



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

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Online Guide Transmittal 2016-40
August 26, 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: Cross Programs – DTA Connect

Overview

The Department continually seeks to offer new ways for clients to access DTA information. These innovations are intended to provide more resources to clients and to allow staff more time to assist them.

Scheduled for Monday, August 29, 2016, the Department will launch a mobile app **DTA Connect**. This app will be available to clients who have access to a Smartphone or tablet. This app is free through the App Store and Google Play.

To access **DTA Connect**, the head of household must enter her/his Social Security Number and Year of Birth.

Note: Clients with a Heightened Level of Security (HLS) indicator are not authorized to use DTA Connect.

DTA Connect will provide immediate access to case-specific information without requiring a visit to a Transitional Assistance Office, calling the DTA Assistance Line, or calling their case manager. The number of clients who are projected to utilize these self-service features available through the mobile app should allow case managers to more efficiently serve clients.

**DTA Connect
Phase 1**

The first phase of **DTA Connect** will include the following features:

- Status of cases (active, denied, closed, or pending)
- EBT balances for all programs
- Next benefit issuance date
- Detailed information for each household member in the case
- Case manager contact information for cash/combo clients
- DTA Assistance Line contact information for SNAP-only clients
- Identification of documents submitted to the Document Processing Center (DPC), organized by document type, date received, and document status (Processed or In Process)
- Identification of notices and forms sent by DTA, including recertifications, verification checklists, and appointment letters.
- Alerts of all outstanding actions that require action from the client
- Printing capabilities for any letter, notice, form, or alert displayed on **DTA Connect**

The Department will continue to roll out additional features to make **DTA Connect** a helpful resource to clients, staff, and outreach providers.

**New Online
Guide Topic**

Topic: DTA Connect

Page: DTA Connect

Questions

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