



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


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**Online Guide Transmittal 2021-51
June 18, 2021**

To: Department of Transitional Assistance Staff
From:  Sarah Stuart, Associate Commissioner for Change Management
Re: Cross Program: Self-Service Options in TAOs

Overview

In March of 2020, in response to the COVID-19 public health crisis, the Department shifted operations to ensure staff and client safety and to expedite case processing. This included the temporary closing of Transitional Assistance Offices (TAOs) to the public as we transitioned staff to telework.

Telework has enabled DTA to maintain stable service delivery. Policy innovations, systems changes, and various waivers have allowed for greater flexibility and expanded access for the majority of clients.

In accordance with the Future of Work Initiative – Gradual Transition Guide, DTA will begin to implement a phased approach to reopen TAOs to the public on June 28, 2021. The plan prioritizes staff and client wellness and focuses on addressing access gaps to services clients may be facing. Throughout the reopening process, the Department will continue to maintain and promote current client access points, which have led to increased accessibility for the vast majority of the people we serve.

The information as it relates to the TAO reopening will be located in the COVID -19 book, in a new chapter entitled TAO Reopening.

Purpose

The purpose of this Online Guide Transmittal is to advise staff of new pages in the Online Guide outlining new procedures and expectations for the initial phase of TAOs reopening.

**COVID-19
Online Guide
Update – New
Pages**

Book: COVID -19
Chapter: TAO Reopening
Page: PPE & COVID Safety Measures

Book: COVID -19
Chapter: TAO Reopening
Page: Front End Operations

Book: COVID -19
Chapter: TAO Reopening
Page: Kiosk Access

Book: COVID -19
Chapter: TAO Reopening
Page: Telephone Access

Book: COVID -19
Chapter: TAO Reopening
Page: MFD Access & Documents

Book: COVID -19
Chapter: TAO Reopening
Page: EBT

Book: COVID -19
Chapter: TAO Reopening
Page: Front End Staff Responsibilities

Book: COVID -19
Chapter: TAO Reopening
Page: Remote Staff Responsibilities

**COVID-19
Online Guide
Update – New
Pages cont.**

Book: COVID -19
Chapter: TAO Reopening
Page: Communication & Resources

Book: COVID -19
Chapter: TAO Reopening
Page: Q&A

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.
