



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


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Acting Commissioner

**Online Guide Transmittal 2022-72  
September 1, 2022**

**To: Department of Transitional Assistance Staff**  
**From:  Sarah Stuart, Associate Commissioner for Change Management**  
**Re: Cross Program: Holiday Gift Verification (Globe Santa Program)**

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**Overview**

Each year, the Globe Santa Program provides age-appropriate holiday toys and books to eligible children who live in the geographical areas designated by the Globe Santa Program.

To be eligible to participate in Globe Santa, families must be active TAFDC, EAEDC or SNAP clients, live in the Globe Santa geographic area, and have a child living with them who is 12 or under as of **December 25, 2022**. The Department will mail the *Globe Santa Program Holiday Gift Verification Notice* to eligible families beginning the month of September 2022 and on designated dates thereafter as eligible families are approved.

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**Purpose**

The purpose of this Online Guide Transmittal is to advise staff of the communication plan, the updated contact number for Spanish speaking clients and the new procedures on reprinting or mailing misdirected *Holiday Gift Verification Notices* and letters.

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**Communication**

This year, the first *Globe Santa Program Holiday Gift Verification Notice* mailing will be available early September to active TAFDC, EAEDC and SNAP grantees who live in the Globe Santa geographical area.

A second mailing to new cases approved for TAFDC, EAEDC and SNAP after September 30<sup>th</sup> is scheduled for mid-October. **The deadline for clients to submit requests for holiday assistance is Friday, November 4, 2022.**

A DTA Connect alert is planned to display to eligible clients on October 11<sup>th</sup> and October 16<sup>th</sup>. A text message will be sent on or around October 26<sup>th</sup> and October 27<sup>th</sup>:

“Need holiday gifts for your kids? Check DTA Connect or your mail for the Globe Santa Program Holiday Gift Notice. Questions? Visit [www.globesanta.org](http://www.globesanta.org) or call 617-929-1525.”

For clients whom the text is sent in Spanish, the text will include the updated contact number 617-929-8006.

This text message will be sent in English, Spanish, Portuguese, Haitian Creole, Vietnamese, and Simplified Chinese based on the language on file. The DTA Connect alert will display in English, Spanish, Portuguese, Haitian Creole, Vietnamese, and Simplified Chinese. Those with HLS or who have affirmatively opted-out of text messaging and alerts from DTA are excluded. Text messages are sent regardless of the phone type listed on BEACON.

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**Important  
Procedural  
Changes**

When a client submits a **completed** Globe Santa Program Holiday Gift Verification notice along with a letter explaining why they need help with the holiday assistance to DTA, the new procedures are as follows:

1. **staff must *no longer* send an email to Globe Santa,**
  2. mark these documents in EDM (Electronic Documents Management) folder in the case record as *Entered*
  3. when in office, print the completed notice and client letter and send an email to your supervisor and local office management
  4. include the client’s name and APID, and state that all materials were uploaded in BEACON and annotate narrative,
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**Important  
Procedural  
Changes  
(continued)**

5. local office management shall assign a designee who will be responsible to keep a log with the number of received letters and completed notices with client names, APIDs, and dates mailed to Globe Santa.

All completed documents collected are to be mailed by close of business day to:

**Globe Santa  
39B Teed Dr  
Randolph, MA 02368-4201**

If the client submits **partial** documentation (notice only, no letter or vice versa), call the client to inform that the Department cannot forward incomplete Globe Santa verifications. Instruct clients to send all required materials to the designated mailing address by the deadline. Be sure to provide the address and annotate the narrative.

If clients misplace their notice and request a **reprint** of the *Globe Santa Program Holiday Gift Verification* notice while working remotely, please refer to the revised online guide page, noted below.

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**Revised  
Online Guide  
Pages**

**Topic:** Scheduled Mailing Projects  
**Book:** Holiday Gift (Globe Santa)  
**Page:** Holiday Gift Verification Mailing

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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 them to DTA.Procedural Issues.

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

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