

Key DTA Contacts

<https://www.masslegalservices.org/content/dta-local-office-contact-information-client-assistance-coordinators-domestic-violence>

Who do I contact to solve individual case issues?

DTA Local Office Director or Assistance Director (start here for cash)

- [DTA Local Office Contacts Directory](#): includes address, phone, and fax info, as well as the names of the directors and assistant directors (updated March 2024)
- To contact a director by email, use the following format: `firstname.lastname@state.ma.us`

DTA Ombudsperson (start here for SNAP)

- Sara Craven: email sara.craven@mass.gov or call 617-348-5354
- Copy Roxanne Montgomery: roxanne.montgomery@mass.gov
- Include a release signed by client, giving DTA permission to talk to you

DTA Local Office Information

- See [DTA website](#) to find which cities/towns are covered by which local DTA office

Who do I contact about hearings issues?



DTA Division of Hearings

Phone: (617) 348-5321 → leave voicemail

Fax: (617) 348-5311



Liaisons for implementing appeal decisions:

[2017 staff list](#)

Who do I contact about disability issues?

- DTA has Client Assistance Coordinators (CACs)
 - 1-2 in each office
 - [Find CAC contact info here](#)
- CACs can assist with common accommodations
 - Help with forms, verifications, understanding notices
 - Reminder calls
 - Sign language interpreter
 - Large print notices

Who do I contact about DV issues?

- DTA domestic violence specialists
 - Provide consultation, training and technical assistance to DTA staff working with clients in all DTA programs who have experienced DV
 - Advocate within DTA, and with other agencies, to connect individuals and families to appropriate resources, and help with safety planning
 - Should also work directly on some case issues
 - Program requirement waivers
 - Block online and automated phone services
 - Heightened level of security (HLS)
- See [DTA brochure on this site](#) for DV specialist contact information

Who do I contact about language access issues?

- Right to free interpreter is client has limited English proficiency
- DTA Language Access Plan and Complaint Procedure
 - <https://www.mass.gov/info-details/language-access-at-the-department-of-transitional-assistance>

Who to contact about employment and training issues?

- Full Engagement Worker (FEW) work with TAFDC recipients on employment and training (including child care referrals)
- To contact a FEW staff, email DTA.EmploymentServices@state.ma.us
- Or look on DTA's website for contact info: <https://www.mass.gov/info-details/contact-dtasemployment-staff>

Who do I contact about stolen SNAP replacement claims?

- If SNAP stolen, refer clients to report online:
 - <https://www.mass.gov/how-to/report-stolen-benefits-to-dta>
 - Can also submit claim by phone, mail or fax
 - DTA Fraud Line at 833-602-9247
 - DTA Assistance Line at 877-382-2363
- FAQs about replacement here:
<https://www.mass.gov/info-details/snap-replacement-benefits-faq>
- If problems, contact MLRI