



## 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.*

*DTA is experiencing an unprecedented demand for our services and benefits. We continue to pursue all available tools and resources to help Commonwealth individuals and families purchase healthy food and meet their basic needs. DTA will continue to use available data to drive decision-making and direct our response during the COVID-19 public health crisis.*

**– Mary Sheehan**

Acting Commissioner, Department of Transitional Assistance

### DTA Serves 1 in 7 MA Residents



Supplemental Nutrition Assistance Program



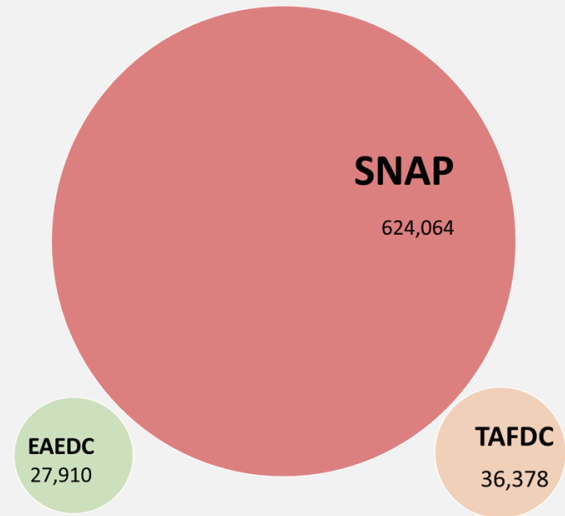
#### Statewide Facts

- ✓ 71% of SNAP households in Massachusetts have gross countable income of less than 100% of the Federal Poverty Level – that’s \$18,310 for a household of two
- ✓ 29% of SNAP households have at least one child
- ✓ 21% of Massachusetts SNAP recipients are age 60 or older
- ✓ SNAP clients live in every city & town across the Commonwealth
- ✓ 48,625 DTA clients are due for recertification or reevaluation next month.

#### COVID-19 Facts

- ✓ Due to COVID-19, emergency allotments have significantly increased the average SNAP benefits per household.
- ✓ Including emergency allotments supplements the average SNAP benefit is \$507 per household at the rate of \$17 per household per day.
- ✓ The average monthly TAFDC grant is \$638, and the average monthly EAEDC grant is \$400.

### Households Served



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

#### Client Demographics

- ✓ After English, the top 5 language among clients are Spanish, Haitian Creole, Portuguese, Vietnamese, and Arabic.
- ✓ 45% of all clients identify as White, 13% as Black, 5% as Asian, 4% more than 1 race, 33% report no race
- ✓ 23% of clients across racial groups identify as Hispanic or Latino.



### SNAP ENROLLMENT & QUALITY

SNAP Recipients **1,042,836**

SNAP Households **624,064**

#### SNAP Applications

DTA received 26% more SNAP applications from Massachusetts residents in July 2022 compared to the same period in 2021.

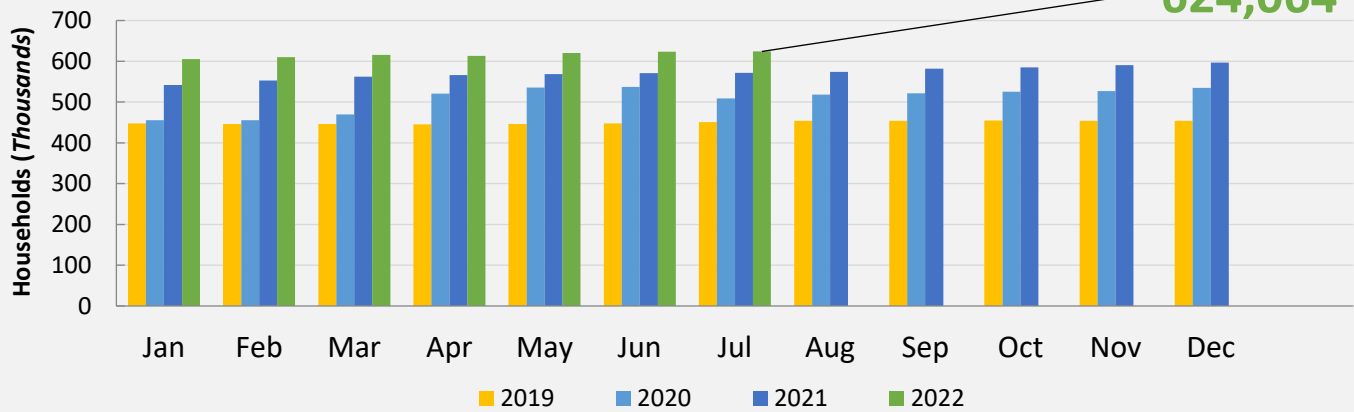
Recipients Age 60+  
**221,276**

Recipients With a Disability  
**300,328**

Recipients Age 18 or under  
**340,882**

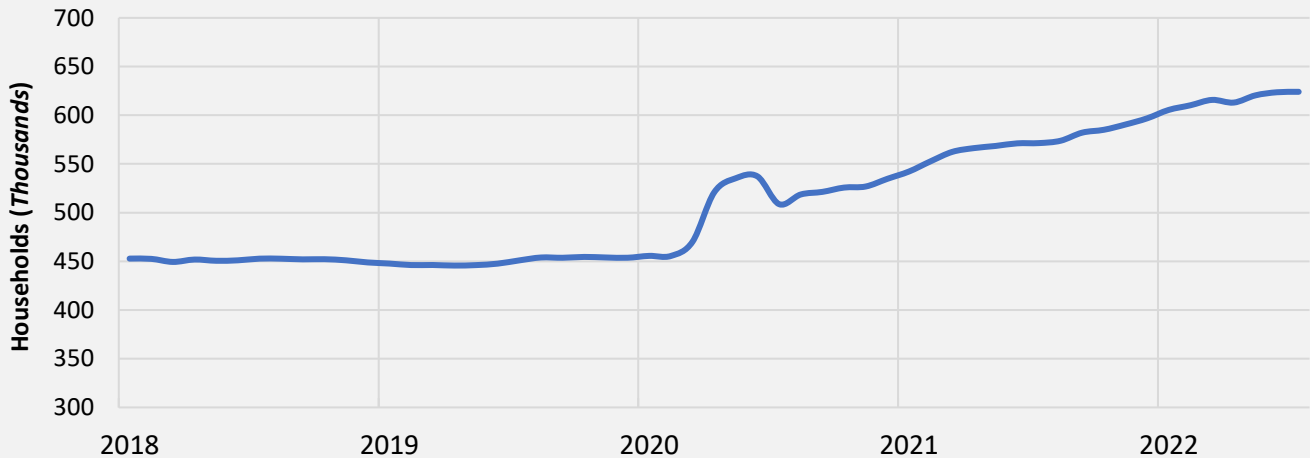
### Monthly SNAP Caseload

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



### Annual SNAP Caseload

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

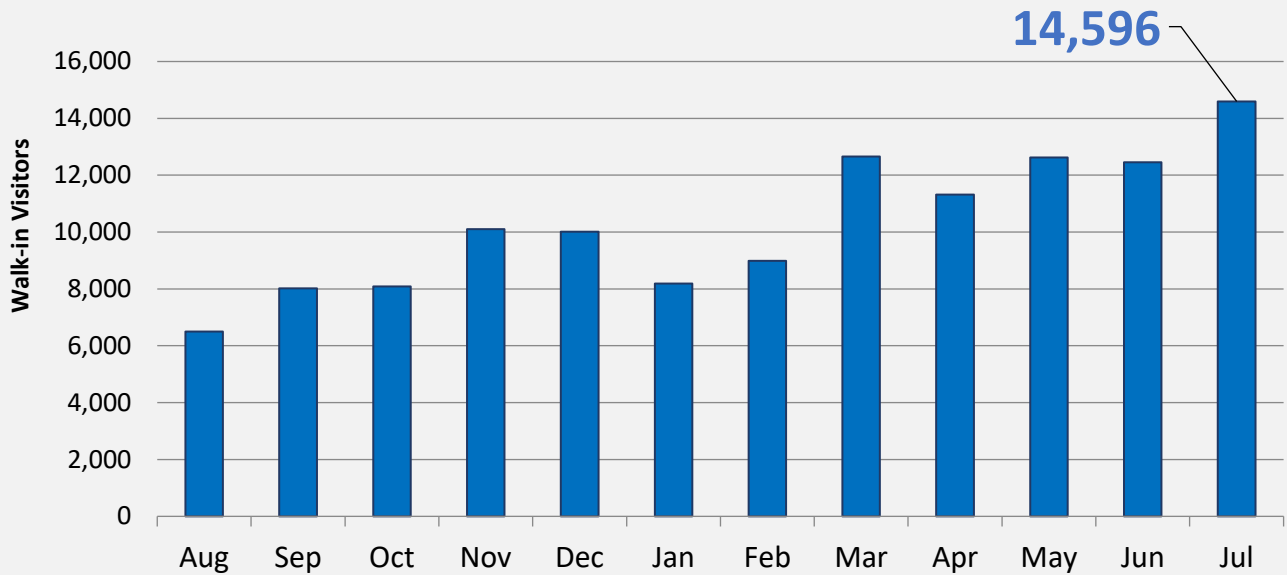




## LOCAL OFFICES

### Monthly Walk-in Visitors

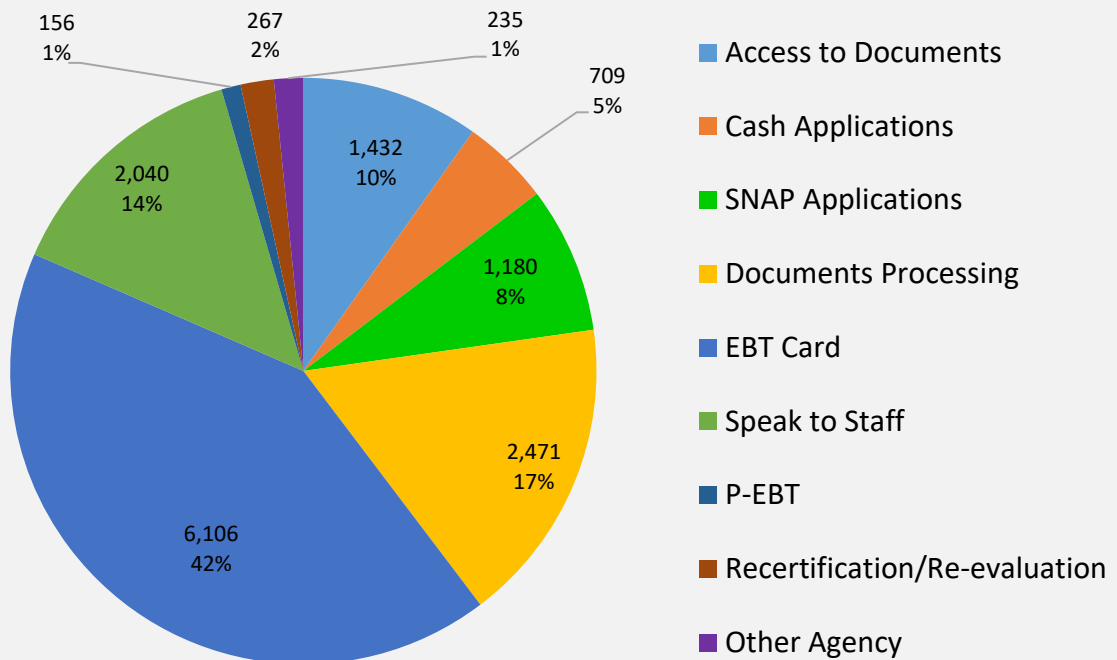
The number of people who visit our offices each month to use our services.



DTA returned to in-person service in June 2021 after being closed for a period due to the COVID-19 pandemic.

### Reason for Office Visits

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

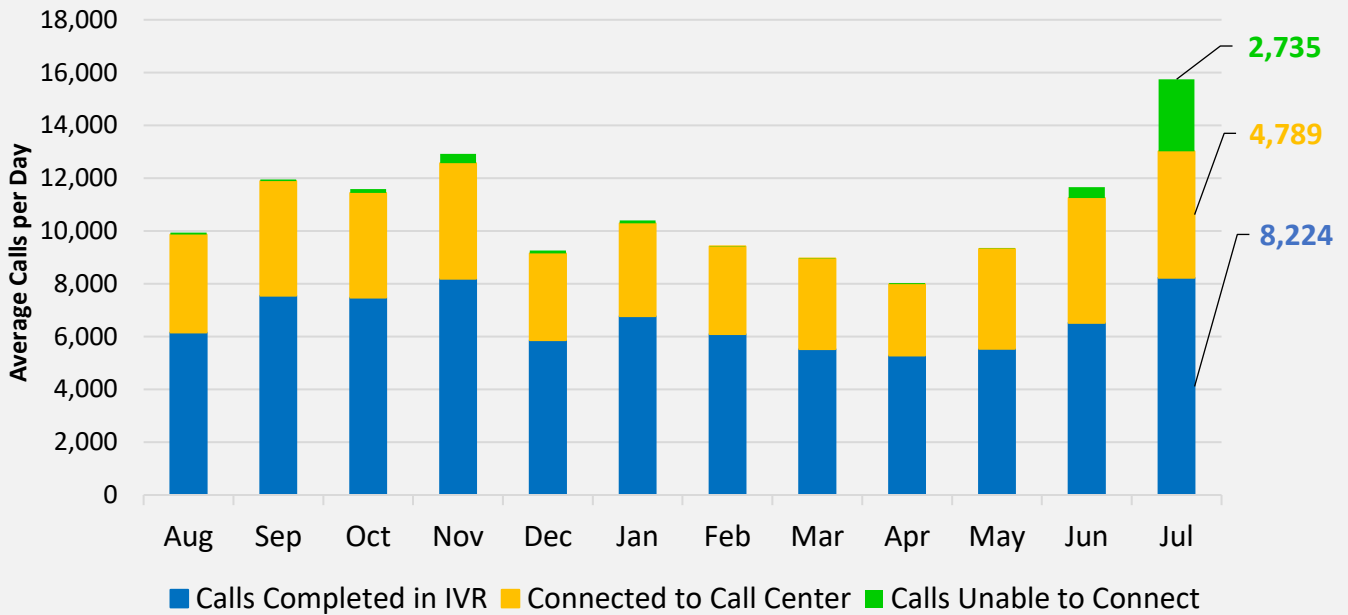




# ASSISTANCE LINE

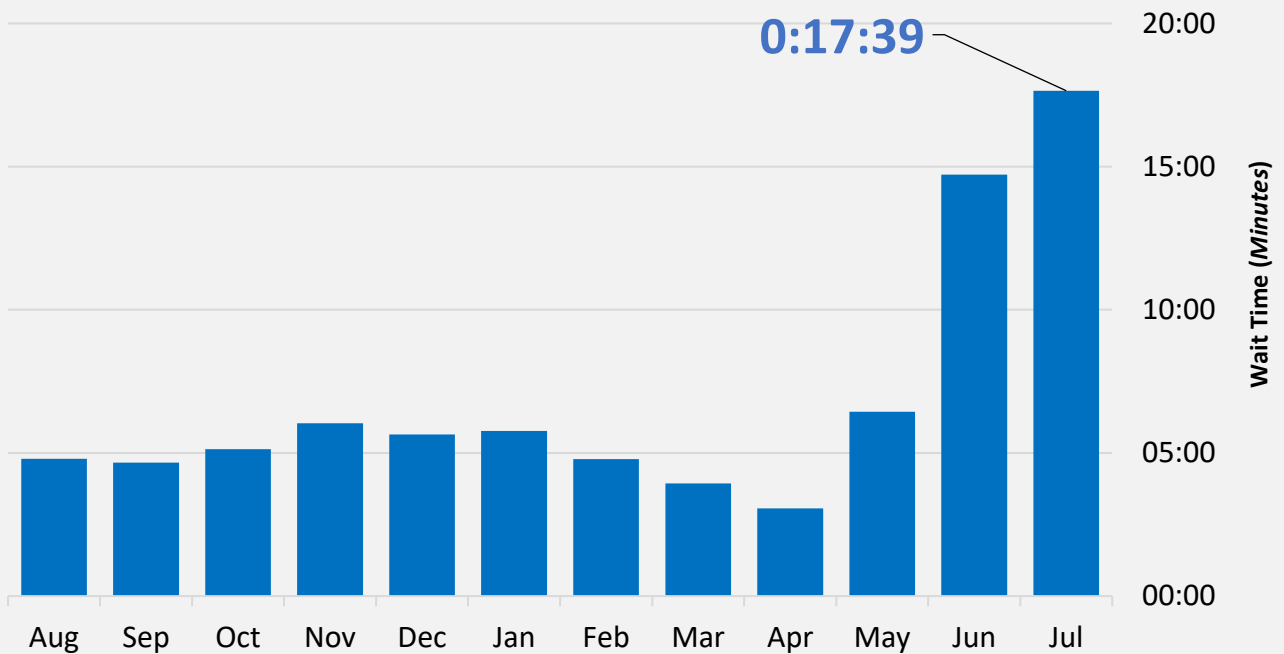
## Monthly Call Volume

Average daily calls broken down by how the call resolved.



## Average Caller Wait Time

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



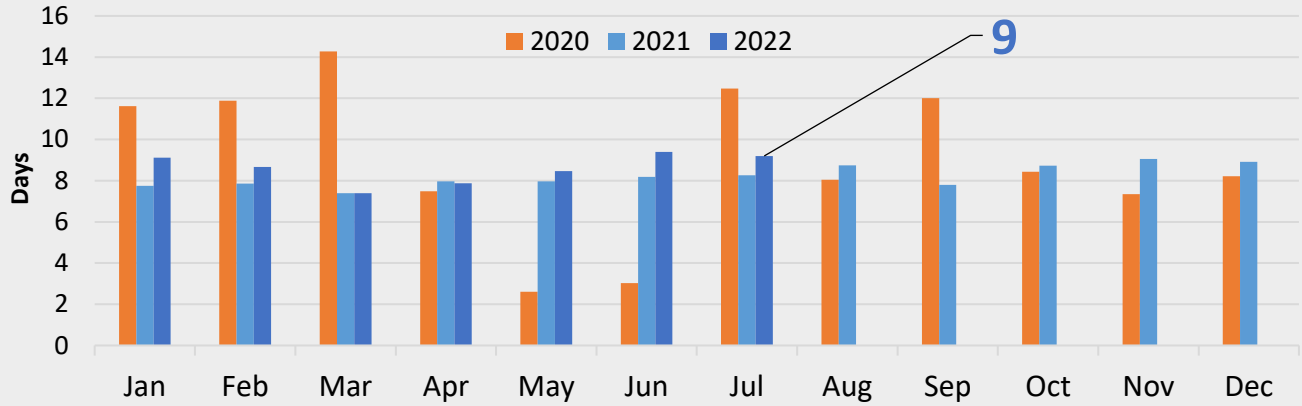
Note: The Average Caller Wait Time was recently updated from the prior version which had an error in the calculation



## PROCESSING

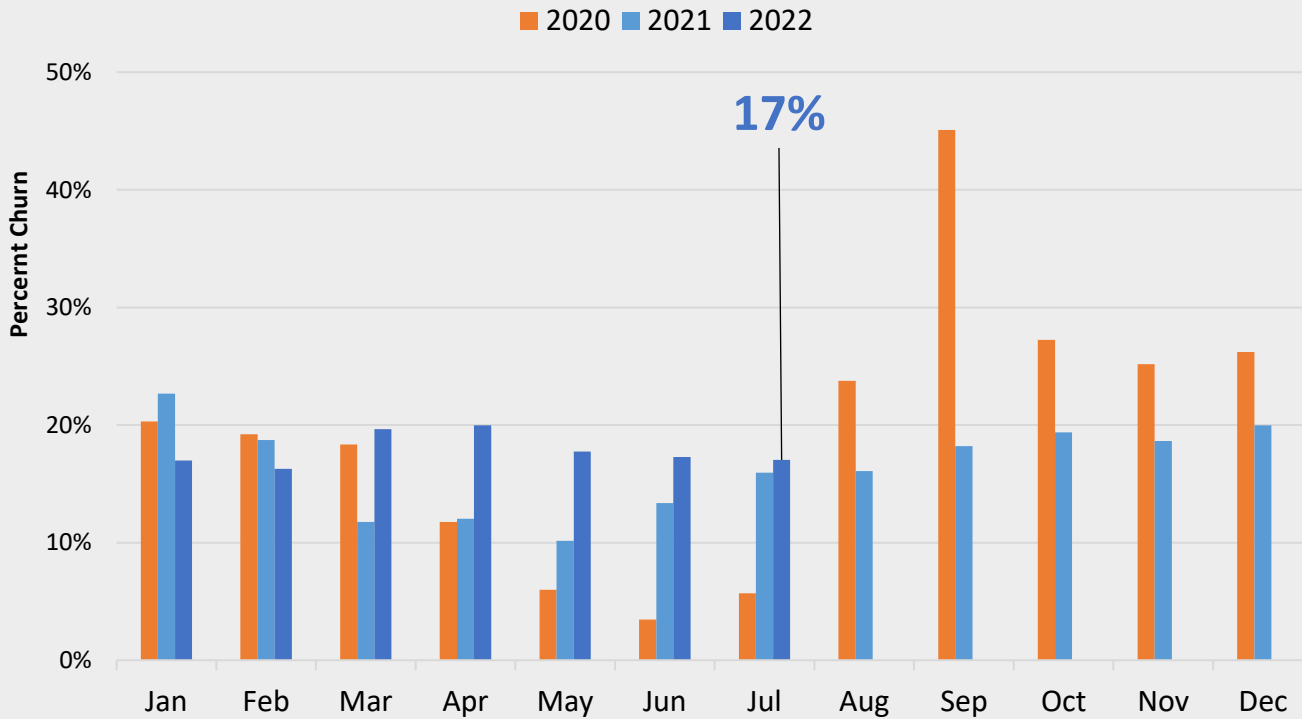
### Average Processing Days for New SNAP Applications

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



### Monthly SNAP Churn

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

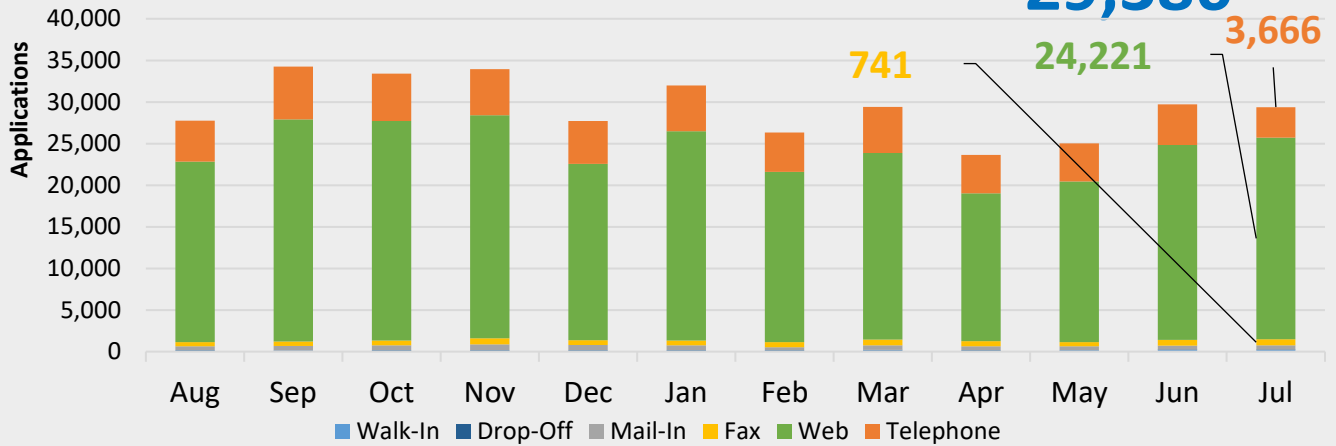


Note: The Monthly SNAP Churn rate was recently updated due to a computational error.

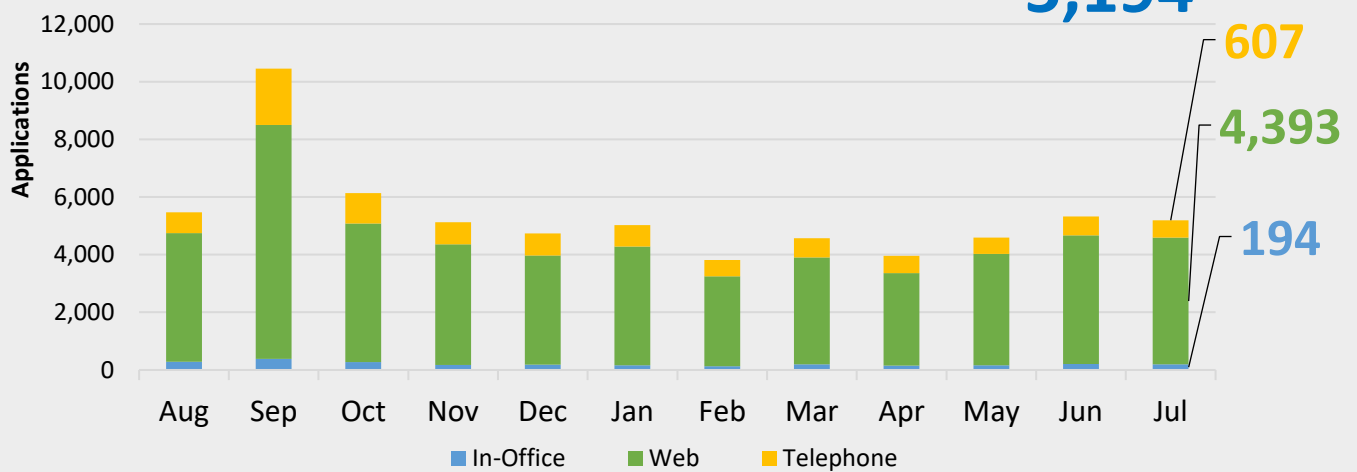


# PROCESSING

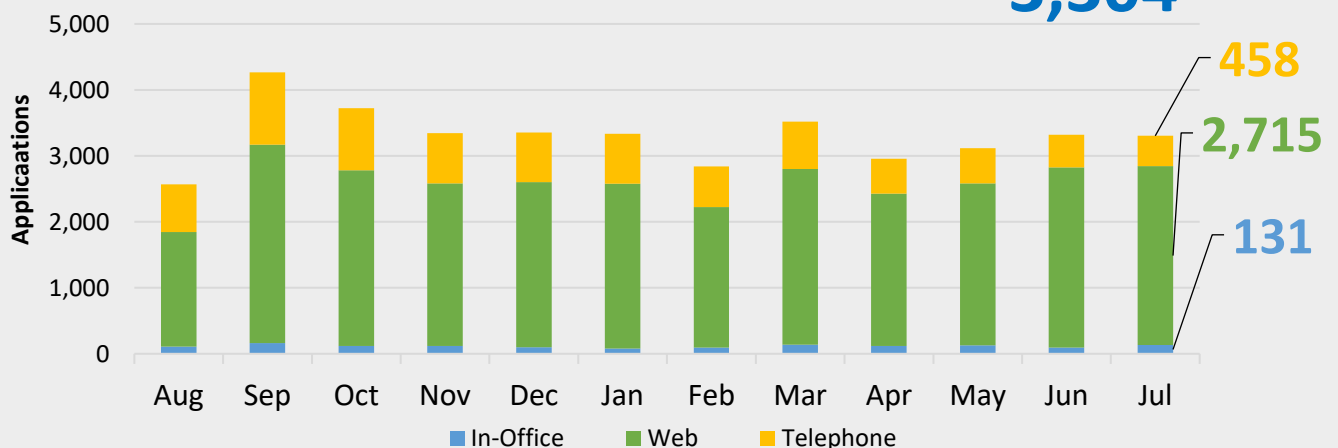
## Monthly SNAP Applications Received



## Monthly TAFDC Applications Received



## Monthly EAEDC Applications Received





### EAEDC ENROLLMENT

EAEDC Recipients **28,070**

EAEDC Households **27,910**

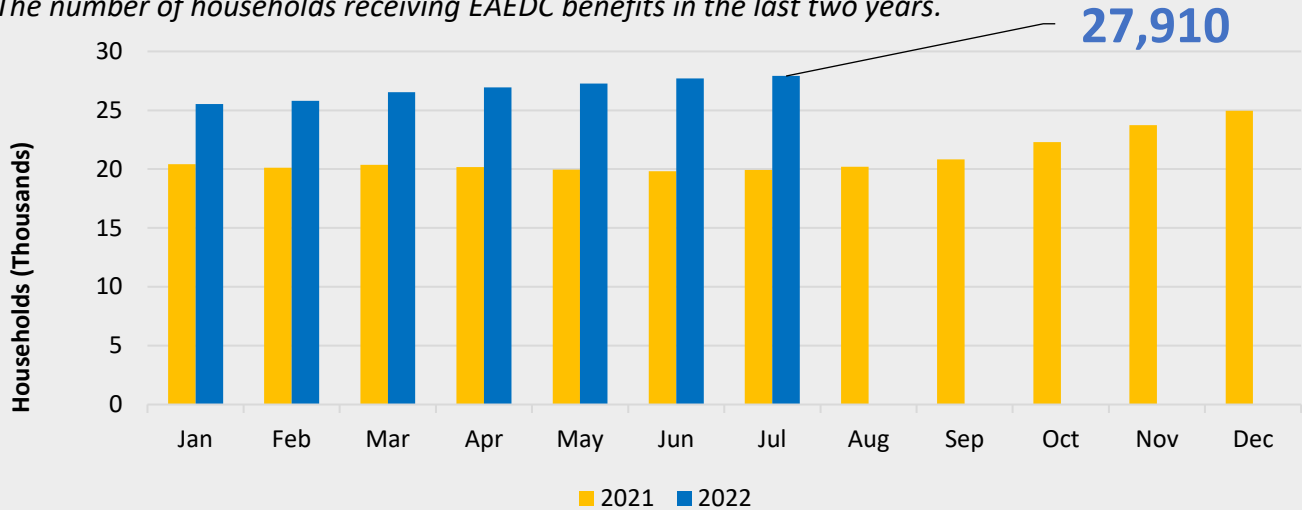
People receiving EAEDC due to Age (60+)  
**11,586**

People receiving EAEDC due to Disability  
**16,477**

Children (under 18) receiving EAEDC  
**450**

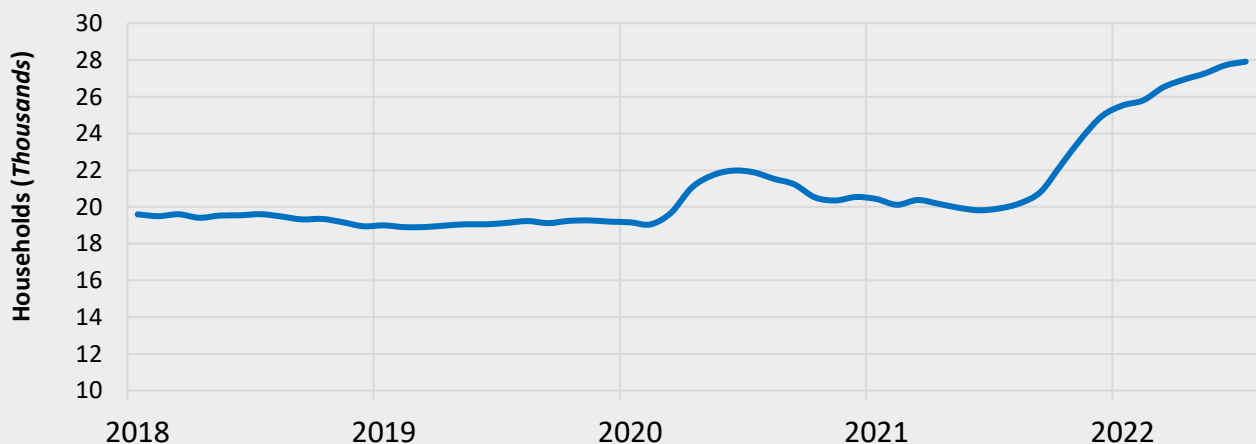
### Monthly EAEDC Caseload

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



### Annual EAEDC Caseload

The number of households receiving EAEDC benefits in the last 5 years.





### TAFDC ENROLLMENT

TAFDC Recipients **92,659**

TAFDC Households **36,378**

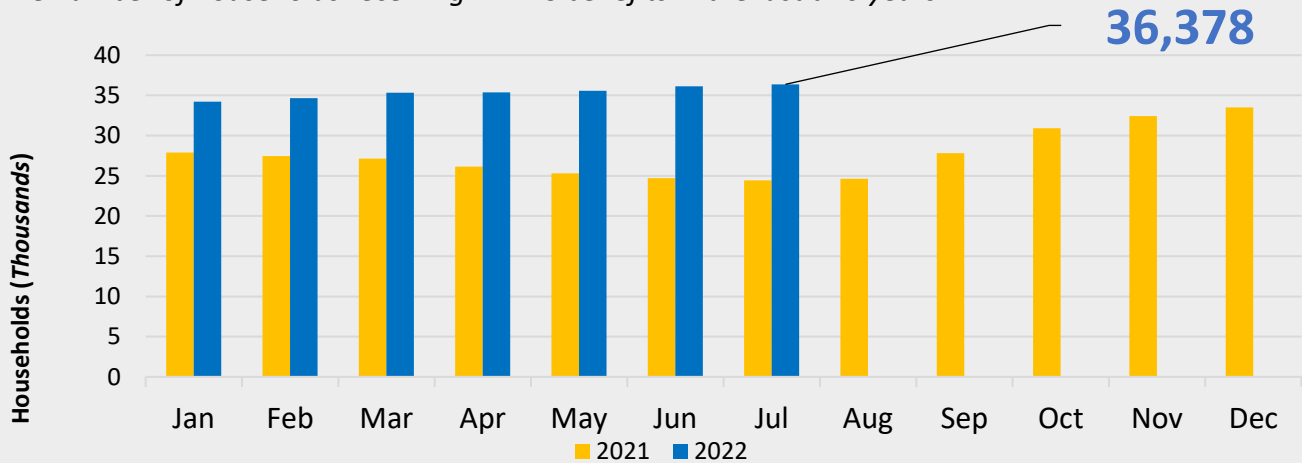
Recipients Age 18 or under  
**62,779**

Child Only Grants  
**3,669**

Recipients who are working  
**4,107**

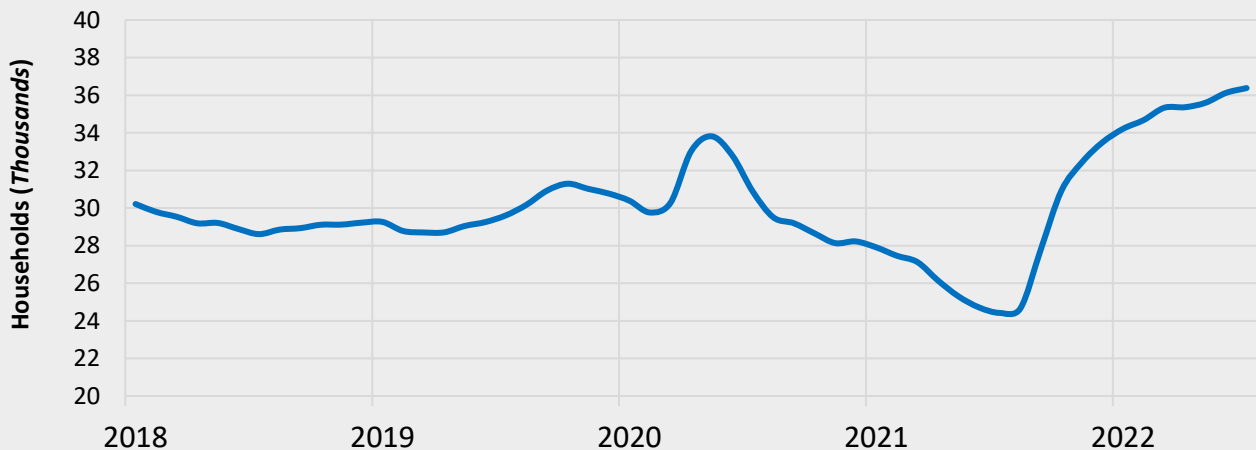
### Monthly TAFDC Caseload

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



### Annual TAFDC Caseload

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







**ADDITIONAL INFORMATION**

|                   | Measure   | Description  |
|-------------------|---|--|
| <b>Background</b> | 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 Visitors                          | 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.   |