



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


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Online Guide Transmittal 2018-55
August 24, 2018

To: Department of Transitional Assistance Staff
From:  Paul Sutliff, Assistant Commissioner for Programs and Field Operations
Re: SNAP – The Senior Assistance Office (SAO), Phase 2 Enhancements

Overview

In January 2018, the Department established the Senior Assistance Office to specifically accommodate seniors with the goal of mitigating any access barriers for that underserved population.

Effective September 2018, the second phase of enhancements will be implemented. Beginning September 3, applications from grantees age 60 or older who apply online at [www. DTAConnect.com](http://www.DTAConnect.com) will be processed by the SAO. In addition, the SAO Phone Line will be equipped with autodial functionality to place automated outbound calls at scheduled appointment times.

The SAO Client Assistance Coordinator (CAC) will service SAO clients by phone. Non-SAO accommodations and accommodation requests will continue to be handled by TAO CACs In their defined catchment area(s).

Purpose

The purpose of this Online Guide Transmittal is to advise staff of updated Online Guide content related to Phase 2 of the Senior Assistance Office.

**Revised
Online
Guide Pages**

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

Topic: SNAP
Book: Senior Assistance Office – SAO
Page: SAO Examples

Topic: DTA Assistance Line
Page: DTA Assistance Line

**Obsoleted
Online
Guide Pages**

Topic: SNAP
Book: Senior Assistance Office – SAO
Page: SAO Enhancements

Topic: SNAP
Book: Senior Assistance Office – SAO
Page: SAO Phases

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.
