



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

CHARLES D. BAKER  
Governor

MARYLOU SUDDERS  
Secretary

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Lieutenant Governor

JEFF McCUE  
Commissioner

**Online Guide Transmittal 2017-115**  
**December 29, 2017**

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

**Overview**

Verifications are the use of documentary evidence, collateral contacts, database information, or self-declaration to establish the accuracy of client's statements. Verification of eligibility factors play a critical role in the timely and accurate delivery of benefits. To support DTA staff's comprehension of the verification process, a VC-1 Q and A Online Guide page has been developed that contains examples about what to request, the rationale behind why we request it, and the frequency with which we request verifications.

**Purpose**

The purpose of this transmittal is to advise staff of a new page in the Online Guide titled Verification Q and A.

**New Online Guide Page**

**Topic:** Cross Program  
**Book:** Verifications  
**Chapter:** The Verification Checklist (VC-1)  
**Page:** Verification Q and A

**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.

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