



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


CHARLES D. BAKER
Governor

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Secretary

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Lieutenant Governor

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Commissioner

Online Guide Transmittal 2017-103
December 8, 2017

To: Department of Transitional Assistance Staff
From:  Paul Sutliff, Assistant Commissioner for Field Operations
Re: Cross Programs – Assisting Person Roles

Overview

Clients may authorize a person or agency to assist with applications, case maintenance, recertifications/reevaluations, and any other DTA requirements, depending on the role that is designated. The Assisting Person page in BEACON captures the various roles that a client may designate. Each role serves a specific purpose and requires different information and documentation. Clients may designate one person/agency to assist with all roles or may designate multiple people to perform different roles.

Purpose

The purpose of this transmittal is to advise staff of revised Online Guide content outlining functions and required documents for each Assisting Person role.

**New Online
Guide Page**

Topic: Cross Programs
Book: Assisting Person Roles
Page: Assisting Person Roles

**Revised Online
Guide Page**

Topic: Cross Programs
Book: Request for Assistance (RFA)
Page: Assisting Person (RFA)

**Removed Online
Guide Page**

The content from the following page was consolidated with the content in the Assisting Person pages.

Topic: Cross Programs
Book: Voluntary Consent to Release Information
Page: Voluntary Consent to Release Information

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 the DTA Mailbox.

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