



INSIDE THIS ISSUE:

Quality Corner	4
From the Hotline	5
From the Forms File	6
EAEDC - Extension and Redesignation of Temporary Protected Status for Haitians Affected by the January 2010 Haiti Earthquake	6
TAFDC - Distance Learning as a Work Program Activity	7
SNAP - TAO Review of Categorically Eligible One- and Two-Person Households with RSDI Income	7
TAFDC - DTA Works Program Reminder	7
SNAP Application Processing: Interview Requirement and 30-Day Processing Time Frame	8
Diversity Quote	8

Dear Colleagues:

I am pleased to announce the recipients of the 2011 Commissioner's Citation Awards!

The Commissioner's Citation Awards grew out of an all-staff conference call about a year ago, where we discussed the importance of staff recognition.

Several of our colleagues suggested we develop DTA-specific awards.

In each TAO, and in many Central Office Units, there is a High Performance Award recipient and a Promoting the Mission Award recipient. On Tuesday, July 19th we had a ceremony at Holyoke Community College, where we honored award recipients from the Fitchburg, Framingham, Greenfield, Holyoke, Milford, Pittsfield, Southbridge, Springfield Liberty, Springfield State, and Worcester TAOs. On Monday, July 25th we had a ceremony at One Ashburton Place in Boston to honor award recipients from the Brockton, Central Office, Dudley Square, Fall River, Hyannis, Lawrence, Lowell, Malden, New Bedford, Newmarket Square, North Shore, Plymouth, Revere, and Taunton TAOs.

High Performance Award

Recipients of this award consistently demonstrate a high level of achievement in their daily duties; provide top-notch internal and external customer service; and have a record of good attendance. These colleagues rarely make mistakes, project a positive attitude, and set an excellent example for their fellow colleagues. These nominees are excellent in all aspects of their work and their efforts are quantifiable (for example, through statistics, reports, or other measures).

Promoting the Mission Award

Recipients of this award are committed to our mission to assist low-income individuals and families to meet their basic needs, increase their incomes, and improve their quality of life. These colleagues consistently go above and beyond the call of duty to provide the best and most comprehensive service to our clients; are viewed by their peers as mentors; have an excellent attitude; and are champions of creative problem solving.

Please join me in congratulating:

Continued on Page 2

Commissioner's Corner *Continued from Page 1*

TAO or Unit	High Performance Award	Promoting the Mission Award
Brockton	Rachael Scanlon	Catherine Monteiro
Central Office - Budget	Rebecca Kushner	
Central Office - DV Unit		DV Unit Regional Coordinators: Sandy Almonte, Loleta Collins, Dawn Devereaux, and Jane Lindfors
Central Office - ESP	Min Zhang and Grace Garcia	Christine Francis
Central Office - Legal	Dan LePage	Stella Ordonez
Central Office - Recoveries, Reimbursements, and Reporting	Interim Assistance Reimbursement Team: Helen Figueroa and Lisa Lee	
Central Office - Training Unit	Jeanette Dooney-King	Marilyn Tesell
Dudley Square	Mary Hines	Jacqueline Woolley
Fall River	Fall River SNAP unit: Victor Costa, Sabre Ibrahim and Deborah Lynch; Linda Amaral, Kimberly Brett, Stephanie Camara, April Caswell, Sharon Faria, Annetta Fisher, Mitchell Jarosz, James Merolla, Edward Simard, Suzanne Swanson and Alice Toussaint.	Lisa Paskowski
Fitchburg	Carmella Calamare	Leticia Anaya
Framingham	Supervisory Team: Glennis Barrera, Lina Stolnik-Yoffe, April Trefry, and Mary Walsh	Mary Tavarez
Greenfield	Sharon Snow	Marvin Davenport
Holyoke	Denise Mogilka	Jeanne Laizer
Hyannis	Michelle Hyatt	Hyannis Clerical Unit: Beverly Todd, Michelle Hyatt, Racquel Cardoza, Olga Abramovic-Penney, and Conchita Morales.
Lawrence	Jane Cagliuso	Linda McKinley
LOQC (Framingham)		Ilda Smalley

(Continued on page 3)

**Commissioner's Corner**

Continued from Page 2

TAO or Unit	High Performance Award	Promoting the Mission Award
Lowell	Diane Connerton	Carol McCarthy-Lavoie
Malden	Robert DiGirolamo	Samuel Valentin
Milford	Linda Leake and Malayky Vilaysack	Lori Jacques
New Bedford	Rose Arsenault	Madeleine Mendoza
Newmarket Square	Hien Huynh	Peter Faktorovich
North Shore	Karen Martin and Eleanor Paradis	Milagros Julien
Pittsfield	Jeanne Boino	Deborah Dowling
Plymouth	Nancy Amaral	Jim Trubia and Kathy Winters
Revere	Janice Weinstein	Maria Rivera
Southbridge	Igdalia Morales	Southbridge Clerical Support Team: Surma Figueroa, Tina Sarty, and Patricia Tyck
Springfield Liberty	SNAP workers: Cory Robinson, Ramona Helton, Millie Santana, Milagro Isaza Figueroa, Joan Holmes, Chris Skroski, Nicki Tranghese, Beth Manley, Lucinet Rosario, Katelyn Mathers, Therese Becker, Diane Niemero, Candy Dumas, Megan Marshall, Deb Burt, Anna Kurlyandskaya, Sharon Barker, Andrea Kallfa, Arlin Ficarra, Isabel Ayala, Kevin Cavanaugh, Millie Obando, and Laurie Brunton	SNAP supervisors: Kathy Martin, Roman Stanczak, Eva Pizarro Aviles, Art Felton, Susan Baumann, and Pat Kallmeyer
Springfield State	Van Nguyen	Alice Ayala
Taunton	Jose Raposo	Sarah Maloney
Worcester	Karen Galicia	Brenda DeLosSantos

Thank you to our awardees for their excellent work, and to all DTA staff members for their dedication and commitment during these challenging times.

With much appreciation,

Julia E. Kehoe
Commissioner

Quality Corner

This month we will review two errors. The first error was caused by the exclusion of verified shelter expenses while the second error was caused by an invalid denial.

Shelter Expenses Change

In the first case, the SNAP household included the grantee and her three children. The case was certified as Change Reporting from January 2010 through January 2012. At initial certification the client had no shelter expenses.

The QC reviewer determined that, during the certification period, the client reported and verified an address change with shelter expenses. A Landlord Verification form found in the case record indicated that in October 2010, the client had informed the case manager that she had moved. The form also showed that the client was responsible for \$750 in rent in addition to heating expenses. The case manager had changed the address in BEACON but had failed to enter the corresponding shelter expenses. The omission of the shelter expenses from the SNAP benefit calculation caused an underissuance of \$112 for the review month.

What's a Case Manager to Do?

The case manager must ensure that all expenses are entered into BEACON. For SNAP, some expenses are required to be verified, while others are only required to be verified if questionable. The shelter expense was reported, verified and should have been entered into BEACON. For more information on verifications, see Operations Memo 2010-55.

After wrapping up a case in BEACON, case managers are encouraged to check the Results tab to view the items on the Financial tab which shows the deductions being used in the SNAP benefit calculation.

This practice gives the case manager the opportunity to identify inconsistencies and remove them before the eligibility request is released. For more information on preventing errors, refer to Quality Corner of February 2008 entitled *Keys to Preventing Errors*.

Pending Denial

In the second case, a web application was received on March 14. On April 5, a phone interview was conducted. On April 13 (day 30), a verification checklist was created and mailed along with a SNAP-NL-2. The Notice of Denial section of the SNAP-NL-2 was completed, informing the client that the application was denied effective April 13. QC determined that this was an invalid denial because the client was not allowed the necessary timeframe to submit the requested verifications.

What's a Case Manager to Do?

The verification checklist should have been completed and mailed on the day the client was interviewed instead of being mailed on the 30th day. This would have allowed the client sufficient time to provide the requested verifications.

If a verification checklist has already been issued to an applicant, and sometime thereafter the case manager realizes that more information is needed to process the case, a SNAP-NL-2 must also be issued to the client, if the ten days clients have to return missing verifications would put the application past the 30th day. Whenever a SNAP-NL-2 is issued for this reason, the Notice of Pending Status section of the form is completed and the client must be allowed 30 additional days to provide the missing verifications or 60 days from the date of application. For more information on the use of the SNAP-NL-2, see *Field Operations Memo 2007-38*.

From the Hotline

If you have any questions on this column or other policy and procedural material, please have your Hotline designee call the **Policy Hotline at 617-348-8478**.

The answers below relate to Operations Memo 2011-31, *SNAP Annual Reporting Process*.

- Q.** My SNAP client is on Annual Reporting (AR), and today I received a letter from him with a copy of his layoff notice attached. He is requesting a higher benefit amount, but his interim report is not scheduled for another five months. Should I zero out his earnings now?
- A.** Yes. Once you have been made aware of a client's reduced earnings, the new income information must be entered into BEACON.
- Q.** My SNAP client was recently laid off from her job and she does not qualify for Unemployment Compensation (UC). Since she no longer has earnings, should I take this client off of AR?
- A.** Not at this time. While it is appropriate to zero out this client's earnings, she must stay on Annual Reporting until her next recertification/annual report is due.
- Q.** My SNAP client is being recertified. He is on AR and during the interview he reported that he recently lost his job and has applied for Unemployment Compensation. This client's annual report recertification must be processed by the end of today to ensure the uninterrupted benefits he is entitled to, but the UC status of this client is still pending. Should I recertify this client on AR or take him off of Annual Reporting and give him a 12-month certification period?
- A.** With only a history of income, this client should be taken off of AR and placed on a 12-month certification period.
- Q.** My SNAP client had no income, but now three months into her regular 12-month certification period, she is reporting earnings. Do I recertify her and place her on Annual Reporting because of this new income?
- A.** Not at this time; do not shorten this client's certification period. If in nine months, at the end of this client's certification period, she is still working, then she should be placed on Annual Reporting at that time.



From the Forms File

Obsolete Form

09-375-0211-05

09-376-0211-05 (S)

SNAP-USR-2 (Rev. 2/2011)

Universal Semiannual Reporting (USR) Income Guidelines Form

This form is now obsolete. Please destroy and discard all versions of the SNAP-USR-2 form. Refer to Operations Memo 2011-31 for more information.

Operations Memos

EAEDC – Extension and Redesignation of Temporary Protected Status for Haitians Affected by the January 2010 Haiti Earthquake

EAEDC

Operations Memo 2011-32

In January 2010, the Department of Homeland Security (DHS) designated Haiti for Temporary Protected Status (TPS), following the January 2010 Haiti earthquake. TPS is a temporary immigration benefit, authorized by the U.S. Citizenship and Immigration Services (USCIS). It allows nationals of a designated country to remain in the U.S. and work for a limited time period because conditions in that country are preventing them from returning there. DHS recently extended the TPS designation and redesignated Haiti for TPS for 18 months from July 23, 2011 through January 22, 2013.

This Operations Memo:

- advises staff about the extension of TPS designation for Haiti and how it affects current Haitian TPS beneficiaries;
- advises staff about the redesignation of Haiti for TPS effective July 23, 2011, and how certain Haitian Nationals currently without TPS may now apply;
- explains EAEDC eligibility for Haitian Nationals with TPS; and
- provides instructions for entering information in BEACON for Haitians with TPS.

Operations Memos

TAFDC – Distance Learning as a Work Program Activity

TAFDC

Operations Memo 2011-35

Distance Learning refers to video-and/or computer-based educational activities available on the Internet. The Department has approved 15 Massachusetts Community Colleges as Distance Learning sites to help clients meet their work program requirement.

This Operations Memo provides guidelines for implementing Distance Learning as an acceptable ESP activity.

SNAP – TAO Review of Categorically Eligible One- and Two-Person Households with RSDI Income

SNAP

Operations Memo 2011-36

This Operations Memo provides TAO staff with procedures for opening known affected RSDI elderly/disabled households of one and two persons whose household income exceeded the net income limit and who were previously denied the minimum SNAP benefit payment of \$16.

TAFDC – DTA Works Program Reminder

TAFDC

Operations Memo 2011-37

DTA Works is a program developed to empower DTA clients to gain employment experience and become job ready. To accomplish this, DTA has established opportunities for TAFDC clients to become job ready through a short - term internship at DTA TAOs. While these opportunities are entry level positions, they will serve as a stepping stone for our clients to obtain higher paying jobs. The purpose of this Operations Memo is to remind TAO staff about:

- DTA Works expansion;
- client eligibility for DTA Works; and
- the responsibilities of the Intern Supervisor and case manager.



Operations Memos

SNAP Application Processing: Interview Requirement and 30 - Day Processing Time Frame

SNAP

Operations Memo 2011-38

This Operations Memo briefly reviews two SNAP requirements that are error prone:

- the interview requirement; and
- the requirement to process a SNAP application within 30 days.

It also provides a brief clarification on SNAP denials before day 30.

Diversity Quote

“We allow our ignorance to prevail upon us and make us think we can survive alone, alone in patches, alone in groups, alone in races, even alone in genders.”

Maya Angelou

TAO Meeting Notes