



Transitions

May 2019

INSIDE THIS ISSUE

Cross Programs: State Supplement Program (SSP) Recovery (26)	2
Cross Programs: ADA Accommodation Process and Notice Enhancements (30)	2
Cross-Program: State Verification and Exchange System (SVES)/Verification Checklist (VC-1) Enhancement (31)	2
Cross Programs: 4+ EBT Card Replacement Statewide Expansion (38)	3
Cross Programs: Revised Customer Concern Pages (39)	3
SNAP: Adult Foster Care Procedural Updates (29)	4
SNAP: Add a New Person as a SNAP Household Member (33)	4
SNAP: Benefit Effective Dates for SNAP Clients from Other States (34)	4
SNAP: Verifying 40 Quarters (35)	5
TAFDC: Employment Planning as an ESP Activity (32)	6
TAFDC: Repealing the Family Cap (36)	6
TAFDC: Updates to Child Care Services (37)	6
State Letter 1399: 106 CMR 327: SSP - Amendment of Regulations	7
State Letter 1400: TCAP – Repealing the Family Cap rule	7
From the Forms File	8, 9
FYI	10



Online Guide Transmittals

Cross Programs:

State Supplement Program (SSP) Recovery

Online Guide Transmittal 2019-26

The State Supplement Program (SSP) is the state-funded portion of Supplemental Security Income (SSI) that is paid to certain SSI recipients. SSP regulations were amended to include overpayments and the recovery of overpayments to clients.

The University of Massachusetts Medical School (UMMS) as part of its interagency service agreement (ISA) with the Department of Transitional Assistance (DTA) is responsible for identifying overpayments for the SSP portion of the SSI program. Effective May 6, 2019, the SSP overpayment recovery process will be automated in BEACON. UMMS will be responsible for the recoupment of active SSP benefits towards overpayments whereas the Department will process SSP collections from closed cases.

ADA Accommodation Process and Notice Enhancements

Online Guide Transmittal 2019-30

The Department is committed to ensuring equal access to services for clients with disabilities. In an ongoing effort to improve the accurate identification and implementation of accommodations made under the Americans with Disabilities Act (ADA) a series of improvements are being made. These improvements will streamline the delivery of services and enhance communication for clients with ADA accommodations.

State Verification and Exchange System (SVES) / Verification Checklist (VC-I) Enhancement

Online Guide Transmittal 2019-31

The timelines for automated VC-I requests are being modified, anticipated May 5, 2019.

In response to concerns received from field staff, enhancements have been made to prevent automated VC-I requests from being sent while the results of a SVES request are pending. The automation of VC-I is designed to provide clients with adequate time to provide verifications and to serve as a safeguard against unrequested elements. Workarounds intended to prevent VC-I automation must cease, effective immediately.

Staff must continue to mark requested items as verified if appropriate, and request VC-I's when appropriate.

Online Guide Transmittals

Cross Programs (cont.):

4+ EBT Card Replacement Statewide Expansion

Online Guide Transmittal 2019-38

The Department is committed to ensuring that clients receive the supports necessary to access benefits appropriately, and as intended. In December 2016, the Dudley Square and Newmarket Square offices were selected to pilot procedures for clients requesting a 4th or higher replacement EBT card within a 12-month period. In January 2017, the pilot was expanded to include the Lawrence, Springfield, and Worcester offices.

These procedures are being implemented in all offices statewide. Effective June 3, 2019, clients will be subject to EBT Card Replacement procedures when requesting a 4th or higher replacement EBT Card within a 12-month period.

Please note: Due to technical limitations of the Online Guide, the 4+ EBT Card Replacement page will display as “EBT Card Replacement”.

Revised Customer Concern Pages

Online Guide Transmittal 2019-39

The Client Feedback Form (CF-1) is used to record and collect feedback from DTA clients. The OLG has been updated to clarify procedures for using this form.

Online Guide Transmittals

SNAP:

Adult Foster Care Procedural Updates

Online Guide Transmittal 2019-29

In response to questions and feedback received from field staff, procedural updates have been made to the Adult Foster Care page regarding verification and inclusion of room and board payments made to foster caregivers by foster care adults.

Adding a New Person as a SNAP Household Member

Online Guide Transmittal 2019-33

When adding a new member to a SNAP household, there are some important steps that case managers must follow to ensure that benefits are increased on time and the Department's rules are properly implemented.

- First, the change must be effective no later than the cyclical month following the month of the reported change.
- Second, if it is too late to increase the benefits for the next cyclical month, a related benefit must be issued.
- Third, households with a newborn must provide an oral or written self-declaration of the newborn's date of birth and SSN (if available).
- And lastly, if no SSN is available for a newborn, the household has at least six months to provide the SSN or written verification from the SSA stating that an SSN application has been filed.

Benefit Effective Dates for Clients from Other States

Online Guide Transmittal 2019-34

Individuals or families who have just moved to Massachusetts often seek assistance from the Department by applying for SNAP benefits but have received SNAP benefits in their former states in the month preceding the month of application. When processing such cases, case managers must ensure that the certification period in Massachusetts does not overlap with the certification period in the other state, and that there is no overlap of benefit issuance for the same month. As the Department strives to maintain program integrity, we must ensure that clients do not receive more benefits than they are entitled to.

Online Guide Transmittals

SNAP (cont.):

Verifying 40 Quarters

Online Guide Transmittal 2019-35

Legal Permanent Residents (LPRs) with 40 qualifying work quarters are eligible for SNAP benefits. Additionally, federal regulations allow the Department to issue SNAP benefits for six months to LPRs who self-declare that they have 40 qualifying work quarters. But to continue issuing such benefits after six months, the Department requires documentary evidence. To help the Department obtain this verification, SSA has developed the Quarters of Coverage History System (QCHS). QCHS enables the Department to obtain work quarter verification electronically. This will allow eligible LPRs to continue receiving SNAP benefits without interruption.

Online Guide Transmittals

TAFDC:

Employment Planning as an ESP activity

Online Guide Transmittal 2019-32

When a work program required client begins receiving TAFDC and they are not currently employed or enrolled in an approved activity with an approved Employment Development Plan (EDP) they must be enrolled in Employment Planning. The Online Guide has been updated with a new page for the Employment Ready component, Employment Planning.

Repealing the Family Cap

Online Guide Transmittal 2019-36

The Family Cap rule which limited the number of children that could be added to the TAFDC grant once a case was active has been repealed. This repeal impacts not only current applicants but current clients as well.

The purpose of this Online Guide Transmittal is to advise TAO staff about:

- the change to the Family Cap rule;
- procedures to add children previously subject to the Family Cap rule into the grant; and
- updates to the Online Guide.

Updates to Child Care Services

Online Guide Transmittal 2019-37

Families receiving TAFDC in need of child care to accept or maintain employment, or to participate in an ESP or other approved employment related activity with an approved Employment Development Plan (EDP) are eligible for no fee child care through the Employment Services Program (ESP).

Child care services procedures implemented October 1, 2018 remain in effect and the Online Guide has been updated to reflect the current policy and procedures.

Effective May 1, 2019 relative caregivers who receive TAFDC for a dependent child(ren) and who are working will now be eligible for a child care referral from DTA. All relative caregivers will receive a notice informing them of the policy change.

The Child Care Fact Sheet and Child Care Referral have been updated to reflect this change.

The purpose of this transmittal is to inform staff of the policy change for relative caregivers, updates to the relevant Online Guide pages and materials related to child care.

State Letters

106 CMR 327: SSP - Amendment of Regulations

State Letter 1399

State Letter 1399 entitled: *SSP - Amendment of Regulations* transmits the following changes to the State Supplemental Program (SSP) regulations: add provisions regarding overpayments/recovery and responsibility to notify DTA of changes, as well as to make language clarifications and simplifications. This material is effective May 3, 2019.

TCAP – Repealing the Family Cap rule

State Letter 1400

This State Letter transmits the following changes to the Transitional Cash Assistance Program (TCAP) Regulations:

The Department of Transitional Assistance is eliminating all references to the Family Cap rule pursuant to Chapter 11 of the Acts of 2019.

The material is effective May 15, 2019.



From the Forms File

New Form

ADA Executive Referral (4/2019)

The *ADA Executive Referral* form was created to be used by Client Assistance Coordinators (CACs) when making referrals for accommodations requiring ADA Executive level review and approval. Please refer to Online Guide Transmittal 2019-30: *ADA Accommodation Process and Notice Enhancements* for additional information.

Revised Brochures

02-210-0419-05

02-211-0419-05 (S)

Transitional Aid to Families with Dependent Children (TAFDC-PB)(E) (Rev. 4/2019)

02-615-0419-05 (English)

02-650-0419-05 (Portuguese)

02-617-0419-05 (Arabic)

02-654-0419-05 (Haitian Creole)

02-651-0419-05 (Russian)

02-616-0419-05 (Spanish)

02-652-0419-05 (Vietnamese)

Domestic Violence Brochure (Rev. 4/2019)

References to Family Cap have been removed from the above brochures due to the repeal of Family Cap. Document Production sent an initial shipment of these brochures to the TAOs. Please discard old versions of these brochures and use the revised versions.

Revised Forms

02-830-0419-05

TAFDC Case History for Domestic Violence Waiver Request (DVW-CHF) (Rev. 4/2019)

02-559-0419-05

02-560-0419-05 (S)

Request for a Domestic Violence Waiver (DVWR) (Rev. 4/2019)

(02-557-0419-05)

Domestic Violence Waiver Request Checklist (DVWR-CL) (Rev. 4/2019)

References to Family Cap have been removed from the above forms. Document Production sent an initial shipment of these forms to the TAOs. Please discard old versions of these forms and use the revised versions.

From the Forms File

Obsolete Forms

02-600-1014-05

02-601-1014-05 (S)

Family Cap Appointment Letter (FCAL)

02-602-0817-05

02-603-0817-05 (S)

Family Cap Extension Waiver Form (EX/WV/REQ-1)

02-630-0797-05 (TP-FCN)

Family Cap Notice

02-255-1096-05

Family Cap Notice (FCC) (Eng/Spa)

02-610-0318-05

02-609-0318-05 (S)

Family Cap Waiver - Denial Notice (FCWDN)

02-214-1014-05

Pregnant Woman with Family Cap Date (PWFCD)

02-599-1014-05 (FCWCH)

Case History for Family Cap Waiver

Family Cap Calculation Sheet (2/2018)

These forms are now obsolete due to the repeal of the Family Cap.

CAC Appointment Letters (Eng/Spa) (9/2015)

CAC Appointment Letters are now obsolete. *CAC Appointment Letters* have been updated and are now BEACON generated. Please refer to Online Guide Transmittal 2019-30: *ADA Process and Notice Enhancements* for additional information.

FYI

There is no FYI this month.

TAO Meeting Notes