



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


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**Online Guide Transmittal 2020-67
September 18, 2020**

To: Department of Transitional Assistance Staff
From:  Sarah Stuart, Associate Commissioner for Change Management
Re: Cross Programs: BEACON5 Final Rollout

Overview

The Department is continuing efforts to modernize technology so that staff can determine eligibility more efficiently and improve the customer experience overall. With this in mind, the Department's eligibility case management system has been replaced by BEACON5. BEACON 3 has remained in place as staff transitioned to using BEACON5 and as a safe guard for any technical issues.

Purpose

The purpose of this Online Guide Transmittal to advise staff of the timeframes for the BEACON5 launch, as well as some of the enhancements to the system.

**BEACON5
Functionality**

The BEACON5 workflow will largely be the same as the workflow of BEACON 3. However, improvements have been made to:

- incorporate staff suggestions for icon presentations and workflow colors;
- ensure the pages are ADA compliant;
- improve page response time; and
- reduce the number of clicks by using tabs instead of popup windows.

**BEACON5
Timeframe**

As BEACON5 has stabilized and has been rolled out to all users, BEACON 3 will be decommissioned in the very near future. The plan is for BEACON 3 to be permanently unavailable after December 31, 2020.

To ensure that staff are utilizing BEACON5, effective Tuesday September 22nd, staff will be required to work in BEACON5. BEACON 3 access will only be allowed if a system defect is preventing the completion of the work in BEACON5.

If staff attempt to log into BEACON 3, before they have logged into BEACON5, they will see the following "DTA will be sunseting BEACON 3 in the near future. You must log into BEACON5. You can log into BEACON 3 only after you had accessed BEACON5."

**Systems
Support**

If staff identify any technical issues that are related to BEACON5, a ticket must be submitted to EHS-IT by designated TAO staff. When submitting the ticket, be sure to indicate that the issue is related to BEACON5.

**Obsoleted
Online Guide
Transmittal**

Online Guide Transmittal 2020-18: Cross Programs - Implementation of BEACON5.

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.
