



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


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**Online Guide Transmittal 2020-5
January 9, 2020**

To: Department of Transitional Assistance Staff
From:  Raul Sutliff, Assistant Commissioner for Programs and Field Operations
Re: Cross Program: Entering Employment Information

Overview

The Department is committed to ensuring that accurate earned income information is recorded in a client's Electronic Case Folder (ECF) and used in the determination of benefits. This information includes the:

- type of earned income
- source (generally the employer's name)
- gross amount; and
- number of hours worked and the hourly rate.

This information may be verified through various methods, however only certain aspects of earned income information are considered mandatory. Staff are reminded that hours are not considered to be a mandatory eligibility factor.

Some clients may need to provide proof of hours worked to show eligibility as a student or to satisfy a work requirement and the applicable Verification Checklist types must be used. If the gross income has been verified, the earned income must be marked as such even if hours are not displayed on the verification provided. Staff must enter the best information available as it relates to hours and hourly rate, as it helps the agency support clients on their path to long term economic self-sufficiency.

Purpose

The purpose of this transmittal is to inform staff of:

- how to calculate the number of hours worked, or hourly rate, or gross income if one of those elements is missing from the earned income verification;
 - remind staff of the importance of utilizing collateral contacts to help obtain the most accurate information; and
 - new and updated Online Guide content including examples.
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**New Online
Guide Pages**

Topic: Cross Programs
Page: Entering Hours When Not Available

**Revised Online
Guide Pages**

Topic: SNAP
Book: Work Requirements
Chapter: General SNAP Work Requirements
Page: General SNAP Work Requirements Exemptions

Topic: SNAP
Book: Work Requirements
Chapter: ABAWD Work Program Requirements
Page: ABAWD Work Program Participation

Topic: SNAP
Book: Work Requirements
Chapter: ABAWD Work Program Requirements
Page: ABAWD Q&A

Topic: SNAP
Book: Eligibility Requirements
Chapter: Students
Page: Students

Topic: SNAP
Book: Eligibility Requirements
Chapter: Income
Sub-Chapter: Earned Income
Page: Types of Earned Income

Topic: SNAP
Book: Eligibility Requirements
Chapter: Income
Sub-Chapter: Earned Income
Page: Entering, Changing, and Ending Earned Income in BEACON

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.