



# Transitions

August 2017

## INSIDE THIS ISSUE

|   |   |
|---|---|
| Quality Corner for SNAP   | 2 |
| SNAP: Student Eligibility Updates   | 3 |
| Cross Program: Holiday Gift (Globe Santa Program) Verification Mailing                            | 3 |
| TAFDC: Clothing Allowance for 2017  | 4 |
| Cross Programs: DTA Connect: Document Submission  | 4 |
| TAFDC – Eligibility for Transitional Child Care Up to 24 Months From Closing:<br>Policy Suspended | 4 |
| From the Forms File - August 2017   | 5 |

## Quality Corner for SNAP

This month we will review a SNAP Active error that occurred in a Non-Public Assistance (NPA) case.

### Inadequate review of Unearned Income

On September 14, 2016, a timely recertification was submitted for a household of five. The grantee reported that she was employed with a gross monthly income of \$1282.57. She also reported that the \$115 in RSDI payments that each of her three dependents received ended in May of 2016. The household was responsible for \$900 per month rent and received the Heating/Cooling SUA. The case was processed on October 3, 2016 and the household received \$574 in SNAP benefits.

During the Quality Control (QC) review in November, the QC reviewer completed an SVES overnight inquiry and determined that the RSDI for the three dependents had ended in May of 2016. Therefore the RSDI for each of her three dependents should have been removed from BEACON and not used in the SNAP calculation. Failure to remove the RSDI payments resulted in a \$103 under issuance of SNAP benefits for the review month.

### What is a Case Manager to Do?

When a recertification or Interim Report (IR) is received, it is important to review the entire document. The client reported the change in RSDI on the recertification but the information was overlooked; subsequently, the case was processed with the RSDI payment included. An SVES overnight inquiry should have been completed to verify the household's RSDI benefits. In this instance, the SVES inquiry revealed that the RSDI payment code for the three dependents was S0, indicating suspended payments pending the determination of continuing disability. If the RSDI information had been reviewed, the household would not have received an under issuance of benefits. For a list of RSDI payment codes see Policy Online/ Related System Information/ BENDEX /Payment Status Codes.

## Online Guide Transmittals

### SNAP: Student Eligibility Updates

Online Guide Transmittal 2017-52

Quincy College has a qualifying Perkins Program and as such, students attending Quincy College must be given a Community College Enrollment form (CCE-I) and an Educational Income and Expense form (EDUC-I).

The Massachusetts Office of Higher Education disburses the MASSGrant to certain low-income students pursuing higher education. Students who receive a MASSGrant are considered to have met student eligibility requirements. Case managers must review the EDUC-I form to determine whether a student is in receipt of the MASSGrant.

The EDUC-I was modified to highlight: potential receipt of the MASSGrant; students who reside on campus; whether students have a meal plan that covers 2/3 of their meals; and whether any portion of living expenses is covered by a non-federal funding source.

The CCE-I was updated to include the list of colleges that the form is applicable for.

### Cross Program: Holiday Gift (Globe Santa Program) Verification Mailing

Online Guide Transmittal 2017-66

Each year, the Globe Santa Program provides age-appropriate holiday toys and books to eligible children who live in the geographical areas designated by the Globe Santa Program.

To be eligible to participate in Globe Santa, families must be active TAFDC, EAEDC or SNAP clients, live in the Globe Santa geographic area, and have a child living with them who is 12 or under as of December 31, 2017. The Department will send a Globe Santa Program Holiday Gift Verification notice with a Holiday Gift Verification Form to these families.

Online Guide Transmittal 2017-66 advises DTA staff about the two scheduled mailing dates for the Globe Santa Program Holiday Gift Verification notice and Holiday Gift Verification Form, and provides a description of the mailings.

This year, the Holiday Gift (Globe Santa) Verification mailing is scheduled to be sent the week of August 28, 2017. A second mailing to new cases approved for TAFDC, EAEDC and SNAP after August 25, 2017 is scheduled for the week of October 16, 2017.

## Online Guide Transmittals

### TAFDC: Clothing Allowance for 2017

Online Guide Transmittal 2017-67

The Department will issue a nonrecurring clothing allowance of \$250 per eligible TAFDC client under the age of 19 for September 2017. For clients eligible effective September 1, the clothing allowance becomes available on September 1, 2017.

If a client under age 19 becomes eligible effective September 1, 2017 at a later date, s/he will receive a supplemental payment of \$250 on one of the following dates: September 22, October 20, November 17 or December 22. Clients will receive a notice about their eligibility for a clothing allowance on or about the same date.

Please note that every eligible client will receive \$250, regardless of their eligibility date. The amount is no longer prorated, nor is income used in the calculation of the clothing allowance amount.

### Cross Programs: DTA Connect: Document Submission

Online Guide Transmittal 2017-69

DTA Connect allows clients to upload documents directly to their Electronic Case Folder (ECF). However, because of their size and content, certain documents must not be submitted via DTA Connect. Clients who use the upload functionality, receive a message instructing them that they must not submit the following documents via DTA Connect:

- Applications, Interim Reports, and Recertifications
- documents for the Burial, Fraud, Overpayment, Quality Control, and Hearing Units
- TAFDC and EAEDC Disability Supplements and Medical Reports

Voter Registration forms

The purpose of this Transmittal is to inform staff of updated processing procedures for documents that have been submitted via DTA Connect.

### TAFDC – Eligibility for Transitional Child Care Up to 24 Months From Closing: Policy Suspended

Online Guide Transmittal 2017-73

This Online Guide Transmittal advises staff that effective immediately, the policy to refer any former TAFDC client who is currently employed or has a job offer and whose TAFDC case closed within the prior 12-24 months for child care, is suspended until further notice.

This Online Guide Transmittal also obsoletes OLGT 2017-61.



## From the Forms File

### Revised Brochure

02-211-0817-05 (English)  
02-212-0817-05 (Spanish)  
18-129-0817-05 (Portuguese)  
18-131-0817-05 (Chinese)  
18-134-0817-05 (Khmer)  
18-127-0817-05 (Haitian Creole)  
18-135-0817-05 (Russian)  
18-130-0817-05 (Vietnamese)  
YRTK (Rev. 8/2017)  
Your Right to Know

The *Your Right to Know* brochure has been updated with technical changes. It also informs TAFDC clients of their responsibility to inform DTA when they will be out of Massachusetts for more than 30 days. Please discard old versions.

### Revised Forms

|   |  |
|---|--|
| 09-440-0817-05<br>CCE-1 (Rev. 8/2017)<br>Community College Verification Form  | 09-120-0817-05 (E & S)<br>SNAP-DVEN (Rev. 8/2017)<br>SNAP Disability Verification for Elderly Noncitizens Form |
| 02-602-0817-05<br>02-603-0817-05 (S)<br>EX-WVREQ-1 (Rev. 8/2017)<br>Family Cap Exception/Waiver Request Form  | 02-720-0817-05<br>TAFDC-GCMS (Rev. 8/2017)<br>Good Cause Medical Statement                                     |
| 16-020-0817-05<br>16-022-0817-05 (S)<br>Image-10 (Rev. 8/2017)<br>Request to Choose Someone to Be My Authorized Representative Form                   |  |
| 16-025-0817-05<br>16-026-0817-05 (S)<br>Image-10A (Rev. 8/2017)<br>Request to Choose Someone to Be My Agency Representative for My SNAP Benefits Form |  |

These forms were revised due to a Federal Nutrition Service finding requiring the addition of Civil Rights language.

EDUC-1 (Rev. 8/2017)  
02-122-0817-05  
Educational Income and Expense Form

## TAO Meeting Notes