



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


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**Online Guide Transmittal 2020-6
January 21, 2021**

To: Department of Transitional Assistance Staff
From:  Sarah Stuart, Associate Commissioner for Change Management
Re: Cross Program: Client Emails for Engagement and Employment Services

Overview

In response to the COVID-19 public health crisis, the Department continues to modify procedures to ensure the health and safety of staff and clients, while focusing on accessibility. Some modified procedures have included changes in how clients and staff interact with one another. To expand communication, engagement and to support families remotely, procedures have been developed for emailing clients information about employment services and training opportunities.

Purpose

This Online Guide Transmittal directs staff to a new OLG page that advises staff of when they may correspond with clients via email. The page provides guidance on email correspondence with clients and disclaimer language that should be included when using email to communicate with a client.

**New Online
Guide Page**

Book: COVID-19
Topic: Client Emails for Engagement and Employment Services

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.
