



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

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**Online Guide Transmittal 2019-55
August 8, 2019**

To: Department of Transitional Assistance Staff
From: Paul Sutliff, Assistant Commissioner for Programs and Field Operations
Re: Cross Programs: Using a TAO Address to Receive Mail

Overview

The Online Guide has been updated to include procedures for assisting clients who are unable to provide a mailing address, as originally noted in Online Guide Transmittal 2015-35. Many clients, especially those who are homeless, have no place to receive mail. Case managers must make every effort to assist these individuals.

Case managers must first explore possible alternatives for a mailing address, such as the address of a friend, relative, authorized representative, or shelter. But if none of these alternatives are available to the client, then the case manager must offer the use of the client's nearest Transitional Assistance Office (TAO) to receive mail.

Clients who establish a TAO as a mailing address must agree to retrieve their mail at least once a week and only use that address for DTA purposes. A client can agree to these terms by signing a *Using TAO for Mailing Address* form, or by writing a statement that s/he wishes to receive Department mail at his/her nearest office and agrees to these rules.

Purpose

The purpose of this Online Guide Transmittal is to include the information transmitted in OLG 2015-35 in an Online Guide page.

Revised Online Guide Pages

Topic: Cross Programs

Book: Request for Assistance (RFA)

Page: TAFDC, EAEDC and SNAP: Using TAO for Mailing Address Form

Topic: Cross Programs

Book: Request for Assistance (RFA)

Page: Address

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.
