



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

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Online Guide Transmittal 2024-58
October 10, 2024

To: Department of Transitional Assistance Staff

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

Re: Cross Programs: Updates to No Trespass Letter Procedures

Overview

Transitional Assistance Offices (TAOs) are intended to be a safe and inclusive place for people to conduct DTA business. Clients are expected to conduct themselves in a way that supports this intention; those who violate the expectation of safety at a TAO can be issued a No Trespass Letter, prohibiting them from accessing DTA offices.

For less serious incidents, clients may be issued a written Warning Letter. These letters must be attached to the narrative tab in the client's Electronic Case File (ECF) following new procedures. This helps to ensure that all BEACON users can easily identify patterns and escalate as appropriate.

Purpose

The purpose of this transmittal is to advise staff of new procedures for handling Warning Letters.

Warning Letter Procedures

When a TAO manager files a [Serious Incident Report](#), the Department's legal team may choose to mail the client a written Warning Letter. These are *not* automatically uploaded to BEACON. The TAO management team will receive a copy of the letter by email. The letter must then be attached to a Narrative. To do this:

1. Download the Warning Letter and save it to your desktop.
2. Create a new narrative in the client's ECF, using the following standard language:

CLIENT WARNING LETTER

Client has received a Warning Letter about their conduct. Client has been notified that if this behavior continues, they will be issued a No Trespass Letter. Warning Letter is attached.

3. Attach the Warning Letter to the narrative.
4. Click Save.

If the client continues to act in an unsafe manner, it will lead to a No Trespass Letter being issued to the client, which will be added to their case file on the No Trespass page in accordance with existing procedures.

Revised Online Guide Pages

Topic:	Business Process (BP)
Book:	Procedures
Subject:	Front Office Procedures
Page:	No Trespass Letters

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 are to be directed to the DTA-DL-ITRequests@MassMail.State.MA.US
