



**MASSACHUSETTS
WORKFORCE INNOVATION AND OPPORTUNITY ACT
JOINT PARTNER COMMUNICATION**

WIOA Joint Partner Communication 01.2025

☐ Policy ☒ Information

To: MassHire Workforce Board Chairs
MassHire Workforce Board Directors
MassHire Career Center Directors
MassHire Fiscal Officers
MDCS Operations Managers

From: Alysia Ordway, Undersecretary
Executive Office of Labor and Workforce Development
Beth Goguen, Director
MassHire Department of Career Services
Katie Dishnica, Director
Department of Unemployment Assurance
Toni Wolf, Commissioner
MassAbility
John Oliveria, Commissioner
Massachusetts Commission for the Blind
Wyvonne Carter-Stevens, Associate Commissioner
Department of Elementary and Secondary Education, Adult and Community Learning Services
Olga Yulikova, Senior Community Service Employment Manager
Senior Community Service Employment Program
Jeffrey McCue, Commissioner
Department of Transitional Assistance

Date: April 18, 2025

Subject: **Department of Transitional Assistance EBT Vendor Change Information**

Purpose: To notify MassHire Workforce Boards, MassHire Career Center Operators and other local workforce partners of the upcoming DTA Department of Transitional Assistance) EBT (Electronic Benefits Transfer) vendor conversion at the end of April 2025.

DTA is in the final stages of switching its vendor for EBT services. To complete the transition the system will be taken offline from 11:00 p.m. Saturday, April 26, through midday Sunday, April 27. During this time, no Supplement Nutrition Assistance Program (SNAP) purchases or cash assistance transactions can be made with an EBT card.

The main source of information relevant to this change is the website: www.mass.gov/EBT. The website contains key messaging, outreach flyers, and an FAQ to help people understand this change. The [outreach flyers are available in 6 languages](#) English, Chinese, Haitian Creole, Portuguese, Spanish, and Vietnamese.

Talking points to help guide the conversation with staff, vendors, and partners are provided below.

Talking Points

- The Department of Transitional Assistance is converting from its current Electronic Benefit Transfer (EBT) vendor to a new vendor, Fidelity Information Services (FIS).
- As DTA switches to a new EBT vendor, clients will not be able to use their EBT cards to access their benefits between 11 p.m. on April 26, and midday on April 27.
- As clients will not be able to use Massachusetts EBT cards for any transaction during this time, please urge EBT card users to plan ahead and get any necessary shopping done on Saturday, April 26, because they won't be able to use their EBT card until midday on Sunday, April 27.
- There will not be a mass replacement of current EBT cards. All cards that are currently active and authorized for use will continue to work.
- Clients are always encouraged to use the card lock and unlock function on the DTA Connect mobile app. On a regular basis, and especially during the conversion, clients should routinely check to make sure their card is locked as desired.

Action

Required: Please share this information with staff, managers, and partners as appropriate.

Effective: Immediately.

Inquiries: www.mass.gov/EBT