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

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**Online Guide Transmittal 2023-29**  
**April 7, 2023**

**To:** Department of Transitional Assistance Staff

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

**Re:** Cross Programs: Resuming the Ability to Schedule In-Office Appointments

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**Overview**

In March 2020, in response to the COVID-19 health emergency the Department closed local offices and temporarily suspended the mailing of all in-person appointment notices.

Effective April 7, 2023, the ability to schedule and generate in-office appointment letters has now resumed to ensure that clients who cannot be serviced through the phone, or prefer to conduct business in-person, have access to Department services at their local office.

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**Purpose**

This Online Guide Transmittal advises staff that the ability to schedule and generate in-office appointments for certain case activities has been reenabled.

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## Key Updates

In-office appointments are only be used when a client does not have an active contact number, has an ADA accommodation approved for in-person services, has HLS and it was determined it is not safe to call, or if they request to conduct their appointment at a local office.

The functionality for the following appointment types will be enabled in BEACON:

- Application In-Office: FS
- Reevaluation In-Office: EAEDC and SNAP
- Reevaluation In-Office: EAEDC only
- Reevaluation In-Office: SNAP only
- Reevaluation In-Office: TAFDC and SNAP
- Reevaluation In-Office: TAFDC only
- EBT Photo Card

Note: The following in-person appointment types were never suppressed, so functionality remains the same:

- Case Maint In-Office: Any Program
- Client Assistance Coordinator - In-Office
- Ext. Appt. In-Office

Economic Assistance staff must continue to use the Case Maint. In-Office: Any Program type workaround if required to schedule an in-person appointment for a TAFDC or EAEDC application interview. This includes TAFDC or EAEDC and SNAP combo application interviews.

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## Revised Online Guide Page

<b>Topic:</b>	COVID-19
<b>Page:</b>	Temporary COVID-19 Verification Procedures
<b>Topic:</b>	Harper – ADA – Disability Access
<b>Page:</b>	ADA Accommodations 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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