



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

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Online Guide Transmittal 2024-31
May 17, 2024

To: Department of Transitional Assistance Staff

From:  Sarah Stuart, Associate Commissioner for Local Implementation and Special Populations

Re: Cross Programs: Community and Outreach Liaisons

Overview

In January 2024, the previously existing community liaison role was divided to better handle the growing demand for community engagement. This division resulted in the creation of separate roles for community and outreach liaisons.

The **community liaison** role shifted to a regional model, with staff members volunteering to take part. These individuals collaborate with the designated managers for each region to attend community events in their respective regions. They also disseminate information about DTA services and initiatives supporting food access and economic mobility during community events. Their duties include preparation of outreach materials ahead of the events and will be responsible for the quarterly update of the State Resource Guide in coordination with individual TAOs.

The **outreach liaison** role shifted from a TAO model to a statewide model. The selected outreach liaisons are responsible for supporting the over 100 partnering organizations across the state, and act as intermediaries connecting outreach partners with the DTA. They may address policy inquiries, conduct eligibility interviews, aid in verifications, handle specific client cases, and participate in partner meetings as needed. Building robust relationships

Overview
(Continued)

between outreach liaisons and their designated partners facilitates optimal utilization of these partners, who effectively extend the reach of the DTA.

Purpose

The purpose of this Online Guide Transmittal is to advise staff that the original community liaison role has been separated into two separate roles: the community liaison role and the outreach liaison role.

**Revised OLG
Page**

Topic: Resources
Book: Statewide Resource Guide
Page: Statewide Resource Guide

**Obsoleted
OLGT**

OLGT 2018-77: Cross Programs: 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 them to [DTA.Procedural Issues](#).

Systems issues should be directed to the Systems Support Help Desk.
