



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


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**Online Guide Transmittal 2023-38
May 11, 2023**

To: Department of Transitional Assistance Staff
From:  Sarah Stuart, Associate Commissioner for Change Management
Re: SNAP: Updated Guidance on Group Home Processing

Overview

Since March 2021, SNAP case processing actions for DDS state-operated group homes have been directly routed to the Group Homes Business Group in BEACON. The Group Homes Business Group is accessible to all Group Home Liaisons, Group Home Supervisors, and designated backup staff.

With recent BEACON enhancements, DDS Agency Authorized Representatives for Certification will now utilize the DTA Connect outreach provider portal to submit applications, recertifications, and verification documents. All DDS documents submitted through the provider portal will be directly routed to the Group Home Business Group for the pertinent group home liaison to process.

Until further BEACON enhancements are implemented, SNAP case processing actions for DMH state-operated group homes continue to be routed to the regular FAW action pool. FAWs that pull an action pertaining to a DMH state-operated case must proceed to complete the action and process it as a regular case. Additionally, clarifications for assigning an Authorized Representative for DMH state-operated group homes have been provided.

Purpose

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

- Recent BEACON enhancements, that allows DDS Agency Authorized Representatives for Certification to submit client documentation through the DTA Connect outreach provider portal
 - Procedures for handling DDS state-operated group homes incorrectly routed to the FAW pool; and
 - Clarification on procedures for assigning an Authorized Representative for DMH state-operated group homes;
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Revised Online Guide Pages

Topic: SNAP
Book: Group Homes
Page: Entering Group Homes Data

Topic: SNAP
Book: Group Homes
Page: Group Homes Overview

Topic: SNAP
Book: Group Homes
Page: Group Homes Processing

Topic: SNAP
Book: Group Homes
Page: Processing for DDS State-Operated and DMH State-Operated Group Homes

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.
