



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


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Secretary

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Lieutenant Governor

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Commissioner

**Online Guide Transmittal 2021-9
January 27, 2021**

To: Department of Transitional Assistance Staff
From:  Sarah Stuart, Associate Commissioner for Change Management
Re: Cross Programs: Homeless Liaison Role

Overview

In response to the COVID-19 public health crisis, the Department continues to identify opportunities to expand clients' ability to access services and promote benefit stability while TAOs remain closed. In recognition of the unique challenges that families and individuals who are experiencing housing insecurity may face in order to interact with the Department during this time, Homeless Liaison roles have been created in each TAO. Homeless Liaisons will serve as a reliable point of contact with partners at local shelters, housing programs, and community-based organizations working with clients experiencing homelessness and housing instability. With the implementation of this role, stronger relationships with local partners will be developed to help meet the needs of clients and applicants across the Commonwealth.

Purpose

This Online Guide Transmittal advises of a new Online Guide page and that, effective January 25, 2021, each TAO will have a designated Homeless Liaison.

**COVID-19
Online Guide
Update**

Book: COVID-19
Page: Homeless Liaison

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.
