



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


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**Online Guide Transmittal 2021-73
September 24, 2021**

To: Department of Transitional Assistance Staff
From:  **Sarah Stuart, Associate Commissioner for Change Management**
Re: SNAP: New SNAP Processing Queue Action

Overview

In an effort to reduce workload in future months and to prevent cases from closing due to failure to recertify, a new action type “**Perform Cold Call – Telephonic Recert/IR**” has been created and is scheduled to begin to generate on Monday, September 27th, 2021. This action takes advantage of our existing ability to complete certification activities over the phone using telephonic signatures by identifying clients who:

- are due to recertify but have not yet been initiated; and
- do not have any pending scanned or online Interim Reports or Recertifications in BEACON.

Staff will call these clients to attempt to complete their Interim Report and Recertification telephonically, reducing the compression of Interim Reports and Recertifications needing to be completed closer to their release dates.

Purpose

The purpose of this Transmittal is to advise staff of procedures for a new SNAP Action type.

Procedures

Upon pulling the Action “Perform Cold Call – Telephonic Recert/IR,” staff are to review the case and verify that the client is in an active SNAP AU that has an Interim Report or Recertification due within the next 45 days.

Staff will then cold call the client to attempt to complete the Interim Report or Recertification telephonically. If the cold call is successful, staff must:

- select Yes in the Client Answered field on the Phone page;
- follow the existing [COVID-19 Streamlined SNAP Recertification Process and Interview Waiver](#) and [Telephonic Signature](#) procedures, including initiating the Interim Report or Recertification, asking all appropriate questions to get the necessary information, and obtaining a telephonic signature through the IVR line; and
- due to COVID-19 temporary procedures interviews are waived for COVID-19 recertifications. BEACON will reflect the waiving of interviews and no changes are to be made to the Interview page.

If after three cold call attempts the client cannot be reached, a narrative must be written detailing the reason for the call and outcome. Select “No” in the Client Answered field on the phone page. Do not schedule an interview.

If the client answers but states they cannot complete the Interim Report or Recertification at the time of the call, do not initiate the Interim Report or Recertification nor schedule an interview. Provide a narrative detailing the reason for the call and outcome. Remind the client that they can call back to complete the review, submit it online at DTACconnect.com or return the form.

If the client answers and the Interim Report or Recertification is initiated, but they are unable to complete it, send a VC-1 with the missing information. Do not schedule an interview appointment.

If the client calls back, the staff member receiving the call should offer to complete the Interim Report or Recertification telephonically. All clients calling the DTA Assistance Line in their recertification period should be offered this option if no Interim Report or Recertification form has been submitted.

Important: When speaking with a client for whom the Interim Report or Recertification has been completed telephonically, staff must advise them to not submit the Interim Report or Recertification form. The telephonic signature is sufficient.

If a client attempts to submit an online Interim Report or Recertification through the DTA Connect Portal, they will be prevented from doing so if the process has already been initiated or completed in BEACON via the telephonic signature process.

If a client has submitted the Interim Report or Recertification form to the DPC or has uploaded it to their ECF, staff will review and disposition the document accordingly. If the Interim Report or Recertification has not yet been submitted, the form must be reviewed for any changes and the case updated if applicable. If the form is received after the Interim Report or Recertification has been submitted, the form must be treated as a verification of reported changes during case maintenance and action taken accordingly.

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 them to DTA.Procedural Issues.

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