

# Part 5 Applications and Proofs

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## 73 Where do I apply for EAEDC?

Apply for EAEDC at your local DTA office. 106 C.M.R. § 702.130. All DTA offices are open from 8:00AM to 5:00PM. If you are sick or disabled and cannot go to the office, tell the local office you want a home visit. 106 C.M.R. § 701.600. To find the address, phone number and key contact information for your local DTA office, see **Appendix H**.

Be sure to sign an application the first time you go into the DTA office. You can do this even if there is no worker there to take your application. 106 C.M.R. § 702.115 (B). The date you sign is the earliest date your benefits will begin if you are approved. 106 C.M.R. § 702.150. If you cannot get a DTA application form, write a request for EAEDC (and SNAP) on a piece of paper and sign the paper.

Everyone has the right to apply without delay, whether or not you appear to be eligible. You have the right to sign an application even if the worker thinks you are not eligible. 106 C.M.R. § 702.115(A).

DTA sometimes issues a “No Trespass Order” barring certain people from the DTA office. DTA Online Guide: Cross Programs > No Trespass Page Indicator and Page. This may not be legal. If it is a problem for you, call the Ombuds Office, 617-348-5354, which should make sure that you can apply and get your benefits on time.

### **Language Access:**

DTA must provide a bilingual case manager or assistant or professional interpreter if you want one and you use American Sign Language or your primary language is not English, regardless of language, national origin or non-citizen

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status. **See Question 82.** There are no magic words you have to say to request an interpreter. A professional interpreter may be provided in-person or by telephone. 106 C.M.R. § 701.360; DTA Online Guide: Cross Programs > Interpreter Services > Guidelines for Providing Interpreter Services; DTA Operations Memos 2013-64 (Dec. 19, 2013), 2013-11 (Mar. 19, 2013); DTA Field Operations Memo 2008-16 (Apr. 1, 2008).

You can use your own interpreter if you want, but you cannot use a child to interpret for you except to schedule an appointment. Children under age 12 cannot be asked to interpret for any purpose. 106 C.M.R. § 701.360.

You have the right to refuse a particular interpreter if you are uncomfortable with the interpreter for personal or other reasons. You don't have to give a reason. DTA must then provide a professional telephone interpreter

**DTA Online Guide:** Cross Programs > Interpreter Services > Guidelines for Providing Interpreter Services; See also DTA Operations Memo 2013-11 (Mar. 19, 2013); DTA Field Operations Memo 2008-16 (Apr. 1, 2008).

### **Disability Accommodation:**

If you have a vision, hearing or communication impairment, DTA should give you a chance to say or show what will help you understand what DTA is telling you and communicate with DTA. See DTA Operations Memo 2013-64 (Dec. 19, 2013).

If DTA does not offer you interpreter services in your language, you can file a complaint with the DTA Language Access Coordinator or the Office of Access and Opportunity. You must file your complaint in writing within 6 months of when you were denied interpreter services.

- To file a complaint with the DTA Language Access Coordinator submit your written complaint to:

Sarah Stuart  
Associate Commissioner for Program & Policy Implementation  
Department of Transitional Assistance  
600 Washington Street Boston, MA 02111  
[sarah.stuart@state.ma.us](mailto:sarah.stuart@state.ma.us)

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- To file a complaint with the Office of Access and Opportunity submit your written complaint to:

Office of Access & Opportunity  
Office of the Governor  
State House, Room 373  
Boston, MA 02133  
Email Address: [Jabes.Rojas@state.ma.us](mailto:Jabes.Rojas@state.ma.us)

You can find DTA's Language Access Plan at  
<http://www.mass.gov/eohhs/docs/dta/dta-language-access-2016.pdf>

See **Question 82** for more information about your language access rights and **Questions 79-81** for DTA's obligations to provide additional accommodations.

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# 74 What proofs do I need?

A DTA intake worker will interview you and is supposed to help you with your application. You have to give DTA proof of your eligibility before your application will be approved. Your worker will give you a list of what you need to prove. 106 C.M.R. § 702.310(B). You can *mail, fax or deliver* your proofs or “verifications” to DTA. Be sure you mail photocopies, not the originals, in case they get lost in the mail. You can also ask an agency to fax copies to DTA. See **Question 76**.

If you do not have everything, give what you have. In many cases, you can sign a sworn statement to prove something. You can also sign a form letting your worker contact someone else to get the proof. 106 C.M.R. § 702.340; DTA Online Guide: EAEDC > Basic Case Activities & Maintenance > Verifications > Methods of Verifications - EAEDC

Some information is available to DTA in a database that DTA can access. If DTA can get the information from a database, it should not require you to provide the proof. DTA Operations Memo 2013-47 (Sept. 5, 2013); DTA Online Guide: Cross Programs > External Agency Matches > Matches - Overview. For example, DTA can get wage information for some jobs through a service called “The Work Number.” <http://www.theworknumber.com/>; DTA Online Guide: Cross

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Programs > External Agency Matches > The Work Number; DTA Operations  
Memo 2013-33 (July 19, 2013).

The following chart lists some additional items you might be asked for by DTA:

**If you are seeking benefits  
in this category:**

**You may be asked for these proofs:**

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Disability 106 C.M.R. § 320.200	<ul style="list-style-type: none"><li>■ Medical Report, filled out by your doctor</li><li>■ Disability Supplement, filled out by you</li><li>■ Proof you applied for SSI</li></ul>
Mass. Rehabilitation Commission (MRC) participant 106 C.M.R. § 320.250	<ul style="list-style-type: none"><li>■ MRC medical or psychiatric reports statement from a MRC counselor regarding your disability and MRC program activity</li></ul>
Caring for a disabled person 106 C.M.R. § 320.300	<ul style="list-style-type: none"><li>■ Statement from doctor regarding the disabled person's disability and need for your regular care</li><li>■ Proof of income/assets of the disabled person</li></ul>
Elderly - age 65 or older 106 C.M.R. § 320.100	<ul style="list-style-type: none"><li>■ Proof of you age</li><li>■ Proof you applied for SSI</li></ul>
Caretaker families 106 C.M.R. § 320.400	<ul style="list-style-type: none"><li>■ Division of Unemployment Assistance (DUA) work registration if you, the caretaker, chooses to be included in the grant, or proof of "good cause" to not register for work</li><li>■ Proof of the age and identity of the child</li><li>■ Proof you have legal custody or guardianship of the child (you have 6 months to get this proof) or proof of "good cause" to not get guardianship. See <b>Question 28.</b></li></ul>

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Things you might be asked to bring are:

- proof of where you live and your Massachusetts residence (for example, a rent receipt, lease, utility bill, official letter or document listing your address, a landlord statement), unless you are homeless. 106 C.M.R. § 320.530; DTA Online Guide: EAEDC > General Nonfinancial Requirements > Residence > Residence.
- proof of who you are (for example, your driver's license, voter registration, birth certificate), or, if not available, a statement from someone who knows you personally. 106 C.M.R. § 320.510;
- the social security numbers for you and other people you are applying for, or proof that you have applied for them (unless exempt due to noncitizen status). You do not need to show the actual SSN cards, but just provide DTA with the SSN in writing or orally. 106 C.M.R. § 701.230;
- proof of your legal immigration status if you are not a U.S. citizen, such as a copy of your green card, work authorization, documents or receipts from immigration authorities, statement from an attorney representing you or other proof of your status. 106 C.M.R. § 320.620; see **Question 37**;
- proof you are a U.S. citizen (if you are not an immigrant), 106 C.M.R. § 320.610 (such as your birth certificate, passport or voter registration). Your EAEDC application should not be delayed or denied pending DTA's receipt of proof of citizenship. DTA Field Operations Memo 2007-10 (Feb. 20, 2007); DTA Online Guide: EAEDC > General Nonfinancial Requirements > Noncitizen > Verification of Citizenship.
- proof of any income you receive (for example, pay stubs, employer statements, government checks or letters, etc.). 106 C.M.R. § 321.210;
- proof of any assets you own and have access to (money in the bank, vehicles, etc.). 106 C.M.R. § 321.120;
- proof that you applied for, or are not eligible for, Veterans' Services benefits or Unemployment Insurance. 106 C.M.R. § 702.720(B) and 106 C.M.R. § 702.700; *and/or*

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- proof that you have housing expenses - to determine living arrangement and to avoid the in-kind income deduction (for example, a lease, rent receipt, mortgage, or statement from a landlord. 106 C.M.R. § 321.410(B).

### ***Advocacy Reminder:***

There are many other proofs that DTA can ask for in a particular case. Do the best you can to get them, but if you cannot get them, ask for help from the worker and ask if you can verify the information by signing a statement. Your worker is supposed to help you get required proof when your worker has been told or is otherwise aware that you need help. See 106 C.M.R. § 702.310(B); DTA Operations Memos 2013-47 (Sept. 5, 2013) and 2010-55 (Nov. 23, 2010).

- ✓ If you need more time to get proofs, you can get an extension. If you have trouble, talk to an advocate.
- ✓ If you need extra help getting proofs because of your disability, ask your worker to assist you by making a reasonable accommodation. See **Questions 79-81**.
- ✓ If DTA schedules your appointment for a time that is bad for you, you can reschedule.
- ✓ Some information does not change and only needs to be verified once, unless there is a reason to think that it was wrong originally or has changed. For example, you should not need to re-verify your date of birth at redetermination or reapplication. DTA Operations Memo 2010-55 (Nov. 23, 2010); DTA Online Guide: EAEDC > Basic Case Activities & Maintenance > Verifications > Methods of Verifications – EAEDC.
- ✓ A single document can sometimes prove more than one eligibility factor. For example, a rent receipt can prove where you live and that you have rent expenses. DTA Operations Memo 2012-08 (Feb. 6, 2012).
- ✓ DTA will accept documents that are scanned, faxed or photocopied from the original unless the document appears questionable. DTA Operations Memo 2012-32 (July 12, 2012).

- ✓ DTA should send you a list of any proofs you are missing. DTA should give you time to provide the proofs. DTA Operations Memo 2012-17 (Apr. 25, 2012).

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## 75 How much time do I have to bring in proofs?

You have 22 days to bring in the proofs or verifications so that you receive your first payment within 30 days. 106 C.M.R. § 702.160(A). If you need more time to get all the proofs, you can get extensions. You automatically get an 8-day extension if all the proofs are not in by the 22nd day. Your worker is supposed to send you a reminder letter telling you what proofs are missing and how much time you have to bring them in. If you need more time beyond this, you can get a 15-day extension if you ask for an extension in writing.

If you are denied EAEDC because you could not get the proofs within these time limits, you can still send the proofs within 30 days of the date you were denied. If the DTA office determines that the proofs you brought show you are eligible, they are supposed to reopen your case back to the date you first applied. You do not need to file a new application. 106 C.M.R. § 702.160(B).

### *Advocacy Reminder:*

- ✓ If your application is denied for missing proofs or verifications, you can file a request for a hearing and bring the missing proofs to the hearing officer. If your proofs show that you were eligible when you applied, you should get approved for EAEDC benefits back to the date you applied. 106 C.M.R. § 343.500(A). See **Questions 88 & 89** on how to file an appeal.

## 76 How should I send my proofs?

You can fax or mail proofs to the Electronic Document Management (EDM) center, or you can bring the proofs to the local DTA office. You can also upload proofs directly to your case record through DTA Connect.

Be sure to **write your DTA agency ID number or the last four digits of your SSN** on every page.

■ **DTA Connect.** You can scan and upload your documents directly to your case file through DTA Connect. You get the DTA Connect App on a smart phone, set up a DTA Connect account, take a picture of your documents and then upload them to the case record immediately. See **Question 83**.

■ **Fax.** This is also fast, and you get a fax receipt. Fax to 617-887-8765

If your documents are two-sided, be sure to fax both sides.

- Keep your fax receipt and the original of the documents.
- Social service agencies may let you use their fax machine free of charge

■ **Mail.** Mail documents to the EDM at  
Department of Transitional Assistance  
P.O. Box 4406  
Taunton, MA 02780-0420

- Try to make a copy of the document and mail the copy, not the original.
- Keep a record of the date you mailed the document.
- You can get pre-stamped envelopes addressed to DTA at the local DTA office.

■ **In person:** You can bring proofs to the local DTA office. See **Appendix H**.

- The local office should process urgent documents right away, or
- The local office will scan and send documents directly to your case record with special scanning equipment. It will be date stamped the same day.

**Advocacy Reminders:**

- ✓ Don't send or give originals to DTA.
- ✓ Be sure to write your name, DTA number (if you know it) *or* the last four digits of your SSN on every page.
- ✓ Do the best you can to keep a record of the date you sent or gave the document to DTA.

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## 77 How long does it take to decide if I am eligible?

DTA must decide on your application within 30 days and either pay you benefits or deny your application. The 30-day time limit can be extended if you ask for more time to get proof of eligibility. If you get a notice from DTA saying your application is denied because you did not bring enough proof, you have **30 more days** from the date of the notice to give DTA more proof. 106 C.M.R. § 702.160. See also **Question 75**.

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## 78 What if I need benefits right away?

You can get help with *immediate needs* within 24 hours of your application. 106 C.M.R. § 702.125(F). Be sure to tell the worker if you need help with immediate needs. DTA is supposed to screen you to determine if you qualify for an immediate needs payment. DTA Operations Memo 2013-35 (July 26, 2013).

- **Rent, utilities or fuel:** If you need help right away with rent, utilities or fuel *and you appear to be eligible*, you can get an advance on your EAEDC benefits to pay for these things. The advance will be paid as a voucher to the landlord, utility or fuel company and the amount deducted out of your first EBT payment.

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- **Food:** You may qualify for emergency or "expedited" SNAP (food stamps). This means you can get SNAP within seven (7) days of when you apply. 106 CMR § 365.800. Ask your worker about this. If, for some reason, you are not eligible for expedited SNAP, DTA may issue you a food voucher, which would be deducted from your first EAEDC payment.
- **Health Care:** You can get a temporary EAEDC Medical card when you apply for EAEDC. Even if you are ultimately denied EAEDC, you may still be eligible for MassHealth. See **Question 65**.

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# 79 What if a disability makes it hard for me to meet DTA rules or use DTA services?

The federal Americans with Disabilities Act (ADA) requires DTA to provide equal access to programs and services to qualified people with disabilities. 42 U.S.C. § 12132; see 106 C.M.R. § 701.390; 106 C.M.R. § 360.250 (SNAP). See also DTA Online Guide: Cross Programs > Harper/ADA > ADA Overview.

Under the ADA you are a person with a qualifying disability if you have a disability that substantially impairs a major life activity, such as learning, understanding, walking, working, breathing, or caring for yourself. Disabilities include physical or mental health impairments, and intellectual disabilities. A temporary health problem like a broken leg may not a disability under the ADA. You can be disabled under the ADA even if you are not receiving any benefits on the basis of disability. See DTA Online Guide: Cross Programs > Harper/ADA > ADA Definition.

If a disability makes it hard for you to do the things DTA asks you to do to get and keep your benefits, you can ask DTA for a **reasonable accommodation**. An accommodation may be appropriate if your disability makes it hard for you to:

- understand DTA's notices and forms,
- meet deadlines,
- give DTA the proofs it asks for,

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- communicate with DTA, *or*
- meet a specific rule or requirement.

Accommodations can be something you need only once, or something you need on an ongoing basis. Accommodations can include:

- giving you extra help to meet a rule,
- giving you extra time to meet a deadline,
- changing a requirement or rule,
- naming someone to talk to DTA for you or get copies of mail DTA send you,
- providing an auxiliary aid (such as an ASL interpreter)

**Example 1:** You have severe depression and post-traumatic stress disorder (PTSD). You need help getting verifications and you cannot go to the DTA office in person because taking public transportation and being in crowded waiting areas triggers your PTSD symptoms. You can ask DTA to help you get verifications and to waive any requirements for in-person appointments.

**Example 2:** Because of your learning disability, you need help understanding DTA notices and help completing the paperwork that DTA asks you to complete. DTA should accommodate you by explaining notices to you and by filling out the forms with you instead of requiring you to fill forms out by yourself.

**Example 3:** You have a hearing, vision, other condition that makes it hard for you to communicate. DTA should ask you what kind of help you prefer to communicate with DTA. This help is usually called an auxiliary aid. DTA should try to provide your preferred auxiliary aid. If that is not possible, DTA should work with you to find an acceptable alternative. See DTA Online Guide: Cross Programs > Harper/ADA > Working with Clients Who Need Auxiliary Aids.

**Example 4:** Because of your disability, you need help explaining to your health care provider that you need a form filled out to prove to DTA that you are disabled. You have a hard time communicating with third parties because of your disability. You need DTA to contact your health care provider to complete the medical report form to complete your EAEDC application.

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### *Advocacy Reminders:*

- ✓ An accommodation can be requested at any time, including after DTA has issued a notice stopping or lowering your benefits.
- ✓ Each DTA office now has Client Assistance Coordinators (CACs) to help with the accommodation process. See DTA Online Guide: Cross Programs > Harper/ADA > Client Assistance Coordinator Responsibilities.
- ✓ DTA workers can make home visits to take your application or interview you if needed to accommodate your disability. See DTA Transitions FYI, Nov. 2011.
- ✓ DTA cannot require you to accept a specific accommodation (such as requiring a helper or authorized representative to act for the client). Instead, DTA should work with you to find an accommodation that you agree to.
- ✓ DTA is not required to provide an accommodation which is a fundamental alteration of its programs. If that issue comes up, consult an advocate.

### *DTA Policy Guidance:*

DTA Field Operations Memo 2010-30 (July 1, 2010); DTA Operations Memos 2013-25 (May 24, 2013) and 2013-64 (Dec. 19, 2013); DTA Online Guide: Cross Programs > Harper/ADA > ADA Overview.

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## 80 How do I ask DTA for a reasonable accommodation?

DTA is supposed to ask you if you have a disability and need an accommodation. DTA is supposed to ask these questions at application and reevaluation. You can ask for an accommodation at these times, or at any time you need one.

You can ask your DTA case worker for an accommodation, or you can talk to the Client Assistance Coordinator (CAC) in your DTA office. Each DTA office has a CAC who can help with the accommodation process.

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Once you ask for an accommodation, DTA should work with you to figure out how it can meet your needs. For example, if you ask for something DTA says it cannot do, instead of denying your request, DTA should discuss other options with you.

DTA may ask for medical proof that you need the accommodation. If you need an accommodation but do not have the medical evidence DTA asks for, you can ask the CAC to help you get it.

### *DTA Policy Guidance:*

**DTA Online Guide:** Cross Programs > Harper/ADA > ADA and Reasonable Accommodations et seq.

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# 81

## What are my rights if DTA denies my reasonable accommodation request?

**You can ask DTA Central to review a local office decision denying a disability accommodation.**

The DTA local office should give you a written decision on your request for reasonable accommodation no later than 30 days from your request. If the local office denies your request or any part of it, you can ask the DTA Central Office Accommodation Appeal Committee to review the decision by filling out the back of the form and giving it to your worker. The Committee has 10 days to make a decision on the reconsideration request. You can also file your request directly with the Committee if the local office does not decide your request in 30 days. See DTA Online Guide: Cross Programs > Harper/ADA > ADA Reasonable Accommodation Decision Timelines.

**You can appeal a DTA Central decision denying a disability accommodation**

If the DTA Central Office Accommodation Appeal Committee Denies your request for accommodation in whole or in part or does not make a decision in 10 days from your request for a decision, you can request a hearing by filling out the back of the form and sending it to the Division of Hearings. See **Part 7** on appeal rights.

Try to get a legal advocate to help you with your request for review and your appeal. See **Appendix I** for a list of legal services offices.

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## 82 What if I do not speak English?

If English is not your primary language, DTA must provide you with a bilingual DTA worker or an interpreter (in person or by telephone) if you want one. 106 C.M.R. § 701.360. See **Question 73**.

### **DTA notices in another language**

DTA currently provides the computer-generated (BEACON) notices and forms in lonely English and Spanish. DTA sends a “babel” flier in other languages recommending you get the information sent to you translated.

### ***Advocacy Reminders:***

- ✓ Under federal law, DTA must provide you with an interpreter if you need one. DTA should not tell you to bring your own interpreter. See Title VI of the Civil Rights Act of 1964, 42 U.S.C. § 2000d. DTA should not tell you to have a family member interpret for you.
- ✓ You can find DTA’s Language Access Plan at <http://www.mass.gov/eohhs/docs/dta/dta-language-access-2016.pdf>.
- ✓ You can file a complaint with the DTA Language Access Coordinator if DTA does not offer you an interpreter. See **Question 73**.
- ✓ For more information on the federal and state government’s duties to persons with limited English proficiency (LEP), see [www.lep.gov](http://www.lep.gov) and <https://www.justice.gov/crt/executive-order-13166>.
- ✓ Contact your local legal services office if you are denied an interpreter, or get DTA materials in a language you can not read.

*DTA Policy Guidance:*

**DTA Online Guide:** Cross Programs > Interpreter Services > Guidelines for Providing Interpreter Services.

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## 83 How can I find out what is happening with my case and see my case information?

### **Talk to your worker, a supervisor, an Assistant Director or even a Director**

- You can call your DTA worker to ask about your case. Your worker's name and phone number should be on any notices you get from DTA. You can get the worker's name by calling the DTA Assistance Line at 1-877-382-2363.
- If you cannot reach your worker you can call your worker's supervisor, an Assistant Director, or even the Director. For the phone number of the local DTA office, go to: <http://eohhs.ehs.state.ma.us/DTAOffices>
- You have a right to a copy of anything that is in your file. 106 C.M.R. § 701.330; DTA Transitions, Nov. 2012, p. 4.

### **Use "DTA Connect" to see case information**

DTA Connect is a new mobile app for DTA clients. It is free and can be downloaded for iPhones at the App store or for Androids on Google play. DTA Connect can be used on a smartphone or tablet (such as an iPad).

Once the app is downloaded, you or the agency you work with can log in with your *Social Security Number* (SSN) and *year of birth* to see information about your case. (You cannot use DTA Connect if you have a heightened level of security on your case due to domestic violence).

DTA Connect includes information on your case, including:

- Case status, monthly benefit amount, next benefit issue date, EBT card balance and recertification due date.
- Alerts including upcoming appointments or deadlines.
- Copies of DTA notices sent in the previous 90 days.

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- Whether documents submitted in the previous 90 days have been processed.

DTA Connect can also be used to *send DTA proofs or give DTA information*:

- Send DTA verifications or documents by taking a picture in the app. These documents will go directly to your case record!
- Ask for a letter verifying the amount of benefits you get from DTA.
- Tell DTA about a new address or phone number.
- Opt-in or opt-out of text messages from DTA.

Note: DTA Connect also lets you enter an email address and sign up for eNotification. *We do not encourage this unless you check emails constantly.*

### Use the Interactive Voice Response (IVR) system

You can get some information about your case by calling the IVR. To reach the IVR, call the DTA Assistance Line at 1-877-382-2363. You will need to enter your social security number and year of birth to get information about your case. This is an automated system, not a live person. It is available round the clock, every day of the week. The IVR can tell you:

- if DTA has approved or denied your benefits or has not yet made a decision,
- the amount of benefits you will receive and your next payment date,
- the date DTA last received a document from you,
- the location of your local DTA office.

### Use the “My Account Page” or MAP

If you have access to the Internet, an email address, and have your EBT card, you can set up a “My Account Page” (MAP). Follow these steps to set up your MAP:

**Step 1:** Visit [www.mass.gov/vg/selfservice](http://www.mass.gov/vg/selfservice) and click on “My Account Page.” You will need an e-mail address to start the process. If you do not have an email, you can create a free email through Gmail, Yahoo, Hotmail and other email services.

**Step 2:** Look out for an email sent back to you from the MAP with a special web link. This takes just a couple of minutes.

**Step 3:** Click on the web link in the DTA email you receive from the Virtual Gateway. You will be asked to create a *password* and answer two

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“security questions.” You will be given an assigned “username” – typically the first letter of your first name followed by last name and possibly a number---for example, Msmith2. *Be sure you write this down*—the username will also be sent to the email you provided.

**Step 4:** To get access to your personal case information, you now need to log-in and click on the “My Account Page” link in the middle of the screen. Then you need to enter the following *three* pieces of information:

- Your year of birth,
- Your full SSN, *and*
- Your full EBT card number (make sure the name on the account matches the spelling of your name on the EBT card).

This information is required *each time* you log-on to the MAP. You can change your email address or user profile any time.

There’s lots of information about your cash or SNAP case including:

- the status of your EAEDC or SNAP case
- the amount of monthly benefits and date of next payment
- all DTA notices and forms sent to you in the past 12 months
- a list and status of the documents received by mail or fax in the past 18 months (you will not see a copy of the actual document sent in)
- names and dates of birth of your household members and address and phone number DTA has on file for you.
- the address and contact information for your local DTA office

You can print out information about your monthly benefits to give to another program (e.g. if you apply for housing or Fuel Assistance, not that EAEDC cash may count for these programs but SNAP does not. You can also print out recent *forms* that DTA has sent to fill out, including a SNAP interim report or recertification form.

### **Call the DTA Ombuds Office**

If you need more information or you are not satisfied with the information you get, call the DTA Ombuds Office, 617-348-5354. The Ombuds Office was created to help applicants and recipients fix problems they may have with their DTA case. You can also file a complaint with the Ombuds Office.

*DTA Policy Guidance:*

**Online Guide Sections:** Cross Programs > MAP > My Account Page (MAP)  
FAQs and DTA Connect > DTA Connect

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## 84 Is my information kept confidential?

DTA must not release information about you to any third party without your written permission. 106 C.M. R. § 701.320. If you want DTA to share information about you with an advocate or anyone else, you will need to sign a written statement of consent (or release) that says DTA can share your information.

*Advocacy Reminders:*

- ✓ You or the advocate helping you can fax the consent to the Electronic Document Management Center: Fax 617-887-8765. Or you can upload this consent statement directly to your case record through the DTA Connect app. See **Question 83**. DTA staff are authorized to discuss your case with the advocate if you or the advocate have sent a consent form to DTA.
- ✓ DTA can also do a three-way call with you and your advocate when you give your verbal agreement over the phone.
- ✓ An advocate may be able to talk to the Ombuds Office, see **Question 83**, or the worker or supervisor without a release by setting up a three-way call with you, DTA and the advocate.
- ✓ DTA does not need your permission to release information about you to law enforcement in connection with a criminal investigation or similar purposes.

See also DTA Operations Memo 2010-50 (Nov. 1, 2010).