



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

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**Online Guide Transmittal 2016-6
January 4, 2016**

To: Department of Transitional Assistance Staff

From: *AOS* Anne O'Sullivan, Assistant Commissioner for Change Management

Re: **BEACON Enhancements for Accommodation Request Processing under the Settlement of *Harper, et al. vs. Massachusetts Department of Transitional Assistance***

Overview

Harper, et al. v. Massachusetts Department of Transitional Assistance (DTA) was a class action lawsuit brought by disabled clients alleging that the Department violated the Americans with Disabilities Act by failing to provide disabled clients with equal access to Department benefits. Improving services to these clients is the objective of the *Harper, et al. v. Massachusetts Department of Transitional Assistance (DTA)* settlement.

To that end, multiple enhancements have been made to BEACON functionality to ensure the continued timely processing of accommodation requests. Effective with BEACON Build 48.2, scheduled for January 4, 2016, these enhancements will assist Client Assistance Coordinators (CAC) and other DTA staff.

The Department is committed to ensuring that all applicants and clients have equal access to all benefits and services regardless of disability.

Purpose

The purpose of this transmittal is to inform DTA staff of:

- a new Client Assistance Coordinator (CAC) BEACON-generated appointment letter. This will replace the manual appointment letter;
 - the removal of the Declination print button on the Accommodation/Special Assistance Request page, since the Declination form will no longer be required;
 - a blue “CAC circle” in the Narrative tab, which makes it easier to identify comments written by a CAC about a client’s accommodation request;
 - two new BEACON views in the Accommodations view group regarding accommodations to help staff inform clients with certain accommodations of impending negative actions and of expiring accommodations:
 - Adverse Action. This view includes clients who have an accommodation designed to assist them with “Reading or understanding DTA notices or written materials” or “Completing forms” *and* the client has an Interview Wrapup request with a printed EBC notice, has a status of Pending Release (or Canceled/Completed in the last 30 days) *and* has an “Adverse Action Reason” selected in the request. The columns displayed on the view are:
 - ✓ Grantee (name);
 - ✓ (grantee) SSN;
 - ✓ Effective (benefit effective date);
 - ✓ EBC Notice (date);
 - ✓ Adverse Action (display one reason closed or denied);
 - ✓ Contacted (latest Tracking contact date on/after EBC notice date);
 - ✓ Remedy (tracking remedy description);
 - ✓ Completed (tracking, yes/no); and
 - ✓ Helper;
 - Closed/Denied Assistance Units. This view includes clients with an accommodation who have been closed or denied in TAFDC, EAEDC or SNAP in the last 90 days. The columns displayed on the view are:
 - ✓ Grantee (name);
 - ✓ (grantee) SSN;
 - ✓ Effective (benefit effective date);
 - ✓ EBC Notice (date);
 - ✓ Reason (display one reason closed or denied);
 - ✓ Contacted (latest Tracking contact date on/after EBC notice date);
 - ✓ Remedy (tracking remedy description);
 - ✓ Completed (tracking, yes/no); and
 - ✓ Helper.
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Purpose
(continued)

- another view has been enhanced to include more information about accommodations that soon will expire or already have expired:
 - The Denied/Expired Accommodations view is now known as the Expiring/Expired/Denied Accommodations view and now includes:
 - ✓ accommodations which will expire within the next 30 days
 - ✓ accommodations which have already expired in the last 60 days; and
 - ✓ accommodations which have already been denied in the last 60 days; and
 - all Accommodation pages will be available in view-only mode to users with a role of “Clerk.”
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Obsolete and New Forms

In Online Forms, the *Client Assistance Coordinator (CAC) Appointment Letter (CAC Appt Ltr) 9/2015*, (English and Spanish), is now obsolete. The letter is replaced by two notices generated by the CAC in BEACON:

- *Client Assistance Coordinator – In-Office*; and
- *Client Assistance Coordinator – Telephone*.

Each notice is available in English and Spanish.

New BEACON Online Guide Page

Topic: Cross Program
Book: Harper ADA
Page: Schedule Appointment Page – (CACs)

Topic: Notices/Forms
Book: Cross Program
Page: Client Assistance Coordinator Letters

Updated BEACON Online Guide Pages

Topic: Cross Program
Book: Harper ADA
Page: ADA and Reasonable Accommodations

Topic: Cross Program
Book: Harper ADA
Page: Recognizing an ADA Accommodation Request

**Updated
BEACON Online
Guide Pages
(continued)**

Topic:	Cross Program
Book:	Harper ADA
Page:	ADA TAO Accommodation Teams
Topic:	Cross Program
Book:	Harper ADA
Page:	ADA Accommodation Process Request
Topic:	Cross Program
Book:	Harper ADA
Page:	ADA Accommodation Process CAC Referral
Topic:	Cross Program
Book:	Harper ADA
Page:	ADA Accommodation Process Screening
Topic:	Cross Program
Book:	Harper ADA
Page:	ADA Accommodation Case Manager Approval
Topic:	Cross Program
Book:	Harper ADA
Page:	ADA Accommodation Process Case Manager Making CAC Referral
Topic:	Cross Program
Book:	Harper ADA
Page:	ADA Accommodation Process CAC Processing Referral
Topic:	Cross Program
Book:	Harper ADA
Page:	Accommodation Special Assistance Disposition Page
Topic:	Cross Program
Book:	Harper ADA
Page:	Accommodation Special Assistance Disposition Tracking

**Updated
BEACON Online
Guide Pages**
(continued)

Topic: Cross Program
Book: Harper ADA
Page: ADA Accommodation Page

Topic: Cross Program
Book: Harper ADA
Page: ADA Reasonable Accommodation Decision Timelines

Topic: Cross Program
Book: Harper ADA
Page: ADA Reconsideration of Accommodation and Appeal Rights

Topic: Cross Program
Book: Harper ADA
Page: Accommodations Views

Topic: Cross Program
Book: Harper ADA
Page: Obligation to Provide Auxiliary Aids

Topic: Cross Program
Book: Harper ADA
Page: ADA Policy and Procedures

Questions

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