



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

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**Online Guide Transmittal 2015-15
May 1, 2015**

To: Department of Transitional Assistance Staff

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

Re: SNAP: Requesting and Completing SNAP Actions

Overview

As a result of procedural and BEACON functionality changes associated with BEACON Builds 47.2b and 47.3 and to clarify instructions for completing Actions in all three SNAP queues, the following Online Guide pages have been revised:

- Supervisory Review Actions
- Requesting and Completing a SNAP Processing Action
- Requesting and Completing a SNAP In Person Action
- Phone Queue Actions
- Creating Follow-Up Actions

**Updated
BEACON Online
Guide Pages**

Topic: Business Process Redesign
Book: Procedures
Chapter: Processing Procedures
Page: Supervisory Review Actions

Topic: Business Process Redesign
Book: Procedures
Chapter: Processing Procedures
Page: Requesting and Completing a SNAP Processing Action

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

Topic: Business Process Redesign
Book: Procedures
Chapter: Phone Procedures
Page: Phone Queue Actions

Topic: Business Process Redesign
Book: Procedures
Chapter: Processing Procedures
Page: Creating Follow-Up Actions

Questions

If you have any questions, please email the DTA Mailbox. Systems questions should be directed to the Systems Support Help Desk.
