



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

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Governor


MARYLOU SUDDERS  
Secretary

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Commissioner

**Online Guide Transmittal 2020-36**

**May 12, 2020**

**To: Department of Transitional Assistance Staff**  
**From:  Sarah Stuart, Associate Commissioner for Change Management**  
**Re: Cross Programs: ADA Interim Updates due to COVID-19**

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**Overview**

Due to the COVID-19 health crisis and closure of TAO offices, procedural and interim operational changes are required for the implementation and management of ADA accommodations.

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**Purpose**

The purpose of this Online Guide Transmittal is to provide temporary procedural changes for:

- Clients with a disability with a waived SNAP application interview; and,
  - alternative communication options for clients.
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**SNAP  
Application  
Interview Waiver**

When a grantee indicates that they are disabled on a SNAP application workers are to attempt 3 cold calls in order to complete the ADA workflow.

- If contact is made with the client ADA questions must be asked along with any other outstanding questions pertaining to mandatory and optional verifications. The narrative must detail responses by client.
- If the client does not answer the third cold call, all other procedures remain the same. The worker must detail in the narrative that 3 cold call attempts were made, and that accommodation screening must occur at next client contact.

**IMPORTANT:** Workers must not edit the *Accommodations/Special Assistance Request* page unless client contact is made and the workflow is completed with the client. The workflow must remain as requires reedit so that it can be addressed by the next worker.

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**Alternate  
Accommodation**

In-Office, Home Visit, and VRI Accommodations:

Due to the temporary closure of TAOs, new requests for in-office accommodations must not be approved. The case manager must work with the client to find the best alternative accommodation to meet their need and preference. Consult with your CAC when needed.

Clients with accommodations to bring their own ASL Interpreter to in-person interviews may request ASL Remote Accommodation.

Written Communication Accommodations:

If a client has an accommodation to communicate in writing refer to your CAC who can arrange for electronic options.

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**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 them to DTA.Procedural Issues.

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

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