



*Commonwealth of Massachusetts  
Executive Office of Health and Human Services  
Department of Transitional Assistance*


CHARLES D. BAKER  
Governor

MARYLOU SUDDERS  
Secretary

KARYN POLITO  
Lieutenant Governor

JEFF McCUE  
Commissioner

**Online Guide Transmittal 2017-93  
December 8, 2017**

**To: Department of Transitional Assistance Staff**  
**From:  Paul Sutliff, Assistant Commissioner for Field Operations**  
**Re: Cross Programs – Verification Types and Methods**

---

**Overview**

Verification is the proof that validates a client's assertions such as income, allowable expenses, deductions, and case circumstances used to determine initial and continued eligibility. When determining if a verification is sufficient, case managers must be primarily concerned with how adequately the document or other verification substantiates the household's statements in light of the case statements as a whole. The types, methods, and frequency of verifications vary across programs (SNAP, TAFDC, and EAEDC) and eligibility factors.

Scheduled for December, a number of BEACON enhancements will be implemented to the verification process. Prior to these enhancements, all Online Guide sections pertaining to verifications will be consolidated into one Cross Program book in the Online Guide.

---

**Purpose**

The purpose of this Online Guide Transmittal is to:

- advise staff of changes to where verification information is located in the OLG, and
- identify two new chapters in the Online Guide Verifications book entitled Verification Types and Verification Methods.

---

**New Online  
Guide Pages**

**Topic:** Cross Program  
**Book:** Verification  
**Chapter:** Verification Types  
**Page:** Permanent Verifications

**Topic:** Cross Program  
**Book:** Verification  
**Chapter:** Verifications Types  
**Page:** Mandatory Verifications

**Topic:** Cross Program  
**Book:** Verification  
**Chapter:** Verification Types  
**Page:** Optional Verifications

**Topic:** Cross Program  
**Book:** Verification  
**Chapter:** Verification Types  
**Page:** Verification Chart

**Topic:** Cross Program  
**Book:** Verification  
**Chapter:** Verification Types  
**Page:** Information not Subject to Reverification

---

**New Online  
Guide Pages  
(Continued)**

**Topic:** Cross Program  
**Book:** Verification  
**Chapter:** Verification Methods  
**Page:** Documentary Evidence

**Topic:** Cross Program  
**Book:** Verification  
**Chapter:** Verification Methods  
**Page:** Collateral Contact

**Topic:** Cross Program  
**Book:** Verification  
**Chapter:** Verification Methods  
**Page:** Self-Declaration

**Topic:** Cross Program  
**Book:** Verification  
**Chapter:** Verification Methods  
**Page:** External Databases

---

**Obsolete  
Memo**

This Transmittal obsoletes Operations memo 2010-55: TAFDC, EAEDC, and SNAP: Verification

---

**Questions**

If you have any policy or procedural questions, after conferring with the appropriate TAO personnel, please have your Systems Information Specialists or TAO management email the DTA Mailbox.

Systems issues should be directed to the Systems Support Help Desk.

---