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

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Commissioner

Online Guide Transmittal 2018-20
April 6, 2018

To: **Department of Transitional Assistance Staff**

From: **Paul Sutliff, Assistant Commissioner for Programs and Field Operations**

Re: **Cross Programs – Review of the Waiver of Recertification Interviews for Elderly and/or Disabled Households and Updates to Certification Chapters**

Overview

The SNAP interview requirement at recertification may be waived for households where all adult members are elderly and/or federally certified as disabled with no earned income. This may be applied to households with minor children as long as the previous condition is met. The waiver of the recertification interview is not exclusively reserved for cases of a particular certification type or timeframe and may be applied broadly.

Additionally, interviews are not allowed at Interim Report and must not be scheduled or held. Further updates to the certification chapters were made to bring the department into compliance with regulatory changes via the finalized rules of the Food, Conservation and Energy Act of 2008.

Purpose

The purpose of this Transmittal is to advise staff of updated Online Guide content pertaining to:

- procedures associated with the waiver of the recertification interview for certain elderly and/or disabled SNAP households;

- the assignment of SNAP certification types and timeframes;

- cold call and VC-1 procedures during Interim Report; and

- clarifications and expanded Q&As for Change Reporting and Simplified Reporting chapters.

Revised Online Guide Pages

Topic:	SNAP
Book:	Certification Types
Chapter:	Certification Type Overview

Topic:	SNAP
Book:	Certification Types
Chapter:	Change Reporting
Page:	Change Reporting – Overview

Topic:	SNAP
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Topic:	SNAP
Book:	Certification Types
Chapter:	Change Reporting
Page:	Change Reporting – Examples

Topic:	SNAP
Book:	Certification Types
Chapter:	Simplified Reporting
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Topic:	SNAP
Book:	Certification Types
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Revised Online Guide Pages

(Continued)

Topic:	SNAP
Book:	Certification Types
Chapter:	Simplified Reporting
Page:	Simplified Reporting – Interim Report

Topic:	SNAP
Book:	Certification Types
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Topic:	SNAP
Book:	Certification Types
Chapter:	Simplified Reporting
Page:	Simplified Reporting – Examples

Topic:	Cross Programs
Book:	SLAM
Chapter:	Addressing SLAM

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.