



# MASSACHUSETTS DEPARTMENT OF TRANSITIONAL ASSISTANCE FACT SHEET

## ABOUT DTA

The Department of Transitional Assistance (DTA) assists and empowers low-income individuals and families to meet their basic needs, improve their quality of life, and achieve long term economic self-sufficiency. DTA serves one in nine residents of the Commonwealth with direct economic assistance (cash benefits) and food assistance (SNAP benefits), as well as work-force training opportunities.

### Commissioner:

Jeff McCue

## STAFFING

**Approximately 1,630 FTEs**  
(more than **80%** of whom work in a local office)

## LOCATIONS



### Main Office

600 Washington Street  
Boston, MA 02111

22 Transitional Assistance Offices  
throughout state

18 self-service kiosks in local  
communities

Central office in Boston

### Ombuds:

617.348.5354

### Fraud Hotline:

800.372.8399

### Commissioner's Office:

617.348.8407

<http://www.mass.gov/dta>

## State Facts



- Approx. 446k SNAP households (753k clients):

- 161k clients are 60+
- 266k clients have a disability
- 263k clients are 18 or under

- Approximately 30k TAFDC households (69k clients)

- Approximately 19k EAEDC (elderly and disabled economic assistance) households (19k clients)



DTA provides benefits to **1 in 9** MA residents

## Key Services

Administer Supplemental Nutrition Assistance Program (SNAP) benefits for purchase of nutritious foods.

Additional SNAP programs including Healthy incentives Program (HIP) and SNAP nutrition education and outreach

Provide Transitional Aid to Families with Dependent Children (TAFDC) financial assistance to children and pregnant women.

Employment and training programs including SNAP Path to Work, TAFDC Employment Services

Administer Supplemental Security Income (SSI) cash assistance to elderly, disabled and blind; and State Supplemental Payments (SSP) cash assistance to elderly, disabled and blind clients.

## DTA By the Numbers (FY 2019)



**\$1.6B**

client benefits issued in a year

**\$207**

the average SNAP benefit  
for a household

**\$448**

the average monthly  
TAFDC grant

**\$308**

the average EAEDC grant



**510,000**

downloads of DTA  
Connect mobile app  
for clients (from initial release)



**28,000**

monthly SNAP,  
TAFDC and EAEDC  
applications  
received



**5,700**

average daily  
calls to telephone  
assistance line



**71%**

SNAP households with  
gross countable income  
<100% federal poverty level  
(< \$16,460 for household of 2)