



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

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Secretary

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Commissioner

**Operations Memo 2014-13
February 13, 2014**

To: Department of Transitional Assistance Staff

From:  Lydia Conley, Acting Assistant Commissioner for Policy, Program and External Relations

Re: TAFDC, EAEDC and SNAP - Special Messages Daily Report in Actuate

Overview

The Special Messages Daily Report lists retroactive benefits that cannot be paid through FMCS, such as a reopened case with retroactive benefits owed over \$1500. A new report is generated daily and is organized by DTA region. Case managers must check the report daily to make sure any retroactive benefit amounts for their cases are paid timely and in an appropriate manner.

Currently, the Special Messages Daily Report is accessed through View Direct and Document Direct on the Mainframe. Effective the week of February 18, 2014, this report will begin appearing in Actuate.

This will result in a report that will be more easily monitored and accessible by staff.

Purpose of Memo

The purpose of this Operations Memo is to advise DTA staff:

- about the Special Messages Daily Report being located on Actuate;
 - about changes to the Special Messages Daily Report;
 - how to access Actuate; and
 - how to process cases appearing on the Special Messages Daily Report.
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Special Messages Daily Report in Actuate

In Actuate, the Special Messages Daily Report will be organized by Region.

Each Special Messages Daily Report will be listed in a monthly folder for the days they are generated. That monthly folder will appear in a Special Messages Daily Report folder under the Field Ops Staff TAO Reports folder.

As is the case with other Actuate reports, each daily report will be retained unchanged for future reference, whether or not the retroactive benefits have been paid.

Reminder: Logging In To Actuate

To access Actuate staff must:

- Double click on the “Actuate Report Viewer” icon on BEACON;
- Type in his or her “WEL ID” in *lower case letters* in both the “Name” and “Password” fields, click on “Log On” or press “Enter” on the PC keypad; and
- Click on “BEACON3.”

To access the Special Messages Daily Report, TAO Staff must:

- Select the “Field_Ops_Staff_TAO_Reports” folder;
 - Select “Special Messages Daily Report”;
 - Click on “2014”;
 - Click on the month; and
 - Click on the document listed on the “Documents You Can View” field. The report information will be displayed for review by TAO Staff.
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**TAO Staff
Responsibilities**

Assigned TAO staff will monitor the report and advise case managers of any cases appearing on the report that require action. Case managers must act on any cases with an amount listed in the Amount Owed column in accordance with existing procedures.

Questions

If you have any questions, please have your Hotline designee call the Policy Hotline.
