



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

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**Online Guide Transmittal 2022-48
June 16, 2022**

To: Department of Transitional Assistance Staff
From: Sarah Stuart, Associate Commissioner for Change Management
**Re: Cross Programs: Reports Analysis & Protected Information
Dashboards (RAPID) and Language Updates**

Overview

The Department is continuing efforts to modernize technology to better track and analyze data. Effective immediately, the Department's Actuate reporting system has been replaced by the Reports Analysis & Protected Information Dashboards (RAPID) system under Tableau. Reports previously available in Actuate Reports have now been converted into the RAPID system.

Additionally, as we make changes to the Online Guide as a whole, we are intentionally modifying language that advances diversity, equity, and inclusion in our work.

Purpose

The purpose of this Online Guide Transmittal to advise staff that the Department's Actuate reporting system has been replaced by the Reports Analysis & Protected Information Dashboards (RAPID) system under Tableau, the creation of a new Online Guide page, as well as advise staff that all Online Guide pages have been updated to reflect the change in systems and language.

**RAPID
Functionality**

RAPID will largely have the same reports as those previously in Actuate. However, some enhancements as of this system change include:

- Improved visual aids
- Improved design, which allows for an easy and smooth navigation, and:
- Automation enhancements that allow the Department to capture data daily.

**Systems
Support**

If staff identify any technical issues that are related to RAPID, a ticket must be submitted to EHS-IT by designated TAO staff. When submitting the ticket, the subject line must indicate that the issue is related to RAPID.

**New Online
Guide Page**

Topic:	RAPID Reports
Book:	Cross Program
Page:	RAPID Reports

**Removed Online
Guide Page**

Topic:	SNAP
Book:	Case Maintenance
Page:	Actuate Reports

**Revised Online
Guide Page**

Applicable Online Guide pages have been updated to replaced references to Actuate. Language on these pages was also modified to advance diversity, equity, and inclusion in our work.

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.
