



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

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**Online Guide Transmittal 2017-2
January 20, 2017**

To: Department of Transitional Assistance Staff

From:  Sarah Stuart, Associate Commissioner for Program and Policy Implementation

Re:  Paul Sutliff, Assistant Commissioner for Field Operations

Re: Cross Programs – New Interpreter Services Provider

Overview

As of January 1, 2017, DTA started utilizing a new interpreter services provider, LanguageLine Solutions. As a result, the Online Guide and a job aid have been updated.

The telephone number for LanguageLine Solutions is 1-855-884-1405. There is no longer a 5-digit access code. The list of 4-digit unit IDs has also been updated.

Purpose

The purpose of this transmittal is to advise staff of the new provider, telephone number, unit IDs and procedures described in the updated Online Guide page and job aid.

**Updated
Job Aid**

The “Getting a Telephone Interpreter” job aid has been updated to include the new provider, telephone number, unit IDs and procedures.

**Updated
Online Guide
Page**

Topic: Business Process
Book: Procedures
Chapter: Phone Procedures
Page: Using Interpreter Services

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.
