



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


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**Online Guide Transmittal 2021-42
May 17, 2021**

To: Department of Transitional Assistance Staff
From:  Sarah Stuart, Associate Commissioner for Change Management
Re: Cross Program: Improving Language Access and Efficiency

Overview

To improve language access for clients with respect to phone calls and case processing, system enhancements have been made to better connect clients to case managers who speak their preferred language.

To limit the use of choosing Other in the BEACON language dropdown selection, the Department is adding options to select Cape Verdean Creole, Albanian and Nepali, and changing Cambodian to Khmer - Cambodian.

Purpose

The purpose of this Online Guide Transmittal is to advise staff of systems enhancements to:

- include additional languages in the language dropdown selection on the Assessed Person Page;
- include additional languages a First Available Workers (FAW) can be designated to in the phone and processing queues; and
- assign scanned documents and phone calls to First Available Workers who are receiving the bi-lingual differential that match with the language identified in the language dropdown selection of the client.

In addition, to inform staff that the Assessed Person Page in BEACON may need to be updated when Other has previously been selected for Language.

Revised Online Guide Pages

Book: Business Process (BP)
Chapter: Procedures
Subchapter: Processing Procedures
Page: Requesting and Completing a SNAP Processing Action

Book: Cross Programs
Chapter: Request for Assistance (RFA)
Page: Assessed Person (RFA)

Book: Cross Programs
Chapter: Applications
Subchapter: EAEDC Application Interview
Page: EAEDC Application Interview Overview

Book: Cross Programs
Chapter: Applications
Subchapter: TAFDC Application Interview
Page: TAFDC Application Interview Overview

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.
