



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

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Online Guide Transmittal 2017-10
January 20, 2017

To: Department of Transitional Assistance Staff

From:  Sarah Stuart, Associate Commissioner for Program and Policy Implementation

 Paul Sutliff, Assistant Commissioner for Field Operations

Re: Cross Program – Milesi Wage Match Settlement

Overview

The Department of Transitional Assistance (DTA) used information from the Department of Revenue (DOR) to automate wage matches. The Massachusetts Law Reform Institute (MLRI) filed a lawsuit known as Milesi v. DTA on behalf of DTA clients challenging the automated wage match procedure. MLRI and DTA negotiated a settlement agreement. SNAP households impacted by this agreement were notified in September 2016.

A group of case managers assigned to Central Office will process new applications and respond to inquiries related to this settlement. If a client has questions regarding this settlement, s/he must be referred to:

Central Office SNAP Specialists
P.O Box 120429
Boston, MA 02112-0429
844-786-5777 (phone)
617-348-8474 (fax)

600 Washington Street • Boston MA 02111

www.mass.gov/dta • @DTA_Listens

**Overview
(continued)**

Group-specific notices will be mailed to clients on a rolling basis. The first mailing was sent on January 3, 2017. These notices indicate the Department actions taken, including the issuance of related benefits, if appropriate, and they will be displayed in Document History in BEACON.

Purpose

The purpose of this transmittal is to: advise staff of their roles under the Milesi settlement agreement; inform staff of BEACON automation related to this settlement agreement, and introduce the new Central Office SNAP Specialist unit.

**BEACON
Automation**

BEACON will identify households impacted by the Milesi settlement with:

- an edit to prevent in-person SNAP registration options;
- an edit to prevent Requests for Assistance for SNAP benefits;
- an edit to prevent authorization of SNAP benefits;
- unique case narratives;
- group-specific Milesi notices in the document history; and
- related benefits, if appropriate.

Group-specific notices are being mailed to clients on a rolling basis. The first mailing was sent on January 3, 2017. These notices advise the client of the actions taken by the Department and they will be displayed in Document History in BEACON.

Milesi clients were instructed to contact the Central Office SNAP Specialists at the designated phone number, fax number, and P.O. Box for applications and inquiries related to the settlement. If a client submits an application or document outside of the designated portals, it will be routed to Central Office SNAP Specialists.

Exception: The First Available Worker (FAW) will remain responsible for applications and documents for cases that were active or pending the date the Milesi Group notice was sent. Milesi notices will be staggered.

**Staff
Responsibilities
for EBT Card
Issuance**

If a Milesi client requests an EBT card, staff must issue one following the procedures outlined in Operations Memo 2014-7.

BEACON will not print an EBT card for a non-grantee. If a client requests an EBT card to access related benefits, but s/he is now a household member of another SNAP case, an emergency EBT card must be issued.

Important: Milesi clients are exempt from the \$5 replacement fee and the EBT Replacement Pilot for 60 days from the date the respective Group notice is mailed. Managers must select Administrative Error for the Credit Replacement Fee Reason.

**Clerical Staff
Responsibilities**

Clerks must review the Electronic Case Folder to determine whether a client is a member of the Milesi class.

If a Milesi client comes into an office and has questions regarding the settlement, or s/he needs assistance completing a paper application, the clerk must register the client to see the Reception Area Coordinator (RAC) using the registration reason Question/Inquiry. The clerk must also type “Milesi Settlement” in the comment section.

**Reception Area
Coordinator
(RAC)
Responsibilities**

If a Milesi client goes into a local office, s/he must meet with the RAC. The RAC must answer questions regarding the settlement and conference call a Central Office SNAP Specialist if the client requires additional assistance.

Households identified by the Milesi settlement were asked to return paper applications to a designated P.O. Box or fax number. If a Milesi client comes into a TAO and wishes to apply for SNAP benefits, s/he must be seen by the RAC and must be offered assistance in completing a paper SNAP application. The application must be date stamped and faxed to the Central Office SNAP Specialist Fax number.

**First Available
Worker (FAW)
Responsibilities**

Households with an active or pending SNAP case on the date their Milesi notice was mailed will continue to be serviced by the First Available Worker.

Important: All duplicate applications must be handled using procedures outlined in the Completing SNAP Application for a Client Who is Already a Member of an Active SNAP Household page of the Online Guide.

**TAFDC/ EAEDC
Case Manager
Responsibilities**

If a cash-only client would like to apply for SNAP, or a client would like to apply for cash and SNAP in response to the settlement notice, the case manager must accept a paper SNAP application, date stamp the application, and fax to the CO SNAP Specialist. The case manager must only edit the case as it impacts the applicable cash program. If a Request for Assistance or Verification Checklist must be generated for TAFDC or EAEDC, the case manager **must not select SNAP when generating documents.**

**Central Office
SNAP Specialist
Responsibilities**

The Central Office SNAP Specialist Unit will respond to all questions and process all applications related to the Milesi settlement **if** the case was not active or pending as of the date of the Milesi notice.

Questions

If you have questions, please have your System Information Specialist (SIS) or TAO manager e-mail the DTA Mailbox.

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