



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


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**Online Guide Transmittal 2020-18
February 14, 2020**

To: Department of Transitional Assistance Staff
From:  Sarah Stuart, Associate Commissioner for Change Management
Re: Cross Programs: Implementation of BEACON5

Overview

The Department is continuing efforts to modernize technology so that staff can determine eligibility more efficiently and improve the customer experience overall. With this in mind, the Department's eligibility case management system, BEACON 3, will soon be re-platformed and replaced by BEACON5.

Purpose

The purpose of this Online Guide Transmittal to advise staff of the timeframes for the BEACON5 launch, as well as some of the enhancements to the system.

**BEACON5
Functionality**

The BEACON5 workflow will largely be the same as the workflow of BEACON3. However, improvements have been made to:

- ensure the pages are ADA compliant;
 - improve page response time; and
 - reduce the number of clicks by using tabs instead of popup windows.
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**BEACON5
Timeframes**

BEACON5 is anticipated to be launched following the schedule below:

- February 10th – Pre-Release to Central Case Management Office staff
- February 18th – Quincy TAO
- March 2nd – Newmarket Square and Holyoke TAOs
- March 16th – All TAOs

To ensure that there is no disruption to clients' benefits, BEACON 3 will remain available as a contingency in case staff have technical issues with BEACON5. **However, staff must not use BEACON 3 unless a system defect prevents them from using BEACON5.** Otherwise, staff must use BEACON5 at all times.

In anticipation of the launch date for their respective TAOs, staff are strongly encouraged to begin testing BEACON5 via the link already provided. Upon completion of the BEACON5 stabilization review, BEACON 3 will be made inactive.

Both a BEACON 3 and a BEACON5 version of the Online Guide will initially be available.

**Systems
Support**

If staff identify any technical issues that are related to BEACON5, a ticket must be submitted to EHS-IT by designated TAO staff. When submitting the ticket, be sure to indicate that the issue is related to BEACON5.

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.
