



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

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Online Guide Transmittal 2016-34
June 24, 2016

To: Department of Transitional Assistance Staff

From:  Sarah Stuart, Associate Commissioner for Program and Policy Implementation

Re:  Paul Sutliff, Assistant Commissioner for Field Operations

Re: Cross Programs – DTA Assistance Line Enhancements

Purpose

This Online Guide Transmittal advises DTA staff of enhanced functionalities to the DTA Assistance Line.

Assistance Line Enhancements

The following Assistance Line enhancements are scheduled for implementation on June 27, 2016:

Customer Survey:

- All callers that connect to a case manager in the DTA Assistance Line have the option to complete a customer service survey at the end of their call. Participation is voluntary and does not influence eligibility or benefit level. All responses provided in the customer service survey are anonymous.
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Important: Case managers must disconnect from the call once the client's questions and concerns are resolved. Once the case manager disconnects, the client will be given the customer service survey.

Address Change:

- Clients who call the DTA Assistance Line will have the ability to report a change of address via text message.

Clients who elect to use this option will be prompted to provide a telephone number that accepts text messages. Instructions will be sent to the cell phone number provided while the client stays connected to the DTA Assistance Line. Clients will be informed when their reported changes are received.

**Updated Online
Guide Pages**

Topic: Business Process (BP)
Book: BP - Overview
Page: Phone Queue

Topic: DTA Assistance Line
Page: DTA Assistance Line

Questions

If you have any questions, please email the DTA Mailbox.
Systems questions should be directed to the Systems Support Help Desk.
