



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


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Governor

MARYLOU SUDDERS  
Secretary

KARYN POLITO  
Lieutenant Governor

JEFF McCUE  
Commissioner

**Online Guide Transmittal 2018-8  
February 23, 2018**

**To: Department of Transitional Assistance Staff**  
**From:  Raul Sutliff, Assistant Commissioner for Programs and Field Operations**  
**Re: SNAP: Outreach to Former SNAP Clients**

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**Overview**

The Department is committed to supporting residents of Massachusetts by reducing barriers to program access and ensuring that people are informed of their right to apply for benefits. To support this effort, the Department is completing targeted outreach to former SNAP clients to notify them of potential eligibility.

The initial phase involves collaboration between DTA and contracted SNAP Outreach Partners. It will include a mailing to former SNAP clients notifying them of potential eligibility, ways to apply for SNAP, and contact information for the Outreach Partner that serves their area.

**Note:** Letters will not appear in Document History.

After the mailing, Outreach Partners will follow-up by phone to assist with the application process and answer questions about SNAP.

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**Staff  
Responsibilities**

To support the potential influx of SNAP applications, targeted outreach will happen quarterly. This initiative is likely to generate calls to the Assistance Line. Staff must follow normal procedures for inquiries from non-clients. This includes answering questions about DTA programs, sharing resource brochures and informing clients of Mass 211.

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**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.

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