

Part 6 Applications and Proofs

98 How do you apply for TAFDC?

Apply online at DTACConnect.com

- The application is very short. You can do it on a smartphone or a computer. After you submit it, DTA will interview you by phone.
- You can get the application in English, Spanish, Portuguese, Chinese, and Vietnamese.
- If you do not already get SNAP, your application counts as a SNAP application also.
- If you are approved, your benefits will start effective the day you submitted the online application or the next business day if you submitted the application after 5:00 PM or on a weekend or holiday. **Appendix E** (DTA Online Guide Links).

Apply by telephone

- Call your local DTA office. Find the phone number in **Appendix B** or online at <https://www.mass.gov/orgs/department-of-transitional-assistance/locations>
- If you are approved, your benefits will start effective the day DTA did the telephone application. **Appendix E** (DTA Online Guide Links).
- If you can't get through to your local office, call DTA's Ombuds Unit: 617-348-5354

Apply in person

- Go to your local DTA office. Find the address in **Appendix B** or online here: <https://www.mass.gov/orgs/department-of-transitional-assistance/locations>
- Be sure to sign a Request for Assistance or use a DTA self-service kiosk to apply online the first time you go to the DTA office. You can do this even if there is no worker there to take your application. You have a right to sign a Request for Assistance even if the worker thinks you are not eligible. 106 C.M.R. §§ 702.115, 702.150. If DTA doesn't give you a Request for Assistance form and you are unable to apply online, write a request for TAFDC (and SNAP) on a piece of paper and sign the paper.

Language Access:

- ✓ DTA must provide a bilingual worker or assistant or a 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 noncitizen status. 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; **Appendix E** (DTA Online Guide Links); 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 this can be risky if the person is not a professional interpreter. 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. DTA Operations Memo 2013-11 (Mar. 19, 2013); DTA Field Operations Memo 2008-16 (Apr. 1, 2008).
- ✓ 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 Operations Memo 2013-11 (Mar. 19, 2013).

Advocacy Reminders:

- ✓ You can also submit an application by fax or mail. See **Appendix E** (DTA Online Guide) (Application (RFA)). Say you want to apply for TAFDC and SNAP, put the date, sign our name, and say how to contact you.
- ✓ If you have a vision, hearing or communication impairment, DTA should ask you what will help you communicate with DTA. See **Question 24; Appendix E** (DTA Online Guide Links); DTA Operations Memo 2013-64 (Dec. 19, 2013). If DTA doesn't give you the help you need, ask for the Client Assistance Coordinator. See **Question 25**.
- ✓ You have a right to a private space for discussions with DTA staff. DTA Operations Bulletins 2018-1, 2017-9.
- ✓ DTA is required to tell SNAP applicants about TAFDC benefits if the SNAP applicant is caring for a child and is a parent with little or no income or a non-parent caring for a child regardless of income. The DTA SNAP worker is supposed to explain that you can apply online or you can have a DTA worker call you to take your application by telephone. **Appendix E** (DTA Online Guide) (Informing Clients about Possible TAFDC and EAEDC benefits). See **Question 11** if the child support rules for TAFDC are a problem for you.
- ✓ DTA sometimes issues a "No Trespass Order" barring certain people from the DTA office. See **Appendix E** (DTA Online Guide Links) (No Trespass 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.

99 What proofs do you need?

A DTA intake worker will interview you and is supposed to help you with your application. In most cases, the interview will be by telephone. You can request that the interview be held using Zoom. **Appendix E** (DTA Online Guide Links). You can insist on an in-person interview if that is better for you.

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Your worker will give you a list of what you need to prove. 106 C.M.R. §§ 702.120, 702.125.

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; **Appendix E** (DTA Online Guide Links).

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). For example, DTA can get wage information for some jobs through a service called “The Work Number.” **Appendix E** (DTA Online Guide Links) (The Work Number); DTA Operations Memo 2013-33 (July 19, 2013). If the Work Number information is not correct, you can ask DTA to contact your employer.

Things you might be asked to give DTA are

- proof of who you are (for example, your driver’s license, birth certificate, voter registration verification),
- social security numbers for everyone in your family (except for ineligible noncitizens) or proof that you have applied for their social security numbers,
- proof that your children are related to you and how old they are (for example, birth certificates, school records, a statement from someone who knows you and them),
- proof of your immigration status if you are not a citizen and you are requesting benefits (see **Question 8**),
- proof of who lives in your household,
- proof of your income (for example, pay stubs or a government benefit award letter)
- proof you applied for unemployment compensation (you can apply online and DTA can confirm you applied by checking the unemployment computer system),

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- proof you applied for Paid Family and Medical Leave if you stopped working because of your own health condition, to care for a relative, or because of the birth, foster care placement or adoption of a child,
- proof of where you live (for example, a landlord's statement or utility records) unless you are homeless (see **Question 7**), and
- proof you have housing expenses – to qualify for the rent or mortgage allowance (a statement from you or another person or a lease, rent receipt, mortgage or statement from a landlord).

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); 2010-55 (Nov. 23, 2010).

If you need more time to get proofs, you can get an extension. If you have trouble, contact your local legal services program, **Appendix D**, for help.

Advocacy Reminders:

- ✓ If DTA schedules your appointment for a time that is bad for you, you can reschedule.
- ✓ DTA may ask you to provide proof of citizenship for all citizen members of your household. Proof of citizenship is not required for TAFDC unless it is questionable, but it may be required for MassHealth so you should provide it to DTA if you can. Your TAFDC application should not be delayed or denied pending DTA's receipt of proof of citizenship. DTA Field Operations Memo 2007-10 (Feb. 20, 2007).
- ✓ Some information does not change and only needs to be verified once, unless there is reason to think that it was wrong originally or has changed. For example, you should not need to re-verify your date of birth or your relationship to your children if you verified this information before. DTA Operations Memo 2010-55 (Nov. 23,

2010).

- ✓ If DTA thinks you might be eligible for Paid Family and Medical Leave, DTA will require proof you applied. See **Appendix E** (DTA Online Guide Links). Contact your local legal services office, **Appendix D**, if this is a problem for you.
- ✓ 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 2012-8 (Feb. 6, 2012).
- ✓ DTA will accept documents that are scanned, faxed or photocopied from the original unless the document appears questionable. DTA Operations Memo 2012-33 (July 11, 2012).
- ✓ DTA should send you a list of any proofs you are missing. DTA should give you time to provide the proofs. Operations Memo 2012-17 (Apr. 25, 2012).

100 How should you send your proofs?

You can fax or mail your proofs to the Document Processing Center (DPC), or you can bring the proofs to the local DTA office. If you already have a case (open, pending or recently closed) at DTA you can use DTA Connect to send documents from your smartphone or online.

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

You can send your proofs by:

- DTA Connect app if you have a smartphone or tablet and your DTA case is open, pending, or closed for less than 90 days. See **Question 103**. Messages and attachments you send go directly to your case record so your worker can look at them right away.
 - You can take pictures of documents and upload them directly to your case record (if the document is two-

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sided, be sure to photograph both sides).

- You can update your address, phone number and email.
- DTA Connect.com from a smart phone or computer. **Question 103** explains how to create an account.
- Fax. This is fast and you get a fax receipt. The document goes to a Document Processing Center and may not get posted to your case for a few days. Fax to **617-887-8765**.
 - If your document is 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 Document Processing Center 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 ask DTA to mail you pre-stamped envelopes addressed to DTA or get them at the local DTA office. DTA Online Guide Transmittal 2021-90 (Nov. 24, 2021) – see **Appendix E**.
- Bring proofs to the local DTA office.
 - DTA staff may ask you to submit documents through DTA Connect on a self-service kiosk at the office. Ask a worker if you have questions about the proofs you need or you need help with the kiosk.

Advocacy Reminders:

- ✓ Don't send or give originals to DTA.

- ✓ Be sure to write your name, and either your DTA Agency ID number (if you know it) or the last four digits of your social security number on every page. This is especially important if you are mailing or faxing a document.
- ✓ Do the best you can to keep a record of the date you sent or gave the document to DTA.

101 How long does it take to decide whether you are eligible?

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

102 What if you need help right away?

You can get help with *immediate needs* for housing expenses, food, or health insurance 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 TAFDC benefits to pay for these things. The advance will be paid as a voucher to the landlord, utility or fuel company.

Food

You may qualify for emergency or “expedited” SNAP (food stamp) benefits. If not, you can get an advance on your TAFDC benefits to pay for food.

MassHealth

DTA can give you a temporary MassHealth card.

103 How can you find out what is happening with your case?

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 and get connected to the worker 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 (see **Appendix B** to get names and telephone numbers).
- 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 your smartphone or tablet -- DTA Connect app.

- DTA Connect is a free mobile app. Download DTA Connect for iPhones and iPads at the App store; download DTA Connect for Androids at Google Play.
- You need to make an account to log-in to the DTA Connect app. You will need to enter an email address and make a password.
- You can see your case information on the DTA Connect app if your

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case is active (open), pending, or is closed but was open in the past 12 months. Domestic violence survivors with Heightened Level of Security or who have a block on their DTA online or telephone services, see **Question 105**, cannot see case information on DTA Connect.

- Information you can get using the DTA Connect app includes
 - case status, monthly benefit amount, next benefit issue date, and EBT card balance,
 - alerts about appointments or deadlines,
 - copies of notices sent in the past 12 months,
 - whether documents you sent in the past 12 months have been processed.
- You can also use the DTA Connect app to send information to DTA or request an EBT card. See **Questions 82 and 100**.

Create a DTA Connect account online. Go to DTAConnect.com on a computer, smartphone or tablet. Create a log in ID. You will need an email address.

- In addition to the information you can get through the DTA Connect app, with a DTA Connect online account you can get your deposit history. You can also complete a SNAP Interim Report or Recertification.

Interactive Voice Response (IVR) system. You can get some information about your case by calling the IVR. This is an automated system, not a live person. It is available round the clock, every day of the week. To reach the IVR, call the DTA Assistance Line at 1-877-382-2363. You will need to enter your social security number, DTA Agency ID or EBT card number, and your year of birth to get information about your case.

- The IVR can tell you
 - if your case is open, closed, or denied,
 - the amount of benefits you will receive and your next payment date, *and*

- your EBT card balance.

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.

Advocacy Reminder:

- ✓ Wait times on DTA's Assistance Line can be a problem, especially for people with limited cell phone minutes. Social service agencies can help by offering use of their phones. If you prefer, you can go to the DTA office.

104 Is your information kept confidential?

DTA must not release information about you without your written permission. 106 C.M.R. § 701.320, 950 C.M.R. Ch. 33; DTA Operations Memo 2010-50 (Nov. 1, 2010). If you want DTA to share information about you with an advocate or anyone else, you will need to sign a written release that says DTA can share your information.

You may want to block access to DTA Connect and the IVR if you fear someone may try to access your information without your permission. You can do this by checking a box at application or re-evaluation. You can also ask your worker for the block at any time. **Appendix E** (DTA Online Guide Links).

Advocacy Reminders:

- ✓ DTA staff are authorized to discuss your case with your advocate if you or your advocate have sent a release to DTA. You or your advocate can fax the release to 617-887-8765 or you can send the release through DTA Connect. The release does not have to be in a specific form. It can be a handwritten note.
- ✓ An advocate may be able to talk to the Ombuds Office, see **Question**

115, or the worker or supervisor without a release by setting up a three-way call with you, DTA and your advocate.

- ✓ DTA does not need your permission to release information about you in connection with a criminal investigation or similar purposes.

105 Can domestic violence survivors and others get extra confidentiality protections?

You can ask DTA for an online services “block.” This will prevent anyone including you from having access to your DTA Connect or automated information on the DTA Assistance Line. See **Appendix E** (DTA Online Guide Links).

For more protection (and more inconvenience), you can ask DTA for a Heightened Level of Security indicator because of domestic violence or any other reason, such as fear of gang violence. DTA Operations Memo 2010-50 (Nov. 1, 2010); **Appendix E** (DTA Online Guide Links).

This will flag your case so that

- DTA will not discuss your case with you on the phone.
- You will have to conduct all business by going in person to DTA.
- You will not be able to talk to a Domestic Violence Specialist or the Ombuds Office by phone.
- You will not be able to view your information on DTA Connect.
- DTA will be able to discuss your case with your lawyer or advocate only if you put the name of your lawyer or advocate on the form requesting the Heightened Level of Security.

Advocacy Reminders:

- ✓ The Heightened Level of Security restrictions can sometimes be dangerous or very inconvenient because you have to go to the DTA

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office to conduct your business with DTA. Think carefully about your own situation before asking for the special protection.

- ✓ You can cancel the special protection at any time by signing a form saying you no longer want it.
- ✓ You can ask the Domestic Violence Specialist in the DTA office for different arrangements that will work better for you. For example, you can ask to have your case handled in a different office where you will be safer. You can ask for a password so that DTA will talk to you on the phone but will not talk to anyone who does not have the password. You can request that DTA use a number instead of your SSN. See **Question 10**.
- ✓ Domestic Violence Specialists are available to help domestic violence survivors request waivers from DTA rules, see **Questions 28** and **43**, and help you make a safety plan.
- ✓ Massachusetts also has an Address Confidentiality Program (ACP) to give you a substitute mailing address if you do not want to give DTA your real address. The program will retrieve your mail from the substitute address and forward it to your actual address. To qualify for the program you need to show that disclosure of your address would threaten you or your children's safety and that the abuser does not know your address. See <http://www.sec.state.ma.us/acp/acpidx.htm>; **Appendix E** (DTA Online Guide Links).