Online Guide Transmittal 2014-5
November 7, 2014

To: **Department of Transitional Assistance Staff**

From: **Anne O'Sullivan, Assistant Commissioner for Policy, Program and External Relations**

Re: **Additions to the Business Process Redesign Book in the Online Guide**

Overview

Business Process Redesign moved the Department from a case ownership model to a First Available Worker (FAW) Model for SNAP-only eligibility determination and case maintenance. Additionally, the statewide DTA Assistance Line, with enriched Interactive Voice Response (IVR) services has improved client service and supported the new FAW model.

BEACON Online Guide Book/Pages Changes

The following Book/Pages have been added:

Topic: Business Process Redesign (BPR)
Book: Procedures
Chapter: Cash Procedures
Page: What to Do When a Cash Client Applies at a TAO That Does Not Serve Their Catchment Area

Topic: Business Process Redesign (BPR)
Book: BPR Overview
Page: DTA Staff: Updating Your Status in BEACON

Topic: Business Process Redesign (BPR)
Book: Procedures
Chapter: Phone Procedures
Page: Handling MassHealth Related Inquiries

BEACON Online Guide Book/Pages Changes (continued)

Topic:	Business Process Redesign (BPR)
Book:	Procedures
Chapter:	Processing Procedures
Page:	Processing Actions Associated with Bay State CAP Cases

Topic:	Business Process Redesign (BPR)
Book:	Procedures
Chapter:	In-Person Procedures
Page:	Processing SNAP Applications When the Applicant Leaves the TAO Before the Interview is Completed

Topic:	Business Process Redesign (BPR)
Book:	BPR Overview
Page:	SNAP-Only Queue Assignment

The following Book/Pages have been moved:

Topic:	Business Process Redesign (BPR)
Book:	Procedures
Chapter:	In-Person Procedures (previously located in Front Office Procedures)
Page:	Requesting and Completing a SNAP In-Person Action in BEACON

Topic:	Business Process Redesign (BPR)
Book:	Procedures
Chapter:	In-Person Procedures (previously located in Front Office Procedures)
Page:	Processing Dropped-Off SNAP Applications

Topic:	Business Process Redesign (BPR)
Book:	Procedures
Chapter:	Cash Procedures (previously located in Front Office Procedures)
Page:	Completing a Notification in BEACON

Questions   If you have any questions, please have your Hotline designee call the Policy Hotline.