



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

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**Online Guide Transmittal 2016-23**  
**April 29, 2016**

**To:** (4) Department of Transitional Assistance Staff  
**From:** Sarah Stuart, Associate Commissioner for Program and Policy  
Implementation  
, Paul Sutliff, Assistant Commissioner for Field Operations  
**Re:** **Harper Adverse Action Pilot in Dudley Square, Worcester and  
Springfield Liberty TAOs**

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**Overview**

As a result of the *Harper* settlement, DTA will conduct an Adverse Action Pilot for six months in three TAOs: Dudley Square, Worcester and Springfield Liberty. The pilot will allow DTA to examine the effectiveness of contacting clients who have pending negative case actions and assisting the client to avoid the negative action where possible. Clients for the pilot will be selected for each TAO on May 15, 2016. If a client moves out of the TAO during the pilot project s/he will no longer be included, but will be included again if s/he returns to the same TAO. Clients who transfer into the pilot TAOs who were in another TAO at the start of the pilot will not be included in the pilot.

No other TAOs are included in the pilot.

For the purposes of this project, an Adverse Action is an action taken by DTA to reduce or terminate benefits.

In this build (BEACON Build 48.4) there are also minor updates to BEACON to assist staff in implementing *Harper*.

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**Purpose**

The purpose of this Online Guide update is to provide staff in the impacted TAOs with procedures to follow regarding the Adverse Action Pilot, and to inform them about changes in the Adverse Action view, which Client Assistance Coordinators (CACs) use to contact clients included in the pilot. In addition, staff is informed about the minor updates described in the details section below.

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**Details of  
Adverse Action  
Pilot**

The Adverse Action Pilot will be conducted in the following TAOs:

- Dudley Square;
- Springfield Liberty; and
- Worcester.

It will begin May 15, 2016 and continue for six months.

In each of the pilot TAOs, Client Assistance Coordinators (CACs) will review the Adverse Actions View every day. It has been enhanced to provide those CACs with additional information about clients with planned terminations or reductions who are also disabled. TAFDC, EAEDC and cash-combo cases are included in the pilot. SNAP-only cases are not included.

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**Details of  
Adverse Action  
Pilot  
(continued)**

Clients appearing on this View are identified as disabled using at least one of the following criteria:

- receives SSI or RSDI;
- has a TAFDC disability exemption;
- has a TAFDC presumptive disability exemption;
- receives EAEDC due to a disability;
- has an approved accommodation recorded on the BEACON Accommodation/Special Assistance Screening page; or
- has a "Not Requested" status Accommodation request and has checked this box in the Difficulty tab in the Accommodation/Special Assistance Screening page: "No assistance requested at this time, but may want accommodation in the future."

For each client appearing on the View, CACs will take the adverse action steps described in the Online Guide at Adverse Action Steps by Client Assistance Coordinators. This includes contacting every client who appears on the View to determine if additional assistance from the CAC results in averting the closing or reduction in benefits.

BEACON has been updated in the following areas:

- When a client with an ADA accommodation is transferred to another TAO, the client will automatically appear on the CAC's views for the new TAO; and
  - Staff may now select Any Time as an option for the time of an appointment time restriction remedy. If Any Time is selected, the remedy will be in effect all day on a particular day.
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**New BEACON  
Online Guide  
Pages**

**Topic:** Cross Programs  
**Book:** Harper/ADA  
**Chapter:** Adverse Action Pilot  
**Page:** Adverse Action Pilot Overview

**Topic:** Cross Programs  
**Book:** Harper/ADA  
**Chapter:** Adverse Action Pilot  
**Page:** Adverse Actions Pilot Steps by Client Assistance  
Coordinators (CACs)

**Topic:** Cross Programs  
**Book:** Harper/ADA  
**Chapter:** Adverse Action Pilot  
**Page:** Adverse Action Pilot Reasons for Closing or Benefit  
Reduction

**Topic:** Cross Programs  
**Book:** Harper/ADA  
**Chapter:** Adverse Action Pilot  
**Page:** Adverse Action Pilot Scripts

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**Revised  
BEACON Online  
Pages**

**Topic:** Cross Programs  
**Book:** Harper/ADA  
**Page:** Accommodations Views

**Topic:** Cross Programs  
**Book:** Harper/ADA  
**Page:** ADA Accommodation Process: Case Manager  
Approving Accommodation

**Topic:** TAFDC  
**Book:** Basic Case Activities & Maintenance  
**Chapter:** Transfer a Case  
**Page:** Transfer a Case - Overview

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**Revised  
BEACON Online  
Pages  
(continued)**

**Topic:** TAFDC  
**Book:** Basic Case Activities & Maintenance  
**Chapter:** Transfer a Case  
**Page:** Responsibilities of TAOs

**Topic:** TAFDC  
**Book:** Basic Case Activities & Maintenance  
**Chapter:** Transfer a Case  
**Page:** Transfer an Active Case — Scenario One - TAFDC

**Topic:** TAFDC  
**Book:** Basic Case Activities & Maintenance  
**Chapter:** Transfer a Case  
**Page:** Transfer When Present in More than one household -  
Scenario Two - TAFDC

**Topic:** TAFDC  
**Book:** Basic Case Activities & Maintenance  
**Chapter:** Transfer a Case  
**Page:** Transfer a Closed Case — Scenario Three - TAFDC

**Topic:** TAFDC  
**Book:** Basic Case Activities & Maintenance  
**Chapter:** Transfer a Case  
**Page:** Transfer a Case into Another Household — Scenario  
Four — TAFDC

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**Revised  
BEACON Online  
Pages**  
(continued)

<b>Topic:</b>	EAEDC
<b>Book:</b>	Basic Case Activities & Maintenance
<b>Chapter:</b>	Transfer a Case
<b>Page:</b>	Transfer a Case Overview — EAEDC
<b>Topic:</b>	EAEDC
<b>Book:</b>	Basic Case Activities & Maintenance
<b>Chapter:</b>	Transfer a Case
<b>Page:</b>	Responsibilities of TAOs — EAEDC
<b>Topic:</b>	EAEDC
<b>Book:</b>	Basic Case Activities & Maintenance
<b>Chapter:</b>	Transfer a Case
<b>Page:</b>	Transfer an Active Case — Scenario One — EAEDC
<b>Topic:</b>	EAEDC
<b>Book:</b>	Basic Case Activities & Maintenance
<b>Chapter:</b>	Transfer a Case
<b>Page:</b>	Transfer a Closed Case — Scenario Two — EAEDC

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**Questions**

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

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