



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

CHARLES D. BAKER
Governor


MARYLOU SUDDERS
Secretary

KARYN POLITO
Lieutenant Governor

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Commissioner

**Online Guide Transmittal 2018-87
December 21, 2018**

To: Department of Transitional Assistance Staff

From:  Paul Sutliff, Assistant Commissioner for Programs and Field Operations

Re: Cross Programs: Customer Concern Procedures Updates

Overview

The US Department of Agriculture's (USDA) Food and Nutrition Service (FNS) requires states to maintain records of customer concerns received from SNAP applicants, clients and other concerned individuals or groups and the disposition of those concerns. TAFDC and EAEDC program regulations also provide instructions for staff on how to respond to Customer Concerns. The data collected is used to analyze patterns of Customer Concerns for the purpose of continuous program improvement.

Purpose

The purpose of this transmittal is to inform staff of changes being made and update procedures for reporting, assigning and dispositioning Customer Concerns. In addition, the new *Client Feedback* (CF-1) form will be used for submitting Customer Concerns. TAOs and Central Office staff will submit scanned *Client Feedback* forms (CF-1) they have received to the Ombudsman's Unit for disposition. The email address for these submissions is [DTA.Ombudsman Unit](mailto:DTA.Ombudsman@state.ma.us).

**New Online
Guide Pages**

Topic: Cross Programs
Book: Customer Concerns
Page: Client Feedback Form Procedures

Topic: Cross Programs
Book: Customer Concerns
Page: Customer Concern Views

Topic: Cross Programs
Book: Customer Concerns
Page: Customer Concern Examples

Topic: Cross Programs
Book: Customer Concerns
Page: Customer Concern Policy and Procedures

**Revised Online
Guide Page**

Topic: Cross Programs
Book: Customer Concerns
Page: Customer Concern Page

**Removed Online
Guide Pages**

Topic: TAFDC
Book: Basic Case Activities & Maintenance
Chapter: Views
Page: Customer Concern Views

**Obsolete
Operations
Memo**

Operations Memo 2014-43: SNAP, TAFDC and EAEDC: BEACON Customer Concern Tracking System, is now obsolete.

New Form

A new form entitled *Client Feedback form (CF-1)* has been created to submit and track customer concerns.

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 the DTA Mailbox.

Systems issues should be directed to the Systems Support Help Desk.
