



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


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**Online Guide Transmittal 2017-100
December 1, 2017**

To: Department of Transitional Assistance Staff
From:  Raul Sutliff, Assistant Commissioner for Field Operations
Re: SNAP: Follow-Up Actions

Overview

The Department continually strives to enhance the tools developed to allow staff to do their work more efficiently. To that end, EHS IT visited the New Bedford TAO to elicit suggestions from staff for improving BEACON functionality and usability.

Many of the changes suggested and scheduled for production effective 12/01/2017 intend to reduce both repetitive work and case errors. The hope is that these enhancements will increase BEACON efficiency to assist case managers perform their jobs and streamline processing client requests to provide them with services and benefits in a timely fashion.

SNAP case managers document and schedule any next-steps that must be taken on a case. A BEACON change will add a new case maintenance action called a Follow-Up Action, to be created by SNAP case managers to schedule follow-up work.

Purpose

This Online Guide Transmittal:

- introduces the Follow-Up Action;
- informs staff of Online Guide pages revised with instructions for when and how to create it; and
- obsoletes an Online Guide page.

**Revised Online
Guide Pages**

Topic: Business Process (BP)
Book: Procedures (BP)
Chapter: Processing Procedures
Page: Creating Follow-Up Actions

Topic: Business Process (BP)
Book: Procedures (BP)
Chapter: Processing Procedures
Page: Dismissing an Action

**Obsolete Online
Guide Page**

Topic: Business Process (BP)
Book: Procedures (BP)
Chapter: Processing Procedures
Page: Completing Actions That Require Additional Research

Questions

If you have any policy or procedural questions, after conferring with the appropriate TAO personnel, please have your Systems Information Specialists or TAO management email the DTA Mailbox.

Systems issues should be directed to the Systems Support Help Desk.
