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 @DTA_Listens

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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