



*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

JEFF McCUE
Commissioner

**Online Guide Transmittal 2019-30
May 16, 2019**

To: Department of Transitional Assistance Staff

From:  Paul Sutliff, Assistant Commissioner for Programs and Field Operations

Re: Cross Programs: ADA Accommodation Process and Notice Enhancements

Overview

The Department is committed to ensuring equal access to services for clients with disabilities. In an ongoing effort to improve the accurate identification and implementation of accommodations made under the Americans with Disabilities Act (ADA) a series of improvements are being made. These improvements will streamline the delivery of services and enhance communication for clients with ADA accommodations.

Purpose

The purpose of this Online Guide Transmittal is to advise staff about:

- ADA BEACON enhancements;
 - ADA Notice changes; and
 - Revised ADA Online Guide pages
-

**BEACON
Changes**

Systems enhancements are being made that will provide more specific information for accommodation types and remedies. This will provide clear consistent information so that all staff, including Client Assistance Coordinators (CACs), will be able to clearly identify an accommodation and ensure that it is implemented. The following changes are being made to BEACON:

- New accommodation selection values added for difficulty Type and Remedy.
- New CAC Only designated accommodations reserved for selection by those with CAC user capability.
- New ADA Executive Only designated accommodations reserved for selection by those with ADA Executive capability for the remedies of Rule modifications and Other.
- New Accommodation disposition status of Abandoned to allow CACs to process pending accommodation requests that cannot be approved or denied.
- A field to capture a client's Video Relay Service phone number.
- A valid mailing address for Helpers will be mandatory and the role can be removed.
- An asset that is noncountable due to an approved ADA Program Rule Modification has been added to the inaccessibility reason list.

**Notice
Enhancements**

The new Type and Remedy values will enable ADA related notices to be populated with more clear information. Detailed language of accommodation requests, remedies and notification of the Department's actions will be displayed for clients. Other notices were also updated including:

- Updates to CAC Appointment letters to inform clients that a pending request that is not responded to within 30 days will be considered abandoned.
- Addition of how to request help due to a disability language to all appointment letter types.

**ADA
Accommodation
Conversion**

A desk review will be completed for all clients with an existing ADA accommodation. TAO managers will oversee the implementation and progress of this conversion. A weekly report will be provided under separate cover until all cases are converted.

**Revised Online
Guide Pages**

Topic: EAEDC
Book: Financial Requirements
Chapter: Assets
Page: Countable Assets

Topic: TAFDC
Book: Financial Requirements
Chapter: Assets
Sub-Chapter: Countable Assets
Page: Asset Types - Vehicles

Topic: TAFDC
Book: Services
Chapter: Learning Disabilities
Page: Learning Disability Screening Overview

Topic: Cross Programs
Book: Appointments
Chapter: EAEDC Appointments
Page: Schedule Appointment Page – EAEDC

Topic: Cross Programs
Book: Appointments
Chapter: EAEDC Appointments
Page: Appointment Book – EAEDC

Topic: Cross Programs
Book: Appointments
Chapter: TAFDC Appointments
Page: Schedule Appointment Page – TAFDC

Topic: Cross Programs
Book: Appointments
Chapter: TAFDC Appointments
Page: Appointment Book – TAFDC

Topic: Cross Programs
Book: Harper/ADA
Page: ADA and Reasonable Accommodations

Topic: Cross Programs
Book: Harper/ADA
Page: Recognizing an ADA Accommodation Request

Topic: Cross Programs
Book: Harper/ADA
Page: ADA TAO Accommodation Teams

**Revised Online
Guide Pages
(cont.)**

Topic: Cross Programs
Book: Harper/ADA
Page: ADA Accommodation Process Accommodation Special Assistance Request

Topic: Cross Programs
Book: Harper/ADA
Page: ADA Accommodation Process Accommodation Special Assistance CAC Referral Page

Topic: Cross Programs
Book: Harper/ADA
Page: ADA Accommodation Process Accommodation Special Assistance Screening Page

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

Topic: Cross Programs
Book: Harper/ADA
Page: ADA Accommodation Process Accommodation Special Assistance Print Disability Accommodation Medical Form Page

Topic: Cross Programs
Book: Harper/ADA
Page: ADA Accommodation Process CAC Processing Referral

Topic: Cross Programs
Book: Harper/ADA
Page: Accommodation Special Assistance Disposition Page

Topic: Cross Programs
Book: Harper/ADA
Page: Accommodation Special Assistance Disposition Tracking

Topic: Cross Programs
Book: Harper/ADA
Page: ADA Approval

Topic: Cross Programs
Book: Harper/ADA
Page: ADA Accommodation Page

**Revised Online
Guide Pages
(cont.)**

Topic: Cross Programs
Book: Harper/ADA
Page: ADA Reasonable Accommodation Decision Timelines

Topic: Cross Programs
Book: Harper/ADA
Page: Available Auxiliary Aids

Topic: Cross Programs
Book: Harper/ADA
Page: Schedule Appointment Page - CACs

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 the DTA Procedural Mailbox.

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