



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

CHARLES D. BAKER
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**Online Guide Transmittal 2016-47
August 26, 2016**

To: Department of Transitional Assistance Staff

From:  Sarah Stuart, Associate Commissioner for Program and Policy Implementation

Re:  Paul Sutliff, Assistant Commissioner for Field Operations

Re: Cross Program – LEAD Changes in SNAP

Overview

LEAD (Leadership, Empowerment, Assistance, Development) is a major Department initiative created to help staff better serve clients and work more efficiently. The initiative enhances professional development and improves case review procedures. Other LEAD objectives include:

- developing a top-notch, nationally recognized workforce;
 - improving accuracy and timeliness rates;
 - maximizing staff potential; and
 - making connections between agency performance and client outcomes.
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Purpose

The purpose of this Online Guide Transmittal is to advise staff on certain system changes being made to support SNAP case reviews. Beginning with BEACON Build 48.5, scheduled for August 29, 2016, the following changes will occur:

- a new Case Review workflow and functionality will be integrated into BEACON;
- new Case Review Pages and Views (Primary and Secondary) will be accessible to field staff; and
- new BEACON Accuracy Measures will be summarized for supervisors and managers to review with their staff.

What is LEAD

The LEAD initiative has impacted SNAP operations by:

- **Standardizing Case Reviews** – SNAP supervisors review a sample of cases post-recertification for case managers who have been with the Department more than one year and are not on corrective action. Case errors are tracked through a standardized Case Review which shows the potential training needs of Supervisory Teams, TAOs, and the Department as a whole. This reduces the amount of time supervisors spend checking cases, provides more time for focusing on staff development and ensures better program accuracy and integrity.
 - **Enhancing Performance Review Process** – There is an increased focus on developing staff through an enhanced performance review process that emphasizes coaching, communication, and collaboration between supervisors and case managers. Supervisors use a common set of tools to identify areas that require improvement or praise.
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**New Online
Guide Pages**

Topic: Cross Programs
Book: LEAD
Page: LEAD Overview

Topic: Cross Programs
Book: LEAD
Page: LEAD Schedule Highlights

Topic: Cross Programs
Book: LEAD
Chapter: LEAD, SNAP
Page: LEAD, SNAP Case Review Views

Topic: Cross Programs
Book: LEAD
Chapter: LEAD, SNAP
Page: LEAD, SNAP Case Review Page

Topic: Cross Programs
Book: LEAD
Chapter: LEAD, SNAP
Page: LEAD, SNAP Case Review(s)

Topic: Cross Programs
Book: LEAD
Chapter: LEAD, SNAP
Page: LEAD, SNAP Case Review Assignment

Topic: Cross Programs
Book: LEAD
Chapter: LEAD, SNAP
Page: LEAD, SNAP Case Review Search

Topic: Cross Programs
Book: LEAD
Chapter: LEAD, SNAP
Page: LEAD, SNAP Case Review Accuracy Measure Summaries

Questions

If you have any questions, please email the DTA Mailbox.
Systems questions should be directed to the Systems Support Help Desk.
