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

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Online Guide Transmittal 2018-24
April 6, 2018

To: **Department of Transitional Assistance Staff**

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

Re: **Cross Programs: DTA Connect Expansion**

Overview

Since implementation in August 2016, DTA Connect has been effective in providing clients access to time-sensitive information quickly. As the Department strives to offer clients new ways to increase access, DTA Connect is being expanded to make content accessible via a new website at: www.DTAConnect.com.

The anticipated implementation date for phase 1 of this expansion is April 8, 2018.

Overview
(Continued)

The first phase of the web-based DTA Connect platform will include:

- a simplified SNAP eligibility screener tool;
- an interactive online SNAP application;
- a client portal to access case information; and
- a provider portal for contracted SNAP providers.

These services were previously available on the Virtual Gateway and My Account Page platforms. Clients who have used these platforms were notified of the transition to DTA Connect via email. Services offered on those platforms by other agencies will not be impacted.

Phase 2 will be implemented at a later date.

Purpose

This Online Guide Transmittal advises staff of the new capabilities of the web-based DTA Connect platform. Details about these functionalities are available in the Online Guide.

References to eNotification, MAP, and Virtual Gateway have been removed from the Online Guide. Applicable memos, forms, notices, and brochure have been obsoleted.

Obsolete Notices and Brochures

- My Account Page (MAP) Flyer
- Register for My Account Page (MAP) Brochure
- DTA Alerts Opt-In/Opt-Out Voluntary Participation Form

Obsolete Transmittals and Memos

- 2017-81: Cross-Programs: Blocking Access to Online Services

- 2004-32: SNAP- EOHHS Virtual Gateway Food Stamp Application

- 2007-32: SNAP- Virtual Gateway Enhancements and the Elimination of the Signature Page for Food Stamp Applications

- 2007-63: SNAP- Statewide Implementation of the Virtual Gateway Consumer Face Food Stamp Application

- 2010-6: Cross Programs- My Account Page (MAP) Initial Roll-out

- 2010-17: SNAP-Changes to the Virtual Gateway Consumer and Provide Face Common Intake Applications

- 2011-51: SNAP-Virtual Gateway Minimal Data Applications

Revised Online Guide Pages

Topic: Cross Programs
Book: Applications
Chapter: EAEDC
Subchapter: Application Interview
Page: Household Composition

Topic: Cross Programs
Book: Applications
Chapter: TAFDC
Subchapter: Application Interview
Page: Household Composition

Topic: Cross Programs
Book: Heightened Level of Security
Page: Heightened Level of Security Impact

Topic: DTA Connect
Page: DTA Connect

Topic: SNAP
Book: Eligibility Requirements
Chapter: Categorical Eligibility
Page: Categorical Eligibility

Topic: SNAP
Book: Eligibility Requirements
Chapter: Household Composition
Page: Entering SNAP Household Composition Data

Topic: SNAP
Book: Application Processing
Chapter: Web Application
Page: The Web Application Workflow

Topic: SNAP
Book: Application Processing
Chapter: Web Application
Page: Online SNAP Application- Overview (previously the VG Web Applications-Overview

Topic: Cross Programs
Book: Request for Assistance (RFA)
Page: Email (RFA) (previously Email and eNotification (RFA)

Obsolete Online Guide Pages

Topic:	Cross Programs
Book:	MAP
Page:	My Account Page (MAP) Overview

Topic:	Cross Programs
Book:	MAP
Page:	My Account Page (MAP)

Topic:	Cross Programs
Book:	MAP
Page:	Informing Clients How to Access My Account Page

Topic:	Cross Programs
Book:	MAP
Page:	My Account Page (FAQs)

Topic:	DTA Assistance Line
Page:	DTA Alerts

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.