



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

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**Online Guide Transmittal 2018-48
August 24, 2018**

To: Department of Transitional Assistance Staff

From:  Paul Sutliff, Assistant Commissioner for Programs and Field Operations

Re: Cross Programs: DTA Connect Access Initiative

Overview

DTA is both committed to ensuring client access and streamlining work for our staff so they are able to process work efficiently. Recently, DTA Connect has improved the client experience with an easier to navigate redesign of the SNAP eligibility screening tool, online application and client portal (formerly known as MAP).

Purpose

The purpose of this Transmittal is to advise staff of efforts to educate clients on how they can use DTA Connect to find out information about their case and EBT account, as well as report changes to DTA. Utilization of DTA Connect helps to ensure that staff receive client applications, documentation and case information in a timely manner. To support staff and clients in promoting and using DTA Connect a brochure and sample case to log in to have been developed.

**iPad
Kiosks**

In June 2018, DTA started installing self-service iPad kiosks in TAOs, beginning with the Springfield Center location. These kiosks provide clients the opportunity to use DTA Connect or be shown how they can use DTA Connect to get and/or provide information relative to their case.

The number of secured kiosks and their locations within each TAO will be based on a number of factors including a physical assessment of each office and the number of clients typically seen in-person. Statewide roll out is expected to be completed in November 2018.

The iPads' configuration only allows access to DTA Connect and links to other mass.gov sites and DTA program sites such as SNAP Path to Work.

**Engaging
Clients**

By placing the kiosks in the TAO areas where we serve clients, we have an opportunity to quickly show clients how to use DTA Connect. Seeing firsthand how to set up an account or log in at a TAO may be less intimidating for some clients versus them trying to navigate on their own. For some clients, it may be their first introduction to DTA Connect.

Using this in-person opportunity to illustrate what DTA Connect can do for them going forward means greater access and opportunity for both clients and DTA. Since DTA Connect can be used through any mobile device or desktop, clients with transportation or mobility issues, conflicting work or school schedules, limited minutes on their phone plan or other challenges will be aware of how DTA Connect can help them conduct business with the Department.

Reminder: Clients with Heightened Level of Security (HLS) or who have elected to block access to Online Services are not able to use the DTA Connect portal or mobile app.

**Training &
Marketing
DTA Connect**

All staff should take the opportunity to advise clients of how they can use DTA Connect whether meeting with a client in-person or speaking with them over the phone.

Materials for the reception area are forthcoming. Your Guide to Using DTA Connect is a brochure developed as a MasSP project combined with field staff input aimed to assist staff and clients with utilizing DTA Connect. An initial shipment of this brochure, in both English and Spanish, will be sent to all TAOs and will be available for reorder through WebCRD.

**Training &
Marketing
DTA Connect
(cont.)**

As kiosks are installed in each TAO, trainings will be provided to staff and best practices will be shared.

Informational videos on DTA Connect have been added to the Department's page on mass.gov.

A sample case was developed so that staff or community partners who wish to explore how case information may appear to a client using DTA Connect can do so by logging in at <https://dtaconnect.eohhs.mass.gov>. The sample case can be accessed with the User Name: dta.webclient@mass.gov and the Password: Client@1.

**Operational
Considerations**

Using DTA Connect to apply for SNAP benefits can be a great way for clients to avoid waiting in a TAO. However, it is important to ensure that new applicants who do not have an EBT card, are registered and are issued one before leaving the TAO, unless they explicitly decline to do so. New applicants must also be screened for expedited benefits.

TAO managers will work with their staff to develop procedures that work best for their office based on their staffing, office layout, volume of clients, etc.

We will be evaluating how the kiosks are being used and looking for feedback for future enhancements and opportunities to share best practices as this initiative expands.

Questions

If you have any policy or procedural questions, after conferring with the appropriate TAO personnel, please have your Systems Information Specialists or TAO management email the DTA Mailbox.

Systems issues should be directed to the Systems Support Help Desk.
