



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


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Commissioner

**Online Guide Transmittal 2017-107  
December 8, 2017**

**To: Department of Transitional Assistance Staff**  
**From:  Paul Sutliff, Assistant Commissioner for Field Operations**  
**Re: SNAP – Overview of the Senior Assistance Office**

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**Overview**

The Department recognizes that seniors are a historically underserved population. As such, they can face many barriers to SNAP participation including limited access to electronic equipment that facilitates compliance with verification and reporting requirements. To mitigate access issues for this unique population, the Department will establish a new office in Holyoke with a specialized business approach that will service SNAP seniors.

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**Purpose**

The purpose of this Online Guide Transmittal is to advise staff of the new Senior Assistance Office (SAO) to be located in the Holyoke TAO. Its goal is to decrease access barriers for SNAP seniors.

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**Timeline**

The Senior Assistance Office is scheduled to open January 8, 2018. The SAO will be implemented in phases. System enhancements operationalizing the new business processes for Phase 1 will follow at a later date. Guidance for all staff will be available prior to the implementation of the system enhancements.

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**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 the DTA Mailbox.

Systems issues should be directed to the Systems Support Help Desk.

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