Revised Difficulty Type	Revised Remedy - Worker Select	Remedy Text Replacement for Current Details
Multi-selectable	*Not visible to client.*	*(Selection of Revised Difficulty Type and Revised Remedy will select text inserted)*
You asked DTA for an accommodation to help you with:		**DTA has approved your accommodation(s) request. Your accommodation is:**
DTA Notices and Forms	Authorized Representative	You have chosen [**Display name of Authorized Representative**] as your Authorized Representative to help you understand DTA notices, return completed forms when due, and conduct interviews for you.
DTA Notices and Forms	Client Initiated – help filling out forms - **FAW**	When you get DTA mail, you will call the DTA Assistance Line at 1-877-382-2363 for help with filling out forms.
DTA Notices and Forms	Client Initiated - help filling out forms - **SAO**	When you get DTA mail, you will call the Senior Assistance Office at 1-833-712-8027 for help with filling out forms.
DTA Notices and Forms	Client Initiated - help filling out forms - **CM**	When you get DTA mail, you will call your Case Manager [**Display assigned Cash Case Manager name**] at [**Display assigned Cash Case Manager Phone #**] for help filling out forms.
DTA Notices and Forms	Client Initiated – help filling out forms – **CAC ONLY**	When you get DTA mail, you will call the Client Assistance Coordinator [**Display selected CAC Name from Difficulty Tab on Screening Page**] at [**Display CAC DirectPhone #**] for help filling out forms.
DTA Notices and Forms	DTA Initiated - help filling out forms **– CAC ONLY**	DTA will call you to make an appointment to help you fill out forms. If we cannot reach you, we will send an appointment letter.
DTA Notices and Forms	Client Initiated - help getting verifications – **FAW**	If you need help getting verifications, DTA will help you. You may need to sign releases to let DTA get information about you. For help call the DTA Assistance Line at 1-877-382-2363.
DTA Notices and Forms	Client Initiated - help getting verifications - **SAO**	If you need help getting verifications, DTA will help you. You may need to sign releases to let DTA get information about you. For help call the Senior Assistance Office at 1-833-712-8027.
DTA Notices and Forms	Client Initiated - help getting verifications - **CM**	If you need help getting verifications, DTA will help you. You may need to sign releases to let DTA get information about you. For help call your Case Manager: [**Display assigned Case Manager Name**] at [**Display assigned Case Manager Phone #].**
DTA Notices and Forms	Client Initiated – help getting verifications **– CAC ONLY**	If you need help getting verifications, DTA will help you. You may need to sign releases to let DTA get information about you. For help call the Client Assistance Coordinator [**Display selected CAC name from Difficulty Tab on Screening Page**] at [**Display CAC direct phone #**].

DTA Notices and Forms	Client Initiated - help understanding DTA notices - **FAW**	When you get DTA mail that you need help to read or understand, you will call the DTA Assistance Line at 1-877-382-2363 for help. DTA will explain what the mail says and what you need to do. DTA will check to make sure you understand.
DTA Notices and Forms	Client Initiated - help understanding DTA notices - **SAO**	When you get DTA mail that you need help to read or understand, you will callthe Senior Assistance Office at 1-833-712-8027 for help. DTA will explain what the mail says and what you need to do. DTA will check to make sure you understand.
DTA Notices and Forms	Client Initiated - request for large print notices & forms	DTA will send you some notices in large print. Right now, not all notices and forms are available in large print. You will ask for large print version of notices and forms by calling Client Assistance Coordinator: [**Display Selected CAC Name from Difficulty Tab onScreening Page**] at [**Display CAC Direct Phone #**].
DTA Notices and Forms	Client Initiated - help understanding DTA notices - **CM**	When you get DTA mail that you need help to read or understand, you will call your Case Manager: [**Display assigned Case Manager Name]** and **[Display assigned Case Manager Phone #**] for help. DTA will explain what the mail says and what you need to do. DTA will check to make sure you understand.
DTA Notices and Forms	Client Initiated - help understanding DTA notices – **CAC ONLY**	When you get DTA mail that you need help to read or understand, you will call a Client Assistance Coordinator: [**Display Selected CAC Name from Difficulty Tab on Screening Page**] at [**Display CAC Direct Phone #**] for help. DTA will explain what the mail says and what you need to do. DTA will check to make sure you understand.
DTA Notices and Forms	Helper	DTA will mail copies of forms and notices to your Helper: [**Display name and address of Helper**] to help you fill out forms. You will still get your own copy in the mail.
DTA Rules	Financial Rule(s) modification - income or assets **- ADA EXECUTIVE ONLY**	DTA will modify the financial rules by not counting**: [Free Form Text] or [Assets]**
DTA Rules	Non-Financial Rule(s) modification – dependent's age **- ADA EXECUTIVE ONLY**	DTA will modify the rule that requires a child to graduate by age 19. DTA will allow your child to continue getting TAFDC until s/he turns 19 years.
Oral Communication	Client Initiated – Exchange of Notes to communicate	You will use written notes at DTA in-person visits and appointments.
Oral Communication	Client Provided Auxiliary Aid – ASL Interpreter on Site	You will bring your preferred ASL Interpreter to all in-person visits and appointments at DTA.

Oral Communication	DTA Provided Auxiliary Aid – ASL Interpreter on Site	DTA will arrange an on-site ASL Interpreter for all scheduled in-person appointments. DTA will extend deadlines while waiting for an Interpreter if necessary.
Oral Communication	DTA Provided Auxiliary Aid - CART	DTA will arrange CART service for all scheduled in-person appointments. DTA will extend deadlines while waiting for CART service if necessary.
Oral Communication	DTA Provided Auxiliary Aid -CDI/ASL Interpreters on Site	DTA will arrange for on-site CDI and ASL Interpreters for all scheduled in-person appointments. DTA will extend deadlines while waiting for Interpreters if necessary.
Oral Communication	DTA Provided Auxiliary Aid -MassRelay	DTA will call you at [**Display Client phone #]** to talk with you using MassRelay.
Oral Communication	DTA Provided Auxiliary Aid - Video Relay Service	DTA will call your videophone at [**Display VRS phone #**] to talk with you using the Video Relay Service (VRS).
Other - ADA ExecutiveReview	Free Form Text – **ADA EXECUTIVE ONLY**	Free Form Text
Remembering ImportantDates	DTA Initiated - due dates and appointment reminders – **CAC ONLY**	DTA will call to remind you of appointments and due dates. If we do not reach you the first time we call, we will try again
Remembering ImportantDates	Helper	DTA will mail copies of forms and notices to your Helper to help you remember appointments and due dates. Your Helper is: [**Display Helper name and address**].You will still get your own copy in the mail.
Working with DTA	Appointment Restrictions - days of the week	DTA will only schedule appointments on [**Display day(s**)].
Working with DTA	Appointment Restrictions - time(s)of day	DTA will only schedule appointments between [**Display Time**] and [**Display Time**].
Working with DTA	Client Initiated – preference to conduct SNAP business in person at TAO (SAO and FAW)	You have asked DTA to meet with you in-person to help you understand notices and fill out forms.
Working with DTA	In-office - extra lighting	DTA will provide extra lighting to help you read notices and forms at DTA appointments.
Working with DTA	In-office - specific seating	DTA will provide you with specific seating arrangements at DTA appointments.
Working with DTA	In-office - meet in quiet space	DTA will meet with you in a quiet space at DTA

Working with DTA	In-office - space for you and your assisting person	DTA will provide interview space for you and someone you want to assist you at DTA appointments.
Working with DTA	In-office - space for you and your service animal	DTA will provide interview space for you and your service animal at DTA appointments.
Working with DTA	No in-office appointments – home visit- **CAC Only**	DTA will contact you by phone to set up home visits. If we do not reach you the first time we call, we will make one more call to arrange a home visit. You can also call the Client Assistance Coordinator [**Display selected CAC Name from Difficulty Tab on Screening Page**] at [**Display CAC Direct Phone #**] to schedule any necessary home visits.
Working with DTA	DTA Initiated – email communication – **CAC Only**	You have asked DTA to email you about notices needing your action to keep DTA benefits. Emails will be sent to **{clients email in BEACON}**. Emails will not be on a secure email system. To protect your privacy, do not include any personal information, like social security number or date of birth. Also, do not attach anything to your email. You can call the Client Assistance Coordinator **{CAC Name from the Difficulty tab on Screening page}** at **{CAC phone number}** if you have any questions about using email with DTA.
Working with DTA	DTA Initiated - speak slowly and clearly	DTA staff will speak slowly and clearly when talking with you.
Working with DTA	DTA Initiated – keep face visible for communication	DTA staff will keep face visible for lip reading and use clear mask for in person communication when masks are required.