



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


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**Online Guide Transmittal 2020-43
June 15, 2020**

To: Department of Transitional Assistance Staff
From:  Sarah Stuart, Associate Commissioner for Change Management
Re: Cross Programs: Suspension of TAOs as Mailing Address

Overview

Online Guide Transmittal 2019-55 established procedures for allowing clients to use a Transitional Assistance Office (TAO) as a mailing address. However, **at this time, clients cannot use a TAO as a mailing address.**

With TAOs closed due to COVID-19 and the Department handling its operations remotely, clients are no longer able to use a TAO as their mailing address as they will not be able to retrieve their mail including obtaining an EBT card.

Purpose

The purpose of this Online Guide Transmittal is to advise staff of the temporary suspension of the procedures for using a TAO as a mailing address.

Mailing Address

Effective immediately, no new cases may be established using a TAO address as a mailing address. Staff must make every effort to help clients find an alternate mailing address. This includes exploring whether they can use the address of a friend, relative, authorized representative, shelter, etc.

**Current clients
with a TAO
Mailing Address**

An initial round of outreach and case updates for clients with TAO mailing address has been completed. Continued outreach will take place with those clients not yet successfully updated.

At the next contact, staff must explore with the client an alternative mailing address to be used to update their case.

TAO managers will work with homeless shelters and community resources in their area to find organizations that are willing to let homeless clients use their address for DTA mail. These resources must be submitted to add to the Statewide Resource Guide per the instructions in OLG 2018-77.

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 them to DTA.Procedural Issues.

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