



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

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**Online Guide Transmittal 2023-77  
November 9, 2023**

**To: Department of Transitional Assistance Staff**

**From:**  **Sarah Stuart, Associate Commissioner for Change Management**

**Re: Cross Program: P-EBT Returned Mail and the Discontinuation of Expungement Restoration for P-EBT Benefits**

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**Overview**

BEACON enhancements have been made to include returned mail for P-EBT related notices that are returned to the Department for DTA and Non-DTA clients. These households will not be sent a Returned Mail Notice (RMN), as they are not required to report any changes to the Department for P-EBT purposes. However, an enhancement has been made to update the client's Electronic Case Folder (ECF) or P-EBT case record with a Batch narrative. The returned mail envelope will be attached.

Due to the end of the Public Health Emergency (PHE) on May 11, 2023, the Department stopped the automatic restoration of expunged P-EBT benefits for homeless children (DTA and Non-DTA recipients) on September 30, 2023. The restoration functionality relative to P-EBT benefits has been disabled in BEACON.

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**Purpose**

The purpose of this Online Guide Transmittal is to advise staff of the:

- Returned Mail process for P-EBT notices; and
  - Discontinuation of expungement requests and expungement restoration of P-EBT benefits.
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**New Online  
Guide Page**

**Topic:** COVID-19  
**Book:** P-EBT  
**Page:** P-EBT Returned Mail

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**Obsoleted  
Online Guide  
Page**

**Topic:** COVID-19  
**Book:** P-EBT  
**Page:** P-EBT Expunged Benefit Restoration Requests

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**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.

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