



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


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**Online Guide Transmittal 2022-54
July 12, 2022**

To: Department of Transitional Assistance Staff
From:  Sarah Stuart, Associate Commissioner for Change Management
Re: Cross Programs: Visual Communication Board

**Visual
Communications
Board**

Enhancing communication methods for clients is essential to providing inclusive customer service. Visual communication is used to convey meaningful information that can help assist clients who are nonverbal or may have limited verbal or English proficiency.

DTA has created a visual communication board that is displayed in the reception area of each local office. The board includes images and descriptive words in multiple languages to help determine the primary reason for a client's visit. Through cross-agency collaboration, the board was reviewed by the Massachusetts Commission for the Deaf and Hard of Hearing (MCDHH) and Massachusetts Department of Developmental Services (DDS).

Purpose

This Online Guide Transmittal advises staff of:

- the new Visual Communication board,
 - changes to the Online Guide, and
 - the obsolete flyers.
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**Visual
Communications
Board**

Each TAO must prominently display this board near the entrance of their reception area. Staff will use the board to facilitate communication with clients.

The board has a series of pictures/symbols representing the most common reasons a client may come to a local office. Each image is described in eight languages: English, Spanish, Portuguese Haitian Creole, Vietnamese, Russian, Chinese and Arabic.

**New Online Guide
Page**

Book: Cross Programs
Chapter: Harper-ADA-Disability Access
Page: Visual Communication Board

**Revised Online
Guide Pages**

Book: Cross Programs
Chapter: Harper-ADA-Disability Access
Page: Protocols for Walk-in Clients who are Deaf or Hard of Hearing

Book: Cross Programs
Chapter: Harper-ADA-Disability Access
Page: Serving Deaf and Hard of Hearing Walk-in Clients at TAOs Equipped with Video Remote Interpreting

**Obsolete Online
Guide Pages**

Book: Online Forms
Chapter: Flyers
Page: Communication Options for DTA Clients who are Deaf or Hard of Hearing

Book: Online Forms
Chapter: Flyers
Page: Why Are You Here Today?

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.
