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**Field Operations Memo 98-16**  
**March 1, 1998**

**TO:** Transitional Assistance Office Staff  
**FROM:** Joyce Sampson, Assistant Commissioner for Field Operations  
**RE:** Elimination of Paper Issuance of Online PACES Appendices

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**Overview**

As part of the Department's initiative to automate information and resources, beginning March 1, 1998, Transitional Assistance Workers will no longer receive a paper copy of the appendices of the *Systems User's Guide, Volume 1: PACES User's Guide*. These appendices will now be available within Policy and Procedure Online on the PC.

**Note:** Appendices A, B, C, D, E and L are currently online. The additional appendices will be added on April 1, 1998.

This will help to reduce paper in the Transitional Assistance Office and allow for immediate access to information online.

One hard copy per supervisory unit and per manager will be issued to each Transitional Assistance Office. These copies will be issued by a new transmittal document, *The Online Update*. Also, *Transitions* will continue to contain keypoints for Online documentation.

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**New Options**

The Procedures Online screen will have a "What's New" button which will be available as of March 1, 1998. This will be used to access the keypoints highlighting the current changes to the appendices. When keypoints for a new month are issued, the keypoints for the preceding month will still be available. Transitional Assistance Office Staff will also have online access to Appendix E: PACES Case Processing schedules for the previous quarter as well as the current quarter.

**New Options  
(cont.)**

A new chart has been added to Appendix E: Case Processing, the Expedited Food Stamp Benefit Issuance Chart, which will be the new page E-2. This chart highlights how to determine the issuance of regular (one-month certification period) expedited food stamp benefits or special (two-month certification period) expedited food stamp benefits.

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**Transmittals**

A new transmittal cover sheet, *The Online Update*, has been developed to identify new appendix changes for those users who will continue to receive paper documentation.

The current process of issuing the *Systems User's Guide* Updates will remain in place for those sections which are not available online.

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**Transitional  
Assistance  
Worker  
Responsibilities**

Transitional Assistance Workers are no longer responsible for maintaining paper copies of the appendices which are available online. Transitional Assistance Workers must access the "What's New" option on a regular basis to determine if there have been any changes.

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**Questions**

If you have any questions, please have your Hotline designee call the Policy Hotline at (617) 348-8478.

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