

**Baltimore MD 21201** 

# FIA ACTION TRANSMITTAL

Control Number: #21-10

Effective Date: September 17, 2020

**Issuance Date: September 17, 2020** 

TO: DIRECTORS, LOCAL DEPARTMENTS OF SOCIAL SERVICES

DEPUTY/ASSISTANT DIRECTORS FOR FAMILY INVESTMENT, FAMILY INVESTMENT SUPERVISORS, AND CASE MANAGERS

FROM: LASHERRA AYALA, ACTING EXECUTIVE DIRECTOR

**RE:** MARYLAND AUTOMATED BENEFITS SYSTEM (MABS)

UNEMPLOYMENT COMPENSATION CLEARANCES SYSTEMOUTAGE

(9/16/2020 THRU 9/20/2020), AND TRANSITION TO BEACON 2.0

PROGRAM AFFECTED: SUPPLEMENTAL NUTRITION ASSISTANCE

PROGRAM (SNAP), TEMPORARY CASH ASSISTANCE (TCA), REFUGEE CASH ASSISTANCE (RCA), AND TEMPORARY DISABILITY ASSISTANCE PROGRAM

(TDAP), MEDICAL ASSISTANCE (MA)

ORIGINATING OFFICE: OFFICE OF OPERATIONS

#### **SUMMARY:**

The Maryland Automated Benefit System (MABS) will be **offline from September 16 at 5 p.m. to September 20 at 11:59 p.m.** to move the data from the legacy mainframe to the new BEACON 2.0 system.

### **REQUIRED ACTION:**

Staff who are unable to run the MABS clearances for members in the household who are ages 16 years and or older during the outage should take the following actions:

- Narrate "Unable to access MABS due to system outage."
- Send a 1052 requesting income verification
- For Statewide Process Management (SPM) Protocol:
  - Set a 745 alert prior to the SPM September 23, 2020 reassignment

- For TCA Protocol:
  - Set a 745 alert with a due date that matches the due date of the 1052

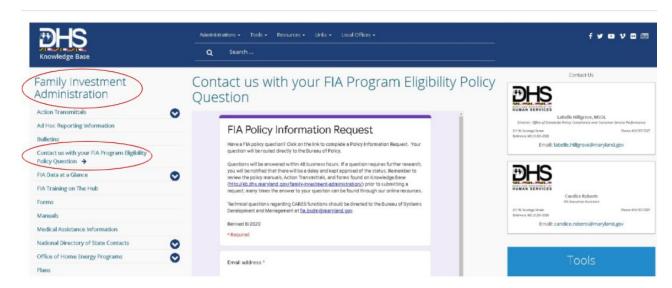
Steps have been taken to ensure all Local Department of Social Services staff gain access to the new BEACON 2.0 (MABS replacement). LDSS staff information has been previously obtained by LDSS management to request access to BEACON 2.0.

#### LDSS staff must:

- Execute an electronic confidentiality form by visiting this "Partner State Agency Form" to provide their individual details.
- This form is needed to ensure staff obtain access to BEACON once the system is operational.
- Once access is gained to BEACON, staff must pull BEACON clearances for all cases impacted by the system outage.

## **INOUIRIES:**

Please direct policy questions to FIA Policy by completing the <u>FIA Policy Information Request</u> <u>Form found on Knowledge Base as shown in the screenshot below.</u>



For systems questions, please email <a href="mailto:fia.bsdm@maryland.gov">fia.bsdm@maryland.gov</a>.

c: DHS Executive Staff
Constituent Services
DHS Help Desk
FIA Management Staff