



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


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**Online Guide Transmittal 2021-61
August 5, 2021**

To: Department of Transitional Assistance Staff
From:  **Sarah Stuart, Associate Commissioner for Change Management**
Re: Cross Programs: Domestic Violence Enhancements Phase 1

Overview

The Department is implementing various BEACON enhancements, in phases, to improve client access, and to deliver critical domestic violence services more efficiently to both DTA and non-DTA clients. Phase One enhancements focus on Heightened Level of Security (HLS), identifying a narrative entered by a DV Specialist and changes to the Address page in BEACON. These systems changes include:

- the automatic removal of HLS when a case is denied or closed;
 - the addition of a pop-up message in BEACON when a client who formerly had HLS reapplies or is reinstated. This message will prompt staff to ask the client whether they want to retain HLS and/or the Blocking of Online Services;
 - require revisitation to the Domestic Violence and Access Online Service pages whenever an HLS client reapplies, or their case is reinstated;
 - automatic recoding a case with HLS if they reopen as a **SNAP-only case with no interview held** and had HLS at the time of the most recent denial or closing;
 - Blocking Online Services automatically being set to Yes when a client who previously had HLS initiates a new application;
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**Overview
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- the replacement of ‘Battered Women’s Shelter’ with ‘DV Shelter’ on the Address page;
- an indicator for clients participating in the Address Confidentiality Program (ACP) for a mailing address and edits preventing the entry of a Residential or Permanent address on the Address page for ACP participants;
- adding Domestic Violence as a good cause reason when clients are having difficulty meeting a Department program rule for TAFDC, EAEDC, and SNAP; and
- the addition of a new purple Domestic Violence Specialist icon in the BEACON narrative tab which will identify narratives entered by a DV Specialist.

Note: Not all client/DV Specialist communications require a narrative, therefore, you will **not** be able to **solely** use this icon to identify if a DV Specialist has worked on a case.

Note: Clients can request HLS or request the removal of HLS with a telephonic or written self-declaration, or by completing the HLS-1 Confirmation/Declination form.

Purpose

The purpose of this Online Guide Transmittal is to advise staff of enhancements made to BEACON and updates made in the Online Guide.

Revised Online
Guide Pages

Topic:	TAFDC
Book:	Program Nonfinancial Requirements
Chapter:	Child Support
Subchapter	Absent Parent Information at Application
Page:	Entering Absent Parent Data
Topic:	TAFDC
Chapter:	Services
Page:	Good Cause Criteria
Topic:	SNAP
Book:	Work Requirements
Chapter:	General SNAP Work Requirements
Page:	General SNAP Work Requirements Good Cause Criteria
Topic:	COVID-19
Page:	SNAP Application Interview Waiver
Topic:	Cross Programs
Chapter:	Heightened Level of Security
Page:	Heightened Level of Security – Domestic Violence

Revised Online
Guide Pages
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Topic:	Cross Programs
Chapter:	Request for Assistance (RFA)
Page:	Address (RFA)
Topic:	Cross Programs
Chapter:	Request for Assistance (RFA)
Page:	Domestic Violence (RFA)
Topic:	Domestic Violence
Page:	Domestic Violence Related Pages
Topic:	Domestic Violence
Page:	Domestic Violence Specialists
Topic:	Domestic Violence

Questions

If you have any policy or procedural questions, after conferring with the appropriate TAO personnel, please have your Systems Information Specialists or TAO management email them to DTA.Procedural Issues.

Systems issues should be directed to the Systems Support Help Desk.
