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 the Commonwealth's most vulnerable 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.

— Amy Kershaw
Commissioner, Department of Transitional Assistance

Did you know?
The average SNAP benefit for a household in Massachusetts is $202.88
That means the average SNAP household has 6.67 a day to supplement food purchases.

Supplemental Nutrition Assistance Program

- ✓ 68.0% of SNAP households in Massachusetts have gross countable income of less than 100% of the Federal Poverty Level – that's $16,910 for a household of two.
- ✓ 28.6% of SNAP households have at least one child.
- ✓ 21.0% of Massachusetts SNAP recipients are age 60 or older.
- ✓ SNAP clients live in every city & town across the Commonwealth.
- ✓ 38,586 DTA clients are due for recertification or reevaluation in August.
- ✓ The average monthly TAFDC grant is $506 and the average EAEDC grant is $323.
- ✓ Due to COVID-19, emergency allotments have significantly increased the average benefit for houshold

SNAP ENROLLMENT & QUALITY

SNAP Recipients **888,960**

SNAP Households **525,738**

SNAP Enrollment | 1 in 8 MA Residents

Call Center

Due to the COVID-19 pandemic, Average Daily Calls to the Call Center have increased by 198% in October as opposed to last year
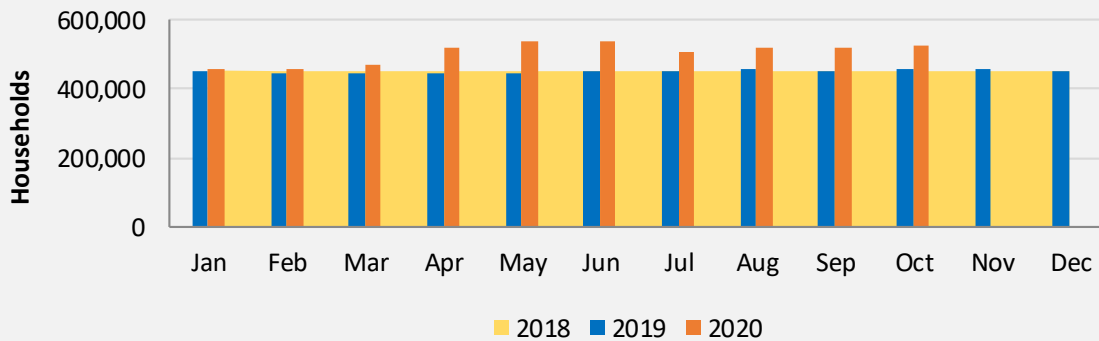
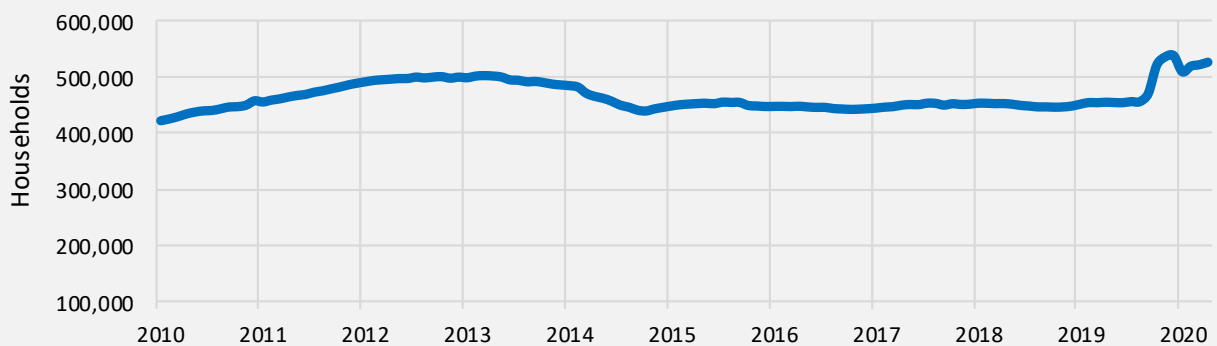| Recipients Age 60+	Recipients With a Disability	Recipients Age 18 or under
186,761	**284,366**	**303,272**

SNAP Caseload

This is the number of households receiving SNAP benefits in Massachusetts in the prior three years.

■ 2018 ■ 2019 ■ 2020

SNAP Caseload Trends

This is the number of households receiving SNAP benefits in Massachusetts in the last decade.
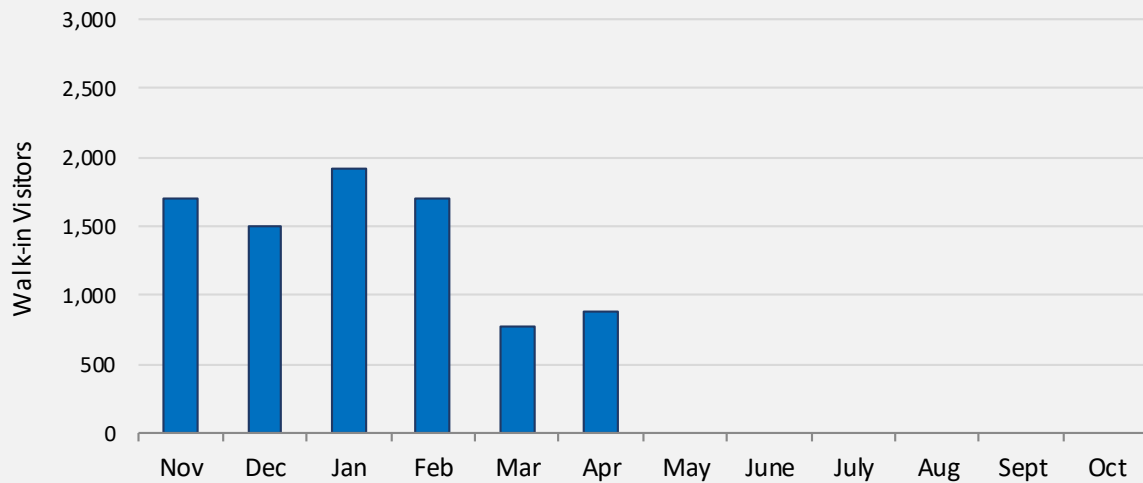
👥 LOCAL OFFICES

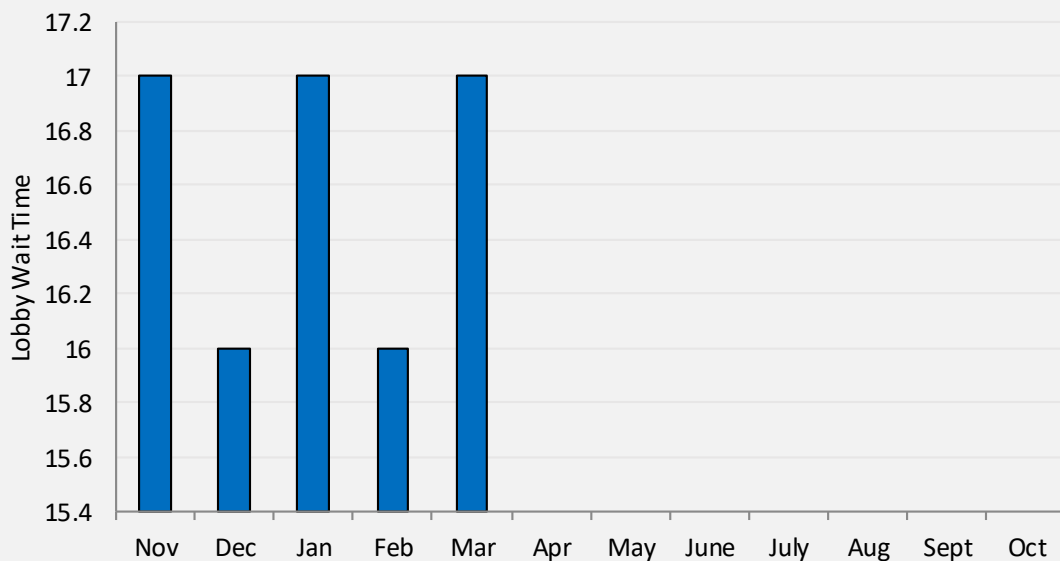## Average Daily Walk-in Visitors

This is how many people visit our offices each day to meet with a case manager.

*
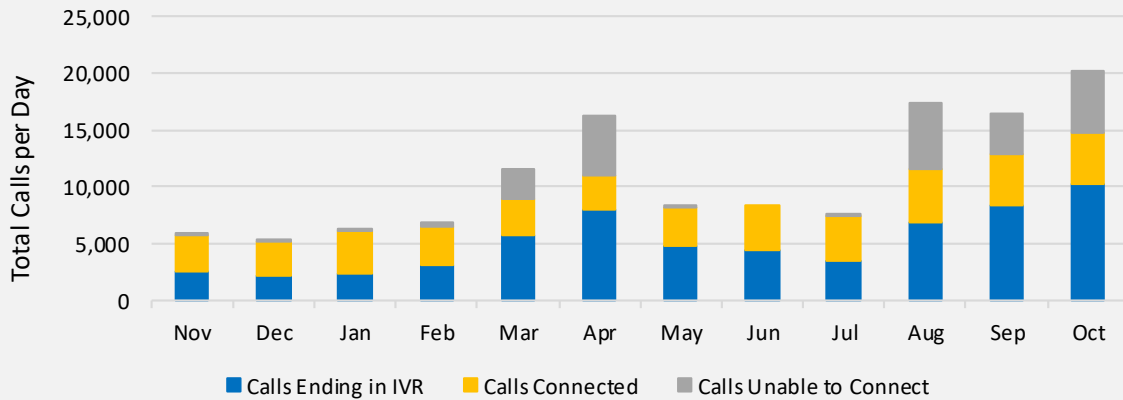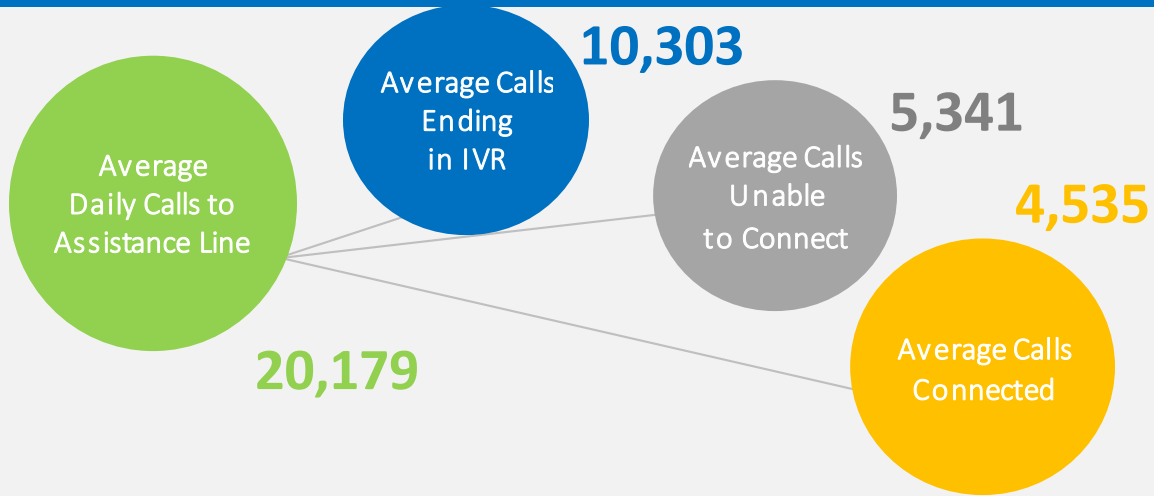

Average Lobby Waiting Time

This is how many minutes someone typically waits to see a case manager. DTA is committed to reducing the need for in-person visits from clients by expanding the ways in which services can be accessed.

*

* Due to closures in May, data on visits to local offices is not available.

ASSISTANCE LINE

10,303

Average Calls Ending in IVR

5,341

Average Calls Unable to Connect

4,535

Average Calls Connected

Average Daily Calls to Assistance Line

20,179

Total Calls per Day

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

■ Calls Ending in IVR   ■ Calls Connected   ■ Calls Unable to Connect

Average Caller Wait Time

This is the average length of time callers wait to speak to an agent.

15 min

Call Wait Time (Minutes)

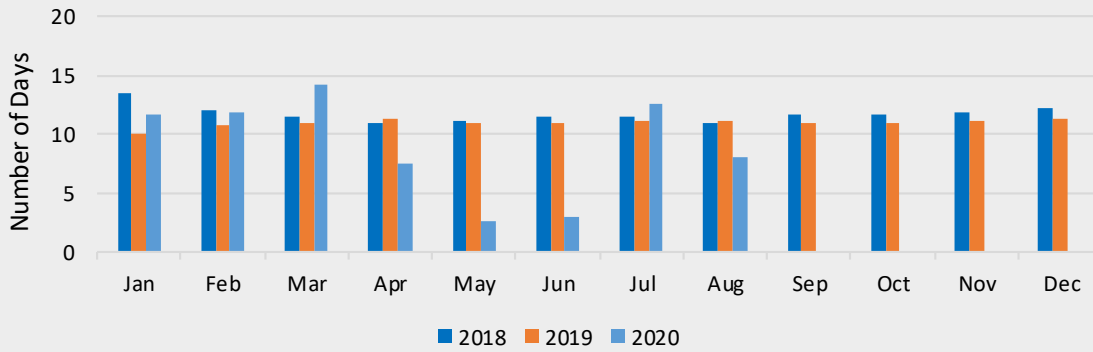| Nov	Dec	Jan	Feb	Mar	Apr	May	June	July	Aug	Sept	Oct
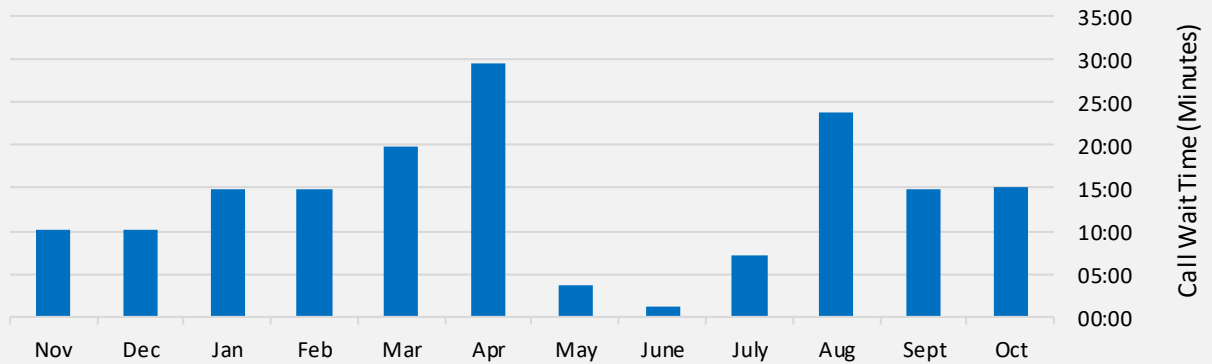
PROCESSING

Average Processing Days for New SNAP Applications
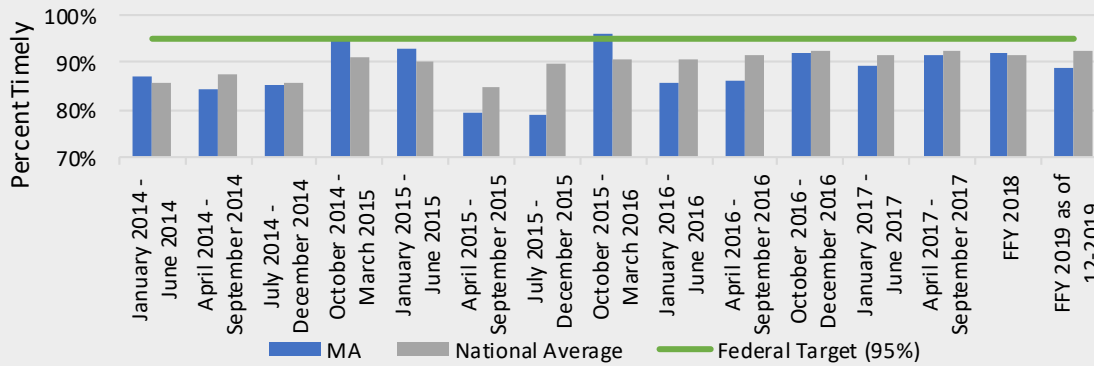*This is the average number of days to **approve a new application**.*

8 Days

Chart: Number of Days (y-axis 0–20) by month (Jan–Dec) for 2018, 2019, 2020.

SNAP Application Processed Timely
This is the percentage of applications that are processed within federal timeframes.

89%

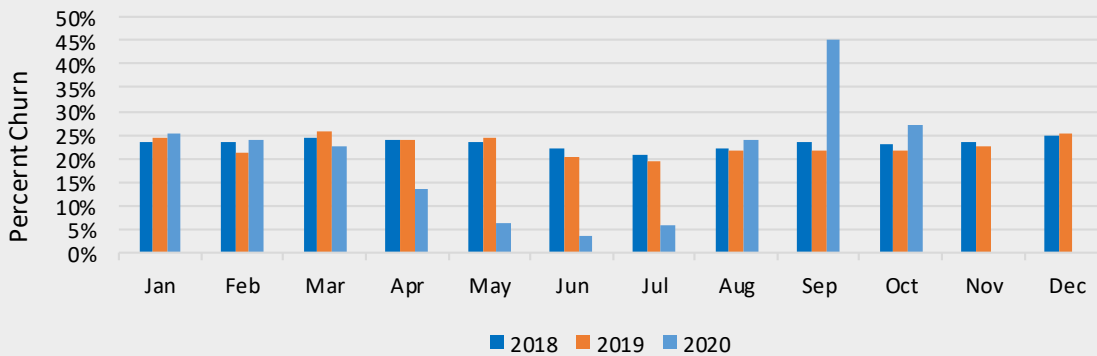Chart: Percent Timely (y-axis 70%–100%) by period (January 2014 - June 2014 through FFY 2019 as of 12-2019) for MA, National Average, Federal Target (95%).

SNAP Churn
This is the percentage of applicants each month that 90 days prior were active clients.

27%

Chart: Percent Churn (y-axis 0%–50%) by month (Jan–Dec) for 2018, 2019, 2020.

PROCESSING

Monthly SNAP Applications Received

29,891

X-axis: Nov, Dec, Jan, Feb, Mar, Apr, May, June, July, Aug, Sept, Oct
Y-axis: # of Applications per Month (0 – 80,000)
Legend: Walk-In, Drop-Off, Mail-In, Fax, Web
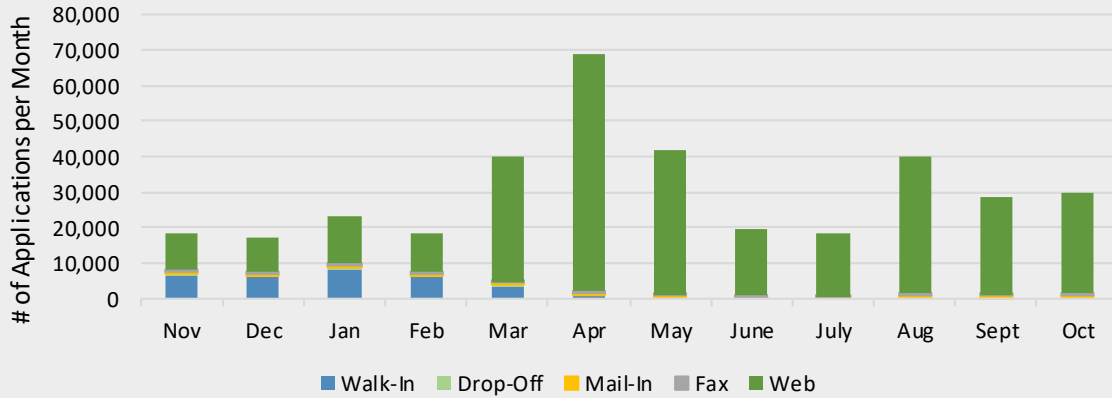
Monthly TAFDC Applications Received

3,364

X-axis: Nov, Dec, Jan, Feb, Mar, Apr, May, June, July, Aug, Sept, Sep
Y-axis: # of Applications per Month (0 – 8,000)
Legend: In-Office, Mail-In & Fax, Web
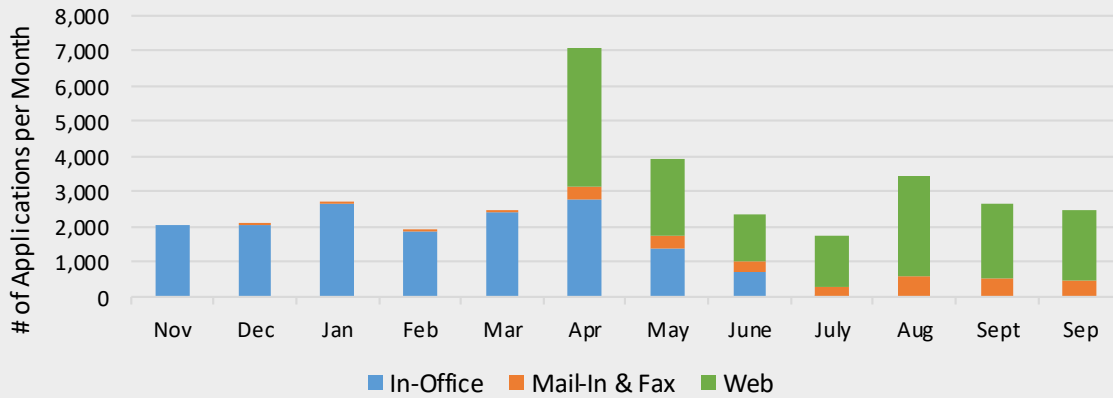
Monthly EAEDC Applications Received

1,411

X-axis: Nov, Dec, Jan, Feb, Mar, Apr, May, June, July, Aug, Sept, Oct
Y-axis: # of Applications per Month (0 – 3,000)
Legend: In-Office, Mail-In & Fax, Web
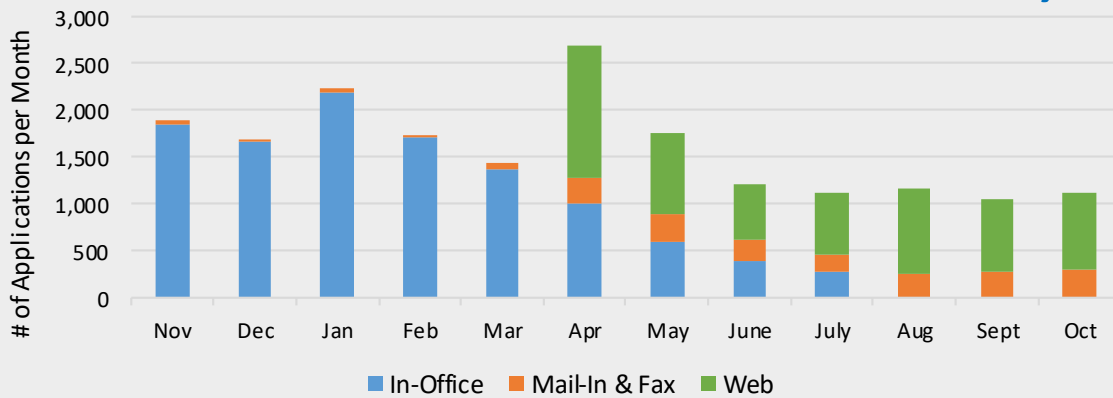
EAEDC ENROLLMENT

EAEDC Recipients **20,745**	EAEDC Households **20,522**

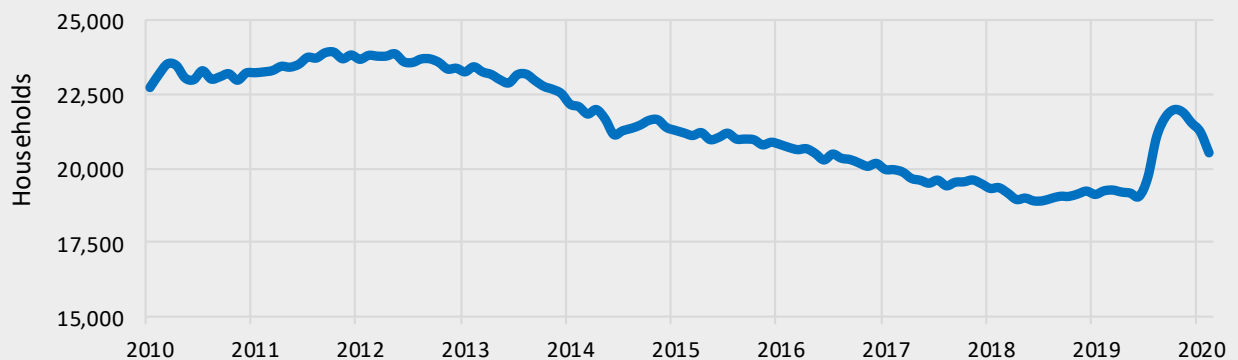| Recipients Age 60+	Recipients With a Disability	Recipients Age 18 or under
9,974	**11,162**	**482**

EAEDC Caseload
This is the number of households receiving EAEDC benefits in Massachusetts in 2019 and 2020.
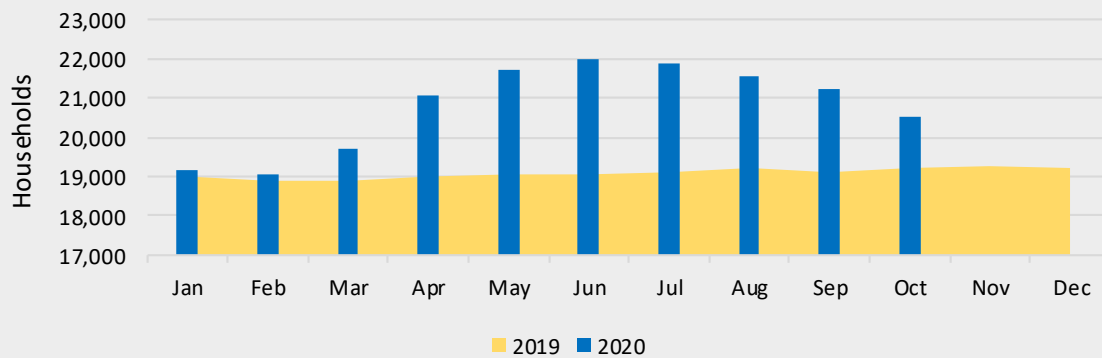
EAEDC Caseload Trends
This is the number of households receiving EAEDC benefits in Massachusetts in the last decade.

TAFDC ENROLLMENT

TAFDC Recipients **68,067**   TAFDC Households **28,650**
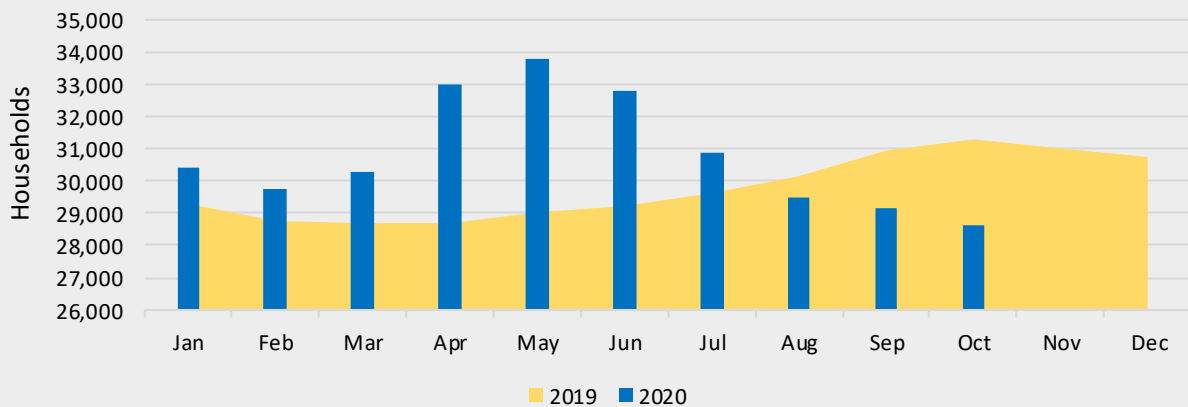
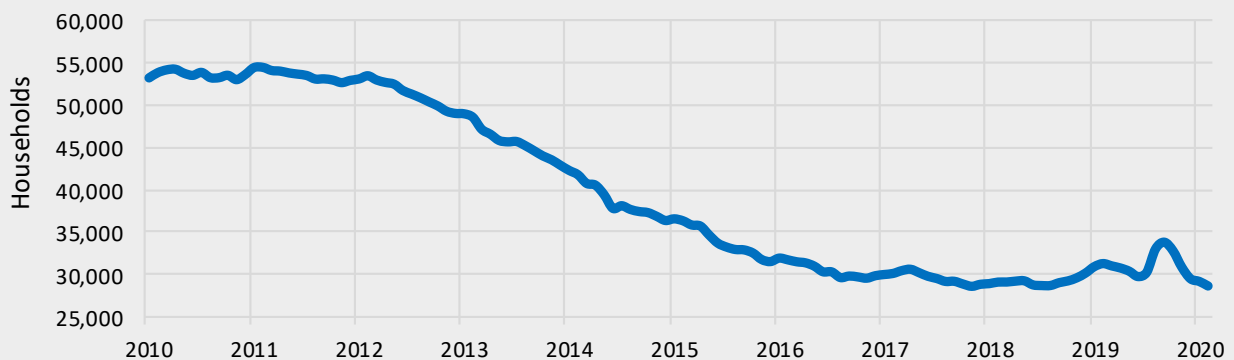| Recipients Age 60+	Recipients With a Disability	Recipients Age 18 or under
113	**3,509**	**48,489**

TAFDC Caseload

This is the number of households receiving TAFDC benefits in Massachusetts for 2019 and 2020.

2019   2020

TAFDC Caseload Trends

This is the number of households receiving TAFDC benefits in Massachusetts in the last decade.

👥 ADDITIONAL INFORMATION

	Measure	Description
Background	SNAP Recipients	This is the number of Massachusetts residents in households that receive SNAP benefits each month.
	SNAP Accuracy Rate	The annual percent of active payments that were completed without errors based on federal guidelines.
	Average Daily Walk-in Visitors	Includes both cash and SNAP clients. Excludes those dropping off documents or seeking a new EBT card.
	Calls Ending 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 hang up.
	Calls Unable to Connect	Average number of calls that heard a high volume message and were unable to wait for a live agent.
	Calls Connected	Average number of calls connected to a live agent.
	Average Caller Wait Time	On June 24, 2015, DTA introduced an improved phone system which allowed the Department to implement two new enhanced service features. Estimated wait time messaging informs callers how long they could expect to wait which allows them to decide whether to wait or to call back. DTA also increased the number of spaces in the wait queue from 100 to 200 allowing an increased number of callers to choose to wait to speak to a live agent. Due to the fact that more callers can choose to wait the caller wait time has also increased. DTA continues to monitor caller wait time and will implement strategies to improve the caller experience.
	SNAP Application Processed Timely	The federal government measures this item on a rolling basis (note the overlap in months). Throughout the year, the federal government provides DTA with a projection for each time period. At year end the federal government finalizes the previous four quarters.
	SNAP Churn	The SNAP program has always and will always realize some level of client churn. However reducing churn to the best of DTA's ability 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.

To access background data right hand click on the graph and click on "Edit Data". This feature only available on the Microsoft Word version.