



Commonwealth of Massachusetts
Executive Office of Health and Human Services
Department of Transitional Assistance
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A&F Memo FY2007- 9
May 29, 2007

To: Executive Staff and TAO Directors
From: Carin Kale, Assistant Commissioner
Administration & Finance
Re: DTA Telephonic Interpreter Services

Executive Summary

This memo introduces Qwest as DTA's new provider of telephonic interpreter services effective June 1, 2007.

The purpose of this memorandum is to inform you that we have selected a new contractor to provide telephonic interpretation services for DTA. Qwest/TeleInterpreters will replace the existing telephonic interpretation services provider, Telanguage, on June 1, 2007.

Qwest/TeleInterpreters uses cutting edge telecommunications technologies to provide DTA with a telephonic interpreter service with access to 150 different languages and dialects. This new interpreter service will be available for use by staff in Transitional Assistance Offices, Hearings, and Centralized Eligibility Operations. Other units will be added if the telephonic interpretation services are needed.

We will access the interpreter services provided by Qwest/TeleInterpreters through the use of a dedicated toll-free number. It is our goal to have a seamless transition to this new telephonic interpreter service. Therefore, we will continue to use the familiar, previously established, procedures to request telephonic interpreter services. The only changes will be the toll-free number that we will use to request the interpreter services and the DTA (employer's) access code.

This toll-free number, access code and instructions for the use of the Qwest/TeleInterpreters service are given below.

- ❖ To use Qwest/TeleInterpreters services, the Unit Director or Designee will:
- ❖ Call **800-822-5552**
- ❖ Provide the operator with the Unit Director's or Designee's name, the employer's access code (**56005**), the unit's unique 4 (four) digit home unit (division) number, the language for which the interpreter is needed and the need to use a speaker phone instead of a 3-way call for the translation (if necessary).
- ❖ Wait for the interpreter to come on the phone line.

As in the past, the new telephonic interpreter service should be used whenever an interpreter is needed and a face-to-face interpreter is not readily available.

Please contact Dennis C. Johnson, via e-mail, if you have any questions regarding Qwest/TeleInterpreters services or the information presented in this memo.

Thank you.