



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

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**Online Guide Transmittal 2023-26
March 30, 2023**

To: Department of Transitional Assistance Staff

From:  **Sarah Stuart, Associate Commissioner for Change Management**

Re: Cross Programs: Utilizing Additional Rows in the User-Entered Additional Verification Element

Overview

There are times where staff may need to request further clarification or another type of verification that is not listed on the Verification Checklist. In these situations, it is important to utilize the Additional Verification Element in the User Entered Verification section in BEACON.

When entering information in the Document(s) of evidence section, it can only include up to 500 characters including spaces. If you need to enter more information, you must select + Add Row to add another row. You must be intentional about how you separate the information in the rows, so that the flow of the information is easy for the client to read and understand. Please note, that each additional row will be represented by bullet points on the VC-1.

The instructions for requesting proof of student eligibility when it is considered questionable is an example where additional rows need to be utilized in the Document(s) of evidence section. The Processing College Student Eligibility and Educational Income for SNAP Households Of the COVID-19 book has been updated to include information about utilizing additional rows. **No changes were made to student eligibility procedures.**

Purpose This Online Guide update is to introduce procedures for utilizing Additional Rows in the Document(s) of evidence sections of the User Entered Additional Verification Element in BEACON.

New Online Guide Page **Topic:** Cross Programs
Book: Verifications
Chapter: Verification Checklist (VC-1)
Page: Utilizing Additional Rows in the User Entered Additional Verification Element

Revised COVID-19 Online Guide Page **Book:** COVID-19
Book: Student Eligibility and Educational Income
Page: Processing College Student Eligibility and Educational Income for SNAP Households

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.
