

Sign-On Letter

In Support of Amendment #899 to Fund DTA SNAP Caseworkers

Please Co-Sponsor Amendment #899 filed by Representative LeBouef (D-Worcester)

Dear members of the Central MA delegation,

We, advocates and community partners in Central Massachusetts alongside the Worcester County Food Bank and the Center on Food Equity, urge you to support critical funding for SNAP caseworkers at DTA. Amid high food prices and economic uncertainty, SNAP access is crucial. In Massachusetts, access has weakened from staffing shortages, preventing eligible families from receiving benefits. This funding will match the H.2 proposal for DTA Caseworkers (Line Item 4400-1100) to retain critical DTA staff.

Today, SNAP caseworkers in Massachusetts handle roughly 1,300 cases per worker, up from about 850 cases per worker before COVID. This workload is unsustainable. As a result, in 2025, DTA was unable to successfully connect with families on 68 percent of calls from residents trying to reach a caseworker. Required documents are taking weeks to process, leaving families in limbo with no clarity about when, or whether, their benefits will arrive.

The consequences are severe and measurable. Over the past 18 months, 50,000 children in Massachusetts have lost SNAP benefits, a 14 percent decline, even as food insecurity remains high. At the same time, an estimated 400,000 MassHealth recipients are likely eligible for SNAP but are not receiving it.

Behind these numbers are real people: workers reporting job hours but losing benefits because their cases are not processed, parents disconnected during interviews, and families lacking transportation or phone access told to call unanswered numbers. When families can not access SNAP, cities and local organizations bear the burden as food pantries face longer lines. Massachusetts is leaving nearly \$500 million in federal SNAP benefits unclaimed by not supporting case processing, funds that could help families, boost local businesses, and circulate economy-wide. The November shutdown revealed access failures; emergency responses helped, but a functioning system is necessary. Rep. LeBoeuf's amendment proposes funding DTA SNAP caseworkers to make SNAP work. Massachusetts values equity, dignity, and opportunity. Funding workers ensures reliable access to food for communities. We urge support for the amendment and staffing to improve SNAP accessibility across the Commonwealth.

Respectfully,
JOSEFINA VELEZ