



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

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Online Guide Transmittal 2017-9
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 – EBT Card Replacement Pilot (Phase 2)

Overview

The Department is committed to making sure that clients receive the appropriate supports to access benefits as intended. In an effort to ensure clients are served efficiently and appropriately, the Department will pilot new procedures regarding Replacement EBT Cards.

The goals of the pilot are:

- (1) identifying the reason for high number of replacement EBT cards;
- (2) offering supports to clients in overcoming obstacles to proper EBT Card usage; and
- (3) reducing fraudulent use of EBT Cards.

The Dudley Square and Newmarket Square offices started participating in the pilot on December 5, 2016. The Lawrence, Springfield, and Worcester offices will begin participating in this pilot on January 3, 2017.

**Overview
(continued)**

All clients (SNAP, TAFDC and EAEDC) within these catchment areas will be subject to the Pilot procedures when requesting a 4th or higher replacement EBT card within a 12-month period.

Purpose

This Online Guide Transmittal outlines:

- Non-Pilot TAO Staff Responsibilities;
 - Clerical Responsibilities for the Pilot;
 - Reception Area Coordinator Responsibilities for Pilot;
 - Case Manager Responsibilities for the Pilot;
 - Client Assistance Coordinator and Domestic Violence Specialist Responsibilities for the Pilot;
 - Domestic Violence Liaison Responsibilities for the Pilot;
 - Fraud Investigator Responsibilities for the Pilot;
 - Supervisor/Designee Responsibilities for the Pilot;
 - TAO Manager Responsibilities for the Pilot; and
 - New forms for use by offices participating in the Pilot.
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**Non-Pilot TAO
Staff
Responsibilities**

All Non-Pilot TAOs will continue to follow procedures outlined in Field Operations Memo 2014-7: TAFDC, EAEDC and SNAP – Electronic Benefit Transfer (EBT) Card Fees Replacements and Notices, if the client resides in the catchment area of a Non-Pilot TAO. Catchment areas can be accessed at: <http://webapps.ehs.state.ma.us/DTAOffices/default.aspx>.

Important: If the client resides in the catchment area of a Pilot TAO, then the client must be instructed to go to the appropriate Pilot Office to request a 4th or greater EBT card replacement or call the Fraud Hotline for an appointment.

**Clerical
Responsibilities**

Clerical staff in pilot offices responsible for EBT Card issuances must:

- Review the EBT Card Counter to determine whether the client has requested 4 or more EBT cards in the preceding 12 months;
- If yes, check to ensure that the client resides in the Dudley Square, Lawrence, Newmarket Square, Springfield, or Worcester office catchment area. Catchment areas can be accessed at:

<http://webapps.ehs.state.ma.us/DTAOffices/default.aspx> .

- If the client resides in a Non-Pilot catchment area, follow procedures in 2014-7.

Note: If the client has an approved EBT exemption, the client is exempt from pilot procedures and may have their EBT card replaced immediately in any TAO.

- If the client resides in the Pilot catchment area, review the case narrative tab to determine if the Initial EBT Replacement Interview with a case manager has occurred.
 - If an Initial EBT Replacement Interview (Pilot) with the case manager meeting has not occurred, check the Narrative and EBT Review Page to determine if a reasonable accommodation has been approved by the EBT Review Team.
 - If there is a reasonable accommodation, the client is exempt from the Pilot process and a replacement card must be issued immediately.
 - If there is no reasonable accommodation, the clerk must register the client to meet with a case manager the same day and enter a BEACON case narrative stating, ***EBT Replacement Pilot: Referral to Case Manager.***
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**Clerical
Responsibilities
(continued)**

- If an Initial EBT Replacement Interview with the case manager meeting has occurred, and there is no reasonable accommodation, the clerk must:
 - Refer the client to the Reception Area Coordinator (RAC) and inform the RAC that the client is subject to the EBT Pilot Procedures

A replacement EBT card must not be issued until the client completes an appointment with either a case manager or a fraud investigator, as appropriate.

**Reception Area
Coordinator
Responsibilities**

When a clerk refers a client who is subject to the EBT Pilot Procedures to the RAC, the RAC must:

- ensure that the EBT Review Appointment form acknowledging the requirement to return to the TAO for an interview within two business days is completed and signed;
 - schedule an appointment for the client to return within two business days to meet with a Fraud Investigator;
 - scan the form into the BEACON Narrative and return the form to the client; and
 - enter a BEACON case narrative stating, ***EBT Replacement Pilot: Appointment with Fraud Investigator Scheduled.***
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**Case Manager
Responsibilities**
Walk-In Clients

The case manager must conduct a screening interview with each client identified as requesting a 4th or greater EBT card within a 12-month period.

During the Screening interview for a walk-in client, the case manager must:

- discuss potential barriers to accessing one's EBT card in an efficient manner, such as Domestic Violence, Disability Concerns or Substance Abuse;
 - review the rights and responsibilities of the SNAP and Cash programs;
 - provide a copy of the EBT Brochure;
 - explain what an EBT card can and cannot be used for;
 - outline the requirement to meet with a Fraud Investigator after two business days if another replacement card is requested;
 - access the Accommodation/Special Assistance Page in BEACON if the client identifies the need for an accommodation due to a disability. All screening questions must be completed so that a referral made to a Client Assistance Coordinator;
 - review for domestic violence concerns so that a referral to a Domestic Violence Specialist can be made, if appropriate;
 - provide a list of resources from the Department of Public Health (DPH) if the client identifies substance abuse issues (will be addressed in Training);
 - ask the client to sign the Initial EBT Replacement Interview form after all of the above screening items are reviewed with the client;
 - scan the form into the BEACON Narrative and return the form to the client;
 - complete the Review Tab on the EBT Card Request Page to enable the Clerk to issue the Replacement EBT Card;
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**Case Manager
Responsibilities**

Walk-In Clients
(continued)

- refer the client back to the Clerk for generation of the EBT Replacement card if no accommodation is necessary, or send the client to the CAC or DV Specialist, as appropriate; and
- enter a BEACON case narrative stating, ***EBT Replacement Pilot: Initial Interview Conducted.***

Assistance Line
Clients

If a client who resides in a Pilot office catchment area requests a 4th or greater EBT Replacement Card by phone, the FAW must check if an Initial EBT replacement interview with a case manager was conducted.

- If no, the case manager must inform the client that an in-person interview is required to discuss the replacement of the EBT card and enter a BEACON case narrative stating, ***EBT Replacement Pilot: Client Referred to Pilot TAO.***
 - If yes, the case manager must refer the client to the Fraud Hotline at 800-372-8399 to schedule the mandatory interview with a fraud investigator and enter a BEACON case narrative stating, ***EBT Replacement Pilot: Client Referred to Fraud Unit.***
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Client Assistance Coordinator and Domestic Violence Specialist Responsibilities

When a client identifies the need for an exemption from the EBT Replacement Pilot requirements, the case manager will refer the client to a Client Assistance Coordinator (CAC) or Domestic Violence (DV) Specialist, as appropriate.

If the CAC, after meeting with the client, finds that an accommodation is necessary, the CAC will:

- update the Accommodation/Special Assistance Page in BEACON;
- complete the Client Assistance Coordinator EBT Replacement Exemption form;
- scan the form into the BEACON Narrative;
- Email the TAO Management Team to request that the EBT Review Page and EBT Review Tab be updated to reflect the CAC accommodation.
- enter a BEACON case narrative stating, ***EBT Replacement Pilot: Exemption Determined by CAC***. This narrative language must also be entered on the Sticky Note located on the ECF Home page; and
- refer the client back to the Clerk for generation of the EBT Replacement card.

If the DV Specialist, after meeting with the client, finds that an exemption is required due to a domestic violence situation, the DV Specialist will:

- complete the Domestic Violence EBT Replacement Exemption form;
 - ask the TAO's Domestic Violence Liaison to scan the form into the BEACON Narrative and enter a BEACON case narrative stating, ***EBT Replacement Pilot: Exemption Determined by DV Specialist***. This narrative language must also be entered on the Sticky Note located on the ECF Home page;
 - email the TAO Management Team to request that the EBT Review Page and EBT Review Tab be updated to reflect the DV accommodation; and
 - refer the client back to the Clerk for generation of the EBT Replacement card.
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**Domestic
Violence Liaison
Responsibilities**

Upon the request of the Domestic Violence Specialist, the Domestic Violence Liaison must:

- scan the Domestic Violence EBT Replacement Exemption form into the BEACON Narrative; and
 - enter a BEACON case narrative stating, *EBT Replacement Pilot: Exemption Determined by DV Specialist.*
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**Fraud Unit
Responsibilities**

During the two-day waiting period, the Fraud Investigator must review the client case record, including transaction history in EPPIC and patterns of replacement requests.

At the scheduled meeting, the Fraud Investigator must:

- interview the client, and document responses on the EBT 5+ Cards Questionnaire;
- enter the following into the BEACON Narrative: *EBT Replacement Pilot: Fraud Investigator Meeting Held with Client*; and
- Scan the EBT 5+ Cards Request Questionnaire into the BEACON Narrative.

If the client does not attend the interview with the Fraud Investigator, the Fraud Investigator must:

- complete the Missed EBT Review Appointment form;
- scan the form into BEACON Narrative; and
- mail the original form to the client.

Important: The Fraud Investigator is responsible to keep offices informed of schedule availability so that clerical staff may set up interviews.

**Supervisor/
Designee
Responsibilities**

A supervisor or designated staff person must be present for all interviews with a Fraud Investigator. At the end of the interview with a fraud investigator, the supervisor or designated staff person must sign the EBT 5+ Cards Request Questionnaire as the DTA witness.

**TAO Manager
Responsibilities**

The TAO Manager upon receipt of an email from the CAC or DV Specialist must enter the request on the Review Tab and approve the accommodation on the EBT Review Tab.

Every effort must be made to ensure that this task is completed before the EBT Replacement Card is released. If that is not possible, the \$5.00 fee must be credited back to the client's account.

**New Forms/
Notices for Pilot
Offices**

- Initial EBT Replacement Interview
 - EBT Review Appointment
 - Missed EBT Review Appointment
 - Client Assistance Coordinator EBT Replacement Exemption
 - Domestic Violence EBT Replacement Exemption
 - EBT+5 Cards Request Questionnaire
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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.
