



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

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Lieutenant Governor

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Secretary

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Commissioner

Field Operations Memo 2008-11
March 11, 2008

To: Transitional Assistance Office Staff

From:  John Augeri, Assistant Commissioner for Field Operations

Re: EAEDC/Food Stamp Program: Disabled Noncitizens Receiving EAEDC but Not Receiving Food Stamps

Overview

Food stamp regulations at 106 CMR 362.220 provide that certain qualified noncitizens may be eligible for food stamps based on disability as defined in 106 CMR 361.210 (i.e., the disability must be SSI or RSDI certified) regardless of date of entry into the U.S. BEACON has identified certain noncitizens who are receiving EAEDC and are coded by DES as RSDI or SSI certified who are *not* receiving food stamps. An outreach cover letter and special Request for Assistance (RFA) form will be mailed automatically to each of these clients to encourage them to apply for the important nutrition assistance offered by the Food Stamp Program.

This Field Operations Memo:

- describes the automated selection process and mailing;
 - describes AU Manager responsibilities for processing returned food stamp applications;
 - describes the report listing the clients who have been sent a letter and application; and
 - reminds AU Managers about the availability of interpreter services.
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**BEACON
Automated
Process**

BEACON has been programmed to select certain noncitizens who are not receiving food stamps but who are receiving EAEDC, are under the five-year waiting period for food stamp eligibility and have been certified by DES as meeting the RSDI or SSI disability standards.

BEACON will then automatically generate a cover letter (Attachment A) for each client describing potential eligibility for food stamp benefits and encouraging the client to complete, sign and return the enclosed special food stamp application (Attachment B) to the TAO. **Included with the notice and form is the Food Stamp Program *Your Rights and Responsibilities* form. Completing and returning this food stamp application form constitutes a valid food stamp application.** BEACON will also create the following message in the BEACON Narratives tab: "Disabled EAEDC noncitizen potentially eligible for FS notice sent." The notice itself will be displayed in Document History.

**AU Manager
Responsibilities:
Cleanup of
Existing Cases**

During the week of March 10, BEACON will select noncitizen EAEDC clients not receiving food stamps, using the criteria described above. BEACON will then generate a special notice and RFA using Attachments A and B. There are approximately 200 of these clients.

Once a signed RFA is received, the AU Manager must process the case in accordance with current procedures as outlined in Field Operations Memo 2006-30.

Since these clients are eligible for a waiver of the face-to-face interview based on disability, they should be interviewed via telephone, unless they request a face-to-face interview.

During the interview, the AU Manager must:

- Use available information in the EAEDC case record and information obtained during the application interview to complete the BEACON application.
 - Obtain verifications as needed and approve the food stamp case within standard timeframes, if eligible. (Remember that claiming some expenses - such as shelter and utility costs – is optional, although these expenses may increase the amount of food stamp benefits, if verified. Also, remember to assist clients in obtaining verifications, if help is needed.)
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Cleanup of
Existing Cases
(continued)

- Ensure the client has an EBT card. If not, be sure to issue one.

Important: The AU Manager must screen each application and provide expedited benefits, if eligible, following current procedures.

**AU Manager
Responsibilities:**
Ongoing Process

AU Managers must continue to process EAEDC applications as usual for these noncitizens. Each week, automated mailings will occur to potentially eligible noncitizens receiving EAEDC but not receiving food stamps whose disability has been RSDI/SSI certified by DES. The AU Manager must process any signed, returned RFAs as described in this memo.

Automated
Closings for
Non-RSDI/SSI
Certified AUs

BEACON has been automated to close food stamp benefits for certain noncitizen EAEDC recipients who are under the five-year waiting period for FS eligibility and whose *subsequent* medical report is coded by DES as not disabled or disabled but not RSDI or SSI certified. The closing reason will be: Ineligible noncitizen. The following message will be created in the BEACON Narratives tab: "FS client and/or AU closed because PRO disposition indicates noncitizen client is no longer disabled. Client has a U.S. Entry Date within the last 60 months."

Reminder: If the FS case closes, AU Managers must explore other potential noncitizen eligibility factors (such as 40 work quarters) to ensure that the client receives food stamps if eligible on a basis other than disability.

Report for TAOs

A weekly informational report entitled *Disabled EAEDC Noncitizens Potentially Eligible for Food Stamps* will appear in Actuate in the *Matches Detail* folder. It will be sorted by TAO and AU Manager and will include the following fields: AU Name, AU SSN, AP Name, AP SSN, Immigration Status, US Entry Date, Notice Sent Date, and Language.

**Interpreter
Services**

AU Managers are reminded that interpreter services are available for those noncitizens who have limited proficiency in English. Please refer to Field Operations Memo 2005-34, *Department Interpreter Services*, for detailed information on the requirements and procedures for providing interpreter services, when needed. Please also review A & F Memo FY2007-9, *DTA Telephonic Interpreter Services*. This memo and additional related information can be found in DTA Online by clicking on the Administration and Finance tab at the top of the homepage and selecting *Interpreter Services* under *Human Resource Management*. The additional information at this site includes a list of TAO interpreters, the Interpreter Request Form and guidance on how to use TeleInterpreters' Language Services.

**Obsolete
Material**

Field Operations Memo 2002-20 is now obsolete.

Questions

If you have any questions, please have your Hotline designee call the Policy Hotline at 617-348-8478.

200 Pleasant Street
Malden, MA 02148

Important Notice - Read Carefully
Este Mensaje Es Importante - Lea Cuidadosamente

Massachusetts Department of Transitional Assistance

Mary Jones
101 Main Street.
Malden, MA 02148

999-99-9999
Malden TAO - DTA

03/12/2008

Dear Mary Jones:

You may be eligible for food stamp benefits because of your disability. Food stamps make it possible for you to buy nutritious food at the grocery store.

If you would like to apply for food stamps, please fill out the enclosed form and return it right away to your local Department of Transitional Assistance (DTA) office.

- The amount of food stamps you may be eligible for will depend on your situation.
- You do not have to come to the DTA office unless you would like to apply in person. A DTA worker will interview you by telephone.
- Food stamps come on a plastic "EBT" card. If you are eligible and already have an EBT card, you will be able to use this card to buy food. If you do not have an EBT card, a worker at your local DTA office will issue one to you. This card is accepted at most supermarkets and grocery stores.
- If you need to, you can give someone else permission to use your card to buy groceries for you. Call your worker listed below to find out how to do this.

If you have questions about the form or about applying for food stamp benefits, please call 781-999-9999 and ask for your worker Mary Smith.

You can also call Recipient Services at 1-800-445-6604, if you have trouble reading or understanding this notice.

Food Stamp Application

APPLICANT'S SIGNATURE: I am applying for Food Stamps. I give my word under penalty of perjury that the information I give here and will give is correct and complete to the best of my knowledge.

By signing this application, I hereby certify under penalty of perjury that I have read (or have had read to me) and I understand the "Rights and Responsibilities," and the answers in this application and/or any supplemental documents I may provide to the Department in the future are accurate and complete to the best of my knowledge. I also certify that all members of my food stamp household requesting food stamp benefits are either U.S. citizens or noncitizens in satisfactory immigration status

	Mary Jones	999-99-9999
Signature	Name	Social Security Number
101 Main Street	Malden, MA	
Address	City/Town/ZIP	
Telephone	Date	

If you wish to apply return this form either in person, mail or FAX to:

Malden TAO - DTA
200 Pleasant Street
Malden, MA 02148

FAX NUMBER: (617) 727-7493

WORKER NAME: Mary Smith