



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


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Acting Commissioner

**Online Guide Transmittal 2022-46  
June 23, 2022**

**To: Department of Transitional Assistance Staff**  
**From:  Sarah Stuart, Associate Commissioner for Change Management**  
**Re: SNAP: Assistance Line Callback Actions**

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**Overview**

In an effort to better serve our clients who call into the DTA Assistance Line, a new action type “**Perform Assistance Line Callback**” has been created that will allow FAW staff to assist clients that were not able to be served before the end of the Assistance Line operating hours.

Before disconnecting, clients on hold will have the option to have their call returned within one business day. This will then create an action that will be loaded into the processing pool that evening. Staff pulling these actions will call the client and offer to assist them.

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**Purpose**

The purpose of this Transmittal is to advise staff of procedures for a new SNAP Action type.

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**Procedures**

Upon pulling the Action “Perform Assistance Line Callback” staff are to review the case and call the client to let them know they are returning their call from the assistance line and offer assistance. Staff are to make three cold call attempts to reach the client; if the third attempt is unsuccessful, they will leave a generic message inviting the client to call the DTA Assistance Line during operating hours of 8:15 AM – 4:45 PM Monday - Friday for further assistance. If upon reviewing the case there is an action that can be taken even without talking with the client, that action must be taken. Staff must enter a detailed narrative indicating the purpose for the call and any action taken on the case.

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**Caller Authentication**

Clients who call into the Assistance Line and authenticate will have their APID included with the action. When the case worker clicks the begin button for the action, the Electronic Case Folder will be opened to that client’s case.

Clients who call into the Assistance Line and are not authenticated will have their phone numbers included with the action instead. When the worker pulls this action and clicks begin, the client search page will load pre-populated with the client’s phone number without a case folder. The client’s phone number can also be found in the Comments section of the Action Detail window. Workers will call the number and, if successful, will need to verify identity with the client and enter either their APID or SSN in order to match them with their case in BEACON. If they are unsuccessful in reaching the client after three cold call attempts, and cannot match the phone number to a case, they will need to write a detailed narrative in the Comments section of the Action Detail window detailing their attempts to reach the client.

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**New Online Guide Page**

<b>Topic:</b>	Business Process (BP)
<b>Book:</b>	Procedures
<b>Chapter:</b>	Processing Procedures
<b>Page:</b>	Perform Assistance Line Callback Action

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**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.

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