



***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 2018- 90  
December 17, 2018**

**To: Department of Transitional Assistance Staff**

**From:**  **Paul Sutliff, Assistant Commissioner for Programs and Field Operations**

**Re: Cross Program: Clarification of Assisting Person Roles and Overview of Applicable Releases and Forms**

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**Overview**

An assisting person is an individual or organization designated by the client to help with DTA requirements, A client may be helped by anyone s/he chooses, including a family member, friend, neighbor or an agency staff member. The functions that an assisting person may help with are dependent upon the role authorized by the client.

The Assisting Person page was expanded to outline new procedures for client's residing in group homes operated by the Department of Developmental Services, clarify when proof of identity is required, review when a guardianship decree or power of attorney paperwork is required and to highlight certain updates to the Image-10 and Image-10A.

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**Purpose**

The purpose of this Online Guide Transmittal is to advise staff of updated guidance on assisting person roles and applicable releases and forms.

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**New Online  
Guide Pages**

**Topic:** Cross Programs  
**Book:** Assisting Person  
**Page:** Assisting Person Overview

**Topic:** Cross Programs  
**Book:** Assisting Person  
**Chapter:** Assisting Person Roles  
**Page:** Authorized Representative – Certification (SNAP)

**Topic:** Cross Programs  
**Book:** Assisting Person  
**Chapter:** Assisting Person Roles  
**Page:** Authorized Rep/Agency – Certification (SNAP)

**Topic:** Cross Programs  
**Book:** Assisting Person  
**Chapter:** Assisting Person Roles  
**Page:** Authorized Representative – EBT Transactions (SNAP)

**Topic:** Cross Programs  
**Book:** Assisting Person  
**Chapter:** Assisting Person Roles  
**Page:** Authorized Rep/Agency – EBT Transactions (SNAP)

**Topic:** Cross Programs  
**Book:** Assisting Person  
**Chapter:** Assisting Person Roles  
**Page:** TAFDC/EAEDC Authorized Payee (Economic Assistance)

**Topic:** Cross Programs  
**Book:** Assisting Person  
**Chapter:** Assisting Person Roles  
**Page:** Assisting with Application (SNAP)

**Topic:** Cross Programs  
**Book:** Assisting Person  
**Chapter:** Assisting Person Roles  
**Page:** Emergency Contact (Economic Assistance)

**Topic:** Cross Programs  
**Book:** Assisting Person  
**Chapter:** Assisting Person Roles  
**Page:** VARI-OI-Authorized to Release Information (SNAP/ Economic Assistance)

**Topic:** Cross Programs  
**Book:** Assisting Person  
**Chapter:** Assisting Person Roles  
**Page:** Permission to Share Information – SNAP Path to Work (SNAP)

**New Online  
Guide Pages  
Continued...**

**Topic:** Cross Programs  
**Book:** Assisting Person  
**Chapter:** Assisting Person Roles  
**Page:** Permission to Share Information – Outreach (SNAP)

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**Updated Online  
Guide Page**

**Topic:** Cross Programs  
**Book:** Request for Assistance (RFA)  
**Page:** Assisting Person (RFA)

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**Obsoleted  
Online Guide  
Page**

**Topic:** Cross Programs  
**Book:** Assisting Person Roles  
**Page:** Assisting Person Roles

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**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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