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Massachusetts Executive Office of Health and Human Services Receives Best Use of Technology for Customers Award

Common Noticing Solution expands accessible, multilingual benefit communications across MassHealth and the Department of Transitional Assistance

SPOKANE, WA — September 29, 2026: The American Public Human Services Association (APHSA) is pleased to recognize the **Massachusetts Executive Office of Health and Human Services—MassHealth and the Department of Transitional Assistance (DTA)** with the **2026 Best Use of Technology for Customers Award** for its *Common Noticing Solution (CNS): ADA Compliance & Multi-Agency Notice Expansion*.

The Best Use of Technology for Customers Award was presented during APHSA's [IT Solutions Management for Human Services \(ISM\) Education Conference & Expo 2026](#), taking place September 27–30 in Spokane, WA. The award recognizes the innovative use of technology to enhance and expand external service delivery, with a focus on public-facing outcomes and new or improved services that fill gaps for customers.

Massachusetts residents rely on written notices to understand decisions about MassHealth and DTA benefits, including SNAP and TANF. These communications explain application and renewal decisions, benefit changes, appeal rights, and the steps residents may need to take next.

Previously, notices were generated through separate agency-specific legacy systems with limited language options, inconsistent accessibility standards, and no real-time delivery capability. Changes to notice language also frequently required developer support, making it difficult to respond quickly to policy or program changes.

Through CNS, Massachusetts created a shared, cloud-based platform that generates accessible notices in real time and in batches, supports up to six languages, and delivers communications through multiple channels. By separating notice templates from underlying eligibility systems, CNS also enables business staff to make and publish language changes without relying on a lengthy development cycle.

During the award period, 100 percent of MassHealth-supported notices and attachments achieved ADA compliance, including expanded large-print capabilities. The platform also expanded to DTA, extending the same accessibility, language, and real-time capabilities across agency boundaries.

From July 2025 through May 2026 alone, CNS generated more than 9.1 million real-time notices across 182 unique ADA-compliant notice and attachment types. The platform maintained an average real-time processing time of less than 0.7 seconds, even as new agencies and notice types were added. It also successfully handled periods of significantly increased volume, including approximately 550,000 notices processed within seven days in April 2026 without service disruption.

The shared approach has also reduced unnecessary communications. New suppression capabilities eliminated approximately 1,500 MassHealth notices that otherwise would have been sent, helping reduce resident confusion and mailing costs.

By creating a shared approach to benefit communications, Massachusetts is demonstrating how technology can make essential information easier to access, understand, and act on. The Common Noticing Solution not only addresses longstanding gaps in accessibility and language access, but also creates a foundation for delivering a more consistent experience for residents across programs and agencies.

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About APHSA: The American Public Human Services Association (APHSA) supports leaders from state, county, and city human services agencies to advance the well-being of individuals, families, and communities nationwide. As a bipartisan membership association, APHSA works with its members to generate pragmatic solutions grounded in lived experience. For more information, visit aphsa.org.

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