

Client Assistance Coordinators

Client Assistance Coordinators can assist you if you have a disability and need ADA accommodations.

Each of our DTA offices has at least one Client Assistance Coordinator (CAC) who is responsible for helping the Department make sure that

clients with disabilities have equal access to DTA benefits and services.



If you need help meeting Department requirements due to a physical, mental or emotional health condition, ask for an accommodation.

Connect with DTA

DTA Assistance Line 1-877-382-2363

At any time you can call the DTA Assistance Line to:

- Find out your case status and benefits
- Find out the date of your next re-certification for SNAP benefits
- Request an Income Verification Letter
- Learn about how to report a change or replace an EBT card

You can reach a Case Manager during our business hours from 8:15 a.m. to 4:45

NEED HELP MEETING DTA REQUIREMENTS?

Ask Us About An Accommodation

DTA Connect Mobile Application and Website

At any time, you can:

- Find out your case status and benefits
- Upload and submit documents
- Find out if documents you've sent to DTA have been processed
- Get alerts for appointments and deadlines
- Read and print notices and letters
- Update your contact information
- Request an Income Verification Letter



[Mass.gov/dta](https://www.mass.gov/dta)



[@DTA_Listens](https://twitter.com/DTA_Listens)



**Massachusetts
Department of
Transitional Assistance**

Requesting an Accommodation

If you have a disability or health problem that makes it hard for you to do something DTA asks, you can ask for help. This is called an accommodation.

For example, DTA can help with the following:

- Reading and understanding notices, and filling out forms
- Coming to DTA for appointments
- Providing an auxiliary aid
- Other things depending on your needs

You can request an accommodation by:

- Calling the DTA Assistance Line at 1-(877) 382-2363
- Asking your Case Manager
- Asking to speak with a Client Assistance Coordinator in your Transitional Assistance Office

Client Assistance Coordinator listing by Transitional Assistance Office

Office	Coordinator	Phone Number
Brockton	Kerri Calhoun	(508) 895 - 7000
	Joanne Lobaton	(508) 895 - 7000
Chelsea Center	Kathryn Ashe	(617) 551 - 1700
	Jose Rosa	(617) 551 - 1700
Fall River	Kerri Pessoa	(508) 646 - 6200
Fitchburg Center	Sheri Fleck	(978) 665 - 8700
Framingham	Mary Thompson	(508) 661 - 6600
Greenfield	Shelby Liebenow	(413) 772 - 3400
Holyoke	Sarah McGahan	(413) 552 - 5400
Hyannis	Tracy Sheehan	(508) 862 - 6600
Lawrence	Diana Pereira - Velez	(978) 725 - 7100
Lowell	Dilenia Matta-Belliard	(978) 446 - 2400
Malden	Ardyth Hulse	(781) 388 - 7300
New Bedford	Kelly Oliver	(508) 961 - 2000
North Shore	Julie Charette	(978) 825 - 7300
	Kristen Lukach	(978) 825 - 7300

Office	Coordinator	Phone Number
Nubian Square	Meghan Stewart	(617) 989 - 6000
	Valerie Coleman	617) 989 - 6000
	Nichelle Tarver	617) 989 - 6000
Pittsfield	Melissa Lambright	617) 989 - 6000
	Juan Quinones	(413) 236 - 2000
Quincy	Melory Layne	(617) 249—8200
Senior Assistance Office	Kristina Beauchemin	(413) 552-4516
Southbridge	Allison Hennequin	(508) 765-2400
Springfield Center	Arlin Gonzalez	(413) 858-1000
	Elizabeth Doherty	(413) 858 - 1000
Taunton	Georgina Nunez	(413) 858 - 1000
	Debbie-Ann Hibbert	(508) 884-5300
Worcester	Elizabeth Jones	(508) 767-3100
	Courtney Ward	(508) 767 - 3100