



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


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**Online Guide Transmittal 2018-52
August 24, 2018**

To: Department of Transitional Assistance Staff
From:  Paul Sutliff, Assistant Commissioner for Programs and Field Operations
Re: Cross Programs: SSA Data Modifications

Overview

SSA data information from the FMCS Application Inquiry Menu of the Mainframe was migrated onto BEACON on May 14, 2018. To support operational efficiency, IT staff have made the following modifications:

- SVES requests that are scheduled before 3 p.m. are available after 10 a.m. on the next business day. SVES requests made after 3 p.m. are available in two business days.
- BEACON automatically creates SVES requests at application.

Important: FAW staff must create a follow-up Action to review the results of the SVES request if they are pending verification of Identity to issue an EBT card and/or expedited benefits.

- The SVES History was created to check previous requests and the status of each request.
 - The Special SVES Request was created to allow staff to make requests for additional claim numbers and modified names.
 - A Review Returned SVES Inquiry Action will be assigned to the FAW staff who prompted a request (manually or by putting household members in a pending status).
 - A Complete SNAP Application Action will be assigned to FAW staff who prompted a request at application when there is an outstanding step for the case manager to take.
 - External Data pages will display No SSA Income when a SVES request was returned but there was no income attributed to the queried claim.
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Purpose

This Transmittal advises staff of Online Guide updates related to SSA Data.

**Revised Online
Guide Page**

Topic: Cross Programs
Book: SSA
Page: SSA Data

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.
