



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

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Secretary

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Commissioner

**Online Guide Transmittal 2015-35**  
**Date: August 7, 2015**

**To:** Department of Transitional Assistance Staff  
**From:** *AOS* Anne O'Sullivan, Assistant Commissioner for Change Management  
**Re:** SNAP, TAFDC and EAEDC: Address and Homelessness

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**Overview**

This Online Guide Transmittal clarifies program requirements regarding client addresses and provides information and guidance on assisting homeless clients in identifying a mailing address. The case manager must ask the client to provide, if possible, the address of a friend, relative, authorized representative or shelter as a mailing address to receive Department mail. As a last resort, a case manager may offer the use of the address of the Transitional Assistance Office (TAO) that serves the client's area.

To use the TAO mailing address, the client must sign a *Using TAO for Mailing Address* (TAO-MA) form, which details restrictions in the use of the TAO address.

In this Online Guide update, clarification has also been added regarding verification of Massachusetts residency using the External Agency RMV page.

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**BEACON Online  
Guide Page  
Change**

The following Online Guide page has been changed:

**Topic:** Cross Programs  
**Book:** Request for Assistance (RFA)  
**Page:** Address

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**BEACON Online  
Guide Page  
Added**

The following Online Guide page has been added:

**Topic:** Cross Programs  
**Book:** Request for Assistance (RFA)  
**Page:** TAFDC, EAEDC and SNAP: Using TAO for Mailing Address  
form (TAO-MA)

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**Questions**

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

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