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

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Online Guide Transmittal 2016-35
August 5, 2016

To: **Department of Transitional Assistance Staff**

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

Paul Sutliff, Assistant Commissioner for Field Operations

Re: **SNAP – Outbound Auto Dialer Calls from the DTA Assistance Line**

Overview

Scheduled for August 11, 2016, the DTA Assistance Line will be equipped with the functionality to place automated outbound calls.

SNAP clients with scheduled telephone appointments will receive a phone call at their scheduled appointment time. This functionality will be utilized for telephonic application and recertification appointments.

Callers who elect to receive a Courtesy Call Back during periods of high volume will receive an automated call by the DTA Assistance Line within the predesignated timeframe. Case managers will no longer monitor the list of callers who elect to receive a Courtesy Call Back.

Impact for First Available Worker (FAW)

A client who answers the outbound call for a scheduled SNAP telephone appointment or Courtesy Call Back will be connected to the First Available Worker in the Phone Queue who receives the call as if it were an incoming call to the DTA Assistance Line. This process eliminates the need to manually dial clients for scheduled telephone interviews and Courtesy Call Back requests.

The automated outbound calls at the time of scheduled appointments shift the action steps of completing a scheduled phone interview from the Processing Queue to the Phone Queue. The Phone Queue will open for outbound calls placed by the DTA Assistance Line at 8 a.m. to accommodate SNAP telephone appointments

This enhancement will provide information in the phone queue portal based on the type of call being transferred to the First Available Worker.

- Courtesy Call Backs will display 444 + APID for authenticated clients.

- Courtesy Call Backs will display 4440000000 for callers that do not authenticate, or are not known to BEACON.

- Scheduled SNAP telephonic appointments will display 555 + APID.

When available, the APID should be used to quickly access the Electronic Case Record in BEACON.

Important: Successful outbound auto dialer calls to clients are not authenticated. To ensure confidentiality, staff must validate the client as being the appropriate person by verifying full name, social security number or APID, address, and date of birth.

BEACON Updates

If the client does not answer the outbound auto dialer call for scheduled phone appointments, a nightly BEACON batch will update the Electronic Case Folder to indicate that the client missed the scheduled telephone appointment, triggering a centrally-printed Notice of Missed Interview (NOMI) that will be mailed to the client.

A case narrative will document all telephonic attempts of the outbound auto dialer calls, including the date, time, and phone number of the call.

Updated Online Guide Pages

Topic:	Business Process (BP)
Book:	BP - Overview
Page:	Hours of Operation

Topic:	Business Process (BP)
Book:	Procedures (BP)
Chapter:	Phone Procedures
Page:	Scheduled SNAP Telephone Appointments

Topic:	Business Process (BP)
Book:	Procedures (BP)
Chapter:	Phone Procedures
Page:	Phone Queue Actions

Topic:	Business Process (BP)
Book:	Procedures (BP)
Chapter:	Phone Procedures
Page:	Verifying Caller Identity

Topic:	Business Process (BP)
Book:	Procedures (BP)
Chapter:	Processing Procedures
Page:	Requesting and Completing a SNAP Processing Action

Topic:	DTA Assistance Line
Page:	Screen Pop

Updated Online Guide Pages (continued)	**Topic:** SNAP **Book:** Reporting Requirements/Recertifications **Page:** Notice of Missed Interview for Recertifications
	Topic: SNAP **Book:** Application Processing **Chapter:** SNAP Application Processing **Page:** The Application Interview
Deleted Online Guide Pages	**Topic:** Business Process (BP) **Book:** Procedures (BP) **Chapter:** Processing Procedures **Page:** Hours of Operation (Processing Queue)
Questions	If you have any questions, please email the DTA Mailbox. Systems questions should be directed to the Systems Support Help Desk.