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Commonwealth of Massachusetts
Executive Office of Health and Human Services
Department of Transitional Assistance
600 Washington Street • Boston MA 02111

FIELD OPERATIONS MEMO 96-23
JULY 9, 1996

TO: LOCAL OFFICE STAFF
FROM: JOYCE SAMPSON
ASSISTANT COMMISSIONER FOR FIELD AND OPERATIONS
RE: CENTRALIZED INCOME VERIFICATION UNIT

Background Local office staff have been spending a great deal of time providing income verification to recipients and nonrecipients for various purposes. To relieve local office staff of this responsibility, the Centralized Income Verification Unit (CIVU) has been established to handle these requests.

CIVU Responsibilities The CIVU will take calls from recipients and nonrecipients and provide the requested income verification in writing. The following list includes, but is not limited to, the types of calls that can be handled by the CIVU:

- requests for verification of income and status for various charitable organizations, such as Globe Santa, etc.;
 - requests from cut-of-state agencies to verify closing date in Massachusetts because person is requesting assistance in another state;
 - requests from public housing applicants to verify whether or not they are currently in receipt of transitional assistance and the amount of the grant, if applicable;
 - high school seniors who need a financial history as part of the financial aid application process for college;
 - requests from legal aliens applying for citizenship to verify that they did not receive transitional assistance during a defined period since they entered the country; and
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CIVU
Responsi-
bilities (cont.)

- lost verifications provided to recipients for the fuel assistance or school lunch programs.

The CIVU will respond in writing to the requester, if appropriate, based on the information on the Department's various computer systems.

Local Office
Responsi-
bilities

Local office staff who receive requests for income verification from recipients or nonrecipients shall:

- refer the person to the CIVU and provide the CIVU toll-free telephone number (1-800-632-8095);
 - **not** complete income verification requests; and
 - reinforce this new procedure with recipients.
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Recipient
Notice

Recipients will be sent a check insert concerning this new service with the second cycle July 1996 checks (see Attachment A).

Posters
and Notices

Local offices will receive a poster explaining this new service. This poster should be displayed in a prominent place in the reception area.

Extra copies of the recipient notice will also be sent to local offices for placement in the reception area.

Questions

If you have any questions, have your Hotline designee call the Policy Hotline at (617) 348-8478.

Commonwealth of Massachusetts
Department of Transitional Assistance

**Important Notice about How to Verify Your Income from the
Department of Transitional Assistance**

There are times that you are asked to verify what income you receive from the Department of Transitional Assistance (DTA). You may need this income verification for such things as the local housing authority, a charitable organization like Globe Santa, or another reason. To make it easier for you to get this information, the Department now has a toll-free phone number where you may call and get a written verification from the Department concerning your income.

DO NOT CALL YOUR LOCAL OFFICE WORKER TO GET THIS TYPE OF VERIFICATION. YOU WILL NO LONGER BE ABLE TO GET THIS VERIFICATION AT YOUR LOCAL DTA OFFICE.

If you need verification of the income that you receive from the Department of Transitional Assistance, please call

1-800-632-8095

When you call, you will be asked some basic questions including your name, address and social security number so that we can provide the income verification that you need. Please call this number at least three work days before you need this information to allow time for verifying this information and mailing it to you.

Keep this information and phone number handy so you will have it if you need an income verification in the future.

DTA-IVN(7/96)