



# Transitions

July 2014

---

## INSIDE THIS ISSUE

Quality Corner	2
From the Hotline	3
Training Corner	5
TAFDC – Updated Orientation PowerPoint Presentation and TAFDC Orientations	6
TAFDC – Learnfare Probation and Sanction Suspensions During July and August	6
TAFDC – Welfare Reform: Raising the Fair Market Value Exemption	6
From the Forms File	7
Diversity Quote	8

*(Continued on Page 2)*

## Quality Corner

This month we will review an error that occurred in an NPA SNAP case.

### **Failure to Follow Up on Match Information**

This SNAP household was a 55- year-old client who was disabled. The client reported receipt of SSI benefits in the amount of \$628 per month and a monthly rental expense of \$150. She received the heating/cooling SUA of \$608. At recertification, the case was certified as Change Reporting from May 13, 2013 through May 12, 2015. Based on the circumstances of the case, the client received SNAP benefit of 189. This is the maximum benefit amount for a household size of one.

Quality Control determined through a BEACON match that the client became employed on July 14, 2013. Since the household was certified as a Change Reporting case, the client should have reported the new job and the earnings. Based on unreported monthly gross earnings of \$485.30 and SSI income of \$628 received in the review month, the household was eligible to receive only \$28 in SNAP benefits. The unprocessed New Hire match information caused an overissuance of \$161 for the review month.

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

Although the client failed to report that she was employed, the error could have been prevented if the New Hire Match that appeared on the Match History tab in BEACON had been processed. The match was available in BEACON on August 26, 2013, several months prior to the review month (March 2014). Case managers are reminded of the importance of acting on matches in a timely manner; this practice will help to prevent payment errors.

Since it was determined that this client was overpaid, a referral must be made to the Fraud Overpayment Referral Screening Unit by clicking on My Office tab/Accounts Receivable in BEACON.

## 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.** In regards to the BEACON Customer Concern Tracking, are we required to disposition customer concerns within 24 hours or three business days?
- A. 1.** If a concern is not dispositioned within 24 hours, an update should be entered on the Notes tab within 24 hours. All concerns should be resolved in three business days.
- Q. 2.** Are case managers allowed to reassign customer concerns on BEACON?
- A. 2.** Yes, but there are certain restrictions. Case managers can reassign concerns only to a supervisor or manager. Case managers cannot assign concerns to other case managers, but can enter information from their own clients or on behalf of their own clients. Additionally, if a case manager is the duty worker and enters a concern regarding another case manager's client, the concern must immediately be assigned to that case manager's supervisor. When "Civil Rights" is selected as the reason for the customer concern, BEACON automatically reassigns the concern to DTA's Legal Division; the case manager does not need to manually reassign civil rights concerns.
- Q. 3.** Must outstanding matches on pending applications, recertifications, redeterminations or other case maintenance activities be addressed before processing a case?
- A. 3.** Yes. If it is a Fraud Investigation Data Match (FIDM) Unit match, remember to first evaluate the nature of the case action as being either Non-Urgent or Urgent and then email the FIDM Unit immediately, according to procedures outlined in Operations Memo 2014-36. (See pages 27-28 for details.) If all other required verifications on have been received for a case requiring match processing by the FIDM Unit, remember to wait for the FIDM Unit to resolve the match before processing. If the FIDM Unit match remains unresolved at day 30 or by the recertification end date, and the applicant/client is otherwise eligible, process the case using the supervisor/manager override procedures. (See pages 28-29 for details.)

*(Continued on Page 4)*



## From the Hotline *(Continued from Page 3)*

**Q. 4.** Can expedited SNAP benefits be issued if there is an outstanding match?

**A. 4.** Yes, if the client is otherwise eligible, the request may be processed with a supervisor/manager override. (The FNS eDRS, PARIS Interstate and Warrant matches do not require an override.) Remember, if a client is otherwise eligible for expedited benefits, they should be issued using the following guidelines:

- If the match is a TAO match, the case manager must work with the client to resolve the match before using the override.
- If the match is an FIDM Unit match, follow the FIDM Unit match procedures outlined in **A.3.** above; given the short time frame required in an expedited request, remember to indicate to FIDM Unit staff that the email is Urgent. Be sure to make a notation on the Narrative tab.
- If a client was overpaid or is later determined ineligible, remember to institute recovery procedures. See 106 CMR 367.510 for details.

**Q. 5.** When a case manager enters a verification as received in BEACON, the date defaults to the date the information was entered, not the date the document was received by the EOHHS Electronic Document Management Center (EDMC) in Taunton. When implementing Operations Memo 2014-30 on SNAP Fault Determination, Proration and Reinstatement, what date should be used to determine the Benefit Effective Date (BED) of delayed SNAP applications, recertifications or case maintenance requirements?

**A. 5.** When the delay is attributed to the client, the BED is the date the last mandatory verification is received. For this reason, if the client's document was processed through the EDMC, using the date EDMC received the document is imperative.

## Training Corner

### Updating Your PACE Profile

The Commonwealth’s Performance and Career Enhancement (PACE) system is the learning management system that allows employees to sign up for courses and maintains your training transcript, even when you transfer to a different state agency. When you register for a course in PACE, an email is sent to you and to your manager confirming your enrollment. PACE uses the information that you entered into your **PACE profile** when you first logged into PACE. For some of us, that may have been over 7 years ago, when PACE first came online.

Our Department’s Training Unit often receives emails and phone calls reporting:

- “I enrolled in a course, but I didn’t get an email confirmation.”
- “I received an email confirming that one of my staff has enrolled in a class, but she transferred out of this office several months ago.”
- “One of my staff enrolled in a class, but I didn’t get an email notification.”

You can eliminate these situations by keeping **PACE updated with your correct email address**. The Training Unit has no way of knowing when any of our 1500 employees moves to a new office, unit or reports to a new supervisor. By updating your own profile, you can avoid delays and save time.

Here’s how:

<b>Steps</b>	
<ol style="list-style-type: none"> <li>1. Login into PACE</li> <li>2. Go to Personal KC</li> <li>3. Click the My Portfolio Tab</li> <li>4. Select Update User Profile</li> <li>5. Check your own email address and if it is not correct change it</li> <li>6. To find your manager’s email, select Find Manager, determine your job function/location and then follow the steps below.</li> </ol>	
<p style="text-align: center;"><b>TAO Staff</b></p> <ol style="list-style-type: none"> <li>a. Type <b>DTA—</b> in the Last Name field</li> <li>b. Scroll down to find your TAO name</li> <li>c. Click the radio button and then click <b>Submit</b></li> <li>d. Scroll to the bottom and click <b>Submit</b></li> </ol>	<p style="text-align: center;"><b>Central Office Staff and TAO Managers</b></p> <ol style="list-style-type: none"> <li>a. Type your manager’s last name in the Last Name field</li> <li>b. Scroll down to find your manager’s name</li> <li>c. Click the radio button next to their name and then click <b>Submit</b></li> <li>d. Scroll to the bottom of the screen and click <b>Submit</b></li> </ol>

For more information, see the [link](#) to Job Aid #5 - Updating Your PACE Profile on DTAOnline.

## Operations Memos

### **TAFDC – Updated Orientation PowerPoint Presentation and TAFDC Orientations**

TAFDC

Operations Memo 2014-44 A

A key component of the TAFDC Program is engaging clients in work-related activities to move families with dependent children to self-sufficiency. The Department is committed to connecting applicants and clients with the resources and supports necessary to successfully transition to financial stability.

This Operations Memo reminds staff that Orientation Sessions are mandatory at application and follow-up activities, including when it is determined that the client's compliance with the Work Program needs to be reevaluated. The Operations Memo is being reissued to also let staff know that additional languages are now available.

### **TAFDC – Learnfare Probation and Sanction Suspensions During July and August**

TAFDC

Operations Memo 2014-45

The TAFDC Learnfare requirement mandated that any child of a nondisabled grantee who is age six (or in first grade, whichever occurs later) through age 13 must attend school regularly. Verification of attendance must be obtained for any child who is subject to the Learnfare requirement. To comply with Learnfare rules, a child may not have more than eight unexcused absences in each quarter. New welfare reform legislation has changed the maximum age a child is subject to Learnfare to age 15.

This Operations Memo informs staff that Learnfare Probations and Sanctions are suspended during July and August.

### **TAFDC – Welfare Reform: Raising the Fair Market Value Exemption**

TAFDC

Operations Memo 2014-46

As part of the new welfare reform legislation, the Fair Market Value (FMV) exemption for vehicles (see 106 CMR 204.120(G)(1)) has been raised from \$10,000 to \$15,000. There is no comparison of the Fair Market Value to the Equity Value as the first car does not have Equity Value attributed to it for purposes of eligibility. All other policy regarding vehicles as countable assets remains the same.

This Operations Memo provides staff with instructions for calculating a vehicle's FMV when determining the countable asset value.

## From the Forms File

### Revised Brochure

09-075-0714-05 (English)

09-076-0714-05 (Spanish)

SNAP-BB (Rev. 7/2014)

*How to Get SNAP Benefits Brochure*

The *How to Get SNAP Benefits Brochure* (SNAP-BB) has been reformatted. The *SNAP Income Standards* chart has been removed and is available as a separate insert. The *SNAP Income Standards* chart must be made available with the SNAP-BB.

### New Brochures

09-532-0714-05 (Portuguese)

09-533-0714-05 (Haitian Creole)

09-534-0714-05 (Vietnamese)

09-535-0714-05 (Russian)

09-536-0714-05 (Chinese)

09-537-0714-05 (Khmer)

09-538-0714-05 (Arabic)

SNAP-BB (7/2014)

*How to Get SNAP Benefits Brochure*

The *How to Get SNAP Benefits Brochure* (SNAP-BB) is available in the additional languages listed above for ordering from Document Production at Schraffts.

(Continued on Page 8)



## From the Forms File *(Continued from Page 7)*

### New Inserts

09-610-0714-05 (English) Insert

09-611-0714-05 (Spanish) Insert

09-612-0714-05 (Portuguese) Insert

09-613-0714-05 (Haitian Creole) Insert

09-614-0714-05 (Vietnamese) Insert

09-615-0714-05 (Russian) Insert

09-616-0714-05 (Chinese) Insert

09-617-0714-05 (Khmer) Insert

09-618-0714-05 (Arabic) Insert

SNAP-BB Insert (7/2014)

How to Get SNAP Benefits Brochure Insert

The SNAP Income Chart in the How to Get SNAP Benefits Brochure is now a separate document. The How to Get SNAP Benefits Insert is available for ordering from Document Production at Schraffts. The SNAP-BB Senior Insert will soon be available in the languages listed above.

---

### Diversity Quote

**We inhabit a universe that is characterized by diversity.**

**Desmond Tutu**



## TAO Meeting Notes