



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


CHARLES D. BAKER
Governor

MARYLOU SUDDERS
Secretary

KARYN POLITO
Lieutenant Governor

AMY KERSHAW
Commissioner

Online Guide Transmittal 2021-35
May 6, 2021

To: Department of Transitional Assistance Staff
From:  Sarah Stuart, Associate Commissioner for Change Management
Re: Cross Programs: Modification to the Address Detail Page Regarding the In Care Of Field.

Overview

Systems changes have been implemented to support the appropriate display of address information for clients who have mail sent “in care of”. When sending mail, the prefix C/O is used to indicate that you are sending to mail to a person on behalf of someone else. C/O stands for the phrase, “in care of,” and helps to ensure that the recipient receives the correspondence from DTA. For the purposes of BEACON, staff are to enter C/O before the name of the other party. Failure to include C/O may result in the United States Postal Service (USPS) not delivering the mail.

Effective immediately, when completing the **In care of** field in the Address Detail page, staff must type **C/O** followed by a space and then the name of the agency/representative receiving mail on the client’s behalf.

Because the C/O prefix is required by the USPS to deliver a recipient’s mail to their proxy, BEACON will generate an error message if staff do not enter **C/O** in the **In care of** field.

EHS-IT has identified and corrected all cases in which the **In care of** field included the lowercase **c/o** or the phrase **In Care Of**. Additionally, EHS-IT has identified and corrected all notice templates that do not have the **C/O** tag.

Purpose

The purpose of this Online Guide Transmittal is to advise staff of the modification to the BEACON Address page and the corresponding updates to the Online Guide.

**Revised Online
Guide Pages**

Topic:	Cross Programs
Book:	Request for Assistance (RFA)
Page:	Address

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.
