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

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Secretary

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Commissioner

Online Guide Transmittal 2016-17
March 25, 2016

To: **Department of Transitional Assistance Staff**

From: **Anne O'Sullivan, Assistant Commissioner for Change Management**

Re: **BEACON Enhancements for Accommodation Request Processing Under *Harper, et al. vs. Massachusetts Department of Transitional Assistance***

Overview

Harper, et al. v. Massachusetts Department of Transitional Assistance (DTA) was a class action lawsuit brought by disabled clients alleging that the Department violated the Americans with Disabilities Act by failing to provide disabled clients with equal access to Department benefits. Improving services to these clients is the objective of the *Harper, et al. v. Massachusetts Department of Transitional Assistance (DTA)* settlement.

Effective with BEACON Build 48.3, scheduled for April 4, 2016, multiple enhancements are being made to Views and other BEACON functionality. These enhancements will assist Client Assistance Coordinators (CAC) and other DTA staff with tracking and providing client accommodations.

The Department is committed to ensuring that all applicants and clients have equal access to all benefits and services regardless of disability.

Purpose   The purpose of this transmittal is to inform DTA staff of the following changes:

- BEACON will prohibit scheduling of appointments by DTA staff that conflict with an accommodation involving appointment times, days or interview locations. This includes appointments for home visits or telephonic interviews;

- BEACON will not schedule automatic appointments that conflict with an accommodation involving appointment times, days or interview locations. This includes appointments for home visits or telephonic interviews;

- Case managers may no longer delete difficulties or remedies without the agreement of a CAC and their TAO Accommodation team;

- A blue CAC circle with a "+" sign has been created for clients with an ADA accommodation who also have an authorized representative assisting them;

- Three new Accommodations views have been created to assist CACs in monitoring accommodations:
  - ✓ Track Appointments;
  - ✓ Track Communication;
  - ✓ Track Notices;

- The Adverse Actions view has been changed to further assist CACs in monitoring accommodations;

- A new Actuate report entitled "Authorized Rep/Payee Report" has been created to list all authorized representatives and payees for every client, disabled or not; and

Additionally, some Online Guide pages have been updated with information related to the Harper settlement but not related to current BEACON changes.

**Updated
BEACON Online
Guide Pages**

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

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Page: Responding to Clients Requesting Assistance Due to a Disability

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Page: ADA and Assisting Clients

Topic: Cross Programs
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Page: Client Assistance Coordinator Responsibilities

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

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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: Client Assistance Coordinator (CAC) Processing Referral

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Page: Accommodation Special Assistance Disposition Page

Topic: Cross Programs
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Topic: Cross Programs
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Page: Schedule Appointment Page — Client Assistance
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Page: Guidelines for Providing Interpreter Services

Topic: Cross Programs
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Page:	TAO Staff and Switchboard Responsibilities

Topic:	Cross Programs
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Topic:	Cross Programs
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Chapter:	EAEDC Application Interview
Page:	Application Interview Preparation Activities

Topic:	Cross Programs
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Chapter:	EAEDC Application Interview
Page:	Application Interview Workflow Tab - RFA

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Page:	Appointment Overview - EAEDC

Topic:	Cross Programs
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Page:	Appointments - Overview

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Topic: Business Process (BP)
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Chapter: Processing Procedures
Page: Scheduling In-Person SNAP Appointments

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Page: Conducting Cold Calls for SNAP Application and Recertification

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Book: Eligibility Requirements
Chapter: Legal Permanent Residents
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Page: Disabled Noncitizen - SNAP

Topic: TAFDC
Book: Program Nonfinancial Requirements
Chapter: Noncitizen
Page: Disabled Noncitizens

Topic: TAFDC
Book: Basic Case Activities & Maintenance
Chapter: TAFDC Orientation
Page: FEW: TAFDC Group Orientation Sessions

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Chapter:	Temporary Absence from MA
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Topic:	TAFDC
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Chapter:	Living Arrangement
Subchapter:	Temporary Absence from MA
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Topic:	TAFDC
Book:	Basic Case Activities & Maintenance
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Topic:	EAEDC
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Topic:	EAEDC
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Page:	Case Manager Responsibilities

Topic:	TAFDC
Book:	Basic Case Activities & Maintenance
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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.