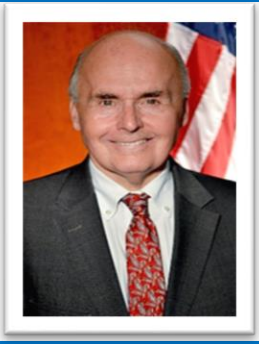
PERFORMANCE SCORECARD | February 2025

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

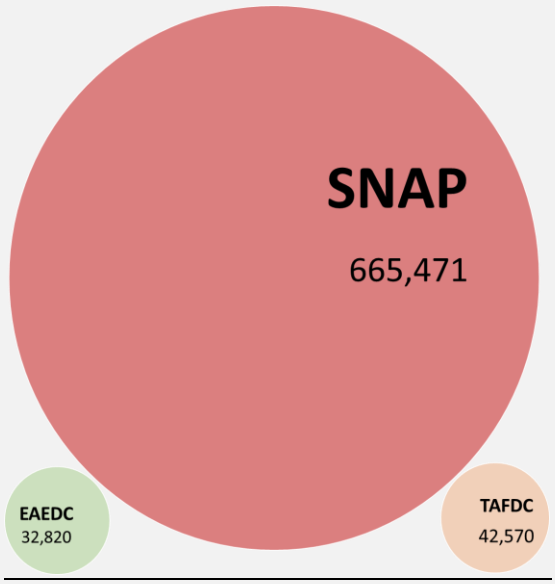
DTA Serves 1 in 6 MA Residents

SNAP Supplemental Nutrition Assistance Program

Statewide Facts

- ✓ 68% of SNAP households in Massachusetts have gross countable income of less than 100% of the 2025 Federal Poverty Level – that's $21,150 for a household of two
- ✓ 26% of SNAP households have at least one child
- ✓ 24% of Massachusetts SNAP recipients are age 60 or older
- ✓ SNAP clients live in every city & town across the Commonwealth.
- ✓ 52,735 DTA clients are due for recertification or reevaluation next month.
- ✓ Of all MassHealth SNAP applications that were dispositioned in February, 23% (1,165/5,080) were approved.

Households Served



Each bubble's size reflects the relative size of each program's caseload

Benefits Facts

- ✓ The average SNAP benefit is $325 per household at the rate of $10.7 per household per day.
- ✓ The average monthly TAFDC grant is $702, and the average monthly EAEDC grant is $450.

Client Demographics

- ✓ After English, the top 5 languages/language families among clients are Spanish, Haitian Creole, Chinese, Portuguese, and Vietnamese.
- ✓ 39% of all clients identify as White, 16% as Black, 4% as Asian, 3% more than 1 race, 38% report no race
- ✓ 27% of clients across racial groups identify as Hispanic or Latino.

SNAP ENROLLMENT & QUALITY

SNAP Recipients **1,087,541**

SNAP Households **665,471**

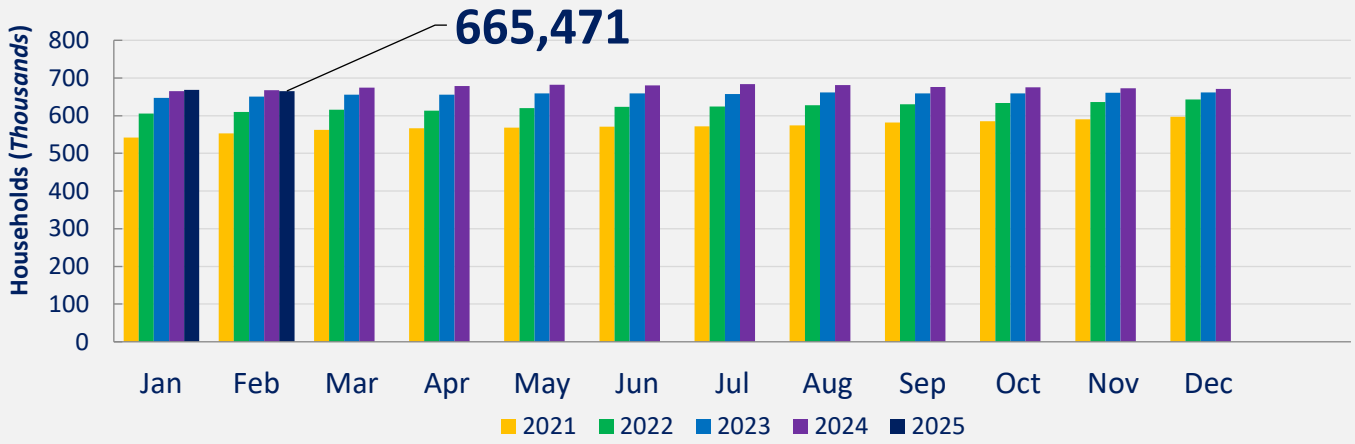
SNAP Applications Approval Rate

*Of all SNAP Applications Dispositioned in February 2025, DTA approved **44%** (**17,789**/40,268) of SNAP Applications from Massachusetts residents.*

Recipients Aged 60+	Recipients With a Disability	Recipients Aged 18 or under
261,500	**308,902**	**342,649**

Monthly SNAP Caseload

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



Annual SNAP Caseload

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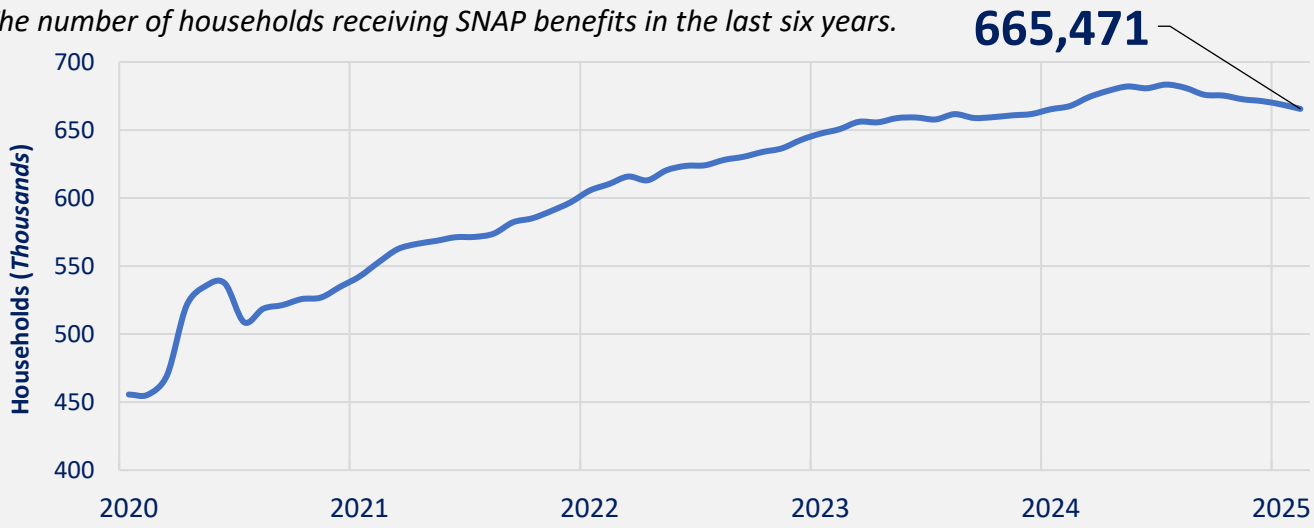
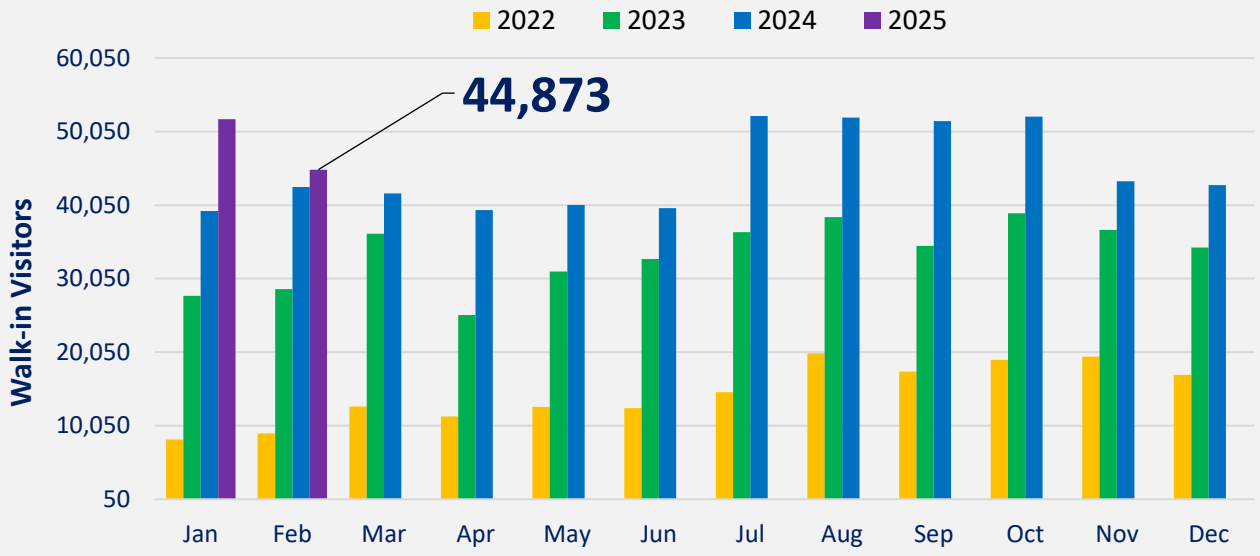


LOCAL OFFICES

*Monthly Walk-ins Visits

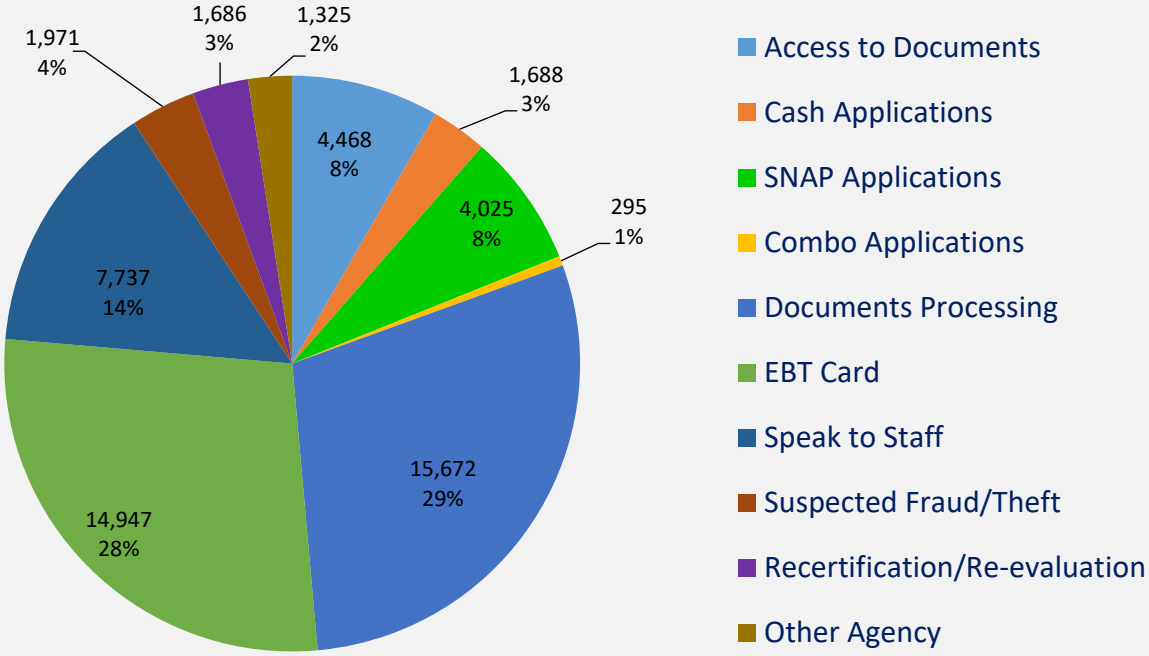
The number of people who visited at our offices each month to use our services.



Please note we have improved tracking office visits by our clients and will now be reporting this metrics in this format.

Reason for Office Visits

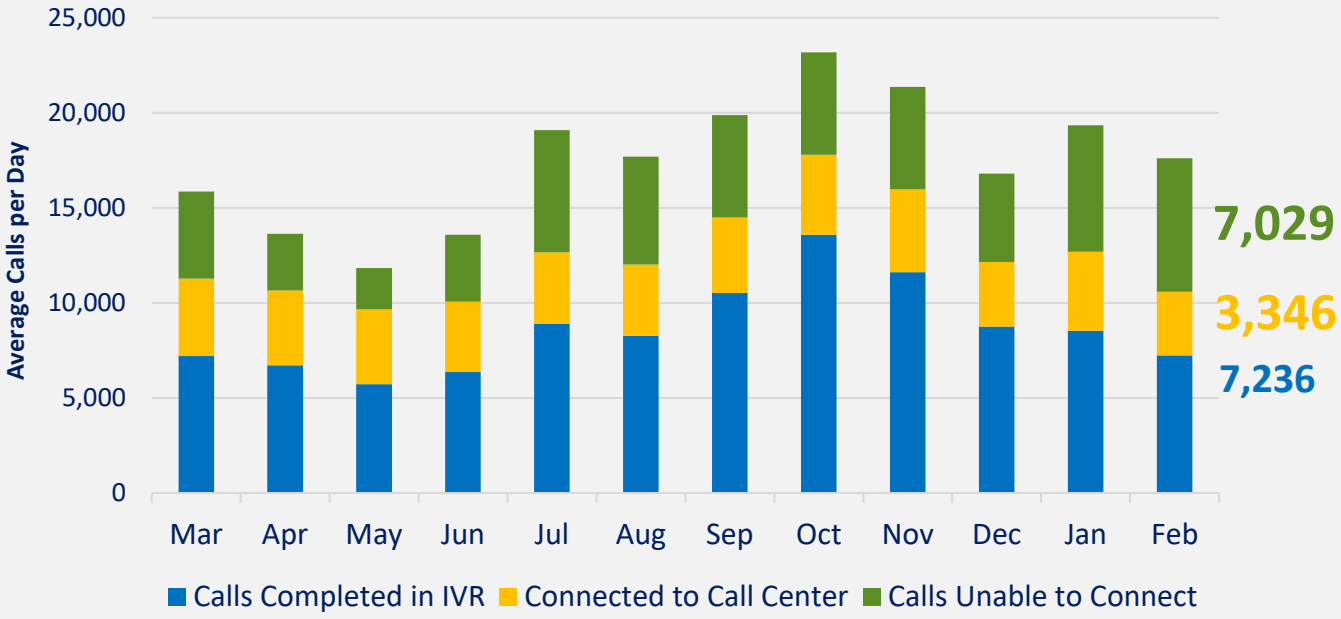
The number and percent of reason clients visited our local offices in the month.



ASSISTANCE LINE

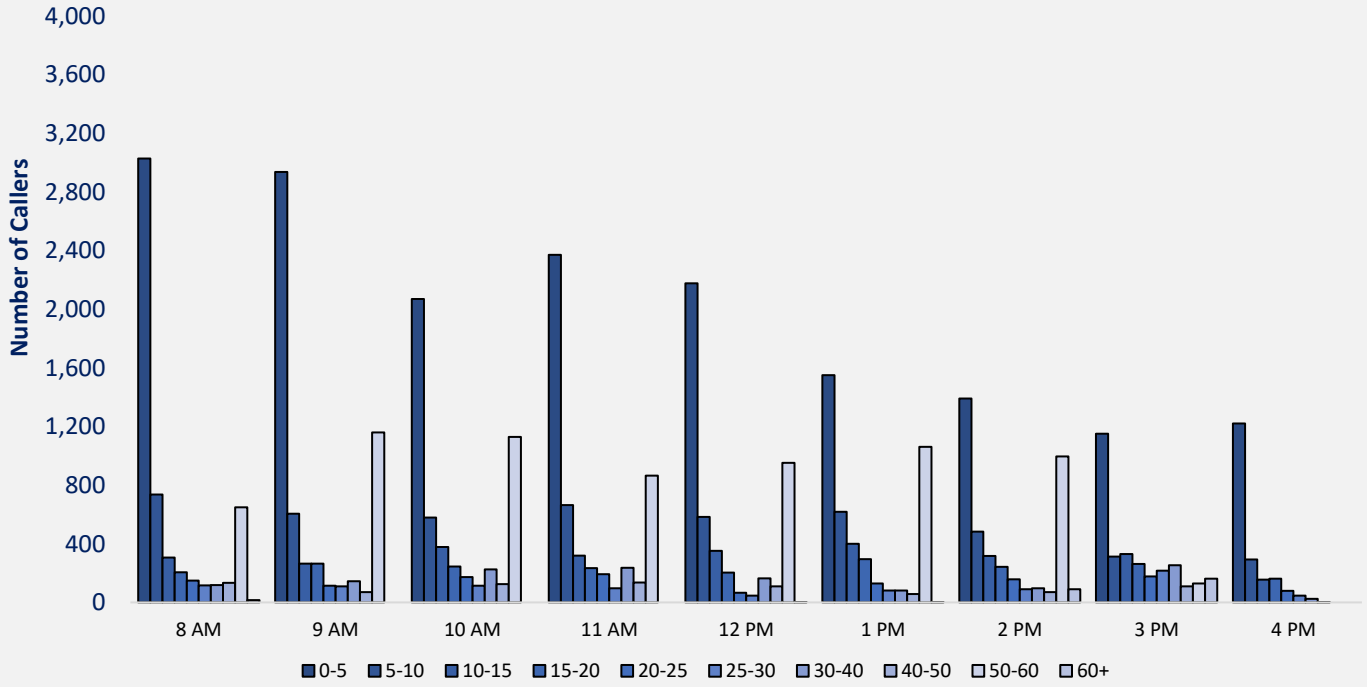
Monthly Call Volume

Average daily calls broken down by how the call resolved.



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

***39,246**

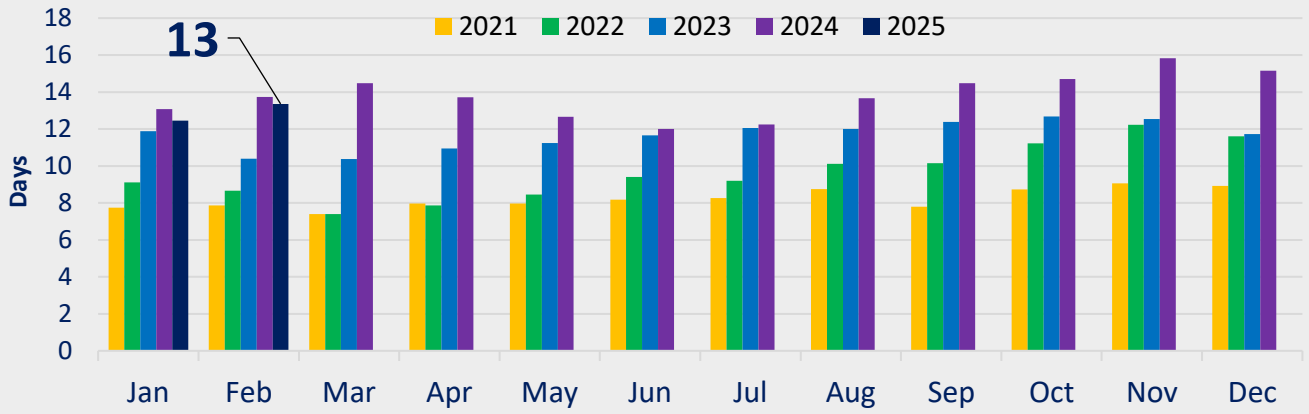


Note: *Total Callers who were connected to speak to our staff during the month.

PROCESSING

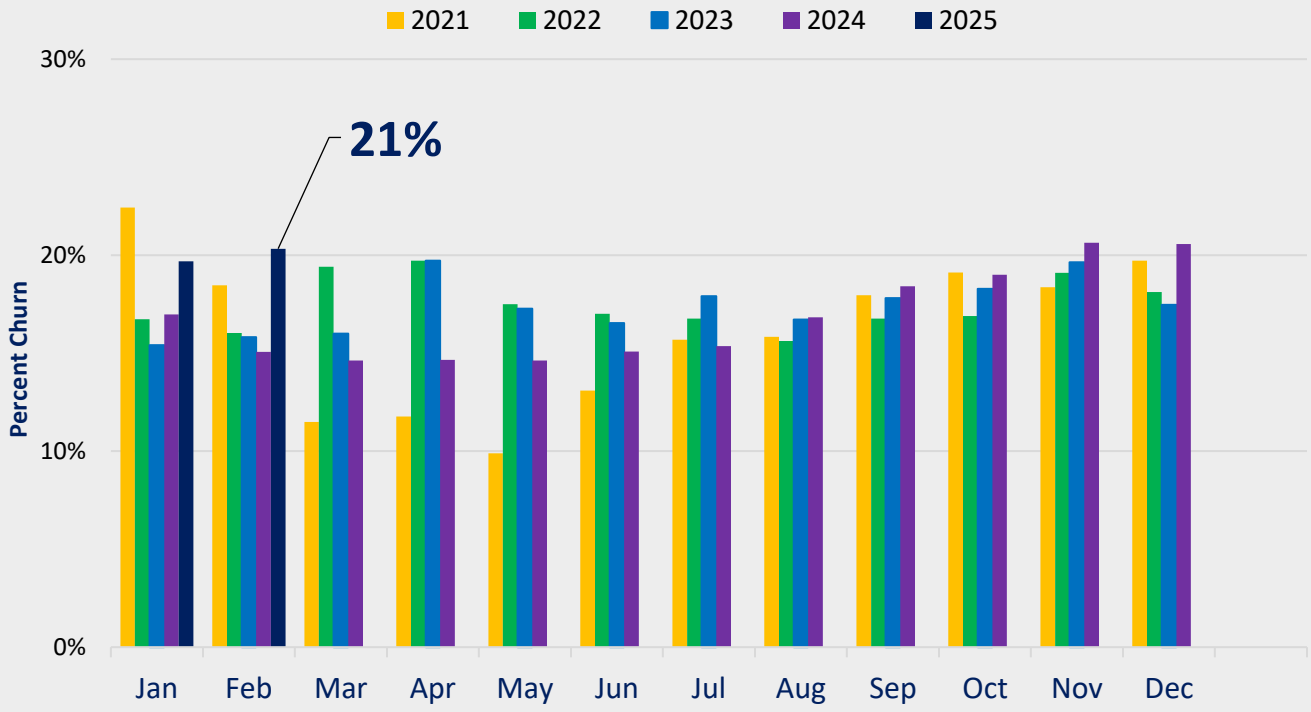
Average Processing Days for New SNAP Applications

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



Monthly SNAP Churn

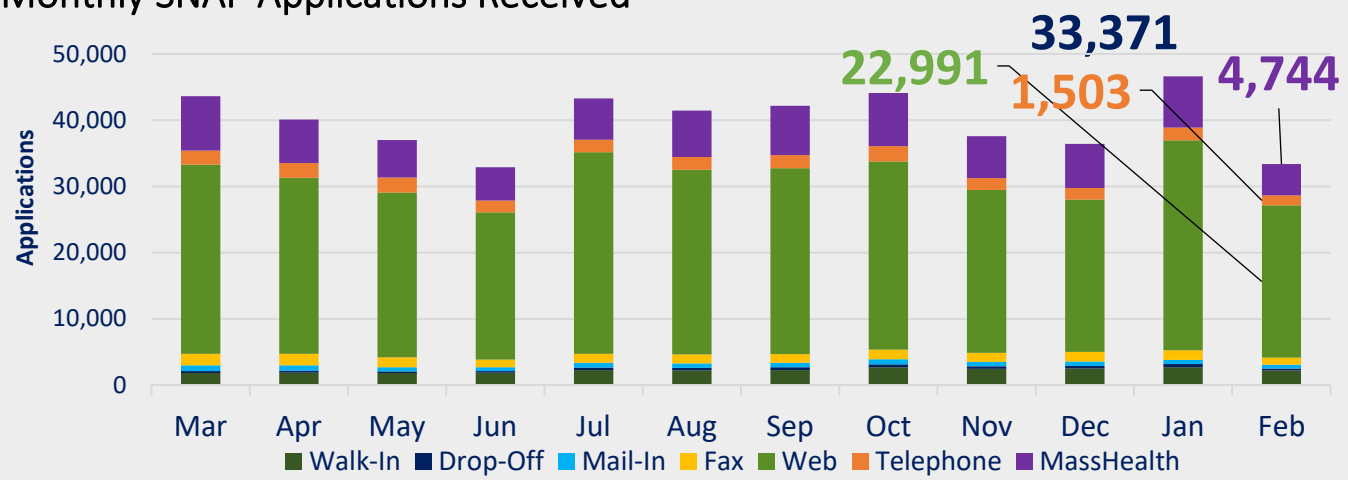
The percentage of applicants that were active clients 90 days prior.



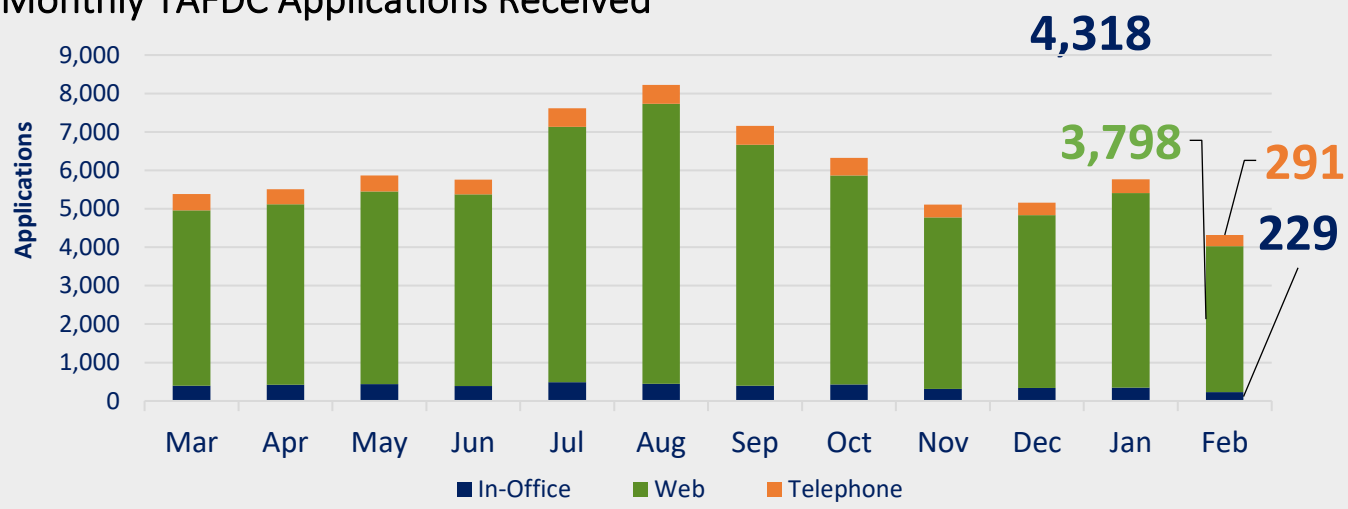
Note: The Monthly SNAP Churn rate was recently updated due to a computational error.

PROCESSING

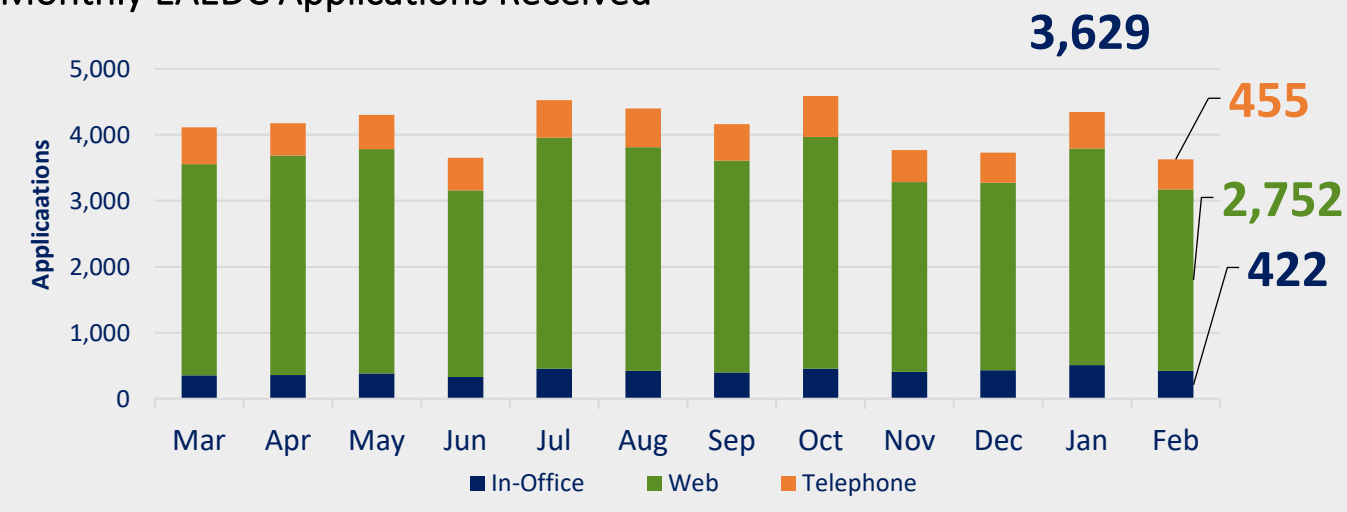
Monthly SNAP Applications Received



Monthly TAFDC Applications Received



Monthly EAEDC Applications Received

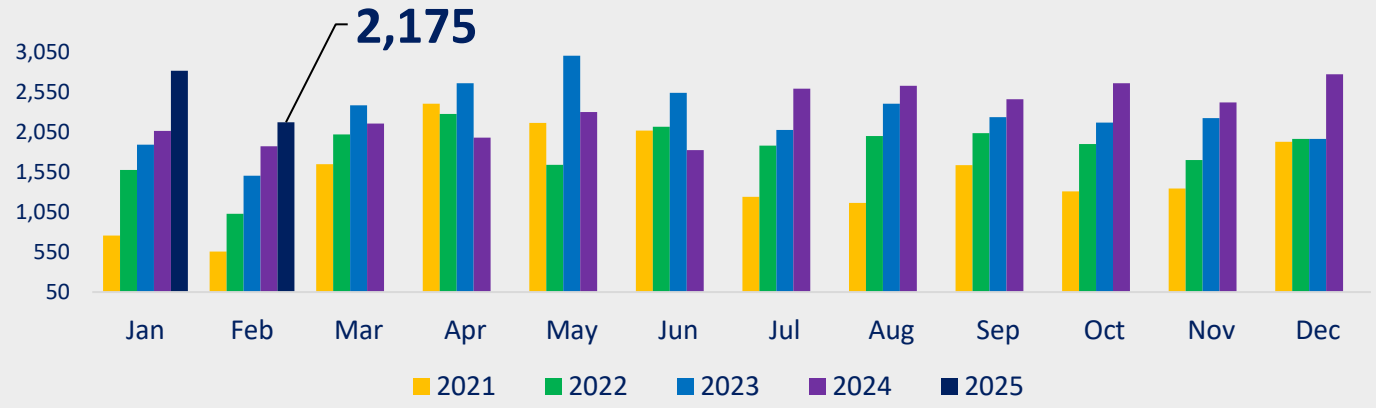


Please note that MassHealth applications received include counts from the online Checkbox and Scanned Document.

PROCESSING

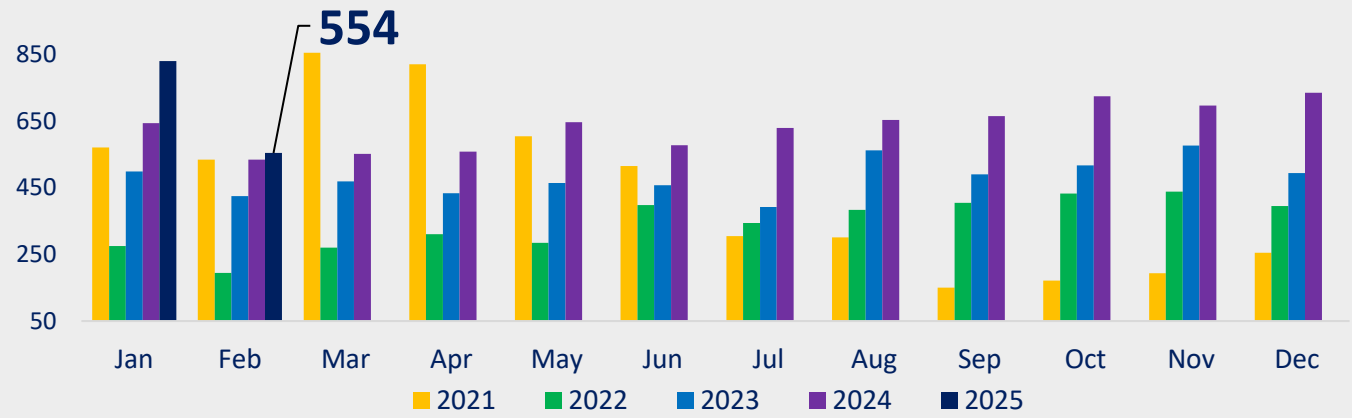
Monthly SNAP Households Closed for Income*

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



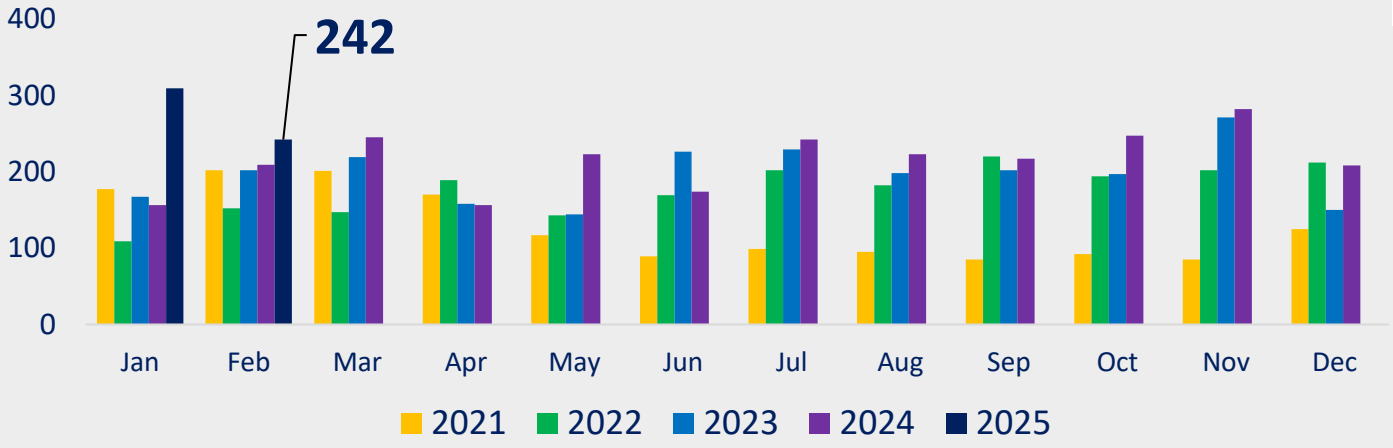
Monthly TAFDC Households Closed for Income*

**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.*



EAEDC ENROLLMENT

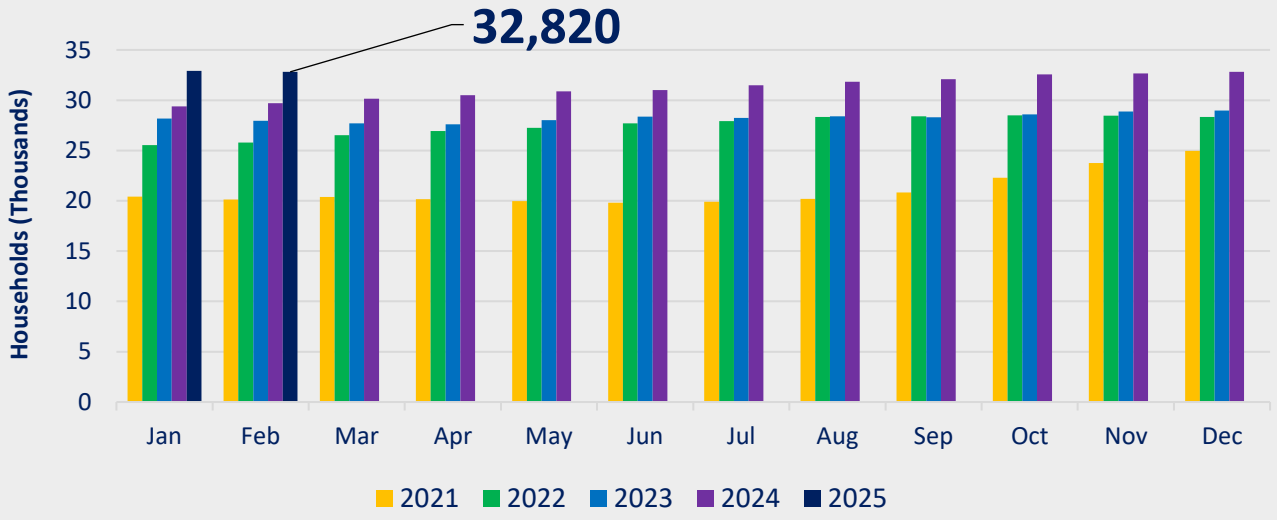
EAEDC Recipients **33,042**

EAEDC Households **32,820**

Recipients Receiving EAEDC due to Aged 65+	Recipients Receiving EAEDC due to Disability.	Children Receiving EAEDC under Age 18.
11,032	**21,560**	**450**

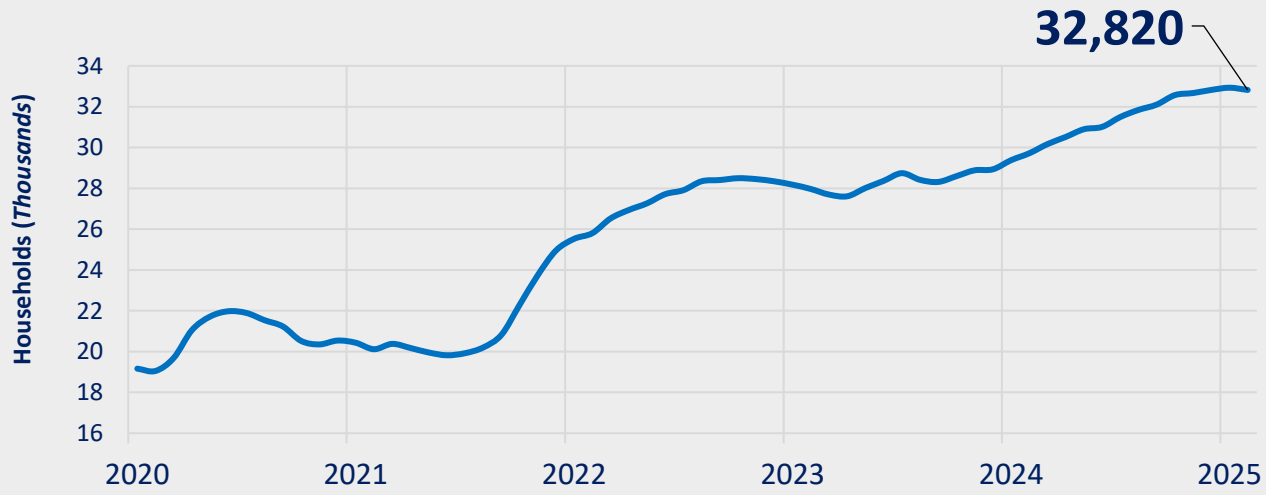
Monthly EAEDC Caseload

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



Annual EAEDC Caseload

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



TAFDC ENROLLMENT

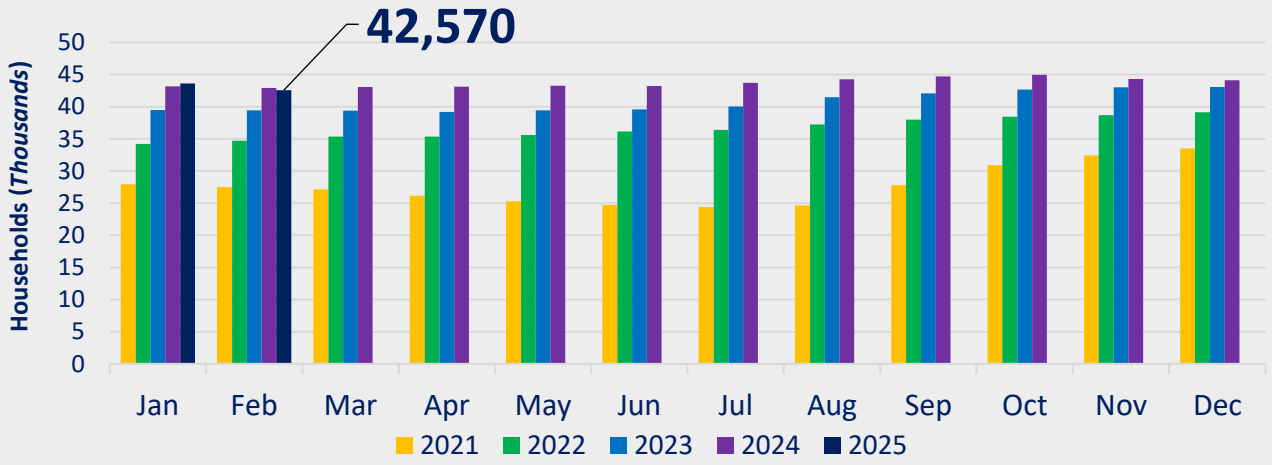
TAFDC Recipients **109,306**

TAFDC Households **42,570**

Recipients Aged 18 or under	Child Only Grants	Recipients who are working
72,178	**3,375**	**6,251**

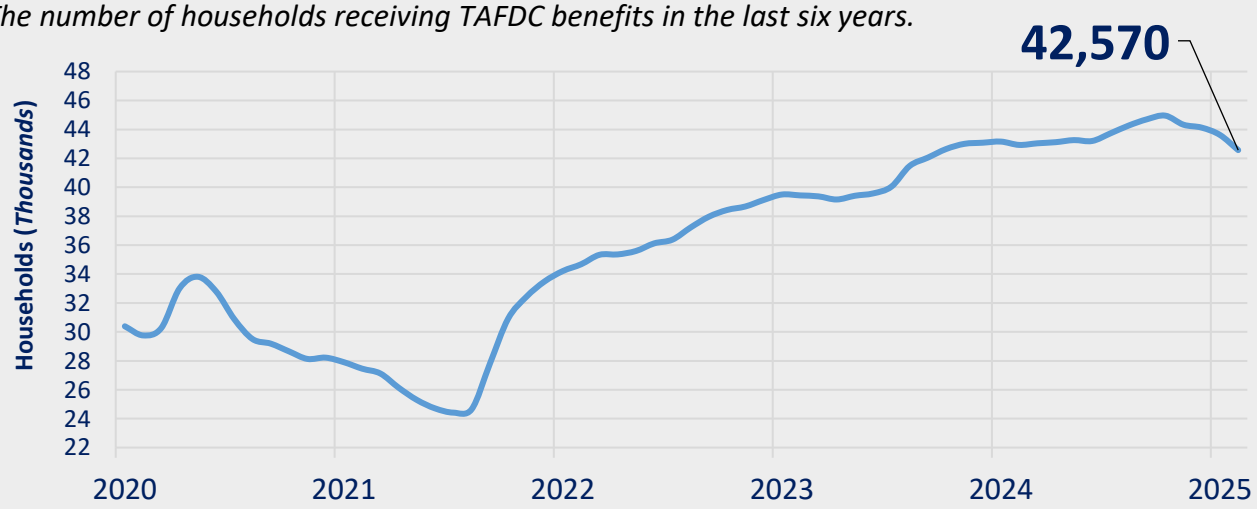
Monthly TAFDC Caseload

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



Annual TAFDC Caseload

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



ADDITIONAL INFORMATION

Background

Measure	Description
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.
Wait Time (Bins)	The length of time in minutes callers waited to speak to an agent.
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 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.
Monthly SNAP Households Closed for Income	The number of SNAP households that were closed for earned and unearned income during the benefit cycle month.
Monthly TAFDC Households Closed for Income	The number of TAFDC households that were closed for earned and unearned income during the benefit cycle month.
Monthly EAEDC Households Closed for Income	The number of EAEDC households that were closed for earned and unearned income during the benefit cycle month.