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

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Online Guide Transmittal 2024-57
September 25, 2024

To: **Department of Transitional Assistance Staff**

From: **Sarah Stuart, Associate Commissioner for Local Implementation and Special Populations**

Re: **SNAP: Consent Based Verification (CBV) Pilot**

Overview

DTA has partnered with United States Digital Services (USDS) and Nava, to pilot a new way for clients to verify income. The pilot will utilize a new tool called Consent Based Verification (CBV) for certain SNAP-only clients. The goal of the CBV tool is to balance both administrative costs to the agency and the efficient submission of pay information to expedite benefit determination for clients.

The Central Case Management Office (CCMO) staff will be responsible for managing the cases selected to participate in the pilot and for tracking feedback and outcomes.

Purpose

The purpose of this Online Guide Transmittal is to:

- inform staff of the CBV Pilot,
- explain how the CBV Tool will work, and
- provide guidance for CCMO and local office staff on procedures for clients selected for the optional pilot.

Criteria for the CBV Pilot

A group of NPA SNAP clients who are due to recertify in November 2024 have been selected to have the option of participating in the CBV Pilot. The selected cases have wages recorded on the Earned Income page in BEACON at the time their recertification form was generated. These potential Pilot participant cases have been temporarily assigned to the CCMO. This will ensure that documents submitted by clients participating in the Pilot will be routed to CCMO staff.

CCMO Responsibilities

CCMO staff will initiate and process recertifications from clients identified for the CBV Pilot. If it is determined that wages need to be verified based on the information provided on the recertification form or through existing Department data sources, CCMO staff will attempt to cold call the client. If the cold call is successful, CCMO staff will explain the Pilot and offer the client the opportunity to use the CBV Tool as a way to have their pay information sent directly to DTA.

Note: Clients who have submitted proof of their wages with their recertification form will not be offered the Pilot opportunity. CCMO staff will proceed with the recertification according to existing procedures and release from the CCMO.

To be able to use the CBV Tool, the client must have pay information that can be verified through their employer's online payroll provider (ADP, Paychex, Workday, etc.). Clients who do app-based gig work (Uber, Lyft, etc.) may also participate in this Pilot. The CBV Tool will assist in the verifying of current and recently ended employment.

Clients Who Opt to Participate

If the client opts to participate in the pilot, CCMO staff will:

- log into the CBV Staff Portal
- complete the required fields, being sure to enter the client's name and APID as it appears in BEACON.
- if the client provides an email that is different than the one listed on the Email page in BEACON, or doesn't have one listed, they will ask if the client wants to update the one on file in the ECF.
- click submit to send the CBV link to the client

Note: The CBV Staff Portal must be completed for each individual household member with earnings that meet the criteria above. The CBV Tool will allow a client to select more than one employer or payroll provider, if they have more than one job.

When the client completes the CBV process, an Income Verification Report (Attachment A) will be generated. The Income Verification Report will be linked to the case record and available in the client's Scanned Document History for processing by the CCMO team.

If the cold calls are not successful, CCMO staff will schedule an interview. During the interview, CCMO staff will discuss the CBV Pilot and if the client decides to participate, CCMO staff will follow the steps outlined under Clients Who Opt to Participate.

CCMO Responsibilities (Continued)

Clients Who Opt to Participate

CCMO staff will set a follow-up action for 2 business days for each case after they have submitted the CBV link. If the Income Verification Report has not been returned, CCMO staff will attempt 2 cold calls to the client to determine the reason the CBV process has not been completed.
Staff will explore whether the client:

- forgot to complete the CBV process
- experienced technical difficulties
- is no longer interested in participating; or
- missed the emailed link and in which case the worker is to advise the client to check their spam folder.

CCMO staff will set a follow up action for 5 business days before the end of the certification period, if there are verifications still pending. If at that time, the Income Verification Report has still not been returned and there is Work Number wage information on file, CCMO staff will proceed using the Work Number data.

Once the recertification is complete or if the client declines to participate at any point, CCMO staff will take the recertification as far as they can following existing recertification procedures. After this, the case will be released back to the First Available Worker (FAW) pool.

For each case identified for the Pilot, CCMO staff will track certain details to inform the potential use of the CBV Tool more broadly.

Staff must write a detailed narrative and include whether or not the client agreed to participate in the pilot and any relevant details to the recertification. CCMO staff will record outcomes and feedback of the Pilot process as directed by their management team.

CBV Tool Function & Process

CCMO staff have been granted access to the CBV Staff Portal. When a client confirms that they wish to participate in the pilot, CCMO staff will log into the CBV Staff Portal and create an invitation to send to the client. The CBV Portal will send the client an email with a link to the secure CBV Portal. The CBV Portal:

- details of the Pilot and the goals of the CBV Tool
- explains to the client how to search for their employer or payroll provider
- outlines steps for clients to enter their payroll provider log in and password
- captures the client's consent for their pay information to be sent to DTA; and
- gives the client the opportunity to review the pay information before submission.

The initial phase of the CBV Tool will only be available in English and is expected to be available in Spanish on October 2, 2024. Once the client completes the process, a PDF titled Income Verification Report containing their pay information will be available in the client's case record. The batch job will run every 15 minutes to link the Income Verification Report to the appropriate case record.

Local Office Responsibilities

Local office staff must be aware that cases identified for the CBV Pilot will be assigned to the CCMO so that documents associated with the recertification and verification processes are directed to those staff. Staff will see the standard CCMO restriction message.

If staff come across an Income Verification Report that has not been indexed to the correct ECF and are able to determine the correct case, they must re-index according to existing procedures. If staff are not able to determine which case it should be associated to, they are to email the CCMO distribution list.

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@massmail.state.ma.us.

Systems issues should be directed to the Systems Support Help Desk at DTA-DL-ITRequests@MassMail.State.MA.US.

Attachment A

SNAP Income Pilot | Massachusetts Department of Transitional Assistance

Income Verification Report

The following income information was retrieved with the client's consent and has been submitted by them to their benefits agency. The client is also able to download a client-facing copy of this report.

> **How to use this report:** This report includes payment information from the past 90 days. In most cases, you only need to review income from the last 30 days for eligibility purposes. Use data beyond the 30-day period only if necessary. Key fields for income verification are highlighted in yellow.

Client and Report Information

Client Information	
Client's first name	First Name
Client's middle name	Middle Name
Client's last name	Last Name
Client's email address	client@email.com
SNAP Agency ID	1234567

Report Details	
Confirmation code	ny-145-g84k2
Date client was contacted	Month Day, Year
Date the income report was created	Month Day, Year
Date range for the income report	Month Day, Year to Month Day, Year
Agreement Consent Timestamp	Month Day, Year HH:MM AM/PM
Staff WELID	123456

Employment and Payment Details

Employer 1: Wegmans

Wegmans - Employment Information	
Client full name (linked to payroll account)	Name M. Last
Employer phone	(###) ### - #####
Employer address	Street, City, ZIP
Employment status	Active / Inactive
Employment start date	Month Day, Year
Employment termination date	Month Day, Year
Pay period frequency	Weekly/Bi-weekly/Monthly/Semi-monthly/Lump sum
Compensation amount	$XXX.XX Annually/ Bi-weekly/ Daily/ Hourly/ Monthly/ Per mile/ Semi-monthly/ Semi-weekly/ Variable/ Weekly

Wegmans - Pay Date: Month day, Year	
Pay period (<pay frequency>)	Month Day, Year to Month Day, Year
Payment before taxes (gross)	$X,XXX.XX
Hours worked	# hours
Payment after taxes and deductions (net)	$X,XXX.XX
Deductions: <type>	$X,XXX.XX
Gross pay YTD	$X,XXX.XX

Wegmans - Pay Date: Month day, Year	
Pay period (<pay frequency>)	Month Day, Year to Month Day, Year
Payment before taxes (gross)	$X,XXX.XX
Hours worked	# hours
Payment after taxes and deductions (net)	$X,XXX.XX
Deductions: <type>	$X,XXX.XX
Gross pay YTD	$X,XXX.XX

Wegmans - Pay Date: Month day, Year	
Pay period (<pay frequency>)	Month Day, Year to Month Day, Year
Payment before taxes (gross)	$X,XXX.XX
Hours worked	# hours
Payment after taxes and deductions (net)	$X,XXX.XX
Deductions: <type>	$X,XXX.XX
Gross pay YTD	$X,XXX.XX

Wegmans - Pay Date: Month day, Year	
Pay period (<pay frequency>)	Month Day, Year to Month Day, Year
Payment before taxes (gross)	$X,XXX.XX
Hours worked	# hours
Payment after taxes and deductions (net)	$X,XXX.XX
Deductions: <type>	$X,XXX.XX
Gross pay YTD	$X,XXX.XX

Comments from the client

[Whatever client entered in open text field OR N/A]