



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


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Acting Commissioner

**Online Guide Transmittal 2022-57
July 21, 2022**

To: Department of Transitional Assistance Staff
From:  Sarah Stuart, Associate Commissioner for Change Management
Re: Cross Programs: Virtual Meetings options for Client Assistance Coordinators, Domestic Violence (DV) Specialists, and Division of Hearings (DOH) Staff.

Overview

In an effort to provide greater accessibility for clients to interact with DTA staff, the Department is rolling out the option to hold Virtual Meetings using Department-approved video-conferencing software. This rollout will begin by giving video-conferencing accounts to Client Assistance Coordinators, Domestic Violence (DV) Specialists, and Division of Hearings (DOH) staff to host Virtual Meetings.

Purpose

This Online Guide update advises staff of the option to hold Virtual Meetings using Department-approved video-conferencing software for Client Assistance Coordinators, Domestic Violence (DV) Specialists, and Division of Hearings (DOH) Staff.

**New Online
Guide pages**

Topic: Cross Programs
Book: Harper/ADA
Page Virtual Meeting Procedures for CACs

Topic: Cross Programs
Book: Hearings
Chapter: The Role of a Hearings Officer
Page Telephonic Fair Hearings

Topic: Cross Programs
Book: Hearings
Chapter: The Role of a Hearings Officer
Page Virtual Fair Hearings

Topic: Cross Programs
Book: Hearings
Chapter: The Role of a Hearings Officer
Page In-Person Fair Hearings

Topic: Cross Programs
Book: Interpreter Services
Page Connecting an Interpreter to a Virtual Meeting

Topic: Domestic Violence
Page Virtual Meeting Procedures for DV Specialists

Topic: COVID-19
Book: TAO Reopening
Chapter: Front End Staff Responsibilities
Page Connecting Clients to Virtual Meetings

**Revised Online
Guide Page**

Topic: Cross Program
Book: Harper/ADA
Page: Schedule Appointment Page - CACs

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.
