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Department of Transitional Assistance

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Online Guide Transmittal 2024-62
November 1, 2024

To: Department of Transitional Assistance Staff

From:  Sarah Stuart, Associate Commissioner for Local Implementation and Special Populations

Re: Cross Programs: Large Print on Benefit Decision Notices

Overview

The Department continues to strive to become more efficient and improve accessibility options for clients. Clients with an approved “Client Initiated - request for large print notices & forms CAC Only” accommodation must make contact with a Client Assistance Coordinator (CAC) when they receive a notice and would like it available in a larger font. CACs then manually reproduce the notice at the larger font size and resend it to the client. With a planned deployment date of October 31, 2024, all English and Spanish Benefit Decision Notices (BDNs) for clients with the accommodation for “DTA Notices and Forms: Client Initiated – request for large print notices & forms – CAC ONLY” will be automatically sent the BDN in large print.

Purpose

The purpose of this Online Guide Transmittal is to:

- inform staff that the BDN will be automatically printed in large print for clients with the accommodation for DTA Notices and Forms “Client Initiated – request for large print notices & forms CAC only;”
- advise staff of BEACON changes regarding notice font size and language filtering options; and
- remind staff of obligations related to assisting clients who need documents in larger font sizes than the system currently generates.

**BEACON
Functionality**

At this time automatic large print is available in English and Spanish only. If the client has another language listed in BEACON and it is one of the four other languages supported by the BDN—Haitian Creole, Portuguese, Vietnamese, Chinese—it will be generated in that language in regular size print. All other languages, other than Spanish, will be generated in English large print. Additionally, each time a large print BDN is automatically mailed to a client, a systems generated entry will be made on the Accommodation/Special Assistance Tracking page in BEACON to reflect that the accommodation has been implemented.

Staff can view the BDN and modify the view of the language and print size in the Client Communications folder. In the Client Communication folder, staff must select the BDN notice and then click the Notice Preview icon. Once the notice is opened, staff can change the notice view by clicking the drop-down menu on the right. The BDN views are available in:

- Original (The default notice view which will display in the English or Spanish large print it was generated in.)
 - Spanish (Spanish regular size print. This is only available for BDNs that were generated in Spanish large print.)
 - English (English regular size print. This is available for BDNs that were generated in English or Spanish large print.)
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**Large Print
Accommodation
Reminders**

Client Assistant Coordinators are still responsible to ensure implementation and tracking of the “Client Initiated – request for large print notices & forms CAC only” accommodation upon a client’s request.

All staff must review the Accommodation/Special Assistance workflow when applicable, including offering the large print option. Staff are to be particularly mindful of exploring this option with clients who are older and traditionally have been more likely to request this accommodation type.

**Revised Online
Guide Pages**

Topic: Harper – ADA – Disability Access
Page: ADA Accommodation Process Case Manager Approval

Topic: Harper – ADA – Disability Access
Page: Accommodation Special Assistance Disposition Tracking

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.

ADA Accommodation Process: Case Manager Approving Accommodation

If a requested ADA accommodation is something you would do **regardless** of whether a disability exists (e.g., help filling out the application or reevaluation), then you **do not need to** generate a referral to the Client Assistance Coordinator (CAC) for approval, but can, alone or with your supervisor, approve and implement the accommodation.

The accommodation is approved by filling out the three tabs of the Accommodation/Special Assistance Screening page. Accommodations must be reviewed at every application, reevaluation and recertification unless the interview is waived. If a client requests an accommodation, requests a modification to an existing accommodation or declines an accommodation, at any time, you must note in the narrative. An accommodation request can also be made verbally or in writing. Please review the client's scanned documents for such requests. If clarification is needed, you must reach out to the client.

Important	If the client expresses a preference to work with a CAC, a referral to the CAC must be made. Send a secure email to the CAC with the client's APID and a brief description of the client's request. Enter a detailed narrative. If not possible for an immediate referral, you must work with the client and the CAC to schedule a time for an appointment. The CAC must schedule an appointment for the client using the CAC Appointment letter. See Schedule Appointment Page – Client Assistance Coordinators (CACs)
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Accommodation/Special Assistance Screening tab

To record the accommodation, on the **Screening** tab you must:

1. fill out the Start and End dates of the accommodation:
 - a. if this is a one-time accommodation (such as the client needs to be seen for an appointment on the first floor due to a temporary mobility issue) the Start and End date would be the same date.
 - b. if this is a time-limited accommodation the Start and End date would be the date the accommodation was given and the expected End date entered.
 - c. if it is an ongoing accommodation (such as the client needs an ASL interpreter) the Start date is the current date and no End date is to be selected.

2. from the Contact drop-down box select the method of contact (how the client contacted you to request the accommodation):
 - a. Telephone
 - b. Letter
 - c. E-mail, or
 - d. In-person
3. enter the date of contact in the Contact date field
4. if the case closed within the last 60 days, when your cursor hovers over the Yes/No radio button, additional text will appear on the page which you must read: "I see your case recently closed. If you were having trouble working with the Department before because of a health or disability issue, let's talk about how to make sure that doesn't happen again. Do you think that your case closed because of a health or disability issue?"
 - a. if the client was closed or denied within the last 60 days and the client believes the closing was due to a disability or health problem, on the Closed/Denied for a claimed health/disability issue radio button, click Yes
 - b. if the client does not believe the closing was due to a disability or health problem, on the Closed/Denied for a claimed health/disability issue radio button, click No
5. use the Disability/Health problem field to record the client's response(s) to the question which appears in the Question field at the top of the page (What type of disability/health problem do you have? (Type of Disability/Health Problem Claimed)). The drop-down list is multi-selectable. The selections are:
 - a. Cognitive*/learning disability
 - b. Physical- mobility
 - c. Physical- visual or hearing or other sensory impairment
 - d. Chronic illness (e.g. cancer, diabetes, high blood pressure)
 - e. Mental/emotional*
 - f. No disability; client has other issue (client has other issues such as short illness, language barrier), or
 - g. I have a disability but don't need help

If a-e above were selected, the accommodation screening process will continue. If f-g were selected the accommodation screening process **must** stop. The remainder of the interview (application, reevaluation, recertification or case maintenance) can then be completed.

* Clicking the Information pop-up box next to the Disability/health problem field will provide an explanation of what is meant by those terms with examples so you may explain them to the client.

Note	The term cognitive disability applies to impairments to brain function. These disabilities may involve difficulties in problem solving, attention, memory, reading, as well as in math, visual, linguistic and verbal comprehension. Examples of cognitive
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	disabilities include certain developmental disabilities, Down syndrome, Traumatic Brain Injury (TBI), Autism, Dyslexia, Attention Deficit Disorder, etc.
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Note	Mental/Emotional disabilities impair a person’s ability to recognize, interpret, control and express emotions. It can also affect mood and behavior. This includes such conditions as depression, anxiety or bipolar disorder.
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6. enter any comments in the Comments section such as specifics for the mobility issue (e.g., the client has difficulty climbing stairs) or the severity of the hearing impairment (e.g., the client needs to be in a room with little background noise), and
7. click the Copy to ECF narrative box if the comments are needed to implement the accommodation.

If you and the client are having difficulty completing the screening at any point – for example if the client really isn’t sure what type of disability they have or what type of help they may need, you must refer the client to the CAC at that point in the process and have the CAC complete the screening.

Accommodation/Special Assistance Difficulty tab

On the **Difficulty** tab, you must:

1. record the client’s response to the question which appears in the Question field at the top of the page: “What difficulties do you think you will have interacting with the Department?” (Types of Difficulties Claimed)
2. select the difficulty Type (what needs to be accommodated) from the Type drop-down box:
 - a. DTA Notices and Forms
 - b. DTA Rules
 - c. Oral Communication
 - d. Other
 - e. Remembering Important Dates
 - f. Working with DTA

Each difficulty Type has its own associated list of remedies. Not every remedy will be displayed when a specific difficulty Type is selected.

To add additional difficulty Types, you may click the Add a Row icon.

Note	Designated ADA Executive staff are the only users with access to the following difficulty Types: <ul style="list-style-type: none"> • DTA Rules
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	• Other
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3. record the client's response to the question which appears in the Question field at the top of the page when the cursor is on the Info icon next to the Remedy field: What specific kind of help do you need? (Types of Assistance)
4. select the Remedy (how the client will be accommodated based on the Type(s) selected) from the pop-up list by clicking the Information pop-up button next to the Remedy field:

- a. Appointment Restrictions – day(s) of the week (Type: Working with DTA) select the day(s) (Mon-Fri) available to schedule appointments
- b. Appointment Restrictions – time(s) of day (Type: Working with DTA)

The blocks of time are the following:

1. 8:00 AM to 9:45 AM
2. 10:00 AM to 11:45 AM
3. 12:00 PM to 1:45 PM and
4. 2:00 PM to 4:30 PM.

Select the blocks of time available to schedule appointments. You may also select Any Time as an option for an appointment time restriction. If Any Time is selected, the remedy will be in effect all day on the day selected.

- c. DTA Provided Auxiliary Aid – ASL Interpreter on-site (Type: Oral Communication)
- d. DTA Provided Auxiliary Aid- ASL Interpreter remote (Type: Oral Communication)
- e. DTA Provided Auxiliary Aid – Video Relay Service (Type: Oral Communication)
- f. DTA Provided Auxiliary Aid – CDI/ASL Interpreters on-site (Type: Oral Communication)
- g. DTA Provided Auxiliary Aid – MassRelay (Type: Oral Communication)
- h. DTA Provided Auxiliary Aid – CART (Type: Oral Communication)
- i. Client Provided Auxiliary Aid – ASL Interpreter on-site (Type: Oral Communication)
- j. Client Initiated – Exchange of notes to communicate (Type: Oral Communication)
- k. No in-office appointments – home visit **CAC Only** (Type: Working with DTA)
- l. In-office – meet in quiet space (Type: Working with DTA)
- m. In-office – space for you and your assisting person (Type: Working with DTA)
- n. In-office – space for you and your service animal (Type: Working with DTA)
- o. In-office – extra lighting (Type: Working with DTA)
- p. In-office – specific seating (Type: Working with DTA)
- q. Client Initiated - preference to conduct SNAP business in-person at TAO (Type: Working with DTA)
- r. DTA Initiated – email communication **CAC Only** (Type: Working with DTA)
- s. DTA Initiated – speak slowly and clearly (Type: Working with DTA)
- t. DTA Initiated – keep face visible for communication (Type: Working with DTA)

- u. Client Initiated – help filling out forms (Type: DTA Notices and Forms)
- v. Client Initiated – help filling out forms **CAC Only** (Type: DTA Notices and Forms)
- w. DTA Initiated – help filling out forms **CAC Only** (Type: DTA Notices and Forms)
- x. Helper (Type: DTA Notices and Forms)
- y. Authorized Representative (Type: DTA Notices and Forms)
- z. Client Initiated – help getting verifications (Type: DTA Notices and Forms)
- aa. Client Initiated – help getting verifications **CAC Only** (Type: DTA Notices and Forms)
- bb. Client Initiated – help completing notices and forms (Type: DTA Notices and Forms)
- cc. Client Initiated – help completing notices and forms **CAC Only** (Type: DTA Notices and Forms)
- dd. Client Initiated – request for large print notices and forms **CAC Only** (Type: DTA Notices and Forms)
- ee. DTA Initiated – due dates and appointments reminders **CAC Only** (Type: Remembering Important Dates)
- ff. Helper (Type: Remembering Important Dates)
- gg. Financial Rule(s) modification – assets **ADA EXECUTIVE APPROVER Only** (Type: DTA Rules)
- hh. Non-Financial Rule(s) modification – dependent’s age **ADA EXECUTIVE APPROVER Only** (Type: DTA Rules)
- ii. Other – **ADA EXECUTIVE APPROVER Only**

Important	<p>Clients with an approved large print accommodation will automatically receive the Benefit Decision Notice (BDN) in large print (English and Spanish). If the client has a recorded language of Haitian Creole, Portuguese, Vietnamese, or Chinese the notice will be in regular size print. Any other language (other than Spanish) will be in English large print. CACs are responsible for providing other notices/forms in large print as requested by the client.</p>
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Please refer to the [ADA Desk Reference guide](#) for all Difficulty types and Remedies including remedy text.

Specific information on Email as an accommodation can be found at: [ADA Accommodation: Client Email Communication](#)

Important	<p>ADA Executive approver remedies are only displayed and selectable for ADA Executive staff selection.</p> <p>CAC Only remedies are only displayed and selectable for CAC users and those with CAC user capabilities.</p> <p>Certain remedies are automatically selected by BEACON for FAW, SAO and cash cases:</p> <ul style="list-style-type: none"> • Client Initiated – help filling out forms • Client Initiated – help getting verifications • Client Initiated – help understanding DTA notices
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Note	<p>A client with an HLS indicator requesting an accommodation(s) must allow for DTA business to be conducted in-person or by mail. Clients with HLS and/or blocked online services must not be emailed.</p>
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5. CAC’s are responsible for referring accommodations requiring ADA Executive level review and approval to the Director of Disability Access using the [ADA Executive referral form](#).

Note	<p>If additional accommodations not requiring ADA Executive level approval are needed, they must be entered but not approved prior to making the referral(s) to the Client Assistance Coordinator.</p>
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6. for **CAC only** designated remedies, the CAC Worker field must be completed using the drop-down selection box on the Difficulty tab of the Accommodation/Special Assistance Screening page

7. for the Video Relay Service (VRS) remedy, the VRS Number field must be entered in the Difficulty tab of the Accommodation/Special Assistance Screening page

8. to enter additional accommodations, click add a row and repeat Steps 1-7

If at any time in the process before the accommodation is dispositioned, the client no longer wants to pursue the accommodation request, you would check the box on the Difficulty tab next to the text that reads: No assistance requested at this time, but may want an accommodation in the future. The accommodation request process would stop and the remainder of the client interview would continue.

Accommodation/Special Assistance Helper tab

If the client requests that someone receive a copy of Department mail in addition to the client, you must use the **Helper** tab to add this person. A Helper is not always an Authorized Representative.

To add a person on the **Helper** tab who will get a copy of DTA mail, you must:

1. select difficulty Type from the drop-down selection box as DTA Notices and Forms or Remembering Important Dates and select remedy as Helper
2. go to the Helper tab which will now be enabled to enter Helper information including the mailing address which is mandatory
3. click the Add Row or Information pop-up button to display the Household Member/Basic Person List popup page which displays all persons who are associated with the client
4. if the person assisting the client is on the list, select the person and the information will populate on the Helper tab
5. if the person assisting the client is not on the list, you need to enter the information on the Household Member/Basic Person List popup page
6. click New
7. enter the name and address on the Basic Person popup page
8. click Save
9. select the Helper from the list to have the information populate the Accommodation/Special Assistance Screening – Helper tab
10. to remove a Helper select the red "X" located to the right of the information pop-up on the Helper tab

If a Helper is removed, the Helper remedy needs to be ended and the accommodation request **must** be re-approved.

Important	The Helper field will only be enabled if the Helper remedy is selected. Otherwise, BEACON will not allow entry of Helper information.
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Note	Helpers will only be sent a copy of notices and letters generated through Central print.
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Authorized Representative(s)

When selecting an Authorized Representative for an accommodation, you must ensure that the Authorized Representative is listed on the Assisting Person page and a signed *Request to Choose Someone to Be My Authorized Representative (Image-10)* or *Request to Choose Someone to Be My Agency Representative for My SNAP Benefits (Image-10A)* is in the client's ECF. The assignment of an Authorized Representative as a remedy requires that the Authorized Representative assist the client with:

- understanding notices;
- return documents when due; and/or
- conduct interviews on behalf of the client

A client’s signed authorization (i.e.: Image-10/10A) must designate the Authorized Representative(s) to serve in the Assisting Person role(s). For example, if a client only authorizes an Authorized Representative as a Payee, this designation alone does not allow for the remedy of an Authorized Representative accommodation. Please reference the [Assisting Person Overview](#) page for specific role information.

If a TAFDC or EAEDC client designates an Authorized Representative for an accommodation, you must enter the information from the Image-10 by selecting the VARIO-OI drop down selection on the Assisting Person page and make a CAC referral. The CAC will submit an ADA Executive referral form so that the accommodation can be entered as Other. BEACON will **not** automatically select the Authorized Representative from the VARIO-OI selection. For combo TAFDC/EAEDC and SNAP cases both roles must be listed on the Assisting Person page.

If multiple Authorized Representatives are listed, BEACON will select the most recent Authorized Representative added.

Important	When a client requests a change in an Authorized Representative accommodation, you must ensure the Assisting Person window is updated and generate a new ADA-1 notice to the client.
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Accommodation/Special Assistance Disposition page

On the **Disposition** page, you must complete the accommodation request:

1. if a requested ADA accommodation is something you would do even if the client were not disabled, click the Yes Approved radio button on the Difficulty tab
2. if needed, enter details in the Comments box
3. click the AU Manager tab to approve the accommodation, by clicking Approved on the Disposition radio button, and
4. the Accommodation Approval Notice (ADA-1-A) will be generated. This will inform the client about an approved accommodation(s)

Note	For important details to display related to a client’s accommodation on the ADA indicator, the information must be entered in the Comments box located on the Difficulty tab of the Disposition page.
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You must never deny an ADA accommodation at this point. Denials will only be made by the CAC or the Accommodation Assistance Team. If you mistakenly click No on the Approved Yes/No radio button on the Difficulty tab, a warning message will display the

following message: All Type/Remedy rows on the Difficulty tab must be approved before the request can be dispositioned as Approved on the AU Manager tab.

In addition, only CACs, after consultation with the TAO Accommodation team, may remove a difficulty or remedy, once approved in BEACON.

Note	If a CAC referral is submitted at the client's request, the accommodation(s) must not be approved until the CAC contacts the client. The accommodation(s) are to remain pending.
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Ending CAC Only Accommodations

CAC only accommodations, such as Reminder Calls and Email Communication, can only be ended by a CAC. Prior to ending CAC only accommodations, CACs must:

1. attempt a cold call to the client
2. if the phone number is incorrect, there is no phone number on file or HLS and/or blocked online services is listed in BEACON, send a CAC In-Office Appointment letter with an appointment date scheduled in the next 10 business days
3. if the client does not respond to the first scheduled appointment, send a second CAC In-Office Appointment letter with an appointment date scheduled in the next 10 business days
4. if the client does not respond to the second scheduled appointment, end the CAC only accommodation on the 30th day from the **second** CAC In-Office Appointment letter
5. if there is a correct phone number in BEACON, first attempt a cold call to the client
6. if unsuccessful, send a CAC Telephone Appointment letter with an appointment scheduled in the next 10 business days
7. if the client does not respond, send a second CAC Phone Appointment letter with an appointment scheduled in the next 10 business days and
8. if the client does not respond to the second notice, end the existing CAC only accommodation on the 30th day from the **second** CAC Phone Appointment letter.

Note	If a client requests by email to end their Email accommodation, then no further action is required by the CAC. Email accommodation will be ended by the CAC following procedures for ending accommodations.
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CACs can only end accommodations following the steps below:

1. go to the Accommodation/Special Assistance Disposition page and click on the Difficulty tab
2. select the Type/Remedy to be ended and click the No radio button
3. enter reason for ending accommodation in Comments box

4. click Finish
5. click on the CAC tab
6. select Denied from the Disposition drop-down selection box
7. select Reason from the drop-down selection box
8. add notes for ending accommodation in the Comment(s) box
9. check off Copy to ECF narrative and click Finish
10. The Accommodation Decision Notice (ADA-1-C) will be generated. This will inform the client about the change in their accommodation.

When ending one accommodation of multiple accommodations for a client, deny only the ending accommodation to preserve the other accommodations.

Important	All actions taken must be documented in the Comment(s) box of the Disposition page, copied to the ECF narrative and recorded on the Tracking page.
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ADA Accommodation(s) Review

If a client has an accommodation it is not necessary to repeat the Disability Inquiry "script" with the client as if this was the first time you and the client are reviewing disability accommodations. Instead, you must ask the client if there has been any change in the client's disability that the client would like recorded and if the client would like to make any change in their ADA accommodation(s).

You should ask the following questions:

"I see you have an accommodation from the Department. Is this accommodation continuing to help you?"

"Is there any change in your condition that you want us to enter on BEACON? Do you want to make any changes to the accommodation you have now?"

If the client states that they wish to continue the accommodation, you must enter the new End Date following these rules:

- a. If this is a one-time accommodation (such as the client needs to be seen for an appointment on the first floor due to a temporary mobility issue) the Start and End date would be the same date.
 - b. If this is a time-limited accommodation the Start and End date would be the date the accommodation was given and the expected End date entered.
 - c. If it is an ongoing accommodation (such as the client needs an ASL interpreter) the Start date is the current date and no End date is to be selected.
- If the client requests a change to the accommodation, you must make those changes following procedures at the [ADA Request for Modification](#) page
 - If the client requests an additional accommodation above and beyond the current accommodation, you must complete the Accommodation workflow
 - If the client no longer wants the present accommodation, you must speak with the Client Assistance Coordinator (CAC) who will end date the accommodation

For a list of current Client Assistance Coordinators (CAC) see [List of Client Assistance Coordinators.](#)

[ADA Policy and Procedures](#)

Last Update: November 1, 2024

Accommodation Special Assistance Disposition Tracking

This page is used to view, track and update Americans with Disabilities Act (ADA) accommodation information.

Once an accommodation request has been approved, the associated remedies must be tracked to ensure the Department is meeting the accommodation request. The Client Assistance Coordinator (CAC) is responsible for ensuring that approved accommodations are implemented.

Important	This page must be completed each time an accommodation has been acted upon by you or the CAC
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To complete this page, you must:

1. in the Contact field, enter the date of contact
2. select the accommodation given from the Remedy drop-down box

Note	Only the approved accommodation(s) will appear in the Remedy drop-down box for selection.
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3. select the Helper from the Helper drop-down box, if appropriate
4. the Completed radio button defaults to Yes
5. record any comments needed to explain the disability and accommodation in the Comments field
6. click the Copy to ECF narrative check-box if you want the comments automatically copied to the Narrative tab

Note	If a CAC is making a Narrative entry, a blue CAC circle (or blue CAC circle with a "+" sign for a client with an authorized representative) will appear next to that Narrative.
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7. click Save. Each record

Note	When a large print Benefit Decision Notice (BDN) (English and Spanish) is mailed to a client, an automatic entry for large print remedy is entered in the Tracking window.
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Example	<p>Mary's accommodation is reminders about deadlines. The assigned CAC calls the client to remind them of a verification that is due within five days. This action is entered in the Accommodation Special Assistance Disposition Tracking page.</p> <p>The CAC also contacts Mary to remind them that proof of their disability is due in 10 days. This action is also entered in the Accommodation Special Assistance Disposition Tracking page.</p>
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[ADA Policy and Procedures](#)

Last Update: November 1, 2024