



Transitions

September 2019

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Online Guide Transmittals

Cross Programs:

Identity Verification for EBT Procedural Clarification

Online Guide Transmittal 2019-50

If a client requests an EBT card in-person before his/her social security number is verified through the State Verification and Exchange System (SVES), identity may still be verified through other acceptable verification options.

Tools for DTACConnect.com

Online Guide Transmittal 2019-59

This transmittal advises staff that:

- DTACConnect.com videos are available on mass.gov/DTA in English and Spanish. These videos are also played in office lobbies.
- PDFs of the online workflows for Interim Reports and Recertifications have been added to the Online Guide.
- A job aid was created to highlight the similarities and differences between DTACConnect.com and the DTA Connect mobile app.



Online Guide Transmittals

SNAP:

Bay State CAP Phase I

Online Guide Transmittal 2019-60

Bay State CAP clients can choose to opt-out of Bay State CAP reporting at any time.

Clients who would like to opt-out of Bay State CAP reporting must complete a Bay State Client Options form or provide a signed self-declaration stating that s/he no longer wants to be on Bay State CAP Reporting.

If a client chooses to opt-out of Bay State CAP reporting, the household will be placed on EDSAP or Simplified Reporting.

All First Available Workers have the authority to initiate a client's request to opt out of Bay State CAP. Initiating the opt-out on BEACON will prompt the system to automatically send an optional VC-I with the Bay State CAP Client Options form to the client.

After the Bay State CAP Client Options form or similar verification is received, submitting the request in BEACON is restricted to certain Central Office staff and TAO managers.

Annual Cost-of-Living Adjustments (COLA) and Standard Utility Allowance (SUA) Changes

Online Guide Transmittal 2019-61

Every year, FNS adjusts SNAP benefit levels, deductions, and eligibility standards based on changes in the cost of living.

This year, the COLA produced increases to the maximum and minimum SNAP benefit levels, homeless deduction, Heating/Cooling SUA, and Bay State CAP High Shelter value.

Clarification Regarding the Verification of Identity

Online Guide Transmittal 2019-65

For SNAP purposes, the identity verification requirement only applies to the grantee or primary applicant (or any authorized representative applying on the household's behalf).

Non-grantee household members are only required to provide a social security number, which is a separate verification requirement.

Online Guide Transmittals

SNAP (cont.):

Income Averaging Due to Fluctuating Income

Online Guide Transmittal 2019-67

The Department will default to income averaging for households with both SSI and a fluctuating employment related pension.

Existing Bay State CAP clients who are known to have fluctuating income are no longer eligible to be on Bay State CAP reporting.

Income averaging is applicable to households that receive SSI and fluctuating employment related pensions, regardless of their current certification type.

TAFDC:

Good Cause for Disability Exemptions

Online Guide Transmittal Update 2019-68

Clarify use of Good Cause Medical form for TAFDC clients claiming disability when their presumptive disability period has ended.

From the Forms File

New Poster

05-140-0919-05

05-141-0919-05 (SP)

DTA Kiosk Poster (Rev. 9/2019)

DTA Community Kiosk poster

The DTA Community Kiosk Poster has been created to help draw attention to the DTA kiosk.

Revised Forms

04-014-0919-05

EAEDC-6 (Rev. 9/2019)

Verification of Involvement in a Vocational Rehabilitation Program

The Verification of Involvement in a Vocational Rehabilitation Program (EAEDC-6) form has been revised. The revision changed the words 'recipient' to 'client' and 'Social Security Number' to 'Last 4 of SSN/Date of Birth/Agency ID.' This revision helps to safeguard personal identifying information. Document Production will send out an initial shipment of this form to the TAOs. Please discard old versions of this form and use the revised version.

04-013-0919-05

EAEDC-5 (Rev. 9/2019) (English/Spanish)

Client Authorization to Verify Vocational Rehabilitation Participation

The Client Authorization to Verify Vocational Rehabilitation Participation (EAEDC-5) form has been revised. The revision changed the words 'recipient' to 'client' and 'Social Security Number' to 'Last 4 of SSN/Date of Birth/Agency ID.' This revision helps to safeguard personal identifying information. Document Production will send out an initial shipment of this form to the TAOs. Please discard old versions of this form and use the revised version.

15-040-0919-05

RCDE-1 (Rev. 9/2019)

Replacement Check Data Entry Form

The Replacement Check Data Entry Form (RCDE-1) form has been revised. The revision changed the word 'SSN' to 'APID.' This revision helps to safeguard personal identifying information. Document Production will send out an initial shipment of this form to the TAOs. Please discard old versions of this form and use the revised version.

From the Forms File

Revised Forms (cont.)

18-029-0919-05

18-062-0919-05 (S)

FCB-1 (Rev. 9/2019)

Request for a Replacement Check

The Request for a Replacement Check (FCB-1) form has been revised. The revision changed the word 'SSN' to 'APID.' This revision helps to safeguard personal identifying information. Document Production will send out an initial shipment of this form to the TAOs. Please discard old versions of this form and use the revised version.

Revised Brochure

2019 – 2020 Fuel Assistance (FA) Brochure (English & Spanish)

The Fuel Assistance Program begins accepting applications for fuel assistance on November 1, 2019. TAOs will receive a supply of Fuel Assistance brochures in October for clients who are interested in applying for fuel assistance which contains information on how the program works.

FYI

Fuel Assistance 2019-2020

The Fuel Assistance Program begins accepting applications for fuel assistance on November 1, 2019. TAOs will receive a supply of Fuel Assistance brochures in October for clients who are interested in applying for fuel assistance which contains information on how the program works. Additional Fuel Assistance information is also available at www.Mass.gov/hed/fuel.

Clients can obtain income verification letters to submit with their Fuel Assistance application in the following ways by:

- Accessing the DTA Connect application, available on Smartphones and tablets or accessing case information via the DTA Connect website at www.DTAConnect.com. For more information see the Online Guide:

Topic: [DTA Connect](#),

Book: [DTA Connect](#),

- Accessing the DTA Assistance Line at 1-877-832-2363
- Visiting a TAO

Note: The DTA Assistance Line is available 24 hours a day, seven days a week. Clients who access the Assistance Line will receive the income verification letter within five days at the mailing address identified in BEACON.

Clients who visit a TAO to request an income verification letter must be given the letter before leaving the TAO. Those who telephone their case manager to request an income verification letter should be directed to use the DTA Assistance Line or to access the DTA Connect website to print out their case information. Each TAO received a poster advertising the availability of income verification letters through the DTA Assistance Line and the DTA Connect website.

TAO Meeting Notes