

## **Operations Bulletin 2017-6: Over-Verification (Issued 6/28/2017)**

Mary Jones is applying for SNAP and TAFDC for herself and her son. Mary has provided a copy of her lease with her and her son's name on it. What nonfinancial eligibility factors does this document prove?

- a. Living Arrangement
- b. Massachusetts residency.
- c. Housing type
- d. All of the above.

(Answer below)

### **What is Over-Verification?**

While verifying eligibility factors is critical, it is equally critical not to over-verify. Over-verification occurs when DTA requests information that it already has or does not need to determine eligibility. This could be data such as SSI that is available through a verified upon recipient source, a verification that can verify multiple eligibility factors such as wage stubs that show both income and a client's address (residency), or a permanent verification that has already been provided when a client was previously receiving assistance, such as a birth certificate.

### **Why is this important?**

Over-verification puts an unnecessary burden on both clients and staff. Clients must not be required to submit verifications unnecessarily. Doing so can result in unnecessary delays in determining eligibility or in a client not getting benefits for which they are eligible.

Over-verification results in extra work for DTA at many levels: time taken for scanning in documents, multiple touches on a case (whether actions or through views), increased phone calls and walk-ins from clients and churn of processing cases.

Answer: d. All of the above.