

## **Division of Local Services' Technical Assistance Section**

The Technical Assistance Section provides consultant services to cities and towns at no charge on municipal operations, government structure, and financial management. A complete list of our services a can be found [here](#).

To prepare these analyses, our Technical Assistance team conducts on-site interviews with local administrators, department heads, and staff. In some cases, the list may expand depending on the scope of the community's particular project and may involve two or more site visits. We also review a wide range of municipal documents, including submissions to DOR. Depending on the kinds of services your community requests, we examine financial practices and procedures, policies to guide decisions, and internal controls. We confirm that the town is in compliance with state laws and regulations relating to municipal financial matters. We also examine how communication and government structure impact operations. The process concludes with a written analysis, which includes our observations, conclusions, and recommendations for improving government.

To request our services, a letter should be sent by the board of selectmen or mayor with reference to a formal vote approving the request for review. Requests can be forwarded to:

Zack Blake, Director of Technical Assistance  
Division of Local Services  
P.O. Box 9569  
Boston, MA 02114-9569

If you need assistance with determining which service might benefit your community or defining the review's scope, please contact Zack Blake at 617-626-2358 or [blakez@dor.state.ma.us](mailto:blakez@dor.state.ma.us).

Our ability to schedule services is subject to our current workload and staffing levels. Although the waiting list can result in moderate lead times, we make every effort to initiate your request as soon as possible."