



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

CHARLES D. BAKER
Governor

MARYLOU SUDDERS
Secretary

KARYN POLITO
Lieutenant Governor

THOMAS G. MASSIMO
Acting Commissioner

**Online Guide Transmittal 2015-17
April 16, 2015**

To: Department of Transitional Assistance Staff

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

Re: SNAP Appointments and Interviews

Overview

Effective March 2, 2015, with BEACON Build 47.3, new BEACON functionality was implemented to ensure that SNAP application appointments are scheduled in a timely manner and that applicants who miss scheduled telephone interviews receive a NOMI in the event that these actions were missed.

**Updated
BEACON Online
Guide Pages**

To reinforce and update Business Process Redesign (BPR) procedural changes related to SNAP appointments and interviews, the following Online Guide pages have been revised:

Topic: Business Process Redesign
Book: Procedures
Chapter: Processing Procedures
Page: Scheduling In-Person SNAP Appointments

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

Topic: Business Process Redesign
Book: Procedures
Chapter: Processing Procedures
Page: Scheduling SNAP Telephone Appointments

Topic: Business Process Redesign
Book: Procedures
Chapter: Processing Procedures
Page: Completing Scheduled SNAP Telephone Appointments

Topic: Business Process Redesign
Book: Procedures
Chapter: Processing Procedures
Page: Conducting Cold Calls for SNAP Application and Recertification

Questions

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