B) for more information.

## Operations Memos

### **EAEDC: Temporary Protected Status (TPS) Extended for Haiti**

EAEDC

Operations Memo 2014-31

This Operations Memo advises staff that the Department of Homeland Security (DHS) recently extended Temporary Protected Status (TPS) for Haiti for an additional 18 months from July 23, 2014 through January 22, 2016.

Effective July 23, 2014, DHS will allow Haitian nationals currently approved for TPS who have continuously resided in the U.S. since January 12, 2011 and who have been continuously present in the U.S. since July 23, 2011 to remain in the U.S. through January 22, 2016 provided they re-register with USCIS and continue to meet TPS eligibility requirements. The 60-day re-registration period for the TPS extension runs from March 3, 2014 through May 2, 2014.

This Operations Memo provides details concerning the Haiti TPS and guidance on EAEDC eligibility for Haitian nationals granted TPS provided they meet all other EAEDC nonfinancial and financial requirements.

### **EAEDC: Centralization of Rest Home Cases**

EAEDC

Operations Memo 2014-32

This Operations Memo informs DTA staff that all application and case management activities for EAEDC Living Arrangement E: Rest Homes cases have been centralized in the Central Rest Home (CRH) unit established as part of the Central Eligibility Processing (CEP) unit.

When a request for assistance is made to the local TAO and the individual is living in a rest home, the case manager must refer the individual or rest home administrator to the CRH unit, or facilitate the application by contacting the CRH unit on the applicant's behalf. The unit staff will provide instructions on how to proceed.

## Operations Memos

### Electronic Document Management (EDM) Release 2.0

All

Operations Memo 2014-33

Beginning April 28, 2014, DTA will implement Electronic Document Management (EDM) Release 2.0. There are three components in this release:

- Changes to client document delivery at the TAOs. Clients will no longer use drop boxes to deliver documents. They will be strongly encouraged to mail or fax documents to the EOHHS Electronic Document Management Center (EDMC). This component will be phased in over a period of four weeks beginning April 28, 2014 and ending May 30, 2014.
- Changes to DTA myWorkspace (MWS) that take effect on April 28, 2014.
- A new cover sheet to support faxing of client documents on April 28, 2014 and the addition of the new EDMC fax number to certain notices effective May 5, 2014.

Operations Memo 2012-7, *TAFDC*, *EAEDC*, *SNAP*, *Fax to Email Pilot Project* is now obsolete.

### TAFDC Work Program Requirement Discrepancies Report

TAFDC

Operations Memo 2014-34

A new Actuate report, called the *TAFDC Work Program Requirement Discrepancies Report*, has been developed to identify work program requirement inconsistencies for clients in an active TAFDC case. The purpose of this memo is to advise staff of the *TAFDC Work Program Requirement Discrepancies Report*, and describe how the report is to be used.

## TAO Meeting Notes