



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

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**Online Guide Transmittal 2020-34
May 1, 2020**

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

Overview

In response to the COVID-19 state of emergency, the Department has been seeking opportunities to streamline processes to best-serve clients and applicants.

Incoming calls to the DTA Assistance Line will be prioritized based on case status. Client communication methods are being expanded to include texts and emails as additional outlets for providing information to clients about their case status. Implementation is planned for May 1, 2020.

Purpose

The purpose of this Online Guide Transmittal is to advise staff of streamlined communication efforts with Department clients and applicants.

**DTA Assistance
Line Call
Prioritization**

The Department will prioritize authenticated calls to the Assistance Line that are SNAP-only and have outstanding case requirements, such as verifications due, an appointment, or were recently closed or denied and may be able to rectify their case status.

Clients who do not have anything outstanding will continue to be routed to case managers but will experience a longer wait time. To help address the high volume of inbound calls and applicants, clients across programs are encouraged to get case updates through the automated menu prompts on the Assistance Line or through DTA Connect rather than waiting to speak with a case manager.

**Text and Email
Messaging**

Messages will be sent to applicants and clients for all DTA programs if there is a phone number and/or email address on file in BEACON in the following scenarios:

- confirmation of application receipt
- notification of required verifications
- appointment scheduled
- appointment missed
- application approved
- application denied
- active clients who normally have paperwork due, but their certification periods are pushed out
- confirmation that documents were received and are being processed
- confirmation that an EBT card is being generated

Exception: Clients who opted out of text messaging, clients with a Heightened Level of Security, and clients with an Online Services block.

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.
