



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

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**Online Guide Transmittal 2016-49
September 30, 2016**

To: Department of Transitional Assistance Staff

From:  **Sarah Stuart, Associate Commissioner for Program and Policy Implementation**

 **Paul Sutliff, Assistant Commissioner for Field Operations**

Re: Cross Programs: DHCD/DTA Protocols Involving Families Seeking Emergency Assistance (EA) and Other Housing Assistance Services

Overview

Protocols have been established for Department of Housing and Community Development (DHCD) and DTA staff for providing Emergency Assistance (EA) and other housing assistance services at TAOs. In addition to having staff co-located at several TAOs, DHCD also offers remote access for families to apply telephonically for EA, and for shelter residents to speak to staff.

Purpose

This Online Guide Transmittal advises DTA staff of a new Online Guide book and pages with DHCD and DTA protocols for helping families seeking emergency shelter and other housing assistance services.

Remote Access to DHCD

In TAOs where DHCD staff are not co-located, DTA staff must advise families to call DHCD toll free at 1-866-584-0653, Monday through Friday between 8:00AM and 4:00PM and speak with DHCD staff.

**Remote Access
to DHCD
(continued)**

After 4:00PM, they should leave a message and telephone number, and call again the next business day.

Note: DTA staff may provide families with a copy of a DHCD notice which contains the contact information, in English or Spanish, by accessing DTA Online, Field Operations link, TAO Liaison link and clicking on the DHCD link. The links are below the listing of liaisons.

If a family is not placed by 4:00PM and they have no place to go, the TAO DHCD Liaison or designee must contact the DHCD Director of Field Operations and the Associate Director of Division of Housing and Stabilization.

**New Online
Guide
Book/Pages**

The following book and pages have been added to the Cross Programs section of the Online Guide:

Topic: Cross Programs

Book: DHCD/DTA: Protocols Involving Families Seeking Emergency Assistance

Pages: DHCD/DTA: Protocols Involving Families Seeking Emergency Assistance at TAOs

DHCD: Remote Access for EA Applications and Housing Services

Questions

If you have any questions, please email the DTA Mailbox. Systems questions should be directed to the Systems Support Help Desk.
