



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


CHARLES D. BAKER
Governor

MARYLOU SUDDERS
Secretary

KARYN POLITO
Lieutenant Governor

AMY KERSHAW
Commissioner

**Online Guide Transmittal 2021-99
December 23, 2021**

To: Department of Transitional Assistance Staff
From:  **Sarah Stuart, Associate Commissioner for Change Management**
Re: Cross Program: Front Office Group Processing Model

Overview

The Department is adding several new actions for Clerks and Human Service Assistants to process in the business group "Front Office Group." Front Office staff will pull actions for centralized work through the My Actions page in BEACON. Front end staff will continue to pull actions from this business group, as assigned, when operations do not require that they be assisting clients in the reception area.

Additionally, TAO managers, supervisors, and the Centralized Eligibility and Processing Unit (CEP) will now have access to the Front Office Group in BEACON to assist when necessary.

Purpose

This Online Guide update is to advise staff of the Front Office Group Processing Model, the specific action types included in this processing model, and the steps to complete each action type. Additionally, the Third-Party Income Verification Request OLG page has been moved from the Cross Programs book and placed into the Front Office Procedures subchapter so that all administrative functions can be viewed under one section.

**New Online
Guide Pages**

Book: Business Process (BP)
Chapter: Procedures
Subchapter: Front Office Procedures
Page: Process EBT Card Warning

Book: Business Process (BP)
Chapter: Procedures
Subchapter: Front Office Procedures
Page: Process Invalid Email Address Update

Book: Business Process (BP)
Chapter: Procedures
Subchapter: Front Office Procedures
Page: Processing Unidentified Documents

**Revised Online
Guide Page**

Book: Cross Programs
Chapter: Third Party Verification Requests
Page: Third Party Verification

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.
