Online Guide Transmittal 2021-65
August 19, 2021

To:	**Department of Transitional Assistance Staff**
From:	**Sarah Stuart, Associate Commissioner for Change Management**
Re:	**Cross Programs: IVR and Telephonic Signature Updates**

Overview

Following the May 2021 implementation of the telephonic signature line and the concurrent updates to the IVR system, staff have asked various follow-up questions.

In response to this feedback, we have made additional updates to the Online Guide regarding telephonic signature and IVR. These updates address issues such as using the correct keypad, handling dropped calls, combining telephonic signatures for different forms, difficulty creating conference calls, authentication problems, and more.

Purpose

The purpose of this Online Guide Transmittal is to advise staff of updates to the Online Guide in response to staff's feedback regarding telephonic signature and IVR.

New Online Guide Pages

Topic:	Cross Program
Book:	Telephonic Signature
Page:	Telephonic Signature Q and A

Revised Online Guide Pages	**Topic:**	EAEDC
	Book:	Living Arrangement
	Page:	Verifications

	Topic:	Cross Programs
	Book:	Telephonic Signature
	Chapter:	Telephonic Signature

	Topic:	Cross Programs
	Book:	Verifications
	Chapter:	Verification Methods
	Page:	Self-Declarations

	Topic:	Cross Programs
	Book:	Verifications
	Chapter:	Verification Types
	Page:	Verification Chart

	Topic:	Business Process (BP)
	Book:	Procedures
	Chapter:	Phone Procedures
	Page:	Receiving Calls in the Phone Queue

	Topic:	SNAP
	Book:	Certification Types
	Chapter:	Bay State CAP
	Page:	Bay State CAP Recertification

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.