

**Appendix G:  
Crosswalk Chart with Key Sections of  
DTA Online Guide**

|                                       | Note, some of the COVID-19 temporary procedures are still in effect.  |   |
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| <b>Guide Question #</b>               | <b>Path to page on DTA Online Guide</b>   | <b>Direct Link to DTA Online Guide</b>  |
| <b>PART 1: Application and Proofs</b> |   |   |
| 1 - Applications                      | SNAP > Application Processing > SNAP Application Processing > <b>SNAP Application Processing</b>                        | <a href="https://eohhs.ehs.state.ma.us/DTA/PolicyOnline/BEACON5/ISSL!/WebHelp/SNAP/Application_Processing/SNAP_Application_Processing/SNAP_Application_Processing.htm">https://eohhs.ehs.state.ma.us/DTA/PolicyOnline/BEACON5/ISSL!/WebHelp/SNAP/Application_Processing/SNAP_Application_Processing/SNAP_Application_Processing.htm</a> |
| 1 - Web Applications                  | SNAP > Application Processing > Web Application > <b>Online Snap Application - Overview</b>                             | <a href="https://eohhs.ehs.state.ma.us/DTA/PolicyOnline/BEACON5/ISSL!/WebHelp/SNAP/Application_Processing/Web_Application/VG_Web_Applications_Overview.htm">https://eohhs.ehs.state.ma.us/DTA/PolicyOnline/BEACON5/ISSL!/WebHelp/SNAP/Application_Processing/Web_Application/VG_Web_Applications_Overview.htm</a>                       |
| 2 - After Applying                    | SNAP > Application Processing > SNAP Application Processing > <b>Issuing An EBT Card</b>                                | <a href="https://eohhs.ehs.state.ma.us/DTA/PolicyOnline/BEACON5/ISSL!/WebHelp/SNAP/Application_Processing/SNAP_Application_Processing/Issuing_an_EBT_Card_Updated.htm">https://eohhs.ehs.state.ma.us/DTA/PolicyOnline/BEACON5/ISSL!/WebHelp/SNAP/Application_Processing/SNAP_Application_Processing/Issuing_an_EBT_Card_Updated.htm</a> |
| 3 - Expedited SNAP                    | SNAP > Application Processing > SNAP Application Processing > <b>Expedited Benefits</b>                                 | <a href="https://eohhs.ehs.state.ma.us/DTA/PolicyOnline/BEACON5/ISSL!/WebHelp/SNAP/Application_Processing/SNAP_Application_Processing/Expedited_Benefits_Updated.htm">https://eohhs.ehs.state.ma.us/DTA/PolicyOnline/BEACON5/ISSL!/WebHelp/SNAP/Application_Processing/SNAP_Application_Processing/Expedited_Benefits_Updated.htm</a>   |
| 4 - Bay State CAP (SSI households)    | SNAP > Certification Types > Bay State CAP > <b>Bay State CAP Overview</b>  | <a href="https://eohhs.ehs.state.ma.us/DTA/PolicyOnline/BEACON5/ISSL!/WebHelp/SNAP/Certification_Types/Bay_State_CAP_Overview.htm">https://eohhs.ehs.state.ma.us/DTA/PolicyOnline/BEACON5/ISSL!/WebHelp/SNAP/Certification_Types/Bay_State_CAP_Overview.htm</a>   |
| 4 - Bay State CAP                     | SNAP > Certification Types > Bay State CAP > <b>Bay State CAP Eligibility</b>   | <a href="https://eohhs.ehs.state.ma.us/DTA/PolicyOnline/BEACON5/ISSL!/WebHelp/SNAP/Certification_Types/BSCAP_Eligibility.htm">https://eohhs.ehs.state.ma.us/DTA/PolicyOnline/BEACON5/ISSL!/WebHelp/SNAP/Certification_Types/BSCAP_Eligibility.htm</a>   |
| 5 - Voting Registration               | Cross Programs > Voter Registration > Overview and Administrative Responsibilities > <b>Voter Registration Overview</b> | <a href="https://eohhs.ehs.state.ma.us/DTA/PolicyOnline/BEACON5/ISSL!/WebHelp/X_Prog/Voter_Registration/Voter_Registration_Overview.htm">https://eohhs.ehs.state.ma.us/DTA/PolicyOnline/BEACON5/ISSL!/WebHelp/X_Prog/Voter_Registration/Voter_Registration_Overview.htm</a>   |
| 7 - Authorized Representatives        | Cross Programs > Assisting Person > <b>Assisting Person Overview</b>  | <a href="https://eohhs.ehs.state.ma.us/DTA/PolicyOnline/BEACON5/ISSL!/WebHelp/X_Prog/Assisting_Person/Assisting_Person_Overview_Clean.htm">https://eohhs.ehs.state.ma.us/DTA/PolicyOnline/BEACON5/ISSL!/WebHelp/X_Prog/Assisting_Person/Assisting_Person_Overview_Clean.htm</a>   |

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| 8 -<br>Permission<br>for 3rd party<br>to talk with<br>DTA | Cross Programs > Assisting Person ><br><b>Assisting Person Overview</b>  | <a href="https://eohhs.ehs.state.ma.us/DTA/PolicyOnline/BEACON5/ISSL/WebHelp/X_Prog/Assisting_Person/Assisting_Person_Overview_Clean.htm">https://eohhs.ehs.state.ma.us/DTA/PolicyOnline/BEACON5/ISSL/WebHelp/X_Prog/Assisting_Person/Assisting_Person_Overview_Clean.htm</a>   |
| 9 - Group<br>Homes/other<br>group<br>living               | Cross Programs > Assisting Person ><br><b>Authorized Rep-Agency -<br/>Certification (SNAP)</b>                                   | <a href="https://eohhs.ehs.state.ma.us/DTA/PolicyOnline/BEACON5/ISSL/WebHelp/X_Prog/Assisting_Person/Authorized_Rep-Agency_-_Certification_(SNAP)_Clean.htm">https://eohhs.ehs.state.ma.us/DTA/PolicyOnline/BEACON5/ISSL/WebHelp/X_Prog/Assisting_Person/Authorized_Rep-Agency - Certification (SNAP) Clean.htm</a>   |
| 9 - Group<br>Homes  | Cross Programs > Assisting Person ><br><b>Authorized Rep-Agency - EBT<br/>Transactions (SNAP)</b>                                | <a href="https://eohhs.ehs.state.ma.us/DTA/PolicyOnline/BEACON5/ISSL/WebHelp/X_Prog/Assisting_Person/Authorized_Rep-Agency_-_EBT_Transactions_(SNAP)_Clean.htm">https://eohhs.ehs.state.ma.us/DTA/PolicyOnline/BEACON5/ISSL/WebHelp/X_Prog/Assisting_Person/Authorized_Rep-Agency - EBT Transactions (SNAP) Clean.htm</a>                                   |
| 9 - Group<br>Homes  | SNAP > Group Homes > <b>Group<br/>Homes Overview</b>   | <a href="https://eohhs.ehs.state.ma.us/DTA/PolicyOnline/BEACON5/ISSL/WebHelp/SNAP/Group_Homes/Group_Homes_Overview.htm">https://eohhs.ehs.state.ma.us/DTA/PolicyOnline/BEACON5/ISSL/WebHelp/SNAP/Group_Homes/Group_Homes_Overview.htm</a>   |
| 9 - Group<br>Homes  | SNAP > Eligibility Requirements ><br>Residents of Institutions ><br><b>Residents of Institutions</b>                             | <a href="https://eohhs.ehs.state.ma.us/DTA/PolicyOnline/BEACON5/ISSL/WebHelp/SNAP/Eligibility_Requirements/Residents_of_Institutions/Residents_of_Institutions_Online_Guide.htm">https://eohhs.ehs.state.ma.us/DTA/PolicyOnline/BEACON5/ISSL/WebHelp/SNAP/Eligibility_Requirements/Residents_of_Institutions/Residents_of_Institutions_Online_Guide.htm</a> |
| 10 - SNAP<br>interviews                                   | SNAP > Application Processing ><br>SNAP Application Processing > <b>The<br/>Application Interview</b>                            | <a href="https://eohhs.ehs.state.ma.us/DTA/PolicyOnline/BEACON5/ISSL/WebHelp/SNAP/Application_Processing/SNAP_Application_Processing/The_Application_Interview.htm">https://eohhs.ehs.state.ma.us/DTA/PolicyOnline/BEACON5/ISSL/WebHelp/SNAP/Application_Processing/SNAP_Application_Processing/The_Application_Interview.htm</a>                           |
| 10 - SNAP<br>interviews                                   | Business Process (BP) > Procedures<br>> Processing Procedures ><br><b>Completing SNAP Apps for Active<br/>or Pending Clients</b> | <a href="https://eohhs.ehs.state.ma.us/DTA/PolicyOnline/BEACON5/ISSL/WebHelp/BP/Procedures/Processing_Procedures/Completing_SNAP_Apps_for_Active_or_Pending_Clients.htm">https://eohhs.ehs.state.ma.us/DTA/PolicyOnline/BEACON5/ISSL/WebHelp/BP/Procedures/Processing_Procedures/Completing_SNAP_Apps_for_Active_or_Pending_Clients.htm</a>                 |
| 10 -<br>Interviews  | SNAP > Application Processing ><br>SNAP Application Processing ><br><b>Expedited Benefits</b>                                    | <a href="https://eohhs.ehs.state.ma.us/DTA/PolicyOnline/BEACON5/ISSL/WebHelp/SNAP/Application_Processing/SNAP_Application_Processing/Expedited_Benefits_Updated.htm">https://eohhs.ehs.state.ma.us/DTA/PolicyOnline/BEACON5/ISSL/WebHelp/SNAP/Application_Processing/SNAP_Application_Processing/Expedited_Benefits_Updated.htm</a>                         |
| 10 - SNAP<br>interviews                                   | COVID-19 > <b>Streamlined SNAP<br/>Recertification Process and<br/>Interview Waiver</b>  | <a href="https://eohhs.ehs.state.ma.us/DTA/PolicyOnline/BEACON5/ISSL/WebHelp/X_Prog/COVID-19/COVID-19_Streamlined_SNAP_Recertification_Process_and_Interview_Waiver.htm">https://eohhs.ehs.state.ma.us/DTA/PolicyOnline/BEACON5/ISSL/WebHelp/X_Prog/COVID-19/COVID-19_Streamlined_SNAP_Recertification_Process_and_Interview_Waiver.htm</a>                 |

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| 11 - What happens during Interview | SNAP > Application Processing > SNAP Application Processing > <b>The Application Interview</b> | <a href="https://eohhs.ehs.state.ma.us/DTA/PolicyOnline/BEACON5/ISSL/WebHelp/SNAP/Application_Processing/SNAP_Application_Processing/The_Application_Interview.htm">https://eohhs.ehs.state.ma.us/DTA/PolicyOnline/BEACON5/ISSL/WebHelp/SNAP/Application_Processing/SNAP_Application_Processing/The_Application_Interview.htm</a>           |
| 11 - What happens during Interview | COVID-19 > <b>Temporary COVID-19 Verification Procedures</b>                                   | <a href="https://eohhs.ehs.state.ma.us/DTA/PolicyOnline/BEACON5/ISSL/WebHelp/X_Prog/COVID-19/Temporary_COVID-19_Procedures.htm">https://eohhs.ehs.state.ma.us/DTA/PolicyOnline/BEACON5/ISSL/WebHelp/X_Prog/COVID-19/Temporary_COVID-19_Procedures.htm</a>   |
| 11 - During Interview              | COVID-19 > <b>Streamlined SNAP Recertification Process and Interview Waiver</b>                | <a href="https://eohhs.ehs.state.ma.us/DTA/PolicyOnline/BEACON5/ISSL/WebHelp/X_Prog/COVID-19/COVID-19_Streamlined_SNAP_Recertification_Process_and_Interview_Waiver.htm">https://eohhs.ehs.state.ma.us/DTA/PolicyOnline/BEACON5/ISSL/WebHelp/X_Prog/COVID-19/COVID-19_Streamlined_SNAP_Recertification_Process_and_Interview_Waiver.htm</a> |
| 12 - Proofs DTA needs              | Cross Programs > Verifications > Verifications Overview > <b>What are Verifications</b>        | <a href="https://eohhs.ehs.state.ma.us/DTA/PolicyOnline/BEACON5/ISSL/WebHelp/X_Prog/Verifications/Verification_Overview/What_are_Verifications.htm">https://eohhs.ehs.state.ma.us/DTA/PolicyOnline/BEACON5/ISSL/WebHelp/X_Prog/Verifications/Verification_Overview/What_are_Verifications.htm</a>   |
| 12 - Proofs/Verifications          | Cross Programs > Verifications > Verification Types > <b>Verification Chart</b>                | <a href="https://eohhs.ehs.state.ma.us/DTA/PolicyOnline/BEACON5/ISSL/WebHelp/X_Prog/Verifications/Verification_Types/Verification_Chart.htm">https://eohhs.ehs.state.ma.us/DTA/PolicyOnline/BEACON5/ISSL/WebHelp/X_Prog/Verifications/Verification_Types/Verification_Chart.htm</a>   |
| 12 - Proofs                        | Cross Programs > Verifications > Verification Checklist (VC-1) > <b>VC-1 Overview</b>          | <a href="https://eohhs.ehs.state.ma.us/DTA/PolicyOnline/BEACON5/ISSL/WebHelp/X_Prog/Verifications/Verification_Checklist(VC-1)/VC-1_Overview.htm">https://eohhs.ehs.state.ma.us/DTA/PolicyOnline/BEACON5/ISSL/WebHelp/X_Prog/Verifications/Verification_Checklist(VC-1)/VC-1_Overview.htm</a>   |
| 12 - Proofs                        | Cross Programs > Verifications > Verification Types > <b>Mandatory Verifications</b>           | <a href="https://eohhs.ehs.state.ma.us/DTA/PolicyOnline/BEACON5/ISSL/WebHelp/X_Prog/Verifications/Verification_Types/Mandatory_Verifications.htm">https://eohhs.ehs.state.ma.us/DTA/PolicyOnline/BEACON5/ISSL/WebHelp/X_Prog/Verifications/Verification_Types/Mandatory_Verifications.htm</a>   |
| 13 - Self-declarations             | Cross Programs > Verifications > Verifications Overview > <b>Signatures on Verifications</b>   | <a href="https://eohhs.ehs.state.ma.us/DTA/PolicyOnline/BEACON5/ISSL/WebHelp/X_Prog/Verifications/Verification_Overview/Signatures.htm">https://eohhs.ehs.state.ma.us/DTA/PolicyOnline/BEACON5/ISSL/WebHelp/X_Prog/Verifications/Verification_Overview/Signatures.htm</a>   |
| 13 - Self-declarations             | Cross Programs > Telephonic Signature > <b>Telephonic Signature</b>                            | <a href="https://eohhs.ehs.state.ma.us/DTA/PolicyOnline/BEACON5/ISSL/WebHelp/X_Prog/Telephonic_Signature/TS.htm">https://eohhs.ehs.state.ma.us/DTA/PolicyOnline/BEACON5/ISSL/WebHelp/X_Prog/Telephonic_Signature/TS.htm</a>   |

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| 15 - Sending documents to DTA       | Business Process (BP) > Procedures > Document Handling > <b>Document Indexing &amp; Dispositioning</b>                           | <a href="https://eohhs.ehs.state.ma.us/DTA/PolicyOnline/BEACON5/ISSL/WebHelp/BP/Procedures/Document_Handling/Document_Dispositioning_and_Indexing.htm">https://eohhs.ehs.state.ma.us/DTA/PolicyOnline/BEACON5/ISSL/WebHelp/BP/Procedures/Document_Handling/Document_Dispositioning_and_Indexing.htm</a>   |
| 16 - Hard time getting proofs       | Cross Programs > Verifications > Verifications Overview > <b>Providing Assistance to Clients in Obtaining SNAP Verifications</b> | <a href="https://eohhs.ehs.state.ma.us/DTA/PolicyOnline/BEACON5/ISSL/WebHelp/X_Prog/Verifications/Verification_Overview/ProvidingAssistanceiinobtainingVerification.htm">https://eohhs.ehs.state.ma.us/DTA/PolicyOnline/BEACON5/ISSL/WebHelp/X_Prog/Verifications/Verification_Overview/ProvidingAssistanceiinobtainingVerification.htm</a>                           |
| 16 - Hard time getting proofs       | Cross Programs > Verifications > Verification Methods > <b>Collateral Contact</b>  | <a href="https://eohhs.ehs.state.ma.us/DTA/PolicyOnline/BEACON5/ISSL/WebHelp/X_Prog/Verifications/Verification_Methods/Collateral_Contact.htm">https://eohhs.ehs.state.ma.us/DTA/PolicyOnline/BEACON5/ISSL/WebHelp/X_Prog/Verifications/Verification_Methods/Collateral_Contact.htm</a>   |
| 18 - Questionable Information       | Cross Programs > Verifications > Questionable & Contradictory Info > <b>What is Questionable Contradictory Info</b>              | <a href="https://eohhs.ehs.state.ma.us/DTA/PolicyOnline/BEACON5/ISSL/WebHelp/X_Prog/Verifications/Questionable_Contradictory_Info/What_is_Questionable_Contradictory_Information.htm">https://eohhs.ehs.state.ma.us/DTA/PolicyOnline/BEACON5/ISSL/WebHelp/X_Prog/Verifications/Questionable_Contradictory_Info/What_is_Questionable_Contradictory_Information.htm</a> |
| 18 - Questionable Information /SLAM | Cross Programs > SLAM > <b>Addressing SLAM</b>   | <a href="https://eohhs.ehs.state.ma.us/DTA/PolicyOnline/BEACON5/ISSL/WebHelp/X_Prog/SLAM/Addressing_SLAM.htm">https://eohhs.ehs.state.ma.us/DTA/PolicyOnline/BEACON5/ISSL/WebHelp/X_Prog/SLAM/Addressing_SLAM.htm</a>   |
| 19 - Reporting a new address        | Cross Programs > Request for Assistance (RFA) > <b>Address (RFA)</b>   | <a href="https://eohhs.ehs.state.ma.us/DTA/PolicyOnline/BEACON5/ISSL/WebHelp/X_Prog/Request_for_Assistance_RFA/Address.htm">https://eohhs.ehs.state.ma.us/DTA/PolicyOnline/BEACON5/ISSL/WebHelp/X_Prog/Request_for_Assistance_RFA/Address.htm</a>   |
| 19 - Reporting/a address            | Business Process (BP) > BP - Overview > <b>Returned Mail</b>   | <a href="https://eohhs.ehs.state.ma.us/DTA/PolicyOnline/BEACON5/ISSL/WebHelp/BP/BP_Overview/Returned_Mail.htm">https://eohhs.ehs.state.ma.us/DTA/PolicyOnline/BEACON5/ISSL/WebHelp/BP/BP_Overview/Returned_Mail.htm</a>   |
| 19 - Reporting/a address            | Business Process (BP) > Procedures > Processing Procedures > <b>Completing Unvalidated Address Change Requests (SNAP)</b>        | <a href="https://eohhs.ehs.state.ma.us/DTA/PolicyOnline/BEACON5/ISSL/WebHelp/BP/Processing_Procedures/Completing_IVR_Change_Requests_With_No_Valid_Addresses.htm">https://eohhs.ehs.state.ma.us/DTA/PolicyOnline/BEACON5/ISSL/WebHelp/BP/Processing_Procedures/Completing_IVR_Change_Requests_With_No_Valid_Addresses.htm</a>   |
| 20 - Reopening Denied SNAP Case     | Cross Programs > Verifications > Verifications Overview > <b>What are Verifications</b>  | <a href="https://eohhs.ehs.state.ma.us/DTA/PolicyOnline/BEACON5/ISSL/WebHelp/X_Prog/Verifications/Verification_Overview/What_are_Verifications.htm">https://eohhs.ehs.state.ma.us/DTA/PolicyOnline/BEACON5/ISSL/WebHelp/X_Prog/Verifications/Verification_Overview/What_are_Verifications.htm</a>   |

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| 20 -<br>Reopening                                       | SNAP > Application Processing ><br>SNAP Application Processing > <b>The<br/>BEACON-generated Pending Denial<br/>Notice</b>       | <a href="https://eohhs.ehs.state.ma.us/DTA/PolicyOnline/BEACON5/ISSL/WebHelp/SNAP/Application_Processing/SNAP_Application_Processing/The_BEACON-generated_Pending_Denial_Notice.htm">https://eohhs.ehs.state.ma.us/DTA/PolicyOnline/BEACON5/ISSL/WebHelp/SNAP/Application_Processing/SNAP_Application_Processing/The_BEACON-generated_Pending_Denial_Notice.htm</a> |
| 21-<br>Proration  | SNAP > Proration > <b>Proration<br/>Overview</b>   | <a href="https://eohhs.ehs.state.ma.us/DTA/PolicyOnline/BEACON5/ISSL/WebHelp/SNAP/Proration/Proration_Overview.htm">https://eohhs.ehs.state.ma.us/DTA/PolicyOnline/BEACON5/ISSL/WebHelp/SNAP/Proration/Proration_Overview.htm</a>   |
| 22 -<br>Reaching a<br>DTA Worker<br>by Phone            | Business Process (BP) > BP -<br>Overview > <b>SNAP First Available<br/>Worker Model</b>  | <a href="https://eohhs.ehs.state.ma.us/DTA/PolicyOnline/BEACON5/ISSL/WebHelp/BP/BP_Overview/SNAP_First_Available_Worker_Model.htm">https://eohhs.ehs.state.ma.us/DTA/PolicyOnline/BEACON5/ISSL/WebHelp/BP/BP_Overview/SNAP_First_Available_Worker_Model.htm</a>   |
| 23 -<br>Accessing<br>SNAP online<br>or by<br>smartphone | Self-Service Options > <b>DTA Connect<br/>Overview</b>   | <a href="https://eohhs.ehs.state.ma.us/DTA/PolicyOnline/BEACON5/ISSL/WebHelp/Self-Service_Options/DTA_Connect_Frame.htm">https://eohhs.ehs.state.ma.us/DTA/PolicyOnline/BEACON5/ISSL/WebHelp/Self-Service_Options/DTA_Connect_Frame.htm</a>   |
| 26 -<br>Interpreters                                    | Cross Programs > Interpreter<br>Services > <b>Interpreter Services<br/>Overview</b>  | <a href="https://eohhs.ehs.state.ma.us/DTA/PolicyOnline/BEACON5/ISSL/WebHelp/X_Prog/Interpreter_Services/Overview.htm">https://eohhs.ehs.state.ma.us/DTA/PolicyOnline/BEACON5/ISSL/WebHelp/X_Prog/Interpreter_Services/Overview.htm</a>   |
| 26 -<br>Interpreters                                    | Cross Programs > Interpreter<br>Services > <b>Department Interpreter<br/>Services</b>  | <a href="https://eohhs.ehs.state.ma.us/DTA/PolicyOnline/BEACON5/ISSL/WebHelp/X_Prog/Interpreter_Services/Department_Interpreter_Services.htm">https://eohhs.ehs.state.ma.us/DTA/PolicyOnline/BEACON5/ISSL/WebHelp/X_Prog/Interpreter_Services/Department_Interpreter_Services.htm</a>   |
| 26 -<br>Interpreters                                    | Cross Programs > Interpreter<br>Services > <b>Guidelines for Providing<br/>Interpreter Services</b>                              | <a href="https://eohhs.ehs.state.ma.us/DTA/PolicyOnline/BEACON5/ISSL/WebHelp/X_Prog/Interpreter_Services/Guidelines_for_Providing_Interpreter_Services.htm">https://eohhs.ehs.state.ma.us/DTA/PolicyOnline/BEACON5/ISSL/WebHelp/X_Prog/Interpreter_Services/Guidelines_for_Providing_Interpreter_Services.htm</a>   |
| 27-<br>Deaf/Hard<br>of Hearing                          | Harper - ADA - Disability Access ><br><b>Available Auxiliary Aids</b>  | <a href="https://eohhs.ehs.state.ma.us/DTA/PolicyOnline/BEACON5/ISSL/WebHelp/Harper_-_ADA_-_Disability_Access/Available_Auxiliary_Aids.htm">https://eohhs.ehs.state.ma.us/DTA/PolicyOnline/BEACON5/ISSL/WebHelp/Harper_-_ADA_-_Disability_Access/Available_Auxiliary_Aids.htm</a>   |
| 27-<br>Deaf/Hard<br>of Hearing                          | Harper - ADA - Disability Access ><br><b>Protocols for Working with Walk-<br/>in Clients who are Deaf or Hard of<br/>Hearing</b> | <a href="https://eohhs.ehs.state.ma.us/DTA/PolicyOnline/BEACON5/ISSL/WebHelp/Harper_-_ADA_-_Disability_Access/Protocols_for_Walk-in_Clients_who_are_Deaf_or_H....htm">https://eohhs.ehs.state.ma.us/DTA/PolicyOnline/BEACON5/ISSL/WebHelp/Harper_-_ADA_-_Disability_Access/Protocols_for_Walk-in_Clients_who_are_Deaf_or_H....htm</a>                               |

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| 28 - Households with a Disabled Member                 | Harper - ADA - Disability Access > <b>ADA Overview</b>   | <a href="https://eohhs.ehs.state.ma.us/DTA/PolicyOnline/BEACON5/ISSL/WebHelp/Harper - ADA - Disability Access/ADA Overview.htm">https://eohhs.ehs.state.ma.us/DTA/PolicyOnline/BEACON5/ISSL/WebHelp/Harper - ADA - Disability Access/ADA Overview.htm</a>   |
| 30 - Reasonable Accommodations                         | Harper - ADA - Disability Access > <b>ADA and Reasonable Accommodations</b>                                | <a href="https://eohhs.ehs.state.ma.us/DTA/PolicyOnline/BEACON5/ISSL/WebHelp/Harper - ADA - Disability Access/ADA and Reasonable Accommodations.htm">https://eohhs.ehs.state.ma.us/DTA/PolicyOnline/BEACON5/ISSL/WebHelp/Harper - ADA - Disability Access/ADA and Reasonable Accommodations.htm</a>   |
| 32 - Domestic Violence                                 | Self Service Options > <b>DTA Connect Q and A</b>  | <a href="https://eohhs.ehs.state.ma.us/DTA/PolicyOnline/BEACON5/ISSL/WebHelp/Self-Service Options/DTA Connect Q and A (BM revision).htm">https://eohhs.ehs.state.ma.us/DTA/PolicyOnline/BEACON5/ISSL/WebHelp/Self-Service Options/DTA Connect Q and A (BM revision).htm</a>   |
| 32 - Domestic Violence/Heightened Level of Security    | Cross Programs > Heightened Level of Security > <b>Heightened Level of Security Impact</b>                 | <a href="https://eohhs.ehs.state.ma.us/DTA/PolicyOnline/BEACON5/ISSL/WebHelp/X Prog/Heightened Level of Security/Heightened Level of Security Impact.htm">https://eohhs.ehs.state.ma.us/DTA/PolicyOnline/BEACON5/ISSL/WebHelp/X Prog/Heightened Level of Security/Heightened Level of Security Impact.htm</a>   |
| 33 - Photo EBT Card                                    | Cross Programs > EBT > <b>Photo EBT Requirements</b>   | <a href="https://eohhs.ehs.state.ma.us/DTA/PolicyOnline/BEACON5/ISSL/WebHelp/X Prog/Electronic Benefit Transfer (EBT)/Photo EBT Requirements.htm">https://eohhs.ehs.state.ma.us/DTA/PolicyOnline/BEACON5/ISSL/WebHelp/X Prog/Electronic Benefit Transfer (EBT)/Photo EBT Requirements.htm</a>   |
| <b>PART 2: General Eligibility Rules</b>               |  |   |
| 35 - Separate SNAP Benefits                            | SNAP > Eligibility Requirements > Household Composition > <b>Household Composition</b>                     | <a href="https://eohhs.ehs.state.ma.us/DTA/PolicyOnline/BEACON5/ISSL/WebHelp/SNAP/Eligibility Requirements/Household Composition/Household CompositionS.htm">https://eohhs.ehs.state.ma.us/DTA/PolicyOnline/BEACON5/ISSL/WebHelp/SNAP/Eligibility Requirements/Household Composition/Household CompositionS.htm</a>                                       |
| 36 - Who cannot be a separate SNAP household           | SNAP > Eligibility Requirements > Household Composition > <b>Household Composition</b>                     | <a href="https://eohhs.ehs.state.ma.us/DTA/PolicyOnline/BEACON5/ISSL/WebHelp/SNAP/Eligibility Requirements/Household Composition/Household CompositionS.htm">https://eohhs.ehs.state.ma.us/DTA/PolicyOnline/BEACON5/ISSL/WebHelp/SNAP/Eligibility Requirements/Household Composition/Household CompositionS.htm</a>                                       |
| 37 - Separate Household Status for Elderly or Disabled | SNAP > Eligibility Requirements > Elderly/Disabled > <b>Separate Household Status for Elderly Disabled</b> | <a href="https://eohhs.ehs.state.ma.us/DTA/PolicyOnline/BEACON5/ISSL/WebHelp/SNAP/Eligibility Requirements/Elderly Disabled/Separate Household Status for Elderly Disabled.htm">https://eohhs.ehs.state.ma.us/DTA/PolicyOnline/BEACON5/ISSL/WebHelp/SNAP/Eligibility Requirements/Elderly Disabled/Separate Household Status for Elderly Disabled.htm</a> |

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| 39 - Disability Verification | SNAP > Eligibility Requirements > Elderly/Disabled > <b>SNAP Disability Requirements and Verifications</b>  | <a href="https://eohhs.ehs.state.ma.us/DTA/PolicyOnline/BEACON5/ISSL/WebHelp/SNAP/Eligibility_Requirements/Elderly_Disabled/SNAP_Disability_Requirements_and_Verifications.htm">https://eohhs.ehs.state.ma.us/DTA/PolicyOnline/BEACON5/ISSL/WebHelp/SNAP/Eligibility_Requirements/Elderly_Disabled/SNAP_Disability_Requirements_and_Verifications.htm</a>                           |
| 39 - Disability Verification | COVID-19 > <b>EAEDC COVID Procedures for Disability Verification Process</b>  | <a href="https://eohhs.ehs.state.ma.us/DTA/PolicyOnline/BEACON5/ISSL/WebHelp/X_Prog/COVID-19/EAEDC_COVID_Procedures_for_Disability_Verification_Process.htm">https://eohhs.ehs.state.ma.us/DTA/PolicyOnline/BEACON5/ISSL/WebHelp/X_Prog/COVID-19/EAEDC_COVID_Procedures_for_Disability_Verification_Process.htm</a>   |
| 39 - Disability Verification | SNAP > Eligibility Requirements > Elderly/Disabled > <b>Processing a Claim of Disability to Qualify for the Special Regulations for SNAP Eligibility.</b> | <a href="https://eohhs.ehs.state.ma.us/DTA/PolicyOnline/BEACON5/ISSL/WebHelp/SNAP/Eligibility_Requirements/Elderly_Disabled/Processing_a_Claim_of_Disability_to_Qualify_for_the_Special.htm">https://eohhs.ehs.state.ma.us/DTA/PolicyOnline/BEACON5/ISSL/WebHelp/SNAP/Eligibility_Requirements/Elderly_Disabled/Processing_a_Claim_of_Disability_to_Qualify_for_the_Special.htm</a> |
| 40 - Homelessness            | Cross Programs > Verifications > Verification Checklist (VC-1) > <b>VC-1 Q and A</b>  | <a href="https://eohhs.ehs.state.ma.us/DTA/PolicyOnline/BEACON5/ISSL/WebHelp/X_Prog/Verifications/Verification_Checklist(VC-1)/Verification_Q_and_A_.htm">https://eohhs.ehs.state.ma.us/DTA/PolicyOnline/BEACON5/ISSL/WebHelp/X_Prog/Verifications/Verification_Checklist(VC-1)/Verification_Q_and_A_.htm</a>   |
| 40 - Homelessness            | Cross Programs > DTA/DHCD Address Changes > <b>Address Changes Reported to DTA by DHCD</b>  | <a href="https://eohhs.ehs.state.ma.us/DTA/PolicyOnline/BEACON5/ISSL/WebHelp/X_Prog/DTA-DHCD_Address_Changes/Address_Changes_Reported_to_DTA_by_DHCD_(FINAL).htm">https://eohhs.ehs.state.ma.us/DTA/PolicyOnline/BEACON5/ISSL/WebHelp/X_Prog/DTA-DHCD_Address_Changes/Address_Changes_Reported_to_DTA_by_DHCD_(FINAL).htm</a>   |
| 40 - Homelessness            | <a href="#">COVID-19 &gt; Temporary COVID-19 Verification Procedures</a>  | <a href="https://eohhs.ehs.state.ma.us/DTA/PolicyOnline/BEACON5/ISSL/WebHelp/X_Prog/COVID-19/Temporary_COVID-19_Procedures.htm">https://eohhs.ehs.state.ma.us/DTA/PolicyOnline/BEACON5/ISSL/WebHelp/X_Prog/COVID-19/Temporary_COVID-19_Procedures.htm</a>   |
| 41 - Institutions            | SNAP > Eligibility Requirements > Residents of Institutions > <b>Residents of Institutions</b>  | <a href="https://eohhs.ehs.state.ma.us/DTA/PolicyOnline/BEACON5/ISSL/WebHelp/SNAP/Eligibility_Requirements/Residents_of_Institutions/Residents_of_Institutions_Online_Guide.htm">https://eohhs.ehs.state.ma.us/DTA/PolicyOnline/BEACON5/ISSL/WebHelp/SNAP/Eligibility_Requirements/Residents_of_Institutions/Residents_of_Institutions_Online_Guide.htm</a>                         |
| 43 - Foster Child Care       | SNAP > Eligibility Requirements > Household Composition > <b>Household Composition</b>  | <a href="https://eohhs.ehs.state.ma.us/DTA/PolicyOnline/BEACON5/ISSL/WebHelp/SNAP/Eligibility_Requirements/Household_Composition/Household_CompositionS.htm">https://eohhs.ehs.state.ma.us/DTA/PolicyOnline/BEACON5/ISSL/WebHelp/SNAP/Eligibility_Requirements/Household_Composition/Household_CompositionS.htm</a>   |
| 44 - Adult Foster Care       | SNAP > Eligibility Requirements > Elderly/Disabled > <b>Adult Foster Care</b>   | <a href="https://eohhs.ehs.state.ma.us/DTA/PolicyOnline/BEACON5/ISSL/WebHelp/SNAP/Eligibility_Requirements/Elderly_Disabled/Adult_Foster_Care.htm">https://eohhs.ehs.state.ma.us/DTA/PolicyOnline/BEACON5/ISSL/WebHelp/SNAP/Eligibility_Requirements/Elderly_Disabled/Adult_Foster_Care.htm</a>   |

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| 45 - College Students             | SNAP > Eligibility Requirements > Students > <b>Students</b>   | <a href="https://eohhs.ehs.state.ma.us/DTA/PolicyOnline/BEACON5/ISSL/WebHelp/SNAP/Eligibility_Requirements/Students/Students.htm">https://eohhs.ehs.state.ma.us/DTA/PolicyOnline/BEACON5/ISSL/WebHelp/SNAP/Eligibility_Requirements/Students/Students.htm</a>   |
| 46 - SNAP Disqualifications/IPV   | SNAP > Disqualifications/Sanctions > Intentional Program Violation > <b>SNAP Disqualifications and Sanctions</b> | <a href="https://eohhs.ehs.state.ma.us/DTA/PolicyOnline/BEACON5/ISSL/WebHelp/SNAP/Disqualifications_Sanctions/IPV/SNAP_Disquailifications_and_Sanctions.htm">https://eohhs.ehs.state.ma.us/DTA/PolicyOnline/BEACON5/ISSL/WebHelp/SNAP/Disqualifications_Sanctions/IPV/SNAP_Disquailifications_and_Sanctions.htm</a>                               |
| 47 - U.S. Citizenship             | SNAP > Eligibility Requirements > Citizenship > <b>Citizenship Overview</b>                                      | <a href="https://eohhs.ehs.state.ma.us/DTA/PolicyOnline/BEACON5/ISSL/WebHelp/SNAP/Eligibility_Requirements/Citizenship/Citizenship_OverviewS.htm">https://eohhs.ehs.state.ma.us/DTA/PolicyOnline/BEACON5/ISSL/WebHelp/SNAP/Eligibility_Requirements/Citizenship/Citizenship_OverviewS.htm</a>   |
| 47 - Noncitizen Verification/SAVE | Cross Programs > SAVE > <b>Systematic Alien Verification for Entitlements (SAVE)</b>                             | <a href="https://eohhs.ehs.state.ma.us/DTA/PolicyOnline/BEACON5/ISSL/WebHelp/X_Prog/SAVE/SAVE_Snip_It_Images.htm">https://eohhs.ehs.state.ma.us/DTA/PolicyOnline/BEACON5/ISSL/WebHelp/X_Prog/SAVE/SAVE_Snip_It_Images.htm</a>   |
| 48 - Noncitizen                   | SNAP > Eligibility Requirements > Noncitizen > <b>Noncitizen Introduction</b>                                    | <a href="https://eohhs.ehs.state.ma.us/DTA/PolicyOnline/BEACON5/ISSL/WebHelp/SNAP/Eligibility_Requirements/Noncitizen/Noncitizen_IntroductionS.htm">https://eohhs.ehs.state.ma.us/DTA/PolicyOnline/BEACON5/ISSL/WebHelp/SNAP/Eligibility_Requirements/Noncitizen/Noncitizen_IntroductionS.htm</a>   |
| 48 - Noncitizen                   | SNAP > Eligibility Requirements > Noncitizen > Eligible Qualified Noncitizens > <b>LPR - SNAP</b>                | <a href="https://eohhs.ehs.state.ma.us/DTA/PolicyOnline/BEACON5/ISSL/WebHelp/SNAP/Eligibility_Requirements/Noncitizen/Eligible_Qualified_Noncitizens/SNAP_OLG_Page_LPR.htm">https://eohhs.ehs.state.ma.us/DTA/PolicyOnline/BEACON5/ISSL/WebHelp/SNAP/Eligibility_Requirements/Noncitizen/Eligible_Qualified_Noncitizens/SNAP_OLG_Page_LPR.htm</a> |
| 48 - Noncitizen                   | Cross Programs > SAVE > <b>Systematic Alien Verification for Entitlements (SAVE)</b>                             | <a href="https://eohhs.ehs.state.ma.us/DTA/PolicyOnline/BEACON5/ISSL/WebHelp/X_Prog/SAVE/SAVE_Snip_It_Images.htm">https://eohhs.ehs.state.ma.us/DTA/PolicyOnline/BEACON5/ISSL/WebHelp/X_Prog/SAVE/SAVE_Snip_It_Images.htm</a>   |
| 49 - Noncitizen/Work Quarters     | SNAP > Eligibility Requirements > Noncitizen > <b>Noncitizen Introduction</b>                                    | <a href="https://eohhs.ehs.state.ma.us/DTA/PolicyOnline/BEACON5/ISSL/WebHelp/SNAP/Eligibility_Requirements/Noncitizen/Noncitizen_IntroductionS.htm">https://eohhs.ehs.state.ma.us/DTA/PolicyOnline/BEACON5/ISSL/WebHelp/SNAP/Eligibility_Requirements/Noncitizen/Noncitizen_IntroductionS.htm</a>   |
| 49 - Work Quarters                | SNAP > Eligibility Requirements > Noncitizen > Eligible Qualified Noncitizens > <b>LPR - SNAP</b>                | <a href="https://eohhs.ehs.state.ma.us/DTA/PolicyOnline/BEACON5/ISSL/WebHelp/SNAP/Eligibility_Requirements/Noncitizen/Eligible_Qualified_Noncitizens/SNAP_OLG_Page_LPR.htm">https://eohhs.ehs.state.ma.us/DTA/PolicyOnline/BEACON5/ISSL/WebHelp/SNAP/Eligibility_Requirements/Noncitizen/Eligible_Qualified_Noncitizens/SNAP_OLG_Page_LPR.htm</a> |

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| 49 - Work Quarters                     | SNAP > Eligibility Requirements > Noncitizen > Eligible Qualified Noncitizens > <b>Verifying 40 Quarters</b>                                 | <a href="https://eohhs.ehs.state.ma.us/DTA/PolicyOnline/BEACON5/ISSL/WebHelp/SNAP/Eligibility_Requirements/Noncitizen/Eligible_Qualified_Noncitizens/Verifying_40_Quarters.htm">https://eohhs.ehs.state.ma.us/DTA/PolicyOnline/BEACON5/ISSL/WebHelp/SNAP/Eligibility_Requirements/Noncitizen/Eligible_Qualified_Noncitizens/Verifying_40_Quarters.htm</a>                           |
| 50 - Disabled Immigrant                | SNAP > Eligibility Requirements > Elderly/Disabled > <b>Processing a Claim of Disability to Qualify for the Special Regulations for SNAP</b> | <a href="https://eohhs.ehs.state.ma.us/DTA/PolicyOnline/BEACON5/ISSL/WebHelp/SNAP/Eligibility_Requirements/Elderly_Disabled/Processing_a_Claim_of_Disability_to_Qualify_for_the_Special.htm">https://eohhs.ehs.state.ma.us/DTA/PolicyOnline/BEACON5/ISSL/WebHelp/SNAP/Eligibility_Requirements/Elderly_Disabled/Processing_a_Claim_of_Disability_to_Qualify_for_the_Special.htm</a> |
| 50 - Disabled Immigrant                | SNAP > Eligibility Requirements > Noncitizen > Disabled Noncitizen > <b>Disabled Noncitizen</b>  | <a href="https://eohhs.ehs.state.ma.us/DTA/PolicyOnline/BEACON5/ISSL/WebHelp/SNAP/Eligibility_Requirements/Legal_Permanent_Residents/Disabled_Noncitizens/Disabled_NoncitizenS.htm">https://eohhs.ehs.state.ma.us/DTA/PolicyOnline/BEACON5/ISSL/WebHelp/SNAP/Eligibility_Requirements/Legal_Permanent_Residents/Disabled_Noncitizens/Disabled_NoncitizenS.htm</a>                   |
| 51 - Battered Immigrants               | SNAP > Eligibility Requirements > Noncitizen > Eligible Qualified Noncitizen > <b>Battered Noncitizen - SNAP</b>                             | <a href="https://eohhs.ehs.state.ma.us/DTA/PolicyOnline/BEACON5/ISSL/WebHelp/SNAP/Eligibility_Requirements/Noncitizen/Eligible_Qualified_Noncitizens/Battered_NoncitizenS.htm">https://eohhs.ehs.state.ma.us/DTA/PolicyOnline/BEACON5/ISSL/WebHelp/SNAP/Eligibility_Requirements/Noncitizen/Eligible_Qualified_Noncitizens/Battered_NoncitizenS.htm</a>                             |
| 51 - Battered Immigrants               | Domestic Violence > <b>Domestic Violence Specialists</b>   | <a href="https://eohhs.ehs.state.ma.us/DTA/PolicyOnline/BEACON5/ISSL/WebHelp/X_Prog/Domestic_Violence/2_Domestic_Violence_Specialists_Cross_Programs.htm">https://eohhs.ehs.state.ma.us/DTA/PolicyOnline/BEACON5/ISSL/WebHelp/X_Prog/Domestic_Violence/2_Domestic_Violence_Specialists_Cross_Programs.htm</a>   |
| 52 - Children of Ineligible Immigrants | SNAP > Eligibility Requirements > Noncitizen > Eligible Qualified Noncitizen > <b>Battered Noncitizen - SNAP</b>                             | <a href="https://eohhs.ehs.state.ma.us/DTA/PolicyOnline/BEACON5/ISSL/WebHelp/SNAP/Eligibility_Requirements/Noncitizen/Eligible_Qualified_Noncitizens/Battered_NoncitizenS.htm">https://eohhs.ehs.state.ma.us/DTA/PolicyOnline/BEACON5/ISSL/WebHelp/SNAP/Eligibility_Requirements/Noncitizen/Eligible_Qualified_Noncitizens/Battered_NoncitizenS.htm</a>                             |
| 53 - Public Charge                     | SNAP > Eligibility Requirements > Noncitizen > <b>Noncitizen Introduction</b>  | <a href="https://eohhs.ehs.state.ma.us/DTA/PolicyOnline/BEACON5/ISSL/WebHelp/SNAP/Eligibility_Requirements/Noncitizen/Noncitizen_IntroductionS.htm">https://eohhs.ehs.state.ma.us/DTA/PolicyOnline/BEACON5/ISSL/WebHelp/SNAP/Eligibility_Requirements/Noncitizen/Noncitizen_IntroductionS.htm</a>   |
| 55 - Immigrant Sponsors                | SNAP > Eligibility Requirements > Noncitizen > <b>Sponsor Deeming</b> (deeming applies to sanctioned non-citizens)                           | <a href="https://eohhs.ehs.state.ma.us/DTA/PolicyOnline/BEACON5/ISSL/WebHelp/SNAP/Eligibility_Requirements/Legal_Permanent_Residents/Sponsor_Deeming.htm">https://eohhs.ehs.state.ma.us/DTA/PolicyOnline/BEACON5/ISSL/WebHelp/SNAP/Eligibility_Requirements/Legal_Permanent_Residents/Sponsor_Deeming.htm</a>   |
| 56 - Work Rules                        | SNAP > Work Requirements > General SNAP Work Requirements > <b>General SNAP Work Requirements</b>  | <a href="https://eohhs.ehs.state.ma.us/DTA/PolicyOnline/BEACON5/ISSL/WebHelp/SNAP/Work_Requirements/Employment_Training_ET/General_SNAP_Work_Requirements/SNAP_ET_Requirements.htm">https://eohhs.ehs.state.ma.us/DTA/PolicyOnline/BEACON5/ISSL/WebHelp/SNAP/Work_Requirements/Employment_Training_ET/General_SNAP_Work_Requirements/SNAP_ET_Requirements.htm</a>                   |

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| 56 - Work Rules      | SNAP > Work Requirements<br>General SNAP Work Requirements<br>> <b>General SNAP Work Requirements Exemptions</b>   | <a href="https://eohhs.ehs.state.ma.us/DTA/PolicyOnline/BEACON5/ISSL/WebHelp/SNAP/Work_Requirements/Employment_Training_ET/General_SNAP_Work_Requirements/SNAP_ET_Exemptions.htm">https://eohhs.ehs.state.ma.us/DTA/PolicyOnline/BEACON5/ISSL/WebHelp/SNAP/Work_Requirements/Employment_Training_ET/General_SNAP_Work_Requirements/SNAP_ET_Exemptions.htm</a>                   |
| 56 - Work Rules      | SNAP > Work Requirements<br>General SNAP Work Requirements<br>> <b>General Work Requirements Good Cause Criteria</b>   | <a href="https://eohhs.ehs.state.ma.us/DTA/PolicyOnline/BEACON5/ISSL/WebHelp/SNAP/Work_Requirements/Employment_Training_ET/General_SNAP_Work_Requirements/SNAP_ET_Good_Cause_Criteria.htm">https://eohhs.ehs.state.ma.us/DTA/PolicyOnline/BEACON5/ISSL/WebHelp/SNAP/Work_Requirements/Employment_Training_ET/General_SNAP_Work_Requirements/SNAP_ET_Good_Cause_Criteria.htm</a> |
| 56 - SNAP Work Rules | COVID-19 > <b>Temporary COVID-19 Verification Procedures</b>   | <a href="https://eohhs.ehs.state.ma.us/DTA/PolicyOnline/BEACON5/ISSL/WebHelp/X_Prog/COVID-19/Temporary_COVID-19_Procedures.htm">https://eohhs.ehs.state.ma.us/DTA/PolicyOnline/BEACON5/ISSL/WebHelp/X_Prog/COVID-19/Temporary_COVID-19_Procedures.htm</a>   |
| 57 - Voluntary Quit  | SNAP > Work Requirements ><br>Voluntary Quit > <b>SNAP Voluntary Quit and Reduction of Work Hours</b>  | <a href="https://eohhs.ehs.state.ma.us/DTA/PolicyOnline/BEACON5/ISSL/WebHelp/SNAP/Work_Requirements/Employment_Training_ET/SNAP_Voluntary_Quit_files/SNAP_Voluntary_Quit.htm">https://eohhs.ehs.state.ma.us/DTA/PolicyOnline/BEACON5/ISSL/WebHelp/SNAP/Work_Requirements/Employment_Training_ET/SNAP_Voluntary_Quit_files/SNAP_Voluntary_Quit.htm</a>                           |
| 57 - Voluntary Quit  | COVID-19 > <b>Temporary COVID-19 Verification Procedures</b>   | <a href="https://eohhs.ehs.state.ma.us/DTA/PolicyOnline/BEACON5/ISSL/WebHelp/X_Prog/COVID-19/Temporary_COVID-19_Procedures.htm">https://eohhs.ehs.state.ma.us/DTA/PolicyOnline/BEACON5/ISSL/WebHelp/X_Prog/COVID-19/Temporary_COVID-19_Procedures.htm</a>   |
| 57 - Voluntary Quit  | COVID-19 > <b>COVID-19 Streamlined SNAP Recertification Process and Interview Waiver</b>   | <a href="https://eohhs.ehs.state.ma.us/DTA/PolicyOnline/BEACON5/ISSL/WebHelp/X_Prog/COVID-19/COVID-19_Streamlined_SNAP_Recertification_Process_and_Interview_Waiver.htm">https://eohhs.ehs.state.ma.us/DTA/PolicyOnline/BEACON5/ISSL/WebHelp/X_Prog/COVID-19/COVID-19_Streamlined_SNAP_Recertification_Process_and_Interview_Waiver.htm</a>                                     |
| 58 - Good Cause      | SNAP > Work Requirements ><br>Voluntary Quit > <b>SNAP Voluntary Quit and Reduction of Work Hours</b>  | <a href="https://eohhs.ehs.state.ma.us/DTA/PolicyOnline/BEACON5/ISSL/WebHelp/SNAP/Work_Requirements/Employment_Training_ET/SNAP_Voluntary_Quit_files/SNAP_Voluntary_Quit.htm">https://eohhs.ehs.state.ma.us/DTA/PolicyOnline/BEACON5/ISSL/WebHelp/SNAP/Work_Requirements/Employment_Training_ET/SNAP_Voluntary_Quit_files/SNAP_Voluntary_Quit.htm</a>                           |
| 58 - Good Cause      | SNAP > Work Requirements ><br>General SNAP Work Requirements<br>> <b>General SNAP Work Requirements Good Cause Criteria</b>  | <a href="https://eohhs.ehs.state.ma.us/DTA/PolicyOnline/BEACON5/ISSL/WebHelp/SNAP/Work_Requirements/Employment_Training_ET/General_SNAP_Work_Requirements/SNAP_ET_Good_Cause_Criteria.htm">https://eohhs.ehs.state.ma.us/DTA/PolicyOnline/BEACON5/ISSL/WebHelp/SNAP/Work_Requirements/Employment_Training_ET/General_SNAP_Work_Requirements/SNAP_ET_Good_Cause_Criteria.htm</a> |
| 59 - Strikers        | SNAP > Work Requirements ><br>General SNAP Work Requirements<br>> <b>General SNAP Work Requirements Good Cause Criteria</b><br>(Persons exempt from the work requirements are also not subject to the voluntary quit rule) | <a href="https://eohhs.ehs.state.ma.us/DTA/PolicyOnline/BEACON5/ISSL/WebHelp/SNAP/Work_Requirements/Employment_Training_ET/General_SNAP_Work_Requirements/SNAP_ET_Good_Cause_Criteria.htm">https://eohhs.ehs.state.ma.us/DTA/PolicyOnline/BEACON5/ISSL/WebHelp/SNAP/Work_Requirements/Employment_Training_ET/General_SNAP_Work_Requirements/SNAP_ET_Good_Cause_Criteria.htm</a> |

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| 59 - Strikers                        | Cross Programs > Eligibility of Strikers > <b>Eligibility of Strikers</b>                                    | <a href="https://eohhs.ehs.state.ma.us/DTA/PolicyOnline/BEACON5/ISSL/WebHelp/X_Prog/Eligibility_of_Strikers/Eligibility_of_Strikers.htm">https://eohhs.ehs.state.ma.us/DTA/PolicyOnline/BEACON5/ISSL/WebHelp/X_Prog/Eligibility_of_Strikers/Eligibility_of_Strikers.htm</a>   |
| 59 - Strikers                        | SNAP > Work Requirements > General SNAP Work Requirements > <b>General SNAP Work Requirements Exemptions</b> | <a href="https://eohhs.ehs.state.ma.us/DTA/PolicyOnline/BEACON5/ISSL/WebHelp/SNAP/Work_Requirements/Employment_Training_E_T/General_SNAP_Work_Requirements/SNAP_E_T_Exemptions.htm">https://eohhs.ehs.state.ma.us/DTA/PolicyOnline/BEACON5/ISSL/WebHelp/SNAP/Work_Requirements/Employment_Training_E_T/General_SNAP_Work_Requirements/SNAP_E_T_Exemptions.htm</a>   |
| 60 - ABAWD                           | SNAP > Work Requirements > >ABAWD Work Rules > <b>ABAWD Work Program Requirement Overview</b>                | <a href="https://eohhs.ehs.state.ma.us/DTA/PolicyOnline/BEACON5/ISSL/WebHelp/SNAP/Work_Requirements/Employment_Training_E_T/ABAWD_Work_Program_Requirement/SNAP_Work_Program_Requirements.htm">https://eohhs.ehs.state.ma.us/DTA/PolicyOnline/BEACON5/ISSL/WebHelp/SNAP/Work_Requirements/Employment_Training_E_T/ABAWD_Work_Program_Requirement/SNAP_Work_Program_Requirements.htm</a>   |
| 60 - ABAWD                           | COVID-19 > <b>Temporary COVID-19 Verification Procedures</b>   | <a href="https://eohhs.ehs.state.ma.us/DTA/PolicyOnline/BEACON5/ISSL/WebHelp/X_Prog/COVID-19/Temporary_COVID-19_Procedures.htm">https://eohhs.ehs.state.ma.us/DTA/PolicyOnline/BEACON5/ISSL/WebHelp/X_Prog/COVID-19/Temporary_COVID-19_Procedures.htm</a>   |
| 61 - SNAP Path to Work               | SNAP > SNAP Path to Work Program > <b>SNAP Path to Work Program</b>  | <a href="https://eohhs.ehs.state.ma.us/DTA/PolicyOnline/BEACON5/ISSL/WebHelp/SNAP/Work_Requirements/Employment_Training_E_T/General_SNAP_Work_Requirements/Voluntary_SNAP_Employment_and_Training_Program_11.16.2015.htm">https://eohhs.ehs.state.ma.us/DTA/PolicyOnline/BEACON5/ISSL/WebHelp/SNAP/Work_Requirements/Employment_Training_E_T/General_SNAP_Work_Requirements/Voluntary_SNAP_Employment_and_Training_Program_11.16.2015.htm</a> |
| <b>Part 3: Financial Eligibility</b> |  |   |
| 63 - Assets                          | SNAP > Eligibility Requirements > Assets > <b>SNAP Asset Guidelines</b>                                      | <a href="https://eohhs.ehs.state.ma.us/DTA/PolicyOnline/BEACON5/ISSL/WebHelp/SNAP/Eligibility_Requirements/Assets/SNAP_Asset_Guidelines.htm">https://eohhs.ehs.state.ma.us/DTA/PolicyOnline/BEACON5/ISSL/WebHelp/SNAP/Eligibility_Requirements/Assets/SNAP_Asset_Guidelines.htm</a>   |
| 64 - Gross Income Test               | SNAP > Eligibility Requirements > Categorical Eligibility > <b>Categorical Eligibility</b>                   | <a href="https://eohhs.ehs.state.ma.us/DTA/PolicyOnline/BEACON5/ISSL/WebHelp/SNAP/Eligibility_Requirements/Categorical_Eligibility/Categorical_Eligibility_Final.htm">https://eohhs.ehs.state.ma.us/DTA/PolicyOnline/BEACON5/ISSL/WebHelp/SNAP/Eligibility_Requirements/Categorical_Eligibility/Categorical_Eligibility_Final.htm</a>   |
| 65 - Noncountable Income             | SNAP > Eligibility Requirements > Income > Noncountable Income > <b>Noncountable Income</b>                  | <a href="https://eohhs.ehs.state.ma.us/DTA/PolicyOnline/BEACON5/ISSL/WebHelp/SNAP/Eligibility_Requirements/Income/Noncountable_Earned_Income/Noncountable_Income.htm">https://eohhs.ehs.state.ma.us/DTA/PolicyOnline/BEACON5/ISSL/WebHelp/SNAP/Eligibility_Requirements/Income/Noncountable_Earned_Income/Noncountable_Income.htm</a>   |
| 66 - Gifts and Contributions         | SNAP > Eligibility Requirements > Income > Other Income (Unearned) > <b>Contribution Income</b>              | <a href="https://eohhs.ehs.state.ma.us/DTA/PolicyOnline/BEACON5/ISSL/WebHelp/SNAP/Eligibility_Requirements/Income/Other_Income_Unearned/Contribution_Income.htm">https://eohhs.ehs.state.ma.us/DTA/PolicyOnline/BEACON5/ISSL/WebHelp/SNAP/Eligibility_Requirements/Income/Other_Income_Unearned/Contribution_Income.htm</a>   |

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| 67 - Earned Income                                | SNAP > Eligibility Requirements > Income > Earned Income > <b>Types of Earned Income</b>                | <a href="https://eohhs.ehs.state.ma.us/DTA/PolicyOnline/BEACON5/ISSL/WebHelp/SNAP/Eligibility_Requirements/Income/Earned_Income/Types_of_Earned_Income2.htm">https://eohhs.ehs.state.ma.us/DTA/PolicyOnline/BEACON5/ISSL/WebHelp/SNAP/Eligibility_Requirements/Income/Earned_Income/Types_of_Earned_Income2.htm</a>                             |
| 68 - DTA confirmation of income/other information | SNAP > Certification Types > Change Reporting > <b>Change Reporting Overview</b>                        | <a href="https://eohhs.ehs.state.ma.us/DTA/PolicyOnline/BEACON5/ISSL/WebHelp/SNAP/Certification_Types/Change_Reporting_Overview.htm">https://eohhs.ehs.state.ma.us/DTA/PolicyOnline/BEACON5/ISSL/WebHelp/SNAP/Certification_Types/Change_Reporting_Overview.htm</a>   |
| 68 - Change Reporting                             | SNAP > Certification Types > Simplified Reporting > <b>Simplified Reporting During Case Maintenance</b> | <a href="https://eohhs.ehs.state.ma.us/DTA/PolicyOnline/BEACON5/ISSL/WebHelp/SNAP/Certification_Types/Simplified_Reporting_During_Case_Maintenance.htm">https://eohhs.ehs.state.ma.us/DTA/PolicyOnline/BEACON5/ISSL/WebHelp/SNAP/Certification_Types/Simplified_Reporting_During_Case_Maintenance.htm</a>                                       |
| 68 - Income/Unclear Information                   | SNAP > Case Maintenance > <b>Unclear Information</b>  | <a href="https://eohhs.ehs.state.ma.us/DTA/PolicyOnline/BEACON5/ISSL/WebHelp/SNAP/Case_Maintenance/Unclear_Information.htm">https://eohhs.ehs.state.ma.us/DTA/PolicyOnline/BEACON5/ISSL/WebHelp/SNAP/Case_Maintenance/Unclear_Information.htm</a>   |
| 69 - Self-Employment                              | SNAP > Eligibility Requirements > Income > Self-Employment > <b>Self-Employment</b>                     | <a href="https://eohhs.ehs.state.ma.us/DTA/PolicyOnline/BEACON5/ISSL/WebHelp/SNAP/Eligibility_Requirements/Income/Self_Employment/Self-Employment_Introduction.htm">https://eohhs.ehs.state.ma.us/DTA/PolicyOnline/BEACON5/ISSL/WebHelp/SNAP/Eligibility_Requirements/Income/Self_Employment/Self-Employment_Introduction.htm</a>               |
| 70 - Unearned Income                              | SNAP > Eligibility Requirements > Income > Other Income (Unearned) > <b>Unearned Income Overview</b>    | <a href="https://eohhs.ehs.state.ma.us/DTA/PolicyOnline/BEACON5/ISSL/WebHelp/SNAP/Eligibility_Requirements/Income/Other_Income_Unearned/SNAP_Unearned_Income_Overview.htm">https://eohhs.ehs.state.ma.us/DTA/PolicyOnline/BEACON5/ISSL/WebHelp/SNAP/Eligibility_Requirements/Income/Other_Income_Unearned/SNAP_Unearned_Income_Overview.htm</a> |
| 71 - Rental Income                                | SNAP > Eligibility Requirements > Income > Self-Employment > <b>Rental Room Boarder Income</b>          | <a href="https://eohhs.ehs.state.ma.us/DTA/PolicyOnline/BEACON5/ISSL/WebHelp/SNAP/Eligibility_Requirements/Income/Self_Employment/Rental_Roomer_Boarder_Income2.htm">https://eohhs.ehs.state.ma.us/DTA/PolicyOnline/BEACON5/ISSL/WebHelp/SNAP/Eligibility_Requirements/Income/Self_Employment/Rental_Roomer_Boarder_Income2.htm</a>             |
| 72- Calculating Income                            | SNAP > Eligibility Requirements > Income > Earned Income > <b>Types of Earned Income</b>                | <a href="https://eohhs.ehs.state.ma.us/DTA/PolicyOnline/BEACON5/ISSL/WebHelp/SNAP/Eligibility_Requirements/Income/Earned_Income/Types_of_Earned_Income2.htm">https://eohhs.ehs.state.ma.us/DTA/PolicyOnline/BEACON5/ISSL/WebHelp/SNAP/Eligibility_Requirements/Income/Earned_Income/Types_of_Earned_Income2.htm</a>                             |
| 72- Calculating Income                            | SNAP > Eligibility Requirements > Income > School Employees > <b>School Employees</b>                   | <a href="https://eohhs.ehs.state.ma.us/DTA/PolicyOnline/BEACON5/ISSL/WebHelp/SNAP/Eligibility_Requirements/Income/School_Employees/School_Employees.htm">https://eohhs.ehs.state.ma.us/DTA/PolicyOnline/BEACON5/ISSL/WebHelp/SNAP/Eligibility_Requirements/Income/School_Employees/School_Employees.htm</a>                                     |

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| 73 - Garnishments                               | SNAP > Case Maintenance > <b>SNAP Attributed Amount</b>  | <a href="https://eohhs.ehs.state.ma.us/DTA/PolicyOnline/BEAC/ON5/ISSL/WebHelp/SNAP/Case_Maintenance/SNAP_Attributed_Amount_Final_for_B3.htm">https://eohhs.ehs.state.ma.us/DTA/PolicyOnline/BEAC/ON5/ISSL/WebHelp/SNAP/Case_Maintenance/SNAP_Attributed_Amount_Final_for_B3.htm</a>   |
| 73 - Garnishments                               | SNAP > Expenses and Deductions > <b>Garnishments from Social Security Benefits (RSDI &amp; SSI)</b>                                  | <a href="https://eohhs.ehs.state.ma.us/DTA/PolicyOnline/BEAC/ON5/ISSL/WebHelp/SNAP/Expenses_and_Deductions/Garnishments_from_SSB.htm">https://eohhs.ehs.state.ma.us/DTA/PolicyOnline/BEAC/ON5/ISSL/WebHelp/SNAP/Expenses_and_Deductions/Garnishments_from_SSB.htm</a>   |
| 76 - Medical Expenses Deduction                 | SNAP > Expenses and Deductions > Health Insurance/Medical Expenses > Medical Expenses > <b>Overview of Medical Expense Deduction</b> | <a href="https://eohhs.ehs.state.ma.us/DTA/PolicyOnline/BEAC/ON5/ISSL/WebHelp/SNAP/Expenses_and_Deductions/Health_Insurance_and_Medical_Expenses/Medical_Expense/Overview_of_Medical_Expense_Deduction.htm">https://eohhs.ehs.state.ma.us/DTA/PolicyOnline/BEAC/ON5/ISSL/WebHelp/SNAP/Expenses_and_Deductions/Health_Insurance_and_Medical_Expenses/Medical_Expense/Overview_of_Medical_Expense_Deduction.htm</a> |
| 76 - Medical Expenses Deduction                 | COVID-19 > <b>Standard Medical Deduction Waiver</b>  | <a href="https://eohhs.ehs.state.ma.us/DTA/PolicyOnline/BEAC/ON5/ISSL/WebHelp/X_Prog/COVID-19/Standard_Medical_Deduction_Waiver.htm">https://eohhs.ehs.state.ma.us/DTA/PolicyOnline/BEAC/ON5/ISSL/WebHelp/X_Prog/COVID-19/Standard_Medical_Deduction_Waiver.htm</a>   |
| 77 - Medical Expenses/Public Subsidized Housing | SNAP > Expenses and Deductions > Health Insurance/Medical Expenses > <b>Overview of Medical Expense Deduction</b>                    | <a href="https://eohhs.ehs.state.ma.us/DTA/PolicyOnline/BEAC/ON5/ISSL/WebHelp/SNAP/Expenses_and_Deductions/Health_Insurance_and_Medical_Expenses/Medical_Expense/Overview_of_Medical_Expense_Deduction.htm">https://eohhs.ehs.state.ma.us/DTA/PolicyOnline/BEAC/ON5/ISSL/WebHelp/SNAP/Expenses_and_Deductions/Health_Insurance_and_Medical_Expenses/Medical_Expense/Overview_of_Medical_Expense_Deduction.htm</a> |
| 78 - Child Support Deduction                    | SNAP > Expenses and Deductions > Child Support Expenses > <b>Child Support Expenses Deduction</b>                                    | <a href="https://eohhs.ehs.state.ma.us/DTA/PolicyOnline/BEAC/ON5/ISSL/WebHelp/SNAP/Expenses_and_Deductions/Child_Support_Expenses/Child_Support_Expense_Deduction.htm">https://eohhs.ehs.state.ma.us/DTA/PolicyOnline/BEAC/ON5/ISSL/WebHelp/SNAP/Expenses_and_Deductions/Child_Support_Expenses/Child_Support_Expense_Deduction.htm</a>   |
| 79 - Dependent Care Deduction                   | SNAP > Expenses and Deductions > Dependent Care Expenses > <b>Dependent Care Expense Deduction</b>                                   | <a href="https://eohhs.ehs.state.ma.us/DTA/PolicyOnline/BEAC/ON5/ISSL/WebHelp/SNAP/Expenses_and_Deductions/Dependent_Care_Expenses/Dependent_Care_Expense_Deduction.htm">https://eohhs.ehs.state.ma.us/DTA/PolicyOnline/BEAC/ON5/ISSL/WebHelp/SNAP/Expenses_and_Deductions/Dependent_Care_Expenses/Dependent_Care_Expense_Deduction.htm</a>   |
| 80 - Standard Utility Allowance                 | SNAP > Expenses and Deductions > Household Expenses > Shelter Expenses > <b>Shelter Expenses Deduction</b>                           | <a href="https://eohhs.ehs.state.ma.us/DTA/PolicyOnline/BEAC/ON5/ISSL/WebHelp/SNAP/Expenses_and_Deductions/Household_Expenses/Shelter_Expenses/Shelter_Expenses_Deduction.htm">https://eohhs.ehs.state.ma.us/DTA/PolicyOnline/BEAC/ON5/ISSL/WebHelp/SNAP/Expenses_and_Deductions/Household_Expenses/Shelter_Expenses/Shelter_Expenses_Deduction.htm</a>   |
| 80 - Heat and Eat                               | SNAP > Expenses and Deductions > Household Expenses > Heat and Eat (H Eat) > <b>Heat and EAT</b>                                     | <a href="https://eohhs.ehs.state.ma.us/DTA/PolicyOnline/BEAC/ON5/ISSL/WebHelp/SNAP/Expenses_and_Deductions/Household_Expenses/Heat_and_Eat/Heat_and_EAT_OLG.htm">https://eohhs.ehs.state.ma.us/DTA/PolicyOnline/BEAC/ON5/ISSL/WebHelp/SNAP/Expenses_and_Deductions/Household_Expenses/Heat_and_Eat/Heat_and_EAT_OLG.htm</a>   |

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| 81 - Shelter Deduction                         | SNAP > Expenses and Deductions > Household Expenses > Shelter Expenses > <b>Shelter Expenses Deduction</b>                   | <a href="https://eohhs.ehs.state.ma.us/DTA/PolicyOnline/BEAC/ON5/ISSL/WebHelp/SNAP/Expenses_and_Deductions/Household_Expenses/Shelter_Expenses/Shelter_Expenses_Deduction.htm">https://eohhs.ehs.state.ma.us/DTA/PolicyOnline/BEAC/ON5/ISSL/WebHelp/SNAP/Expenses and Deductions/Household Expenses/Shelter Expenses/Shelter Expenses Deduction.htm</a>                 |
| 82 - Homeless Deduction                        | SNAP > Expenses and Deductions > Household Expenses > Homeless Households > <b>Shelter Deduction for Homeless Households</b> | <a href="https://eohhs.ehs.state.ma.us/DTA/PolicyOnline/BEAC/ON5/ISSL/WebHelp/SNAP/Expenses_and_Deductions/Household_Expenses/Homeless_Households/Homeless_Households_Deduction.htm">https://eohhs.ehs.state.ma.us/DTA/PolicyOnline/BEAC/ON5/ISSL/WebHelp/SNAP/Expenses and Deductions/Household Expenses/Homeless Households/Homeless Households Deduction.htm</a>     |
| <b>Part 4: Getting and Using SNAP Benefits</b> |  |   |
| 83 - Monthly SNAP Benefit                      | Notices/Forms > Cross Program > <b>SNAP Calculation Page Example</b>   | <a href="https://eohhs.ehs.state.ma.us/DTA/PolicyOnline/BEAC/ON5/ISSL/WebHelp/X_Prog/Notices-Forms/SNAP_Calculation_Page_Example.htm">https://eohhs.ehs.state.ma.us/DTA/PolicyOnline/BEAC/ON5/ISSL/WebHelp/X_Prog/Notices-Forms/SNAP Calculation Page Example.htm</a>   |
| 86 - EBT Card                                  | SNAP > Application Processing > SNAP Application Processing > <b>Issuing An EBT Card</b>                                     | <a href="https://eohhs.ehs.state.ma.us/DTA/PolicyOnline/BEAC/ON5/ISSL/WebHelp/SNAP/Application_Processing/SNAP_Application_Processing/Issuing_an_EBT_Card_Updated.htm">https://eohhs.ehs.state.ma.us/DTA/PolicyOnline/BEAC/ON5/ISSL/WebHelp/SNAP/Application Processing/SNAP Application Processing/Issuing an EBT Card Updated.htm</a>                                 |
| 89 - Unaccessed Benefits                       | Cross Programs > EBT > <b>Unaccessed EBT Benefits</b>  | <a href="https://eohhs.ehs.state.ma.us/DTA/PolicyOnline/BEAC/ON5/ISSL/WebHelp/X_Prog/Electronic_Benefit_Transfer_(EBT)/Unaccessed_EBT_Benefits.htm">https://eohhs.ehs.state.ma.us/DTA/PolicyOnline/BEAC/ON5/ISSL/WebHelp/X_Prog/Electronic Benefit Transfer (EBT)/Unaccessed EBT Benefits.htm</a>   |
| 90 - SNAP from other states                    | SNAP > Benefit Eff. Dates from Other States > <b>Benefit Eff Dates from Other States</b>                                     | <a href="https://eohhs.ehs.state.ma.us/DTA/PolicyOnline/BEAC/ON5/ISSL/WebHelp/SNAP/Benefit_Eff_Dates_from_other_States/Benefit_Effective_Dates_for_SNAP_Clients_from_Other_States.htm">https://eohhs.ehs.state.ma.us/DTA/PolicyOnline/BEAC/ON5/ISSL/WebHelp/SNAP/Benefit Eff Dates from other States/Benefit Effective Dates for SNAP Clients from Other States.htm</a> |
| 91 - Lost/stolen EBT Card                      | Cross Programs > EBT > <b>EBT Card Fees, Replacements and Notices</b>  | <a href="https://eohhs.ehs.state.ma.us/DTA/PolicyOnline/BEAC/ON5/ISSL/WebHelp/X_Prog/Electronic_Benefit_Transfer_(EBT)/EBT_-_EBT_Card_Fees,_Replacements_and_Notices.htm">https://eohhs.ehs.state.ma.us/DTA/PolicyOnline/BEAC/ON5/ISSL/WebHelp/X_Prog/Electronic Benefit Transfer (EBT)/EBT - EBT Card Fees, Replacements and Notices.htm</a>                           |
| 91 - Stolen/Skimmed SNAP Benefits              | Mass.gov   Protect Your Benefits from Scams  | <a href="https://www.mass.gov/info-details/protect-your-benefits-from-scams">https://www.mass.gov/info-details/protect-your-benefits-from-scams</a>   |
| 93 - Household Misfortune                      | SNAP > Household Misfortune > <b>Household Misfortune Procedures</b>   | <a href="https://eohhs.ehs.state.ma.us/DTA/PolicyOnline/BEAC/ON5/ISSL/WebHelp/SNAP/Household_Misfortune/General_Household_Misfortune_Procedures_1.14.15_dlr.htm">https://eohhs.ehs.state.ma.us/DTA/PolicyOnline/BEAC/ON5/ISSL/WebHelp/SNAP/Household Misfortune/General Household Misfortune Procedures 1.14.15 dlr.htm</a>   |

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| 94 - Underpayments                            | SNAP > Case Maintenance > <b>Related Benefit</b>   | <a href="https://eohhs.ehs.state.ma.us/DTA/PolicyOnline/BEAC/ON5/ISSL/WebHelp/SNAP/Case_Maintenance/Related_Benefit.htm">https://eohhs.ehs.state.ma.us/DTA/PolicyOnline/BEAC/ON5/ISSL/WebHelp/SNAP/Case_Maintenance/Related_Benefit.htm</a>   |
| <b>Part 5: Proving continuing Eligibility</b> |  |   |
| 96 - Simplified Reporting                     | SNAP > Certification Types > Simplified Reporting > <b>Simplified Reporting Overview</b>   | <a href="https://eohhs.ehs.state.ma.us/DTA/PolicyOnline/BEAC/ON5/ISSL/WebHelp/SNAP/Certification_Types/Simplified_Reporting_Overview.htm">https://eohhs.ehs.state.ma.us/DTA/PolicyOnline/BEAC/ON5/ISSL/WebHelp/SNAP/Certification_Types/Simplified_Reporting_Overview.htm</a>   |
| 96 - Simplified Reporting                     | COVID-19 > <b>Streamlined SNAP Recertification Process and Interview Waiver</b>  | <a href="https://eohhs.ehs.state.ma.us/DTA/PolicyOnline/BEAC/ON5/ISSL/WebHelp/X_Prog/COVID-19/COVID-19_Streamlined_SNAP_Recertification_Process_and_Interview_Waiver.htm">https://eohhs.ehs.state.ma.us/DTA/PolicyOnline/BEAC/ON5/ISSL/WebHelp/X_Prog/COVID-19/COVID-19_Streamlined_SNAP_Recertification_Process_and_Interview_Waiver.htm</a> |
| 97 - Interim Report                           | SNAP > Certification Types > Simplified Reporting > <b>Simplified Reporting Interim Report</b>                                   | <a href="https://eohhs.ehs.state.ma.us/DTA/PolicyOnline/BEAC/ON5/ISSL/WebHelp/SNAP/Certification_Types/Simplified_Reporting_Interim_Report.htm">https://eohhs.ehs.state.ma.us/DTA/PolicyOnline/BEAC/ON5/ISSL/WebHelp/SNAP/Certification_Types/Simplified_Reporting_Interim_Report.htm</a>   |
| 97 - Interim Report                           | COVID-19 > <b>Streamlined SNAP Recertification Process and Interview Waiver</b>  | <a href="https://eohhs.ehs.state.ma.us/DTA/PolicyOnline/BEAC/ON5/ISSL/WebHelp/X_Prog/COVID-19/COVID-19_Streamlined_SNAP_Recertification_Process_and_Interview_Waiver.htm">https://eohhs.ehs.state.ma.us/DTA/PolicyOnline/BEAC/ON5/ISSL/WebHelp/X_Prog/COVID-19/COVID-19_Streamlined_SNAP_Recertification_Process_and_Interview_Waiver.htm</a> |
| 98 - Elder/Disabled Simplified Application    | SNAP > Certification Types > Simplified Reporting > <b>Simplified Reporting Overview</b>   | <a href="https://eohhs.ehs.state.ma.us/DTA/PolicyOnline/BEAC/ON5/ISSL/WebHelp/SNAP/Certification_Types/Simplified_Reporting_Overview.htm">https://eohhs.ehs.state.ma.us/DTA/PolicyOnline/BEAC/ON5/ISSL/WebHelp/SNAP/Certification_Types/Simplified_Reporting_Overview.htm</a>   |
| 99 - Change Reporting/Cash Households         | SNAP > Certification Types > Change Reporting > <b>Change Reporting Overview</b>   | <a href="https://eohhs.ehs.state.ma.us/DTA/PolicyOnline/BEAC/ON5/ISSL/WebHelp/SNAP/Certification_Types/Change_Reporting_Overview.htm">https://eohhs.ehs.state.ma.us/DTA/PolicyOnline/BEAC/ON5/ISSL/WebHelp/SNAP/Certification_Types/Change_Reporting_Overview.htm</a>   |
| 100 - Third-Party Information                 | SNAP > Certification Types > Simplified Reporting > <b>Simplified Reporting - Reporting Requirements During Case Maintenance</b> | <a href="https://eohhs.ehs.state.ma.us/DTA/PolicyOnline/BEAC/ON5/ISSL/WebHelp/SNAP/Certification_Types/Simplified_Reporting_During_Case_Maintenance.htm">https://eohhs.ehs.state.ma.us/DTA/PolicyOnline/BEAC/ON5/ISSL/WebHelp/SNAP/Certification_Types/Simplified_Reporting_During_Case_Maintenance.htm</a>                                   |
| 100 - Third-Party Information                 | Cross Programs > External Agency Matches > <b>Matches - Overview</b>   | <a href="https://eohhs.ehs.state.ma.us/DTA/PolicyOnline/BEAC/ON5/ISSL/WebHelp/X_Prog/External_Agency_Matches/Matches_-_Overview.htm">https://eohhs.ehs.state.ma.us/DTA/PolicyOnline/BEAC/ON5/ISSL/WebHelp/X_Prog/External_Agency_Matches/Matches_-_Overview.htm</a>   |

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| 100 - Unclear Information             | SNAP > Case Maintenance > <b>Unclear Information</b>   | <a href="https://eohhs.ehs.state.ma.us/DTA/PolicyOnline/BEACON5/!SSL!/WebHelp/SNAP/Case_Maintenance/Unclear_Information.htm">https://eohhs.ehs.state.ma.us/DTA/PolicyOnline/BEACON5/!SSL!/WebHelp/SNAP/Case_Maintenance/Unclear_Information.htm</a>   |
| 101 - Recertifications                | SNAP > Certification Types > Simplified Reporting > <b>Simplified Reporting Recertification</b>                    | <a href="https://eohhs.ehs.state.ma.us/DTA/PolicyOnline/BEACON5/!SSL!/WebHelp/SNAP/Certification_Types/Simplified_Reporting_Recertification.htm">https://eohhs.ehs.state.ma.us/DTA/PolicyOnline/BEACON5/!SSL!/WebHelp/SNAP/Certification_Types/Simplified_Reporting_Recertification.htm</a>   |
| 103 - DTA Action on Reduced Income    | SNAP > Department Responsibility to Take Timely Action > <b>Department Responsibility to Take Timely Action</b>    | <a href="https://eohhs.ehs.state.ma.us/DTA/PolicyOnline/BEACON5/!SSL!/WebHelp/SNAP/Department_Responsibility_to_Take_Timely_Action/Department_Responsibility_to_Take_Timely_Action.htm">https://eohhs.ehs.state.ma.us/DTA/PolicyOnline/BEACON5/!SSL!/WebHelp/SNAP/Department_Responsibility_to_Take_Timely_Action/Department_Responsibility_to_Take_Timely_Action.htm</a> |
| 103 - New Household Member            | SNAP > Eligibility Requirements > Household Composition > <b>Add a New Person as a SNAP Household Member</b>       | <a href="https://eohhs.ehs.state.ma.us/DTA/PolicyOnline/BEACON5/!SSL!/WebHelp/SNAP/Eligibility_Requirements/Household_Composition/Add_a_New_Person_as_a_SNAP_Household_Member.htm">https://eohhs.ehs.state.ma.us/DTA/PolicyOnline/BEACON5/!SSL!/WebHelp/SNAP/Eligibility_Requirements/Household_Composition/Add_a_New_Person_as_a_SNAP_Household_Member.htm</a>           |
| <b>Part 6: Appeal Rights</b>          |  |   |
| (nothing cited in Online Guide)       |  |   |
| <b>Part 7: Overpayments and Fraud</b> |  |   |
| 113 - Overpayments                    | Cross Programs > Overpayment and Recovery > <b>Overpayment Overview</b>  | <a href="https://eohhs.ehs.state.ma.us/DTA/PolicyOnline/BEACON5/!SSL!/WebHelp/X_Prog/Overpayments_and_Recovery/Overpayments_Overview.htm">https://eohhs.ehs.state.ma.us/DTA/PolicyOnline/BEACON5/!SSL!/WebHelp/X_Prog/Overpayments_and_Recovery/Overpayments_Overview.htm</a>   |
| 115 - Repaying an Overpayment         | Cross Programs > Overpayment and Recovery > <b>Unintentional Program Violations</b>                                | <a href="https://eohhs.ehs.state.ma.us/DTA/PolicyOnline/BEACON5/!SSL!/WebHelp/X_Prog/Overpayments_and_Recovery/Unintentional_Program_Violations.htm">https://eohhs.ehs.state.ma.us/DTA/PolicyOnline/BEACON5/!SSL!/WebHelp/X_Prog/Overpayments_and_Recovery/Unintentional_Program_Violations.htm</a>   |
| 118 - SNAP Suspensions                | SNAP > Disqualifications/Sanctions > Intentional Program Violation > <b>Intentional Program Violation Overview</b> | <a href="https://eohhs.ehs.state.ma.us/DTA/PolicyOnline/BEACON5/!SSL!/WebHelp/X_Prog/Overpayments_and_Recovery/Intentional_Program_Violations.htm">https://eohhs.ehs.state.ma.us/DTA/PolicyOnline/BEACON5/!SSL!/WebHelp/X_Prog/Overpayments_and_Recovery/Intentional_Program_Violations.htm</a>   |