

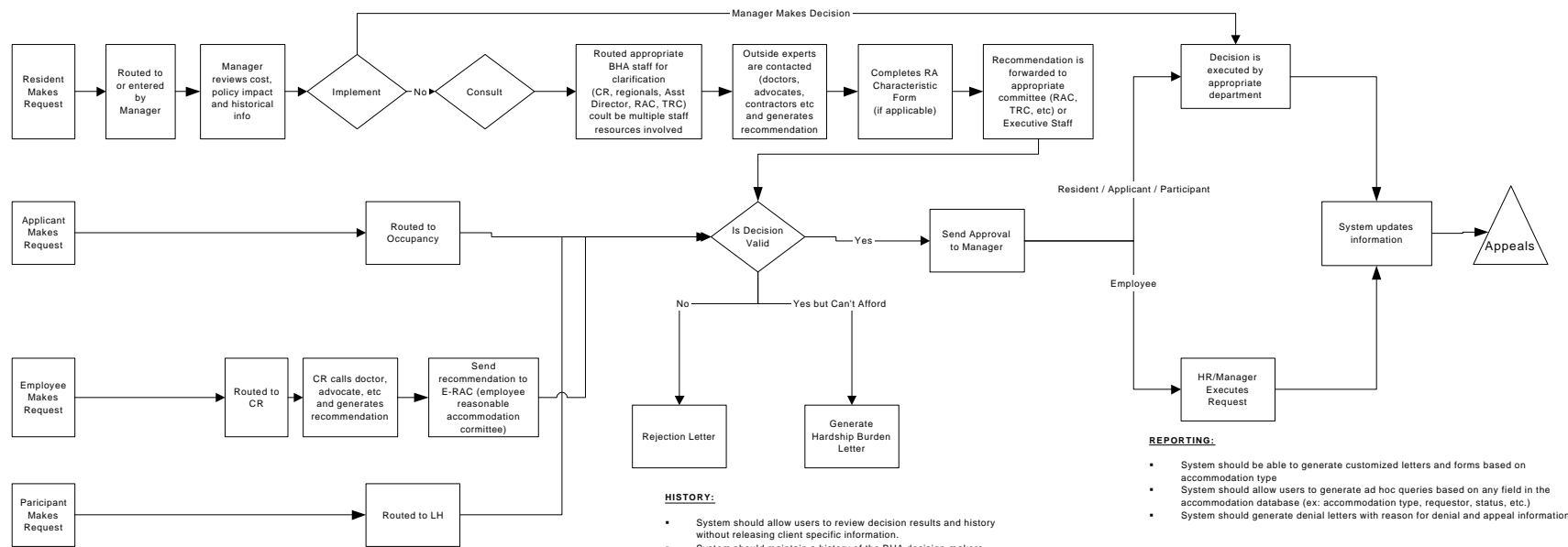
Reasonable Accommodations:

Overview

Currently, the tracking of all reasonable accommodations is done on either paper logs or in a Microsoft Access database. Since the database is difficult to use, much of the data is maintained outside of the system, limiting the usefulness of the information. The BHA would like to centralize this database to provide better tracking, consistency and to obtain a better understanding of the costs associated with accommodation decisions.

Future Workflow Process Maps:

Reasonable Accommodation



ALL REQUESTS:

- System should maintain a centralized database for all reasonable accommodation requests
- System should secure information at the field level and allow staff access based on user defined criteria (ex: employee or client, development, initiating department, status, etc.)
- System should automatically assign a tracking # to accommodation request (based on accommodation type)
- System should allow reasonable accommodation documentation to be attached to electronic record
- System should allow accommodation type to be table driven based on user defined information
- System should allow user to determine length of the request based on user-defined criteria (one-time, on-going, permanent, temporary, etc)
- System should maintain a checklist of items required to process accommodation based on accommodation type
- System should track activity dates
- System should flag appropriate staff when deadlines are approaching or have passed
- System should maintain notes fields
- System should allow requestor to submit request on-line (employees, residents, advocates, etc)
- System should allow multiple reasonable accommodation requests to be made on one application
- System should allow completed provider information and documentation to be applicable to multiple requests
- System should route request for review based on type of request, requestor's status, deadlines, etc
- System should maintain the definition of a disability and determine if the person is requesting the accommodation for that disability

HISTORY:

- System should allow users to review decision results and history without releasing client specific information.
- System should maintain a history of the BHA decision-makers involved in the process to allow users access to first-hand information.
- System should maintain guidelines for cost and undue financial burden decisions
- System should maintain an audit history of all BHA staff who have accessed or updated records
- System should maintain a history of the dates the records have been updated
- System should maintain a history of all requests and resolutions for applicants, residents, voucher holders, participants and employees
- System should maintain a history of modification costs by user-defined accommodation type
- System should maintain a database of the average cost of each accommodation type (ex: installation of a roll-in shower is project to cost \$3000)
- System should maintain a history of appeals and grievances associated with accommodation type and resolution decisions
- System should maintain alternative options and history for certain types of requests (ex: if a groundskeeper requests an office job because of asthma, BHA can suggest getting them a protective mask instead)
- System should maintain a list of alternative funding sources based on user-defined criteria (ex: BHA cannot afford a door opener because it is the end of the fiscal year and client is working with Mass Rehab. Client can request that Mass Rehab install the door opener)
- System should maintain a provider database with contact names, addresses, phone numbers and historical reliability information

REPORTING:

- System should be able to generate customized letters and forms based on accommodation type
- System should allow users to generate ad hoc queries based on any field in the accommodation database (ex: accommodation type, requestor, status, etc.)
- System should generate denial letters with reason for denial and appeal information

INTERFACES:

- System should interface to work orders for the purpose of authorizing internal changes to units (ex: install grab bars)
- System should interface to payroll for the purpose of maintaining BHA property (ex: an access card since employee works non-standard hours)

REQUESTS FOR UNIT CHARACTERISTICS IN PUBLIC HOUSING UNITS:

- System should maintain a database of the features of each BHA public housing unit (ex: 1st floor, toilet grab bars, location, etc)
- System should maintain a database of the unit characteristic features requested by applicants and transfers
- System should allow BHA staff to query unit features to determine if requested modifications already exist
- System should maintain a history of all modification made to a specific unit
- System should automatically update unit characteristics when modifications are implemented (ex: grab bars)

No.	Process	Requirement Description	P*	Comments
1.	All Requests:	System should maintain a centralized database for all reasonable accommodation requests	1	
2.	All Requests:	System should secure information at the field level and allow staff access based on user defined criteria (ex: employee or client, development, initiating department, status, etc)	1	
3.	All Requests:	System should automatically assign a tracking # to accommodation request (based on accommodation type)	1	
4.	All Requests:	System should allow reasonable accommodation documentation to be attached to electronic record	2	
5.	All Requests:	System should allow accommodation type to be table driven based on user defined information	2	
6.	All Requests:	System should allow user to determine length of the request based on user-defined criteria (one-time, on-going, permanent, temporary, etc)	2	
7.	All Requests:	System should maintain a checklist of items required to process accommodation based on accommodation type	2	
8.	All Requests:	System should track activity dates	2	
9.	All Requests:	System should flag appropriate staff when deadlines are approaching or have passed	1	
10.	All Requests:	System should maintain notes fields	1	
11.	All Requests:	System should allow requestor to submit request on-line (employees, residents, advocates, etc)	3	
12.	All Requests:	System should allow multiple reasonable accommodation requests to be made on one application	1	
13.	All Requests:	System should allow completed provider information and documentation to be applicable to multiple requests	2	
14.	All Requests:	System should route request for review based on type of request, requestor's status, deadlines, etc	2	
15.	All Requests:	System should maintain the definition of a disability and determine if the person is requesting the accommodation for that disability	1	

Legend:

P*riority	1 = Mandatory	2 = Important	3 = Nice to Have
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No.	Process	Requirement Description	P*	Comments
16.	History:	System should allow users to review decision results and history without releasing client specific information.	1	
17.	History:	System should maintain a history of the BHA decision-makers involved in the process to allow users access to first-hand information.	2	
18.	History:	System should maintain guidelines for cost and undue financial burden decisions	2	
19.	History:	System should maintain an audit history of all BHA staff who have accessed or updated records	1	
20.	History:	System should maintain a history of the dates the records have been updated	1	
21.	History:	System should maintain a history of all requests and resolutions for applicants, residents, voucher holders, participants and employees	1	
22.	History:	System should maintain a history of modification costs by user-defined accommodation type	2	
23.	History:	System should maintain a database of the average cost of each accommodation type (ex: installation of a roll-in shower is project to cost \$3000)	2	
24.	History:	System should maintain a history of appeals and grievances associated with accommodation type and resolution decisions	1	
25.	History:	System should maintain alternative options and history for certain types of requests (ex: if a groundskeeper requests an office job because of asthma, BHA can suggest getting them a protective mask instead)	2	
26.	History:	System should maintain a list of alternative funding sources based on user-defined criteria (ex: BHA cannot afford a door opener because it is the end of the fiscal year and client is working with Mass Rehab. Client can request that Mass Rehab install the door opener	2	
27.	History:	System should maintain a provider database with contact names, addresses, phone numbers and historical reliability information	2	

Legend:

P*riority	1 = Mandatory	2 = Important	3 = Nice to Have
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No.	Process	Requirement Description	P*	Comments
28.	Reporting:	System should be able to generate customized letters and forms based on accommodation type	2	
29.	Reporting:	System should allow users to generate ad hoc queries based on any field in the accommodation database (ex: accommodation type, requestor, status, etc.)	2	
30.	Reporting:	System should generate denial letters with reason for denial and appeal information	2	
31.	Interfaces:	System should interface to work orders for the purpose of authorizing internal changes to units (ex: install grab bars)	2	
32.	Interfaces:	System should interface to payroll for the purpose of maintaining BHA property (ex: an access card since employee works non-standard hours)	3	
33.	Requests for unit characteristics in public housing units:	System should maintain a database of the features of each BHA public housing unit (ex: 1st floor, toilet grab bars, location, etc)	1	
34.	Requests for unit characteristics in public housing units:	System should maintain a database of the unit characteristic features requested by applicants and transfers	1	
35.	Requests for unit characteristics in public housing units:	System should allow BHA staff to query unit features to determine if requested modifications already exist	1	
36.	Requests for unit characteristics in public housing units:	System should maintain a history of all modification made to a specific unit	1	
37.	Requests for unit characteristics in public housing units:	System should automatically update unit characteristics when modifications are implemented (ex: grab bars)	1	

Legend:

P*riority	1 = Mandatory	2 = Important	3 = Nice to Have
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