



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

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**Online Guide Transmittal 2021-17
March 5, 2021**

To: Department of Transitional Assistance Staff
From: Sarah Stuart, Associate Commissioner for Change Management
Re: Cross Programs: Introducing Jabber Software

Overview

To continue supporting staff working remotely, the Department is adding Jabber software to state-issued cell phones. This will ensure clients are able to reach DTA staff directly even when dialing a desk phone.

TAFDC and EAEDC case managers, Domestic Violence Specialists, Client Assistance Coordinators, and Full Engagement Workers will be the first groups to receive the software on their devices. This prioritization was chosen to support transfer functionalities associated with upcoming Assistance Line enhancements.

Staff will receive an email from EHS Telecommunications with log-in credentials for Jabber in the near future. A Job Aid has also been developed to assist staff in using the Jabber software and includes contact information for support if needed.

Purpose

The purpose of this Transmittal is to advise staff of the installation of Jabber on their state-issued cell phones and to inform them of the Job Aid to be issued.

**New Online
Guide Page**

Book:	Business Process
Chapter:	Procedures
Subchapter	Phone Procedures
Page	Phone Guidelines

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.
