



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


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Secretary

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Lieutenant Governor

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Commissioner

**Online Guide Transmittal 2019-39  
May 16, 2019**

**To:** Department of Transitional Assistance Staff  
**From:**  Paul Sutliff, Assistant Commissioner for Programs and Field Operations  
**Re:** Cross Programs: Revised Customer Concern Pages

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**Overview** The Client Feedback Form (CF-1) is used to record and collect feedback from DTA clients. The OLG has been updated to clarify procedures for using this form.

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**Purpose** The purpose of this transmittal is to inform DTA staff of changes to the Online Guide.

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**Revised Online Guide Pages** The following Online Guide pages have been revised:

**Topic:** Cross Programs  
**Book:** Customer Concerns  
**Page:** Client Feedback Form Procedures

**Topic:** Cross Programs  
**Book:** Customer Concerns  
**Page:** Customer Concerns Page

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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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