



***Commonwealth of Massachusetts  
Executive Office of Health and Human Services  
Department of Transitional Assistance***

DEVAL L. PATRICK  
Governor

JOHN W. POLANOWICZ  
Secretary

STACEY MONAHAN  
Commissioner

**Online Guide Transmittal 2014-7  
December 5, 2014**

**To:** Department of Transitional Assistance Staff  
**From:** Anne O'Sullivan, Assistant Commissioner for Policy, Program and External Relations  
**Re:** Business Process Redesign Updates

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**Overview**

To ensure that all clients are treated fairly and to assist case managers in the accurate delivery of benefits, updates continue to be made to existing BPR procedures identified in the Guide.

As the Department continues to assess the new BPR model, it has become evident that a number of clarifications are necessary. The updated pages described in this Transmittal are the result of the data collected by Central Office and issues that have been raised by staff.

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**Purpose**

The following pages have been added to the Business Process Redesign (BPR) section of the Online Guide:

- Printing Document Cover Sheets
- Missing Cash Documents
- Completing BEACON Narratives (Cash)

The following pages in the Business Process Redesign (BPR) section of the Online Guide have been updated:

- Processing Queue
- Greeting TAO Visitors
- WAC – Managing the Waiting Area (formerly titled Managing the Waiting Area)

**Purpose  
(continued)**

- WAC – Completing Transactions in the Waiting Area (formerly titled Completing Transactions in the Waiting Area by the WAC)
  - Completing BEACON Narratives (SNAP) (formerly titled Completing BEACON Narratives)
  - Hours of Operation (Processing Queue)
  - Re-indexing Misidentified Documents
  - Missing SNAP Documents (formerly titled Missing Documents)
  - Completing a Notification in BEACON
  - Processing Unidentified Documents
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**New BEACON  
Online Guide  
Pages**

**Topic:** Business Process Redesign (BPR)  
**Book:** Procedures  
**Chapters:** Front Office, Processing and Cash Procedures  
**Page:** Printing Document Cover Sheets

**Topic:** Business Process Redesign (BPR)  
**Book:** Procedures  
**Chapter:** Cash Procedures  
**Page:** Completing BEACON Narratives (Cash)

**Topic:** Business Process Redesign (BPR)  
**Book:** Procedures  
**Chapter:** Cash Procedures  
**Page:** Missing Cash Documents

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**Updated  
BEACON Online  
Guide  
Books/Pages**

**Topic:** Business Process Redesign (BPR)  
**Book:** BPR Overview  
**Page:** Processing Queue

**Topic:** Business Process Redesign (BPR)  
**Book:** Procedures  
**Chapter:** Front Office Procedures  
**Page:** Greeting TAO Visitors

**Topic:** Business Process Redesign (BPR)  
**Book:** Procedures  
**Chapter:** Front Office Procedures  
**Page:** WAC – Managing the Waiting Area (formerly titled Managing the Waiting Area)

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**Updated  
BEACON Online  
Guide  
Books/Pages  
(continued)**

**Topic:** Business Process Redesign (BPR)  
**Book:** Procedures  
**Chapter:** Front Office Procedures  
**Page:** WAC – Completing Transactions in the Waiting Area (formerly titled Completing Transactions in the Waiting Area by the WAC)

**Topic:** Business Process Redesign (BPR)  
**Book:** Procedures  
**Chapter:** Processing Procedures  
**Page:** Completing BEACON Narratives (SNAP) (formerly titled Completing BEACON Narratives)

**Topic:** Business Process Redesign (BPR)  
**Book:** Procedures  
**Chapter:** Processing Procedures  
**Page:** Hours of Operation (Processing Queue)

**Topic:** Business Process Redesign (BPR)  
**Book:** Procedures  
**Chapter:** Processing Procedures  
**Page:** Missing SNAP Documents (formerly titled Missing Documents)

**Topic:** Business Process Redesign (BPR)  
**Book:** Procedures  
**Chapters:** Processing and Cash Procedures  
**Page:** Re-indexing Misidentified Documents

**Topic:** Business Process Redesign (BPR)  
**Book:** Procedures  
**Chapter:** Cash Procedures  
**Page:** Completing a Notification in BEACON

**Topic:** Business Process Redesign (BPR)  
**Book:** Procedures  
**Chapter:** Central Office Procedures  
**Page:** Processing Unidentified Documents

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**Questions**

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

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