



Commonwealth of Massachusetts
Executive Office of Health and Human Services
Department of Transitional Assistance

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Online Guide Transmittal 2023-25
March 30, 2023

To: Department of Transitional Assistance Staff
From:  Sarah Stuart, Associate Commissioner for Change Management
Re: SNAP: Reminder on How to Process Earned Income at COVID-19 Recertification

Overview

Staff are reminded to continue to follow the streamlined COVID-19 Recertification procedures outlined in OLG 2021-58. As a reminder, although COVID-19 recertification households are otherwise recertified using IR procedures, **these households must verify earned income at recertification if a member has earnings, even if the earned income amount has not changed.** This means that earned income must be reverified at every recertification.

When processing a COVID-19 recertification, you must carefully review the recertification form and the ECF (and if applicable, the Work Number) to determine whether the client reported earned income or has earned income on record; in either case, earned income verification is mandatory.

Purpose

The purpose of the Online Guide Transmittal is to remind staff that earned income must be verified at every recertification (including COVID-19 Recertifications) even if the earned income amount has not changed.

Additionally, the COVID-19 Streamlined SNAP Recertifications Process and Interview Waiver OLG page has been updated to address times when the Work Number wages are outdated in BEACON and how to resolve this.

**Reminder on
How to Verify
Earned Income
at COVID-19
Recertification**

If a COVID-19 recertification household answers yes to the earned income question but does not submit verification of earned income, you must follow these steps:

- Check if the wages are listed in the Work Number.
- If the wages are not listed in the Work Number, send a mandatory VC-1 for earned income.
- If the wages are listed in the Work Number, you must enter the Work Number wage information in BEACON and mark the item as verified.

Important	There are times when the Work Number match may not batch in the most up-to-date wages in BEACON. If the Work Number match displays the same employer information as what the client reports but the wages are outdated, you must click the Query Agency button located in the External Agency – Earned Income page to refresh the wages and enter them in BEACON accordingly.
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If a COVID-19 recertification household does not answer the earned income question, you must follow these steps:

- Attempt to cold call the client two times.
- If you connect with the client, ask the client if anyone in the household is employed.

If the client indicates that a household member has earnings, check if the wage information is available in the Work Number. If it is, review with the client whether the Work Number information is accurate. If the client confirms that the Work Number information is accurate, update the wage information in BEACON and mark the item as verified.

If the wage information is not available in the Work Number or the client disputes the accuracy of the Work Number wage information, send a mandatory VC-1 for earned income.

If the client says that they are no longer working for the listed employer and the Work Number displays wages within the last 30 days, send a mandatory VC-1 for termination of employment. If the Work Number does not display wages within the last 30 days, you may accept that the client’s verbal self-declaration that the earned income has ended.

If the cold calls are unsuccessful, send a mandatory VC-1 for earned income.

If a COVID-19 recertification household has an outstanding PI Checklist item for the Work Number, you must follow the steps outlined in The Work Number/SNAP/Recertification section of Temporary COVID-19 Verification Procedures.

Revised COVID-19 Page

Book: COVID-19
Page: COVID-19 Streamlined SNAP Recertification Process and Interview Waiver

Questions

If you have any policy or procedural questions, after conferring with the appropriate TAO personnel, please have your Systems Information Specialists or TAO management email them to [DTA.Procedural Issues](#).
Systems issues should be directed to the Systems Support Help Desk.
