



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

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**Online Guide Transmittal 2023-76
November 9, 2023**

To: Department of Transitional Assistance Staff
From: Sarah Stuart, Associate Commissioner for Change Management
Re: SNAP: Group Home Update Regarding Agency EBT Card and DDS Central West Mailing Address

Overview

In March of 2020, in response to the COVID-19 Public Health Emergency (PHE), the Department temporarily closed Transitional Assistance Offices (TAOs) to the public and transitioned staff to telework. TAOs have since reopened, and the Department has now transitioned back to pre-COVID procedures for issuing agency EBT cards.

Unlike a primary EBT card, which can be requested online or by calling the DTA Assistance Line, an agency EBT card cannot be centrally printed and can be only requested at a local office by the designated Agency Authorized Representative(s) for EBT Transactions indicated on the Image-10A form.

Purpose

The purpose of this Online Guide update is to inform staff of:

- the return to standard procedures for requesting an agency EBT card at a local office by Agency Authorized Representative(s) for EBT Transactions; and
 - the updated DDS Central West Region administrative office mailing address
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**Requesting an
Agency EBT
Card**

Before an agency EBT card can be printed locally, front-end staff must:

1. Verify the Agency Authorized Representative's identity (i.e., employee ID or letter from group home facility); and
 2. ensure that a signed Image-10A is available in the ECF or a physical copy had been provided by the Agency Authorized Representative upon their arrival at the local office.
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**Updated DDS
Central West
Administrative
Office Mailing
Address**

The DDS Central West Region administrative office mailing address has changed.

Effective immediately, **1 Federal St, Bldg 111-2, Springfield, MA 01105** must be entered in BEACON as the mailing address for DDS state-operated group home clients assigned to the DDS Central West administrative office. This will ensure that future actions are directly routed to the Group Homes Business Group.

**Revised Online
Guide Page**

Topic: SNAP
Book: Group Homes
Page: Group Homes Processing

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.
