



**Commonwealth of Massachusetts**  
*Executive Office of Health and Human Services*  
**Department of Transitional Assistance**  
600 Washington Street . Boston MA 02111

Argeo Paul Cellucci  
Governor

Jane Swift  
Lieutenant Governor

William D. O'Leary  
Secretary

Claire McIntire  
Commissioner

**FAX 01-16**  
**Field Operations Memo 2001-17**  
**Monday, March 26, 2001**

**To:** Transitional Assistance Office Staff  
**From:** Joyce Sampson, Assistant Commissioner for Field Operations  
**Re:** Customer Service Center

**Overview**

This Field Operations Memo updates the process to receive and respond to BEACON Release 2.0 issues. This memo obsoletes Field Operations Memo 2001-11.

As of March 26, 2001, the responsibilities of the BEACON Action Center will be assumed by the Customer Service Center. Therefore, starting March 26, all BEACON Release 2.0 issues, bugs, unresolved conversion problems, and response time issues, *even if they are duplicate problems*, will now be called into the Customer Service Center (Help Desk) at (617) 348-5290 by the Implementation Manager. Policy related questions should be directed to the Policy Hotline at (617) 348-8478.

Customer Service Center staff will resolve and/or forward the questions to the appropriate Central Office Unit, which will provide answers to the Customer Service Center. The Customer Service Center will e-mail the answers to the appropriate TAO. The Customer Service Center will continue to handle regular customer service calls.

**AU Manager Responsibilities**

AU Managers who encounter *any* bugs, conversion problems, or response time issues with BEACON Release 2.0 (even if previously reported) *must*:

- review instructions in *A User's Guide, Transitional Assistance Programs and BEACON*, issues of *BEACON Today*, Policy Online and Training material to determine if the problem can be solved before speaking with the TAO Supervisor;

**AU Manager  
Responsibilities  
(cont.)**

- report the problem to the TAO Supervisor, who will attempt to resolve it with the AU Manager;
  - describe the problem on the BEACON Action Center report if the TAO Supervisor and AU Manager are unable to resolve it. Include which screen the problem occurred on, the exact error message on the screen (if any), what action was being taken, by whom (UAID) and pertinent case SSNs and case data;
  - provide supporting screen prints;
  - include the file name(s) of the screen prints; and
  - e-mail the BEACON Action Center report and supporting screen print(s) to the TAO Supervisor.
- 

**Creating Screen  
Prints**

When going through the process of reporting problems while in BEACON, AU Managers should use WordPad to capture copies of those windows where problems occurred. These copies can be stored in a file created through WordPad. This file will be named and stored in the TAO "G" drive. This file will then be accessed by the TAO Supervisor and along with the BEACON Action Center report, be e-mailed to the Implementation Manager.

---

**TAO Supervisor  
Responsibilities**

In addition to the supervisory duties outlined in the memo titled *Your Responsibilities As A Supervisor*, issued on March 3, 2000, TAO Supervisors remain BEACON coaches to their unit staff.

The TAO Supervisor must also:

- ensure that AU Managers have reviewed *A User's Guide, Transitional Assistance Programs and BEACON*, issues of *BEACON Today*, Policy Online and Training material;
  - review all documentation with AU Managers;
  - work with the AU Manager to resolve *any problems that can be resolved at the TAO*; or
  - e-mail ***all problems that could not be resolved***, with the BEACON Action Center report and supporting screen prints, to the Implementation Manager, who will call the problems into the Customer Service Center.
-

---

**Implementation  
Manager  
Responsibilities**

The Implementation Manager must:

- receive all BEACON Action Center reports for ***all unresolved problems*** from TAO Supervisors;
- review and validate ***all unresolved problems*** including the steps taken by the TAO Supervisor and AU Manager to resolve them;
- keep a record of the BEACON Action Center report of ***all unresolved problems*** reported to the Customer Service Center and the steps taken to resolve them;
- call in to the Customer Service Center and review with the Customer Service Analyst the ***unresolved problem*** including the steps taken by the TAO Supervisor and AU Manager to resolve it;
- create a log to track and monitor the problems that have been transmitted to the Customer Service Center; and
- ensure that the answers e-mailed by the Customer Service Center are disseminated to the TAO Supervisors and AU Managers throughout the office.

Note: **All unresolved problems, including duplicate ones, must** be reported to the Customer Service Center. The frequency **must** be *tracked* by the Implementation Manager.

---

**E-mailing the  
Customer Service  
Center**

If screen prints are needed for further clarification of the problem, the Customer Service Center will request screen prints be e-mailed to the Customer Service Center. When e-mailing be sure to include your ticket number. To e-mail using the DTA e-mail system, select Customer Service Center.

---

**Questions**

If you have any questions, please have your Hotline designee call the Customer Service Center at (617) 348-5290 or the Policy Hotline at (617) 348-8478.

---

