



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

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Online Guide Transmittal 2016-43
August 26, 2016

To: Department of Transitional Assistance Staff

From: Sarah Stuart, Associate Commissioner for Program and Policy Implementation
Paul Sutliff, Assistant Commissioner for Field Operations

Re: TAFDC - BEACON: Absence Page Changes and Related Absent Parent Domestic Violence and/or Safety Concerns for Child Support Enforcement

Overview

A joint effort has been undertaken by DTA and the Department of Revenue Child Support Enforcement Division (DOR/CSE) to update the systems exchange of absent parent information and to improve the TAFDC child support enforcement requirements process. This process highlighted mutual concerns of the two agencies concerning child support enforcement for cases with reported past or present domestic violence or safety concerns. To support these enhancements a number of changes will be made to BEACON. The first phase will be effective with Build 48.5, scheduled for August 29, 2016.

With BEACON Build 48.5 the Absence page in the Assessed Person Nonfinancials workflow will reflect:

1. efforts to improve the safety of TAFDC clients for the child support process, particularly survivors of domestic violence; and
 2. clarification of when and why a client is making a Good Cause claim for not cooperating with child support efforts.
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Purpose

The purpose of this Online Guide Transmittal is to advise staff about:

- enhancements to the Cooperation tab of the Absence page for recording, processing and tracking Good Cause claims for not cooperating with child support requirements due to domestic violence, as well as Good Cause claims not involving domestic violence;
 - a new view to track clients who require a Domestic Violence Specialist to review reported domestic violence, safety concerns or the threat of domestic violence in the past or present; and
 - updates to the Online Guide.
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Changed Field on the Cooperation Tab

The following field located on the Cooperation tab on the Absence page will change:

- **Cooperation:** The previously named Good Cause field will be renamed the Safety/Good Cause field
 - The Claimed field will change to the required question: “Is the client claiming good cause?” Yes/No radio button.
 - A new field and Yes/No radio button will be added for the required question: “Is there a history/threat of DV associated with the absent parent?”
 - A new DV Reviewed field will be added with a check box and text: “Has a DV Specialist reviewed the past/present domestic violence situation?” Only DV Specialists and DV Coordinators can check this box. If the box is checked, it indicates a review has been completed.

Note: The checked DV Reviewed box does not necessarily mean DV Unit staff made contact with the client. It also is not a recommendation (by the DV Unit) one way or the other in regards to the client’s good cause claim.

New Absence Safety/Good Cause Review

A new view entitled: Absence Safety/Good Cause Review, will be created in association with the new domestic violence/threat of domestic violence field on the Cooperation tab.

This view is used by DV Specialists, DV Coordinators and certain Central Office staff to track TAFDC clients with an absent parent (not deceased) and there is a safety/good cause reason for domestic violence or the threat of domestic violence in the past or present. Staff will be able to see all TAFDC clients statewide who appear on the Absence Safety/Good Cause Review view.

**New BEACON
Online Guide
Subchapter/Page**

This page provides guidance for completing the Safety/Good Cause field on the Absence page Cooperation tab, and introduces the new Absence Safety/Good Cause Review view used by DV Specialists, DV Coordinators and certain Central Office staff to monitor reported domestic violence or threats of domestic violence associated with absent parents.

Topic: TAFDC
Book: Program Nonfinancial Requirements
Chapter: Child Support
Subchapter: Absent Parent: Domestic Violence
Page: Absent Parent: Domestic Violence

**Revised
BEACON Online
Guide Pages**

The following are revised Online Guide pages:

Topic: TAFDC
Book: Program Nonfinancial Requirements
Chapter: Child Support
Subchapter: Absent Parent Information at Application
Page: Entering Absent Parent Data

Topic: TAFDC
Book: Program Nonfinancial Requirements
Chapter: Child Support
Subchapter: Absent Parent Information at Application
Page: Importance of Client Cooperation

Topic: TAFDC
Book: Program Nonfinancial Requirements
Chapter: Child Support
Subchapter: Absent Parent Information at Application
Page: Completing the TA34-36 Assignment of Support Form

Topic: TAFDC
Book: Program Nonfinancial Requirements
Chapter: Child Support
Subchapter: Child Support Good Cause
Page: Introduction to Child Support Good Cause

Topic: TAFDC
Book: Program Nonfinancial Requirements
Chapter: Child Support
Subchapter: Child Support Good Cause
Page: Child Support Good Cause Claimed

**Revised
BEACON Online
Guide Pages
(continued)**

Topic: TAFDC
Book: Program Nonfinancial Requirements
Chapter: Child Support
Subchapter: Child Support Good Cause
Page: Child Support Good Cause Found

Topic: TAFDC
Book: Program Nonfinancial Requirements
Chapter: Child Support
Subchapter: Child Support Good Cause
Page: Child Support Good Cause Not Found

Topic: TAFDC
Book: Program Nonfinancial Requirements
Chapter: Child Support
Subchapter: Child Support Good Cause
Page: Reviewing Reasons for Child Support Good Cause

Topic: TAFDC
Book: Program Nonfinancial Requirements
Chapter: Child Support
Subchapter: Noncooperation with Child Support Efforts
Page: Child Support Sanction for Noncooperation

Topic: TAFDC
Book: Program Nonfinancial Requirements
Chapter: Child Support
Subchapter: Noncooperation with Child Support Efforts
Page: Removing the Child Support Sanction for Noncooperation

Topic: TAFDC
Book: Basic Case Activities and Maintenance
Chapter: Views
Page: Assessed Person Potential Changes Views

Topic: Domestic Violence
Page: Domestic Violence Related Page

Topic: EAEDC
Book: Basic Case Activities and Maintenance
Chapter: Views
Page: Assessed Person Potential Changes Views

Questions

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