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Field Operations Memo 2010-37
August 11, 2010

To:  **Transitional Assistance Office Staff**

From: **John Augeri, Assistant Commissioner for Field Operations**

Re: **Processing TAFDC or SNAP Benefits for Clients Affected by the Loss of Unemployment Compensation Benefits**

Overview

The American Recovery and Reconciliation Act (ARRA) of 2009 extended the period of time during which claims for unemployment compensation (UC) benefits could be filed and benefits paid. Since then, a number of UC extensions have been granted by Congress. Recently, however, there was a suspension of additional UC benefit extensions which caused the last payable week of UC benefits for many claimants to be June 26, 2010.

On July 22, 2010, Congress passed legislation authorizing another UC benefit extension. However, many claimants have and continue to apply to DTA for SNAP and/or cash assistance because in recent weeks their UC benefits were either suspended or exhausted. DUA continues to reinstate eligible clients whose UC benefits were suspended.

Anticipating a significant increase in SNAP applications, the Department applied for and was granted a waiver to streamline the SNAP application process for claimants who have exhausted their UC benefits and claimants whose benefits were suspended. In addition, a shortened SNAP application form (Attachment A) was developed for use by claimants who are no longer receiving UC benefits.

Finally, the centralized web units, which are located at Central Office in Boston and at the Springfield State TAO, will be expanded, as necessary, to help process SNAP applications from claimants who have lost UC benefits.

Details about initiatives related to processing claimants who have lost UC benefits are included in this memo.

- Purpose of Memo** The purpose of this Field Operations Memo is to provide TAO staff with:
- a method to determine whether or not a claimant’s UC benefit has ended using the Unemployment Insurance Information Inquiry Screen;
 - a description of the SNAP application waiver for claimants whose UC benefits have ended;
 - information about the shortened SNAP application form;
 - information about the expanded function of the centralized web units;
 - instructions for processing applications affected by the loss of UC benefits;
 - instructions for processing existing cases affected by the loss of UC benefits;
 - an update on the ARRA \$25 Weekly Unemployment Compensation Payment;
 - a reminder about the SNAP E&T Requirement for persons who have lost their UC benefits; and
 - information about *Attachment C- Tips/Information for Frontline Staff*
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**Using the
Unemployment
Insurance
Information
Inquiry Screen**

UC benefits are paid to eligible claimants who fall into one of three payment groups:

1. Regular UC benefits **coded as REGULAR** in the Program field of the Unemployment Insurance Information Inquiry Screen;
2. Emergency Unemployment Compensation (EUC) benefits are divided into four tiers, with each tier representing a separate payment period and **coded as EUCI, ECUII, EUCIII or EUCIV** in the Program field of the Unemployment Insurance Information Inquiry Screen; and
3. Extended Benefits **coded as EB** in the Program field of the Unemployment Insurance Information Inquiry Screen.

Claimants affected by the June 26, 2010 cut-off date may be from any of the three UC payment groups, as outlined below.

Coded as REGULAR

Claimants coded as REGULAR in the Program field of the Unemployment Insurance Information Inquiry Screen receive UC benefits until their period

**Using the
Unemployment
Insurance
Information
Inquiry Screen
(continued)**

of regular UC benefits expires. If the Unemployment Insurance Information Inquiry Screen identifies the claimant as REGULAR in the Program field and the REMAIN BAL field displays an amount, the claimant is receiving UC benefits. After the period of Regular Benefits expires, claimants in this group move into the EUC category.

During the recent suspension of UC benefit extensions, claimants whose REGULAR UC benefits had ended did not move into an extension category; consequently some claimants coded as REGULAR have experienced an interruption in receipt of UC benefits in recent weeks.

Case managers must call the UC Hotline at **617-626-5039** to resolve discrepant UC screen information or if information provided by the client is different from the information on the UC screen.

Note: If the UC information verified by the DUA Hotline is used to determine eligibility for expedited benefits or eligibility for TAFDC or SNAP, the case manager must make an entry on the BEACON Narratives tab explaining that the verification source was the DUA Hotline.

Coded as EUCI, EUCII, EUCIII or EUC IV

Claimants coded as EUC in the Program field of the Unemployment Insurance Information Inquiry Screen are in an extension period and fall into one of four tiers. Each tier has a specific payment period.

If the Unemployment Insurance Information Inquiry Screen identifies the claimant as EUCI, EUCII, EUCIII or EUCIV in the Program field and the REMAIN BAL field displays an amount other than zero, the claimant is receiving UC benefits. However, if the PROGRAM field code displays any of the EUC tiers and the REMAIN BAL field displays 0, but the case manager subsequently notices on the screen that another UC check has been issued to the claimant after a zero balance had been displayed, the case manager must call the UC Hotline at 617-626-5039 to verify the claimant's UC income.

Coded as EB

UC claimants coded as EB in the Program field of the Unemployment Insurance Information Inquiry Screen did not receive UC payments during the recent suspension of UC extensions, even if the E-BAL field displayed an amount.

These claimants were mailed a letter (Attachment B) informing them of their final UC benefit check. Some claimants will present the letter but case managers must check the Unemployment Insurance Information Inquiry Screen or call the DUA Hotline to verify when the UC benefits ended.

The SNAP Expedited Waiver for Households Whose UC Benefits Have Ended

As was previously mentioned, the Department secured a waiver from the United States Department of Agriculture (USDA) to streamline the processing of SNAP applications from claimants whose UC benefits were suspended or were exhausted. The waiver provides an additional month of expedited benefits to households who meet the waiver criteria.

The waiver is not being implemented at this time as it is pending BEACON 2 programming. A separate Field Operations Memo will be issued when the waiver is ready for implementation.

The Shortened SNAP Application Form

A shortened SNAP application form was developed for use by applicants whose UC benefits have ended. At the top right-hand corner of the form, a box with the inscription **UI-2010** identifies this form as the application to be used by former UC claimants. This form will be available on the Department's Internet site www.mass.gov/dta as well as in hard copy. A supply of this form will be shipped to TAOs shortly. Instructions on the cover sheet of the shortened application form direct the applicant to complete and mail the form to 600 Washington Street, Boston, or to fax it to the number provided on the form. Applications originating from the central and western parts of the state will be forwarded to the centralized web unit located at the Springfield State TAO.

Although a shortened SNAP application form was developed for use by applicants whose UC benefits were suspended or exhausted, some may choose to apply online via the Virtual Gateway, or may apply using the regular SNAP application form. Regardless of the method of application or the version of the SNAP application form submitted, the Department must accept and process these applications. If a shortened application is received at one of the TAOs, the application must be processed following the procedures in the Case Manager Responsibilities section of this memo.

Centralized Web Units' Responsibilities

In addition to their current operations, the Boston and Springfield State centralized web units will be expanded to help process the shortened SNAP applications received via mail or fax from applicants who have lost UC benefits.

When processing the shortened SNAP application form or any non-web based SNAP application, the centralized web units will be responsible for:

- issuing expedited benefits, if appropriate, to these households;
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**Centralized Web
Units'
Responsibilities
(continued)**

- processing the SNAP application for continued eligibility; and
 - transferring the case to the appropriate TAO once the case has been dispositioned.
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**Case Manager
Responsibilities**

If a SNAP applicant is determined to be a former UC claimant whose UC benefit has ended, the case manager must:

**SNAP
Applications**

- access the Unemployment Insurance Information Inquiry Screen to confirm UC benefit termination;
- call the UC Hotline at 617-626-5039 if information provided on the screen or by the applicant is discrepant or questionable;
- determine whether the household meets the criteria for expedited processing as outlined at 106 CMR 365.810.
- access BEACON and select the Method of Application from the dropdown list;
- **select Loss of Unemployment Benefits from the Primary Reason dropdown list on the Application window** when completing the RFA workflow for a TAFDC and/or SNAP application; or

Note: For tracking purposes, it is important that Loss of Unemployment Benefits be used as the primary reason for applicants who have lost UC benefits. Therefore, if another primary reason was selected during completion of the RFA workflow, case managers **must change the primary reason** by selecting Loss of Unemployment Benefits from the Primary Reason dropdown list on the Program Change window of the Program Administration workflow.

- Select the appropriate source of application from the dropdown list
Note: Case managers must not select Div of Unemployment Assistance as the source of the application simply because the client applying for benefits is receiving UC income.
- process the application for expedited SNAP benefits.

After all mandatory verifications have been returned

- process the SNAP case for continued eligibility; and
 - certify the case as Universal Semiannual Reporting (USR) for six months because the household has a history of earnings. The only exception are cases deemed ineligible for a USR certification type because of other household circumstances; or
 - deny the case for failure to complete the application process or failure to provide verification, whichever is appropriate.
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Case Manager Responsibilities (continued)

If the household is ineligible for expedited SNAP benefits and the case manager has reason to believe that the UC benefit will be approved, the case manager **may hold** the case up to Day 30 so that the most updated UC benefit amount is available at the time of processing.

SNAP Applications

Important: If by Day 30 the client's UC income is not displayed on the Unemployment Insurance Information Inquiry Screen, the case manager must:

- process the case using the UC displayed in the Payment History section of the Unemployment Insurance Information Inquiry Screen; and
- certify the case as USR for error protection.

Combination Cash/SNAP Applications

If a combination cash/SNAP application is received because the household lost UC benefits, the case must be processed following established procedures, including the issuance of expedited benefits, if appropriate.

Existing Cases

If a client in an existing TAFDC and/or SNAP case reports that UC benefits have ended, the case manager must:

- access the Unemployment Insurance Information Inquiry Screen to confirm the UC benefit termination or call the UC Hotline at 617-626-5039 to verify questionable information;
- remove the UC income from the Other Income window of BEACON
 - select the UC record to be closed;
 - indicate *No* in the Exists field;
 - select *Closed* from the Status dropdown list; and
 - enter a new Status Date.
- wrap-up the case for a recalculation of benefits.

For existing SNAP clients who have **exhausted their UC benefits**, the case manager must:

- calculate supplemental SNAP benefits, if appropriate, for the period that the client was underpaid; and
- issue supplemental SNAP benefit for that time period by selecting *FS Supplement/ Immediate Issuance* on the Related Benefit window.

Note: SNAP clients who temporarily lost UC benefits due to the suspension of UC extensions should not be issued retroactive SNAP benefits because they have since received or are soon to receive UC benefits covering the suspension period.

**The ARRA \$25
Payment**

The Department is confirming information about the ARRA\$25 weekly UC payment with DUA. You will be updated as soon as this information becomes available. Until then, case managers must continue to enter UC income as outlined in Field Operations Memo 2009-18. Case managers must continue to:

- add the ARRA \$25 weekly UC payment to the Weekly Pay Rte displayed on the Unemployment Insurance Information Inquiry Screen; and
 - enter the Claim Filed Date in the Start Date field of the Other Income window when entering UC income for all programs.
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**SNAP E&T
Requirement**

SNAP applicants and ongoing SNAP clients whose UC benefits have ended must be in compliance with the SNAP E&T requirement. Unless exempt, these households are must comply with the requirement. See 106 CMR 362. 310.

Attachment C

Tips/Information
for Frontline Staff

Attachment C, *Tips/Information for Frontline Staff* was developed by DUA to help case managers better understand the UC filing process. The attachment is 6 pages in length and contains information including but not limited to:

- the recent legislation extending UC extensions;
 - tips for using the DUA Teleclaim Center;
 - DUA filing dates based on SSN;
 - important DUA phone numbers;
 - information on DUA related health insurance; and
 - a list of career centers throughout the state and their hours of operation.
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Questions

If you have any questions, please have your Hotline designee call the Policy Hotline.



Massachusetts Department of Transitional Assistance

SNAP (formerly Food Stamps) BENEFITS FOR YOU AND YOUR FAMILY

APPLY TODAY! IT'S EASIER THAN YOU THINK!

If your Unemployment Insurance benefit has been terminated and your family has no income or very little income, you may be eligible for assistance to meet basic needs such as the Supplemental Nutrition Assistance Program (SNAP – formerly Food Stamps).

SNAP benefits can help you put food on the table during hard times.

We encourage you to apply for SNAP benefits by filling the attached application, and send it to:

DTA/SNAP
600 Washington Street
Boston, MA 02111

(If possible, please enclose a copy of the unemployment benefit termination letter you received from DUA and a copy of your driver's license, birth certificate or other proof of your identity with the application)

Please try to answer all the questions on the application. The more information we have, the more quickly we will be able to act on your application. If you aren't sure what a question means or how to answer it, leave it blank and we will talk about it during your interview. After we receive your application, we will contact you for an interview and ask you more questions. If you need an interpreter, tell us at the interview and we will arrange for one. Below we list the types of things you will need to provide for your application. Please look at the list and prepare to gather the proofs you will need.

To apply for SNAP benefits, you need to prove your income, expenses and other information. You only need to prove information that applies to you. For example, if you do not have a job, then you do not need to worry about earned income in the list below.

When you get SNAP benefits, you will be given an account, like a bank account. Each month, your SNAP benefits will be put into your account. To use your SNAP benefits, you will get a Bay State Access card which you will use like an ATM or credit card. Your privacy is important and using the Bay State Access card helps maintain that privacy. You can use your Bay State Access card at grocery stores, convenience stores, markets and co-ops. You use it in the same way you would buy food with a debit/ATM or credit card.

Things you must provide, if they apply to you, to receive SNAP benefits:

1. **Proof of Identity:** Driver's license, birth certificate or other proof of your identity.
2. **Proof of Massachusetts Residence:** Mortgage, tax, homeowners insurance or utility bills, rent receipt or lease. If you are homeless, a collateral contact, motor vehicle registration, statement from a shelter or a statement from the person you are staying with temporarily.
3. **Earned Income:** Pay stubs or written statement from employer on letterhead showing income before taxes for the past four weeks.
4. **Other Income:** Most recent copy of Social Security check or copy of award letter, proof of unemployment compensation, workers' compensation, pension, child support or alimony.
5. **Self-Employment:** Most recent federal tax return (Schedule C Form) or last three months of business records.
6. **Noncitizen Status:** For all non-US citizens applying for SNAP benefits, alien registration card or other immigration document.
7. **Child Support Payments:** If you make child support payments to someone not living with you, show proof of the legal obligation to make the payment, such as a court order, tax returns showing legally obligated support payments, verification of withholding from unemployment compensation, and the amount paid.

Things you may provide, if they apply to you, to receive higher SNAP benefits. SNAP rules allow you to deduct certain expenses from your countable income. If you give us proof of any of the expenses from the list below, you may be able to receive higher SNAP benefits.

1. **Housing Costs:** You can self-declare shelter costs, including your rent or home ownership costs (mortgage, real estate taxes, insurance). If we think the information is questionable and need proof, we may ask you for your rent receipt or lease agreement. Homeowners can verify these costs through their mortgage statement, real estate taxes and homeowners' insurance bills.
2. **Utilities:** You can self-declare your utility expenses. If we think the information is questionable, we may ask you for a copy for oil, gas, electricity, or telephone (including cellular phone).
3. **Medical Expenses:** If you or anyone in your household is age 60 or older or has a certified disability, the amount of your out-of-pocket medical expenses can be shown by receipts for co-payments or premiums on health insurance, dentures, eyeglasses, hearing aid batteries, prescription medications, doctor-prescribed pain relievers, over-the-counter drugs, and transportation to get to medical services. With the exception of medical transportation, most medical costs need to be verified.
4. **Child Care or Adult Dependent Care Expenses:** You can self-declare dependent care costs. If we think the information is questionable, we may ask you for a written statement from your dependent care provider, or a canceled check or money order paid to the dependent care provider.

After your interview, you will get a list of things you will need to show us. **Pay stubs, utility bills and other proof must not be more than four weeks old from the day that you turn in your application.**



Massachusetts Department of Transitional Assistance

SNAP Benefits Application for Former UI Recipients

UI-2010

1. Information About You (Answer all boxes.)
Last Name, First Name, Middle Initial, Social Security Number, Date of Birth, Gender, Marital Status (check one)

2. Information About Where You Live (Answer all boxes.)
Your current address, Number and Street, Apt #, City, State, ZIP, Are you homeless?, Is your current address temporary?, Is your current address your mailing address?, Your daytime telephone number(s)

3. Questions Regarding Citizenship Status
a. Are you and all household members U.S. citizens by birth or naturalization?
b. Under SNAP rules (106 CMR 362.220), a noncitizen who is unable or unwilling to provide immigration status information and/or Social Security number due to immigration status does not need to do so.

4. Information About People You Live With - Please list everyone you live with. Do not include yourself.
Last Name, First Name, Middle Initial, Date of Birth, Gender, Relationship to you, Do you purchase and prepare food together?, Is this person applying for SNAP benefits?, Social Security Number

4. Information About People You Live With - Please list everyone you live with. Do not include yourself.
Last Name, First Name, Middle Initial, Date of Birth, Gender, Relationship to you, Do you purchase and prepare food together?, Is this person applying for SNAP benefits?, Social Security Number

5. Earnings and Assets
Approximately how much do you and others living with you currently have in bank account(s):
Are you or is anyone living with you working at the present time or in the last 60 days?
If yes, complete the following section. (Attach a separate sheet, if necessary.)
IMPORTANT: Be sure to complete this section if you or anyone else living with you is self-employed.
Last Name, First Name, Employer Name, Address & Telephone Number

Job Title	Start Date	End Date	Hourly Wage \$ _____	Weekly Hours	Weekly Tips \$ _____	How Often Paid?	Permanent Job? <input type="checkbox"/> yes <input type="checkbox"/> no
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If job ended, last day of work ____/____/____

Record most recent wage information here:

Date		Gross Amount	Hours
From	To		
		\$ _____	
		\$ _____	
		\$ _____	

6. Other Income

Are you or is anyone living with you eligible to receive or receiving **any other type of income** such as Unemployment Compensation, Child Support, Social Security, SSI, Workers' Compensation, Veterans' Benefits, Pensions or Rental Income? yes no
 If **yes**, complete the following section. (Attach a separate sheet, if necessary.)

Name	Type of Income	Amount	How often received?	Date Income Started

7. Shelter Expenses

What type of shelter expenses do you have?

Rent/Mortgage	<input type="checkbox"/> yes <input type="checkbox"/> no	Rent/Mortgage amount per month \$ _____
Property Taxes	<input type="checkbox"/> yes <input type="checkbox"/> no	
Other	<input type="checkbox"/> yes <input type="checkbox"/> no	

Type of housing you live in

<input type="checkbox"/> Private Housing	<input type="checkbox"/> Public Housing	<input type="checkbox"/> Commercial Boarding House
<input type="checkbox"/> Transitional Housing	<input type="checkbox"/> Residential Facility	<input type="checkbox"/> Employer-provided Housing
<input type="checkbox"/> Teen Living Program	<input type="checkbox"/> Migrant Campsite	<input type="checkbox"/> Shelter

8. Utility Expenses

What type of utility expenses do you pay for **separate** from your rent?

Heating (gas, oil or electric) and/or air conditioning costs	<input type="checkbox"/> yes <input type="checkbox"/> no
Any other utilities (not including heating/air conditioning)	<input type="checkbox"/> yes <input type="checkbox"/> no
A telephone only, including cellular phone	<input type="checkbox"/> yes <input type="checkbox"/> no

NOTICE OF RIGHTS, RESPONSIBILITIES AND PENALTIES (PLEASE READ CAREFULLY)

I certify under penalty of perjury that I have read, or have had read to me, the information in this application and my answers to the questions in this application and such answers are true and complete to the best of my knowledge. I also certify under penalty of perjury that my answers on any supplement I may complete in the future will be true and complete to the best of my knowledge. I understand that giving false or misleading statements or misrepresenting, hiding or withholding facts, either orally or in writing, to establish eligibility for the Supplemental Nutrition Assistance Program (SNAP) is fraud, an Intentional Program Violation (IPV), and is punishable by civil and criminal penalties.

I understand that the Department of Transitional Assistance (DTA) administers SNAP. I understand that I must report to DTA any changes in my household income, address, living arrangement, family size, employment or any other changes to my SNAP household that may affect our eligibility. I understand that I must report these changes to DTA in person, in writing or by phone **within 10 days of the change** unless I am allowed by DTA to report changes under the SNAP semiannual reporting rules.

I understand that, for SNAP benefits, to receive a deduction for dependent care expenses, rent or mortgage payments, utility or shelter expenses or medical expenses, I must report and provide verification to DTA. Failure to report or verify the above-listed expenses(s) could mean that I will receive less SNAP benefits each month, and will be seen as my statement that the household does not want to receive a deduction for the unreported or unverified expense(s).

I understand that all household members between the ages of 16 and 59 are automatically work registered and enrolled in the SNAP Employment and Training Program (SNAP E&T). The automatic SNAP E&T enrollment allows household members to easily access SNAP E&T services. Nonexempt household members will be notified of work requirements, have exemptions and penalties for noncompliance explained and be referred to an employment activity, if appropriate.

I give permission to DTA to verify and investigate the information I have given that relates to my eligibility for assistance. I give permission to DTA to get any records or data and to verify information given on this application with other agencies, including federal and state agencies, local housing authorities, out-of-state welfare departments and financial institutions. I also give permission to these agencies to give to DTA information about my household that concerns my SNAP benefits.

I understand that I also give permission to DTA to share information about me and my dependents under age 19 with the Department of Education (DOE) so that my dependents are automatically certified for school breakfast and lunch programs. I also give permission to DTA to share

information about me, my dependents under age 5 and anyone pregnant in my household with the Department of Public Health (DPH) so that these individuals are referred to the Women, Infants and Children (WIC) Program for nutrition services.

I understand that I authorize DTA and the Massachusetts Executive Office of Health and Human Services to share information about my eligibility for public assistance benefits with electric distribution companies, gas distribution companies and eligible telecommunications carriers pursuant to confidentiality agreements executed by these companies for the sole purpose of certifying my eligibility for discount utility service rates. I also authorize DTA to share my information with the Department of Housing and Community Development (DHCD) for the purpose of enrolling me in the Heat & Eat Program.

I understand that I will receive a copy of the Your Right to Know, brochure and the SNAP brochure, that I must read or have them read to me and that I must understand their contents and my rights and responsibilities. If I have any questions about the brochures or any of this information, I will ask my case manager. I can also call Recipient Services at 1-800-445-6604 if I have trouble reading or understanding any of this information.

SNAP Penalty Warning

I understand that if I or any member of my SNAP household intentionally breaks any of the rules listed below, that person will be barred from SNAP for **one year** after the first violation, **two years** after the second violation and **permanently** after the third violation. The person may also face criminal prosecution under applicable state and federal laws with penalties up to \$250,000 in fines, imprisonment up to 25 years, or both. These rules are:

- Do not give false information or hide information to get SNAP benefits.
- Do not trade or sell SNAP benefits.
- Do not alter EBT cards to get SNAP benefits you are not entitled to receive.
- Do not use SNAP benefits to buy ineligible items, such as alcoholic drinks and tobacco.
- Do not use someone else's SNAP benefits or EBT card, unless you are an authorized representative.

I also understand the following penalties:

- Individuals who commit a **cash program** violation that is confirmed in an Administrative Disqualification Hearing (ADH) will be barred from SNAP for the same period the individual is barred from cash assistance.
- Individuals who make a fraudulent statement or representation about their identity or place of residence to receive multiple SNAP benefits *simultaneously*, will be barred from SNAP for **ten years**.
- Individuals who trade (buy or sell) SNAP benefits for a controlled substance/illegal drug(s), will be barred from SNAP for a period of **two years** for the first finding, and **permanently** for the second finding.
- Individuals who trade (buy or sell) SNAP benefits for firearms, ammunition or explosives, will be barred from SNAP **permanently**.
- Individuals who trade (buy or sell) SNAP benefits having a value of \$500 or more, will be barred from SNAP **permanently**.
- Individuals who are fleeing to avoid prosecution, custody or confinement after conviction for a felony or are violating a condition of probation or parole, are *ineligible* to participate in SNAP.
- Individuals who fail to comply without good cause with SNAP Work Requirements will be disqualified from SNAP for a period of **three months** for the first finding, **six months** for the second finding and **twelve months** for the third finding. If the individual found to have failed to comply for a third time is the head of the SNAP household, the *entire* household shall be ineligible to participate in SNAP for a period of **six months**.

Right to an Interpreter

I understand that I have a right to an interpreter provided by DTA if no adult in my SNAP household is able to speak or understand English. I also understand that I can get an interpreter for any DTA fair hearing or bring one of my own. If I need an interpreter for a hearing, I must call the Division of Hearings at least one week before the hearing date.

NONDISCRIMINATION STATEMENT

In accordance with Federal law and U.S. Department of Agriculture (USDA) policy, this institution is prohibited from discriminating on the basis of race, color, national origin, sex, age, religion, political beliefs or disability.

To file a complaint of discrimination, write USDA, Director, Office of Civil Rights, Room 326-W, Whitten Building, 1400 Independence Avenue, S.W., Washington, DC 20250-9410 or call (202) 720-5964 (voice and TDD). You may also contact the Massachusetts Commission Against Discrimination (MCAD) or the Office of Diversity, Equal Opportunity and Civil Rights (see Your Right to Know brochure for more information). USDA is an equal opportunity provider and employer.



APPLICANT'S SIGNATURE: By signing this application, I hereby certify under penalty of perjury that I have read (or have had read to me) and I understand and agree to the "Rights and Responsibilities," and the answers in this application and any additional documents I provide to the Department in the future are accurate and complete to the best of my knowledge. I have read the SNAP Penalty Warning in my primary language, have had it read to me or have had it interpreted for me. I also certify that all members of my SNAP household requesting SNAP benefits are either U.S. citizens or noncitizens in satisfactory immigration status.

Applicant Signature: _____

Date: / / _____

THE COMMONWEALTH OF MASSACHUSETTS
EXECUTIVE OFFICE OF LABOR AND WORKFORCE DEVELOPMENT
DEPARTMENT OF WORKFORCE DEVELOPMENT
DIVISION OF UNEMPLOYMENT ASSISTANCE



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DIRECTOR

IMPORTANT: PLEASE RETAIN THIS LETTER

We are sending you this letter because our records show that you have received or will soon receive your final unemployment insurance Federal-State Extended Benefits (EB) payment this week.

Because Congress did not act to extend federal funding of the EB program, Massachusetts triggered off the EB program on June 26, 2010. **This means that the last payable week on EB is June 26, 2010 regardless of any remaining EB benefit credit that you might have.**

You are encouraged to check our website www.mass.gov/dua for updates on further federal extensions. You may also contact the Division of Unemployment Assistance (DUA) at 877-626-6800 or 617-626-5666 TTY/TDD with questions or to enquire about the possibility that you may be eligible for additional UI benefits.

If you receive health insurance through the Medical Security Program (MSP), that benefit will finish shortly after your UI eligibility ends. To ensure that you have healthcare coverage, we strongly encourage you to apply for health insurance coverage through MassHealth at www.mass.gov/masshealth or 800-841-2900 immediately.

Although you may not be eligible for UI benefits, please continue to visit the One Stop Career Centers for assistance with your job search and training needs. **To find the career center near you, call 877-872-5627 or visit www.mass.gov/careercenters.**

You may also be eligible for assistance from other state agencies and nonprofit organizations while you continue to seek employment. To assist you in determining your possible eligibility for other assistance, including health care programs, please review the enclosed [flyer](#) or for more information, please visit www.mass.gov and click on the "For Residents" tab. **You should bring this letter and your most recent UI benefit statement (available at the WebCert site or by mail) when applying for these other benefits.**

Sincerely,

Joanne Goldstein

Tips/Information for Front-line Staff

Background:

- Recent legislation extended the eligibility dates of the Emergency Unemployment Compensation (EUC) and Federal/State Extended Benefit (EB) programs.
- Individuals who are potentially eligible for additional benefits due to congressional action were sent notification by the Division of Unemployment Assistance (DUA). 74,000 notices went out in July following the passage of the extension.

Tips:

1) If an individual has general questions (including prior benefits received) and whether or not they are impacted by unemployment insurance benefit extensions they should:

- **Call the Division of Unemployment Assistance TeleClaim Center**

To reach the DUA Unemployment Insurance TeleClaim Center:

- Call the Teleclaim Center at 1-877-626-6800
if you are calling from the following area codes:
351, 413, 508, 774, and 978.
- Call the TeleClaim Center at 617-626-6800
if you are calling from any other area code.
- **Visit the website www.mass.gov/dua** for updated information about the extended benefits program or general information on Unemployment Insurance.

2) If an individual knows they are eligible for additional benefits (because they got a notice from DUA), they should follow these steps to ensure benefits are processed as quickly as possible:

ACTION:

1. If you did not stop claiming weeks, continue to claim benefits weekly on the web at www.mass.gov/dua/webcert or by calling the TeleCert Line at 1-617-626-6338.

OR

2. If you stopped claiming weeks while you were unemployed, call the DUA TeleClaims Center at **1-888-998-8418** to reopen your extended benefits claim. Hours for telephone filing are Monday - Friday, 7:00 a.m. to 6:30 p.m.; and Saturday, 8:00 a.m. to 1:30 p.m. (NOTE: DUA offices will be closed on Saturday, August 7 to enable

the system upgrades that will allow these payments to be made.)

To ensure that everyone can reach an agent without experiencing long wait times or busy signals, please adhere to this schedule:

If the last digit of your Social Security Number is:	Assigned Day to Call TeleClaims is:
0, 1	Monday
2, 3	Tuesday
4, 5, 6	Wednesday
7, 8, 9	Thursday
Any last digit	Friday and Saturday

If an individual prefers, they may file a claim in person at a Walk-In Center. There are 35 locations throughout Massachusetts. Some Walk-In Centers have limited hours - check the hours of the Walk-In Center before visiting. A listing of Walk-in Center locations is available on the DUA website at www.mass.gov/dua or **on the next page.**

3) Health Insurance Notice

A person may be eligible for the Medical Security Program (MSP), a health insurance benefit offered by the Commonwealth (even if the person was not originally eligible while collecting regular UI benefits). To learn more about MSP and how to apply, call 1-800-908-8801 or visit www.mass.gov/dua/msp.

Region City/Town	Career Center Name/ Phone	Unemployment Insurance Services Walk-In Hours	Languages Spoken
Boston Region			
Boston	JobNet 617-338-0809 800-5-JobNet	Monday, Tuesday, Thursday & Friday: 8:30 am - 5 pm; Wednesday: 10:30 am - 5:00 pm	English, Cantonese, Mandarin and Vietnamese
Boston**	Charles F. Hurley Building 617-626-6560	Monday - Friday: 8:30 am - 4:30 pm	English
Metro North			
Cambridge	Career Source 617-661-7867	Tuesday and Friday: 8:30 am - 4:00 pm	English
Everett	Career Source 617-389-8025	Monday - Friday: 8:30 am - 4:00 pm	English and Spanish
Woburn	The Career Place 781-932-5500	Wednesday and Thursday: 8:30 am - 4:00 pm	English, Spanish and American Sign

Attachment C

Region City/Town	Career Center Name/ Phone	Unemployment Insurance Services Walk-In Hours	Languages Spoken
	888-273-WORK		Language
Metro South			
Marlboro	Employment and Training Resources 508-786-0928	Monday - Thursday: 8:00 am - 4:00 pm; Friday: 9:30 am - 4:00 pm.	English
Newtonville	Employment and Training Resources 617-928-0530	Monday and Wednesday: 8:30 am - 4:00 pm; Friday: 9:30am - 4:00pm	English
Norwood	Employment and Training Resources 781-769-4120	Monday-Thursday: 8:30 am - 3:30 pm (closed during lunch 12:00-1:00)	English; Russian upon request
Northeastern Massachusetts			
Haverhill	ValleyWorks 978-722-7000	Tuesday, Wednesday, and Thursday: 8:00 am - 4:00 pm	English
Lawrence	ValleyWorks 978-722-7000	Monday, Tuesday, Thursday, and Friday: 8:00 am - 4:00 pm; Wednesday, 9:30 am - 4:00 pm	English and Spanish
Lowell	Career Center of Lowell 978-458-2503	Monday - Thursday, 8:30 am - 5:00 pm; Friday, 9:30 am - 5:00 pm	English, Portuguese, Spanish and Khmer
Lynn	North Shore Career Center 781-593-0585	Monday - Thursday, 8:30 am - 4:30 pm; Friday, 9:30 am - 4:30 pm	Spanish and English
Salem	North Shore Career Center 978-825-7200	Monday - Thursday, 8:30 am - 4:30 pm; Friday, 9:30 am - 4:30 pm	English
Southeastern Massachusetts			
Attleboro	Attleboro Career Center 508-222-1950	Monday - Friday, 8:30 am - 4:30 pm	English
Brockton	Career Works	Monday, Tuesday, Wednesday & Friday, 9:00 am - 12:00 pm & 1:00 pm - 4:00 pm Thursday, 9:00 am - 12 pm & 1:00 pm -	English

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Region City/Town	Career Center Name/ Phone	Unemployment Insurance Services Walk-In Hours	Languages Spoken
		6:00 pm.	
Fall River	Fall River Career Center 508-730-5000	Monday - Friday, 8:30 am - 4:30 pm	English and Portuguese
Falmouth*	Career Opportunities 508-548-4828	Tuesday 8:00 am – 4:00 pm: New Claims, Re-open Claims and Problem Resolution	English
Hyannis	Career Opportunities 508-771-5627	Monday - Friday, 8:00 am - 4:00 pm	English
New Bedford	New Bedford Career Center 508-990-4000	Monday - Thursday, 8:30 am - 4:30 pm; Friday, 9:30 am - 4:30 pm	English, Portuguese, and Spanish
Orleans*	Career Opportunities 508-240-1900	Monday, Tuesday, Wednesday and Friday: 8:00 am - 4:00 pm: Problem Resolution only; Thursday 8:00 am – 4:00 pm: New Claims, Re-open Claims and Problem Resolution	English
Plymouth	Plymouth Career Center 508-732-5399	Mon, Tues, Thurs, Fri 8:00 a.m. – 3:30 p.m. Wed 9:30 p.m. – 3:30 p.m. Customer Service U.I. Inquiries Only until 4:30 p.m. daily	English
Quincy	Quincy Career Center 617-745-4000	Monday, Wednesday, Thursday and Friday: 8:30 am-4:00 pm Tuesday, 9:30 am - 4:00 pm	English, Chinese and Vietnamese
Taunton	Taunton Career Center 508-977-1400	Monday - Friday, 8:30 am - 4:30 pm	English
Wareham	Wareham Career Center 508-291-7062	Customer Service only. Monday - Thursday, 8:30 am to 4:30 pm; Friday, 10:00 am - 4:30 pm	English and Greek
Central Massachusetts			
Gardner*	North Central Career Centers	Monday, Tuesday, Wednesday, and Friday: 8:30 am - 4:30 pm; Thursday,	English

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Region City/Town	Career Center Name/ Phone	Unemployment Insurance Services Walk-In Hours	Languages Spoken
	978-632-5050	10:00 am - 4:30 pm	
Leominster	North Central Career Centers 978-534-1481	Monday, Tuesday, Wednesday & Friday: 8:30 am - 4:30 pm; Thursday: 9:30 am - 4:30 pm	English and Spanish
Milford	Workforce Center Career Center 508-478-4300	Monday – Thursday: 8:30 am – 4:30 pm; Friday: 9:30 am – 4:30 pm	English, Hindi, Bengali, Urdu and Punjabi
Southbridge	Workforce Central Career Center 508-765-6430	Monday - Thursday, 8:45 am - 4:30 pm; Friday, 9:30 am - 4:30 pm	English and Spanish
Worcester	Workforce Central Career Center 508-799-1600	Monday - Thursday: 8:45 am - 4:30pm; Friday: 9:30 am - 4:30 pm	English and Spanish
Western Massachusetts			
Greenfield	Franklin/Hampshire Career Center 413-774-4361	Monday - Thursday, 8:30 am - 5:00 pm; Friday, 9:30 am - 5:00 pm	English
Holyoke	CareerPoint 413-532-4900 888-421-8919	Monday - Friday: 8:30 am - 4:00 pm	English and Spanish
North Adams	BerkshireWorks, North Adams 413-663-1111	Monday - Friday: 8:30 am - 4:30 pm	English
Northampton	Franklin/Hampshire Career Center 413-586-6506	Monday - Thursday: 8:30 am - 5:00 pm; Friday, 9:30 am - 5:00 pm	English
Pittsfield	BerkshireWorks, Pittsfield 413-499-2220	Monday - Friday: 8:30 am - 4:30 pm	English
Springfield	FutureWorks Career Center 413-858-2800	Monday, Tuesday and Friday: 8:30 am - 4:30 pm. Wednesday, 8:30 am - 5:30 pm. Thursday: 8:30 am - 3:00 pm.	English, Spanish, Polish, Russian