

Maura T. Healey
Governor
Kimberley Driscoll
Lieutenant Governor



KIAME MAHANIAH, MD
Secretary
Michael Cole
Commissioner

Report on Agency Paper Reduction Efforts

January 2026



DEPARTMENT OF TRANSITIONAL ASSISTANCE REPORT ON AGENCY PAPER REDUCTION EFFORTS

January 2026

OVERVIEW

Section 32 of Chapter 158 of the Acts of 2014 required the Department of Transitional Assistance (DTA) to “develop, implement and maintain a plan to reduce the use of paper records and documentation and to eliminate the sole reliance on such paper records for its Operations.”

MISSION

DTA’s mission is to assist and empower low-income individuals and families to meet their basic needs, improve their quality of life, and achieve long-term economic self-sufficiency. DTA offers a comprehensive system of programs and supports to help individuals and families achieve greater economic self-sufficiency, including food and nutritional assistance, economic assistance, and employment support

ELECTRONIC DOCUMENT MANAGEMENT CENTER

In 2014, DTA partnered with the Executive Office of Health and Human Services (EOHHS) and MassHealth to implement an Electronic Document Management Center (EDMC). Located in Taunton, the EDMC serves as the backbone of DTA’s paper reduction efforts. In conjunction with DTA’s business process redesign, the EDMC was established with a focus on streamlining client case processing by DTA caseworkers throughout the Commonwealth.

Today, the EDMC plays a vital role in the day-to-day operations of the agency. All physical mail sent to local offices is rerouted there for digital scanning and indexing to an electronic case file. DTA monitors the volume of documents handled by the EDMC each year. The following chart displays the annual volume of documents handled by the EDMC by document source from 2017 through 2025, including documents received via the DTA Connect platform.

Beginning in 2015, there has been a significant shift in the type of documentation that is handled by the EDMC each year. The amount of paper-based documentation that is mailed or faxed has decreased significantly over time. In 2025, EDMC processed a total of 867,321 documents across all channels. It is important to note that the 2025 mail volume reflects a substantial increase due to the processing of approximately 323,000 undeliverable mail pieces from June through December 2025. Before including these undeliverable pieces, the total number of documents processed by EDMC for the year was 91,764. When the undeliverable pieces are included, the overall processed count rises to approximately 414,764 for mail alone—representing a significant operational event that should be considered when interpreting year-over-year trends. Paperless documentation, including documents submitted via DTA Connect, continued to represent the majority of EDMC’s overall document volume in 2025.

CURRENT PAPER REDUCTION

DTA continues to focus on modernizing its operations and investing in further technology upgrades to its DTA Connect platform, which is its client facing portal for case maintenance and can be accessed via mobile application and website. Through this work, DTA has significantly expanded access for the vast majority of families and individuals receiving services, allowing for virtually all business with the agency to be done without having to visit a local office. In 2025, DTA Connect continued to serve a growing base

of clients through its mobile application and web portal, processing a combined total of approximately 2,058,913 submissions across all application types.

The Department focuses its technological capabilities on streamlining clients' experience and further improving benefit processing time. Some key features of DTA Connect are:

- Virtual meeting options for clients with disabilities or medical conditions as an accommodation if they are unable to connect with DTA in person or telephonically,
- DTA Connect being accessible in major languages: English, Spanish, Vietnamese, Portuguese, and Simplified Chinese, and Haitian Creole.
- Constant addition of new features and security improvements to the DTA Connect mobile app, including the ability for clients to apply for SNAP and cash benefits, complete SNAP recertifications and interim report forms, expanded ability to update client information, and a new card lock and unlock feature.

DTA also continued to work with community partners and sister agencies to connect DTA clients with critical federal and state resources that helped support the health and economic stability of whole families. In calendar year 2025, the agency sent more than 11.1 million text messages and 8.9 million emails to clients about case-related information or updates from the agency's partners, for a combined total of approximately 22.1 million communications (with approximately 20 million successfully delivered). In addition, throughout 2025 DTA's text message outreach campaigns aimed at educating clients on additional resources included sharing information about SUN Bucks (formerly SummerEBT), SNAP Ed Outreach, the Restaurant Meal Program (RMP), SNAP into Baby Steps in partnership with the Treasury Department, and Summer Eats available meal sites in partnership with Project Bread.

RESULTS OF PAPER REDUCTION EFFORTS

DTA continues modernizing its business practices and reducing the Department's reliance on paper documentation. The agency is committed to exploring and pursuing innovative ways to build on its access-on-demand model and leveraging new technologies that offer clients more convenient, accessible ways to submit documentation to the Department from their home computers or mobile devices. As the agency looks towards the future, it will maintain many of the innovations and enhancements that have been implemented in recent years that improve the agency's service delivery, improve convenience for applicants and clients, and also continue reducing the Department's use of paper-based documentation.