



*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

JEFF McCUE
Commissioner

**Online Guide Transmittal 2015-37
July 10, 2015**

To: Department of Transitional Assistance Staff
From: *AOS* Anne O'Sullivan, Assistant Commissioner for Change Management
Re: **SNAP: Removal of Views Chapter from Online Guide**

Overview

With the implementation of DTA's new business model, SNAP case managers no longer depend on Views to determine their daily work activities, but instead receive Actions to monitor and process SNAP cases.

This Online Guide Transmittal removes the Views chapter from the SNAP section of the Online Guide.

Note: Information about External Agency Match views continues to be available in the Cross Programs section of the Online Guide. Customer Concern views in BEACON continue to be available for use by SNAP as well as cash case managers.

**BEACON Online
Guide Change**

The following Online Guide chapter has been removed:

Topic: SNAP
Book: Case Maintenance
Chapter: Views

Questions

If you have any questions, please email the DTA Mailbox. Systems questions should be directed to the Systems Support Help Desk.
