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 $205.65

That means the average SNAP household has 6.76 a day to supplement food purchases.

- ✓ 70.5% 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.
- ✓ 29.0% of SNAP households have at least one child.
- ✓ 21.1% of Massachusetts SNAP recipients are age 60 or older.
- ✓ SNAP clients live in every city & town across the Commonwealth.
- ✓ 59,312 DTA clients are due for recertification or reevaluation in August.
- ✓ The average monthly TAFDC grant is $500 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 **872,335**

SNAP Households **518,652**

SNAP Enrollment | 1 in 8 MA Residents

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Assistance Phone Line

On average there were almost 10,000 more daily calls into the assistance line in August in comparison to July 2020

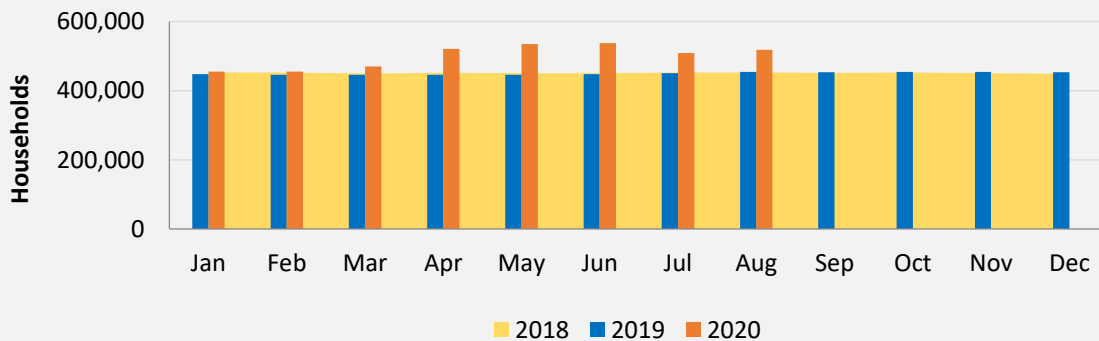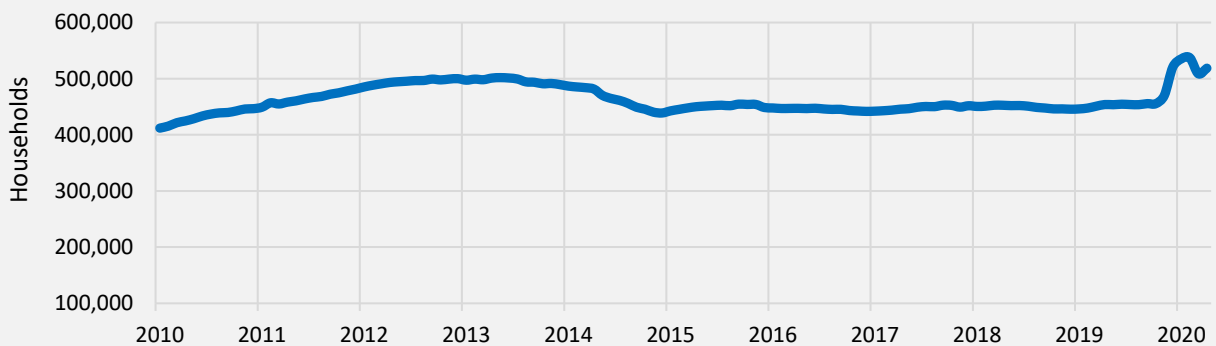| Recipients Age 60+	Recipients With a Disability	Recipients Age 18 or under
184,250	**285,709**	**296,629**

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.
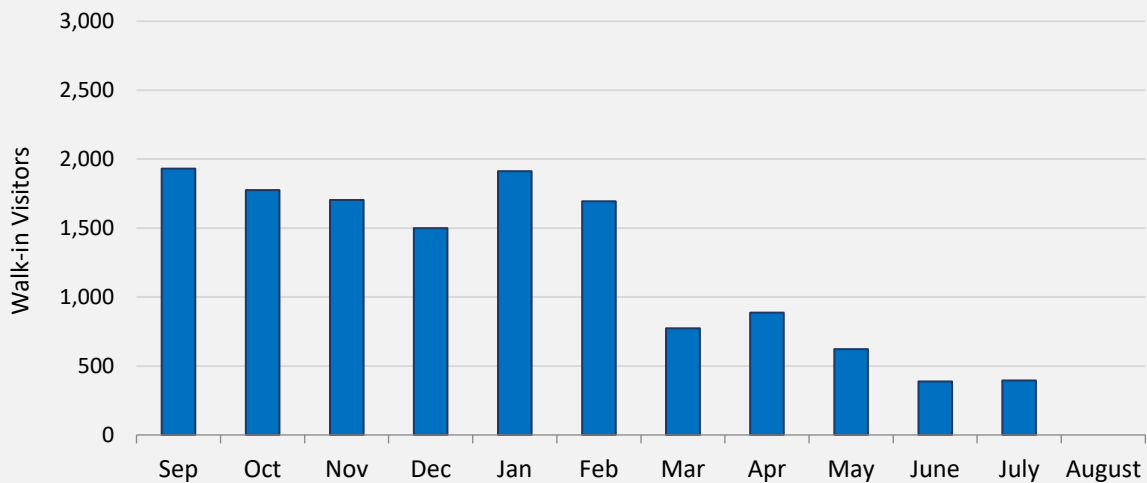
👥 LOCAL OFFICES

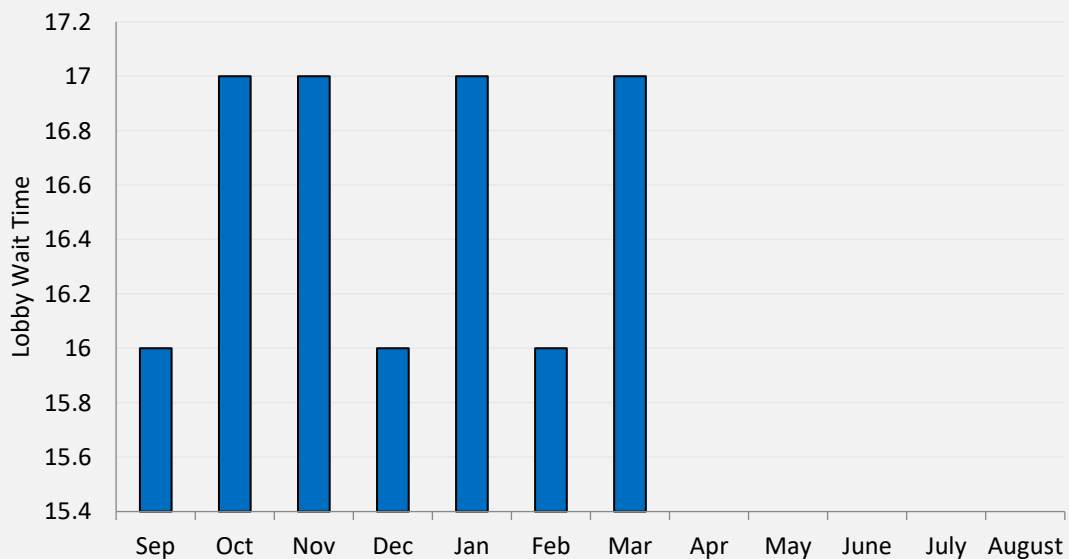### Average Daily Walk-in Visitors

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

*
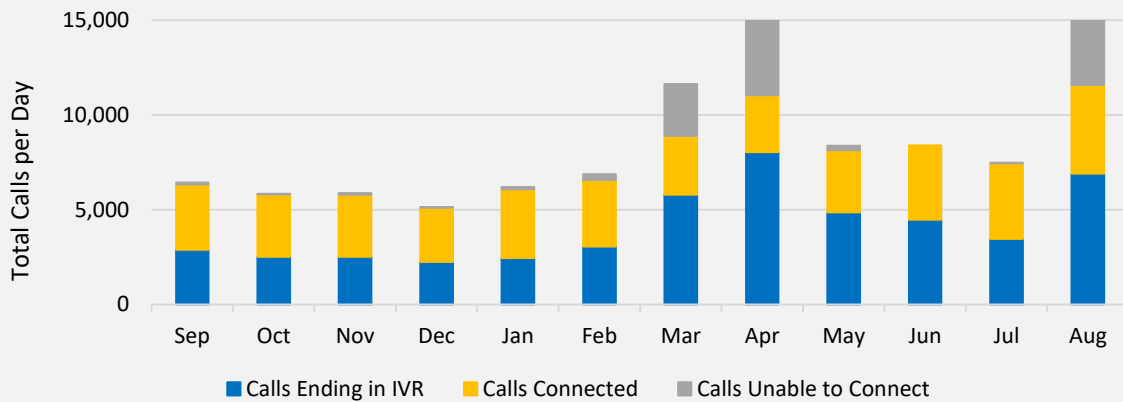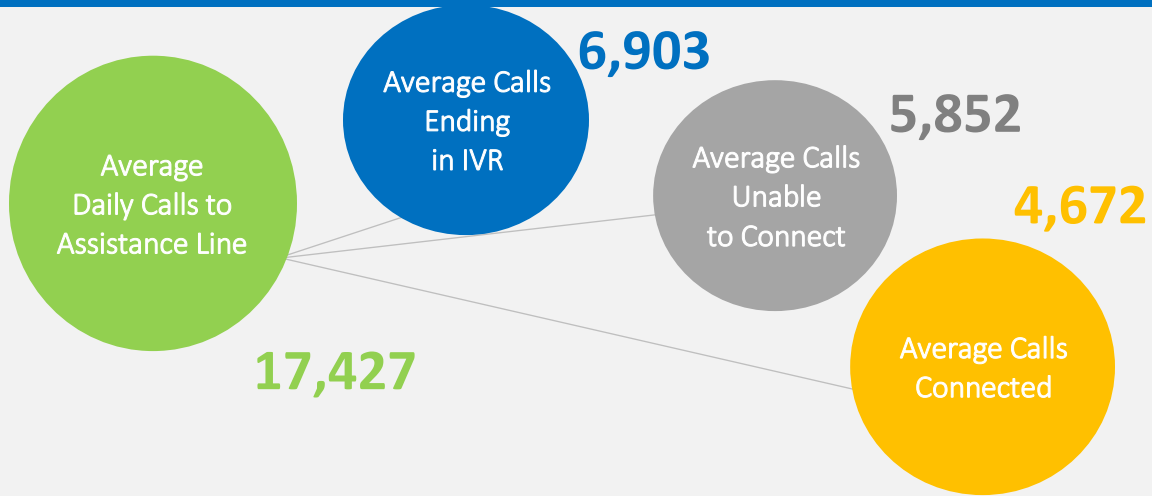

Average Lobby Waiting Time

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.
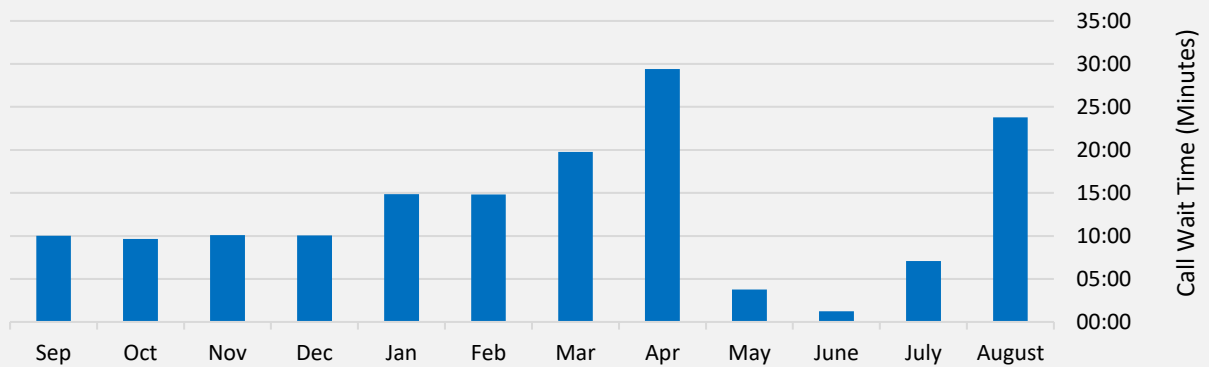
ASSISTANCE LINE

Average Daily Calls to Assistance Line
17,427

Average Calls Ending in IVR
6,903

Average Calls Unable to Connect
5,852

Average Calls Connected
4,672

Total Calls per Day

15,000

10,000

5,000

0

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

■ 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.

23 min

Call Wait Time (Minutes)

35:00
30:00
25:00
20:00
15:00
10:00
05:00
00:00

Sep Oct Nov Dec Jan Feb Mar Apr May June July August
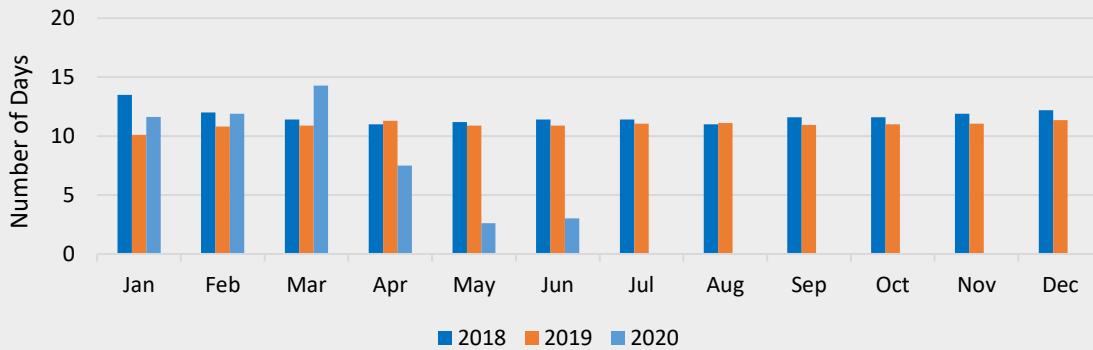
⚙️ PROCESSING

Average Processing Days for New SNAP Applications

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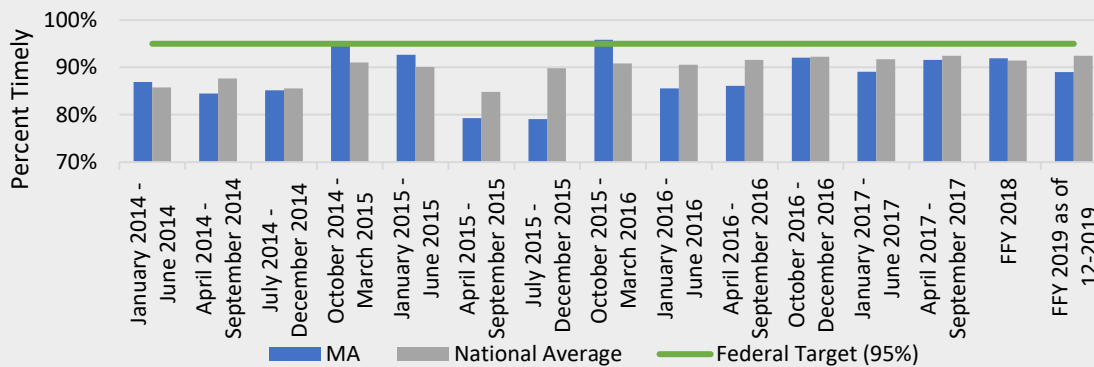
3 Days

SNAP Application Processed Timely

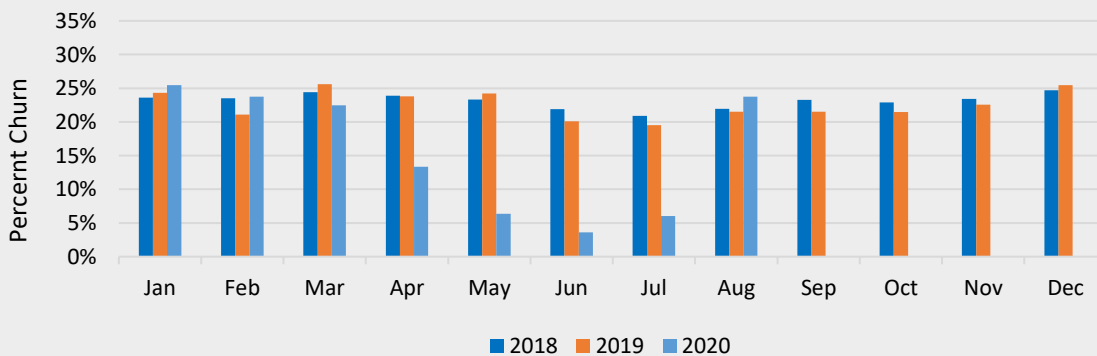*This is the percentage of applications that are processed within federal timeframes.*

89%

SNAP Churn

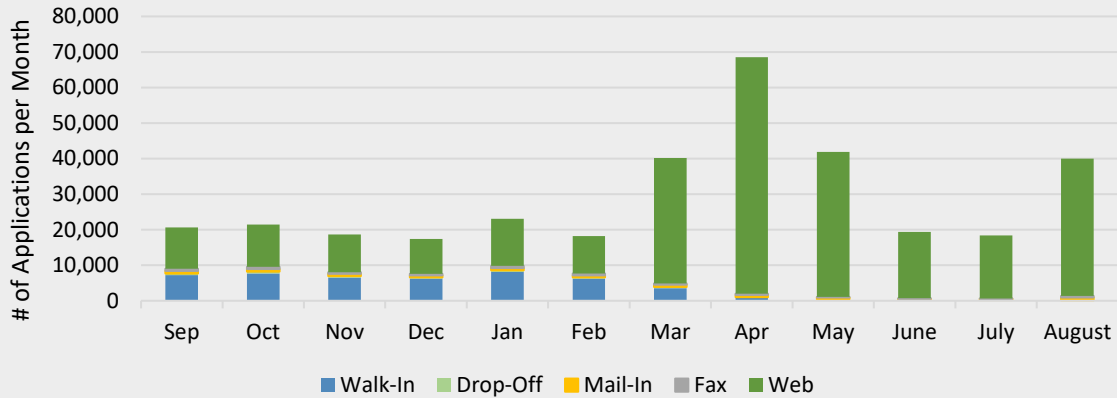*This is the percentage of applicants each month that 90 days prior were active clients.*
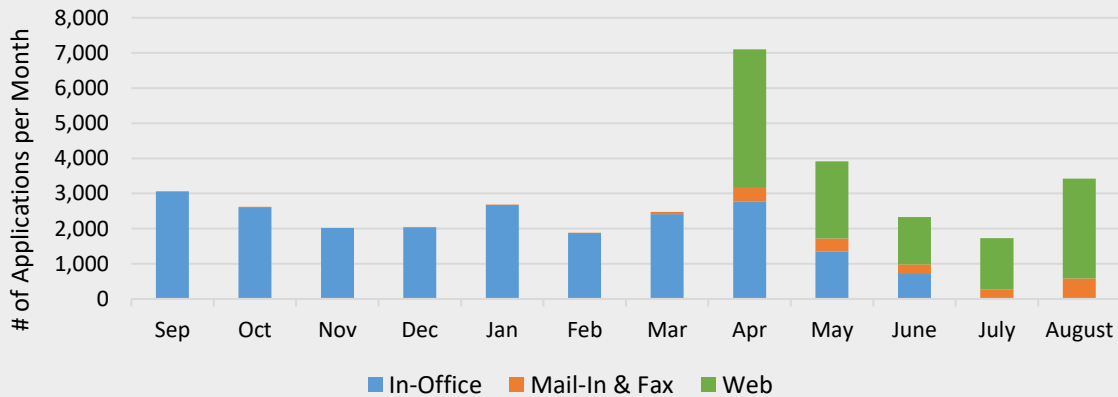
24%

⚙️ PROCESSING

Monthly SNAP Applications Received

40,435

Bar chart: # of Applications per Month (0–80,000) by month (Sep–August). Categories: Walk-In, Drop-Off, Mail-In, Fax, Web.

Monthly TAFDC Applications Received

4,546

Bar chart: # of Applications per Month (0–8,000) by month (Sep–August). Categories: In-Office, Mail-In & Fax, Web.

Monthly EAEDC Applications Received

1,478

Bar chart: # of Applications per Month (0–3,000) by month (Sep–August). Categories: In-Office, Mail-In & Fax, Web.
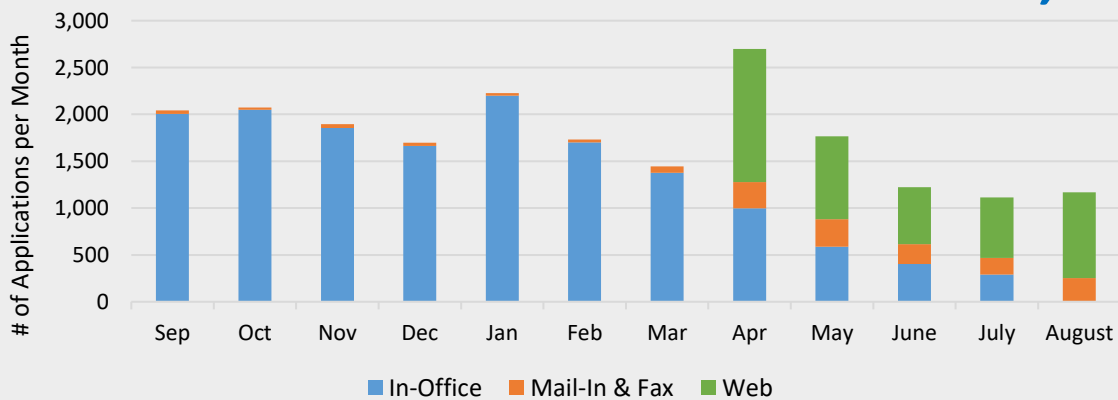
EAEDC ENROLLMENT

EAEDC Recipients **21,717**

EAEDC Households **21,534**

Recipients Age 60+	Recipients With a Disability	Recipients Age 18 or under
10,257	**12,169**	**484**

EAEDC Caseload

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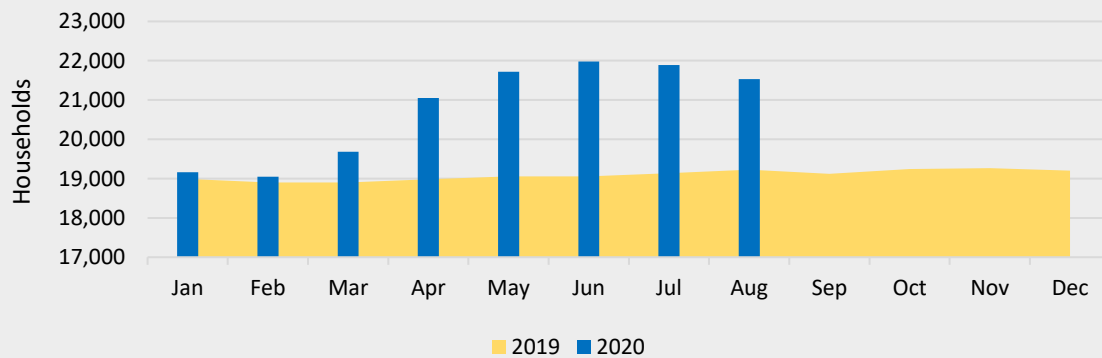
EAEDC Caseload Trends

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

TAFDC ENROLLMENT

TAFDC Recipients **69,716**
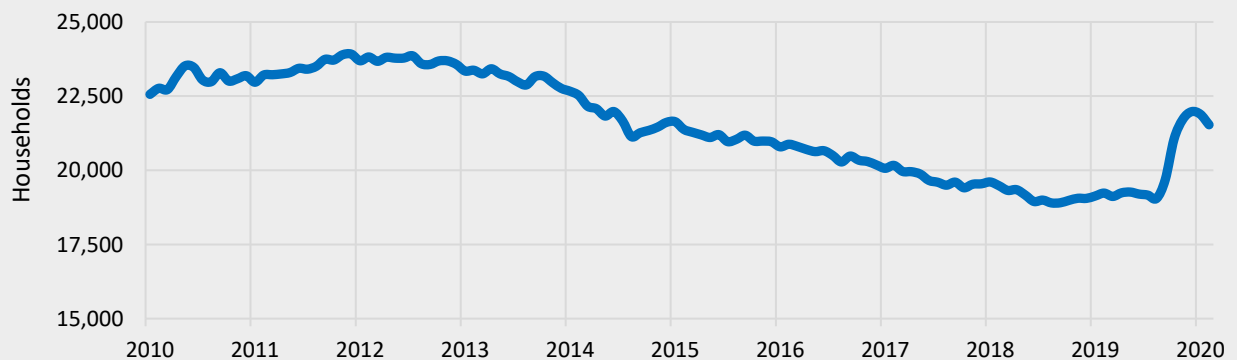
TAFDC Households **29,501**

Recipients Age 60+
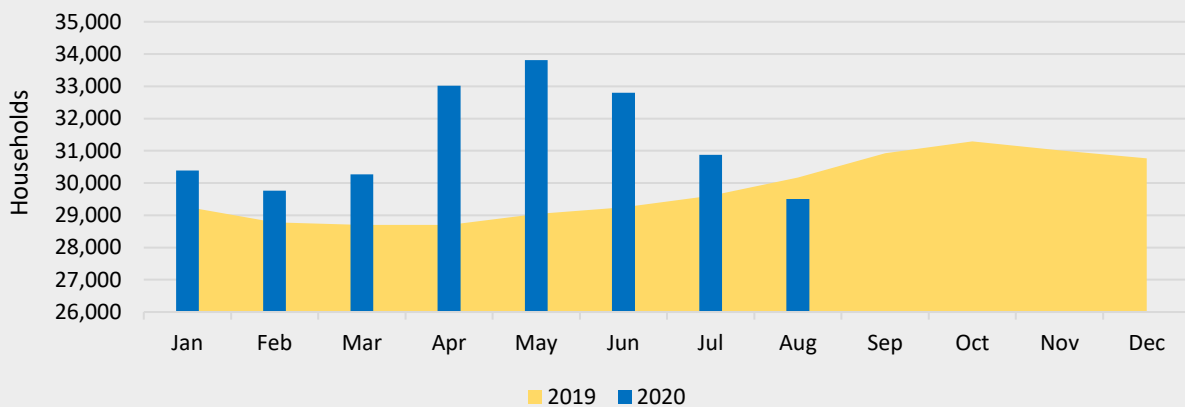**103**

Recipients With a Disability
4,139

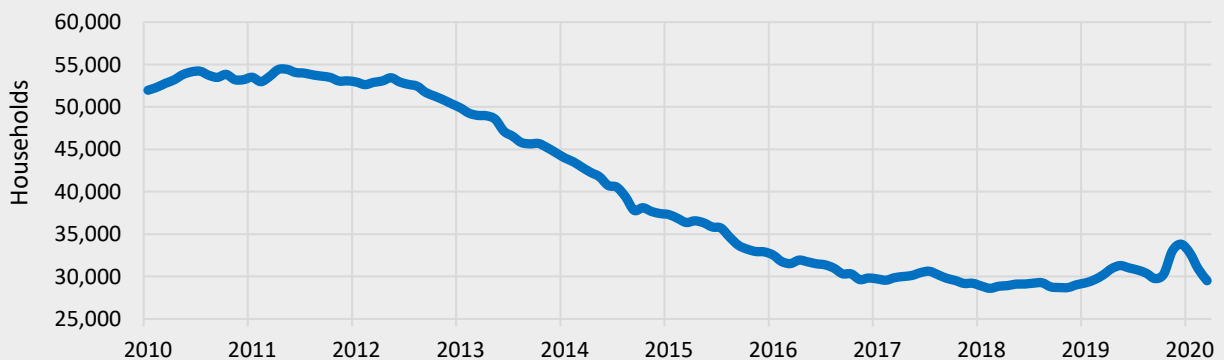Recipients Age 18 or under
49,553

TAFDC Caseload

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