



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


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Commissioner

**Online Guide Transmittal 2020-44A  
August 6, 2020**

**To: Department of Transitional Assistance Staff**  
**From:  Sarah Stuart, Associate Commissioner for Change Management**  
**Re: SNAP: Bay State CAP Phase II Fixes**

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**Overview**

In September 2019, DTA implemented Bay State CAP Phase I. This initiative provided Bay State CAP clients with the opportunity to opt out of Bay State CAP. Additionally, Phase I also established income averaging for Bay State CAP households with fluctuating income.

Since the implementation of Phase I, DTA has made additional improvements to the Bay State CAP process.

In June 2020, the Department operationalized Phase II fixes which included purposeful changes aimed at providing better and more timely service to Bay State CAP households.

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**Purpose**

This Transmittal advises staff of fixes as they relate to the routing of the following Bay State CAP actions:

- Bay State CAP Ineligibility action - will be routed to the Centralized Case Management Office (CCMO).
- Processing the Bay State CAP Client Options form will be routed to the SNAP-FEO Business Group's "SNAP – Bay State CAP Processing" pool.
- All other actions related to Bay State CAP will be available for all staff to process.

In addition, examples were edited in the Online Guide for better clarification.

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**Revised Online  
Guide Pages**

**Topic:** SNAP  
**Book:** Certification Types  
**Chapter:** Bay State CAP  
**Page:** Bay State CAP Eligibility

**Topic:** SNAP  
**Book:** Certification Types  
**Chapter:** Bay State CAP  
**Page:** Bay State CAP Examples

**Topic:** SNAP  
**Book:** Eligibility Requirements  
**Chapter:** Income  
**Subchapter:** Other Income (Unearned)  
**Page:** Unearned Income Overview

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**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.

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