



Transitions

January 2018

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Quality Corner for SNAP

This month we will review a negative error that occurred in a Public Assistance (PA) SNAP and EAEDC combo case.

Verifications Not Requested

On July 23, 2017, an EAEDC application with a PA SNAP component was submitted for a household of one. The applicant was a Legal Permanent Resident (LPR) with less than five years of residency and reported no income or expenses. On July 27, 2017, the case manager completed the application interview for both programs and approved the EAEDC case. The BEACON narrative explained that the SNAP application was pending the return of a SNAP Disability Verification for Elderly Noncitizens (DVEN) form, to properly screen for eligibility. On July 24, 2017, the SNAP application was denied for being an Ineligible Noncitizen.

During the Quality Control (QC) review, it was determined that the case manager did not issue the client a verification checklist (VC-I) requesting the completed DVEN form to be returned. This resulted in an Invalid Denial of the SNAP application.

What's a Case Manager to Do?

When a case manager takes action on a case, they must review all outstanding verifications. If any items have not been requested, the case manager must send a VC-I to inform the client of the information needed and the due date for outstanding verifications.



Online Guide Transmittals

Cross Programs: 2018 Social Security COLA for TAFDC, EAEDC and SNAP

Online Guide Transmittal 2018-1

Every year the Social Security Administration implements a Cost of Living Adjustment (COLA) for RSDI and SSI benefits. This COLA can affect TAFDC, EAEDC and SNAP benefits.

All CAP and Senior SNAP applications generated after 1/22/2018 were tagged to receive an SSA CAP or SNAP only COLA Notice advising clients to contact the Senior Assistance Office (SAO) for any assistance or accommodation.

TAFDC and SNAP: The 2018 Federal Poverty Guidelines

Online Guide Transmittal 2018-2

This Transmittal advised staff that the 2018 Federal Poverty Guidelines (FPGs) were published in the Federal Register on 01/18/2018 by the federal Department of Health and Human Services (HHS) and informed staff of the updated Online Guide page.

Beginning February 1, 2018, BEACON will begin using the new eligibility standards in the calculation of income eligibility for TAFDC teen parents under age 18 living with a parent and the gross monthly income test for categorically eligible SNAP households.

The TAFDC and SNAP program eligibility charts and tables affected by the FPGs are posted on the DTA website at:

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

SNAP: Senior Assistance Office (SAO)

Online Guide Transmittal 2018-4

Online Guide Transmittal 2018-4 advised staff that, effective January 22, 2018, a new Senior Assistance Office (SAO) would be established in the Holyoke TAO. Additionally, a book and corresponding pages which outline the SAO's business approach were added to the Online Guide.

Online Guide Transmittals

Cross Programs: Household Misfortune Procedures

Online Guide Transmittal 2018-5

SNAP policy allows for the replacement of food lost during a household misfortune, such as a fire, flood, loss of electricity, equipment malfunction (refrigerator or freezer) or other disaster. Replacement is limited to the value of the food lost, not to exceed the total monthly benefit amount.

This Transmittal is to advise staff that examples were added to the SNAP Household Misfortune page of the Online Guide to help clarify procedures for issuing household misfortune replacement benefits.

TAFDC and EAEDC: Procedures for Applications Begun at a TAO That Is Not Their Catchment Area

Online Guide Transmittal 2018-6

This Transmittal advised staff that applicants for TAFDC and EAEDC may apply at any TAO that does not serve the community in which s/he lives.

The purpose of this Online Guide Transmittal is to direct staff to the updated Online Guide pages detailing the procedures for handling TAFDC and EAEDC case applications begun in one TAO and transferred to another.

From the Forms File

New Poster

Privacy Poster (English)

Privacy Poster (Spanish) (1/2018)

At DTA We Care About Your Privacy

Refer to Operations Bulletin 2018-1 for information about this poster.

Revised Form

04-012-0218-05

EAEDC-Med Rpt (Rev. 2/2018)

Emergency Aid to the Elderly, Disabled and Children (EAEDC) Medical Report

The *Emergency Aid to the Elderly, Disabled and Children (EAEDC) Medical Report* has been revised. Please discard old versions of this form and use the revised version. Document Production will send out an initial shipment of the *EAEDC Medical Report* to the TAOs.

Obsolete Forms

09-205-0897-05

FS/NC-1

Citizen/Noncitizen Verification Form

09-207-1197-05

09-208-1197-05(S)

FS-NC-2

Notice Noncitizens Ineligible for FS

The FS/NC-1 and FS-NC-2 are obsolete. Please destroy any copies.

TAO Meeting Notes