Online Guide Transmittal 2023-51
August 3, 2023

To: **Department of Transitional Assistance Staff**

From: **Sarah Stuart, Associate Commissioner for Change Management**

Re: **Cross Programs: Telephonic Interpreter Services**

Overview

The Department continues to enhance its options to better serve clients with Limited English Proficiency (LEP) or who use American Sign Language (ASL) to communicate. The Department is now contracting with Lionbridge to provide both telephone and video interpreters.

Lionbridge offers video interpreter services to help facilitate communication with clients who require American Sign Language (ASL) interpretation or require the reading of lips to comprehend spoken communication. This service updates our Video Remote Interpreter (VRI) services to be available in all offices statewide. Every TAO has a dedicated secure VRI interview room available on demand.

Purpose

The purpose of this transmittal is to advise staff of new systems and procedures for the new interpreter services vendor, Lionbridge.

General Procedures

Procedures for when and how to utilize interpreter services have remained largely unchanged. **The number for Lionbridge is: 800-444-6627**.

Location codes are based on TAO location. When prompted to enter your location code, enter the code that corresponds to your TAO.

Brockton	7569-9145	Malden	7569-5002
Central	7569-3860	New Bedford	7569-7087
Chelsea	7569-2132	North Shore	7569-9676
Fall River	7569-3682	Nubian Square	7569-2042
Fitchburg	7569-8078	Pittsfield	7569-3239
Framingham	7569-6912	Quincy	7569-6350
Greenfield	7569-5024	Southbridge	7569-8272
Holyoke	7569-5616	Springfield	7569-4970
Hyannis	7569-6968	Taunton	7569-9145
Lawrence	7569-9971	Worcester	7569-2132
Lowell	7569-7823		

Accessibility Improvements

This change in vendor supports the Department's continued efforts to improve accessibility of services. Lionbridge offers options for video interpretation for clients that communicate in American Sign Language (ASL) or who require lip reading to understand spoken communication. A new chapter in the Online Guide "VRI" under Interpreter Services contains guidance on how to use Video Interpreters.

Further, there are improved customer service feedback and follow-up options with Lionbridge, allowing case managers an avenue to give positive or critical feedback following experiences with interpreters to better serve our clients.

Revised Online Guide Pages

Topic: Cross Programs
Book: Interpreter Services
Page: Interpreter Services Overview

Topic: Cross Programs
Book: Interpreter Services
Page: Department Interpreter Services

Topic: Cross Programs
Book: Interpreter Services
Page: Guidelines for Providing Interpreter Services

Topic: Cross Programs
Book: Interpreter Services
Page: TAO Front End Staff Responsibilities for Clients with LEP

Topic: Cross Programs
Book: Interpreter Services
Page: Case Manager Responsibilities for Providing Interpreter Services to Walk-In Clients

Topic: Cross Programs
Book: Interpreter Services
Page: Case Manager Responsibilities for Providing Interpreter Services for Telephonic Conversations

Topic: Cross Programs
Book: Interpreter Services
Page: Accessing Telephonic Interpreters

Topic: Cross Programs
Book: Interpreter Services
Page: Securing In-Person Interpreter Services for Scheduled Client Appointments

Topic: Cross Programs
Book: Interpreter Services
Page: TAO Director and Designee Responsibilities

Topic: Cross Programs
Book: Interpreter Services
Page: Three-Way Calling Functionality

Revised Online Guide Pages (continued)

Topic:	Cross Programs
Book:	Interpreter Services
Page:	Connecting an Interpreter to a Virtual Meeting

Topic:	Cross Programs
Book:	DTA Client Communications
Page:	Client Communications

Topic:	Cross Programs
Book:	Harper / ADA
Page:	Schedule Appointment Page - CACs

Topic:	Cross Programs
Book:	Harper / ADA
Page:	Virtual Meeting Procedures - CACs

Topic:	Cross Programs
Book:	Hearings
Section:	The Role of a Hearing Officer
Page:	Virtual Fair Hearings

Topic:	TAFDC
Book:	Basic Case Activities & Maintenance
Section:	TAFDC Orientation
Page:	TAFDC Orientation

Topic:	Domestic Violence
Page:	Virtual Meeting Procedures for DV Specialists

Topic:	BP
Book:	Procedures
Chapter:	Local Office Procedures
Page:	Connecting Clients to Virtual Meetings at the TAO

Topic:	BP
Book:	Procedures
Chapter:	Local Office Procedures
Page:	Front End Operations

New Online Guide Pages	**Topic:**	Cross Programs
	Book:	Interpreter Services
	Page:	Providing Feedback on Interpreter Services
	Topic:	Cross Programs
	Book:	Interpreter Services
	Section:	Video Remote Interpreters (VRI)
	Page:	Video Remote Interpreter Overview
	Topic:	Cross Programs
	Book:	Interpreter Services
	Section:	Video Remote Interpreters (VRI)
	Page:	Using Video Interpreter Services
	Topic:	Cross Programs
	Book:	Interpreter Services
	Section:	Video Remote Interpreters (VRI)
	Page:	Video Interpreter Rooms

Obsolete Online Guide Pages	**Topic:**	Cross Programs
	Book:	Interpreter Services
	Page:	TAO Staff and Switchboard Responsibilities
	Topic:	Business Process (BP)
	Book:	Procedures
	Section:	Phone Procedures
	Page:	Using Interpreter Services
	Page:	Using Telephonic Interpreter Services
	Book:	Interpreter Services
	Page:	Central Office Responsibilities
	Topic:	Harper - ADA - Disability Access
	Page:	Serving Deaf and Hard of Hearing Clients at VRI TAOs
	Online Forms	VRIOptsDHH
		VRI Options for Deaf and Hard of Hearing Clients

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.