PERFORMANCE SCORECARD | August 2023

ABOUT DTA

Our Mission

The mission of the Department of Transitional Assistance 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.

The Department of Transitional Assistance is committed to quality service delivery in the furtherance of the best outcomes for the individuals and families we serve. This performance scorecard is a transparent effort to reflect our performance levels and to serve as our vehicle for continuous improvement. Serving 1 in 6 Massachusetts residents is challenging, and we welcome your review of our efforts in helping these residents secure healthy food and meet their basic human needs. Thank you for your interest in this impactful work.

– Jeff McCue
Commissioner, Department of Transitional Assistance

DTA Serves 1 in 6 MA Residents

Supplemental Nutrition Assistance Program

Statewide Facts
- ✓ 69% of SNAP households in Massachusetts have gross countable income of less than 100% of the Federal Poverty Level – that's $19,720 for a household of two
- ✓ 27% of SNAP households have at least one child
- ✓ 22% of Massachusetts SNAP recipients are age 60 or older
- ✓ SNAP clients live in every city & town across the Commonwealth.
- ✓ 34,063 DTA clients are due for recertification or reevaluation next month.
- ✓ 1,326 SNAP applications from MassHealth were approved in August.

COVID-19 Facts
- ✓ The average SNAP benefit is $319 per household at the rate of $11 per household per day.
- ✓ The average monthly TAFDC grant is $711, and the average monthly EAEDC grant is $443.

Households Served

SNAP
661,629

EAEDC
28,415

TAFDC
41,474
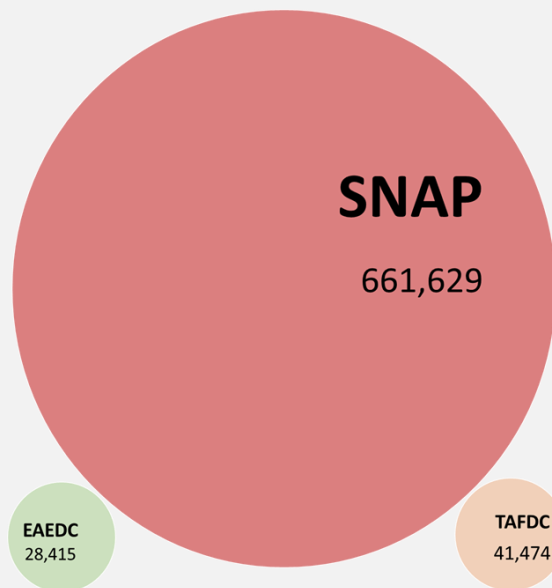
Each bubble's size reflects the relative size of each program's caseload

Client Demographics
- ✓ After English, the top 5 languages/language families among clients are Spanish, Haitian Creole, Chinese, Portuguese, and Russian.
- ✓ 40% of all clients identify as White, 15% as Black, 4% as Asian, 2% more than 1 race, 39% report no race
- ✓ 25% of clients across racial groups identify as Hispanic or Latino.

SNAP ENROLLMENT & QUALITY

SNAP Recipients — **1,096,200**

SNAP Households — **661,629**

SNAP Applications Received

DTA received 36% more SNAP applications from Massachusetts residents in August 2023 compared to the same period in 2022.
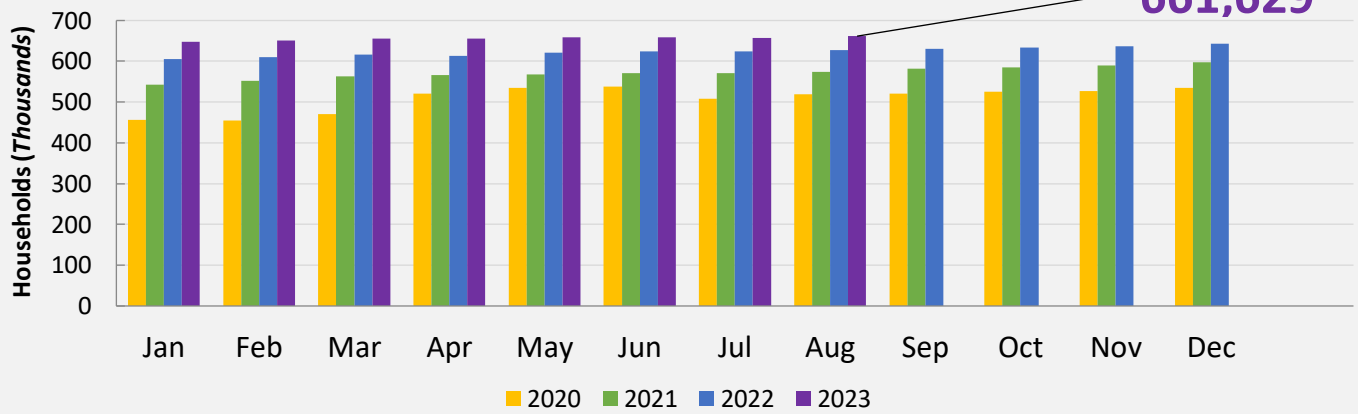
Recipients Aged 60+	Recipients With a Disability	Recipients Aged 18 or under
244,427	**312,165**	**350,726**

Monthly SNAP Caseload

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

661,629

Legend: 2020, 2021, 2022, 2023

Annual SNAP Caseload

The number of households receiving SNAP benefits in the last five years.
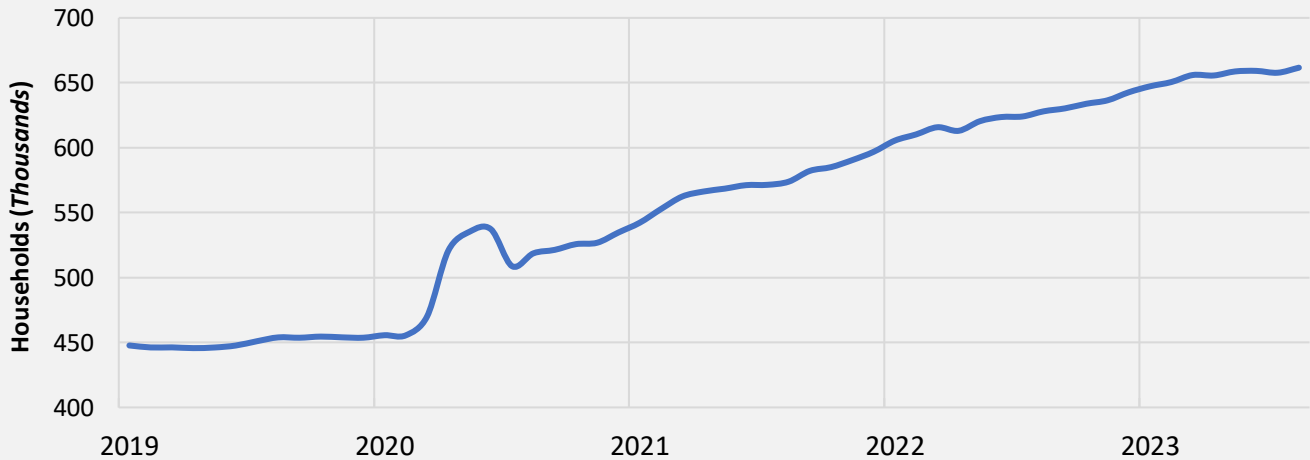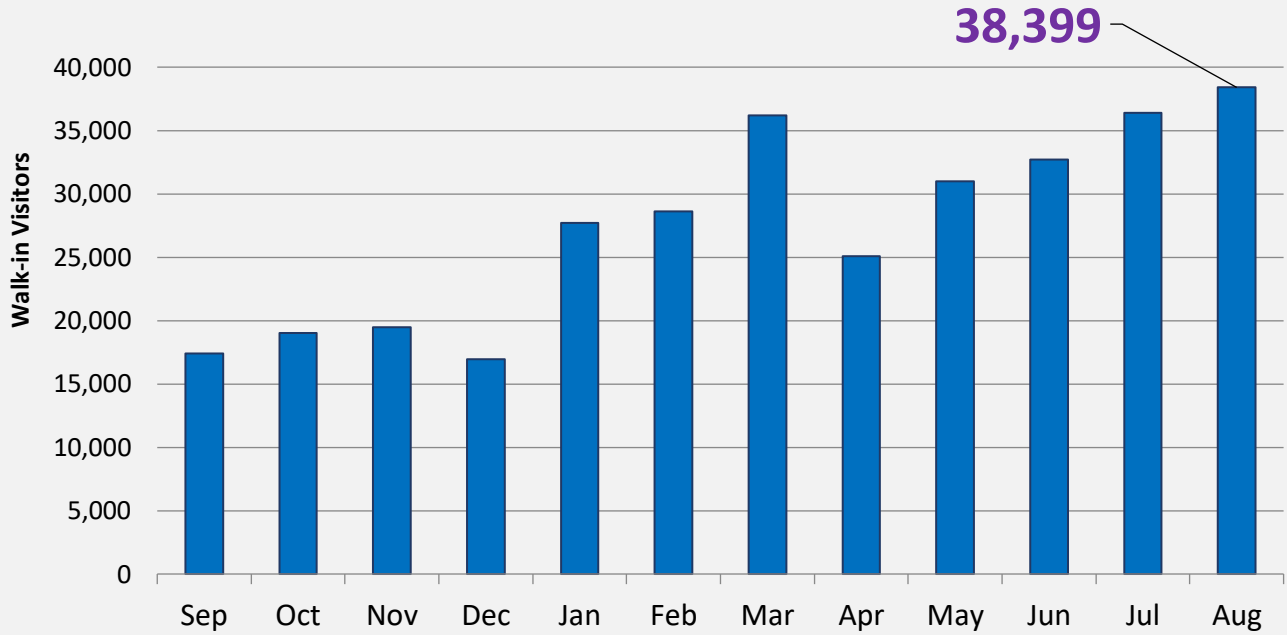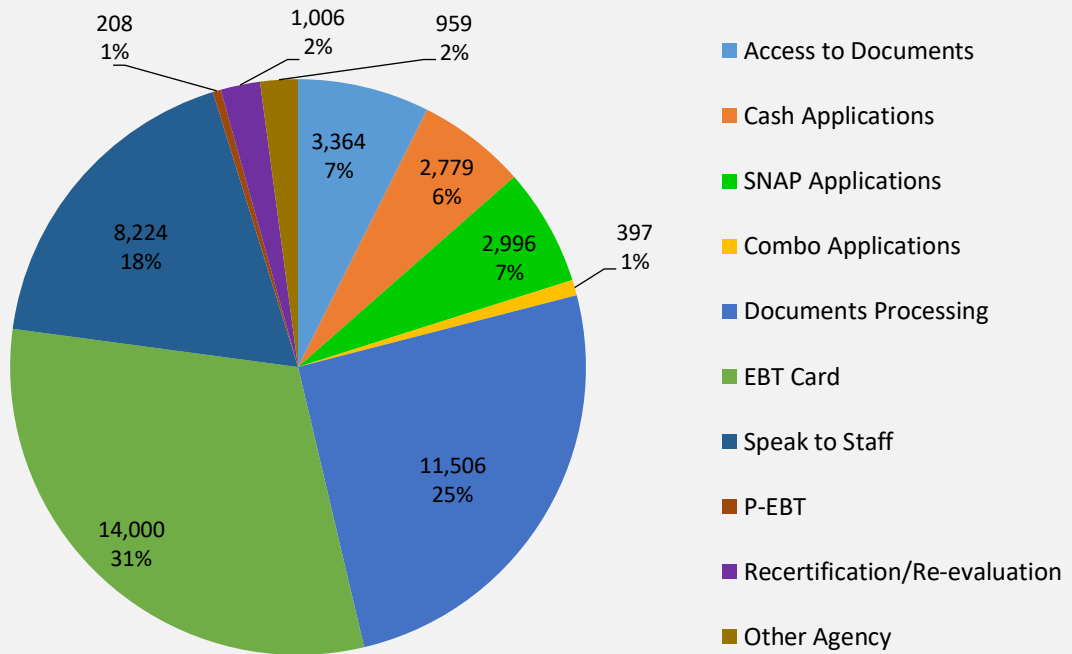
LOCAL OFFICES

Monthly Walk-ins Visits

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

38,399

Reason for Office Visits

The number and percent of reason clients visited our local offices in the month.

Pie chart values:
- 208, 1%
- 1,006, 2%
- 959, 2%
- 3,364, 7%
- 2,779, 6%
- 2,996, 7%
- 397, 1%
- 11,506, 25%
- 14,000, 31%
- 8,224, 18%

Legend:
- Access to Documents
- Cash Applications
- SNAP Applications
- Combo Applications
- Documents Processing
- EBT Card
- Speak to Staff
- P-EBT
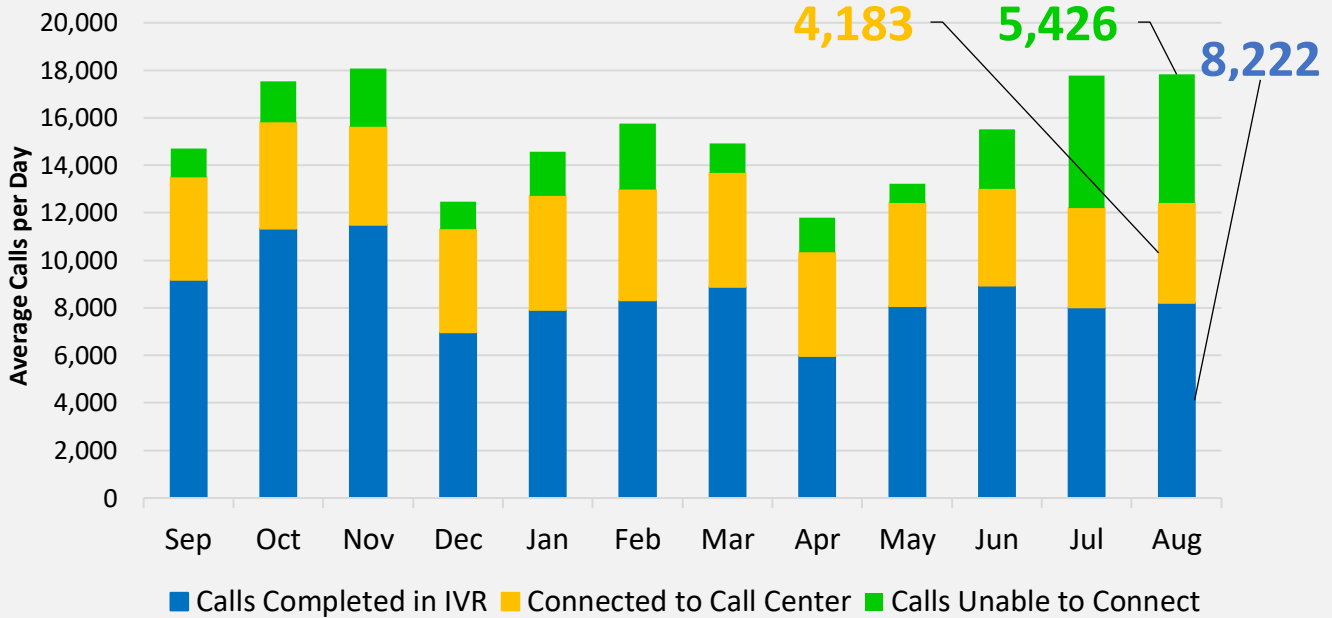- Recertification/Re-evaluation
- Other Agency

Note: 'Combo Applications' refer to reason of visit related to applications for all three DTA's programs.
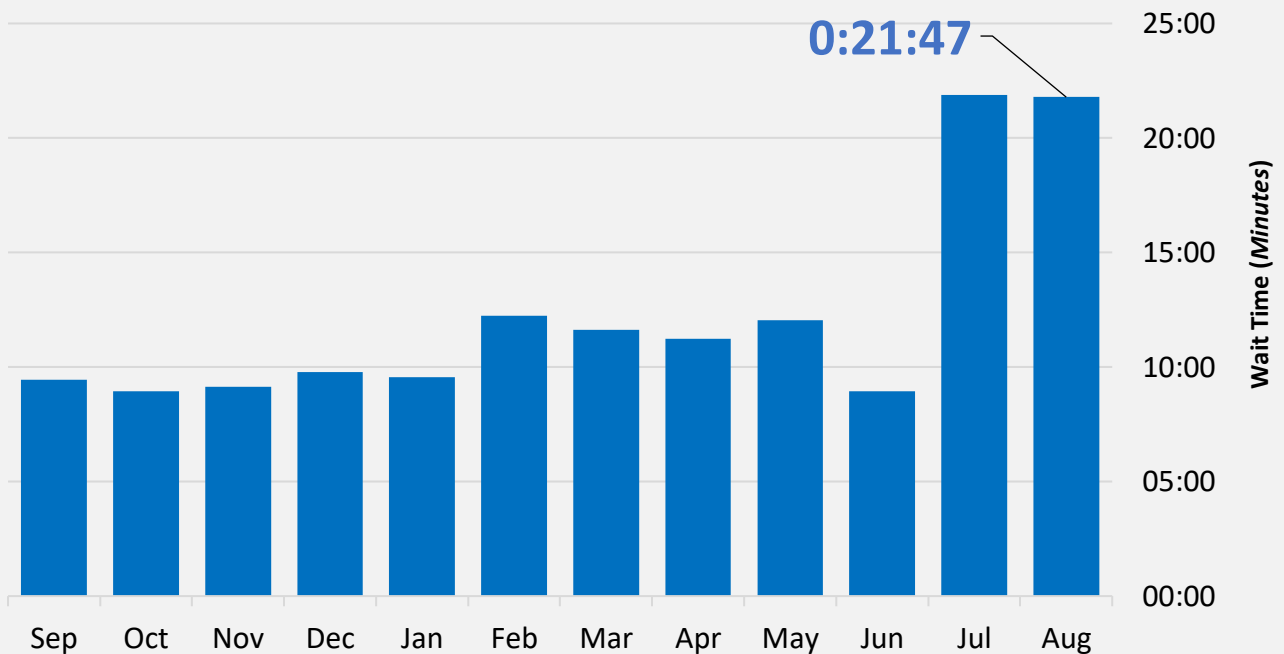
☎ ASSISTANCE LINE

Monthly Call Volume

Average daily calls broken down by how the call resolved.

4,183   5,426   8,222

Legend: ■ Calls Completed in IVR ■ Connected to Call Center ■ Calls Unable to Connect

Average Caller Wait Time

The average length of time callers wait to speak to an agent.
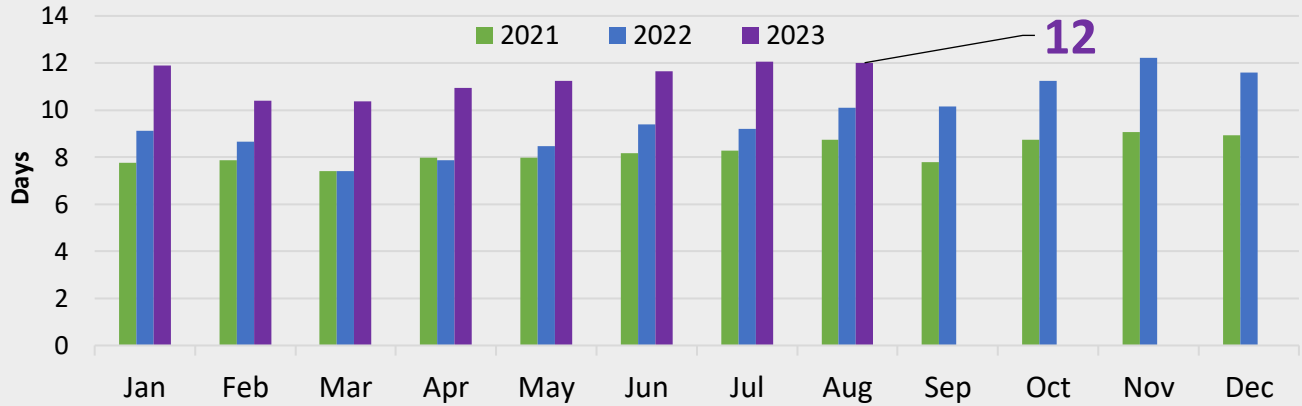

0:21:47

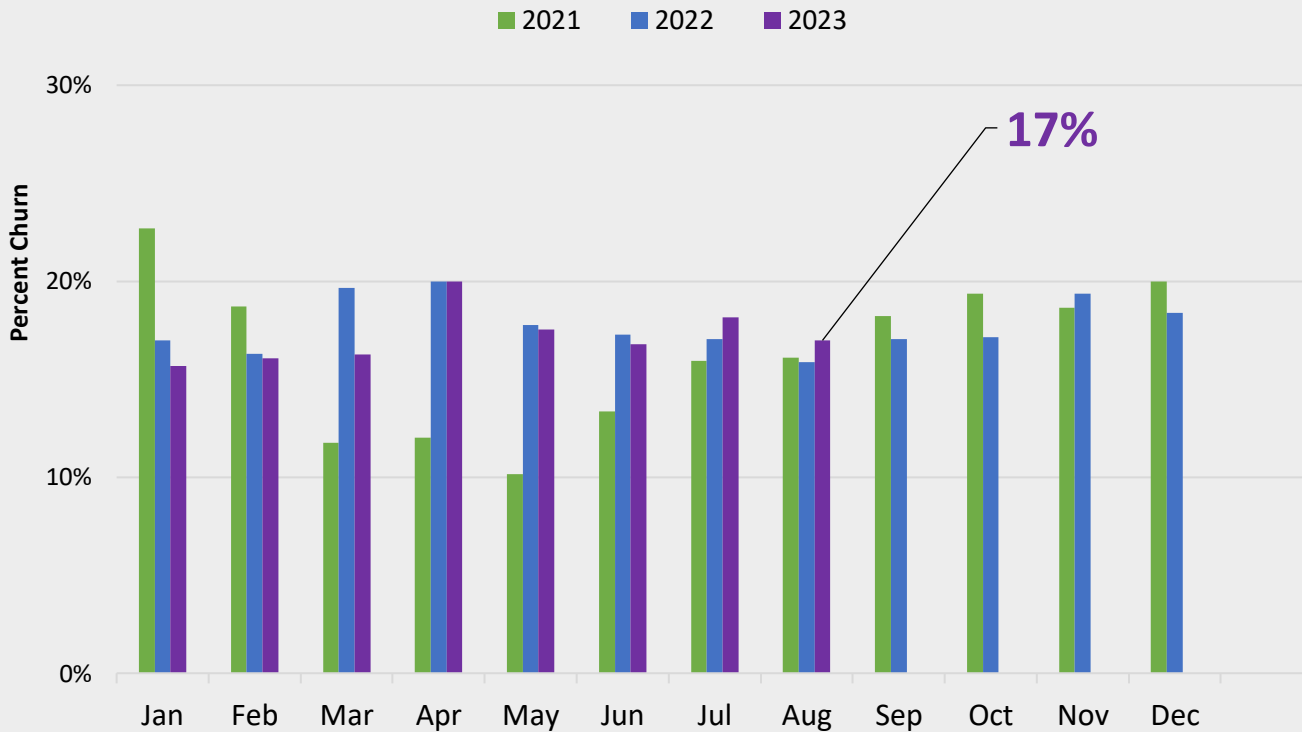*Note: The Average Caller Wait Time was recently updated from the prior version which had an error in the calculation*

PROCESSING

Average Processing Days for New SNAP Applications
The average number of days to approve a new SNAP application.

12

Monthly SNAP Churn
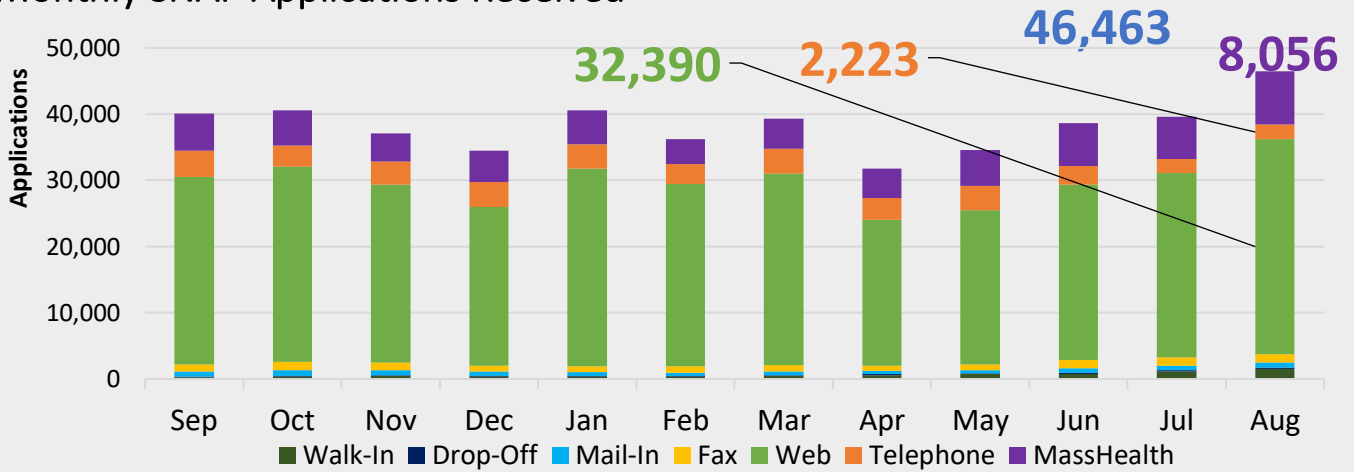*The percentage of applicants that were active clients 90 days prior.*

17%

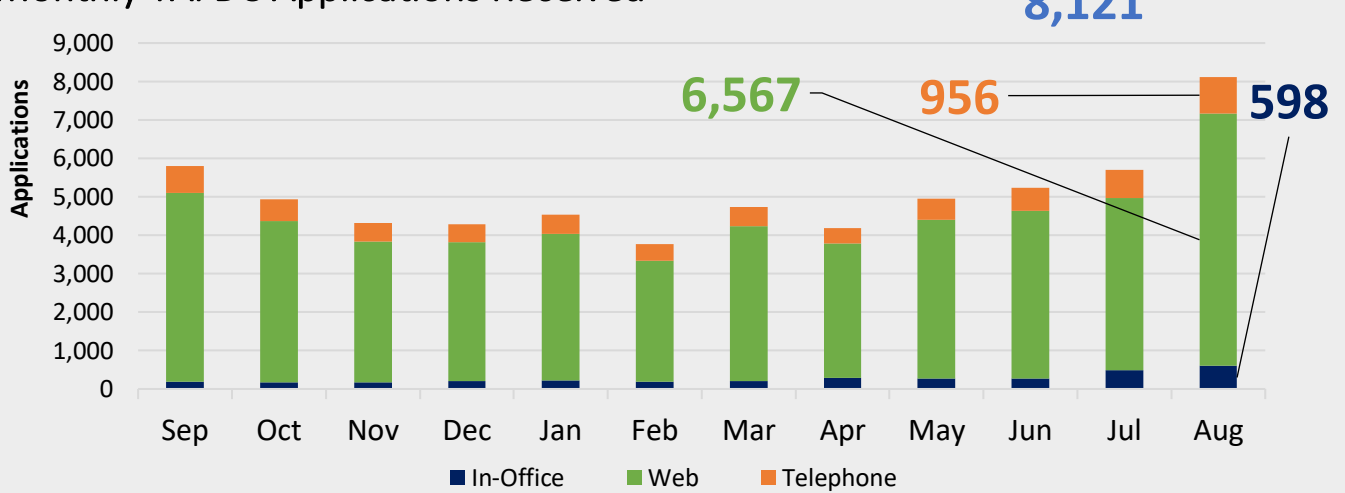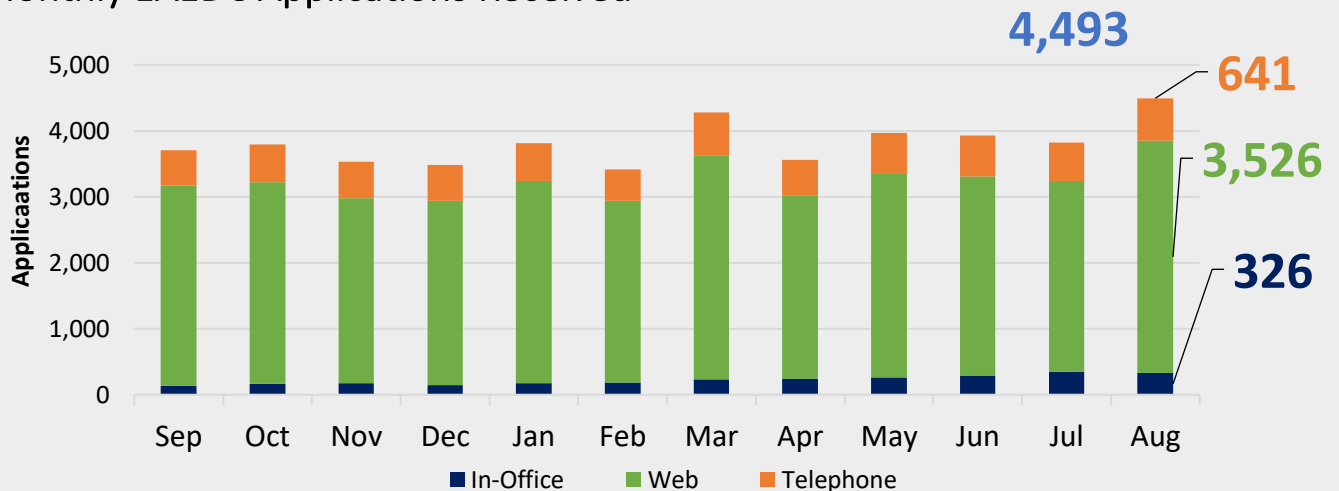*Note: The Monthly SNAP Churn rate was recently updated due to a computational error.*

PROCESSING

Monthly SNAP Applications Received

Legend: Walk-In, Drop-Off, Mail-In, Fax, Web, Telephone, MassHealth

Callout values: 32,390 — 2,223 — 46,463 — 8,056

Monthly TAFDC Applications Received

Legend: In-Office, Web, Telephone

Callout values: 6,567 — 956 — 8,121 — 598

Monthly EAEDC Applications Received

Legend: In-Office, Web, Telephone

Callout values: 4,493 — 641 — 3,526 — 326

Please note that MassHealth applications received include counts from the online Checkbox and Scanned Document.

EAEDC ENROLLMENT

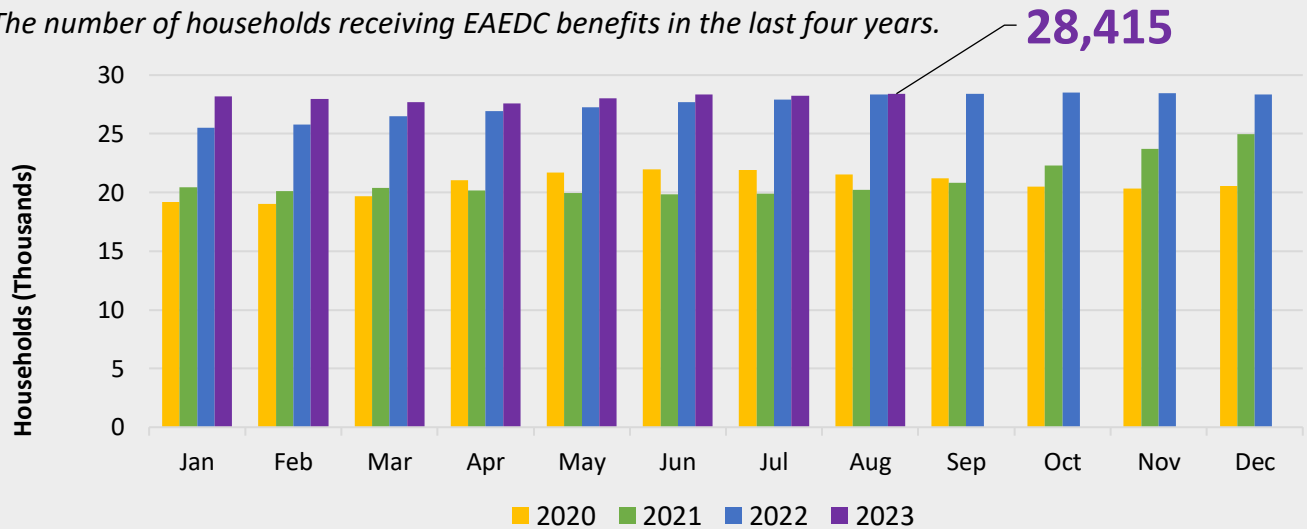EAEDC Recipients **28,668**

EAEDC Households **28,415**

Recipients Receiving EAEDC due to Aged 65+	Recipients Receiving EAEDC due to Disability.	Children Receiving EAEDC under Age 18.
10,104	**16,293**	**401**

Monthly EAEDC Caseload
The number of households receiving EAEDC benefits in the last four years.

28,415

Legend: 2020, 2021, 2022, 2023

Annual EAEDC Caseload
The number of households receiving EAEDC benefits in the last 5 years.
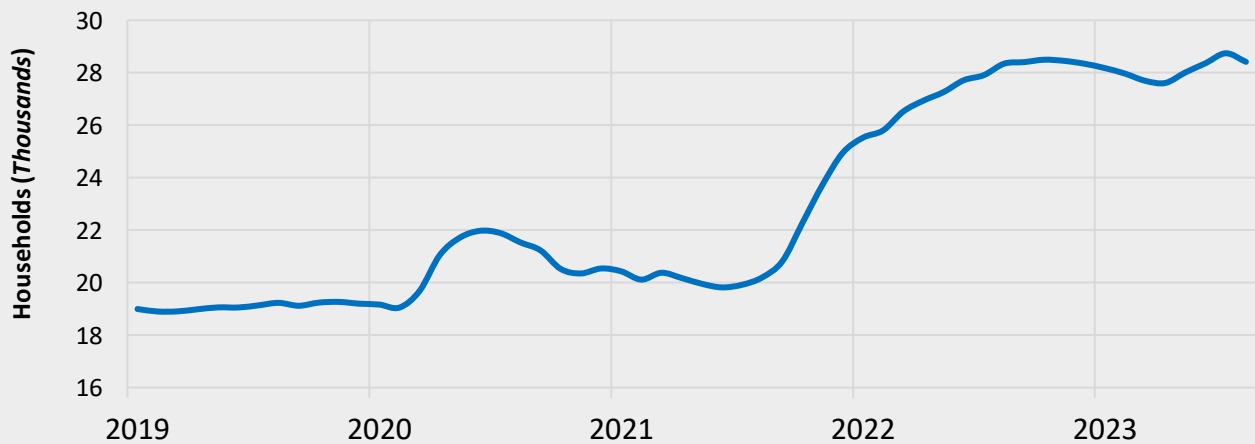
TAFDC ENROLLMENT

TAFDC Recipients **108,728**   TAFDC Households **41,474**

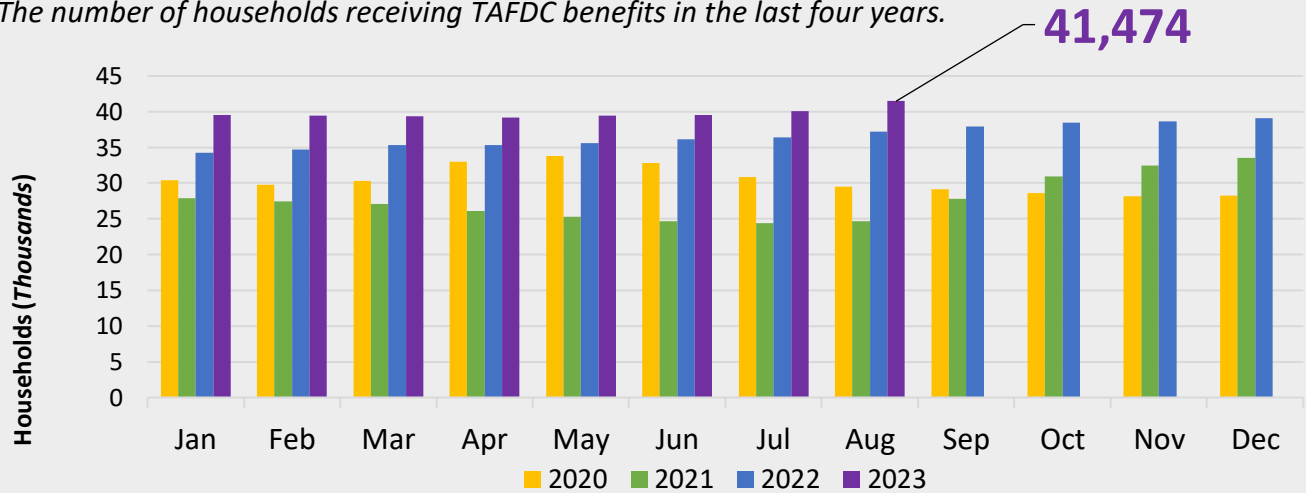| Recipients Aged 18 or under	Child Only Grants	Recipients who are working
71,221	**3,548**	**5,110**

Monthly TAFDC Caseload
The number of households receiving TAFDC benefits in the last four years.

41,474

Households (*Thousands*)

Legend: 2020 2021 2022 2023

Annual TAFDC Caseload
The number of households receiving TAFDC benefits in the last five years.

Households (*Thousands*)

2019   2020   2021   2022   2023
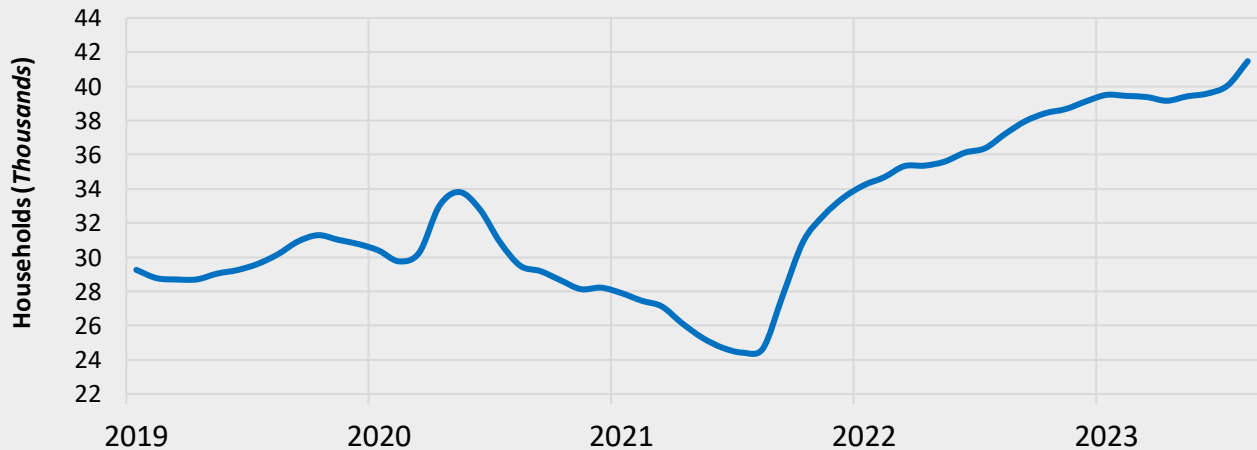
ADDITIONAL INFORMATION

	Measure	Description
Background	SNAP Recipients	This is the number of Massachusetts residents in households that receive Supplemental Nutrition Assistance Program benefits each month.
	SNAP Households	This is the number of Massachusetts households that receive SNAP benefits each month.
	Monthly Walk-in Visits	This is the number of people who visited our local offices each month to use our services.
	Reason for Office Visit	The number and percent of reason clients visited our local offices in the month.
	Monthly Call Volume	Average daily calls broken down by how the call resolved.
	Calls Completed in IVR	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 hung up.
	Calls Unable to Connect	Average number of calls that heard a high-volume message and were unable to wait for a live agent.
	Connected to Call Center	Average number of calls connected to a live agent.
	Average Caller Wait Time	The average length of time callers wait to speak to an agent.
	Average Processing Days for New SNAP Applications	The average number of days to approve a new SNAP application.
	SNAP Churn	The SNAP program has always and will always realize some level of client churn. However, reducing churn eliminates disruptions in benefits and improves operational efficiency. This is measured by analyzing new applications against the active caseload 90 days previous.
	Recipients with a Disability	Active clients who have identified as having any disability.
	EAEDC Caseload	This is the number of Massachusetts households that receive Emergency Aid to the Elderly, Disabled, and Children (EAEDC) cash benefits each month.
	TAFDC Caseload	This is the number of Massachusetts households that receive Transitional Aid to Families with Dependent Children (TAFDC) cash benefits each month.