



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

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**Online Guide Transmittal 2017-7
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 Programs – Dropped-Off SNAP Applications

Overview

Dropped off SNAP applications with no associated cash case will no longer be registered as actions for the In-Person Queue but will be assigned as urgent documents for the Processing Queue. When a completed SNAP application is dropped off by a client who cannot stay for an interview, front office staff must register the document in BEACON as Not Urgent and then scan it to the Document Processing Center (DPC). Initially registering these SNAP applications in BEACON as Not Urgent will prevent the notification from generating an In-Person action. This is a change to front office procedures to ensure clients waiting in person are seen in a timely manner and that dropped-off SNAP applications are processed according to established SNAP application procedures.

Note: If the applicant already has an active or pending cash case, the SNAP application must be processed by the assigned cash case manager or an on-demand cash worker. The SNAP application with an associated cash case must be registered in BEACON as a notification for the corresponding cash case manager. This is current procedure and is not being changed.

This Online Guide update is to advise staff of:

Purpose

- the changes to handling dropped-off SNAP applications for cases without an associated cash case
 - how to properly register and scan these dropped-off SNAP applications
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**Updated Online
Guide Page**

Topic:	Business Process
Book:	Procedures
Chapter:	Front Office Procedures
Page:	Dropped-Off SNAP Applications

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. Procedural Mailbox.

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