



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


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Governor

TIMOTHY P. MURRAY
Lieutenant Governor

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Secretary

JULIA E. KEHOE
Commissioner

Field Operations Memo 2009-9
February 27, 2009

To: Transitional Assistance Office Staff
From:  John Augeri, Assistant Commissioner for Field Operations
Re: Holyoke Regional Homeless Unit

Overview

The Holyoke Regional Homeless Unit has been formed to accommodate and better manage the homeless population from the Springfield and Holyoke Transitional Assistance Offices. The Unit consists of five case managers and one supervisor. Effective December 29, 2008, all EA cases and corresponding cash and/or SNAP cases in the Springfield State and Springfield Liberty TAOs were transferred to the Holyoke TAO. EA applications taken in the Springfield TAOs on and/or after December 29, 2008 were processed and transferred to the Holyoke Regional Homeless Unit.

Prior to December 29, 2008, a letter (Attachment A) was mailed to all clients affected by this change, informing them of the transfer.

**Case Manager
and Homeless
Coordinator
Responsibilities**

For Springfield State and Springfield Liberty TAOs only:

If a family is eligible for temporary emergency shelter benefits, the case manager/Homeless Coordinator must follow current procedures to place the family in shelter. If in addition to applying for EA, the client also applies for cash and/or SNAP benefits; once the family is placed, transfer all cases immediately and Holyoke will process the pending cases.

For all TAOs, except Springfield State and Springfield Liberty TAOs:

The case manager/Homeless Coordinator for all EA families whose placement is in an area served by the Holyoke or Springfield TAOs must transfer these cases to the Holyoke TAO following current case transfer procedures.

Questions

If you have any questions, please have your Hotline designee call the Policy Hotline.



Massachusetts Department of Transitional Assistance

NOTICE OF TRANSFER TO HOLYOKE REGIONAL HOMELESS UNIT

310 State Street CAN 710
Springfield, MA 01105

Important Notice - Read Carefully
Este Mensaje Es Importante – Lea Cuidadosamente

Massachusetts Department of Transitional Assistance

Mary Jones
101 Main St.
Springfield, MA 01105

999-99-9999
Springfield State TAO - DTA

12/29/2008

Dear Mary Jones:

Effective 12/29/08 your case will be serviced by the Holyoke Regional Homeless Unit located in the Holyoke Transitional Assistance Office at 72-100 Front Street in Holyoke.

If you have any questions about this notice or your case, you may call the Holyoke Transitional Assistance Office at 413-552-5400.

You may also call Recipient Services at 1-800-445-6604 if you have any questions or trouble reading or understanding this notice.