



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

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Commissioner

**Online Guide Transmittal 2020-54**  
**August 6, 2020**

**To:** Department of Transitional Assistance Staff  
**From:** Sarah Stuart, Associate Commissioner for Change Management  
**Re:** Cross Program: Placing Calls to Households During Agency Hours

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**Overview**

The Department recently increased its hours of operation to better serve clients while offering flexibility to staff. DTA now has a temporary operating schedule Monday through Friday from 7 am to 7 pm. Calls may be placed to clients any time within the 7am to 7pm operating hours.

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**Purpose**

The purpose of this Transmittal is to clarify for staff that calls to DTA applicants or clients may be made at any time during the agency's operating hours.

Additionally, procedures regarding the request for an American Sign Language (ASL) Interpreter have been linked to the Phone Queue Actions Online Guide page for reference.

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**Cold Calls**

At various points we attempt to contact clients through cold calls to clarify information they have provided, conduct an interview or as a customer service measure for clients. If during the course of processing a case, a cold call is needed for any reason, it must be attempted.

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**Revised Online  
Guide Pages**

<b>Topic:</b>	Business Process (BP)
<b>Book:</b>	BP - Overview
<b>Page:</b>	Hours of Operation
<b>Topic:</b>	Business Process (BP)
<b>Book:</b>	Procedures
<b>Chapter:</b>	Processing Procedures
<b>Page:</b>	Conducting Cold Calls
<b>Topic:</b>	Business Process (BP)
<b>Book:</b>	Procedures
<b>Chapter:</b>	Processing Procedures
<b>Page:</b>	Schedule Timely Appointment Action
<b>Topic:</b>	Business Process (BP)
<b>Book:</b>	Procedures
<b>Chapter:</b>	Phone Procedures
<b>Page:</b>	Phone Queue Actions
<b>Topic:</b>	Business Process (BP)
<b>Book:</b>	Procedures
<b>Chapter:</b>	In-Person Procedures
<b>Page:</b>	Requesting and Completing a SNAP In-Person Action
<b>Topic:</b>	Business Process (BP)
<b>Book:</b>	BP – Overview
<b>Page:</b>	Processing Queue
<b>Topic:</b>	Business Process (BP)
<b>Book:</b>	BP - Overview
<b>Page:</b>	In Person Queue
<b>Topic:</b>	SNAP
<b>Book:</b>	Application Processing
<b>Chapter:</b>	SNAP Application Processing
<b>Page:</b>	The Application Interview

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**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 them to DTA.Procedural Issues.

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

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