



# Transitions

May 2017

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## Online Guide Transmittals

### **TAFDC and SNAP: WIOA Referrals to One Stop Career Centers**

Online Guide Transmittal 2017-49

DTA is an essential partner in the state's plan under the federal Workforce Innovation and Opportunity Act (WIOA). WIOA reauthorized the nation's employment, training, adult education and vocational rehabilitation programs for the first time in 16 years. WIOA places an emphasis on low-income adults and youth with limited training and skills, as well as individuals with disabilities.

The purpose of this Transmittal is to advise staff of a new type of referral for DTA clients to their local One Stop Career Center (OSCC). At this time, this referral is to be used by Full Engagement Workers (FEWs) and SNAP Path to Work Specialists only.

### **Cross Programs: DTA Connect**

Online Guide Transmittal 2017-50

DTA Connect is a mobile phone application which offers clients another option to access case information, submit documentation and view mailed documents.

Clients are advised that certain documents must not be submitted through the DTA Connect application. These documents include the submission of applications, recertifications, and documents for the Burial, Fraud, Overpayment, Quality Control or Hearing Units.

Additionally, TAFDC and EAEDC Disability Supplement and Medical Reports and Voter Registration forms must be mailed or faxed to the DTA Document Processing Center (DPC).

### **Cross Programs: EBT Card Replacement Pilot Expansion**

Online Guide Transmittal 2017-53

This Online Guide Transmittal updates the offices participating in the EBT Card Replacement Pilot. Effective June 1, 2017 the Brockton, Chelsea, Fall River, Holyoke, and New Bedford offices will be participating in this pilot, joining the Dudley Square, Lawrence, Newmarket Square, Springfield, and Worcester offices.

Staff responsibilities were previously outlined in Online Guide Transmittals 2017-9 and 2017-19.

## FYIs

### Clarification of the Cash Application Transfer Procedure

If an applicant applies for TAFDC or EAEDC in a TAO that is not their local office, a Request for Assistance (RFA) must be completed. To prevent the automatic denial of the case during the Interview Wrapup process, the application must be processed at minimum through the AU Composition Results page in the AU Composition Details workflow before the AU Transfer page is completed.

The AU Composition Results page shows who will be considered for the programs' respective basic eligibility determinations. For TAFDC and EAEDC-Caretaker Family cases, if the basic program requirement of a dependent child in the household is not established in the AU Composition Details workflow, BEACON will automatically deny the application during the case transfer wrapup. For TAFDC, a pregnant grantee with no dependent child must also be established in the AU Composition Details workflow prior to the case transfer wrapup.

**Remember:** Immediately upon receipt of the transferred case, the TAO receiving the case must schedule a face-to-face interview and coordinate all remaining application activities.

### Transferring Cash Associated SNAP Cases from the FAW to the Caseload Model

The First Available Worker (FAW) Model is exclusive to SNAP-only cases. TAFDC, EAEDC, and combination cases are managed on a caseload basis.

Pre- and post-FAW implementation, a SNAP case was transferred to a cash case manager when the grantee was affiliated with a cash case. FAW implementation automated this process.

The automation has been expanded to fully integrate all cash associated SNAP cases into the caseload model by reassigning SNAP cases to a cash case manager when a SNAP filing unit includes anyone who is active, pending, ineligible or who has been closed or denied (within the past 30 days) in a cash filing unit. BEACON now checks for common filing unit members across all roles and responsibilities.

The switching between models is performed during the nightly batch cycle. Cash case managers must check Daily Priority Actions views for newly acquired SNAP cases daily and prioritize activities like scheduling application interviews and issuing expedited benefits in a timely manner.

Note: New Web Applications will be disclosed on the Pending Applications/Reinstatements view with a Yes in the RFA Only column.

## From the Forms File

### Revised Form

09-085-0517-05

SSA-513 Rev. 5/2017)

*Request for Quarters of Coverage (QC) History Based on Relationship Form*

The *Request for Quarters of Coverage (QC) History Based on Relationship Form (SSA-513)* has been revised with updated SSA address. Older versions of this form must immediately be discarded.

### Revised Brochures

02-617-0417-05 (Arabic)

02-65-0417-05 (Haitian Creole)

02-650-0417-05 (Portuguese)

02-651-0417-05 (Russian)

02-652-0417-05 (Vietnamese)

*DVB Brochure (Rev. 4/2017)*

*Domestic Violence Unit Everyone Deserves to be safe!! Are you?*

The Domestic Violence Unit Everyone Deserves to be safe!! Are you? (DVB) brochure other language versions are now available for ordering from Document Production.

*Client Assistance Coordinators (CACs)(Rev. 5/2017)*

This brochure has been revised. A supply has been sent to the TAOs and is available on the Online Forms section of Policy Online. Please use the revised version.

## TAO Meeting Notes