

Department of Transitional Assistance
April 2025 Advisory Board
Statewide Updates

EBT System Conversion

DTA is in the process of switching to a new Electronic Benefit Transfer (EBT) vendor. After more than a decade working with Conduent, DTA has signed a contract with Fidelity Information Services (FIS) to be Massachusetts' new EBT vendor. DTA will transition its EBT system to FIS in late April 2025.

During the official systems transition, there will be a brief period of time when DTA clients will not be able to use their EBT cards.

DTA anticipates this period of downtime will begin at 11 p.m. on Saturday, April 26, and end the afternoon of Sunday, April 27. DTA will notify clients via mailed notice, text message, and email with details about the outage. DTA will also share regular updates on the conversion process, including updates about when the system goes offline and when clients can use their EBT cards again, on its [webpage](#) and social media pages (including [X/Twitter](#), [LinkedIn](#), [Facebook](#), and [Instagram](#)).

Monitoring Federal Funding for SNAP

We are working with federal partners to monitor the ongoing federal budget process and how it impacts client benefits.

DTA Budget Testimony

Commissioner McCue testified to the Joint Committee on Ways and Means regarding DTA's FY26 Budget on March 25. The Commissioner asked the committee to support Governor Healey's \$1.2 billion budget request for DTA to help meet the basic needs of Massachusetts' most vulnerable residents and promote economic mobility during a time of fiscal constraints and anticipated federal changes to safety net programs. You can read his full written [testimony here](#).

New Bedford Transitional Assistance Office Location

The DTA New Bedford office has relocated from West Rodney French Boulevard to a temporary facility at 651 Orchard St, Suite 307, New Bedford, MA. This is an interim measure while construction is being completed on a new permanent location, and DTA will provide updates once the permanent office is ready for occupancy. During this transition period, constituents are strongly encouraged to use alternative service channels.

SNAP Work Rules Changes

Following the end of the temporary COVID-19 flexibilities, the Department will be resuming time limited benefits for Able-Bodied Adults Without Dependents (ABAWD) beginning in May. DTA has concurrently made system enhancements to better support SNAP recipients for the reimplementations of SNAP work rules time limited benefits. These enhancements include a new screening process to identify exemptions, new work rules explanation videos available in multiple

languages on our website (going live later this month), and improved notices that clearly explain which work requirements apply to household members. DTA has also enhanced the system to document compliance with the ABAWD work rules, including when a client is volunteering at public or non-profit organization.

DTA is Now on Facebook

DTA has launched an official Facebook page to enhance our communication with the community and provide timely updates about programs and services. Our Facebook page will be focused on providing updates and information for clients and partners, it will be managed by DTA's Communications team, and will not be an avenue to assist clients with their casework. We invite you to connect with us on [Facebook here](#) as we work to make our services more accessible to everyone we serve.

Reinstating Collections

DTA reviews client eligibility for benefits based on provided information like income and household size. If incorrect information is provided or clients break program rules, DTA must collect back any benefits that clients weren't eligible for.

During the COVID-19 pandemic, DTA paused collections. Collections will restart in 2025. More information about this process will be shared in the coming months.

Benefits Theft

Federal funding used to replace stolen SNAP benefits has expired for thefts that happened after December 20, 2024.

It is more important than ever that clients protect their benefits from theft. Clients can control when their card is usable and when it is not by locking and unlocking their EBT card through their DTA Connect account. Clients are encouraged to leave their cards locked until they need to use it in order to prevent skimming or other benefit theft.

DTA clients are encouraged to continue to report any stolen benefits to DTA as soon as they discover it

How to Report Stolen Benefits:

- Call the DTA Fraud Line at 833-602-9247
- Fill out the [Claim for Replacement of Stolen Benefits form](#) online
- Complete and mail [the Claim for Replacement of Benefits Stolen Electronically form](#) to:
DTA Program Integrity Fraud Investigation Unit
P.O. Box 4411
Taunton, MA 02780-0435
- [More information can be found here.](#)

Assistance Line

The DTA Assistance Line continues to experience an incredibly high volume of callers. In an

average day, the Assistance Line receives nearly 10,000 calls from people hoping to speak to a DTA staff member. More than half of those calls hear the high-volume message and about 2,000 are able to speak with a Case Manager.

DTA is exploring new strategies and appreciates your help in promoting other self-service options for clients, such as increasing use of DTA Connect.

By using DTA Connect, a client can submit an application, submit verifications, check their case status, check their balance, and more. We also encourage clients to work with contracted SNAP outreach partners, which are approved community-based organizations that are able to help clients apply for and maintain their SNAP benefits. A list of partners can be found online [here](#).