



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

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Commissioner

**Online Guide Transmittal 2017-71
September 29, 2017**

To: Department of Transitional Assistance Staff
From: Sarah Stuart, Associate Commissioner for Change Management
Paul Sutliff, Assistant Commissioner for Field Operations
Re: Cross Programs – Stated Living Above Means (SLAM)

Overview

DTA's mission is to assist and empower low-income individuals and families to meet their basic needs, improve their quality of life and achieve long-term economic self-sufficiency. The Department is also responsible for maintaining the integrity of the programs it oversees. To support these efforts, DTA staff must provide clients with the opportunity to clarify their financial situation so that the Department can better understand their needs and accurately determined what benefits they are eligible for.

Purpose

The purpose of this Online Guide Transmittal is to:

- give staff an overview of SLAM;
 - outline the Department's responsibilities when addressing SLAM cases; and
 - identify a new book in the Online Guide
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What is SLAM?

When a client reports that they have expenses that exceed their income it may indicate that additional information is needed. While many clients unfortunately do not have the income to cover their financial obligations, some clients may have other resource unknown to the Department.

Responsibilities for SLAM Cases

When a SLAM situation becomes apparent, staff must explore with the household how it is managing its finances. This includes an assessment of whether the household:

- is receiving an additional source of income such as contribution from a friend or family member;
- has other financial resources such as a savings account;
- is up to date with these expenses or in arrears; and
- how long the household has managed under these circumstances.

Staff must compare the information a client provides with the information known to the Department and evaluate as to whether the information is questionable or contradictory. Asking clarifying questions and completing a detailed Narrative of the SLAM situation is critical. SLAM cases may require additional verification. The steps for requesting additional information for a SLAM cases are dependent on the client's reporting requirements and where the household is in the certification period.

New Online Guide Chapter/Pages

Topic: Cross Programs
Book: SLAM
Page: SLAM Overview

Topic: Cross Programs
Book: SLAM
Page: Addressing SLAM

Topic: Cross Programs
Book: SLAM
Page: SLAM Examples

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 the DTA Mailbox.

Systems issues should be directed to the Systems Support Help Desk.
