



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


**MAURA T. HEALEY**  
GOVERNOR

**KATHLEEN E. WALSH**  
SECRETARY

**KIMBERLEY DRISCOLL**  
LIEUTENANT GOVERNOR

**JEFF McCUE**  
COMMISSIONER

**Online Guide Transmittal 2024-35**  
**July 3, 2024**

**To:** Department of Transitional Assistance Staff  
**From:**  Sarah Stuart, Associate Commissioner for Local Implementation and Special Populations  
**Re:** Cross Programs: Appeal Remands

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**Overview**

When an appeal decision has been issued by the Division of Hearings (DOH) and staff believe the decision is not in line with Department policy, there is a process by which further consideration can be given to the appeal. This process includes a subsequent hearing that is held before the Director of the Division of Hearings. This process is called a remand.

After a hearing decision is issued, a staff member may bring concerns to their TAO Director or Assistant Director to consider requesting a remand. Only the TAO Director or Assistant Director may submit a request for a remand directly to the Commissioner. The Commissioner makes the final decision whether to remand any case for further consideration upon the recommendation of the General Counsel, or to reassess for good cause. A client may also request a remand.

If you wish to request a remand, you must work with your TAO Director or Assistant Director to submit a petition to the Commissioner within **14 calendar days following the issuance of the appeal decision.**

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**Purpose**

The purpose of this Online Guide Transmittal is to bring awareness to the remand process. Specifically, the online guide has been updated to include:

- When a request for a remand should occur,
  - Guidance for local TAO staff on how to request a remand, and
  - What happens after a request for a remand has been submitted.
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**Revised Online  
Guide Pages**

**Topic:** Cross Programs  
**Book:** Hearings  
**Page:** Appeal Remands

**Topic:** Cross Programs  
**Book:** Hearings  
**Page:** Implementing an Appeal Decision

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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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