



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



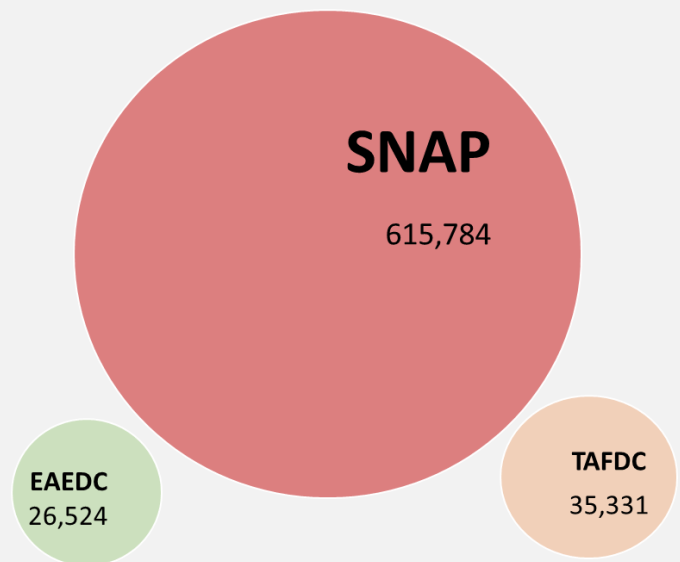
Statewide Facts

- ✓ 73% 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
- ✓ 36,702 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 \$277 per household at the rate of \$9 per household per day

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
- ✓ 46% of all clients identify as White, 13% as Black, 6% as Asian, 4% more than 1 race, 31% report no race
- ✓ 26% of clients across racial groups identify as Hispanic or Latino



SNAP ENROLLMENT & QUALITY

SNAP Recipients **1,026,956**

SNAP Households **615,784**

Monthly Walk-in Visitors

In March 2022, the number of clients visiting our local offices reached 12,655 since DTA returned to in-person services in June 2021.

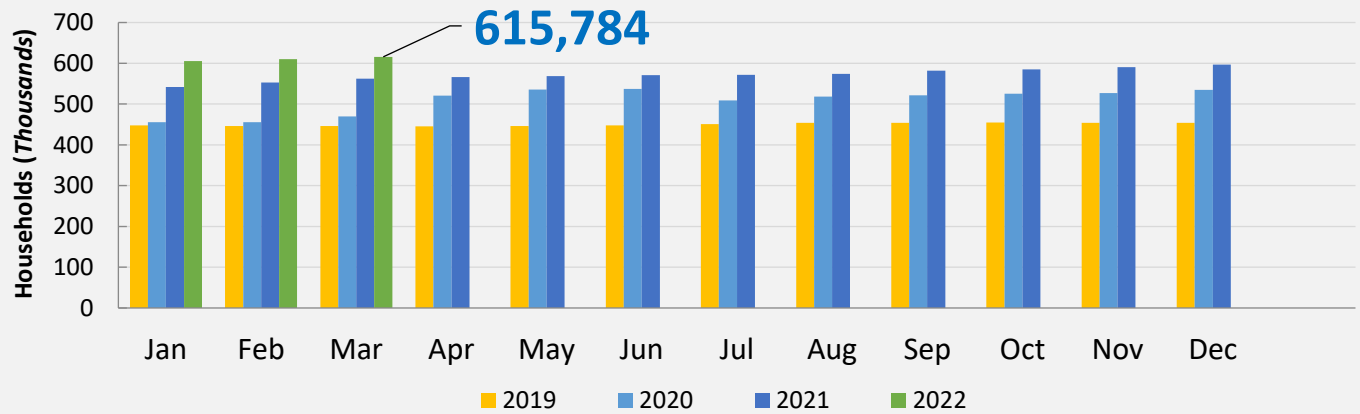
Recipients Age 60+
214,132

Recipients With a Disability
295,980

Recipients Age 18 or under
339,205

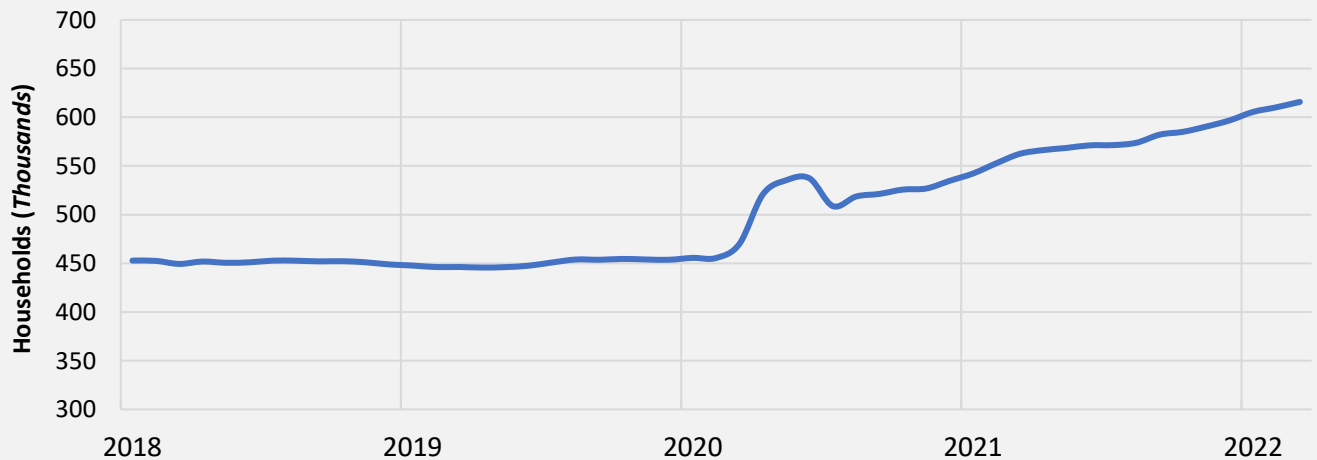
Monthly SNAP Caseload

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.

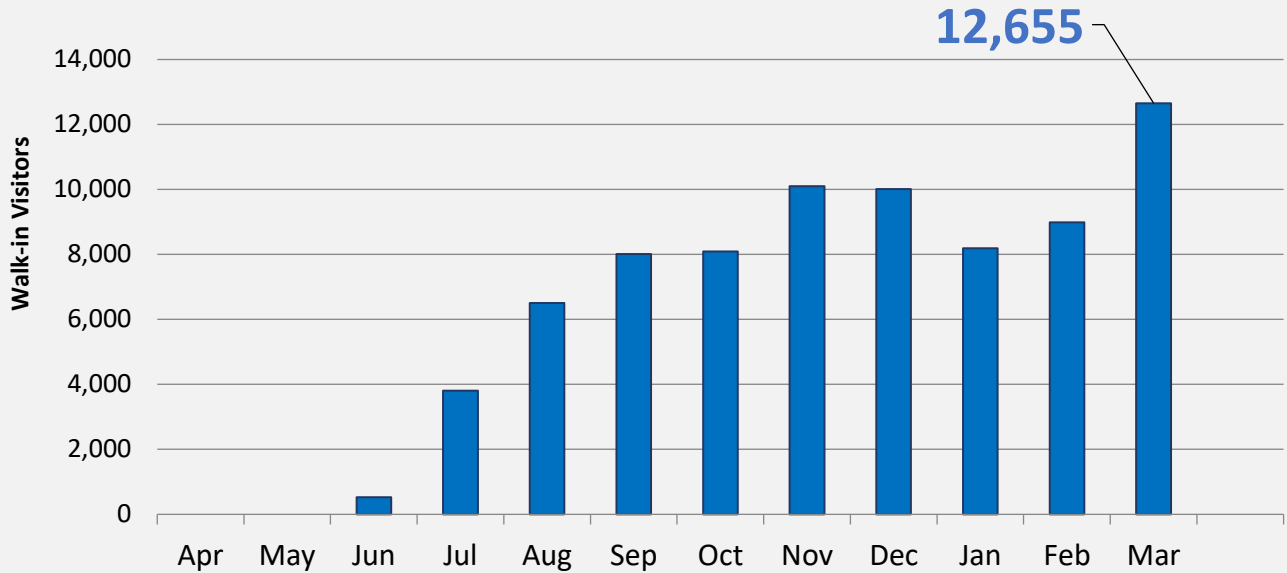




LOCAL OFFICES

Monthly Walk-in Visitors

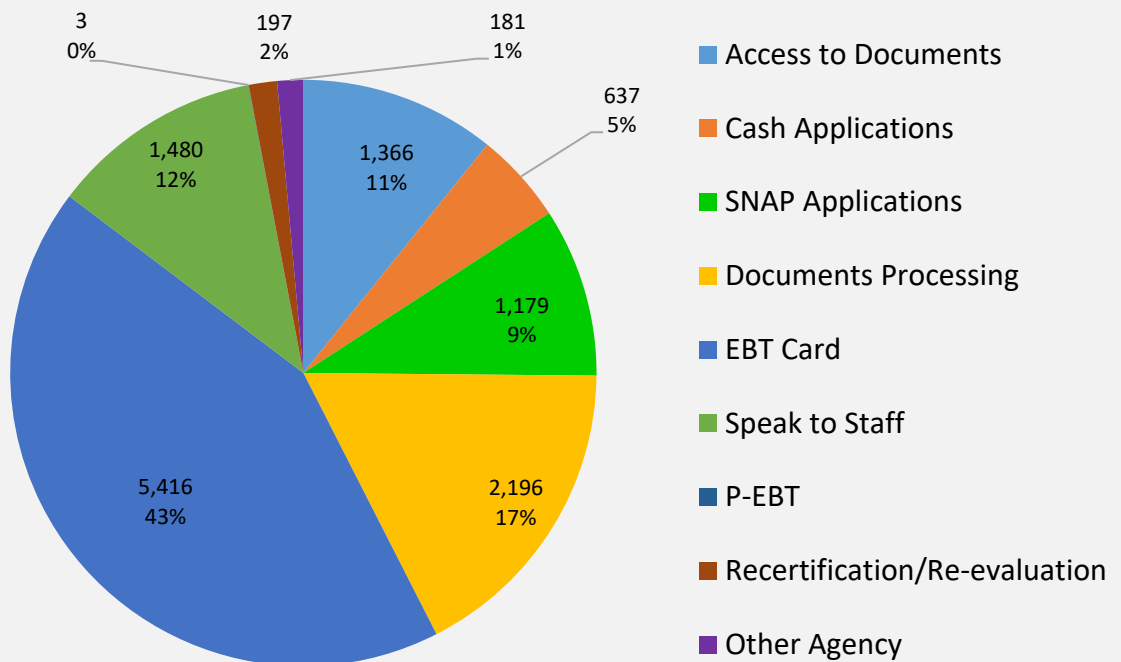
The number of people who visit our offices each month to use our services.



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.

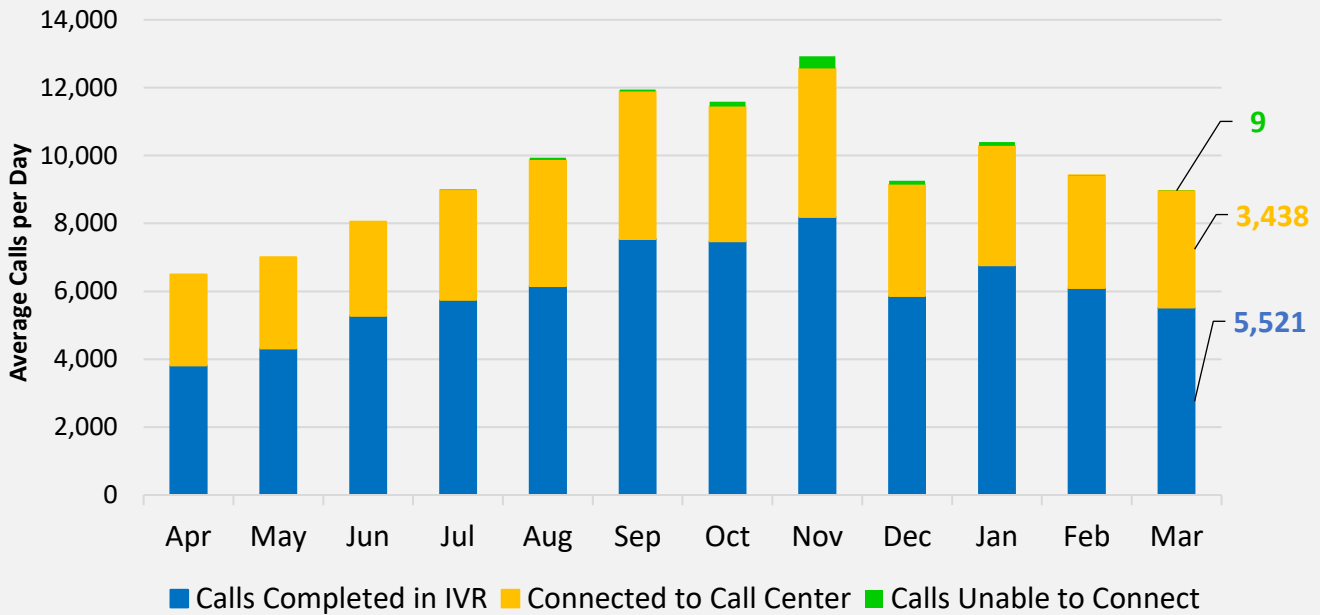




ASSISTANCE LINE

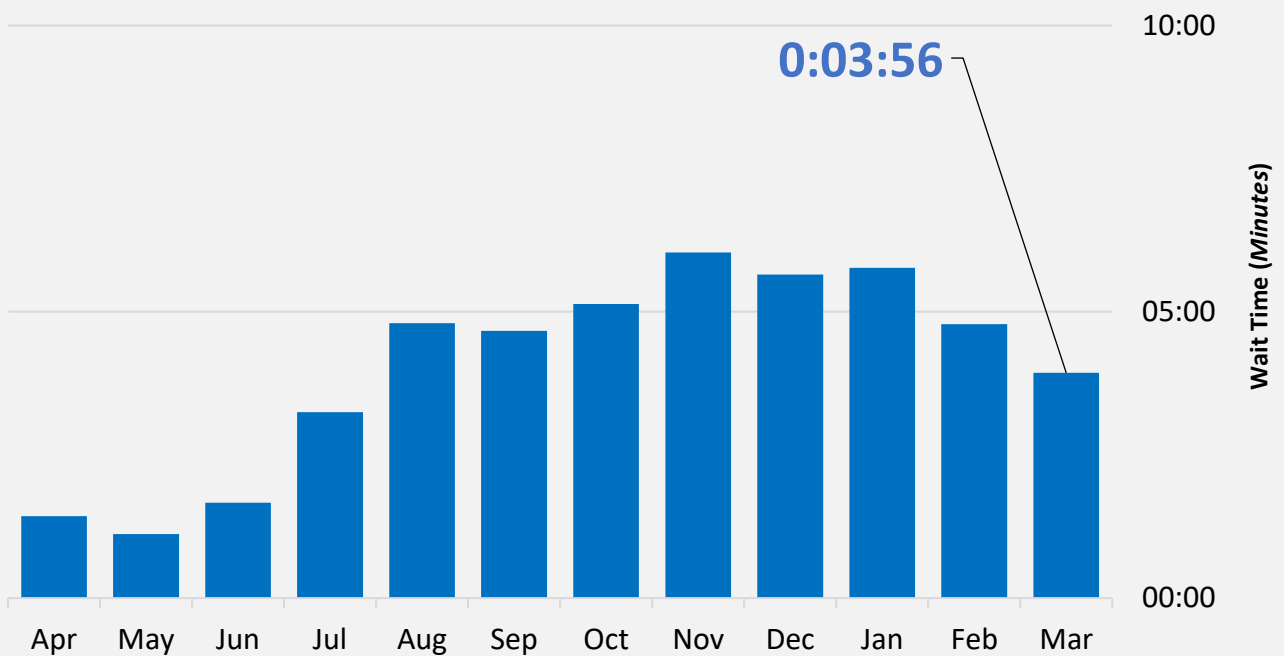
Monthly Call Volume

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.



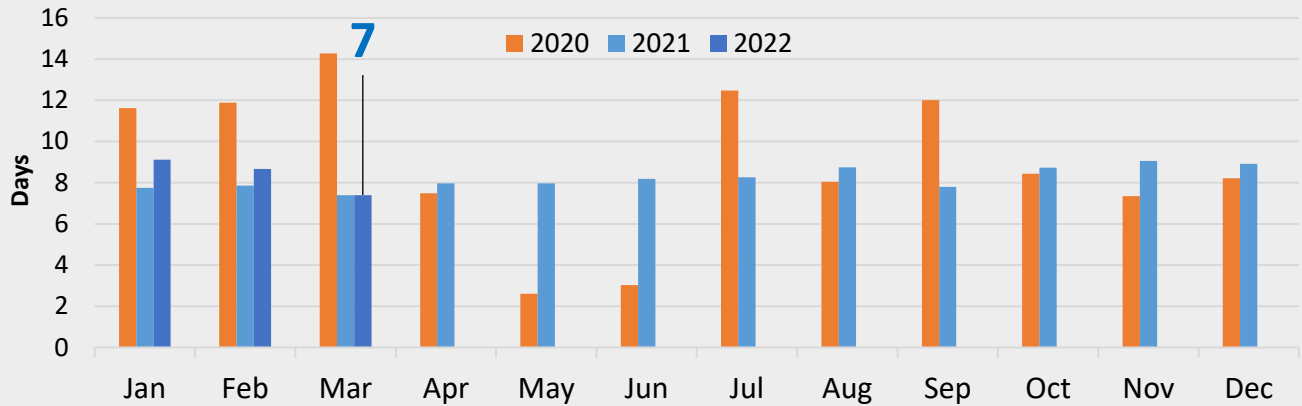
Note: The Average Caller Wait Time was recently updated from the prior version which had an error in the calculation.



PROCESSING

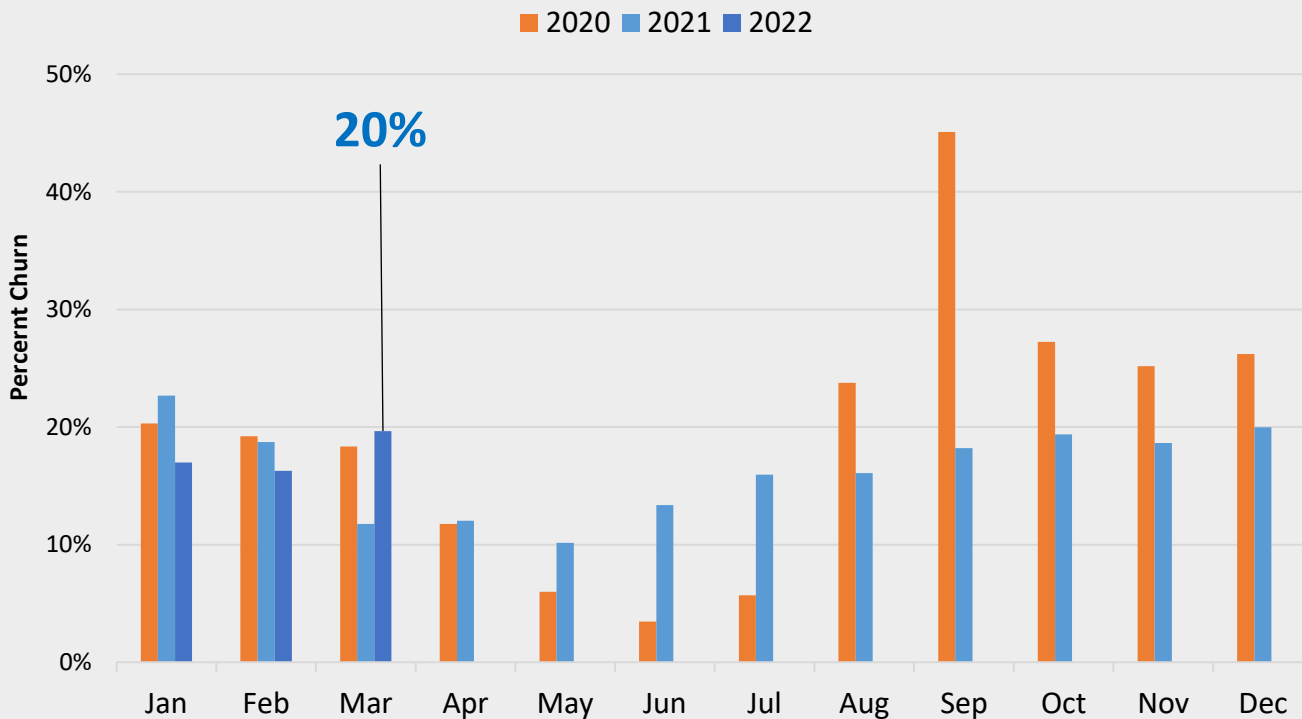
Average Processing Days for New SNAP Applications

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.

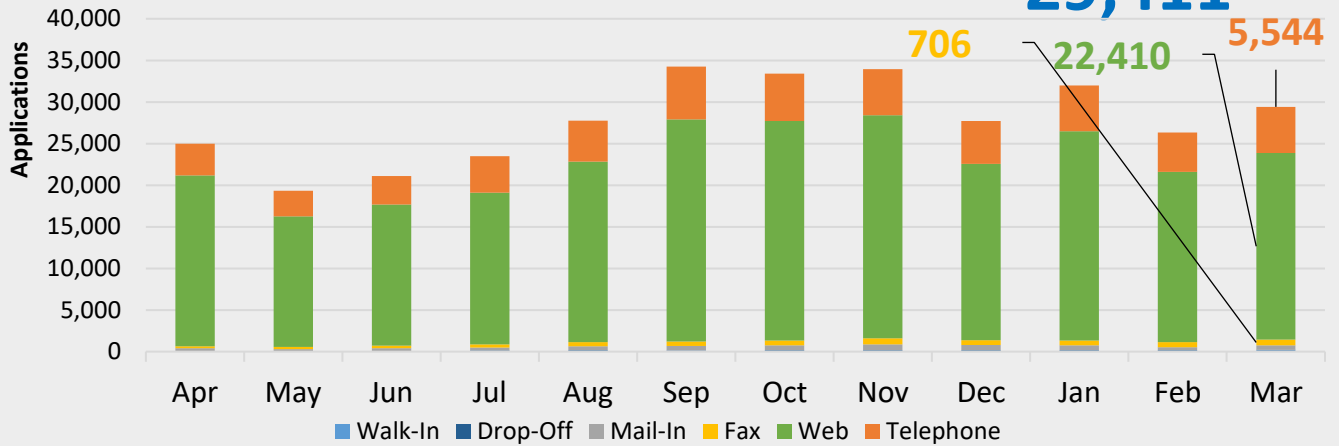


Note: The Monthly SNAP Churn rate was recently updated due to a computational error.

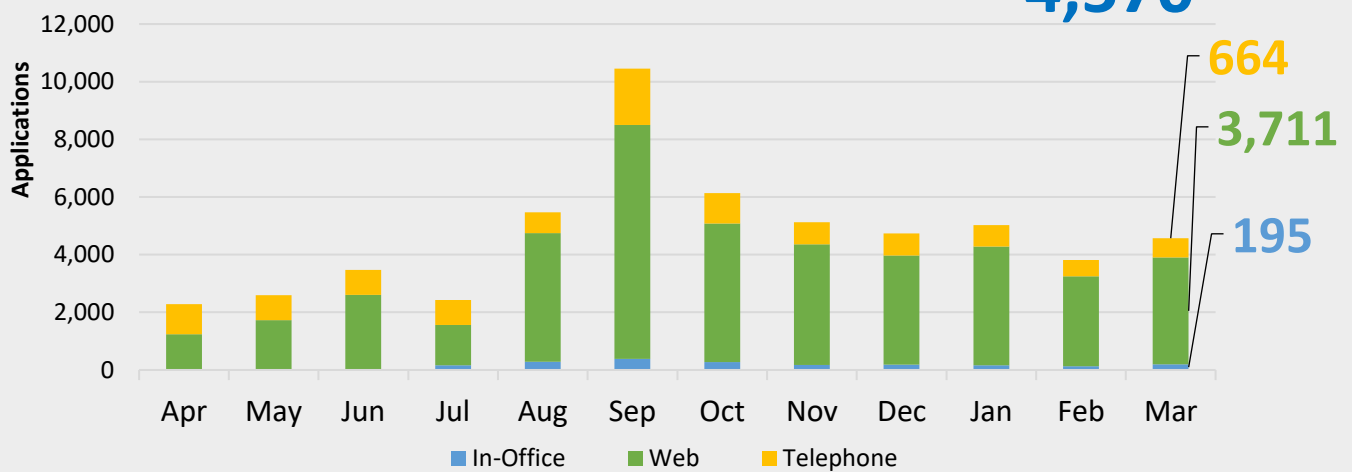


PROCESSING

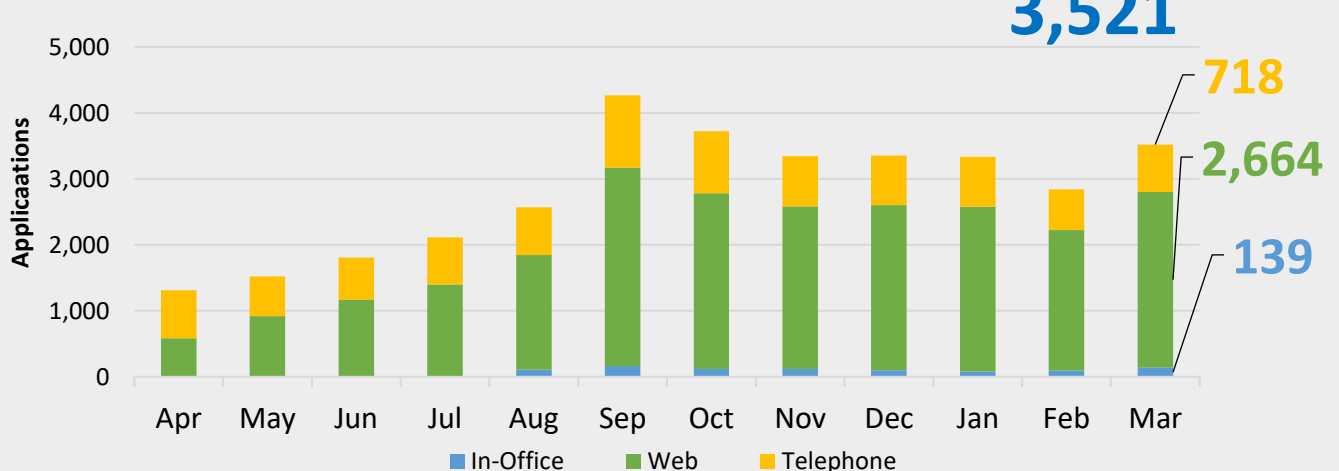
Monthly SNAP Applications Received



Monthly TAFDC Applications Received



Monthly EAEDC Applications Received





EAEDC ENROLLMENT

EAEDC Recipients **26,727**

EAEDC Households **26,524**

People receiving EAEDC due to Age (60+)

11,073

People receiving EAEDC due to Disability

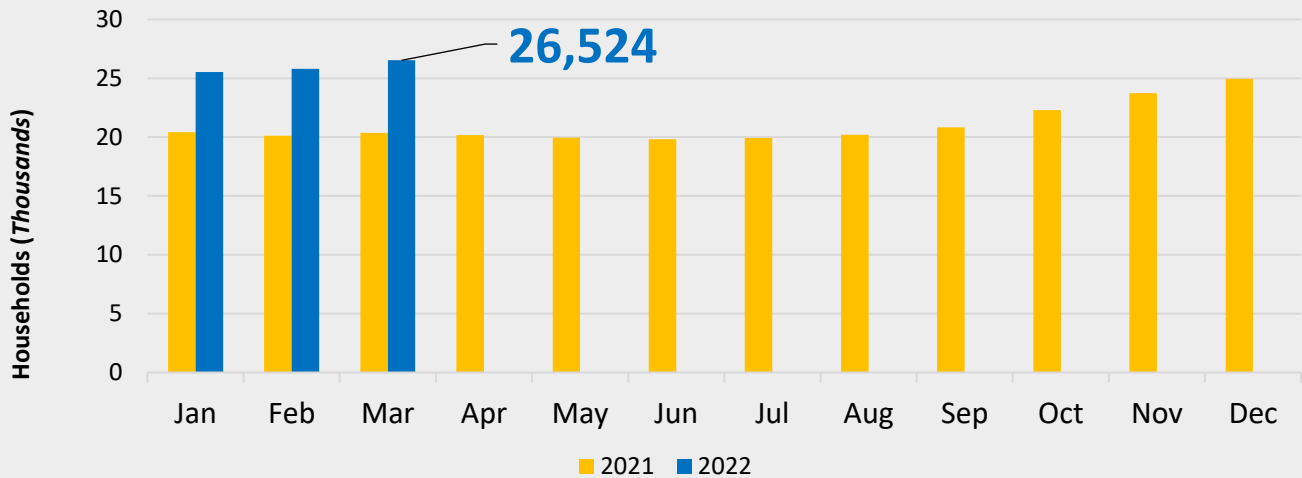
15,060

Children (under 18) receiving EAEDC

456

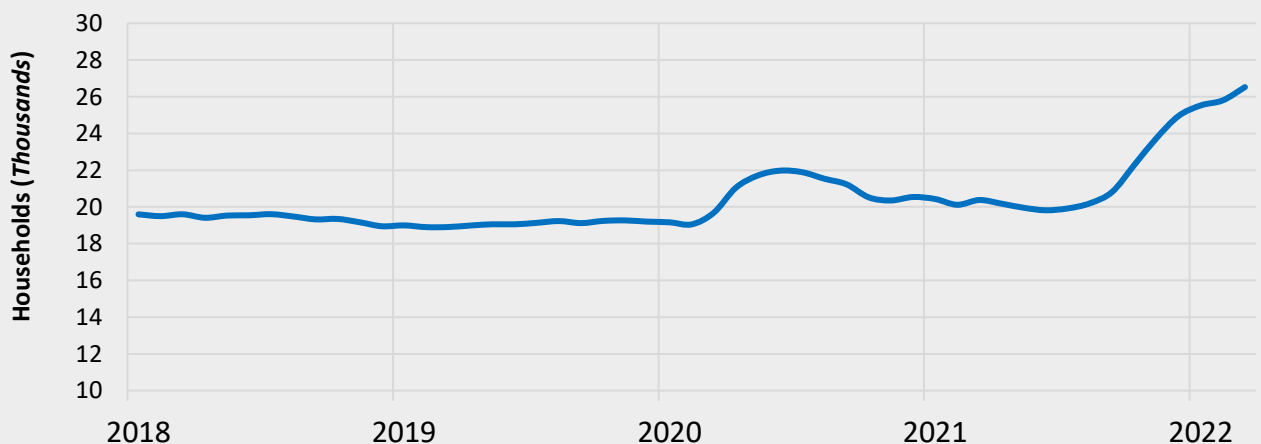
Monthly EAEDC Caseload

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 **89,109**

TAFDC Households **35,331**

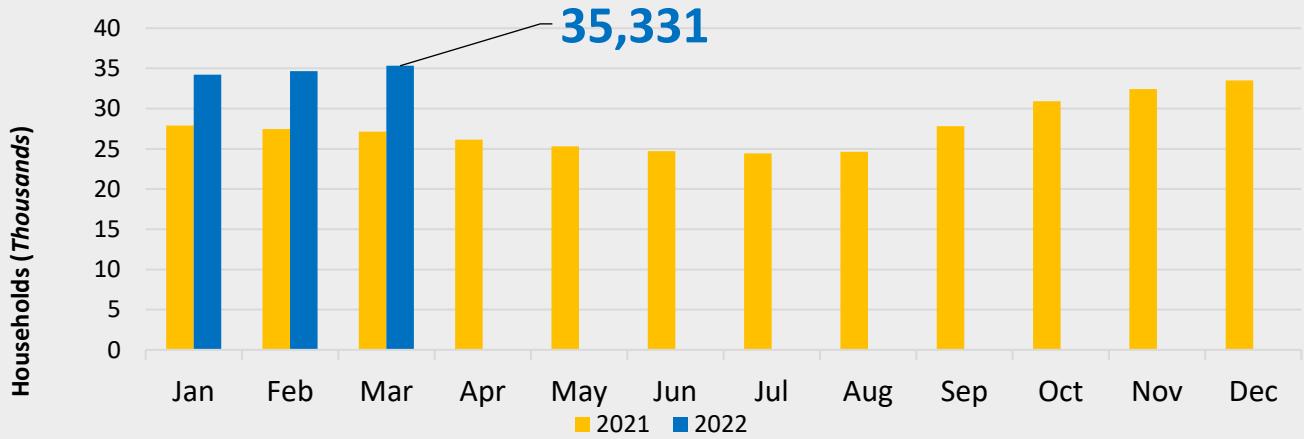
Recipients Age 18 or under
60,867

Child Only Grants
3,131

Recipients who are working
3,463

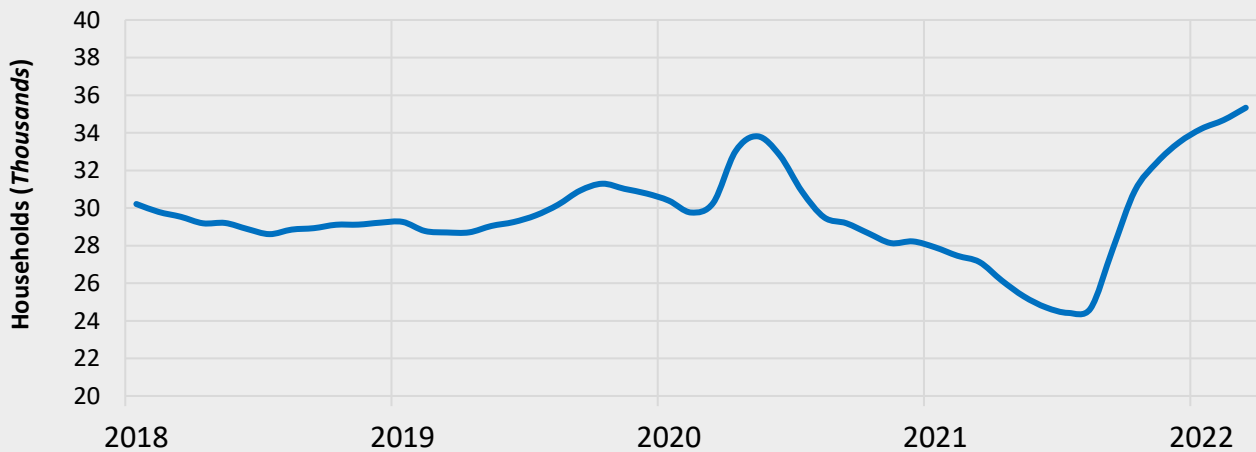
Monthly TAFDC Caseload

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
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 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.