



Transitions

May 2016

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From the DTA Policy Procedure Mailbox

If you have any questions on this column or other policy and procedural material, please have your manager or supervisor email the **DTA Mailbox**.

Q. 1. Why must I provide interpreter services to my clients?

A. 1. Interpreter services are a legal right that all clients have, across all DTA Programs. DTA staff must provide interpreter services whenever English is not the client's primary language or when the client uses American Sign Language (ASL). To review the Interpreter Services regulations, see 106 CMR 701.360 in the Transitional Cash Assistance Programs and 106 CMR 360.510 in SNAP.

Q. 2. What types of interpreter services can I access?

A. 2. There are three ways to assist clients with professional interpreter services at the TAO, the primary point of interaction for most clients:

- Bilingual case managers
- Human Services Assistants (HSAs); and
- Telephonic and contracted in-person language interpreter services, including American Sign Language (ASL) interpreters.

Q. 3. Who within DTA is responsible for linking clients to the appropriate interpreter services and when are these services accessed?

A. 3. Nearly all DTA staff play a part in helping to provide interpreter services to clients.

- As the first point of contact, the TAO receptionist must assess whether the client can communicate effectively or needs help and must refer clients to the *Do You Need an Interpreter?* Poster or the Limited English Proficiency (LEP) Services Binder, available at every TAO. (For more details on receptionist responsibilities, refer to the Online Guide, Cross Program Book, Interpreter Services chapter, TAO Receptionist Responsibilities for Walk-In Clients page.)
- *For walk-in clients*, once the need is identified, the case manager must secure a bilingual case manager or an HSA, if available. If unavailable, a telephonic interpreter must be accessed. *For scheduled in-person appointments*, case managers must either secure an HSA or statewide contracted interpreter, prior to the scheduled appointment.
- *For scheduled telephonic appointments*, case managers must either secure an HSA or use a telephonic interpreter. (For details on accessing telephonic interpreters and more general case manager responsibilities for clients with LEP, refer to the Online Guide, Cross Program Book, Interpreter Services chapter, Case Manager Responsibilities pages.)

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From the DTA Policy Procedure Mailbox *(Continued from Page 2)*

- The TAO director or designee ensures that the *Do You Need an Interpreter?* poster is appropriately displayed and that all staff are familiar with three-way calling procedures as well as how to access all interpreter services. (For more details on director or designee responsibilities, refer to the Online Guide, Cross Program Book, Interpreter Services chapter, TAO Director or Designee Responsibilities page.)

Q. 4. Where can I learn more about how best to comply with the responsibilities of providing interpreter services?

A. 4. To learn more, go to: <http://tinyurl.com/zvc9g34> for a link to step-by-step instructions on “Getting a Telephone Interpreter”, Using Mass Relay or securing an ASL interpreter for the deaf or hard of hearing.

Also, note the following:

- In person or by phone, clients with Limited English Proficiency (LEP) or clients requiring American Sign Language (ASL) Interpreters must never be turned away or told to return with an interpreter. Remind clients that professional interpreters are offered free of charge to all clients.
- The client may decline the use of professional interpreter services and choose to have another **adult** friend or relative serve as an interpreter. If this is the case, annotate the Narrative tab with: “Client declined professional interpreter services.”
- Children over age 12 may interpret **only** to schedule appointments.
- Children age 12 and under cannot interpret for any purpose.

A client who speaks some English or appears to understand English may not have the language skills needed to fully comprehend what Department staff is communicating or the Department’s written materials. If you find that a professional interpreter is needed, including an ASL interpreter, at any point in the interaction with the client, arrange for interpreter services.

Online Guide Transmittals

TAFDC: Changes to the Reevaluation Automation Process and Other BEACON and Online Guide Changes

Online Guide Transmittal Update 2016-24
TAFDC

The Department made a number of changes to the TAFDC Reevaluation process, including enhanced automated processes. The enhanced automations have been designed to ensure the timely eligibility reviews of TAFDC cases.

This Online Guide Transmittal advises DTA staff about:

- changes to the automated TAFDC reevaluation process;
- revised telephone and face-to-face reevaluation appointment letters;
- a Pathways to Self-Sufficiency Program assessment requirement for TAFDC reevaluations; and
- other changes to BEACON and to the Online Guide.

Cross Programs – DTA Assistance Line Enhancements

Online Guide Transmittal Update 2016-26
Cross Programs

This Online Guide Transmittal advises DTA staff of enhanced functionalities to the DTA Assistance Line. The following Assistance Line enhancements have been implemented:

- Auto-dialer call reminders for recertification and appointments are fully functional. A BEACON narrative is created to document DTA's attempts to contact the client.
- If an authenticated client calls the Assistance Line, the phone queue portal displays 333 followed by the client's APID.
- If an authenticated client has a Heightened Level of Security (HLS) indicator, the phone queue portal displays 222 followed by the client's APID.
- If a client does not authenticate in the IVR system, the portal displays the caller's phone number.



From the Forms File

Revised Form

Voter Preference Form

The *Voter Registration Declination* form was reformatted; renamed the *Voter Preference Form* and is available for ordering from Document Production. Please destroy old versions and use the reformatted version.

NFL-9 (Rev. 5/2016)

02-035-0516-05

02-157-0516-05

Notice of Approval or Denial of Requested Benefits

The *Notice of Approval or Denial of Requested Benefits (NFL-9)* form has been revised. The *What DTA Decided* section of the form has been updated. Checkbox for a *Hi-SET Voucher* and a row entitled: *is terminated* were added to the form. Please destroy existing supplies of these forms and use the revised form.

Revised Posters

Right to File and Complaint Procedure Poster (English/Spanish) (Rev. 5/2016)

26-113-0516-05 (Rev. 5/2016)

26-112-0516-05

Assistance Line Poster

The above posters were updated with the DTA Client Assistance Line telephone number. Additionally the *Recipient Services* poster was renamed the *Assistance Line Poster*. Please replace the old versions of these posters in the TAO waiting areas with these revised posters.

Diversity Quote

If you accept the expectations of others, especially negative ones, then you never will change the outcome.

Michael Jordan

TAO Meeting Notes