



*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

JEFF McCUE
Commissioner

**Online Guide Transmittal 2018-46
June 29, 2018**

To: Department of Transitional Assistance Staff

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

Re: Cross Programs: Assisting Clients who are Deaf or Hard of Hearing

Overview

DTA is required and committed to effectively serve all applicants and clients regardless of disability. This includes clients who are Deaf or hard of hearing. To better serve our Deaf or hard of hearing clients, 5 TAOs are now able to provide Video Remote Interpreting (VRI) services.

Purpose

The purpose of this transmittal is to inform staff that as of July 16, 2018, VRI services will be available in the following TAOs:

- Brockton;
 - Newmarket Square;
 - Lawrence;
 - Springfield Center; and
 - Worcester.
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**Purpose
(cont'd)**

In addition, the following new documents and revisions will be available on June 29, 2018:

- new flyers and a revised job aid used to assist communication with Deaf or hard of hearing clients;
 - revisions to the Disability Resource Guide; and
 - the addition of new and revised Online Guide content to instruct staff on how to use VRI services
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**Revised
Job Aid**

The job aid “Securing Massachusetts Commission for the Deaf and Hard of Hearing (MCDHH) Services for Deaf or Hard of Hearing Clients” has been revised.

**New Online
Guide Pages**

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|---------------|--|
| Topic: | Online Forms |
| Page: | Flyers
Communication Options for DTA Clients who are Deaf or Hard of Hearing
VRI Options for Deaf and Hard of Hearing Clients
Why are you here today? |
| Topic: | Cross Programs |
| Book: | Harper/ADA |
| Page: | Protocols for Working with Walk-in Clients who are Deaf or Hard of Hearing |
| Topic: | Cross Programs |
| Book: | Harper/ADA |
| Page: | Serving Deaf and Hard of Hearing Walk-in Clients at TAOs Equipped with Video Remote Interpreting |
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**Revised Online
Guide Pages**

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|---------------|----------------------------------|
| Topic: | Cross Programs |
| Book: | Harper/ADA |
| Page: | Available Auxiliary Aids |
| Topic: | Cross Programs |
| Book: | Harper/ADA |
| Page: | American Sign Language Protocols |
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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.
