



Transitions

March 2019

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Online Guide Transmittals

Cross Programs:

Veterans and Active Duty Military Personnel

Online Guide Transmittal 2019-10

The Department recognizes that veterans, active duty military personnel and their families may often face unforeseen barriers to participation in DTA programs and often have difficulty accessing non-DTA community programs. Accordingly, DTA is increasing its focus on assisting this unique population. By capturing each household member's veteran or active military status, the Department will be better able to assist with program referrals and maximizing potential benefits.

To aid in accomplishing these goals a new US Military Service page has been added to BEACON, a new State Veterans' Benefits page has been added to the Online Guide, and a new Veterans Vendor Payments Form has been developed to aid clients and staff.

Central Case Management (CCMO) Overview

Online Guide Transmittal 2019-12

In April 2018, the Department established the Central Case Management Office (CCMO) to handle certain DTA cases that require special attention, complete special projects, and for ongoing case management on a temporary and/or permanent basis.

Cases managed by the CCMO include, but are not limited to:

- cases that include a Department employee that is the grantee, a filing unit member, assistance unit member, a payee or acts as an assisting person,
- former employee cases, and
- some non-employee cases.

Assigning these cases to the CCMO affords greater privacy, mitigates potential conflict of interest, and reduces the appearance of any inappropriate access based on personal or professional relationships, as cases assigned to the CCMO are restricted from viewing or accessing by staff who do not have specific security clearance.

Homeless Indicator

Online Guide Transmittal 2019-14

To ensure that previously homeless clients receive the correct SNAP benefit amount, BEACON will issue a pop-up reminder whenever the Homeless Indicator is checked and changes are made to the Address, Shelter Expenses, and/or Standard Utility Allowance page(s). This reminder will advise staff to revisit the Address page to review the client's homeless status.

Online Guide Transmittals

Income-In-Kind

Online Guide Transmittal 2019-22

Income-in-kind is a benefit received in any form other than money for a specific expense such as free rent, utilities, clothing or food, but not necessarily limited to those. For TAFDC and EAEDC, income-in-kind shelter costs only apply to those placed in temporary emergency shelter. For EAEDC, assistance units placed in temporary emergency shelter are in living arrangement D. Assistance units in living arrangement D are not subject to any income-in-kind deductions.

The purpose of this transmittal is to clarify the application of income-in-kind shelter costs in TAFDC and EAEDC cases.

SNAP:

Senior Assistance Office (SAO) Indicator Enhancement

Online Guide Transmittal 2019-3

In August 2018, as part of a series of ongoing enhancements, an SAO indicator was included in BEACON with the goal of assisting in the identification of households eligible to be served by the SAO.

Beginning February 25, households eligible to be served by the SAO, that have not previously been identified in BEACON with the SAO indicator, will have the SAO indicator applied at recertification.

Interim Report Warning and Closing Notices

Online Guide Transmittal 2019-16

The Department will now mail a separate closing notice if an IR is not received after the Warning Notice is sent. With this update, there will be two versions of the IR Closing notice:

- No IR Received, and
- Missing Verifications

30 days after the IR is mailed, one of these notices will be mailed if the IR is not processed in BEACON. The notice for No IR Received will be mailed if the IR is not received. The notice for Missing Verifications will be mailed if the IR is initiated in BEACON, a VC-I is subsequently generated, and mandatory verifications are still outstanding.

Additionally, the IR Warning Notice has been revised and will replace the current Warning Notice.



Online Guide Transmittals

Introduction of Simplified Reporting Flowchart and Updates to Simplified Reporting Examples Page

Online Guide Transmittal 2019-19

Simplified Reporting is a certification type that allows for reduced reporting requirements for clients and reduced actions for DTA. Simplified Reporting clients are only required to report changes outside of the application, Interim Report and recertification periods if their monthly gross income exceeds the limit for the household size. Additionally, the Department must pursue clarification and verification of certain reported changes during case maintenance if the change meets the criteria for Unclear Information or Significantly Conflicting information. The purpose of this Online Guide Transmittal is to advise staff of the addition of a Simplified Reporting Flowchart and updated guidance to the Simplified Reporting Examples page of the Online Guide.

Adult Foster Care

Online Guide Transmittal 2019-20

Adult foster care refers to the care provided to persons of adult age in a home-like environment. Participants often have developmental or physical limitations that prevent them from safely living alone. Instead of living in a nursing home or another institutional facility, participants move into the caregiver's home, or alternatively, have a caregiver move into their home. Sometimes, the caregiver may have more than one elder in their home at the same time. Care is typically non-medical in nature and involves assistance with the activities of daily living such as providing meals, companionship, personal care, and 24-hour supervision.

Most, but not all, placements into adult foster care are made through MassHealth's Adult Foster Care (AFC) program. This program is a personal care program for individuals who require necessary assistance with daily living activities. It is administered by the Massachusetts Executive Office of Health and Human Services (EOHHS), MassHealth, and its contracted vendors.



From the Forms File

New Form

25-352-0219-05

Veterans Vendor Payments Form (VVPF)(2/2019)

The *Veterans Vendor Payments Form* has been created to aid veterans in verifying vendor payments made on their behalf for housing costs, utility costs, medical care costs, and other expenses. Please refer to OLG 2019-10 for more information on the use of this form. Document Production has sent an initial shipment of the *Veterans Vendor Payments Form* to the TAOs.

New Flyers

EBT Card to Culture Flyers (3/2019)

EBT Card to Culture Flyer - Western Region

EBT Card to Culture Flyer - Eastern Region

EBT Card to Culture Flyer - Southern Region

EBT Card to Culture Flyer - Central Region

EBT Card to Culture Flyer - Northern Region

EBT Card to Culture Flyer - Statewide

The Department of Transitional Assistance and the Mass Cultural Council have partnered to offer discounted admissions to many of the Commonwealth's museums and cultural institutions. Because of the generosity of the participating organizations, DTA clients can receive free or discounted admissions by showing their EBT card. The new *EBT Card to Culture* flyers available in English and Spanish tell clients about this program and are region specific. Document Production sent out an initial shipment of these flyers to the TAOs. Please visit the [EBT Card to Culture](#) webpage for additional information.

New Brochure

09-650-0319-05

09-651-0319-05 (S)

Food Assistance (SNAP) for Prior and Active Service Members

Vet-Brochure (3/2019)

The Massachusetts Department of Transitional Assistance and Department of Veterans Services created the Food Assistance (SNAP) for Prior and Active Service Members Veterans Brochure (available in English and Spanish) to provide SNAP application information. Document Production sent out an initial shipment of these brochures to the TAOs.

From the Forms File

Revised Form

04-012-0319-05

EAEDC Medical Report

EAEDC-Med Rpt (Rev. 3/2019)

The *EAEDC Medical Report* has been revised. The revision adds physician's assistant to **Part VI - Signature of Competent Medical Authority** paragraph on page 10. Document Production sent out an initial shipment of the revised *EAEDC Medical Report* to the TAOs. Please remove and recycle all old versions of the *EAEDC Medical Report* and use the revised version.

Revised Flyer

02-915-0319-05

02-916-0319-05 (S)

Child Support Flyer (Rev. 3/2019)

The *Child Support Flyer* has been updated to ensure clear understanding of the ability and process to claim good cause from establishing child support in cases of domestic violence for TAFDC clients, and highlight the availability of domestic violence specialists in each TAO. Document Production will send out an initial shipment of this flyer to the TAOs. Please discard old versions of this flyer and use the revised version.

TAO Meeting Notes