



*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

MARY SHEEHAN
Acting Commissioner

**Online Guide Transmittal 2022-62
July 27, 2022**

To: Department of Transitional Assistance Staff
From:  Sarah Stuart, Associate Commissioner for Change Management
Re: Cross Programs: Removing Photos and SSNs from BEACON

Overview

To reduce the risk of identity theft, the Department is limiting the number of pages and views that personal identifying information (PII) is displayed on in BEACON. Social Security Numbers (SSNs) and dates of birth (DOBs) will no longer display on the majority of BEACON pages or views. Client photos are also being removed from unnecessary pages as it may lead to certain assumptions based on unconscious bias.

Staff will still be able to search for the client's information using their SSN.

Purpose

The purpose of this Online Guide Transmittal is to advise staff of BEACON updates involving the removal of SSNs, DOBs and photos from certain pages and views in BEACON, and the corresponding updates to the Online Guide.

Removal of PII

The specific BEACON changes are as follows:

- Client SSNs are no longer displayed on the BEACON home/profile pages or as an ECF header.
- Client SSN and date of birth are no longer displayed in header and/or member list of most individual BEACON pages. (However, the member lists will continue displaying the client's age.)
- Client SSNs are no longer displayed in the detail of the Schedule Appointment page.
- Most SSNs displayed on each BEACON View have been replaced with APIDs.
- APIDs are now displayed on all BEACON Views pages that previously displayed no APID.
- All search pages now default to the APID as a search parameter.
- APIDS are now displayed in the following search pages:

Scheduled Appointment – Appointment Search Pop-Up	EDM Document Search
Scheduled Appointment – Client Search Pop-Up	Unidentified Document Search
AR Wage Employer Search	Invoice Search
Disqualifications (FSA) Search	Vendor Search
Appeal Tracking Search	SSI Search
Basic Person Search	RSDI Search
ABAWD Document Search	WIC Search
CSA/PSI Scanned Document Search	

Removal of Photos

Client photos are no longer displayed on the BEACON home and profile page or as an ECF header. Photos will also no longer be displayed in header and/or member list of most individual BEACON pages.

**BEACON Pages
Still Displaying
SSN**

Although BEACON is now limited in its display of personal identifying information, some pages and views will continue displaying SSNs to prevent duplicate web applications and identity mismatches, or to meet the operational needs of certain Department units.

These exceptions are as follows:

- The External Agency Matches and Special Services Payment views under the My Office tab in BEACON will continue displaying SSNs.
- The SSN field will remain in the detail of the Assessed Person page. (However, the Assessed Person page no longer includes the client photo.)
- The following BEACON pages will continue displaying SSNs in the header:

CEO Special Match	Earned Income Matches
DCF Placement Matches	FNS EDRS Match
DOR Bank Match	Identity Match
DOR Child Support Match	Lottery Match
DYS Placement Match	Name Clearance
Death Match	Household Member/Basic Person List

**Revised Online
Guide Pages**

Topic:	Business Process (BP)
Book:	Procedures
Chapter:	Cash Procedures
Page:	Case Managers: Completing a Notification in BEACON

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.
