PERFORMANCE SCORECARD | May 2022

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
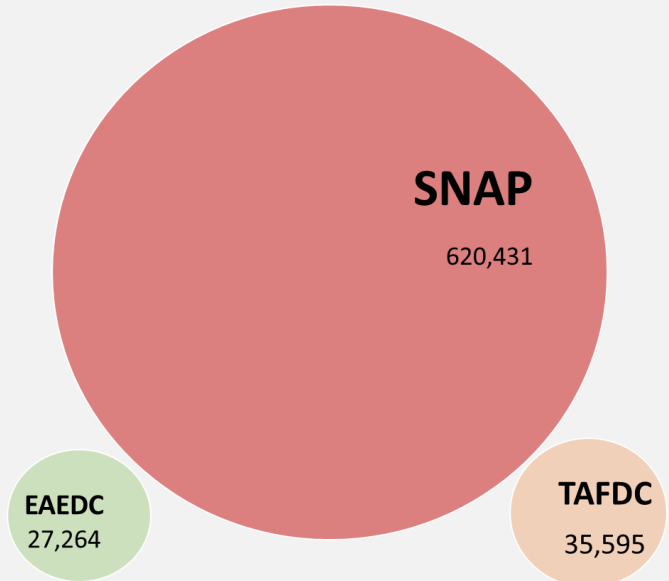
SNAP Supplemental Nutrition Assistance Program

Statewide Facts
- ✓ 72% 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
- ✓ 42,837 DTA clients are due for recertification or reevaluation next month.

Households Served

SNAP
620,431

EAEDC
27,264

TAFDC
35,595

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

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 $261 per household at the rate of $9 per household per day.
- ✓ The average monthly TAFDC grant is $634, and the average monthly EAEDC grant is $395.

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 **1,033,074**

SNAP Households **620,431**

SNAP Applications Received
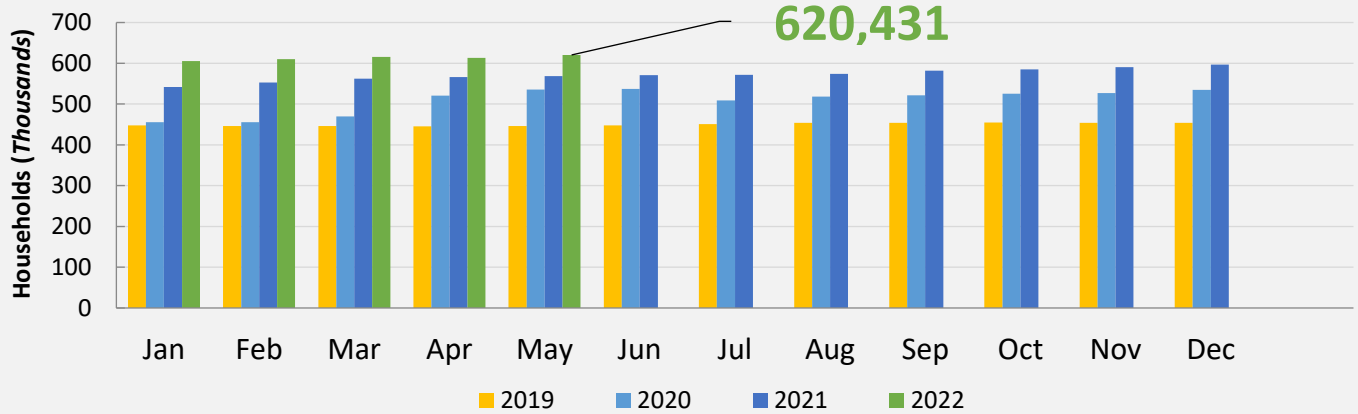*DTA received 30% more SNAP applications from Massachusetts residents in May 2022 compared to the same period in 2021.*

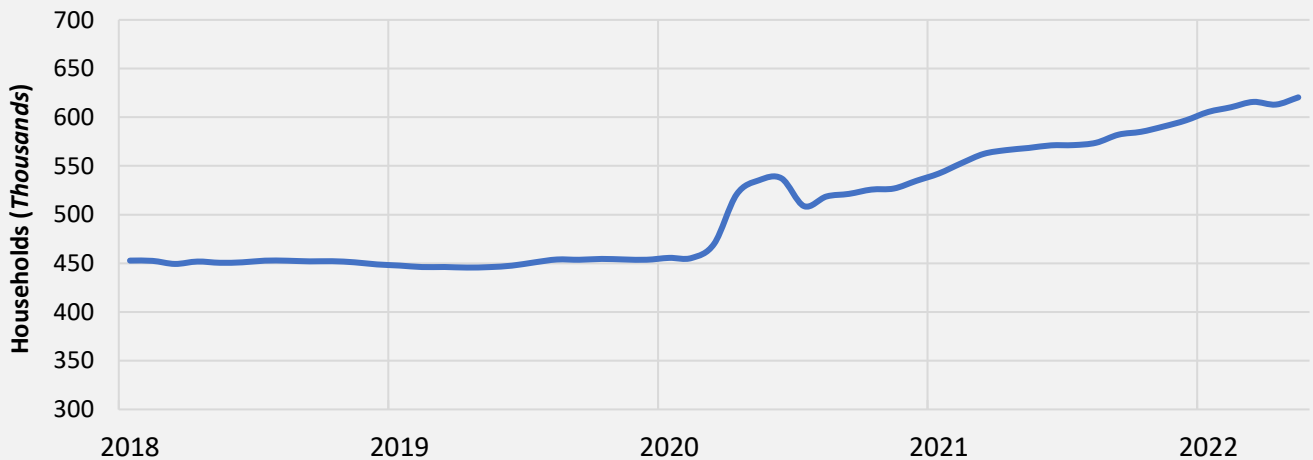| Recipients Age 60+	Recipients With a Disability	Recipients Age 18 or under
217,342	**297,589**	**338,445**

Monthly SNAP Caseload

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

620,431

Annual SNAP Caseload

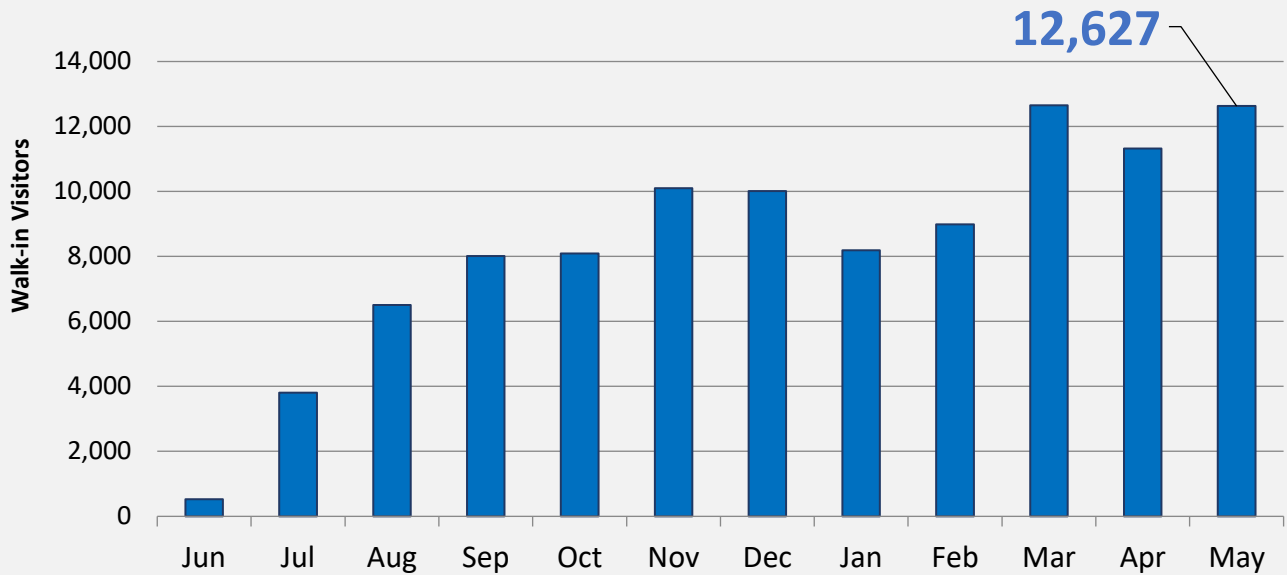*The number of households receiving SNAP benefits in the last five years.*

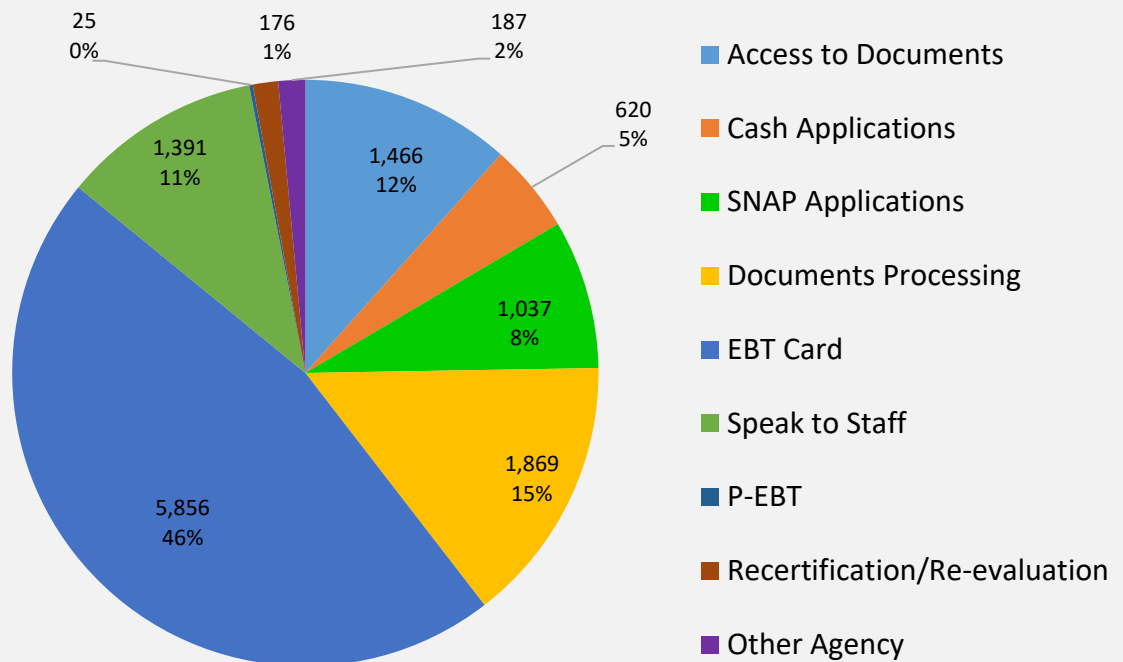## 👥 LOCAL OFFICES

Monthly Walk-in Visitors

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

12,627

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

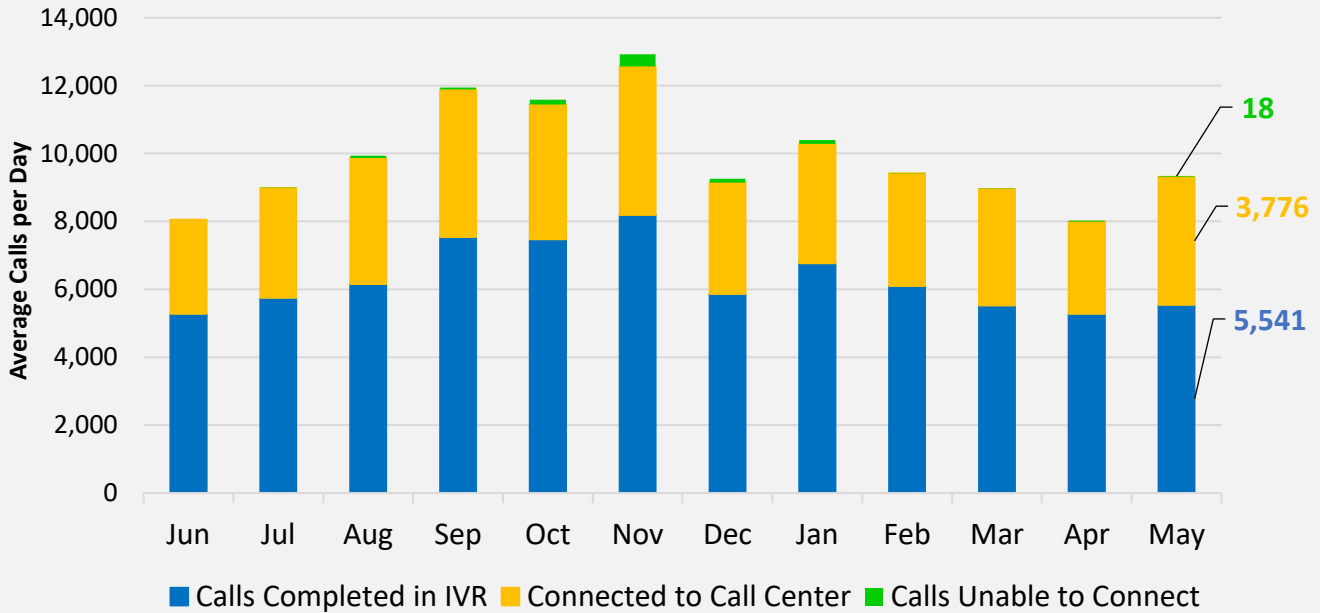*The number and percent of reason clients visited our local offices in the month.*

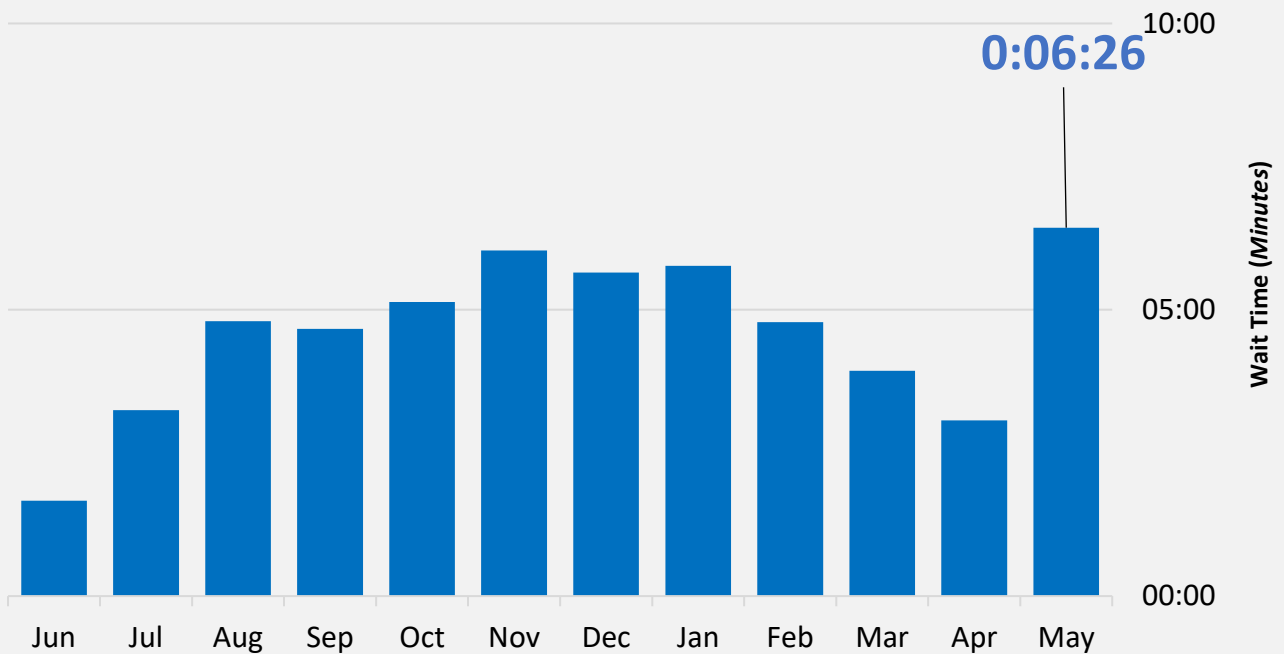- Access to Documents
- Cash Applications
- SNAP Applications
- Documents Processing
- EBT Card
- Speak to Staff
- P-EBT
- Recertification/Re-evaluation
- Other Agency

ASSISTANCE LINE

Monthly Call Volume
Average daily calls broken down by how the call resolved.

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

May callout values: 18, 3,776, 5,541

Average Caller Wait Time
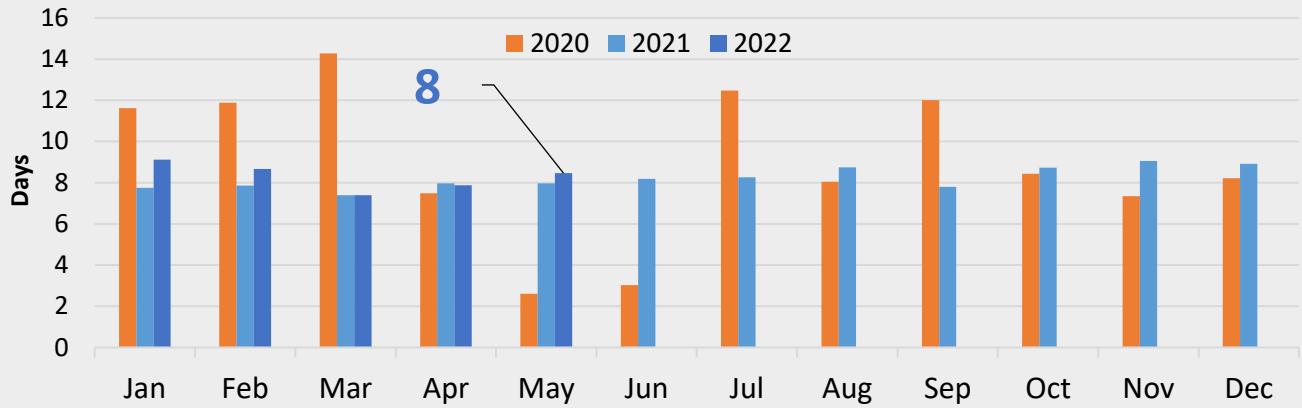*The average length of time callers wait to speak to an agent.*

May: 0:06:26

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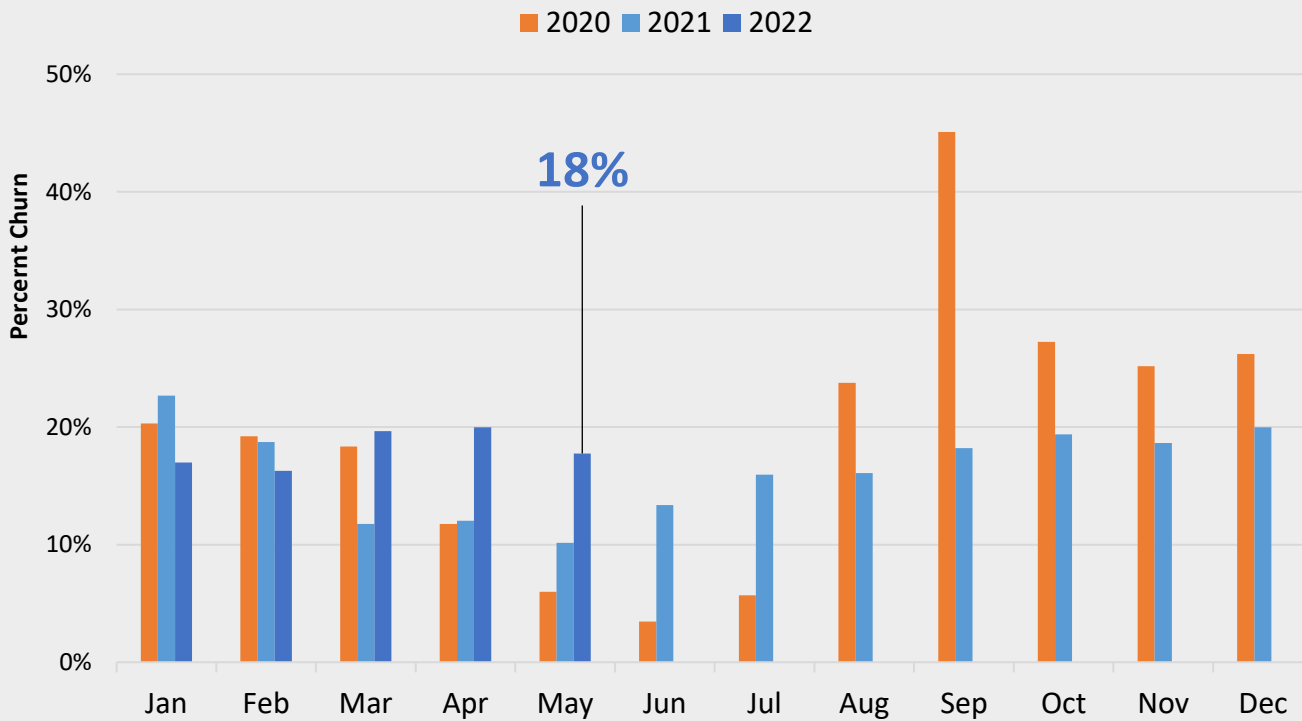
PROCESSING

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

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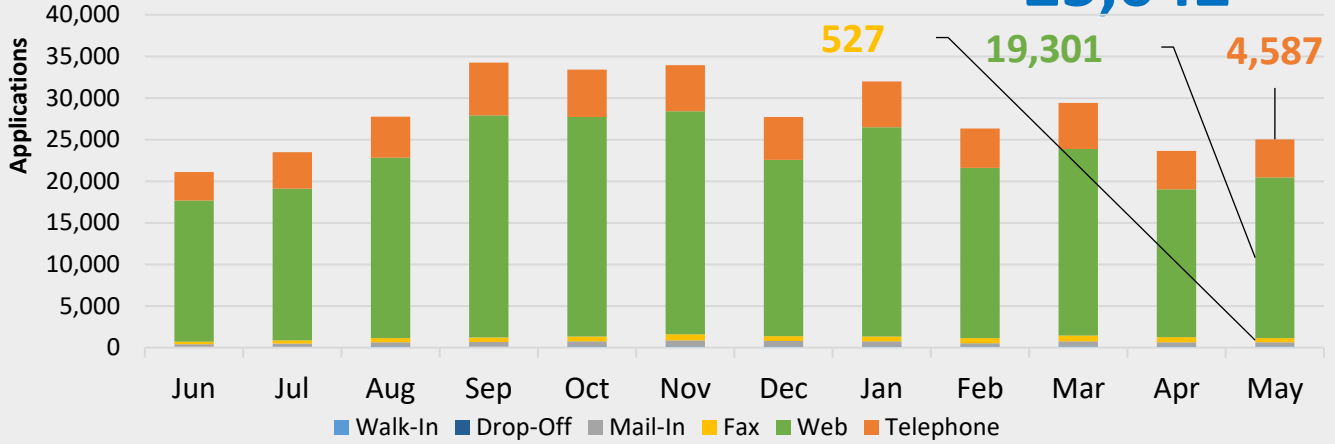*The percentage of applicants that were active clients 90 days prior.*

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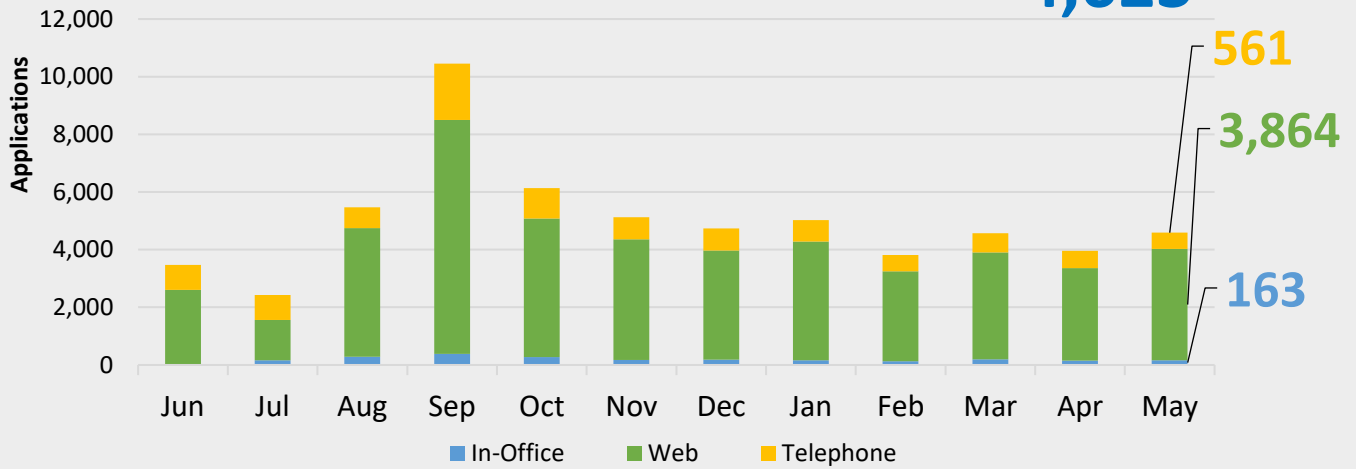
PROCESSING

Monthly SNAP Applications Received

25,042

527   19,301   4,587

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

Monthly TAFDC Applications Received

4,623

561
3,864
163

Legend: In-Office, Web, Telephone

Monthly EAEDC Applications Received

3,332

532
2,452
130

Legend: In-Office, Web, Telephone
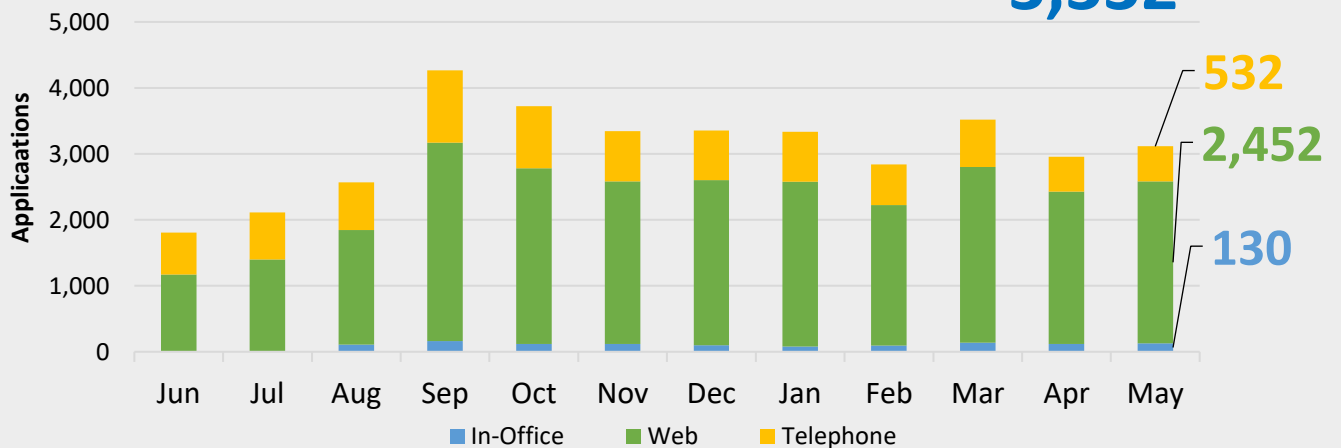
👥 EAEDC ENROLLMENT

EAEDC Recipients **27,429**

EAEDC Households **27,264**

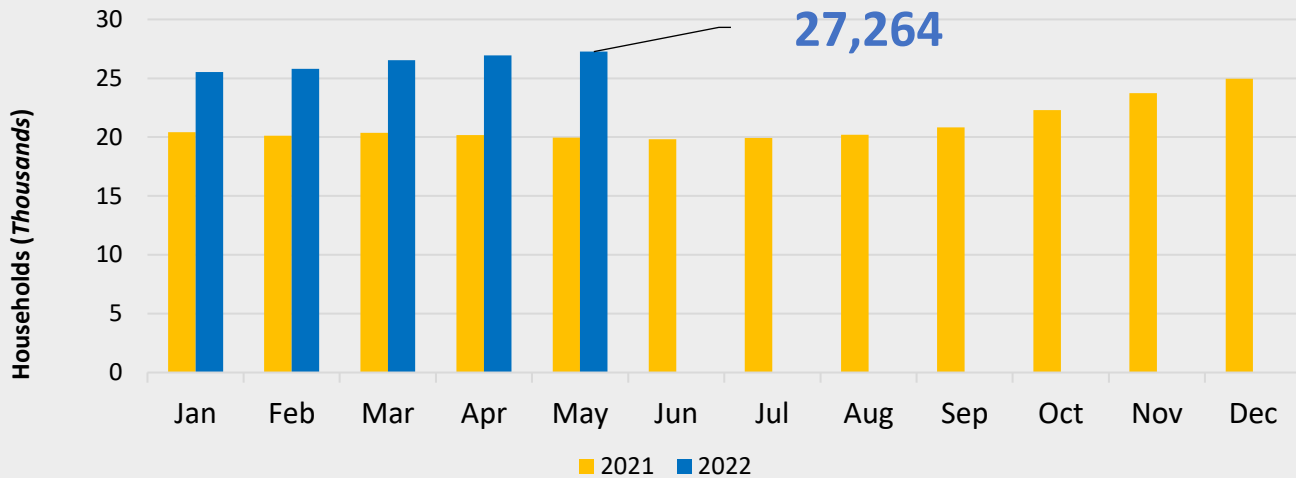| People receiving EAEDC due to Age (60+)	People receiving EAEDC due to Disability	Children (under 18) receiving EAEDC
11,344	**15,745**	**450**

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

27,264

Households (*Thousands*)

Jan Feb Mar Apr May Jun Jul Aug Sep Oct Nov Dec

■ 2021 ■ 2022

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

Households (*Thousands*)

2018   2019   2020   2021   2022
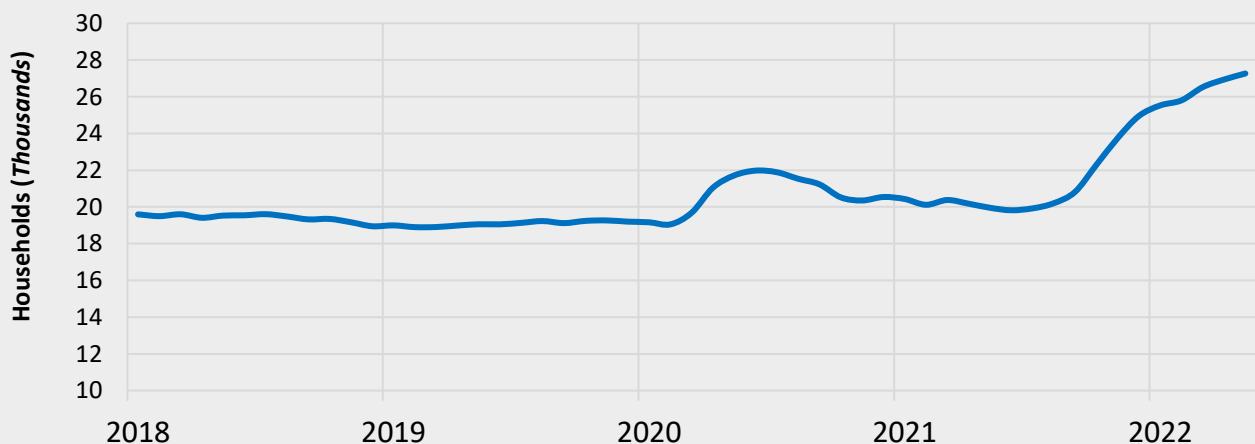
TAFDC ENROLLMENT

TAFDC Recipients **90,019**

TAFDC Households **35,595**

Recipients Age 18 or under	Child Only Grants	Recipients who are working
60,977	**3,696**	**3,825**

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

35,595

Households (*Thousands*)

■ 2021 ■ 2022
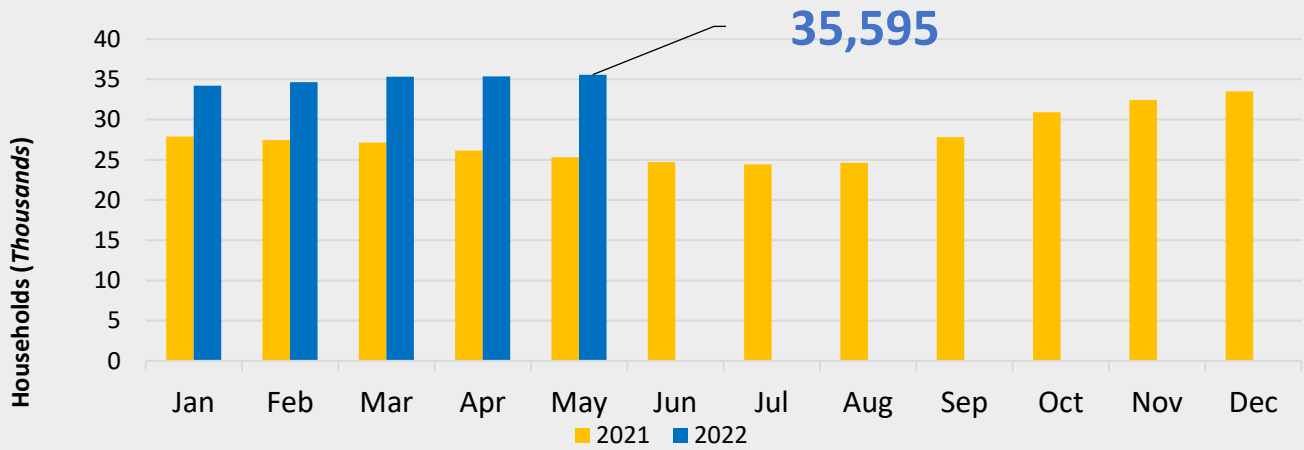
Annual TAFDC Caseload
The number of households receiving TAFDC benefits in the last five years.

Households (*Thousands*)
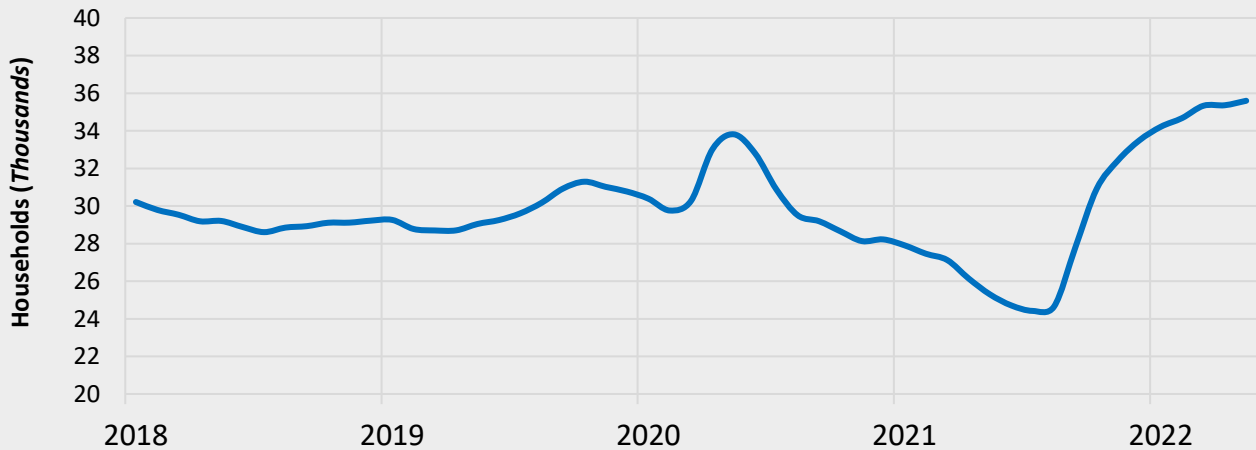
ADDITIONAL INFORMATION

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.