



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

DEVAL L. PATRICK
Governor

JOHN W. POLANOWICZ
Secretary

STACEY MONAHAN
Commissioner

**Online Guide Transmittal 2014-1
October 21, 2014**

To: Department of Transitional Assistance Staff

From: *AOS* Anne O'Sullivan, Assistant Commissioner for Policy, Program and External Relations

Re: Online Guide Launch

Overview

The Online Guide is a web-based application that has been designed to house important Department information. This comprehensive tool was developed to enable DTA staff to easily locate information necessary to accomplish their day-to-day business from a single location.

Organized by topic, the Guide consists of TAFDC, EAEDC, SNAP, and Business Process Redesign information, with links to Field Operations and Operations Memos, Regulations, Online Forms, Transitions, Job Aids, and other Department communication. In addition, where relevant, BEACON 3.0 instructions are embedded within the topics. An added feature to the Guide is the ability for staff to complete a search when looking for a particular piece of information.

Purpose

The purpose of this Transmittal is to:

- announce the availability of the Online Guide;
- introduce staff to the structure of the Online Guide;
- advise staff how to access and navigate topics within the Online Guide; and
- to describe Business Process Redesign related material that is accessible via the Online Guide.

Online Guide

By close of business on October 21, 2014, the Online Guide will be available in the newly created Online Guide folder in Policy Online. Effective October 22, 2014, the Guide will also be available through the Useful Links section on the BEACON homepage.

The Online Guide is topic based and organized by program (EAEDC, TAFDC and SNAP). Each program is a book and within each book are chapters and pages with information related to the particular topic within each chapter.

In addition to program information, the Online Guide displays the following features: Contents, Index, Search and Glossary.

The *Contents* feature is the Table of Contents and is organized by topic as a series of books with chapters and pages.

The *Index* feature displays words and phrases. It can be used in two ways. Click on the word or phrase and the page(s) with that word/phrase are displayed. In some cases, such as Active Duty Personnel, Veterans, it will ask which program. Just click on the program and the page displays. The index is also searchable. Type in a keyword and the results of the search display.

The *Glossary* feature contains words and definitions. It mirrors the BEACON Help Glossary. Click on the word or phrase and the definition will display.

The *Search* feature allows the case manager to attempt a word-search within the Guide. Either a simple word search or a filtered search can be completed. For a simple word search staff can type in the word, click enter, and a series of selections display. Choose the selection that best suits the search. Click the selection and the page will display. To complete a filtered search, which will provide more specific results, search on a word-string, for example work program sanction. To achieve the proper result, quotation marks must be used.

The Table of Contents in the left pane displays the following series of books.

About the Guide displays important information about using the Guide and describes the buttons and icons that appear in the Guide. It also describes how to print Guide pages and includes frequently asked questions.

**Online Guide
(continued)**

Transmittal Updates displays Guide related Online Guide Transmittal Updates which are used to alert staff to changes and enhancements as they are made to the Guide.

Reference Documentation provides a link to documentation in the Related Systems Documentation folder in Policy Online.

Online Forms links to the Online Forms folder in Policy Online and contains information about online forms.

News You Can Use links to the BEACON News You Can Use.

The next series of books contains the program material of the Guide: EAEDC, TAFDC, SNAP, Business Process Redesign, and Cross Program. When opened, these books contain a series of related topics which contain all Program Information in one place.

Note: A word underlined in blue means that it is a link to more information about the subject. At the bottom of each page is a link to all policy and procedural information related to that page.

**Business
Process
Redesign Book**

As the launch of the Online Guide coincides with the launch of the DTA's Business Process Redesign, a BPR book has been developed that contains the standard operating procedures associated with the change in our business model. From this book, staff can access:

- the overview of the changes occurring; and
- procedural instructions for Central Office, TAO Front Office, Phone Procedures, and Processing Procedures

Also available in the BPR book are Narrative and Phone Guidelines.

Questions

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