Our Mission

The mission of the Department of Transitional Assistance is to assist low-income individuals and families to meet their basic needs, increase their incomes and improve their quality of life.

The Department of Transitional Assistance is committed to providing a high level of service to all those in need of our services. We are pleased to present this scorecard, which includes several measures that are important for DTA to use in measuring our success and identifying areas for improvement.

– Jeff McCue
Commissioner, Department of Transitional Assistance

Did you know?

The average SNAP benefit for a household in Massachusetts is $223.36.
That means the average SNAP household has $7.34 a day to supplement food purchases.

- 75% of SNAP households in Massachusetts have gross countable income of less than 100% of the Federal Poverty Level – that’s $24,250 for a household of four.
- 36% of SNAP households have at least one child.
- Elderly individuals are a part of over 22% of Massachusetts SNAP households.
- SNAP clients live in every city & town across the Commonwealth.
SNAP ENROLLMENT & QUALITY

SNAP Recipients 776,940
SNAP Households 445,361
SNAP Enrollment | 1 in 9 MA Residents

SNAP Accuracy Rate
The annual percent of active payments that were completed without errors based on federal guidelines in Federal Fiscal Year 2014. 94.9% (35th nationally)

SNAP Caseload
This is the number of households receiving SNAP benefits in Massachusetts in the prior two years.

SNAP Caseload Trends
This is the number of households receiving SNAP benefits in Massachusetts in the last decade.
PERFORMANCE SCORECARD | September 2015

LOCAL OFFICES

Average Daily Walk-in Visitors
This is how many people visit our offices each day to meet with a case manager. 2,635

Average Lobby Waiting Time
This is how many minutes someone typically waits to see a case manager. DTA is committed to reducing the need for in-person visits from clients by expanding the ways in which services can be accessed. 44 min
Average Caller Wait Time

This is the average length of time callers wait to speak to an agent.

20:36 min

*Additional wait queue space added 6/24/15
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**PROCESSING**

**Average Processing Days for New SNAP Applications**

This is the average number of days to **approve a new application**.

18.3

**SNAP Application Processed Timely**

This is the percentage of applications that are processed within federal timeframes.

95%

**SNAP Churn**

This is the percentage of applicants each month that 90 days prior were active clients.

30.5%
## ADDITIONAL INFORMATION

<table>
<thead>
<tr>
<th>Measure</th>
<th>Description</th>
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<tbody>
<tr>
<td>SNAP Recipients</td>
<td>This is the number of Massachusetts residents in households that receive SNAP benefits each month. These figures are finalized approximately six weeks after the end of the reporting month.</td>
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<tr>
<td>SNAP Accuracy Rate</td>
<td>Massachusetts ranks 35 out 54 states/regions.</td>
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<td>Average Daily Walk-in Visitors</td>
<td>Includes both cash and SNAP clients. Excludes those dropping off documents or seeking a new EBT card.</td>
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<td>Calls Ending in IVR</td>
<td>Average calls that exited at a point in our Interactive Voice Response (IVR) or self-service menu. Likely exit reasons: client self-served successfully, client hang up.</td>
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<td>Calls Unable to Connect</td>
<td>Average number of calls that heard a high volume message and were unable to wait for a live agent.</td>
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<tr>
<td>Calls Connected</td>
<td>Average number of calls connected to a live agent.</td>
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<tr>
<td>Background</td>
<td></td>
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<tr>
<td>Average Caller Wait Time</td>
<td>On June 24, 2015, DTA introduced an improved phone system which allowed the Department to implement two new enhanced service features. Estimated wait time messaging informs callers how long they could expect to wait which allows them to decide whether to wait or to call back. DTA also increased the number of spaces in the wait queue from 100 to 200 allowing an increased number of callers to choose to wait to speak to a live agent. Due to the fact that more callers can choose to wait the caller wait time has also increased. The Department continues to monitor caller wait time and will implement strategies to improve the caller experience.</td>
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<td>SNAP Application Processed Timely</td>
<td>The federal government measures this item on a rolling basis (note the overlap in months). Throughout the year, the federal government provides DTA with a projection for each time period. At year end the federal government finalizes the previous four quarters.</td>
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<td>SNAP Churn</td>
<td>The SNAP program has always and will always realize some level of client churn. However reducing churn to the best of DTA’s ability eliminates disruptions in benefits and improves operational efficiency. This is measured by analyzing new applications against the active caseload 90 days previous.</td>
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