Note that this is subject to change and is accurate as of 4/29/20. “Case Approved” language below is assuming the applicant is SNAP eligible. SNAP eligibility is based on a number of factors, including income and non-citizen status. Core eligibility criteria have not changed.

Green = household does not need to take action. Orange = DTA is taking action. Red = household needs to take action.

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If answer, DTA gets verbal self-declarations. If no response, DTA sends Verification Checklist for optional proofs. No info needed on optional proofs. Case approved!

Optional info missing. DTA calls 3 times in a row.

Approves case without optional expenses

Unless not including optional expenses results in a denial – then DTA pends the case for proof.

Case approved!
Mandatory info missing

DTA calls 3x in a row

Picks up, interview held

This should be RARE:
If mandatory proofs outstanding, Verification Checklist sent.
DTA should issue expedited here if household eligible.

If no more proof needed, case approved!

No answer, DTA sends Verification Checklist & interview appointment notice.

If mandatory proofs returned, case approved!

DTA should issue expedited here if household eligible.

If mandatory proofs not returned before date of scheduled interview, interview call made.

Notice of Missed Interview sent if no answer

If interview missed but all mandatory proofs provided in time, case approved without interview.

Applicant was on SNAP before & DTA can fill in gaps based on other info in case record

Case approved!

Created by the Massachusetts Law Reform Institute based on our understanding of DTA policy guidance. 4.29.20
See MassLegalServices.org/DTA-COVID-19 for more info.