



MITT ROMNEY
Governor


KERRY HEALEY
Lieutenant Governor

Commonwealth of Massachusetts
Executive Office of Health and Human Services
Department of Transitional Assistance
600 Washington Street • Boston, MA 02111

RONALD PRESTON
Secretary

JOHN A. WAGNER
Commissioner

Field Operations Memo 2004-30
August 12, 2004

To: Transitional Assistance Office Staff
From:  Cescia Derderian, Assistant Commissioner for Field Operations
Re: Cape and the Islands Business Redesign

Overview

Effective August 16, 2004, the Hyannis TAO assumes responsibility for providing services to food stamp only Assistance Units (AUs) previously serviced by the Falmouth TAO. Food stamp only AUs received an informational notice explaining how they will be impacted by this change. See Attachment A for a sample of the recipient notice.

This memo provides information regarding the process changes for the Falmouth TAO and the Hyannis TAO. No AU Manager action is required to transfer the AU to the Hyannis TAO.

**Impact on
Food Stamp
Only AUs**

During the week of August 9, 2004, food stamp AUs with no corresponding cash AU received a notice informing them that their food stamp case would be sent to the Hyannis TAO and a new worker in the Hyannis TAO would be assigned to their case.

The notice explained:

- most business could continue to be transacted by telephone, mail and/or fax;
- verifications and other documentation would be faxed to the Hyannis TAO;
- all reapplications of closed cases may be made by mail or telephone or may be started in person at the Falmouth TAO; and
- at any point, if the recipient decided to apply for cash benefits, the case would be sent back to the Falmouth TAO. The Hyannis TAO would not be responsible for servicing the combined cash and food stamp AU.

Questions

If you have any questions, please have your Hotline designee call the Policy Hotline at 617-348-8478.

Important Notice – Read Carefully

Este Mensaje Es Importante – Lea Cuidadosamente

P.O. Box 9119
Boston, MA 02111

Massachusetts Department of Transitional Assistance

{RECIPIENT NAME}
{RECIPIENT ADDRESS}
{RECIPIENT CITY/TOWN, STATE, ZIP}

{RECIPIENT SSN}
{BEACON USER OFFICE NAME}

08/09/2004

Dear Recipient:

Cape Reorganization

In an effort to better serve you, the Department of Transitional Assistance has decided to make a change in the way we conduct business on the Cape and the Islands. Effective August 16, 2004, your food stamp case will be sent to the Hyannis TAO. A new worker in the Hyannis TAO will be assigned to your case.

You do not have to go to the Hyannis TAO unless you wish. Most business can be transacted by telephone, mail and/or fax. All reapplications of closed cases may be made by mail or telephone or may be started in person at the Falmouth TAO.

If at any time you decide to apply for cash benefits (TAFDC or EAEDC), your food stamp case will be sent back to the Falmouth TAO. You will be notified of this, but you will not have to do anything.

The Hyannis TAO is located at 77 High School Road Extension in Hyannis. The telephone number is (508) 862-6600 or (800) 295-8318. The fax number is (508) 790-4685.

The staff at the Hyannis TAO look forward to serving you. If you have any questions, please call them at (508) 862-6600 or (800) 295-8318.