



**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

JEFF McCUE
COMMISSIONER

**Online Guide Transmittal 2024-28
April 25, 2024**

To: Department of Transitional Assistance Staff

From: Sarah Stuart, Associate Commissioner for Local Implementation and Special Populations
KPS for SS

Re: Cross Programs: Updates to Registration Reasons

Overview

All individuals who enter a Transitional Assistance Office (TAO) must be registered in BEACON, regardless of whether or not they meet with a case worker. Upon entry to the TAO, all visitors must be greeted and registered. This information is crucial to helping us meet client needs and must be as accurate as possible.

Registration reasons have been expanded to cover more types of services typically covered and have been separated into default and self-service options.

Purpose

The purpose of this transmittal is to provide clarification to assist staff in identifying appropriate registration reasons and when to use self-service versus default options.

**Default Versus
Self-service
Reasons**

Staff registering clients must select a Reason from the drop-down menu on the Registration page. The list of Reasons has been updated to include a wider variety of registration reasons, as well as to include self-service options. Clients visit for a variety of reasons, registering staff must use their judgement to select the Reason that best matches the client’s reason for visiting.

By default, the Reason drop down list will show non-self-service reasons. If the client must meet with a staff member, then use this drop down and choose the option that best fits the client’s reason for visit; a list of Reasons and their descriptions is given below.

Note that self-service options do not appear on the Reason drop-down list unless the “Self-service” checkbox is clicked. Then, only self-service options will appear.

All local offices provide self-service tools for clients to use for DTA business. Front end staff must offer assistance to clients using these tools; however, if a staff member devotes focused attention on walking a client through the use of self-service tools, then this should not be tracked as self-service. Update the registration to the default, non-self-service option.

**Revised Online
Guide Pages**

Topic: Business Process (BP)
Book: Procedures
Chapter: Local Office Procedures
Page: Registering Clients in BEACON

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.
