



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

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Online Guide Transmittal 2024-63
November 1, 2024

To: Department of Transitional Assistance Staff

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

Re: Cross Programs: Summer EBT Updates – Scanned Documents, Hearings, Application History and Expungements

Overview

Scanned Documents

Changes were made to Scanned Document Types in BEACON to allow the Department to identify Summer EBT-specific documents submitted by DTA and Non-DTA clients. Two new Scanned Document Types have been created to identify Summer EBT documents. The new document types are *S-EBT Hearings and Appeals* and *S-EBT Documents*.

Hearings and Appeals

S-EBT Hearings and Appeals documents will be routed to the Division of Hearings (DOH) to initiate an Appeal. Enhancements have been made to the BEACON Appeal Notifications and Views to allow DOH staff to schedule and implement decisions for Summer EBT Appeals for DTA and Non-DTA clients. For clients that request an in-office hearing, the Department will be represented by the Appeals Liaison for the TAO in which the hearing is taking place. For virtual hearings, the Department will be represented by select staff from Central Office.

**Overview
(Continued)**

**Application
History**

Clients whose applications are initially denied may be subsequently approved for benefits after their appeal decision or if they opted to provide missing verification(s) prior to the appeal. The Summer EBT Application History page has been added in BEACON to allow UMass staff and DTA staff to approve previously denied Summer EBT applications.

Expungement

Any unused Summer EBT benefits will be expunged 122 after the benefits were issued. The Department has started notifying clients who have a balance on their EBT or Summer EBT cards through the mailing of the Summer EBT Benefit Expungement Warning Notice. The Department also sends texts and emails to warn clients about unused balances. Clients must use their Summer EBT benefits within 122 days of issuance to avoid expungement.

Purpose

The purpose of this Online Guide update is to advise staff of updates to Scanned Documents, Hearings, Application History and Expungements for Summer EBT.

**Updated Online
Guide Pages**

- Book:** Summer EBT
Page: Overview and Eligibility
- Book:** Summer EBT
Page: Summer EBT Functionality in BEACON
- Book:** Summer EBT
Page: Summer EBT Communications and Support
- Book:** Cross Programs
Chapter: Hearings
Page: BEACON Appeal Notifications/Views
-

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.

Summer EBT Overview and Eligibility

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- [Overview](#)
- [Eligibility Requirements](#)
- [Eligibility for Previously Denied Summer EBT Applications](#)

Overview ([Back to Index](#))

Summer EBT was established as a permanent, nationwide program by the Consolidated Appropriations Act of 2023. Summer EBT is a new program that provides money for food during the summer to certain families with school-aged children in Massachusetts.

Each year, the summer period is determined by the Department of Elementary and Secondary Education (DESE). The summer period for 2024 is June 13, 2024 through September 7, 2024.

Each eligible child qualifies for \$40 in monthly Summer EBT for June, July, and August. DTA will pay these benefits in one issuance for a total of \$120 per child.

Children and families can participate in both Summer EBT and Summer Eats (formerly known as the Summer Meals Program).

Eligibility Requirements ([Back to Index](#))

There are two main pathways to determine eligibility for Summer EBT:

- Streamlined Certification; and
- Summer EBT Application

Streamlined certification helps to ensure that as many children as possible receive Summer EBT benefits automatically without parents or guardians having to take any direct action (i.e., submitting an application). Children will meet eligibility via streamlined certification if during the last school year, they:

- are or were receiving a certain type of government benefits or services such as, DTA benefits, certain types of MassHealth, were a foster child, or they are or were homeless at any time during this school year;
and
- are enrolled in a [National School Lunch Program/School Breakfast Program school](#).
or
- are or were receiving a certain type of government benefits or services such as, DTA benefits, certain types of MassHealth, were a foster child, or they are or were homeless at any time during this school year;
and

- are not enrolled in a National School Lunch Program/School Breakfast Program school (e.g., someone that is home-schooled or attends certain private schools), but they are ages 6 - 15.

Note	Children that are approved via direct certification will include DTA and Non-DTA households.
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Households with children who are not eligible through streamlined certification, must complete a Summer EBT application. These children must meet the following eligibility requirements to be eligible for Summer EBT:

- The parent/guardian must complete an application on DTAConnect.com or paper application at the child’s school;
- The child(ren) must be enrolled in a National School Lunch Program (NSLP)/School Breakfast Program (SBP) participating school; and
- The household must meet the income requirements used by NSLP, in order to be identified as eligible for Summer EBT.

Beginning June 15, 2024, families can apply for Summer EBT benefits via an online application at DTAConnect.com. The online application will be open until September 7, 2024. Only those households that are not eligible through streamlined certification will need to complete an application for Summer EBT benefits.

For applications received **prior to** 7/1/2024, the income limits are:

Household Size	Annual Income Limit
2	\$0 - \$36,482
3	\$0 - \$45,991
4	\$0 - \$55,500
5	\$0 - \$65,009
6	\$0 - \$74,518
7	\$0 - \$84,027
8	\$0 - \$93,536
9 +	Add \$9,509 per additional household member

For applications received **on or after** 7/1/2024, the income limits are:

Household Size	Annual Income Limit
2	\$0 - \$37,814
3	\$0 - \$47,767

4	\$0 - \$57,720
5	\$0 - \$67,673
6	\$0 - \$77,626
7	\$0 - \$87,579
8	\$0 - \$97,532
9 +	Add \$9,953 per additional household member

Clients will be notified of their approval or denial via a mailed notice, text message, and email. For more information, please see [Summer EBT Communications and Support](#).

For active DTA Clients, Summer EBT benefits will be paid onto the grantee's existing EBT card. For Non-DTA Clients, Summer EBT benefits will be paid onto a Summer EBT card. For more information regarding benefit issuance, go to [Summer EBT Benefit Issuance](#).

Eligibility for Previously Denied Summer EBT Applications ([Back to Index](#))

Clients whose application are initially denied may be subsequently approved for benefits after their appeal decision or if they opted to provide missing verification(s) prior to the appeal. UMass staff and DTA eligibility staff have the ability to approve previously denied Summer EBT applications. For more information on how to approve these applications, refer to [Summer EBT Functionality in BEACON](#).

Last Update: November 1, 2024

Summer EBT Functionality in BEACON

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Overview ([Back to Index](#))

Summer EBT was established as a permanent, nationwide program by the Consolidated Appropriations Act of 2023. Summer EBT is a program that provides money for food during the summer to certain families with school-aged children in Massachusetts.

Each year, the summer period is determined by the Department of Elementary and Secondary Education (DESE).

Summer EBT benefits are issued based on the following guidelines:

- Children that are receiving a DTA benefit, at the time their Summer EBT is approved, will receive Summer EBT benefits on the grantee's EBT card.
- Non-DTA clients (those that are eligible based on streamlined certification and those that apply for Summer EBT) will receive Summer EBT benefits for **all children** within the household on **one** Summer EBT card.
- Clients that are eligible because they were receiving DTA benefits during SY 23-24, but are not currently active, are considered Non-DTA clients, and will receive their Summer EBT benefits for **all children** within the household on **one** Summer EBT card.

Important	Summer EBT cards will be issued to the parent/guardian on file for the corresponding child(ren). However, parent/guardian information is not obtained for children that meet eligibility based on being in foster care. For these children, the Summer EBT card will be issued to each individual foster child in the child's name.
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Case managers can:

- search for Summer EBT clients
- view/edit Summer EBT client information

- view existing narratives and create new Summer EBT Narratives
- view Summer EBT Case Detail
- view Summer EBT Benefit History
- view Summer EBT Client Communications
- request a Summer EBT Replacement Card

Summer EBT Client Search ([Back to Index](#))

The Summer EBT Client Search page, available under the My Office tab, is used to search for a recipient of Summer EBT Benefits (both DTA and Non-DTA households). The search is done against Summer EBT benefit recipient data only.

For a non-DTA client, the search may be performed by using one or more of the following elements:

- SASID
- Case Number
- Summer EBT/EBT Primary Account Number (PAN)
- Grantee or Head of Household’s First, Last and Middle names
- Grantee or Head of Household’s Birth Date
- Phone Number
- City

For active DTA cases, in addition to the search elements above, staff may also search by using the following elements:

- Grantee’s APID or
- Grantee’s SSN

To search a Summer EBT recipient in BEACON:

1. click Summer EBT on the My Office tab on the Home page
2. select Summer EBT Client Search
3. search by the Summer EBT recipient’s information, i.e., the Grantee or Head of Household
4. the Summer EBT Client Search page allows staff to search by one or more identifying elements
5. enter known Summer EBT recipient information, and
6. click Search

If the name of the child receiving Summer EBT appears in the data field, the child is an existing Summer EBT recipient. The list of all children receiving Summer EBT benefits on the same case will appear in the data field.

Note	For Non-DTA clients, the Head of Household’s information will not be listed in results, only
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the eligible children part of the household and can be accessed in the Case Detail page.

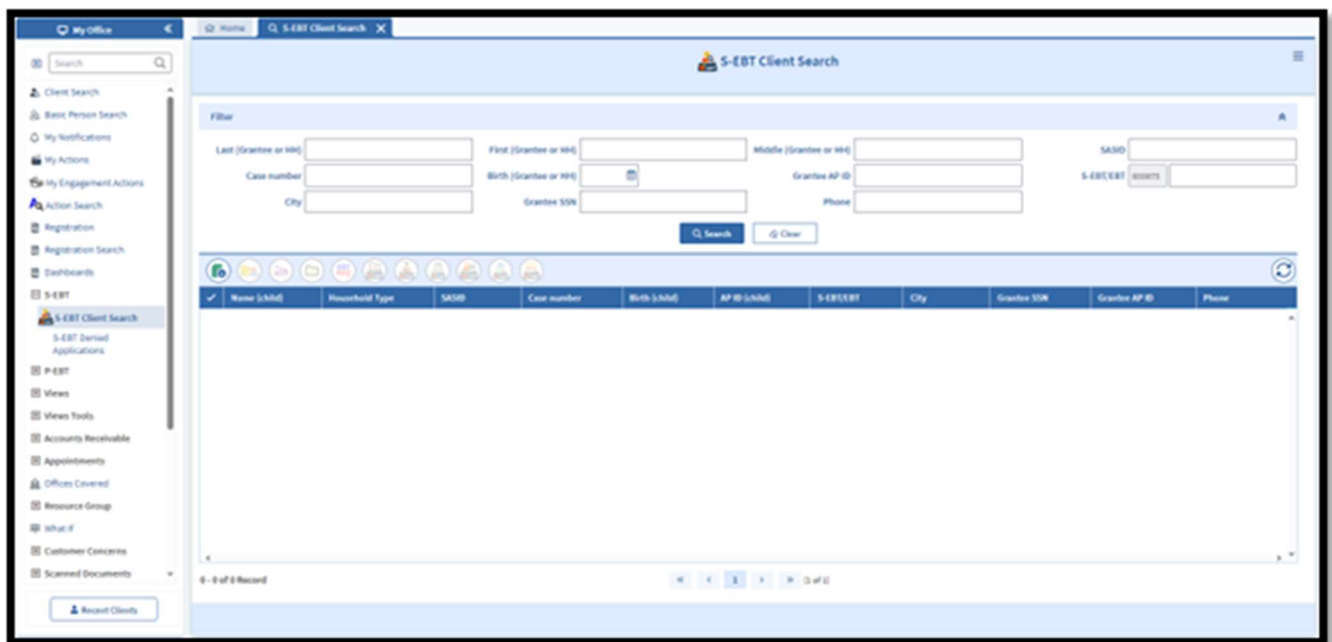
The Household Type field identifies if a Summer EBT recipient is also an active DTA household.

The Household Type field will display:

- **DTA** for DTA clients that are verified through streamlined certification; or
- **NON-DTA** for Non-DTA that are verified through streamlined certification AND Non-DTA clients that applied for Summer EBT.

To view the client's information in BEACON:

- select the Summer EBT client's name
- click the Summer EBT Case Detail icon (this will bring staff to the Summer EBT Case Detail page)



Note

By selecting the ECF icon for a DTA client, this will bring staff to the ECF of the grantee for that case.

Summer EBT Case Detail ([Back to Index](#))

The Summer EBT Case Detail page displays the Summer EBT recipient data. This page has 3 sections: Child, Grantee and Head of Household (HH) that will display data according to the current status.

The Child section displays:

- Household Type, i.e., DTA or NON-DTA
- school information, i.e., SASID, School ID, District code, and Free Reduced Indicator
- personal information, i.e., Child's Last, First, and Middle names, Birth Date, SSN, AP ID, Case Number, Residential Address and Mailing Address

If the client is a member of an active DTA case, the Grantee section will display the Grantee's Name, Grantee APID and Phone Number.

If the client is not part of an active DTA household, the Head of Household section will contain the parent/guardian's Name, Phone Number, Birth Date, and Receive Text Message fields. However, if the client was approved for Summer EBT through streamlined certification as a foster child, the child's name and number will appear under the Primary Contact section.

Note	For Non-DTA cases, staff are to make updates to the Address, Birth Date (for Child and Head of Household), Phone Number and Receive Text Message fields, as these can be edited. All other fields cannot be edited. Staff are unable to make changes in the Summer EBT Case Detail screen to Summer EBT cases actively receiving DTA benefits. Staff must make changes for these households in the regular BEACON Case Maintenance workflow.
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If changes are made to the Birth Date or Address of Non-DTA recipients, this information will also be updated in EPPIC.

The screenshot displays the 'S-EBT Case Detail' interface. It is organized into three main sections: Child, Grantee, and Head of Household. Each section contains several input fields for data entry. At the bottom of the screen, there are three selectable tabs: 'S-EBT Case Narrative...', 'S-EBT Case Detail History...', and 'S-EBT Benefit History...'. The 'Child' section includes fields for Household Type (NON-DTA), District code, Last, First, Middle, Birth, Case number, SASID, Free/Reduced Indicator, Residential Address, School ID, S-EBT/EBT, Mailing Address, AP ID, and SSN. The 'Grantee' section includes Name, AP ID, and Phone. The 'Head of Household' section includes Last, First, Birth, Phone, and a 'Receive text message' toggle set to 'Yes'.

There are three selectable tabs at the bottom of the Summer EBT Case Detail screen: Summer EBT Case Narrative, Summer EBT Case Detail History and Summer EBT Benefit History.

Summer EBT Case Detail History ([Back to Index](#))

The Summer EBT Case Detail History page displays a history of all data changes made to the fields displayed in the list.

Summer EBT Case Narrative ([Back to Index](#))

A Narrative must be written any time staff make changes to a client's Summer EBT case or assists with a client inquiry.

Steps for writing a narrative from the Summer EBT Case Narrative page:

1. In the Summer EBT Case Detail page, click on the Summer EBT Case Narrative tab
2. Click New to open the Notepad popup page
3. Write a detailed Narrative to record any changes made or how you assisted the client
4. Click the Save icon located in the lower left-hand corner of the page (The Notepad popup page will close, and the Narrative will be saved to the Summer EBT Case Narrative page)

Important	<p>UMass will be assisting Summer EBT clients via the Summer EBT Hotline, and they will enter narratives detailing any action taken on the case in the Summer EBT Case Narrative.</p> <p>To ensure that UMass staff and DTA staff have all the most up to date Summer EBT information available, a narrative must be entered in the client's Summer EBT Case Narrative when staff make any changes involving Summer EBT benefits.</p> <p>For DTA clients, all narratives entered on the Summer EBT Case Narrative page will also be available in the client's Case Narrative in their ECF. This includes Batch entered and user entered narratives. UMass staff will only have access to the Summer EBT Case Narratives, so it is vital that DTA staff enter Summer EBT narratives on the Summer EBT Case Narrative page.</p>
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Summer EBT Benefit History ([Back to Index](#))

The Summer EBT Benefit History page displays all the benefits issued for the Summer EBT child. This page also has the following fields: Summer EBT Case Number, Benefit Month, Amount, Summer EBT or EBT Primary Account Number (PAN), Benefit Issuance date, date the benefit action was created, and the Household Type. Benefits are issued to a Summer EBT recipient based on the Household Type.

- If the Household Type is NON-DTA, Summer EBT benefits are issued to an account number that starts with "80" and can be accessed using their Summer EBT card.
- If the Household Type is DTA, Summer EBT benefits are issued to the Grantee's account and can be accessed using their EBT card.

Case Number	Benefit Month	Amount	Issuance	Created	Source
[REDACTED]	07/01/2024	120.0	07/25/2024	06/12/2024	NON-DTA
[REDACTED]	07/01/2024	120.0	07/25/2024	06/12/2024	NON-DTA

Summer EBT Client Communication ([Back to Index](#))

The Summer EBT Client Communication tab in BEACON:

1. is used to track all out-going Summer EBT client communications in a single location.
2. allows users to search for and view all out-going Summer EBT communications to **Non-DTA households only** (MDM and DTA Connect). The Client Communication tab on the Summer EBT Client Search page allows users to view all out-going Summer EBT communications to **DTA households only**.
3. is a standalone page that can be launched from the Summer EBT Client Search page.

Important	When selecting the Summer EBT Client Communications tab or the standard Client Communications tab from the Summer EBT Client Search Page, the client communication search will default to the Grantee (for DTA households) or Head of Household (for Non-DTA households).
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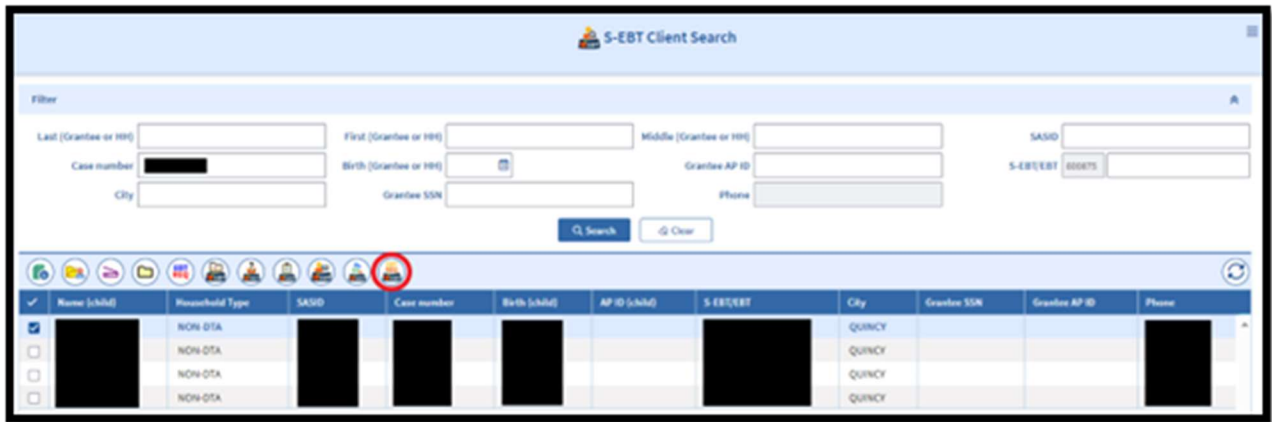
1. from the Summer EBT Client Search page select the eligible student for whom you would like to initiate a communication history search.
2. click the Summer EBT Client Communication icon from the Summer EBT Client Search page which will cause the Summer EBT Client Communication tab to be displayed on top of BEACON.
3. there are several filters that can be used to target a search for a specific type of communication(s):
 - a. The Client field will be defaulted to the client searched from the launch page (e.g. Summer EBT Client Search).
 - b. The Worker field will be defaulted to blank so that it is not prefiltered.
 - c. The From date field defaults to 60 days before the current date. This restricts search results to communications that were created on or after the From date. Staff can change to any date that is not in the future to review communications beyond 60 days.
 - d. The To date field defaults to the current system date, restricting search results to communications that were created on or before the To date. Staff can change to any date that is not in the future.
 - e. The Communication field will default to blank so that no filtering will take place, and all client communications will populate for the selected client within the To/From period. Staff can select a communication type and the communications returned by the search will be for the selected type. The communication types are DTA Connect Alert, Email, DTA Assistance Line, Notice, and Text.
 - f. The Document field will default to blank so that no filtering will take place. The user can select a document type and the notices returned by the search will only be for the selected type.
4. click the Search button to search for Documents and/or Communications that fit the search criteria.

5. once you select a document or communication type to review, the item will be presented in a popup detail page.

Note	If a client requests a previously issued Notice to be mailed to them, staff may select the desired notice and select Central Re-print.
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Summer EBT Card Request ([Back to Index](#))

The Summer EBT Card Request is only for households who receive Summer EBT benefits on Summer EBT cards and are now requesting a replacement card. If a client calls or comes into DTA to request a replacement Summer EBT card, you must assist the client by completing the request in BEACON



To complete a Summer EBT card request, you must:

1. select the client for whom you would like to initiate a Summer EBT card request from the Summer EBT Client Search page;
2. click the Summer EBT Card Request icon from the Summer EBT Client Search page which will cause the Summer EBT Card Request page to open as a pop-up page;

Request	Request	Status	Card	Card	Entered	Card Sub Type
New	07/05/2024	Completed	Primary		07/06/2024 8:05 PM	
New	07/05/2024	Pending	Primary		07/05/2024 10:30 PM	

Request:

Request type:

Reason:

Print location:

Card type:

Buttons: Save, Clear, Delete

3. select the Request type of Replacement;
4. select the Card type of Primary;
5. select the Reason: Lost, Lost in Mail, Damaged, Defective, Stolen, Name Change, Damaged through Mail;
6. select the Print location of Central; and
7. click the Save icon.

Note	When a non-DTA client's request for a replacement Summer EBT card is approved, a Batch narrative will be entered in the client's Summer EBT Case Narrative. A subsequent Batch Summer EBT narrative will be entered when the card is mailed.
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Summer EBT Scanned Document History ([Back to Index](#))

The Department receives documents through the following methods:

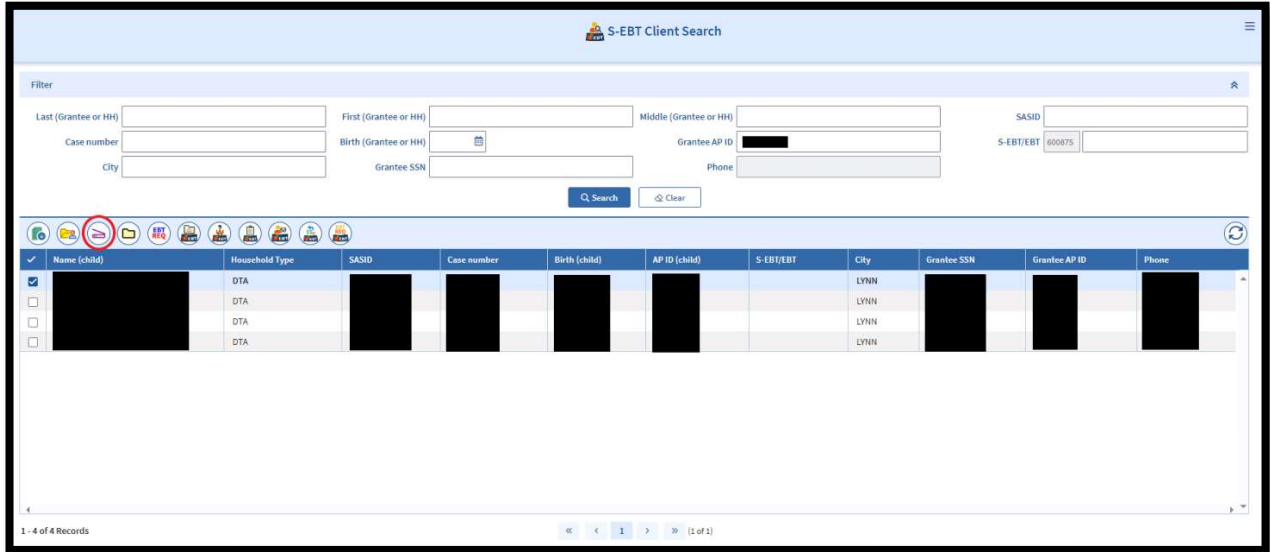
- Dropped off with staff at a local office
- Faxed to the Document Processing Center (DPC)
- Mailed to the DPC
- Uploaded electronically using DTA Connect
- Self-scanned using a multi-function device (MFD) at a local office
- Emailed from a Provider

All documents are stored electronically in BEACON. The indexing process solicits information about the client, information about the document, and supplemental information for internal considerations.

Two new Scanned Document Types have been added in BEACON to allow the Department to identify Summer EBT-specific documents submitted by DTA and Non-DTA clients. The new document types are *S-EBT Hearings and Appeals* and *S-EBT Documents*.

S-EBT Hearings and Appeals documents will be routed to the Division of Hearings (DOH) to initiate an Appeal. S-EBT Documents will be available in the client's Scanned Document History.

DTA staff will be able to review and disposition S-EBT Documents for DTA and Non-DTA clients. If DTA staff are working on a DTA or Non-DTA case and see that there is a Summer EBT Document that is Pending agency review, the worker must review and disposition the document as they would a document received for a DTA program. For more information on how to disposition documents, go to [Document Indexing & Dispositioning](#).



Summer EBT Application History ([Back to Index](#))

Clients whose applications are initially denied may be subsequently approved for benefits after their appeal decision or if they opted to provide missing verification(s) prior to the appeal. The Summer EBT Application History allows UMass staff and DTA staff to approve previously denied Summer EBT applications.

S-EBT Client Search

Filter

Last (Grantee or HH) First (Grantee or HH) Middle (Grantee or HH) SASID

Case number Birth (Grantee or HH) Grantee AP ID S-EBT/EBT 600875

City Grantee SSN Phone

✓	Name (child)	Household Type	SASID	Case number	Birth (child)	AP ID (child)	S-EBT/EBT	City	Grantee SSN	Grantee AP ID	Phone
<input checked="" type="checkbox"/>	██████████	NON-DTA	██████████	██████████	██████████	██████████	██████████	EAST FALMOUTH			██████████

1 - 1 of 1 Record

« < 1 > » (1 of 1)

To approve a previously denied application, you must:

1. from the Summer EBT Client Search page, select the eligible student for whom you would like to review the Summer EBT Application History.
2. click the Summer EBT Application History icon from the Summer EBT Client Search page which will cause the Summer EBT Application History page to be displayed on top of the BEACON page.
3. check off the Approve box for the application that was denied.
4. click the Save icon.

Note	If multiple children under one case number were previously denied and are now deemed eligible for Summer EBT, you must repeat this process for each child.
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S-EBT Application History

Filter

School Year Summer-2024

Search Clear

Application Date	Application Source	Benefit Month Date	Application Status	Denial Reason	Approve?
10/21/2024	RELBEN	07/01/2024			<input type="checkbox"/>
07/05/2024	MDM	07/01/2024	APPROV		<input type="checkbox"/>

1 - 2 of 2 Records

Save Clear

When a previously denied application is approved, a Batch Narrative will be entered:

Previously denied. Required paperwork has been received, and payment was approved for {date}.

Following approval, the client will receive a Summer EBT Approval Notice, as well as a text and email notification.

Last Update: November 1, 2024

Summer EBT Communications and Support

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<ul style="list-style-type: none">• Notices• Summer EBT Welcome Notice• Summer EBT Approval Notice• Summer EBT Denial Notice	<ul style="list-style-type: none">• Summer EBT Expungement Notice• Hearings and Appeals• Text Messages and Email• S-EBT Client Support & Resources
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Notices ([Back to Index](#))

For Summer EBT recipients and applicants, DTA will issue a Summer EBT Welcome Notice and either a Summer EBT Approval and/or Summer EBT Denial Notice.

Note	<p>Households that apply for multiple children could potentially receive both an approval and denial notice.</p> <p>For example: A family applies for Summer EBT for 4 children and reports that they are within the income limit for their household size. The oldest child attends a private high school that does not participate in the National School Lunch or School Breakfast Programs, but the younger three children attend a public middle school that does participate in the National School Lunch Program. Based on this information, the oldest child would be ineligible for Summer EBT, but the younger three children would be eligible.</p>
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Summer EBT Welcome Notice ([Back to Index](#))

Streamlined Certification

DTA and Non-DTA clients that are automatically eligible for Summer EBT benefits via streamlined certification will receive a Summer EBT Welcome Notice. This notice:

- provides an introduction to the Summer EBT program and advises the client that no action is required on their part
- lists the children that have been approved for Summer EBT
- details the eligibility criteria for Summer EBT
- states that each child qualifies for \$120
- identifies when their benefits will be paid
- indicates if their benefits will be paid to an EBT card or a Summer EBT card; and
- notifies clients that they can also participate in the [Summer Eats Program](#).

Summer EBT Applicants

Non-DTA clients that apply for Summer EBT benefits will receive a Summer EBT Welcome Notice. This notice:

- informs the client that their application for Summer EBT benefits has been received
- provides an introduction to the Summer EBT program
- lists the children included on the Summer EBT application;
- explains that DTA will take 3-4 weeks to verify school enrollment;
- explains that their benefits will be paid to a Summer EBT card; and
- notifies clients that they can also participate in the [Summer Eats Program](#).

Note	Non-DTA clients (those that apply for Summer EBT and those that are immediately eligible through streamlined certification) will have information on how to create a DTA Connect account on their Summer EBT Welcome Notice and their Summer EBT Approval Notice. To assist the client, please refer to DTA Connect Overview for steps on how to create an account.
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Summer EBT Approval Notice ([Back to Index](#))

If Summer EBT is approved, the applicant will be sent a Summer EBT Approval Notice. This notice:

- provides an introduction to the Summer EBT program;
- lists the child(ren) approved for Summer EBT;
- states that each child qualifies for \$120 and lists the total benefit amount issued;
- details the eligibility criteria for Summer EBT;
- indicates if their benefits will be paid to an EBT or a Summer EBT card;
- provides information on how to PIN Summer EBT cards;
- informs the client that they have 122 days to access their benefits before they are expunged;
- advises the client how to Opt-Out of Summer EBT benefits;
- explains that children can only receive Summer EBT benefits from the state in which the child was last enrolled in school; and
- notifies clients that they can also participate in the [Summer Eats Program](#).

Summer EBT Denial Notice ([Back to Index](#))

If an application for Summer EBT is denied, the applicant will be sent a Summer EBT Denial Notice for one of the following denial reasons:

- Already received 2024 Summer EBT benefits
- Household's countable income is over the limit for Summer EBT benefits

- Unable to Verify Enrollment in an NSLP/SBP school
- Does not meet the compulsory age for Summer EBT eligibility; or
- Incomplete Summer EBT application.

Important	If a child who meets the criteria for streamlined certification was not streamlined certified, meaning pertinent information was not sent to DTA, they will not receive a Summer EBT Denial Notice. However, parents/guardians may file an appeal and provide verification of school enrollment for the unverified child(ren).
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Summer EBT Expungement Notice ([Back to Index](#))

Any unused Summer EBT benefits will be expunged 122 after the benefits were issued. The Department will send a Summer EBT Benefit Expungement Warning Notice to DTA and Non-DTA households. The notice includes the date benefits will be expunged and what the household must do to prevent the expungement. This notice will be mailed 45 days before the date of expungement.

For clients who have the capability to receive texts and emails, the Department will also send a text message and an email notification stating:

“Reminder: Your Summer EBT benefits are scheduled for expungement on [date]. Please use any remaining balance before this date to avoid losing your funds. To learn more about Summer EBT visit <http://www.mass.gov/summerebt>”

Important	Unlike SNAP benefits, the expungement clock does not restart when the benefits are accessed. All Summer EBT benefits must be used within 122 days of issuance to avoid expungement.
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Hearings and Appeals ([Back to Index](#))

If an applicant or client disagrees with a Department (DTA) action, they have the right to appeal. If a client requests an appeal, they will have a fair hearing. Appeals for Summer EBT will follow the same process as appeals for other DTA benefit programs, as outlined in [Right to a Fair Hearing](#).

For clients that request an in-office hearing, the Department will be represented by the Appeals Liaison for the TAO in which the hearing is taking place. For virtual hearings, the Department will be represented by select staff from Central Office.

When preparing for in-office appeals, Appeals Liaisons may contact DTA.SummerEBT@mass.gov if they have questions pertaining to a specific case.

Text Messages and Email ([Back to Index](#))

Clients will also receive text messages and emails when:

- a Summer EBT application is received;
- a Summer EBT card has been issued (this includes replacement cards);
- Summer EBT benefits are denied;
- Summer EBT benefits are deposited to the account; and
- benefits are 45 days prior to expungement.

Summer EBT Client Support & Resources ([Back to Index](#))

DTA and Non-DTA Households are advised to contact the **Summer EBT Hotline at 855-425-8770** for any questions related to Summer EBT; however, if a client calls the DTA Assistance, **you must** assist the client with their inquiry.

If a client calls in to the DTA Assistance Line to discuss their Summer EBT case, you must review Summer EBT information in BEACON for DTA and Non-DTA clients. You can view case details, update case information, view benefit history, request replacement Summer cards, and write a narrative. For additional guidance see [Summer EBT Functionality in BEACON](#).

If a client calls in to the DTA Assistance Line because they wish to **Opt-Out** of Summer EBT, you must direct the Non-DTA client to destroy their Summer EBT card. For both DTA and Non-DTA clients that wish to Opt-Out of Summer EBT, you must advise them to contact the Summer EBT Hotline at 855-425-8770.

If a client calls because they do not know their child's case number needed to PIN their Summer EBT card, or they need to request a new Summer EBT card, you can obtain their case details and complete replacement Summer EBT card requests in BEACON. For guidance on how to access Summer EBT details and how to complete Summer EBT replacement card requests see [Summer EBT Functionality in BEACON](#).

If a client calls in to inquire about the child's school participation in the National School Lunch Program and School Breakfast Program, a full list of participating schools is available at Mass.gov/info-details/summer-ebt-list-of-nslpsbp-schools.

Staff Responsibilities for Clients Who Inquire About Summer EBT and Who Appear Eligible

Clients typically call to inquire about Summer EBT benefits, because they have not received them, but believe that their children are eligible for these benefits. Among this population are clients who were not automatically identified through the Direct Certification process but should have been. Another set of clients may have applied for and been denied Summer EBT benefits, but they believe their children are eligible for these benefits.

Step 1: If you encounter a household in which the client reports they did not receive Summer EBT benefits for one or more children but based on the Summer EBT guidance and your review of what the client is reporting, you have determined the client appears eligible. In this instance, you must email the APID (for DTA clients) or Summer EBT Case Number (for Non-DTA clients), the children's names to your supervisor, and why you have determined that the client is eligible.

Step 2: After the supervisor reviews the request and determines that the client is eligible and needs processing of their Summer EBT benefits, the supervisor must forward the case details to the TAO's SIS or manager to be sent to the Procedural Mailbox, observing

the guidance outlined in the [Procedural Mailbox Engagement](#) OLG page. The Procedural Mailbox staff will forward the inquiry to the appropriate Central Office staff and will respond to the inquirer as soon as we receive the details from that unit.

Last Update: November 1, 2024

BEACON Appeal Notifications / Views

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Overview ([Return to Index](#))

The following views in BEACON must be used to access and review The Division of Hearings (DOH) related materials. DOH staff and Fair Hearings Liaisons must review the views and take any required hearing actions in a timely manner.

Scheduled Hearings View ([Return to Index](#))

This view enables Fair Hearing Liaisons to monitor when there is an upcoming appeal scheduled for their TAO. This view is located under the Appeals group under the My Office Navigation tab. The view displays all appeals that have been scheduled for a hearing at that TAO (Site TAO) and also appeals that belong to clients who are assigned to that TAO (AU TAO). The Appeals icon is available to navigate to the Appeal Summary page from this view. This view displays the:

- Client (client's last name, first name)
- SSN (or the temporary identification number in the SSN field)
- Hearing (date and time of hearing)
- Hearing Officer (DOH staff assigned to hear the case)
- Case Manager (the case manager, or Fair Hearing Liaison assigned to the case regardless of type)
- Appeal (number assigned)
- Type (Fair Hearing or Administrative Disqualification Hearing)
- Reason (the cause for the scheduled hearing); and
- Program (will list all relevant types TAFDC, EAEDC, FS, Summer EBT, SSP or TAX);

Note	TAX refers to appeals filed as a result of the Department's interception or intent to intercept state tax returns in order to apply to overpayment accounts.
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- AU TAO (TAO to which the case is currently assigned, or if closed the TAO it was assigned to at the time of the appealed action);

- Aid Paid (Yes, if aid pending the appeal, blank if not); and
- Client Alternate Address (address client listed when requesting a fair hearing, if different than what is known to BEACON)

Implement Appeal Decision View ([Return to Index](#))

When a decision has been made, the case appears on the Implement Appeal Decision view, also located under the new Appeals group under the My Office Navigation tab. This view displays any appeals for the case manager, Fair Hearing Liaison, or Administrative Disqualification Hearing staff that are pending implementation after an appeal decision is finalized. Additionally, the following is displayed:

- Client (client’s last name, first name)
- SSN (or the temporary placeholder number in the SSN field)
- Decision (Approved, Denied, or Approved in Part for Fair Hearings, and For Respondent or Against Respondent for an ADH)
- Decision (date decision was made)
- Appeal (number assigned by DOH)
- Type (Fair Hearing or ADH)
- Program (will list all relevant types TAFDC, EAEDC, FS, Summer EBT, SSP or TAX)
- AU TAO (AU to which the case is currently assigned, or if closed the TAO it was assigned to at the time of the appealed action)
- Case Manager (The case manager, or Fair Hearing Liaison, assigned to the case regardless of type)
- Aid Paid (Yes, if aid pending the appeal, blank if not); and
- Client Alternate Address (address client listed when requesting a fair hearing, if different than what is known to BEACON).

Note	If action is required by the Department, you must implement the action no later than 30 days from the decision date. Case managers and ADU staff must indicate on the Implement Appeal Decision page when they have taken the action as directed by the Hearings Officer
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Appeal Summary Page ([Return to Index](#))

From the Scheduled Hearings page, staff can select the Appeal Summary icon. This icon will open the Appeal Summary page. Information displayed in this page is view only for TAO and ADU staff with the role of Hearing Liaison. This page will display the client’s last name, first name, Social Security Number (SSN) and the Assessed Person Identification

(APID) number. A system-generated appeal number will also appear at the top of the screen). This page will display the following fields:

- Type (Fair Hearing or ADH)
- Reason (the cause for the scheduled hearing)
- Program (TAFDC, EAEDC, FS, Summer EBT, SSP or TAX)
- Receipt (the date the document or request is received)
- Filing (the date the client annotates on the hearing request)
- Due (the date by which DOH must hear, decide and issue the decision)
- Status (Pending or Closed)
- Closed reason (Completed or blank, reflecting if the appeal was dispositioned)
- Aid paid (check box indicating if the client has requested aid pending their appeal)
- Interpreter Requested (if indicated on the hearing request form)
- Language (prefilled with the primary language identified in BEACON, but can be changed if listed differently on the hearing request)
- Deaf/Hard of hearing (if requested by client, indicating that an auxiliary aid will be available at the hearing)
- Hearing (In Person or Telephonic)
- Telephone Number (will be prefilled with the client's BEACON telephone number, but can be changed by DOH if listed differently on the hearing request)
- AU TAO (the TAO to which the case is currently assigned, or if closed the TAO it was assigned to at the time of the appealed action)
- Hearing (date and time hearing is re/scheduled for)
- Hearing officer (DOH staff person assigned to hear the appeal and render a decision)
- Site TAO (the TAO where the appeal hearing will be held)
- Decision (values are Approved, Denied, Approved in Part for Fair Hearings, and For Respondent, Against Respondent for ADH)
- Decision (date decision was made)
- Good Cause (indicates the client has requested good cause to reschedule a hearing)
- Implemented (date a hearing decision action was implemented, if applicable)
- Remand (the type will be displayed as either CJR for Complaint Judicial Review or Commissioner)
- New appeal (New number assigned if remand is from CJR); and
- Residential Address (will default to residential address identified in BEACON)

Note	<p>Additionally, within this page, staff will be able to see any interested parties whom the client or the Department has identified as a person or designee with involvement in the hearing. If there are interested parties the following will be identified:</p> <ul style="list-style-type: none">• Name (of the party identified)• Type (will list the party type as Attorney, Organization, Assisting Person, (UMASS Medical, DES, Local 509, NAGE or TAO Staff)• Inform (if checked off, copies of notices relative to the hearing will be sent to this party)• Participate (if checked off, this party attended the hearing); and• Notify (if checked off, this party will receive a copy of the hearing decision).
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