



# Transitions

February 2020

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## Online Guide Transmittals

### Cross Programs:

#### The 2020 Federal Poverty Guidelines

Online Guide Transmittal 2020-12

Effective February 1, 2020, updates to the Federal Poverty Guidelines (FPG). BEACON has been programmed to use these new guidelines when calculating income eligibility for:

- TAFDC teen parents under age 18 living with a parent;
- the gross monthly income test for clients utilizing the 100% Earned Income Disregard; and;
- categorically eligible SNAP households

The applicable TAFDC and SNAP program eligibility charts and tables posted on the DTA website have been updated at:

<https://www.mass.gov/lists/dta-program-eligibility-charts-and-tables>

#### Update to MBTA Youth Pass Program Cities and Towns

Online Guide Transmittal 2020-13

The MBTA has added six cities and towns to the list of communities participating in the Youth Pass Program.

#### Secure Jobs

Online Guide Transmittal 2020-16

A new page was created for Secure Jobs to advise staff about Secure Jobs, eligibility criteria, supportive services provided to participants, and the referral process.

#### Telephone Applications

Online Guide Transmittal 2020-17

Clients who have a significant barrier that prevents them from going to a DTA office to complete an application must be provided with the Ombuds Unit contact information at 617-348-5354. The Ombuds Unit may be able to arrange a telephone interview so the client can apply for EAEDC or TAFDC benefits without having to visit a DTA office.

## Online Guide Transmittals

### Cross Programs (cont.):

#### Implementation of BEACON5

Online Guide Transmittal 2020-18

In order to modernize technology, increase efficiency and improve the customer experience overall, BEACON 3 will be replaced by BEACON5.

BEACON5 will be gradually rolled out to different TAOs before launching statewide.

Following the launch of BEACON5, BEACON 3 will temporarily remain available to staff; however, it must only be used if BEACON5 cannot be used due to a system defect.

## Online Guide Transmittals

### **SNAP:**

#### **SNAP Waived Recertification Interview Procedural Clarification**

Online Guide Transmittal 2020-7

SNAP recertification interviews may be waived for households where all adult members are elderly and/or disabled and there is no earned income. Households with minor children are also eligible for this waiver provided the previous conditions are met.

Staff are reminded that a recertification interview that would otherwise be waived, must be conducted if the household would be denied at recertification. This transmittal advises staff of updates made to the Online Guide to clarify when an interview must be held or waived.

#### **SNAP Application Interview and Cold Call Procedural Update**

Online Guide Transmittal 2020-11

To maintain Departmental timeliness, the Online Guide has been updated to remind staff that SNAP application interviews scheduled after an unsuccessful manual cold call must be scheduled four days from the generation date of the appointment letter and prior to day 7 of the application whenever possible.

Staff are also reminded that cold calls are a critical step that must be taken before an appointment is scheduled for a SNAP application. Cold calls must be performed if that is the action that has been pulled, regardless of assigned business group (queue) to which a case manager has been assigned.

## Online Guide Transmittals

### TAFDC:

#### **DTA Rent Allowance for HomeBASE Program Recipients**

Online Guide Transmittal 2020-4

The Department of Housing and Community Development (DHCD)'s HomeBASE program no longer provides rental assistance.

TAFDC families receiving HomeBASE assistance may be eligible for the rental allowance.

## From the Forms File

### Revised Flyer

*MBTA Youth Pass Program*

*MBTA-YouthPassPrg (Rev. 2/2020)*

The MBTA has added six cities and towns to the list of communities participating in the Youth Pass Program.

## Client Success Story



With the help of the Newmarket Full Engagement worker, Tinika Dottin and her TAFDC case manager Debbie Anglin, Ms. Fertil started actively seeking employment and training opportunities. As a single Mother of a 4-year-old boy, her employment development journey had its ups and downs, but she kept in communication with the DTA and did not hesitate to ask for support. She enrolled with Project Hope in their Health Care program. Tinika and

Debbie assured Ms. Fertil that she was in good hands and that she would receive the support she needed to be successful in the training program. She eagerly started her training and successfully completed the program with perfect attendance and punctuality. She is now gainfully employed at Spaulding Hospital in Cambridge. She is making \$12.50 an hour and taking advantage of the earned income disregard; allowing her to build some assets and have more financial stability.

If you have a Client Success story that you would like to share, please email [Jessica.Cunha@state.ma.us](mailto:Jessica.Cunha@state.ma.us)

## TAO Meeting Notes