



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

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**Online Guide Transmittal 2014-6  
November 21, 2014**

**To: Department of Transitional Assistance Staff**

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

**Re: Changes to the Business Process Redesign Section of the Online Guide**

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**Overview**

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

- Missing Documents
- Locating TAO Information by Catchment Area
- Manager Level Review
- SNAP Recertifications and Interim Reports Deemed Urgent
- SNAP Recertifications Deemed Urgent (Combo Cases)

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

- Dropped-Off SNAP Applications
  - Supervisory Review Actions
  - Dismissing an Action
  - Creating Follow-Up Actions
  - Completing BEACON Narratives
  - Handling Incomplete/Unsigned Forms
  - Phone Queue Actions
  - Receiving Calls in the Phone Queue
  - Phone Queue
  - SNAP Only Queue Assignment
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**New BEACON  
Online Guide  
Pages**

<b>Topic:</b>	Business Process Redesign (BPR)
<b>Book:</b>	Procedures
<b>Chapter:</b>	Processing Procedures
<b>Page:</b>	Missing Documents
<b>Topic:</b>	Business Process Redesign (BPR)
<b>Book:</b>	BPR Overview
<b>Page:</b>	Locating TAO Information by Catchment Area
<b>Topic:</b>	Business Process Redesign (BPR)
<b>Book:</b>	Procedures
<b>Chapter:</b>	Processing Procedures
<b>Page:</b>	Manager Level Review
<b>Topic:</b>	Business Process Redesign (BPR)
<b>Book:</b>	Procedures
<b>Chapter:</b>	In-Person Procedures
<b>Page:</b>	SNAP Recertifications and Interim Reports Deemed Urgent
<b>Topic:</b>	Business Process Redesign (BPR)
<b>Book:</b>	Procedures
<b>Chapter:</b>	Cash Procedures
<b>Page:</b>	SNAP Recertifications Deemed Urgent (Combo Cases)

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**Updated  
BEACON Online  
Guide  
Books/Pages**

<b>Topic:</b>	Business Process Redesign (BPR)
<b>Book:</b>	Procedures
<b>Chapter:</b>	In-Person Procedures
<b>Page:</b>	Dropped-Off SNAP Applications (previously titled: Processing Dropped-Off SNAP Applications)
<b>Topic:</b>	Business Process Redesign (BPR)
<b>Book:</b>	Procedures
<b>Chapter:</b>	Processing Procedures
<b>Page:</b>	Supervisory Review Actions (previously titled: Requesting and Completing Supervisory Review Actions )
<b>Topic:</b>	Business Process Redesign (BPR)
<b>Book:</b>	Procedures
<b>Chapter:</b>	Processing Procedures
<b>Page:</b>	Dismissing an Action

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

<b>Topic:</b>	Business Process Redesign (BPR)
<b>Book:</b>	Procedures
<b>Chapter:</b>	Processing Procedures
<b>Page:</b>	Creating Follow-Up Actions
<b>Topic:</b>	Business Process Redesign (BPR)
<b>Book:</b>	Procedures
<b>Chapter:</b>	Processing Procedures
<b>Page:</b>	Completing BEACON Narratives
<b>Topic:</b>	Business Process Redesign (BPR)
<b>Book:</b>	Procedures
<b>Chapter:</b>	Processing Procedures
<b>Page:</b>	Handling Incomplete/Unsigned Forms
<b>Topic:</b>	Business Process Redesign (BPR)
<b>Book:</b>	Procedures
<b>Chapter:</b>	Phone Procedures
<b>Page:</b>	Phone Queue Actions (previously titled: Creating and Completing SNAP Phone Queue Actions in BEACON)
<b>Topic:</b>	Business Process Redesign (BPR)
<b>Book:</b>	Procedures
<b>Chapter:</b>	Phone Procedures
<b>Page:</b>	Receiving Calls in the Phone Queue
<b>Topic:</b>	Business Process Redesign (BPR)
<b>Book:</b>	BPR Overview
<b>Page:</b>	Phone Queue
<b>Topic:</b>	Business Process Redesign (BPR)
<b>Book:</b>	BPR Overview
<b>Page:</b>	SNAP Only Queue Assignment

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**Questions**

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

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