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*Executive Office of Health and Human Services*  
**Department of Transitional Assistance**  
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**Operations Memo 2010-50**  
**November 1, 2010**

**To:** Transitional Assistance Office Staff

**From:** *Stephanie A. Brown*, Assistant Commissioner for Policy, Program, and External Relations

**Re:** Confidentiality of Case Record Information and the BEACON Heightened Level of Security Indicator

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**Overview**

All DTA staff must ensure that information about the applicant and/or client (hereafter referred to as client) is never disclosed without his or her written permission. However, in cases where there are heightened levels of concern, clients may wish to consider the heightened level of security option.

Case managers must discuss the availability of the Heightened Level of Security (HLS) indicator in BEACON when a client discloses concerns about confidentiality of information due to domestic violence or for any other reason. It is the responsibility of the case manager to accommodate a client's request to use the HLS indicator in BEACON immediately if that is the client's decision.

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**Purpose of Memo**

This Operations Memo will:

- identify a new process for assigning the HLS indicator to a case;
  - introduce a new form, the HLS-1(Attachment A);
  - provide instructions for when and how to activate the HLS indicator;
  - remind all DTA staff to ensure client confidentiality; and
  - emphasize the impact of the HLS indicator to the client.
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**Obsolete Memo**

This Operations Memo obsoletes Field Operations Memo 2008-23.

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**Heightened Level of Security Confirmation/Declaration Form**

A new form entitled *Heightened Level of Security Confirmation/Declination* has been developed for use when case managers discuss safety and confidentiality of case information with a client who expresses concerns about their safety.

This form has been developed to:

- ensure that the client acknowledges the fact that he or she understands the restrictions associated with activating the HLS indicator; and
  - acknowledge the request to remove the HLS indicator once the client no longer wishes to have the restriction placed on his or her case.
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**Confidentiality Guidelines**

Case managers are reminded that in cases that are not identified as heightened level of security, **no information regarding a case should be given by telephone unless the case manager is absolutely certain as to the identity of the caller.** When in doubt, call the client back at the phone number listed in the case record.

Any case can be assigned the HLS indicator for increased confidentiality safeguards. The HLS indicator can only be assigned at the client's written request by having them complete and sign the HLS-1 form. Clients who request the HLS indicator must be informed that no information regarding the case will be discussed over the telephone with the client or with anyone else. This restriction includes the inability to talk on the phone with Domestic Violence Specialists, Recipient Services and other centralized phone lines operated by the Department. Please note that if the client has an attorney, the client must provide his or her attorney's name and phone number on the HLS-1 form, along with the client's signature providing written consent to speak to their attorney.

In addition, the client should be informed that the use of the HLS indicator will prevent him or her from using "My Account Page" accessed through the Virtual Gateway which allows clients the ability to view important information about their food, cash and/or health assistance benefits.

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**Confidentiality  
Guidelines  
(continued)**

Once the HLS indicator is activated, the SSN, name and date of birth will display in red in BEACON and a yellow triangle with an exclamation point will also appear on every page.

Case managers will be required to refer all clients who choose to use the HLS indicator due to domestic violence issues to a DV Specialist. Case managers are also reminded to annotate the Narrative tab in BEACON indicating the client requested the HLS indicator and has been referred to a DV Specialist.

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**HLS Indicator  
Display in  
BEACON**

When the HLS indicator is activated in BEACON, the SSN, name and date of birth will appear in red font. A yellow triangle with an exclamation point will also appear on the page.

Once the case manager accesses the ECF, the client name and SSN displays in red on the top of the page. However, when accessing other pages in the workflow, the name, date of birth and SSN appear in red on the bottom left of the page, followed by the yellow triangle with the exclamation point

**Important:** When a client search is initiated and the client is located in BEACON, the information on the Client Search page does not display in red font, nor does the Schedule Appointment page identify the HLS indicator. Therefore case managers must be cautious about acknowledging the existence of the case until certain that it is not flagged with the HLS indicator.

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**Heightened  
Level of  
Security Not  
Involving Domestic  
Violence**

When a client chooses to use the HLS indicator for cases not involving domestic violence, the case manager must:

- have the client sign the HLS-1 form;
- access the Domestic Violence page on BEACON;
- click “yes” on the Domestic Violence Situation radio button;
- check the HLS checkbox;
- indicate on the Narrative tab the source of concern, if known, and that domestic violence is not involved; and
- give the client a copy of the signed HLS-1 form.

Once the HLS indicator is activated the SSN, name and date of birth will appear in red on BEACON and a yellow triangle with an exclamation point will also appear on every page.

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**Heightened  
Level of  
Security Involving  
Domestic Violence**

When a client reports a current or past domestic violence situation, the case manager must:

- inform the client about the availability of domestic violence services (refer to Field Operations memo 2010-35 for more information);
- inform the client about the option to use the HLS indicator and explain the impact on the case as explained on page 2 of this memo;
- have the client sign the HLS-1 form;
- refer the client to the DV Specialist and annotate that a referral has been made on the Narrative tab; and
- give the client a copy of the signed HLS-1 form.

If the DV Specialist is in the TAO, she will meet with the client on the same day as the referral and make an assessment. If the DV Specialist is not in the TAO, the case manager must telephone the DV Specialist and the DV Specialist will make an assessment over the telephone with the client.

The DV Specialist will help the client decide if using the HLS indicator is right for his or her situation.

The DV Specialist will inform the case manager, either by telephone or e-mail of the client's decision to use or not to use the HLS indicator.

If the decision is to use the HLS indicator the case manager should immediately activate the HLS indicator by:

- accessing the Domestic Violence page in BEACON;
  - clicking "yes" on the Domestic Violence Situation radio button;
  - checking the HLS checkbox;
  - checking the Abusive Person in Household checkbox, if it is known that the abusive person is in the household. If it is not known, leave it blank; and
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**Heightened  
Level of  
Security Involving  
Domestic Violence  
(continued)**

- annotating the Narrative tab that the client met or spoke with the DV Specialist and requested the HLS indicator.

If the decision is **not** to use the HLS indicator, the case manager should **not** activate the HLS indicator. Annotate the Narrative tab that the client met or spoke with the DV Specialist and chose not to request the HLS indicator. Also have the client sign the HLS-1 form indicating they do not want the HLS indicator activated on their case.

**Note:** It is the DV Specialist's responsibility to inform the case manager when the client failed to meet with her to discuss the HLS indicator. If the client requested the HLS indicator when she or he met with the case manager, the case manager must accommodate the request, even though the client failed to meet with the DV Specialist. Annotate the Narrative tab to indicate that the client did not meet with the DV Specialist.

If the client does not wish to meet or speak with the DV Specialist, but wants the HLS indicator, the indicator should be activated and an annotation made on the Narrative tab.

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**Procedures After  
HLS Activation**

At each client contact at the TAO, the case manager must:

- give the client the option of removing the HLS indicator;
  - if the client wishes to remove the HLS indicator, the HLS-1 must be completed and signed to reflect the request;
  - file the HLS – 1 in the case record;
  - give the client a copy of the signed HLS-1 form;
  - immediately remove the HLS indicator; and
  - annotate the Narrative tab with this information.
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**Questions**

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

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**HEIGHTENED LEVEL OF SECURITY CONFIRMATION/DECLINATION**

DTA Office: \_\_\_\_\_

I, \_\_\_\_\_, SSN \_\_\_\_\_ do/do not (please check applicable box) want to establish a heightened level of security indicator on my case. I understand that having a heightened level of security means that I will not be able to transact any DTA business over the telephone. I will also not have the ability to use the My Account Page application located on the internet to obtain any information about my case. I understand that all contact must be in person to ensure my safety.

Additional comments, if any: \_\_\_\_\_  
\_\_\_\_\_

I do/do not (please check applicable box) give my attorney \_\_\_\_\_  
at \_\_\_\_\_ permission to speak to DTA about my case.  
(phone number)

Client signature: \_\_\_\_\_

Case manager signature: \_\_\_\_\_

Date: \_\_\_\_\_

I, \_\_\_\_\_, SSN \_\_\_\_\_ no longer want the  
heightened level of security indicator on my case.

Client signature: \_\_\_\_\_

Case manager signature: \_\_\_\_\_

Date: \_\_\_\_\_