



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


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Acting Commissioner

**Online Guide Transmittal 2022-98
December 8, 2022**

To: Department of Transitional Assistance Staff
From:  Sarah Stuart, Associate Commissioner for Change Management
Re: Cross Programs: Updates to Virtual Meetings Procedures

Overview

As the Department continues to improve accessibility options for clients, guidance related to virtual meetings, as described in OLG 2022-57, has been updated. These updates have been made to provide clear guidance for staff scheduling and connecting clients to virtual meetings.

Purpose

The purpose of this Transmittal is to inform staff of updates to virtual meetings procedures and to provide a job aid to support implementing these procedures.

**Revised Online
Guide Pages**

Topic:	Cross Programs
Book:	Harper/ADA
Page:	Virtual Meeting Procedures for CACs
Topic:	COVID-19
Book:	TAO Reopening
Page:	Connecting Clients to Virtual Meetings

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.
