



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


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Secretary

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Lieutenant Governor

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Commissioner

**Online Guide Transmittal 2021-20  
March 18, 2021**

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

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**Overview**

Three years ago the Interagency Group Home Initiative convened to better serve disabled clients residing in group homes. This initiative was a collaboration between DTA, the Department of Developmental Services (DDS) and the Office of the Inspector General (OIG). As part of this collaboration, the TAO Group Home Liaison role was created to serve as a local point of contact for clients and their authorized representatives.

Much of the updated guidance and procedural changes outlined within this Transmittal largely impact case processing for DDS state-operated group home clients. A new Group Homes Business Group has been established for Group Home Liaisons to receive DDS state-operated group home cases directly in BEACON. However, SNAP staff are to review all updated group home processing procedures as they will continue to process cases from all other types of group living arrangements. FAWs and SNAP supervisors must also understand the procedures for DDS state-operated group home clients, as they are responsible for processing these cases if ever a DDS state-operated group home case does not get properly routed to the Group Homes Business Group.

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**Purpose**

The purpose of this Online Guide Transmittal is to inform all staff of updated OLG pages and new BEACON enhancements for group home processing.

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**New Online  
Guide Pages**

**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 Group Homes

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

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**Obsoleted  
Online Guide  
Pages**

**Topic:** SNAP  
**Book:** Expenses and Deductions  
**Chapter:** Household Expenses  
**Subchapter:** Group Homes  
**Page:** Group Homes

**Topic:** SNAP  
**Book:** Expenses and Deductions  
**Chapter:** Household Expenses  
**Subchapter:** Group Homes  
**Page:** Entering Group Home Data in BEACON

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**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 the DTA Procedural Issues Mailbox.

Systems issues should be directed to the Systems Support Help Desk.

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