

Commonwealth of Massachusetts
Executive Office of Health and Human Services

Virtual Gateway



Application Inbox User Manual

August 25, 2005

Table of Contents

CHAPTER 1: WELCOME TO THE APPLICATION INBOX	1
<i>Overview.....</i>	<i>1</i>
<i>Who uses the Application Inbox?</i>	<i>1</i>
<i>The Application Inbox and Virtual Gateway.....</i>	<i>1</i>
CHAPTER 2: ACCESSING AND NAVIGATING THE APPLICATION INBOX.....	3
<i>Overview.....</i>	<i>3</i>
<i>Accessing your Application Inbox.....</i>	<i>3</i>
<i>Navigating the Application Inbox.....</i>	<i>4</i>
CHAPTER 3: SEARCHING FOR INBOX APPLICATIONS	7
<i>Overview.....</i>	<i>7</i>
<i>Searching for Applications.....</i>	<i>7</i>
<i>Viewing Search Results</i>	<i>8</i>
<i>Viewing and Printing Application Summary.....</i>	<i>8</i>
CHAPTER 4: CHANGING THE STATUS OF AN APPLICATION/INQUIRY	11
<i>Overview.....</i>	<i>11</i>
<i>Changing Application/ Inquiry Status</i>	<i>11</i>
<i>Changing Processing Status.....</i>	<i>12</i>
CHAPTER 5: FORWARDING AN APPLICATION/INQUIRY	15
<i>Overview.....</i>	<i>15</i>
<i>Forwarding Applications/ Inquiries</i>	<i>15</i>
CHAPTER 6: FREQUENTLY ASKED QUESTIONS	17
<i>Questions and Answers.....</i>	<i>17</i>
GLOSSARY.....	19
<i>Virtual Gateway.....</i>	<i>19</i>
<i>Dashboard.....</i>	<i>19</i>
<i>Application Inbox</i>	<i>19</i>
APPENDIX 1: DEPARTMENT OF MENTAL RETARDATION – APPLICATION INBOX FORWARD ROUTING INFORMATION	21
APPENDIX 2: ELDER AFFAIRS – APPLICATION INBOX FORWARD ROUTING INFORMATION	23
NOTES: APPENDIX 3: MASSACHUSETTS REHABILITATION COMMISSION – APPLICATION INBOX FORWARD ROUTING INFORMATION.....	26
APPENDIX 3: MASSACHUSETTS REHABILITATION COMMISSION – APPLICATION INBOX FORWARD ROUTING INFORMATION.....	27

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Chapter 1: Welcome to the Application Inbox

Overview The Application Inbox is a new component of the Virtual Gateway. Your Application Inbox serves as a container for applications and inquiries belonging to programs or agencies that do not accept an electronic transfer from the Virtual Gateway Common Intake at this point in time. As an Application Inbox worker, you will be using the Application Inbox tool to receive applications that need to be processed by your agency.

Who uses the Application Inbox? Users of the Application Inbox are workers like you that require access to Common Intake applications and inquiries that were submitted online.

Agencies that do not receive an electronic transfer of information from the Virtual Gateway Common Intake Application will also use the Application Inbox. Currently, Virtual Gateway system automates intake processes for these agencies. You can use your Application Inbox to search, sort, forward, view, print, and make status updates to applications and inquiries.

The Application Inbox can be accessed through your Virtual Gateway logon and might seem similar to checking your e-mail.

The Application Inbox and Virtual Gateway Virtual Gateway enables providers and users to screen for Health and Human Services (HHS) programs, Community Services, and Long Term Support. Provider workers representing organizations enter application data through the intake program. You can access this information through your Application Inboxes.

One Common Intake application may go to several different agencies. When Virtual Gateway distributes application information, it provides only the application information necessary to that agency. Program-specific information is delivered to each Application Inbox as the Virtual Gateway sends an application.



Notes:



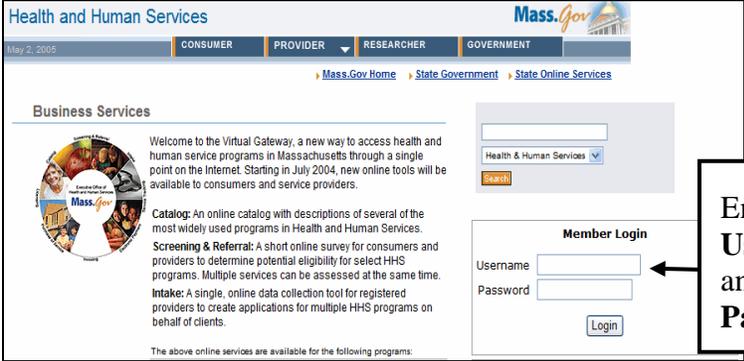
Chapter 2: Accessing and Navigating the Application Inbox

Overview

This chapter provides information specific to accessing and navigating the Application Inbox. More detailed information about Common Intake access and navigation can be found in the *Common Intake User Guide*.

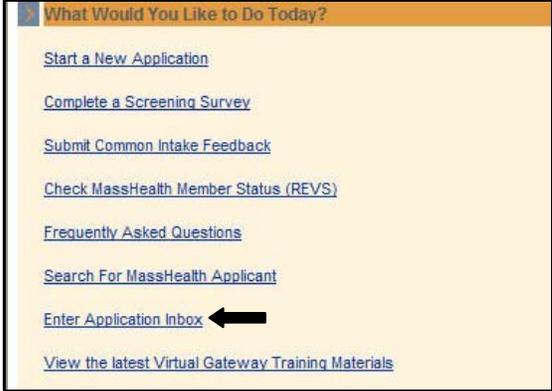
Accessing your Application Inbox

Follow these steps to access your Application Inbox:

Step	Action
1	<p>Logon to the Virtual Gateway Dashboard.</p>  <p>Enter your Username and Password</p>
2	<p>Enter the Dashboard through Virtual Gateway Business Services.</p>  <p>Click on the Common Intake Form Link</p>

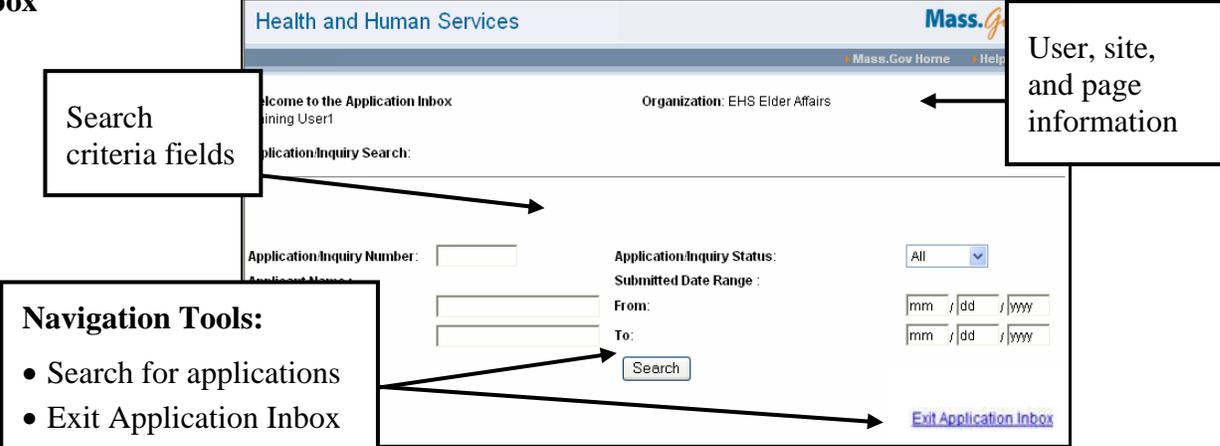


Accessing your Application Inbox
(Continued)

Step	Action
3	<p>Enter your Application Inbox.</p>  <p><i>Result: The Enter Application Inbox page appears.</i></p>

Navigating the Application Inbox

The following is an example of the **Application Inbox** page and highlights of a few key components.



The screenshot shows the 'Application Inbox' page with the following components highlighted:

- Search criteria fields:** A box pointing to the 'Application Inquiry Search:' field.
- Navigation Tools:** A box containing a list:
 - Search for applications
 - Exit Application Inbox
 Arrows point from this box to the 'Search' button and the 'Exit Application Inbox' link.
- User, site, and page information:** A box pointing to the top right of the page, which includes the 'Mass.Gov' logo, 'Mass.Gov Home', 'Help', and 'Organization: EHS Elder Affairs'.



Navigating the Application Inbox

(Continued)

The following is an example of the **Application/Inquiry Inbox** page and highlights of a few key components. This page displays results after selecting the **Search** button. Up to 15 results are displayed on a page.

The screenshot shows the 'Application/Inquiry Inbox' interface. At the top, there is a search form with fields for 'Application/Inquiry #', 'Applicant Name' (First and Last Name), 'Application/Inquiry Status' (set to 'All'), and 'Submitted Date Range' (From and To). A 'Search' button is located below these fields. Below the search form is a table with the following columns: 'Application/Inquiry #', 'Program Name', 'Name', 'Date Submitted', 'Application/Inquiry Status', 'Processing Status', and 'Organization'. The table contains 10 rows of data. Below the table, there is a 'Showing 1-10 of 483' indicator and navigation links for 'Previous' and 'Next'. At the bottom of the page, there is a 'Change Application/Inquiry Status' section with a dropdown menu set to 'Region 2' and a 'Send' button.

Click links to drill down to view/print more information

Click a column name to sort. Current sort column appears in dark blue, arrow depicts order

Navigate between the results pages

Change status of or forward selected applications

Application/Inquiry #	Program Name	Name	Date Submitted	Application/Inquiry Status	Processing Status	Organization
131040	Services for children with mental retardation or developmental disabilities	John Smith	08/04/2005	Received	Received by Agency and In Process	DMR Metro Region
131040	Services for children with mental retardation or developmental disabilities	Jane Smith	08/04/2005	Received	Received by Agency and In Process	DMR Metro Region
131019	Services for adults with mental retardation	Peter Griffin	08/04/2005	New	Pending Agency Response	DMR Metro Region
131017	Services for adults with mental retardation	Bob Jones	08/04/2005	New	Pending Agency Response	DMR Metro Region
130919	Services for adults with mental retardation	Melissa Sinz	08/03/2005	New	Pending Agency Response	DMR Metro Region
130919	Services for adults with mental retardation	Ralph Sinz	08/03/2005	New	Pending Agency Response	DMR Metro Region
130919	Services for children with mental retardation or developmental disabilities	Kid Sinz	08/03/2005	New	Pending Agency Response	DMR Metro Region
130903	Services for adults with mental retardation	Jim Smith	08/03/2005	New	Pending Agency Response	DMR Metro Region
130903	Services for adults with mental retardation	Sue Smith	08/03/2005	New	Pending Agency Response	DMR Metro Region
130903	Services for adults with mental retardation	Carrie Smith	08/03/2005	New	Pending Agency Response	DMR Metro Region



Notes:



Chapter 3: Searching for Inbox Applications

Overview

In order to view your Inbox applications and inquiries, you must first conduct a search. This chapter walks you through the steps to search, view, sort, and print your applications.

Searching for Applications

The first page displayed in Application Inbox is the *Application/Inquiry Search* page. Your search can be performed using any of the search fields and clicking **Search**.

Enter search parameters:

- Application/Inquiry #
- First Name Last Name
- Application/Inquiry Status
- Submitted Date Range

Click the **Search** button

Note: To display all applications in your Inbox, leave the search fields blank and click **Search**.

Result: The search results display below the search area.

Tips:

- The **Reset** button clears all the search fields if there is currently data in them.
- The **Home** button returns the user to the Dashboard.



Viewing Search Results

After performing a search, you can access the applications/inquiries submitted for your program via the online Common Intake Tool. Search results will display at the bottom of the page. The following features are available to help you view your results:

- Sort the displayed list
- View a summary of the applicant’s information specific to your business use
- Print a copy of the application information
- Initiate a new search

Health and Human Services Mass.gov

Organization: Massachusetts Commission for the Blind (MCB) - Region 1

Application/Inquiry Status: All

Submitted Date Range: From: / / To: / /

Search Results:
The information can be sorted by clicking on the underlined headings in the table.

Application/Inquiry #	Program Name	Name	Date Submitted	Application/Inquiry Status	Eligibility Status	Organization
1034	MCB Services	Thomas R. Jones	1/12/2005	New	No Status	MCB - Region 1
1033	MCB Services	John Smith	1/12/2005	New	No Status	MCB - Region 1
1032	MCB Services	Betty Thompson	1/11/2005	New	No Status	MCB - Region 1
1031	MCB Services	William Bittner	1/4/2005	New	No Status	MCB - Region 1
1030	MCB Services	Mary Westlin	12/23/2004	New	No Status	MCB - Region 1
1029	MCB Services	Kate Nater	12/22/2004	New	No Status	MCB - Region 1
1028	MCB Services	Susan Thomas	12/21/2004	New	No Status	MCB - Region 1
1027	MCB Services	Joseph Collins	12/18/2004	New	No Status	MCB - Region 1
1027	MCB Services	Mary Collins	12/18/2004	New	No Status	MCB - Region 1
1027	MCB Services	Jimmy Collins	12/18/2004	New	No Status	MCB - Region 1
1027	MCB Services	Jimmy Collins	12/18/2004	Received	Pending	MCB - Region 1
1026	MCB Services	Betty Thompson	12/16/2004	Received	Approved	MCB - Region 1
1025	MCB Services	William Bittner	11/12/2004	Received	Denied	MCB - Region 1
1024	MCB Services	Samantha Jones	11/10/2004	Received	Approved	MCB - Region 1
1023	MCB Services	Richard Simas	11/8/2004	Received	Approved	MCB - Region 1

Showing 1-15 of 172 Records

Change Application/Inquiry Status

Forward To: Region 2 Send

Viewing and Printing Application Summary

The application/inquiry summary you view contains data specific to each agency. You can view and print a program-specific summary for any item displayed in your search results. Locate the item you wish to view/print and click on the applicant name.

Application/Inquiry #	Program Name	Name	Date Submitted	Application/Inquiry Status	Eligibility Status	Organization
	MCB Services	Thomas R. Jones	1/12/2005	New	No Status	MCB - Region 1
	MCB Services	John Smith	1/12/2005	New	No Status	MCB - Region 1
	MCB Services	Betty Thompson	1/11/2005	New	No Status	MCB - Region 1
	MCB Services	William Bittner	1/4/2005	New	No Status	MCB - Region 1

Result: The Application Inbox Summary page appears.



**Viewing and
Printing
Application
Summary**
(Continued)

You can view and print application/inquiry information from the **Application Inbox Summary** page. When you are finished, click **Home** to return to your search results.

The screenshot shows a web form titled "Executive Office of Health and Human Services" with the following fields:

Application Inbox Summary	
Application/Inquiry Number:	121022
Applicant Name:	Tene Nummary
Application/Inquiry Submit Date:	06/28/2005
Provider:	EOHHS
Worker:	Training User 1

Below this is the "Assisting Person Information" section:

Who is providing information?	Household Member
No Contact Person Information provided	

At the bottom of the form are two buttons: "Home" and "Print".

Two callout boxes are present:

- A box on the right says "Click **Print** to print summary" with an arrow pointing to the "Print" button.
- A box on the left says "Click **Home** to return to the search results" with an arrow pointing to the "Home" button.



Notes:



Chapter 4: Changing the Status of an Application/Inquiry

Overview

There are two types of statuses reported through the Virtual Gateway and available for update:

- Application/Inquiry Status
- Processing Status

Application/Inquiry status types convey the condition of an application or inquiry that is being transferred from the Virtual Gateway. Processing Status types represent the current status of the information being transferred from the Virtual Gateway.

This chapter discusses how to view and change Application/Inquiry and Processing Statuses.

Changing Application/Inquiry Status

There are two types of application/inquiry status:

- New: A new application that enters your Inbox through the Common Intake provider input
- Received: An existing application that has a status of received and was already viewed in your Inbox

An application is “New” until it is printed. You can also manually change an application’s status through the Application Inbox.

Use the following steps to change the Application/Inquiry status of an item in your Application Inbox:

Step	Action																														
1	Select the item(s) which you would like to change																														
<div style="border: 1px solid black; padding: 5px; width: fit-content;">Click on the check-box to select items</div>	<table border="1"> <thead> <tr> <th>Application/Inquiry #</th> <th>Program Name</th> <th>Name</th> <th>Date Submitted</th> <th>Application/Inquiry Status</th> <th>Elig</th> </tr> </thead> <tbody> <tr> <td><input checked="" type="checkbox"/> 1034</td> <td>MCB Services</td> <td>Thomas R. Jones</td> <td>1/12/2005</td> <td>New</td> <td></td> </tr> <tr> <td><input checked="" type="checkbox"/> 1033</td> <td>MCB Services</td> <td>John Smith</td> <td>1/12/2005</td> <td>New</td> <td></td> </tr> <tr> <td><input checked="" type="checkbox"/> 1032</td> <td>MCB Services</td> <td>Betty Thompson</td> <td>1/11/2005</td> <td>New</td> <td></td> </tr> <tr> <td><input checked="" type="checkbox"/> 1031</td> <td>MCB Services</td> <td>William Bitner</td> <td>1/4/2005</td> <td>New</td> <td></td> </tr> </tbody> </table>	Application/Inquiry #	Program Name	Name	Date Submitted	Application/Inquiry Status	Elig	<input checked="" type="checkbox"/> 1034	MCB Services	Thomas R. Jones	1/12/2005	New		<input checked="" type="checkbox"/> 1033	MCB Services	John Smith	1/12/2005	New		<input checked="" type="checkbox"/> 1032	MCB Services	Betty Thompson	1/11/2005	New		<input checked="" type="checkbox"/> 1031	MCB Services	William Bitner	1/4/2005	New	
	Application/Inquiry #	Program Name	Name	Date Submitted	Application/Inquiry Status	Elig																									
<input checked="" type="checkbox"/> 1034	MCB Services	Thomas R. Jones	1/12/2005	New																											
<input checked="" type="checkbox"/> 1033	MCB Services	John Smith	1/12/2005	New																											
<input checked="" type="checkbox"/> 1032	MCB Services	Betty Thompson	1/11/2005	New																											
<input checked="" type="checkbox"/> 1031	MCB Services	William Bitner	1/4/2005	New																											
2	Click the Change Application/Inquiry Status button																														
<div style="border: 1px solid black; padding: 5px; width: fit-content;">Click Change Application/Inquiry Status</div>	<p>Showing 1-4 of 4</p> <p>Change Application/Inquiry Status</p> <p>Forward To: <input type="text" value="Bayer Elder Services"/> [Send]</p> <p>Logout of Application Inbox</p>																														



Changing Application/ Inquiry Status (Continued)

3 View the updated status.

Application/ Inquiry #	Program Name	Name	Date Submitted ▲	Application/ Inquiry Status	Act
<input type="checkbox"/> 1034	MCB Services	Thomas R. Jones	1/12/2005	New	▼
<input type="checkbox"/> 1033	MCB Services	John Smith	1/12/2005	Received	▼
<input type="checkbox"/> 1032	MCB Services	Betty Thompson	1/11/2005	New	▼
<input type="checkbox"/> 1031	MCB Services	William Butner	1/4/2005	New	▼

Changing Processing Status

Processing Status represents whether or not an applicant has had their Processing Status determined. The status is specific to each program; your Application Inbox will display the correct status automatically based on program. Through the Application Inbox you will determine the Processing Status of the application or inquiry and update an application/inquiry's eligibility to a new or different status.

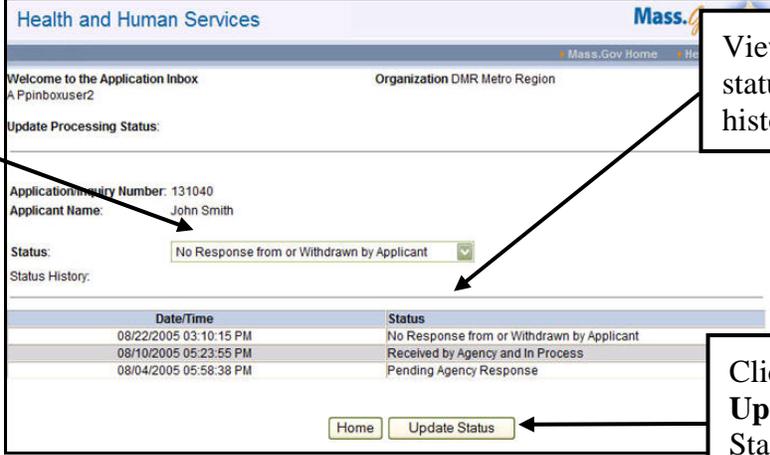
Use the following steps to update the Processing Status for an application/inquiry:

Step	Action
1	<p>Click on the Processing Status folder for the application/inquiry you wish to update.</p> <div style="border: 1px solid black; padding: 5px; width: fit-content; margin-left: auto;">Click on a status folder</div> <p><i>Result: The Update Processing Status page appears.</i></p>



Changing Processing Status

(Continued)

Step	Action
2	<p>The Update Processing Status page allows you to update the Processing Status for the selected applicant. A record of the status history for the applicant/inquiry is also displayed.</p> <p>To update the Processing Status, select the new status from the Status drop-down box and select Update Status.</p>  <p><i>Result: The Status History will update reflecting the change.</i></p>
3	<p>Click Home to return to the Application/Inquiry Search page.</p> <p><i>Note: If you click Home without clicking Update Status, your changes will not be saved.</i></p>



Notes:



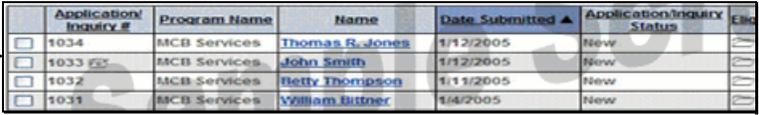
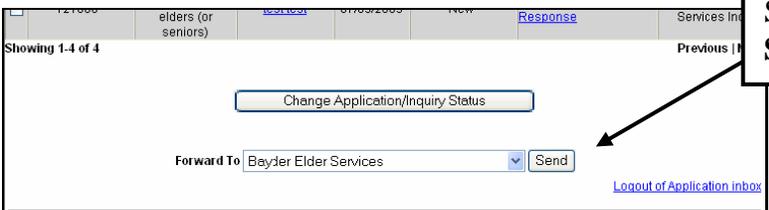
Chapter 5: Forwarding an Application/Inquiry

Overview

Applications can be forwarded to other agencies that may more appropriate for processing that particular application/inquiry. Forwarded applications/inquiries appear on worker's screen at the new Inbox location.

Note: Not all Application Inboxes have the ability to forward applications. Refer to the Appendices for specific agency inbox and Forwarding rules.

Forwarding Applications/Inquiries

Step	Action
1	<p>Select the item(s) which you would like to forward</p>  <p>Click on the check-box to select</p>
2	<p>Use the drop-down list to select the region that should review/process the inquiry/application(s)</p>  <p>Select the agency</p>
3	<p>Select Send</p>  <p>Select Send</p> <p>Note: After an application/inquiry is forwarded, it no longer appears in your Application Inbox.</p>



Notes:



Chapter 6: Frequently Asked Questions

Questions and Answers

The following frequently asked questions the may help in understanding and using your Application Inbox:

Question	Answer
Why does my Inbox appear to be empty?	Your Inbox will appear to be empty until you perform your first search. Perform a search in the “Application/Inquiry Search” section of the Inbox and your results will populate.
Why are there several items in my search results screen sharing one application number?	Virtual Gateway enables one household application to be distributed to many programs and services. It’s possible more than one person in the household qualifies.
What is the difference between “Application/Inquiry Status” and “Processing Status”?	“Application/Inquiry Status” describes the status of the actual application filed. This application status, can be “New” or it can be “Received”. “Processing Status” describes the status of the applicant in reference to the program or service that they are applying for; these statuses include: “Accepted”, “Denied”, and “Pending”.



Notes:



Glossary

Virtual Gateway

Online tool to access health and human service programs for the Commonwealth of Massachusetts. Virtual Gateway offers consumers and service providers a catalog, screening and referral surveys, and an intake tool (providers only) to collect application information.

Dashboard

The Dashboard is a welcome screen for Common Intake users. The Dashboard provides links to start an application, complete an eligibility survey, search for and retrieve incomplete applications, create a report, and view the Application Inbox.

Application Inbox

Container for the Virtual Gateway Community and Long Term Care Support applications that are not automatically sent to a legacy system



Notes:



Appendix 1: Department of Mental Retardation – Application Inbox Forward Routing Information

The table below details the routing information for Department of Mental Retardation applications and inquiries forwarded to new Inboxes through Virtual Gateway. Each Department of Mental Retardation Inbox can transfer to any one of these Inboxes listed (the table references forwarding logic displaying all towns served by each Inbox):

Department of Mental Retardation Inbox	Towns Served by Inbox
DMR Central West Region	Adams, Agawam, Alford, Amherst, Ashburnham, Ashby, Ashfield, Athol, Auburn, Ayer, Barre, Becket, Belchertown, Bellingham, Berlin, Bernardston, Blackstone, Blandford, Bolton, Boylston, Brimfield, Brookfield, Buckland, Charlemont, Charlton, Cheshire, Chester, Chesterfield, Chicopee, Clarksburg, Clinton, Colrain, Conway, Cummington, Dalton, Deerfield, Douglas, Dudley, East Brimfield, East Brookfield, East Douglas, East Longmeadow, Easthampton, Egremont, Erving, Fitchberg, Florida, Franklin, Gardner, Gilbertville, Gill, Goshen, Grafton, Granby, Granville, Great Barrington, Greenfield, Groton, Hadley, Hampden, Hancock, Hardwick, Harvard, Hatfield, Hawley, Heath, Hinsdale, Holden, Holland, Holyoke, Hopedale, Hubbardston, Huntington, Lancaster, Lanesborough, Lee, Leicester, Lenox, Leominster, Leverett, Leyden, Longmeadow, Ludlow, Lunenburg, Medway, Mendon, Middlefield, Milford, Millbury, Millers' Falls, Millville, Monroe, Monson, Montague, Monterey, Montgomery, Mount Washington, New Ashford, New Braintree, New Marlborough, New Salem, North Adams, North Brookfield, Northampton, Northbridge, Northfield, Oakham, Onset, Orange, Otis, Oxford, Palmer, Paxton, Pelham, Pepperell, Peru, Petersham, Phillipston, Pittsfield, Plainfield, Princeton, Richmond, Rowe, Royalston, Russell, Rutland, Sandisfield, Savoy, Shelburne, Sherborn, Shrewsbury, Shutesbury, Situate, South Hadley, Southampton, Southbridge, Southwick, Spencer, Springfield, Sterling, Stockbridge, Sturbridge, Sunderland, Sutton, Templeton, Tolland, Townsend, Turners Falls, Tyringham, Upton, Uxbridge, Wales, Ware, Warren, Warwick, Washington, Watery, Webster, Wendell, West Boylston, West Brookfield, West Springfield, West Stockbridge, Westfield, Westhampton, Westminster, Whately, Whitinsville, Wilbraham, Williamsburg, Williamstown, Winchendon, Windsor, Worcester, Worthington
DMR Metro Region	Allston, Ashland, Back Bay, Beacon Hill/WestEnd, Belmont, Boston, Brighton, Brookline, Cambridge, Canton, Charlestown, Chelsea, Chinatown, Columbia Point, Dedham, Dorchester, Dover, Downtown Crossing, East Boston, East Mattapan, Fenway, Foxborough, Framingham, Holliston, Hopkinton, Hudson, Hyde Park, Jamaica Plain, Kenmore Square, Marlborough, Mattapan, Medfield, Millis, Natick, Needham, Newton, Norfolk, North Dorchester, North End, Northborough, Norwood, Parker Hill, Plainville, Revere, Roslindale, Roxbury, Sheffield, Shirley,



Department of Mental Retardation Inbox	Towns Served by Inbox
DMR Metro Region (Continued)	Somerville, South Boston, South End, South Jamaica Plain, Southborough, Sudbury, Walpole, Waltham, Watertown, Wayland, Wellesley, West End, West Mattapan, West Roxbury, Westborough, Weston, Westwood, Winthrop, Wrentham
DMR Northeast Region	Acton, Amesbury, Andover, Arlington, Bedford, Beverly, Billerica, Boxborough, Boxford, Burlington, Byfield, Carlisle, Chelmsford, Concord, Danvers, Dracut, Dunstable, Essex, Everett, Georgetown, Gloucester, Groveland, Hamilton, Haverhill, Ipswich, Lawrence, Lexington, Lincoln, Littleton, Lowell, Lynn, Lynnfield, Magnolia, Malden, Manchester, Marblehead, Maynard, Medford, Melrose, Merrimac, Methuen, Middleton, Nahant, Newbury, Newburyport, North Andover, North Reading, Peabody, Reading, Rockport, Rowley, Salem, Salisbury, Saugus, Stoneham, Stow, Swampscott, Tewksbury, Topsfield, Tyngsborough, Wakefield, Wenham, West Newbury, Westford, Wilmington, Winchester, Woburn
DMR Southeast Region	Abington, Acushnet, Assonet, Attleboro, Avon, Barnstable, Berkley, Bourne, Braintree, Brewster, Bridgewater, Brockton, Buzzards Bay, Carver, Cataumet, Centerville, Chatham, Chilmark, Chilton, Cohasset, Cotuit, Dartmouth, Dennis, Dennisport, Dighton, Duxbury, East Bridgewater, East Freetown, East Sandwich, Eastham, Easton, Edgartown, Fairhaven, Fall River, Falmouth, Forestdale, Freetown, Gay Head, Gosnold, Halifax, Hanover, Hanson, Harwich, Hingham, Holbrook, Hull, Hyannis, Kingston, Lakeville, Littlefield, Mansfield, Marion, Marshfield, Mashpee, Mattapoissett, Middleborough, Milton, Monument Beach, Nantucket, New Bedford, North Attleboro, North Dartmouth, North Easton, North Westport, Norton, Norwell, Oak Bluffs, Orleans, Osterville, Pembroke, Plymouth, Plympton, Provincetown, Quincy, Randolph, Raynham, Rehoboth, Rochester, Rockland, Sandwich, Seekonk, Sharon, Somerset, Stoughton, Swansea, Taunton, Tisbury, Truro, Vineyard Haven, Wareham, Wellfleet, West Bridgewater, West Tisbury, Westport, Weymouth, Whitman, Woodshole, Yarmouth



Appendix 2: Elder Affairs – Application Inbox Forward Routing Information

The table below details the routing information for Elder Affair applications and inquiries forwarded to new Inboxes through Virtual Gateway. Each Elder Affair Inbox can transfer to any one of these Inboxes listed (the table references forwarding logic displaying all towns served by each Inbox):

Elder Affairs Inbox	Towns Served by Inbox
Baypath Elder Services, Inc.	Sherborn, Ashland, Dover, Framingham, Holliston, Hopkinton, Hudson, Marlborough, Natick, Northborough, Southborough, Sudbury, Wayland, Westborough
Boston ElderINFO	Back Bay, Beacon Hill/WestEnd, Boston, Charlestown, Chelsea, Chinatown, Columbia Point, Dorchester, Downtown Crossing, East Boston, Kenmore Square, North End, Revere, South Boston, West End, Winthrop, Allston, Brighton, Fenway, Jamaica Plain, Parker Hill, Roslindale, South Jamaica Plain, West Roxbury, East Mattapan, Hyde Park, Mattapan, North Dorchester, Roxbury, South End, West Mattapan
Bristol Elder Services, Inc.	Assonet, East Freetown, Fall River, Freetown, Somerset, Swansea, Westport, North Westport, Seekonk, Attleboro, Berkley, Dighton, Mansfield, North Attleboro, Norton, Raynham, Rehoboth, Taunton
Coastline Elderly Services	Gosnold, Acushnet, Dartmouth, Fairhaven, Marion, Mattapoisett, New Bedford, North, Dartmouth, Rochester
Elder Services of Berkshire	Sheffield, Adams, Cheshire, Clarksburg, Florida, Hancock, Lanesborough, New Ashford, North Adams, Savoy, Williamstown, Alford, Becket, Dalton, Egremont, Great Barrington, Hinsdale, Lee, Lenox, Monterey, Mount Washington, New Marlborough, Otis, Peru, Pittsfield, Richmond, Sandisfield, Stockbridge, Tyringham, Washington, West Stockbridge, Windsor
Elder Services of Cape Cod	Barnstable, Bourne, Brewster, Cataumet , Centerville, Chatham, Chilmark, Cotuit, Dennis, Dennisport, East Sandwich, Eastham, Edgartown, Falmouth, Forestdale , Gay Head, Harwich, Hyannis, Mashpee, Monument Beach, Nantucket, Oak Bluffs, Orleans, Osterville, Provincetown, Sandwich, Tisbury, Truro, Vineyard Haven, Wellfleet, West, Tisbury, Woodshole, Yarmouth, Buzzards Bay, Littlefield
Elder Services Merrimac Valley	Amesbury, Andover, Boxford, Byfield, Georgetown, Groveland, Haverhill, Lawrence, Merrimac, Methuen, Newbury, Newburyport, North Andover, Rowley, Salisbury, West Newbury, Billerica, Chelmsford, Dracut, Dunstable, Lowell, Tewksbury, Tyngsborough, Westford
Elder Services Worcester Area	Barre, Gilbertville, Hardwick, New Braintree, Oakham, Rutland, Shrewsbury, Grafton, Millbury, Auburn, Boylston, Holden, Leicester, Paxton, West Boylston, Worcester



Elder Affairs Inbox	Towns Served by Inbox
Franklin County Home Care Corp	Ashfield, Athol, Bernardston, Buckland, Charlemont, Colrain, Conway, Deerfield, Erving, Gill, Greenfield, Hawley, Heath, Leverett, Leyden, Millers' Falls, Monroe, Montague, New Salem, Northfield, Orange, Petersham, Phillipston, Rowe, Royalston, Sunderland, Turners Falls, Warwick, Watery, Wendell, Whately, Shelburne, Shutesbury
Greater Lynn Senior Services	Lynnfield, Saugus, Lynn, Nahant, Swampscott
Greater Springfield Sr Services	Monson, Palmer, Agawam, East Longmeadow, Hampden, Longmeadow, Springfield, West Springfield, Wilbraham, Brimfield, East Brimfield, Holland, Wales
HESSCO	Dedham, Canton, Millis, Norfolk, Plainville, Wrentham, Medfield, Westwood, Norwood, Foxborough, Sharon, Walpole
Highland Valley Elder Services	Amherst, Cummington, Goshen, Hadley, Hatfield, Pelham, Plainfield, Williamsburg, Chesterfield, Easthampton, Middlefield, Northampton, Southampton, Westhampton, Worthington, Blandford, Chester, Granville, Huntington, Montgomery, Russell, Southwick, Tolland, Westfield
Minuteman Senior Services	Harvard, Acton, Bedford, Boxborough, Burlington, Carlisle, Concord, Littleton, Wilmington, Lexington, Winchester, Woburn, Lincoln, Maynard, Stow, Arlington
Montachusett Home Care Corp	Ashburnham, Ashby, Ayer, Berlin, Bolton, Clinton, Fitchberg, Gardner, Groton, Hubbardston, Lancaster, Leominster, Lunenburg, Pepperell, Princeton, Sterling, Templeton, Townsend, Westminster, Winchendon, Shirley
Mystic Valley Elder Services	Everett, Malden, Medford, Melrose, North Reading, Reading, Stoneham, Wakefield
North Shore Elder Services	Danvers, Marblehead, Middleton, Peabody, Salem
Old Colony Elderly Services	Abington, Avon, Bridgewater, Brockton, East Bridgewater, Easton, North Easton, Rockland, Stoughton, West Bridgewater, Whitman, Chilton, Onset, Wareham, Carver, Duxbury, Halifax, Hanover, Hanson, Kingston, Marshfield, Pembroke, Plymouth, Plympton, Lakeville, Middleborough
SeniorCare, Inc.	Beverly, Essex, Gloucester, Hamilton, Ipswich, Magnolia, Manchester, Rockport, Topsfield, Wenham
Somerville Cambridge Elder Services	Cambridge, Somerville
South Shore Elder Services	Holbrook, Situate, Braintree, Cohasset, Hingham, Hull, Milton, Norwell, Quincy, Randolph, Weymouth



Elder Affairs Inbox	Towns Served by Inbox
Springwell	Brookline, Newton, Needham, Wellesley, Weston, Belmont, Waltham, Watertown
Tri-Valley Elder Services	Uxbridge, Bellingham, Blackstone, Douglas, East Douglas, Franklin, Hopedale, Medway, Mendon, Milford, Millville, Northbridge, Sutton, Upton, Whitinsville, Brookfield, Charlton, Dudley, East Brookfield, North Brookfield, Oxford, Southbridge, Spencer, Sturbridge, Warren, Webster, West Brookfield
WestMass ElderCare, Inc.	Chicopee, Belchertown, Granby, Holyoke, Ludlow, South Hadley, Ware



Notes:



Appendix 3: Massachusetts Rehabilitation Commission – Application Inbox Forward Routing Information

The table below details the routing information for Massachusetts Rehabilitation Commission applications and inquiries forwarded to new Inboxes through Virtual Gateway. Each Massachusetts Rehabilitation Commission Inbox can transfer to any one of these Inboxes listed (the table references forwarding logic displaying all towns served by each Inbox):

Massachusetts Rehabilitation Commission Inbox	Towns Served by Inbox
MRC Brockton Area Office	Abington, Avon, Bridgewater, Brockton, Canton, East Bridgewater, Easton, Holbrook, North Easton, Rockland, Sheffield, Stoughton, West Bridgewater, Whitman
MRC Brookline Area Office	Allston, Brighton, Brookline, Fenway, Jamaica Plain, Newton, Parker Hill, Roslindale, South Jamaica Plain, West Roxbury
MRC Boston Area Office	Back Bay, Beacon Hill/WestEnd, Boston, Charlestown, Chelsea, Chinatown, Columbia Point, Dedham, Dorchester, Downtown Crossing, East Boston, Kenmore Square, North End, Revere, South Boston, West End, Winthrop
MRC Cape and the Islands Area Office	Barnstable, Bourne, Brewster, Cataumet, Centerville, Chatham, Chilmark, Chilton, Cotuit, Dennis, Dennisport, East Sandwich, Eastham, Edgartown, Falmouth, Forestdale, Gay Head, Gosnold, Harwich, Hyannis, Mashpee, Monument Beach, Nantucket, Oak Bluffs, Onset, Orleans, Osterville, Provincetown, Sandwich, Tisbury, Truro, Vineyard Haven, Wellfleet, West Tisbury, Woodshole, Yarmouth
MRC Fallriver Area Office	Assonet, East Freetown, Fall River, Freetown, Somerset, Swansea, Westport
MRC Fitchburg Area Office	Ashburnham, Ashby, Ayer, Barre, Berlin, Bolton, Clinton, Fitchberg, Gardner, Gilbertville, Groton, Hardwick, Harvard, Hubbardston, Lancaster, Leominster, Lunenburg, New Braintree, Oakham, Pepperell, Princeton, Rutland, Shrewsbury, Sterling, Templeton, Townsend, Westminster, Winchendon
MRC Greenfield Area Office	Amherst, Ashfield, Athol, Bernardston, Buckland, Charlemont, Colrain, Conway, Cummington, Deerfield, Erving, Gill, Goshen, Greenfield, Hadley, Hatfield, Hawley, Heath, Leverett, Leyden, Millers' Falls, Monroe, Montague, New Salem, Northfield, Orange, Pelham, Petersham, Phillipston, Plainfield, Rowe, Royalston, Sherborn, Situate, Sunderland, Turners Falls, Warwick, Wately, Wendell, Whately, Williamsburg



Massachusetts Rehabilitation Commission Inbox	Towns Served by Inbox
MRC Holyoke Area Office	Chicopee, Belchertown, Chesterfield, Easthampton, Granby, Holyoke, Ludlow, Middlefield, Monson, Northampton, Palmer, South Hadley, Southampton, Ware, Westhampton, Worthington
MRC Lawrence Area Office	Amesbury, Andover, Boxford, Byfield, Georgetown, Groveland, Haverhill, Lawrence, Merrimac, Methuen, Newbury, Newburyport, North Andover, Rowley, Salisbury, West Newbury
MRC Lowell Area Office	Acton, Bedford, Billerica, Boxborough, Burlington, Carlisle, Chelmsford, Concord, Dracut, Dunstable, Littleton, Lowell, Tewksbury, Tyngsborough, Westford, Wilmington
MRC Malden Area Office	Everett, Lexington, Lynnfield, Malden, Medford, Melrose, North Reading, Reading, Saugus, Stoneham, Wakefield, Winchester, Woburn
MRC Milford Area Office	Uxbridge, Bellingham, Blackstone, Douglas, East Douglas, Franklin, Grafton, Hopedale, Medway, Mendon, Milford, Millbury, Millis, Millville, Norfolk, Northbridge, Plainville, Sutton, Upton, Whitinsville, Wrentham
MRC North Adams Area Office	Adams, Cheshire, Clarksburg, Florida, Hancock, Lanesborough, New Ashford, North Adams, Savoy, Williamstown
MRC Natick Area Office	Ashland, Dover, Framingham, Holliston, Hopkinton, Hudson, Lincoln, Marlborough, Maynard, Medfield, Natick, Needham, Northborough, Shirley, Southborough, Stow, Sudbury, Wayland, Wellesley, Westborough, Weston, Westwood
MRC New Bedford Area Office	Acushnet, Buzzards Bay, Dartmouth, Fairhaven, Marion, Mattapoisett, New Bedford, North Dartmouth, North Westport, Rochester, Wareham
MRC Pittsfield Area Office	Alford, Becket, Dalton, Egremont, Great Barrington, Hinsdale, Lee, Lenox, Monterey, Mount Washington, New Marlborough, Otis, Peru, Pittsfield, Richmond, Sandisfield, Shelburne, Stockbridge, Tyringham, Washington, West Stockbridge, Windsor
MRC Plymouth Area Office	Carver, Duxbury, Halifax, Hanover, Hanson, Kingston, Marshfield, Pembroke, Plymouth, Plympton
MRC Quincy Area Office	Braintree, Cohasset, Hingham, Hull, Milton, Norwell, Norwood, Quincy, Randolph, Seekonk, Weymouth
MRC Roxbury Area Office	East Mattapan, Hyde Park, Mattapan, North Dorchester, Roxbury, South End, West Mattapan
MRC Salem Area Office	Beverly, Danvers, Essex, Gloucester, Hamilton, Ipswich, Lynn, Magnolia, Manchester, Marblehead, Middleton, Nahant, Peabody, Rockport, Salem, Swampscott, Topsfield, Wenham



Massachusetts Rehabilitation Commission Inbox	Towns Served by Inbox
MRC Somerville Area Office	Arlington, Belmont, Cambridge, Somerville, Waltham, Watertown
MRC Springfield Area Office	Agawam, Blandford, Chester, East Longmeadow, Granville, Hampden, Huntington, Longmeadow, Montgomery, Russell, Southwick, Springfield, Tolland, West Springfield, Westfield, Wilbraham
MRC Sturbridge Area Office	Brimfield, Brookfield, Charlton, Dudley, East Brimfield, East Brookfield, Holland, Littlefield, North Brookfield, Oxford, Southbridge, Spencer, Sturbridge, Wales, Warren, Webster, West Brookfield
MRC Taunton Area Office	Attleboro, Berkley, Dighton, Foxborough, Lakeville, Mansfield, Middleborough, North Attleboro, Norton, Raynham, Rehoboth, Sharon, Taunton, Walpole



Notes: