



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


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**Online Guide Transmittal 2018-77
October 12, 2018**

To: Department of Transitional Assistance Staff
From:  Paul Sutliff, Assistant Commissioner for Programs and Field Operations
Re: Cross Programs: Statewide Resource Guide

Overview

Clients often come to DTA because they have a variety of service needs. These needs may be for resources that DTA does not directly provide. In particular, clients who call the Assistance Line may be speaking with someone not familiar with the resources in a client's particular area.

Purpose

The purpose of this Transmittal is to advise staff of a recent joint MasSP project that developed a Statewide Resource Guide that will now be available to all staff.

Resource Guide

This Statewide Resource Guide is meant to serve as a quick reference so that information about potential resources can be provided to clients regardless of where they live. The Statewide Resource Guide is not meant to capture every resource, but reflect those most commonly requested by clients such as housing and fuel assistance.

**Resource
Guide
(cont.)**

Ensuring that the information in the Statewide Resource Guide is up to date is its greatest challenge. Community Liaisons will vet any proposed additions or updates with their local manager who will then submit them to their Regional Directors. Regional Directors will email any approved change(s) to:

DTA.PolicyUnit@MassMail.State.MA.US

Central Office staff will update the Statewide Resource Guide information accordingly.

**Maintenance &
Updates**

On a quarterly basis the TAO Community Liaison will be asked to verify the information of existing resources for their TAO. This includes calling to ensure that phone numbers are still in service, links to resource sites still work, etc. The Central Office SNAP Outreach Unit will review and verify the statewide services listed on the first page on a quarterly basis as well. Staff will be notified when the review is needed and return the response following the instructions to be sent with the review request. Any changes or updates will be made at that time. The quarterly review will ensure that the information stays current for staff and clients.

**New Online
Guide Book**

A new Book has been added to the Online Guide. The new Statewide Resource Guide will be available for DTA staff here.

Book: Resources
Chapter: Statewide Resource Guide

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.
