



Commonwealth of Massachusetts
Executive Office of Health and Human Services
Department of Transitional Assistance
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Operations Memo 2011-13
April 8, 2011

To: Department of Transitional Assistance Staff

From:  Stephanie Brown, Assistant Commissioner for Policy, Program and External Relations

Re: TAFDC – Changes to the Resource Team in Worcester and Springfield Liberty TAOs

Background

On June 13, 2006, DTA established Resource Teams in certain TAOs. This on-site Resource Team affords applicants and clients (hereafter referred to as clients) the opportunity to meet with a Resource Team member who provided an assessment of the client's service needs, assistance with completing medical forms, a coordinated approach for the review of barriers to employment, and a coordination of support services. In addition, the Disability Specialist performed on-site short-term disability determinations for certain clients.

The February 5, 2007, New Initiative Memo informed TAO staff that beginning February 12, 2007, the Resource Team at the Springfield Liberty and Worcester TAOs offered free assistance to **selected** TAFDC and EAEDC clients in their areas in applying on-line for Supplemental Security Income (SSI) disability benefits.

Resource Team Changes

This Operations Memo serves to advise staff that effective May 1, there will be a reduction of Resource Team staffing in the Worcester and Springfield TAOs. Currently a Disability Specialist (part of the Resource Team) is present five days a week and a Disability Coordinator is present four days a week in these TAOs. Effective May 1, the Disability Specialist will also be present only four days a week. However, because the Disability Coordinator and Disability Specialist will be absent on different days of the week, five-day-a-week coverage will be maintained through June 30, 2011.

**Resource Team
Changes
(continued)**

Any cases under review by the Resource Team staff in the Worcester TAO and the Springfield Liberty TAO as of July 1, 2011, will be transferred to DES' Auburn office to complete case processing.

Questions

If you have any questions, please have your Hotline designee call the Policy Hotline.
