

The Mass 2-1-1 Program: Changing the Way to Find Help

All
Field Operations Memo
2007-30

This memo alerts all staff to the new phone communication system in Massachusetts called *Mass 2-1-1*. *Mass 2-1-1* is mirrored after the 9-1-1 system (emergency assistance) and/or the 4-1-1 system (information). The 2-1-1 phone number is used for *non-emergency information and referral services*. The 2-1-1 call center is staffed by trained specialists who assess the callers' needs and refer the callers to the help they seek.

Verifications

All
A User's Guide: Transitional Assistance Programs and BEACON Update 074

This User's Guide Update transmits detailed information about the format of the revised BEACON-generated Verification Checklist (VC-1). In addition, this update outlines procedures for processing FS applications that are denied on Day 30 for **failure to submit verifications** when the applicant subsequently submits the missing

verifications within the next 30-day period. The procedures are also applicable to food stamp recipients whose certification periods have expired but who complete their recertification within the next 30-day period.

FYI

ADA Accommodations

When an AU is transferred from one AU Manager to another in the same TAO or when an AU is transferred to another TAO, it is important to be aware of any existing ADA accommodations. The *Request for an ADA Accommodation* form, filed in the AU record, must be stored in a prominent place in the AU record prior to transferring the AU. In addition, the AU Manager must include this information on the Narrative Tab in BEACON as a **new** narrative before transferring the AU to another AU Manager or to a new TAO. The AU Manager must also use the yellow sticky note feature to alert a new AU Manager about the ADA accommodation. If the AU is being transferred to another TAO, complete the *Checklist for Transfer AUs (CTC)*. This form has been revised to include a checkbox for ADA accommodations.

FYI

The BEACON-Generated Signature Pages for Cash/FS and FS-Only Applications

Prior to BEACON Increment 2.1.22, TAFDC/FS as well as FS-only applications generated the same signature page. However, language contained in certain paragraphs of the old signature page did not apply to FS-only applications. To address this issue, separate signature pages for TAFDC/FS applications and FS-only applications were created.

Since FS regulations do not require the AU Manager's signature on FS applications, the revised FS-only signature page does not include an AU Manager signature line.

The AU Manager's signature is required on cash program applications; therefore, the AU Manager signature line was retained on the revised TAFDC/FS signature page. However, the AU Manager's name no longer prints below the signature line.