



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

**Field Operations Memo 2010-42**  
**September 13, 2010**

**To:** Transitional Assistance Office Staff  
**From:**  John Augeri, Assistant Commissioner for Field Operations  
**Re:** Fuel Assistance – Change in Communicating Information

**Fuel Assistance**

The Department is changing the way we provide income verification letters and Fuel Assistance information to clients applying for the benefit. Unlike past years, income verification letters and Fuel Assistance information will not be mailed to clients. New resources are now available to help TAO staff meet this need.

In an attempt to expedite verification of income requests and to reduce client need to visit their TAO for income verification letters, Central Office:

- is promoting use of an interactive voice response (IVR) telephone number clients can use to request an income verification letter.  
**Note:** The IVR telephone number (1-877-DTA-BENE or 1-877 382-2363) is available 24 hours a day seven days a week. Clients will receive income verification letters within five days at the mailing address identified on BEACON.
- has mailed Fuel Assistance providers a letter informing them that the Fuel Assistance mailing will not take place this year. The letter also directs providers to inform clients to obtain income verification letters by using the phone number listed above or printing out their “My Account Page” (MAP) screen of case information. For more information on how clients can access MAP, see Field Operations Memo 2010-6.

**Fuel Assistance  
(continued)**

**IMPORTANT:** Clients who come to the TAO requesting an income verification letter must receive an income verification letter before leaving the TAO. Clients who telephone their case managers requesting an income verification letter should be directed to use the IVR phone number or to access MAP to print out their case information.

TAOs will receive a supply of Fuel Assistance brochures for clients who need information about where to apply for fuel assistance. This information will also be available on our website at [www.mass.gov/dta](http://www.mass.gov/dta).

Each TAO will also receive a poster advertising the availability of income verification letters through the new IVR telephone number.

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**Questions**

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

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