

PERFORMANCE SCORECARD | April 2026

About The Department of Transitional Assistance (DTA)

The Department of Transitional Assistance (DTA) assists and empowers low-income individuals and families to meet their basic needs, improve their quality of life, and achieve long term economic self-sufficiency. DTA serves one in seven residents of the Commonwealth with direct economic assistance (cash benefits) and food assistance (SNAP benefits), as well as workforce training opportunities.

Our Mission

The mission of the DTA is to assist and empower low-income individuals and families to meet their basic needs, improve their quality of life, and achieve long-term economic self-sufficiency.

Commissioner's Message

DTA is committed to delivering high-quality services that drive better outcomes for the individuals and families we serve. This performance scorecard reflects our commitment to transparency and accountability, demonstrating how we use data and analytics to track performance, identify opportunities, and continuously improve. Serving one in seven Massachusetts residents requires rigor, innovation, and a deeply committed workforce. We value the dedication and expertise of our staff, whose efforts, combined with our ever-advancing use of data, ensure we meet basic needs today while building stronger, healthier communities for tomorrow.



Signed:

Michael Cole

A handwritten signature in black ink that reads "Michael Cole". The signature is written in a cursive, flowing style.

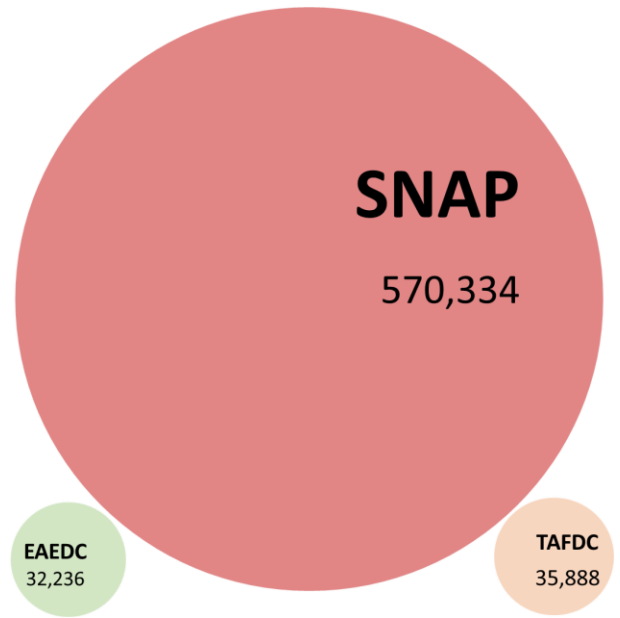
Commissioner, Department of Transitional Assistance

Statewide Facts

- **66%** of SNAP households have gross countable income below 100% of the 2026 Federal Poverty Level. For a household of two, this equals \$21,640.
- **24%** of SNAP households have at least one child.
- **28%** of Massachusetts SNAP recipients are age 60 or older.
- SNAP clients live in every city & town across the Commonwealth.
- **29,016** DTA households are due for recertification or reevaluation next month.
- **Of all SNAP Applications Dispositioned** in April 2026, DTA approved **40%** (**14,694**/36,497) of SNAP Applications from Massachusetts residents.
- Of all **MassHealth SNAP applications** dispositioned in April, **20%** (**934**/4,764) were approved.

Benefits Facts

- The average SNAP benefit is **\$316** per household at the rate of \$10 per household per day.
- The average monthly TAFDC grant is **\$750**, and the average monthly EAEDC grant is **\$486**.



Note: Bubble's size reflects the relative size of each program's caseload.

Clients Demographics

- After English, the top 5 languages/language families among clients are Spanish, Haitian Creole, Chinese, Portuguese, and Vietnamese.
- **39%** of clients identify as White, **16%** as Black, **4%** as Asian, and **2%** as more than one race. **39%** of clients did not report race.
- **27%** of clients across racial groups identify as Hispanic or Latino.

DTA Serves 1 in 7 MA Residents



SNAP ENROLLMENT & QUALITY

Recipients: **912,953**

Households: **570,334**

Recipients with a Disability: **302,407**

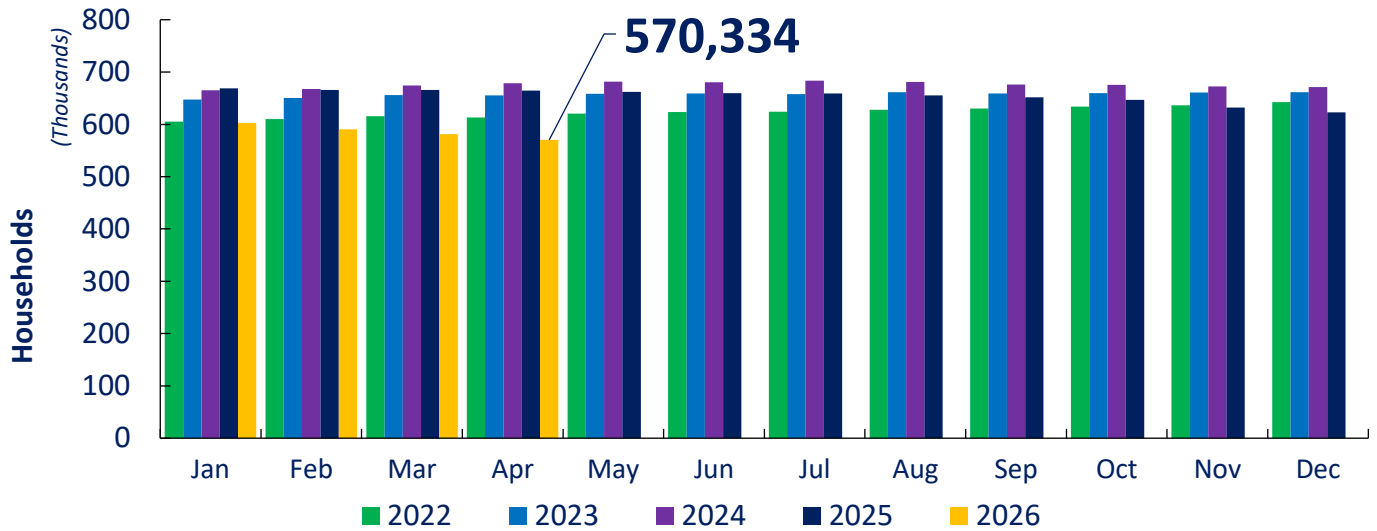
Recipients Aged 19-59: **375,035**

Recipients Aged 18 or under: **281,098**

Recipients Aged 60+: **256,708**

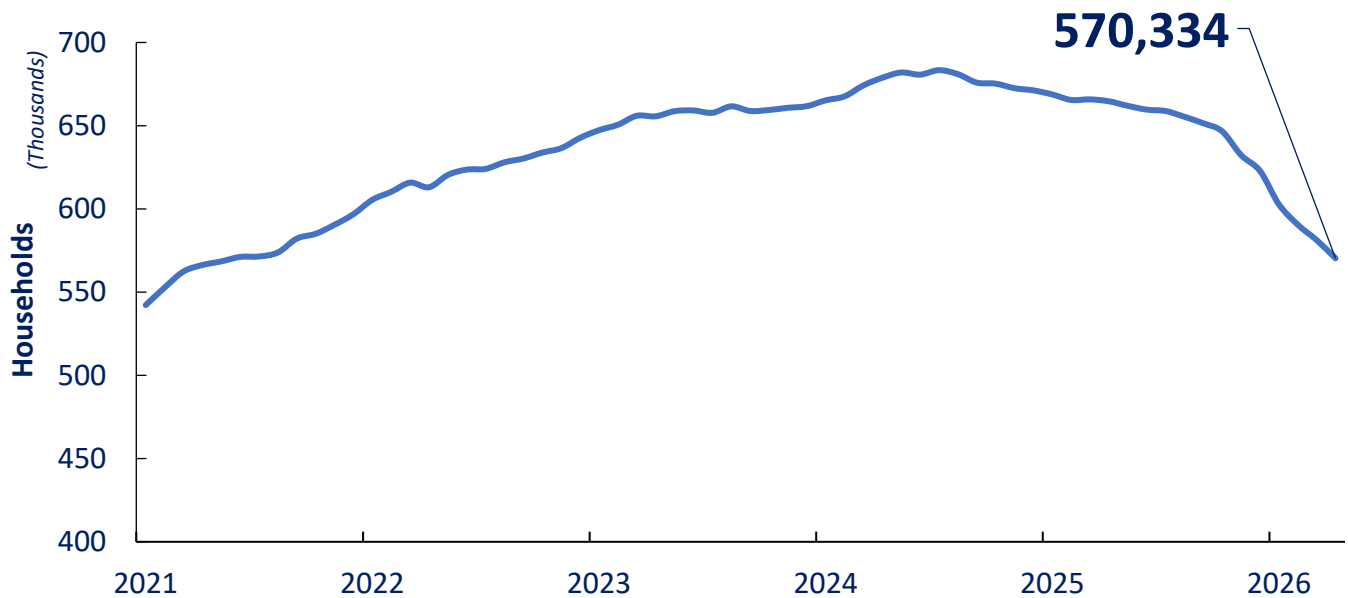
Monthly SNAP Households

The number of households receiving SNAP benefits each month in the last five years.



Annual SNAP Households

The number of households receiving SNAP benefits in the last six years.



TAFDC ENROLLMENT & QUALITY

Parent/Caregivers & Children Receiving TAFDC: **88,965**

Households: **35,888**

Working Adults Receiving TAFDC: **5,131**

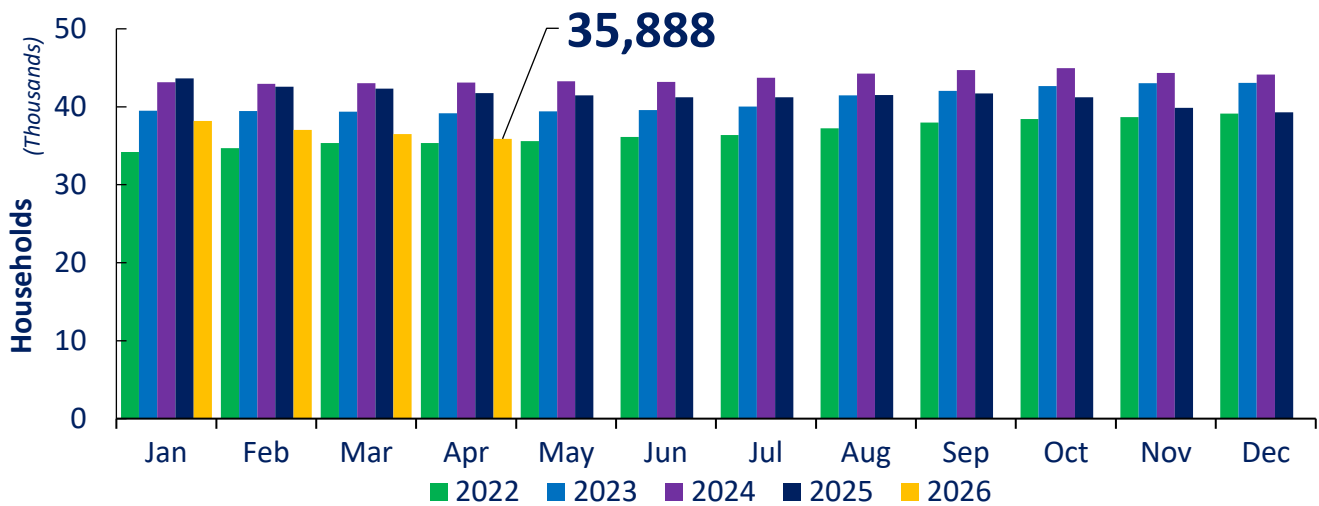
Children Receiving TAFDC: **60,092**

Child only Grants: **3,084**

Recipients Known to DTA to have a Disability: **6,976**

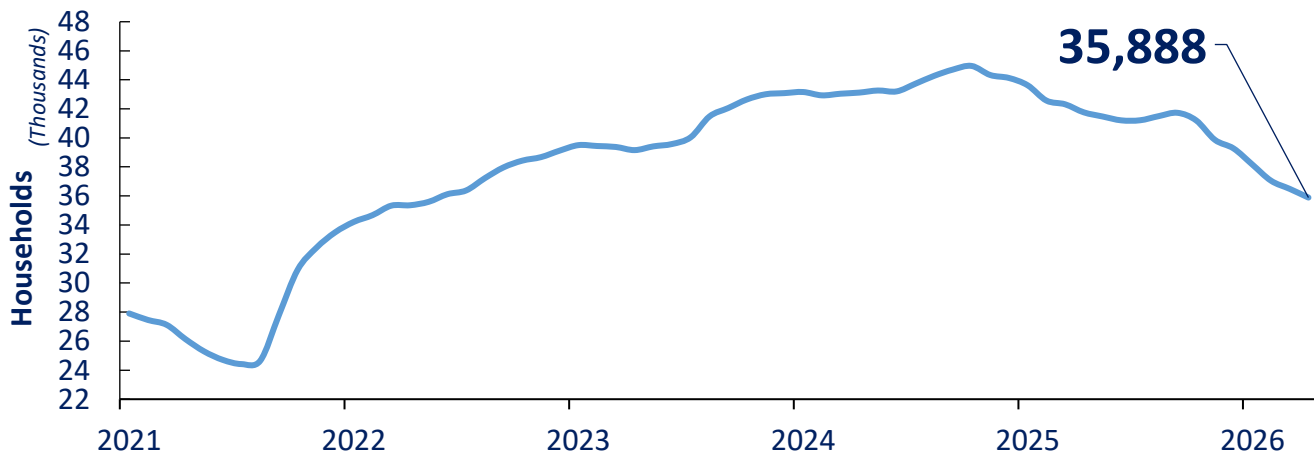
Monthly TAFDC Households

The number of households receiving TAFDC benefits in the last six years.



Annual TAFDC Households

The number of households receiving TAFDC benefits in the last six years.



EAEDC ENROLLMENT & QUALITY

Recipients: **32,427**

Households: **32,236**

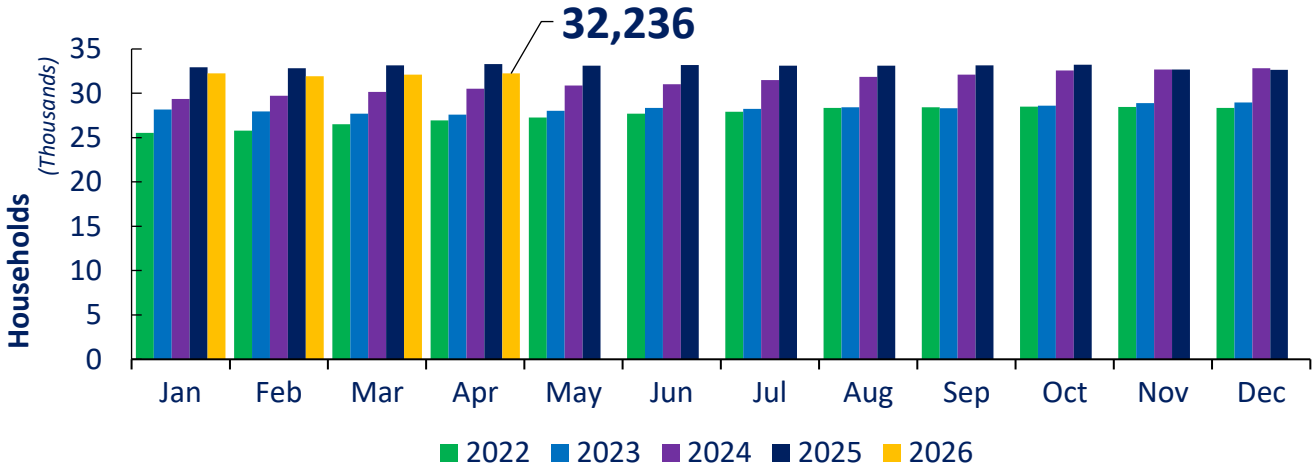
Recipients Receiving EAEDC due to Aged 65+: **10,959**

Recipients Receiving EAEDC due to Disability: **21,055**

Children Receiving EAEDC under Age 18: **413**

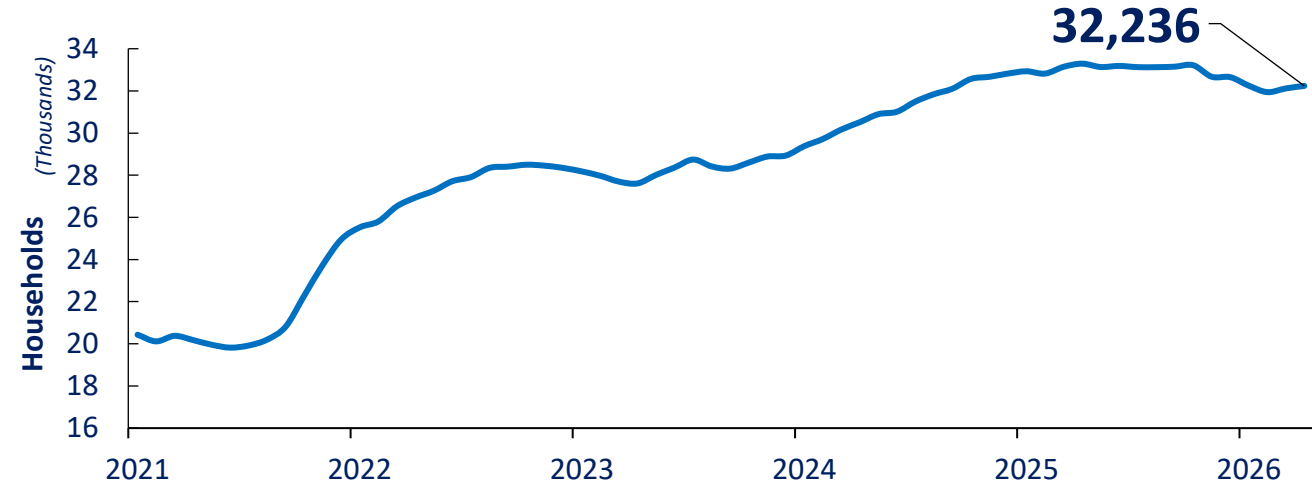
Monthly EAEDC Households

The number of households receiving EAEDC benefits in the last six years.



Annual EAEDC Households

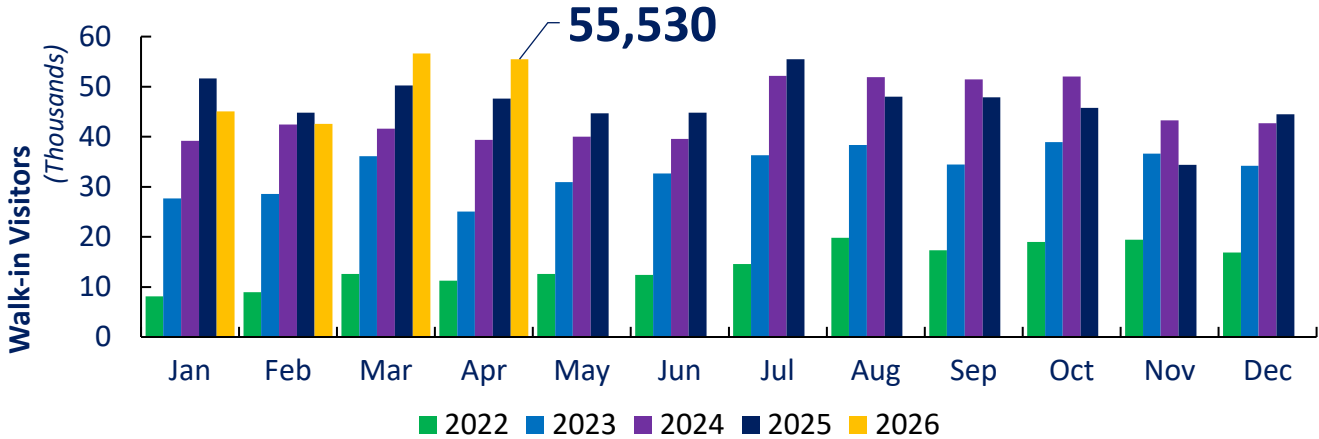
The number of households receiving EAEDC benefits in the last six years.



LOCAL OFFICES

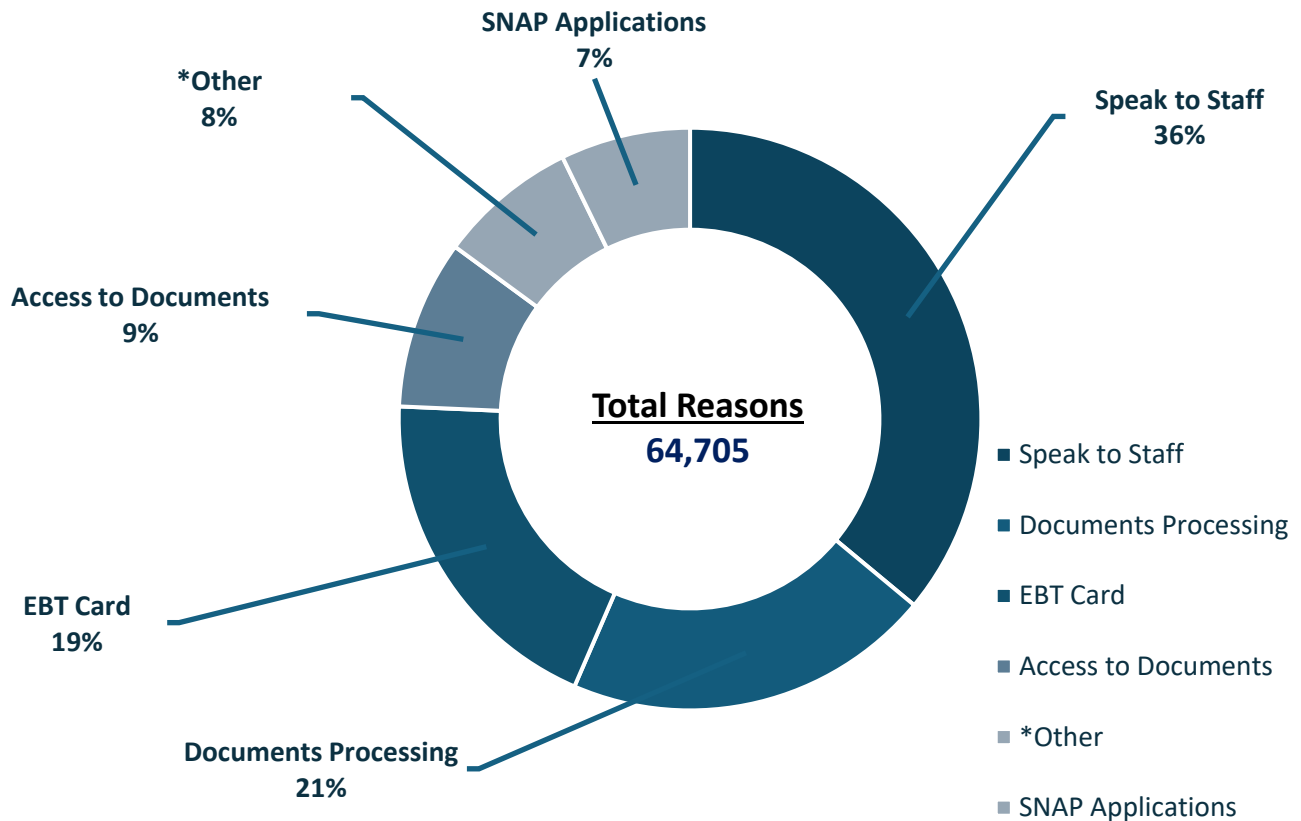
Monthly Walk-ins Visits

The number of people who visit our offices each month to use our services.



Reason for Office Visits

The number and percentage distribution of reasons clients visited local offices during the reporting month. A single visit may be associated with multiple reasons.

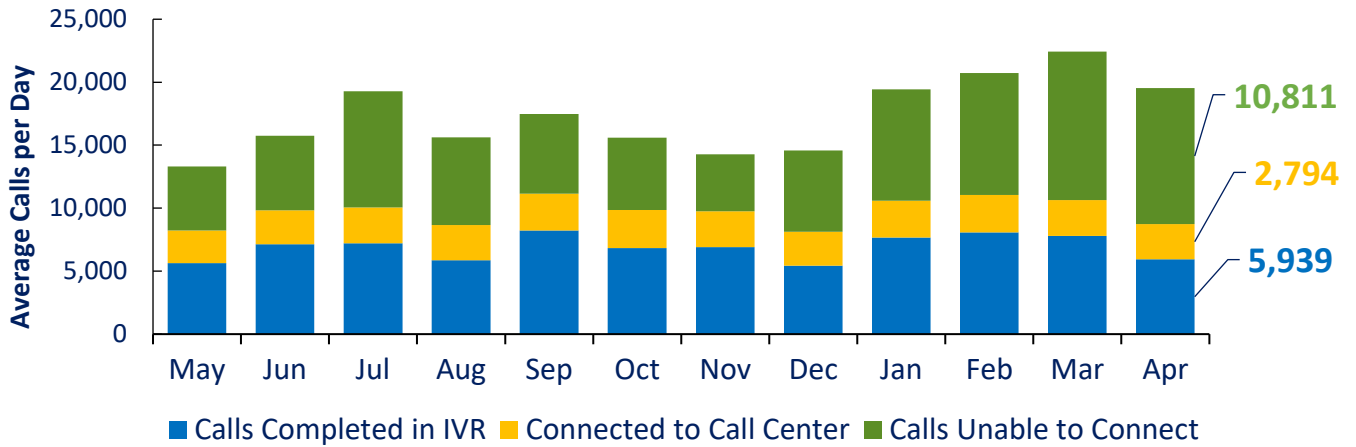


*Other represents office visit reasons that individually account for less than 5 percent of reported reasons. Refer to the **Supplemental Data & Tables** section for a detailed breakdown.

ASSISTANCE LINE

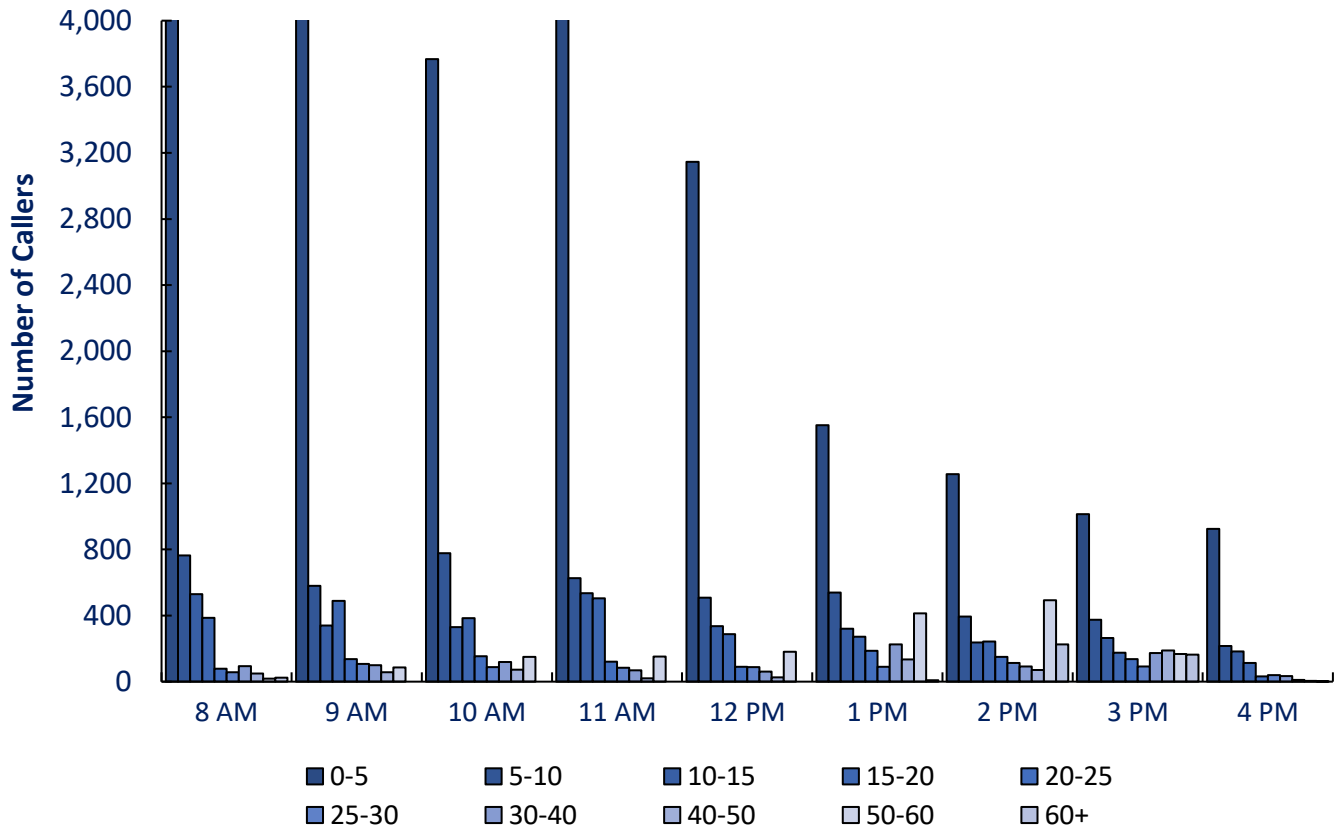
Monthly Call Volume

Average daily calls broken down by how the call was resolved.



Wait Time (Mins) by Number of Callers during the Time of the Day

***41,545**

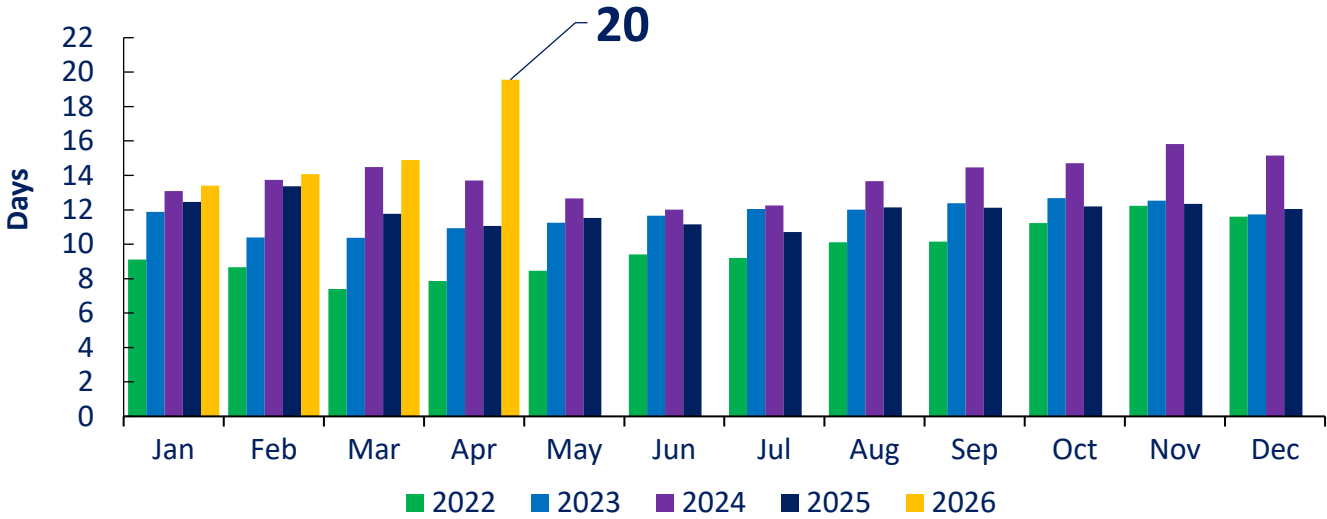


Note: *Total Callers who were connected to speak to our staff during the month.

PROCESSING

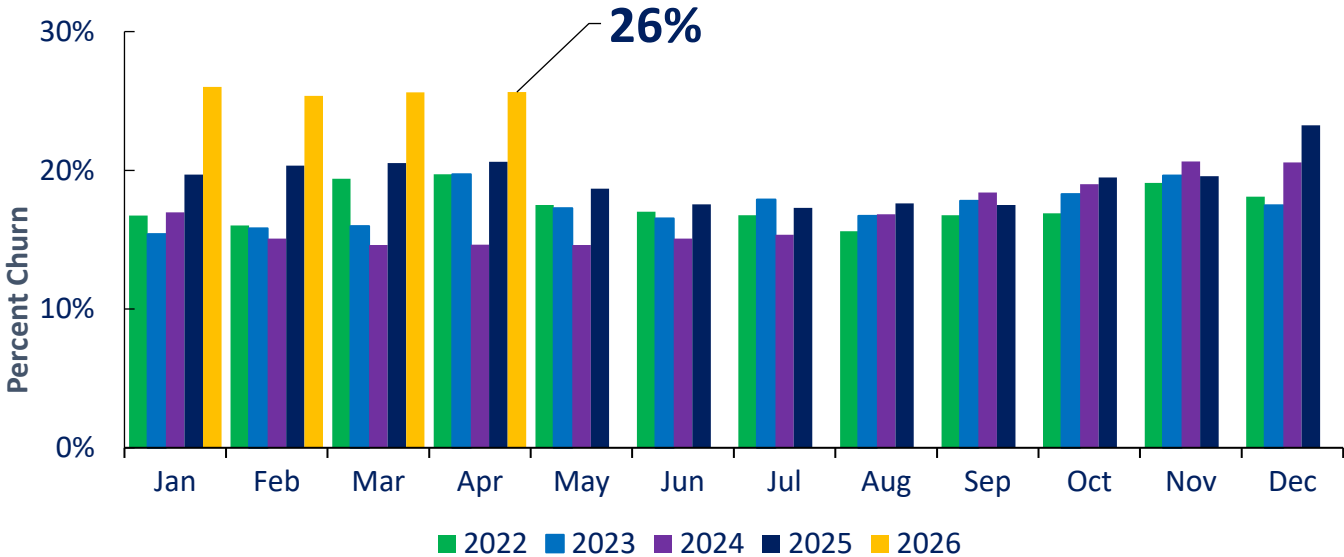
Average Processing Days for New SNAP Applications

The average number of days to approve a new SNAP application.



Monthly SNAP Churn

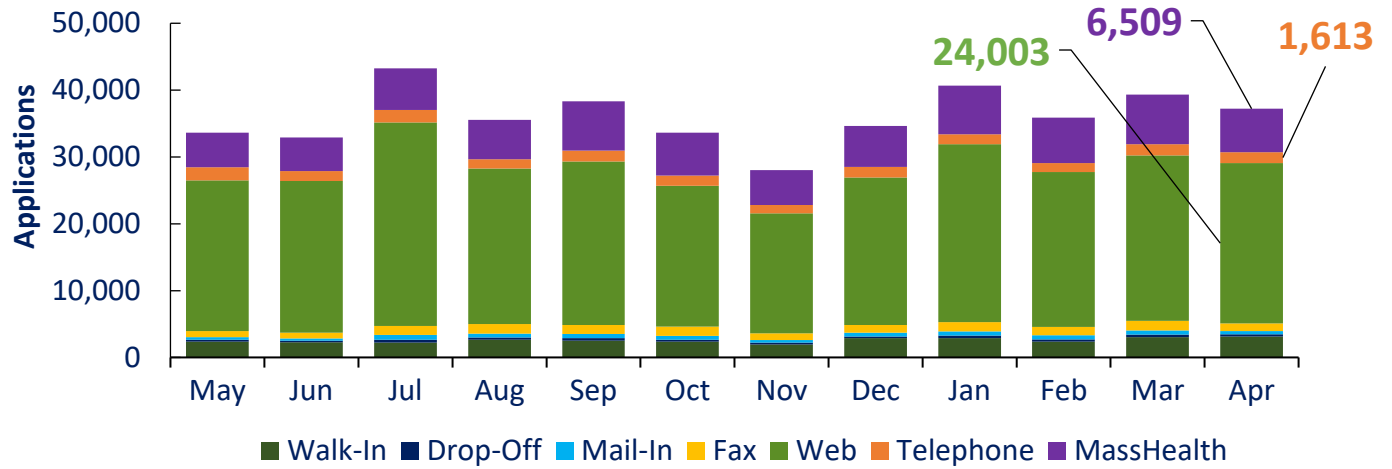
The percentage of applicants that were active clients 90 days prior.



Note: The Monthly SNAP Churn rate was recently updated due to a computational error.

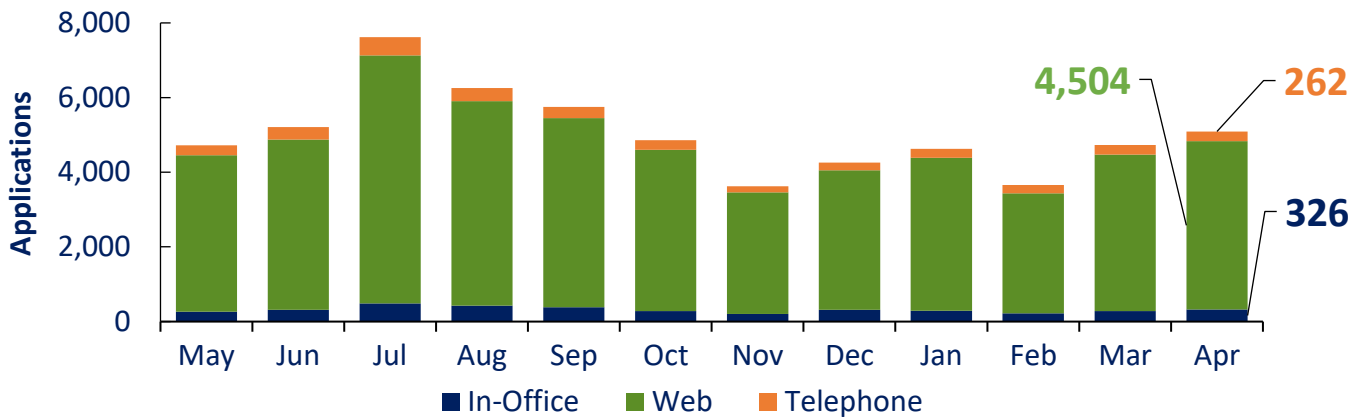
Monthly SNAP Applications Received

37,217



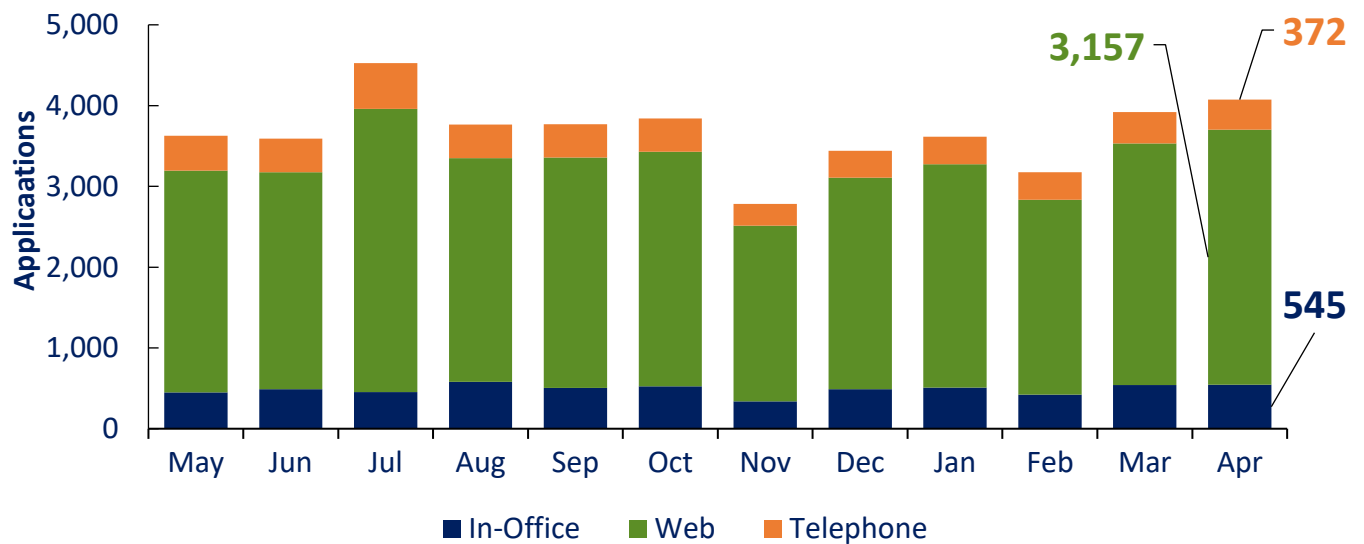
Monthly TAFDC Applications Received

5,092



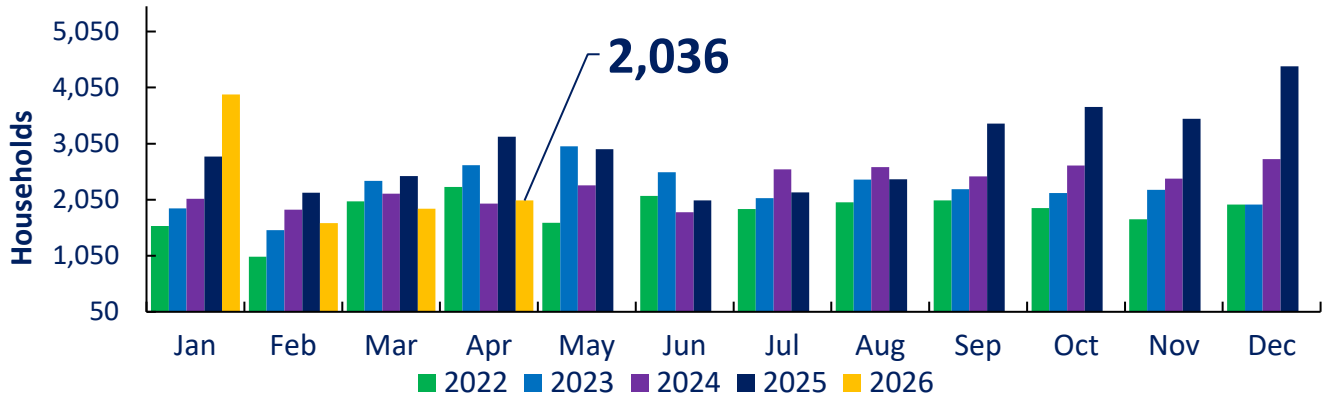
Monthly EAEDC Applications Received

4,074



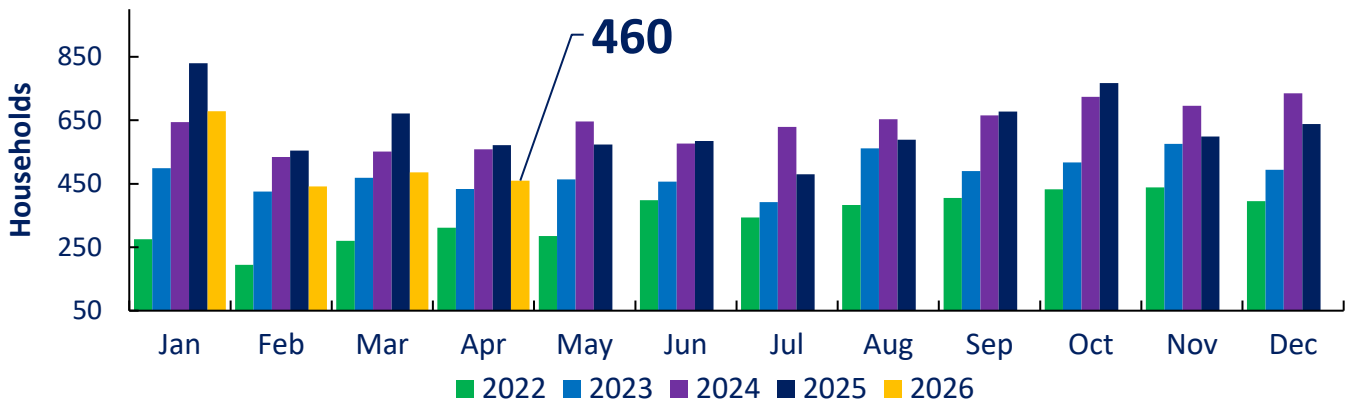
Monthly SNAP Households Closed for Income*

*The number of SNAP households closed for earned and unearned income each month in the last five years



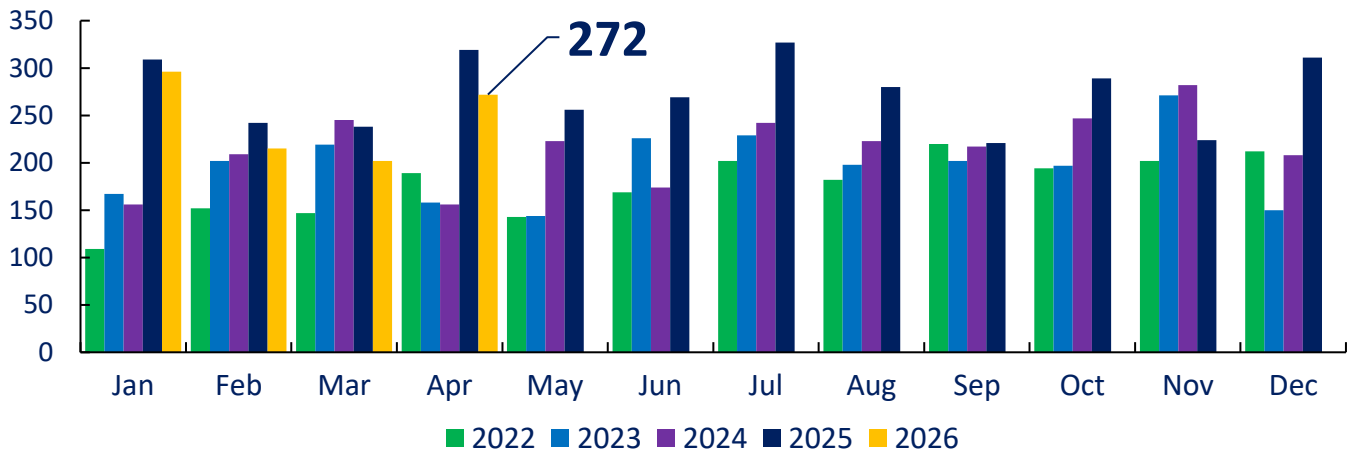
Monthly TAFDC Households Closed for Income*

*The number of TAFDC households closed for earned and unearned income each month in the last five years.



Monthly EAEDC Households Closed for Income*

*The number of EAEDC households closed for earned and unearned income each month in the last five years.



Glossary of Measures

This section provides standardized definitions for all measures included in the scorecard to ensure consistent interpretation and use. Unless otherwise noted, households and recipients are defined as active at any point during the reporting month. Certain measures have been renamed for clarity. Where applicable, prior naming conventions are noted for reference.

Average Processing Days for New SNAP Applications

The average number of days required to approve a new SNAP application during the reporting period.

Calls Completed in IVR

Calls Completed in IVR refers to phone calls that were fully handled through the Interactive Voice Response (IVR) system without needing to connect to a DTA Staff.

Calls Unable to Connect

Calls that ended in the High-Volume message when transferring from the automated phone system (IVR) to the queue to speak with a call center representative.

Children Receiving EAEDC under age 18

The number of individuals under age 18 receiving EAEDC benefits among households that were active at any point during the reporting month.

Children Receiving TAFDC

The number of individuals aged 18 and under receiving TAFDC benefits as members of households that were active at any point during the reporting month. This measure was previously labeled “Recipients Aged 18 and under” and has been updated for clarity and alignment with program terminology.

Child-Only Grants

The number of TAFDC cases during the reporting month where only the child is receiving benefits due to the relative caregiver opting out of assistance for themselves.

Connected to Call Center

Connected to the Call Center refers to calls that were successfully transferred from the automated phone system (IVR) to the queue to speak with a call center representative. Some of these callers will abandon the call prior to speaking with a DTA representative.

EAEDC Households

The number of Massachusetts households (Assistance Units) receiving EAEDC cash benefits that were active at any point during the reporting month.

EAEDC Recipients

The number of individuals receiving EAEDC benefits as members of households that were active at any point during the reporting month.

EAEDC Recipients Aged 65+

The number of EAEDC recipients age 65 or older among individuals in households that were active at any point during the reporting month.

EAEDC Recipients with Disability

The number of EAEDC recipients with an approved disability indicator among individuals in households that were active at any point during the reporting month.

Monthly Call Volume

The average number of daily calls during the reporting month, categorized by call resolution type.

Monthly EAEDC Households Closed for Income

The number of EAEDC households closed due to earned or unearned income during the benefit cycle month.

Monthly SNAP Households Closed for Income

The number of SNAP households closed due to earned or unearned income during the benefit cycle month.

Monthly TAFDC Households Closed for Income

The number of TAFDC households closed due to earned or unearned income during the benefit cycle month.

Monthly Walk-in Visits

The total unique number of individuals who visited local offices to access services during the reporting month.

Reason for Office Visit

The number and percentage distribution of reasons clients visited local offices during the reporting month. A single visit may be associated with multiple reasons.

Recipients Known to DTA to have Disability

The number of TAFDC recipients known to DTA as having a disability, based on available indicators, among individuals in households that were active at any point during the reporting month. This measure reflects disability status as recorded in TAFDC administrative data.

SNAP Recipients with Disability

The number of SNAP clients with an approved disability indicator among individuals in households that were active at any point during the reporting month.

SNAP Churn Rate (as a percentage)

The percentage of SNAP applicants who were active SNAP clients 90 days prior to application. While some level of churn is expected, reducing churn helps minimize benefit disruptions and improve operational efficiency.

SNAP Households

The number of Massachusetts households (Assistance Units) receiving SNAP benefits that were active at any point during the reporting month.

SNAP Recipients

The number of individuals receiving SNAP benefits as members of households that were active at any point during the reporting month.

SNAP Recipients Aged 60+

The number of SNAP recipients aged 60 or older among individuals in households that were active at any point during the reporting month.

SNAP Recipients Aged 19–59

The number of SNAP recipients between ages 19 and 59 among individuals in households that were active at any point during the reporting month.

SNAP Recipients Aged 18 or Under

The number of SNAP recipients aged 18 or younger among individuals in households that were active at any point during the reporting month.

SNAP Recipients with a Disability

The number of SNAP recipients with an approved disability indicator among individuals in households that were active at any point during the reporting month.

TAFDC Households

The number of Massachusetts households (Assistance Units) receiving TAFDC cash benefits that were active at any point during the reporting month.

Parent/Caregivers & Children Receiving TAFDC

The number of parents/caregivers and children receiving TAFDC benefits as members of households that were active at any point during the reporting month. This measure was previously labeled “TAFDC Recipients” and has been updated to more accurately reflect the composition of individuals served.

Working Adults Receiving TAFDC

The number of adult TAFDC recipients with reported earned income or employment as members of households that were active at any point during the reporting month. This measure was previously labeled “Recipients who are Working” and has been updated for clarity and consistency with program terminology.

Wait Time (Bins)

The distribution of caller wait times, in minutes, before connecting to a live agent.

Supplementary Data and Tables

This section provides supplemental data tables containing the underlying values and numerical details presented within the charts and graphs included in the Monthly Performance Scorecard. These tables are intended to support accessibility, improve data transparency, and allow users to review the exact figures represented in visualizations and performance trend analyses.

SNAP Annual and Monthly Households Data Table

This table displays monthly SNAP household counts from 2015 through 2026, organized by month and calendar year.

Month	2015	2016	2017	2018	2019	2020	2021	2022	2023	2024	2025	2026
Jan	449,125	454,694	445,434	452,823	447,747	455,612	542,234	605,489	647,302	665,234	668,777	602,761
Feb	445,626	454,117	443,305	452,542	446,191	455,513	552,744	610,263	650,568	667,618	665,471	590,546
Mar	440,372	454,184	442,480	449,401	446,269	470,061	562,405	615,784	655,968	674,216	665,811	581,260
Apr	438,953	448,713	441,807	451,824	445,702	520,762	566,268	613,024	655,632	678,800	664,648	570,334
May	442,697	447,883	442,160	450,584	446,182	535,341	568,486	620,431	658,731	681,969	661,919	
Jun	445,361	446,922	442,934	451,028	447,654	537,236	571,172	623,622	659,169	680,677	659,661	
Jul	447,926	447,078	444,034	452,750	450,994	508,736	571,410	624,064	657,745	683,358	658,821	
Aug	450,079	447,221	445,728	452,703	453,934	518,652	573,826	628,040	661,629	680,985	655,353	
Sep	451,178	446,793	446,640	452,030	453,658	521,319	582,155	630,297	658,840	675,890	651,443	
Oct	452,108	447,364	449,184	452,183	454,546	525,738	585,062	633,858	659,417	675,269	646,581	
Nov	452,734	446,118	450,517	451,033	453,959	526,837	590,486	636,496	660,759	672,545	632,282	
Dec	451,915	445,325	450,172	448,876	453,690	534,722	596,839	642,699	661,726	671,221	622,837	

TAFDC Annual and Monthly Households Data Table

This table displays monthly TAFDC household counts from 2015 through 2026, organized by month and calendar year.

Month	2015	2016	2017	2018	2019	2020	2021	2022	2023	2024	2025	2026
Jan	39,408	34,653	30,995	30,211	29,259	30,389	27,906	34,212	39,500	43,160	43,621	38,166
Feb	37,802	33,692	30,327	29,791	28,777	29,758	27,459	34,677	39,439	42,930	42,570	37,050
Mar	38,114	33,234	30,310	29,532	28,698	30,272	27,123	35,331	39,373	43,042	42,312	36,486
Apr	37,674	32,951	29,639	29,186	28,704	33,013	26,143	35,359	39,157	43,119	41,758	35,888
May	37,427	32,903	29,821	29,202	29,043	33,813	25,295	35,595	39,414	43,263	41,474	
Jun	37,304	32,538	29,715	28,881	29,250	32,799	24,709	36,121	39,578	43,202	41,207	
Jul	36,865	31,767	29,566	28,608	29,607	30,874	24,418	36,378	40,044	43,729	41,212	
Aug	36,372	31,525	29,861	28,849	30,169	29,501	24,646	37,222	41,474	44,270	41,497	
Sep	36,566	31,935	30,000	28,926	30,925	29,187	27,800	37,968	42,053	44,703	41,726	
Oct	36,340	31,730	30,123	29,107	31,291	28,650	30,914	38,432	42,647	44,956	41,205	
Nov	35,843	31,503	30,458	29,114	31,017	28,132	32,429	38,674	43,005	44,329	39,866	
Dec	35,716	31,377	30,620	29,219	30,767	28,221	33,492	39,123	43,083	44,126	39,271	

EAEDC Annual and Monthly Households Data Table

This table displays monthly EAEDC household counts from 2015 through 2026, organized by month and calendar year.

Month	2015	2016	2017	2018	2019	2020	2021	2022	2023	2024	2025	2026
Jan	21,663	20,966	20,502	19,597	18,995	19,164	20,432	25,526	28,177	29,378	32,930	32,247
Feb	21,135	21,044	20,281	19,498	18,900	19,051	20,116	25,803	27,967	29,717	32,820	31,941
Mar	21,266	21,183	20,480	19,601	18,905	19,687	20,377	26,524	27,694	30,166	33,140	32,117
Apr	21,346	20,985	20,339	19,410	18,987	21,050	20,177	26,938	27,611	30,516	33,291	32,236
May	21,455	20,985	20,295	19,530	19,057	21,716	19,956	27,264	28,015	30,895	33,133	
Jun	21,614	20,963	20,181	19,545	19,053	21,976	19,819	27,714	28,364	31,010	33,184	
Jul	21,639	20,791	20,067	19,606	19,134	21,890	19,920	27,910	28,247	31,494	33,126	
Aug	21,378	20,878	20,165	19,480	19,231	21,534	20,200	28,345	28,415	31,842	33,125	
Sep	21,280	20,802	19,961	19,322	19,119	21,229	20,817	28,406	28,313	32,103	33,148	
Oct	21,194	20,703	19,953	19,347	19,240	20,522	22,285	28,497	28,597	32,568	33,216	
Nov	21,106	20,629	19,873	19,166	19,266	20,351	23,743	28,451	28,883	32,669	32,670	
Dec	21,202	20,660	19,658	18,948	19,199	20,540	24,952	28,342	28,981	32,822	32,651	

Monthly Walk-In Visits

The number of people who visit our offices each month to use our services.

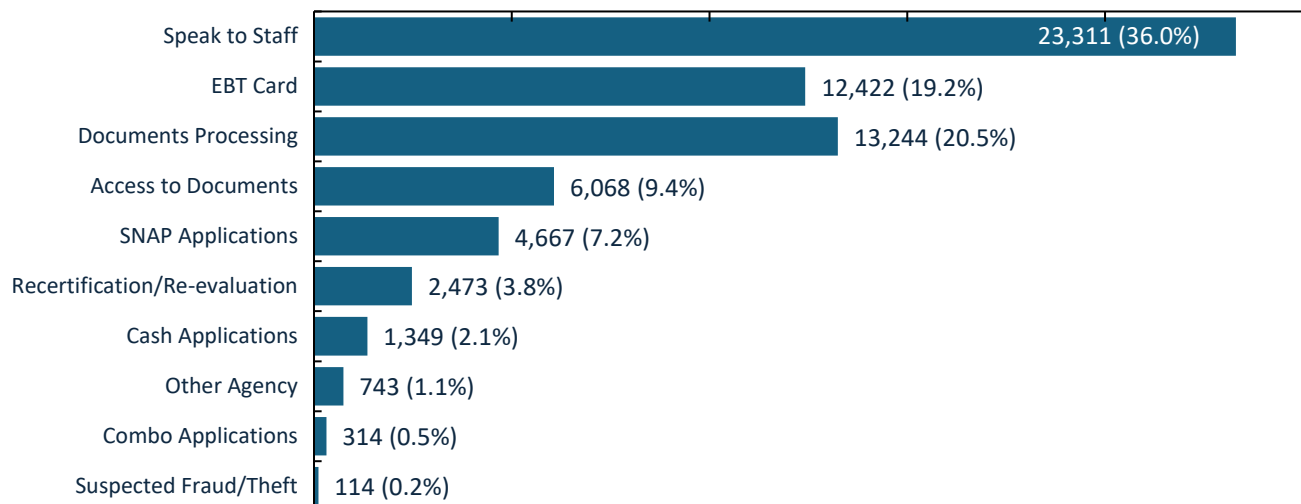
Registration Month	2021	2022	2023	2024	2025	2026
Jan	1,913	8,189	27,725	39,233	51,723	45,128
Feb	1,694	8,984	28,640	42,497	44,873	42,622
Mar	773	12,655	36,167	41,641	50,289	56,685
Apr	886	11,320	25,083	39,390	47,650	55,530
May		12,627	31,007	40,067	44,725	
Jun	526	12,451	32,716	39,629	44,862	
Jul	3,811	14,596	36,370	52,174	55,558	
Aug	6,503	19,872	38,399	51,973	48,056	
Sep	8,016	17,386	34,495	51,486	47,935	
Oct	8,087	19,016	38,949	52,097	45,825	
Nov	10,104	19,468	36,665	43,305	34,454	
Dec	10,009	16,947	34,265	42,765	44,516	

Reasons for Office Visits

Number and percentage of office visit reasons recorded during the reporting month. A single office visit may be associated with more than one reason.

Reason for Visit	Number of Reasons	Percent
Speak to Staff	23,311	36.0%
EBT Card	12,422	19.2%
Documents Processing	13,244	20.5%
Access to Documents	6,068	9.4%
SNAP Applications	4,667	7.2%
Recertification/Re-evaluation	2,473	3.8%
Cash Applications	1,349	2.1%
Other Agency	743	1.1%
Suspected Fraud/Theft	114	0.2%
Combo Applications	314	0.5%
Grand Total	64,705	100.0%

Figure 1. Distribution of Office Visit Reasons by Category.



Monthly Call Volume Data Tables

The following tables provide supplemental monthly call center data presented in accessible tabular format to support and complement the scorecard visualizations. These tables display average daily call volumes by call resolution type and are included to enhance transparency, accessibility compliance, and reference usability for all readers.

Calls Completed in IVR

Calls Completed in IVR refers to phone calls that were fully handled through the Interactive Voice Response (IVR) system without needing to connect to a DTA Staff.

Month	2014	2015	2016	2017	2018	2019	2020	2021	2022	2023	2024	2025	2026
Jan		4,291	3,567	3,532	3,892	3,972	2,451	6,678	6,772	7,907	7,188	8,531	7,661
Feb		7,632	5,723	3,539	2,680	1,671	3,060	5,542	6,097	8,312	8,153	7,236	8,071
Mar		5,356	2,514	2,514	2,334	963	5,791	4,121	5,521	8,876	7,201	6,670	7,786
Apr		3,896	2,823	1,965	2,450	1,989	8,029	3,817	5,283	5,972	6,718	6,202	5,939
May		3,728	6,191	1,638	1,992	2,016	4,856	4,313	5,541	8,079	5,716	5,644	
Jun		3,418	7,304	2,232	2,264	1,989	4,470	5,280	6,526	8,941	6,370	7,136	
Jul		4,951	6,772	2,022	2,182	2,135	3,468	5,749	8,224	8,021	8,905	7,221	
Aug		4,353	4,955	2,147	2,194	2,655	6,903	6,160	8,891	8,222	8,272	5,860	
Sep		4,166	4,665	2,296	2,508	2,891	8,438	7,546	9,177	8,748	10,523	8,225	
Oct		4,698	3,836	2,611	2,460	2,525	10,303	7,475	11,330	8,199	13,577	6,825	
Nov		4,121	4,279	3,183	2,052	2,525	7,928	8,188	11,510	6,713	11,620	6,913	
Dec	3,248	3,258	3,417	2,894	1,932	2,248	7,067	5,862	6,987	6,356	8,761	5,427	

Connected to Call Center

Connected to the Call Center refers to calls that were successfully transferred from the automated phone system (IVR) to the queue to speak with a call center representative. Some of these callers will abandon the call prior to speaking with a DTA representative.

Month	2014	2015	2016	2017	2018	2019	2020	2021	2022	2023	2024	2025	2026
Jan		5,711	6,735	4,255	4,110	3,722	3,632	4,132	3,516	4,813	4,207	4,170	2,930
Feb		4,464	6,071	4,254	4,223	3,473	3,513	3,595	3,318	4,670	4,078	3,346	2,975
Mar		4,920	5,207	4,137	3,958	3,412	3,105	2,754	3,438	4,794	4,078	2,719	2,846
Apr		4,684	5,126	4,306	3,864	3,425	3,021	2,681	2,709	4,373	3,943	2,783	2,794
May		4,425	5,533	3,944	3,541	3,238	3,274	2,688	3,776	4,329	3,954	2,597	
Jun		4,736	5,270	3,914	3,732	3,180	3,926	2,767	4,716	4,063	3,699	2,684	
Jul		5,851	6,082	4,258	3,986	3,437	3,971	3,231	4,789	4,174	3,751	2,826	
Aug		5,176	6,165	4,056	4,017	3,217	4,672	3,711	4,386	4,183	3,756	2,798	
Sep		5,503	5,378	4,562	4,340	3,435	4,468	4,344	4,318	4,435	3,970	2,924	
Oct		6,562	6,724	4,448	4,075	3,284	4,535	3,970	4,471	4,396	4,215	3,032	
Nov		6,373	5,203	4,274	4,078	3,259	4,550	4,380	4,106	4,337	4,354	2,852	
Dec	6,822	5,363	4,195	4,252	3,813	2,873	4,163	3,287	4,313	4,042	3,391	2,709	

Calls Unable to Connect

Calls that ended in the High-Volume message when transferring from the automated phone system (IVR) to the queue to speak with a call center representative.

Month	2014	2015	2016	2017	2018	2019	2020	2021	2022	2023	2024	2025	2026
Jan		8,017	1,495	3,011	3,957	2,963	122	729	108	1,850	5,301	6,643	8,831
Feb		6,409	1,099	2,464	844	29	297	18	2	2,776	6,079	7,029	9,684
Mar		5,040	455	664	568	169	2,744	0	9	1,242	4,576	6,319	11,806
Apr		2,438	455	187	99	59	5,129	0	29	1,448	2,977	6,039	10,811
May		1,106	904	54	46	24	236	0	18	829	2,169	5,081	
Jun		1,215	466	69	113	4	0	0	423	2,498	3,510	5,941	
Jul		1,214	1,690	550	291	113	35	1	2,735	5,572	6,429	9,241	
Aug		687	3,299	242	267	224	5,852	64	13,953	5,426	5,661	6,961	
Sep		651	3,786	535	784	110	3,470	59	1,217	5,656	5,394	6,339	
Oct		1,566	2,746	1,636	558	33	5,341	143	1,722	5,622	5,392	5,748	
Nov		1,560	2,867	1,174	937	98	1,888	355	2,458	4,047	5,391	4,499	
Dec	2,895	892	1,999	1,185	684	8	679	108	1,158	3,790	4,652	6,454	

Wait Time (Mins) by Number of Callers during the Time of the Day

Distribution of callers wait times by time of day for calls successfully connected to our staff during the reporting month.

Time of the Day/Wait Time (Minutes)	0-5	5-10	10-15	15-20	20-25	25-30	30-40	40-50	50-60	60+	Total
8:00 AM	4,984	763	530	386	79	56	93	49	19	24	6,983
9:00 AM	4,541	579	340	489	136	108	99	57	85	0	6,434
10:00 AM	3,768	778	330	384	154	88	119	72	150	0	5,843
11:00 AM	4,132	627	535	505	121	84	68	20	152	0	6,244
12:00 PM	3,146	508	335	288	89	88	60	26	180	0	4,720
1:00 PM	1,551	539	321	272	187	89	226	135	413	8	3,741
2:00 PM	1,256	393	237	243	149	113	91	71	493	225	3,271
3:00 PM	1,014	375	265	175	137	92	174	188	167	164	2,751
4:00 PM	925	215	183	113	32	40	34	11	4	1	1,558
Grand Total	25,317	4,777	3,076	2,855	1,084	758	964	629	1,663	422	41,545

Average Processing Days for New SNAP Applications

Average number of calendar days required to process and approve new SNAP applications during the reporting period.

Month	2014	2015	2016	2017	2018	2019	2020	2021	2022	2023	2024	2025	2026
Jan	16.99	19.06	18.30	13.20	13.50	10.10	11.62	7.75	9.11	11.88	13.08	12.45	13.40
Feb	16.41	18.86	15.90	13.00	12.00	10.80	11.88	7.86	8.67	10.39	13.74	13.36	14.07
Mar	16.21	18.89	15.30	12.50	11.40	10.90	14.28	7.40	7.40	10.38	14.48	11.77	14.89
Apr	16.75	18.30	15.80	12.10	11.00	11.30	7.49	7.97	7.87	10.94	13.71	11.06	19.56
May	17.29	17.30	14.50	11.50	11.20	10.90	2.61	7.97	8.46	11.24	12.66	11.53	
Jun	17.50	18.10	15.50	12.10	11.40	10.90	3.02	8.18	9.40	11.66	12.01	11.15	
Jul	18.67	16.30	16.50	11.90	11.40	11.04	12.48	8.27	9.20	12.05	12.25	10.71	
Aug	19.36	16.90	16.10	12.40	11.00	11.10	8.04	8.75	10.11	12.01	13.67	12.15	
Sep	19.47	16.70	14.80	12.80	11.60	10.94	12.00	7.79	10.15	12.39	14.47	12.12	
Oct	20.56	17.60	13.50	13.20	11.60	11.01	8.43	8.73	11.23	12.68	14.71	12.20	
Nov	21.93	20.20	13.40	13.60	11.90	11.04	7.35	9.06	12.23	12.54	15.83	12.34	
Dec	20.42	20.60	12.70	13.50	12.20	11.34	8.21	8.92	11.60	11.73	15.15	12.04	

Monthly SNAP Churn

Percentage of new SNAP applicants who previously received SNAP benefits within the prior 90 days.

Month	2014	2015	2016	2017	2018	2019	2020	2021	2022	2023	2024	2025	2026
Jan	26.4%	29.3%	25.3%	24.5%	23.6%	24.3%	20.3%	22.7%	16.9%	15.7%	17.2%	19.9%	26.3%
Feb	26.9%	29.3%	25.4%	25.2%	23.5%	21.1%	19.2%	18.7%	16.3%	16.1%	15.3%	20.6%	25.6%
Mar	25.4%	31.4%	27.2%	27.4%	24.4%	25.6%	18.3%	11.8%	19.7%	16.3%	14.9%	20.8%	25.9%
Apr	25.0%	30.5%	29.0%	27.7%	23.9%	23.8%	11.8%	12.0%	19.9%	19.9%	14.9%	20.9%	25.8%
May	25.3%	28.4%	29.4%	25.8%	23.3%	24.2%	6.0%	10.2%	17.8%	17.5%	14.9%	18.9%	
Jun	25.8%	22.7%	27.7%	24.3%	21.9%	20.1%	3.5%	13.4%	17.3%	16.8%	15.3%	17.8%	
Jul	27.5%	22.0%	26.8%	23.3%	20.9%	19.5%	5.7%	15.9%	17.0%	18.2%	15.6%	17.6%	
Aug	27.4%	21.8%	24.5%	22.1%	21.9%	21.5%	23.8%	16.1%	15.9%	16.9%	17.1%	17.9%	
Sep	29.6%	23.9%	25.2%	22.9%	23.3%	21.5%	45.1%	18.2%	17.0%	18.1%	18.7%	17.8%	
Oct	32.0%	24.2%	25.1%	22.4%	22.9%	21.5%	27.3%	19.4%	17.2%	18.5%	19.3%	19.7%	
Nov	31.9%	26.4%	26.8%	22.0%	23.4%	22.6%	25.2%	18.7%	19.4%	19.9%	20.9%	19.8%	
Dec	31.9%	26.5%	26.7%	24.4%	24.7%	25.5%	26.2%	19.9%	18.4%	17.7%	20.8%	23.5%	

Monthly SNAP Applications Received by Submission Method

Number of SNAP applications received each month by application submission channel, including online, telephone, mail, fax, in-person, and MassHealth referral pathways.

Month Applied	Walk-In	Drop-Off	Mail-In	Fax	MassHealth	Web	Telephone
1-May-25	2,350	281	425	904	5,179	22,513	1,999
1-Jun-25	2,245	257	361	832	5,013	22,690	1,509
1-Jul-25	2,239	394	721	1,357	6,234	30,441	1,879
1-Aug-25	2,651	323	607	1,410	5,898	23,286	1,356
1-Sep-25	2,510	386	619	1,360	7,395	24,446	1,623
1-Oct-25	2,345	312	589	1,369	6,430	21,046	1,544
1-Nov-25	1,920	288	404	1,009	5,217	17,940	1,241
1-Dec-25	2,873	276	542	1,145	6,093	22,112	1,577
1-Jan-26	2,876	380	624	1,425	7,260	26,592	1,513
1-Feb-26	2,372	324	628	1,259	6,781	23,166	1,347
1-Mar-26	3,023	399	631	1,430	7,413	24,742	1,672
1-Apr-26	3,130	323	509	1,130	6,509	24,003	1,613

Monthly TAFDC Applications Received by Submission Method

Number of TAFDC applications received each month by submission method, including online, telephone, and in-office application channels.

Month Applied	In-Office	Web	Telephone
1-May-25	263	4,195	267
1-Jun-25	319	4,560	327
1-Jul-25	488	6,640	489
1-Aug-25	431	5,474	348
1-Sep-25	383	5,065	303
1-Oct-25	282	4,320	258
1-Nov-25	203	3,259	165
1-Dec-25	313	3,740	209
1-Jan-26	290	4,098	242
1-Feb-26	221	3,217	219
1-Mar-26	280	4,196	257
1-Apr-26	326	4,504	262

Monthly EAEDC Applications Received by Submission Method

Number of EAEDC applications received each month by submission method, including online, telephone, and in-office application channels.

Month Applied	In-Office	Web	Telephone
1-May-25	451	2,745	430
1-Jun-25	488	2,686	417
1-Jul-25	454	3,505	568
1-Aug-25	582	2,768	415
1-Sep-25	507	2,852	411
1-Oct-25	523	2,906	412
1-Nov-25	340	2,175	268
1-Dec-25	490	2,618	331
1-Jan-26	511	2,763	341
1-Feb-26	422	2,412	341
1-Mar-26	541	2,990	389
1-Apr-26	545	3,157	372

Monthly SNAP Households Closed for Income*

*The number of SNAP households closed for earned and unearned income each month in the last five years.

Closed Month	2020	2021	2022	2023	2024	2025	2026
Jan	1,241	756	1,578	1,894	2,068	2,820	3,927
Feb	600	556	1,031	1,504	1,873	2,175	1,631
Mar	366	1,649	2,023	2,386	2,158	2,471	1,889
Apr	678	2,405	2,278	2,663	1,982	3,171	2,036
May	7,791	2,165	1,640	3,005	2,304	2,952	
Jun	33,023	2,072	2,118	2,542	1,825	2,039	
Jul	14,665	1,241	1,883	2,079	2,593	2,182	
Aug	3,435	1,165	2,001	2,406	2,629	2,416	
Sep	2,143	1,638	2,040	2,238	2,464	3,407	
Oct	1,368	1,308	1,902	2,170	2,662	3,707	
Nov	809	1,346	1,703	2,226	2,424	3,494	
Dec	899	1,929	1,965	1,966	2,774	4,430	

Monthly TAFDC Households Closed for Income*

*The number of TAFDC households closed for earned and unearned income each month in the last five years.

Closed Month	2020	2021	2022	2023	2024	2025	2026
Jan	344	571	275	499	644	830	678
Feb	237	534	194	425	534	554	442
Mar	132	855	270	469	551	671	486
Apr	309	820	311	433	558	572	460
May	1,312	604	285	464	646	574	
Jun	1,953	515	398	457	577	585	
Jul	1,147	305	344	392	629	480	
Aug	594	301	383	562	653	589	
Sep	645	150	405	490	665	677	
Oct	567	171	432	517	724	767	
Nov	552	193	438	576	696	599	
Dec	514	255	395	494	735	638	

Monthly EAEDC Households Closed for Income*

*The number of EAEDC households closed for earned and unearned income each month in the last five years.

Closed Month	2020	2021	2022	2023	2024	2025	2026
Jan	87	177	109	167	156	309	296
Feb	101	202	152	202	209	242	215
Mar	40	201	147	219	245	238	202
Apr	187	170	189	158	156	319	272
May	188	117	143	144	223	256	
Jun	328	89	169	226	174	269	
Jul	253	99	202	229	242	327	
Aug	177	95	182	198	223	280	
Sep	153	85	220	202	217	221	
Oct	131	92	194	197	247	289	
Nov	123	85	202	271	282	224	
Dec	126	125	212	150	208	311	