#### 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 providing a high level of service to all those in need of our services. We are pleased to present this scorecard, which includes several measures that are important for DTA to use in measuring our success and identifying areas for improvement.*

– Jeff McCue

Commissioner, Department of Transitional Assistance

**Did you know?**

**The average SNAP benefit for a household in Massachusetts is $214.25.**

***That means the average SNAP household has $7.03 a day***

***to supplement food purchases.***

* 72.2% of SNAP households in Massachusetts have gross countable income of less than 100% of the Federal Poverty Level – that’s $16,240 for a household of two.
* 31.0% of SNAP households have at least one child.
* Elderly individuals are nearly 20% of Massachusetts SNAP recipients.
* SNAP clients live in every city & town across the Commonwealth.
* 55,633 DTA clients are due for recertification or reevaluation in October.
* The average monthly TAFDC grant is $449 and the average EAEDC grant is $309.

**SNAP ENROLLMENT & QUALITY**

SNAP Recipients **761,847**

SNAP Households **444,034**

SNAP Enrollment | 1 in 9 MA Residents

**SNAP Accuracy Rate**

*The* ***annual*** *percent of active payments that were completed without errors based on federal guidelines in Federal Fiscal Year 2015.*

***94.75%***

Recipients Age 60+

**150,616**

SNAP Caseload

Recipients With a Disability

**269,903**

Recipients Age 18 or under

**272,600**

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

460,000

455,000

**Households**

450,000

445,000

440,000

435,000

430,000

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

2015 2016 2017

SNAP Caseload Trends

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

500,000

Households

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400,000

300,000

200,000

100,000

2007 2008 2009 2010 2011 2012 2013 2014 2015 2016 2017

Average Daily Walk-in Visitors

**LOCAL OFFICES**

**2,505**

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

4,000

3,000

2,000

Walk-in Visitors

1,000

0

Sep Oct Nov Dec Jan Feb Mar Apr May Jun Jul

Aug Sep

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.*

**24 min**

40

35

30

25

Lobby Wait Time

20

15

10

5

0

Sep Oct Nov Dec Jan Feb Mar Apr May Jun Jul

Aug

Sep

Average Daily Calls to Assistance Line

**ASSISTANCE LINE**

**2,296**

Calls Ending

in IVR

Calls Unable to Connect

**535**

**4,562**

**7,393**

Calls Connected

15,000

10,000

Total Calls per Day

5,000

0

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

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.*

**20 min**

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

45:00

40:00

Call Wait Time (Minutes)

35:00

30:00

25:00

20:00

15:00

10:00

05:00

00:00


### PROCESSING

##### Average Processing Days for New SNAP Applications

*This is the average number of days to* ***approve a new application****.*

# 12.1

25

20

Number of Days

15

10

5

0

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

2015 2016 2017

SNAP Application Processed Timely

*This is the percentage of applications that are processed within federal* timeframes.

**92.1%**

100%

Percent Timely

90%

80%

70%

January 2014 -

June 2014

April 2014 - Sept

2014

July 2014 - Dec

2014

October 2014 -

March 2015

January 2015 -

June 2015

April 2015 -

September 2015

July 2015 -

December 2015

October 2015 -

March 2016

January 2016 -

June 2016

April 2016 -

September 2016

October 2016 -

December 2016

MA National Average Federal Target (95%)

##### SNAP Churn

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

35%

30%

Percernt Churn

25%

20%

15%

10%

# 24.3%

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

2015 2016 2017

### PROCESSING

##### Monthly SNAP Applications Received **21,105**

25,000

# of Applications per Month

20,000

15,000

10,000

5,000

0

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

Walk-In Drop-Off Mail-In Fax Web

##### Monthly TAFDC Applications Received **3,308**

5,000

# of Applications per Month

4,000

3,000

2,000

1,000

0

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

In-Office Mail-In & Fax

Monthly EAEDC Applications Received

3,000

# of Applications per Month

2,500

2,000

1,500

1,000

500

0

# 2,210

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

In-Office Mail-In & Fax

Households

Households

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| **EAEDC ENROLLMENT** |
| EAEDC Recipients **20,167** | EAEDC Households **19,961** |
| Recipients Age 60+**10,638** | Recipients With a Disability**10,246** | Recipients Age 18 or under**525** |
| EAEDC Caseload*This is the number of households receiving EAEDC benefits in Massachusetts in 2016 and 2017.*22,50020,00017,50015,000Jan Feb Mar Apr May Jun Jul Aug Sep Oct Nov Dec2016 2017EAEDC Caseload Trends*This is the number of households receiving EAEDC benefits in Massachusetts in the last decade.*25,00022,50020,00017,50015,0002007 2008 2009 2010 2011 2012 2013 2014 2015 2016 2017 |

**TAFDC ENROLLMENT**

TAFDC Recipients **59,692** TAFDC Households **30,000**

Recipients Age 60+

**123**

Recipients With a Disability

**5,678**

Recipients Age 18 or under

**40,144**

TAFDC Caseload

*This is the number of households receiving TAFDC benefits in Massachusetts for 2016 and 2017.*

36,000

34,000

Households

32,000

30,000

28,000

26,000

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

2016 2017

TAFDC Caseload Trends

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

60,000

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55,000

Households

50,000

45,000

40,000

35,000

30,000

25,000

2007 2008 2009 2010 2011 2012 2013 2014 2015 2016 2017

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| **ADDITIONAL INFORMATION** |
| **Background** | **Measure** | **Description** |
| SNAP Recipients | This is the number of Massachusetts residents in households that receive SNAP benefits each month. These figures are finalized approximately six weeks after the end of the reporting month. |
| SNAP Accuracy Rate | Massachusetts ranks 35 out 54 states/regions. |
| 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. DTAcontinues 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.* |