



**Commonwealth of Massachusetts**  
*Executive Office of Health and Human Services*  
**Department of Transitional Assistance**  
600 Washington Street . Boston MA 02111

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Governor

Jane Swift  
Lieutenant Governor

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Secretary

Claire McIntire  
Commissioner

**Field Operations Memo 2001-14**  
**March 26, 2001**

**TO:** Transitional Assistance Office Staff  
**FROM:**  Joyce Sampson, Assistant Commissioner for Field Operations  
**RE:** DEFRA February Food Stamp Benefit Errors

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**Background**

Due to a systems problem, the January DEFRA checks received by TAFDC recipients were not applied as unearned income to affect their February food stamp benefits.

The decision has been made to immediately correct the cases that received an underpayment and to initiate recovery procedures for the cases that received an overpayment.

TAFDC recipients with CAT 9 Food Stamp cases were calculated correctly.

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**Two Reports**

Management Information Systems (MIS) has identified the TAFDC recipients who were underpaid or overpaid in their February food stamp benefits and will generate DEFRA February Food Stamp reports during the week of 3/26/2001 for each TAO showing the totals for the AU Manager, the TAO and statewide. The AU Manager's reports are:

- the *DEFRA February Food Stamps Underpayment* report, dated 3/14/2001, (Attachment A); and
- the *DEFRA February Food Stamps Overpayment* report, dated 3/14/2001, (Attachment B).

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**MIS Correcting  
Food Stamp  
Under-  
payments**

MIS issued a "V" payment on 2/27/2001 to the underpaid recipients identified on the *DEFRA February Food Stamps Underpayments* report. Each recipient received a notice regarding the additional benefits to the FS EBT account.

**Note: If the AU Manager issued a "V" payment before the MIS issuance to one of these recipients, the recipient received a food stamp overpayment in February and the overpayment must be recovered.**

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**AU Manager  
Confirms  
Overpayments**

The recipients listed on the *DEFRA February Food Stamps Overpayment* report "appear" to have received an increase in food stamp benefits. The report shows the amount of the food stamp overpayment. The maximum amount of any recipient's overpayment is \$17. The AU records of the recipients listed on the report must be reviewed to be sure they were overpaid. The AU Manager should look for any transaction that could have resulted in higher benefits in February causing this overpayment to be canceled. When the AU Manager confirms that an overpayment occurred, he or she must:

- complete the RFI-OP-1 form indicating a Department error, food stamp overpayment in February; and
  - complete the *AR Referral Folder* window in BEACON to indicate that an overpayment has occurred. See *A User's Guide*, Chapter II, Section E for instructions.
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**Contracts and  
Recoveries  
Unit**

The AR referral is electronically sent to Centralized Eligibility Operations (CEO) and then to Contracts and Recoveries Unit. Contracts and Recoveries Unit will institute recovery. The BEACON View "Miscellaneous Information" under "Documents Sent For Past Week" section shows if there is a decrease to the food stamp benefits.

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**Questions**

If you have any questions, please have your Policy Hotline designee call the MIS Customer Services at (617) 348-5290.

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3/14/01

COMMONWEALTH OF MASSACHUSETTS - DEPARTMENT OF TRANSITIONAL ASSISTANCE  
DEFRA FEBRUARY FOOD STAMP UNDERPAYMENTS  
TAD 204 CAN 247 CAT 2

CASE SSN	CASE NAME	V PAYMENT
[REDACTED]	[REDACTED]	03
[REDACTED]	[REDACTED]	04
[REDACTED]	[REDACTED]	02
CAN TOTAL		3

CASE SSN  
[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]  
CAN TOTAL  
[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]  
CASE NAME  
[REDACTED]  
[REDACTED]  
[REDACTED]