



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


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**Online Guide Transmittal 2018-4
January 19, 2018**

To: Department of Transitional Assistance Staff
From:  Paul Sutliff, Assistant Commissioner for Programs and Field Operations
Re: SNAP – Senior Assistance Office (SAO)

Overview

The Department recognizes that historically, seniors are an underserved population. As such, they can face many barriers to SNAP participation. To mitigate access issues for this unique population, effective January 22, 2018, the Department will establish a new office in Holyoke with a specialized business approach that serves SNAP seniors.

Purpose

The purpose of this Online Guide Transmittal is to advise staff that a new Senior Assistance Office (SAO) has been established in the Holyoke TAO. Additionally, a book and corresponding pages which outline the SAO's business approach have been added to the Online Guide.

**New Online
Guide Book and
Pages**

Topic:	SNAP
Book:	Senior Assistance Office (SAO)
Page:	SAO Overview
Topic:	SNAP
Book:	Senior Assistance Office (SAO)
Page:	SAO Enhancements

**New Online
Guide Book and
Pages
(Continued)**

Topic: SNAP
Book: Senior Assistance Office (SAO)
Page: SAO Phases

Topic: SNAP
Book: Senior Assistance Office (SAO)
Page: SAO Examples

Questions

If you have any policy or procedural questions, after conferring with the appropriate TAO personnel, please have your Systems Information Specialists or TAO management email the DTA Mailbox.

Systems issues should be directed to the Systems Support Help Desk.
