



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

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**Online Guide Transmittal 2024-16
February 27, 2024**

To: Department of Transitional Assistance Staff

From: Sarah Stuart, Associate Commissioner for Local Implementation and Special Populations
(Handwritten: KP, 1/27/24)

Re: Cross Programs: Benefit Decision Notice – Additional Languages

Overview

The Department continues to work to enhance and expand client communications. **Effective February 16, 2024, the Benefit Decision Notice (BDN) will be available in four additional languages to English and Spanish: Chinese (Simplified), Haitian Creole, Portuguese (Brazilian), and Vietnamese.**

Forms sent as addendums to the Verification Checklist will continue to be sent in English and Spanish. The remaining languages will be added at a later date.

Purpose

The purpose of this Online Guide Transmittal is to advise staff the Benefit Decision Notice is available in four additional languages.

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 them to [DTA.Procedural Issues](#).

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