



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

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**Online Guide Transmittal 2023-81
November 16, 2023**

To: Department of Transitional Assistance Staff
From: Sarah Stuart, Associate Commissioner for Change Management
Re: Cross Programs: ADA Accommodation Request Script Update

Overview

The ADA Screening is required to ensure equitable access to Department benefits by all applicants and clients, inclusive of clients with disabilities. To ensure that each client is asked about the need for an ADA accommodation to meet a Department requirement, the Accommodation/ Special Assistance Request page must be completed by reading a script and providing the client an opportunity to engage in a conversation to identify specific areas of concern. The script has been updated to simplify language for better understanding, to be more conversational and person-centered along with aligning new business practices such as removing reference to in-office appointments.

Purpose

The purpose of this Online Guide transmittal is to inform staff of the updated ADA Accommodation/ Special Assistance disability script and of the updated Online Guide page.

**Updated Online
Guide Page**

Topic: Cross Programs

Book: Harper/ADA – Disability Access

Page: ADA Accommodation Process: Accommodation/ Special Assistance
Request

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.
