



**FIA ACTION TRANSMITTAL**

<b>Control Number: #21-10</b>	<b>Effective Date: September 17, 2020</b>
	<b>Issuance Date: September 17, 2020</b>

**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 SYSTEM OUTAGE  
(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.

## **INQUIRIES:**

Please direct policy questions to FIA Policy by completing the [FIA Policy Information Request Form](#) found on Knowledge Base as shown in the screenshot below.

The screenshot displays the DHS Knowledge Base interface. On the left sidebar, the 'Family Investment Administration' and 'Contact us with your FIA Program Eligibility Policy Question' links are highlighted with red circles. The main content area features a 'Contact us with your FIA Program Eligibility Policy Question' heading and a form titled 'FIA Policy Information Request'. The form contains the following text:

Have a FIA policy question? Click on the link to complete a Policy Information Request. Your question will be routed directly to the Bureau of Policy.

Questions will be answered within 48 business hours. If a question requires further research, you will be notified that there will be a delay and kept apprised of the status. Remember to review the policy manuals, Action Transmittals, and forms found on Knowledge Base (<https://kb.dhs.maryland.gov/family-investment-administration/>) prior to submitting a request; many times the answer to your question can be found through our online resources.

Technical questions regarding CARES functions should be directed to the Bureau of Systems Development and Management at [bsdsm@maryland.gov](mailto:bsdsm@maryland.gov).

Revised 8/2020

\* Required

Email address \*

On the right side of the page, there are contact information cards for Labelle Hillgrove, MSOL (Director, Office of Statewide Policy Compliance and Customer Service Performance) and Candice Roberts, FIA Executive Assistant. A 'Tools' button is also visible at the bottom right.

For systems questions, please email [fia.bsdm@maryland.gov](mailto:fia.bsdm@maryland.gov).

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