



MITT ROMNEY  
Governor


KERRY HEALEY  
Lieutenant Governor

**Commonwealth of Massachusetts**  
*Executive Office of Health and Human Services*  
**Department of Transitional Assistance**  
600 Washington Street • Boston, MA 02111

RONALD PRESTON  
Secretary

JOHN A. WAGNER  
Commissioner

**Field Operations Memo 2005-12**  
**March 1, 2005**

**To:** Transitional Assistance Office Staff  
**From:**  Cescia Derderian, Assistant Commissioner for Field Operations  
**Re:** Enhancement to Policy Online

**Overview**

---

A new option entitled *Online Forms* has been added to the Policy Online Menu. The first form added to this new feature is the Interpreter Request Form (Attachment A). Additional forms will be available in the near future.

The Interpreter Request Form was issued in February and referenced in the February 2005 *Transitions-From the Forms File*. TAO staff were instructed to fax the completed document to Central Office. The form is being reissued with the instruction to e-mail the completed form to Central Office. The name and e-mail address of the person in Central Office are identified at the bottom of the form.

**Using the  
Online Forms  
Feature**

---

The Online Forms option allows TAO staff to complete the form online and save the form to their group or home directory or to save the form to their group or home directory and complete it at a later time. The request would be e-mailed to Central Office as an attachment.

---

**Using the  
Online Forms  
Feature  
(continued)**

To access the Online Forms option:

- Access Policy Online;
- Select Online Forms;
- Select the Interpreter Request Form; and
- Select Open on the pop-up window.

To complete the form either online or as a saved document:

- Highlight the various fields and enter the appropriate information; and
- Save the document.

Create an e-mail message, attach the form and send to the name and address listed at the bottom of the form.

---

**Questions**

If you have any questions, your Hotline designee may call the Policy Hotline at 617-348-8478.

---

