



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

MAURA T. HEALEY
GOVERNOR


KATHLEEN E. WALSH
SECRETARY

KIMBERLEY DRISCOLL
LIEUTENANT GOVERNOR

MARY SHEEHAN
ACTING COMMISSIONER

**Online Guide Transmittal 2023-39
May 18, 2023**

To: Department of Transitional Assistance Staff

From:  Sarah Stuart, Associate Commissioner for Change Management

Re: Cross Program: Address Confidentiality Program Transfer Procedures and Reminders on Entering Information

Overview

The Address Confidentiality Program (ACP) provides survivors of domestic violence, sexual assault and stalking with a substitute address to keep their physical location confidential. In our continued efforts to serve these clients safely while maintaining access to benefits and services, DTA is providing clarity to staff regarding the handling of these cases.

Purpose

The purpose of this Online Guide Transmittal is to advise staff of online guide updates that provide:

- clarifications on when to transfer these cases to another TAO or not; and
 - reminders for correctly entering the address information for clients participating in the Address Confidentiality Program.
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Key Updates

- All clients who are participants in the ACP must have the Address Confidentiality Program box checked on the Address page in BEACON.
 - ACP participants whose DTA case is assigned to the case manager model must remain assigned to the TAO in which the client applied for benefits unless the client requests the case be transferred to another TAO or they are no longer a participant in the program.
 - Clients applying for TAFDC or EAEDC via a web application and using the ACP address must be processed by the Chelsea Center TAO and then transferred to the TAO identified by the client as most convenient for them, once approved.
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**Revised Online
Guide Page**

Topic: Cross Program
Book: Request for Assistance (RFA)
Page: Address (RFA)

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.
