



*Commonwealth of Massachusetts
Executive Office of Health and Human Services
Department of Transitional Assistance*

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**Online Guide Transmittal 2016-55
September 30, 2016**

To:  **Department of Transitional Assistance Staff**

From:  **Sarah Stuart, Associate Commissioner for Program and Policy Implementation**

 **Paul Sutliff, Assistant Commissioner for Field Operations**

Re: **Cross Program: TAFDC, EAEDC, SNAP Policy and Procedures (P&P) Mailbox**

Overview

Beginning on October 3, 2016, the way in which field staff asks policy and procedural questions will change. The Procedural Issues Mailbox is no longer directly accessible to all staff. Only System Information Specialist (SIS), TAO directors or assistant directors may send questions into the Procedural Mailbox.

When a policy or procedural question is identified within the local TAO, staff will first need to consult with their SIS or manager(s) to determine whether or not the issue may be resolved locally, before it is sent into the Mailbox by a SIS or a TAO manager. A complete listing of SIS's will be available on Policy Online soon. If a question needs to be sent to the Procedural Mailbox, instructions on the following page must be followed.

New Mailbox Instructions

Questions sent into the Procedural Mailbox must use the following address DTA.ProceduralIssues@state.ma.us and must include:

1. **In the Subject line of the email:** DTA Program or Programs in question (TAFDC, EAEDC, SNAP) as well as the Program Topic (earnings, household composition, denial, etc.) and “Secure” if a client’s name or other case details are revealed.
2. **In the body of the email:** Relevant background on the question, any existing documentation related to your question, as specified in Regulations, the Online Guide (OLG) or other procedures along with your actual question must be included.

Responses will be developed by the appropriate Central Office Program staff (TAFDC/EAEDC Unit staff for cash questions or SNAP Unit staff for SNAP questions), and the task of authoring the responses will rotate.

Important: If a question is a cross-policy/cross-unit question and other DTA staff have been contacted, please let us know which Units or individuals have been consulted. For example, the issue may initially be thought to be systems-related, but later determined to be policy-related. Or, a case manager may be working with a client, and only later discover that this same client has an attorney who is working with our Legal Division or our Ombudsman’s Unit. **These situations are expected, but it is imperative that all parties working on the same case are aware of any other Central Office staff or external involvement on the case.**

Questions

If you have any questions, please email the DTA Mailbox. Systems questions should be directed to the Systems Support Help Desk.
