



*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

AMY KERSHAW  
Commissioner

**Online Guide Transmittal 2020-71  
October 29, 2020**

**To: Department of Transitional Assistance Staff**

**From:**  **Sarah Stuart, Associate Commissioner for Change Management**

**Re: Cross Programs: ADA Accommodations During Temporary COVID Operations**

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**Overview**

The Department is currently operating and delivering services under several temporary procedures due to the COVID-19 pandemic. Certain waivers, procedural and operational modifications have been put in place to ensure that benefits are available and accessible while balancing staff and client safety. Per established procedures, the *Accommodations/Special Assistance* workflow is required for completion when client contact is made at:

- application;
- recertification/reevaluation
- upon request for a disability exemption; or
- when a client is requesting an accommodation

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**Purpose**

The purpose of this Online Guide Transmittal is to advise staff of a new OLG page that emphasizes the continued expectations regarding implementation and adherence to ADA accommodations and critical case updates.

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**New Online  
Guide Page**

**Topic:** Cross Programs

**Book:** Harper/ADA

**Page:** ADA Accommodation Process: Staff Responsibilities During  
Temporary COVID Operations

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**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 them to DTA.Procedural Issues.

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

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