



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

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**Online Guide Transmittal 2020-11
February 6, 2020**

To: Department of Transitional Assistance Staff
From: Sarah Stuart, Associate Commissioner for Change Management
Re: SNAP: SNAP Application Interview and Cold Call Procedural Update

Overview

In an effort to maintain Departmental timeliness, the Online Guide has been updated to remind staff that SNAP application interviews scheduled after an unsuccessful manual cold call must be scheduled four days from the generation date of the appointment letter and prior to day 7 of the application whenever possible.

Staff are also reminded that cold calls are a critical step that must be taken before an appointment is scheduled for a SNAP application. Cold calls must be performed if that is the action that has been pulled, regardless of assigned business group (queue) to which a case manager has been assigned.

If staff are transferred to the Processing or Phone queue during the course of the day based on business need, cold calls must still be performed if that is the action that has been pulled. Additionally, when a Perform Cold Call action is pulled for a client who has an appointment scheduled in the future, the cold call must still be performed if that is the action that has been pulled.

Purpose

The purpose of this transmittal is to advise staff of updates made to the Online Guide.

**Revised Online
Guide Pages**

Topic: SNAP
Book: Application Processing
Chapter: SNAP Application Processing
Page: The Application Interview

Topic: Business Process (BP)
Book: BP – Overview
Page: In Person Queue

Topic: Business Process (BP)
Book: BP – Overview
Page: Processing Queue

Topic: Business Process (BP)
Book: Procedures
Chapter: In-Person Procedures
Page: Requesting and Completing a SNAP In-Person Action

Topic: Business Process (BP)
Book: Procedures
Chapter: Phone Procedures
Page: Phone Queue Actions

Topic: Business Process (BP)
Book: Procedures
Chapter: Processing Procedures
Page: Conducting Cold Calls

Topic: Business Process (BP)
Book: Procedures
Chapter: Processing Procedures
Page: Scheduling / Canceling Appointments

Topic: Business Process (BP)
Book: Procedures
Chapter: Processing Procedures
Page: Scheduled SNAP Telephone Appointments

Topic: Business Process (BP)
Book: Procedures
Chapter: Processing Procedures
Page: Schedule Timely Appt. Action

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.

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