Reasonable Accommodation (RA) Job Aid

RA Streamline, Executive Department Employees

Step by Step

Resonable Accomodation (RA) – Executive Department Employees

Section Title

Visit Mass.gov webpage to access RA Online Form

Image or Screenshot

Reasonable Accommodation

Step 1: Visit Online Form

Overview of the Reasonable Accommodation Process
What to expect -RA Guide

Note: A PDF version of a Reasonable Accommodation Request Form can also be submitted

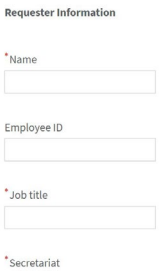


RA Menu Navigation

Image or Screenshot

Step 2: Complete the online form

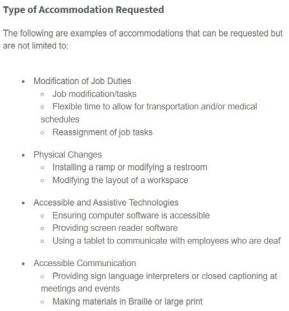
Note: An employee ID is not required to complete the form.



Accommodation Types

Image or Screenshot

Step 3: Review the examples of accommodations that can be requested. Please be sure to type out your requested accommodation(s) and any limitations that require your need for the accommodation.

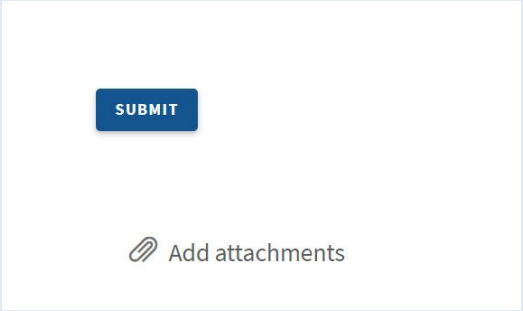


Uploading documents & Submission

Image or Screenshot

Step 4: Review your requestor information and attach any relevant documents. Then click the "submit" button.

Note: To upload a document click the add attachment button and select the appropriate file.

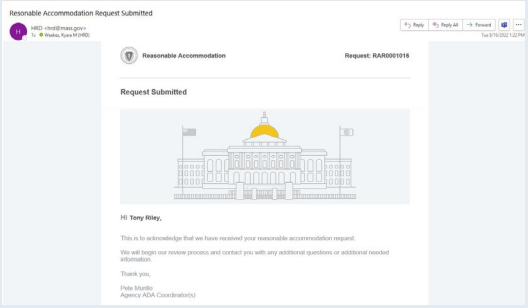


Acknowledgment Email

Image or Screenshot

Step 5: Upon submission you will receive an email from your ADA Coordinator acknowledging receipt.

Note: Your ADA Coordinator will reach out to you to begin the interactive process

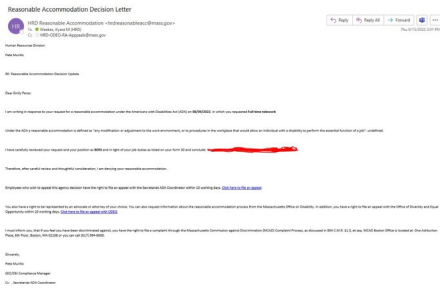


Decision

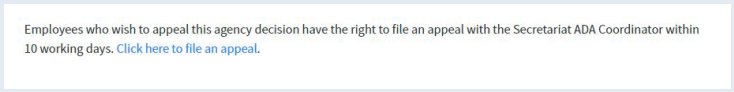
Image or Screenshot

A decision letter will be sent to the email address you provided.

Note: Decision letters have detailed information regarding your RA, please be sure to read it carefully.



Initiate an Appeal

	Image or Screenshot
Step 1: If you wish to appeal an RA denial you click the "appeal" link within your decision letter. *Note: An agency or secretariat appeal is initiated the same way. To initiate an appeal, you will need to click on the link within your decision letter.*	

Submitting an Appeal

	Image or Screenshot
Step 2: Explain in detail the reasoning for an appeal. Upload any additional documents that support the appeal. Read and check off the acknowledgment statement. Click the submit button. *Note: An email receipt acknowledgement will be sent after submitting an appeal.*	