

# The BLURB

The Blurb # 55

## Homeless Clients: Addresses, and Shelters

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Homeless clients are some of our most vulnerable clients and sometimes face challenges not often experienced by our other clients. Today, let's look at one challenge faced by some of our homeless clients.

Sometimes a client who is homeless is just unable to provide a mailing address. Remember we are required to assist homeless clients to identify that critical mailing address. Since mailing addresses can take many forms, ask the client can s/he provide the address of a friend, relative, authorized representative or shelter where they could receive Department mail?

When all other options have failed, case managers may offer the use of the address of the TAO that serves the client's area. To use the TAO mailing address, the client must sign a *Using TAO for Mailing Address (TAO-MA)* form, which details restrictions on the use of the TAO address.

Clients must not be denied for failure to provide a mailing address.

Another question that often arises in conjunction with the topic of mailing addresses for our homeless clients is: if a client is receiving meals from a shelter or resides in a homeless shelter, are they eligible for SNAP benefits?

Yes, homeless clients do qualify for SNAP benefits even if they are staying at a shelter and receiving free meals on a regular basis. If otherwise eligible, residents of public and private nonprofit homeless shelters must not be denied.

For more information, please see 106 CMR 361.240(B)5.