



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

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Secretary

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Lieutenant Governor

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Commissioner

**Online Guide Transmittal 2019-45  
July 11, 2019**

**To: Department of Transitional Assistance Staff**  
**From: Paul Sutliff, Assistant Commissioner for Programs and Field Operations**  
**Re: Cross Program: Signatures on Verifications**

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**Overview**

In our continued effort to remove access barriers, the Department is expanding its acceptance of verifications that would ordinarily require a wet signature. If the validity of a verification is questionable, the Department may request additional proof or substantiation of all or a specific item on the verification before it is deemed acceptable.

Some verifications will now be considered acceptable even though they may not have a wet signature. Typically, these verifications are from third parties such as landlords, employers, and/or roommates.

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**Purpose**

This Online Guide update advises staff of verifications that are acceptable without a wet signature.

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**New Online Guide Page**

<b>Topic:</b>	Cross Programs
<b>Book:</b>	Verifications
<b>Chapter:</b>	Verifications Overview
<b>Page:</b>	Signatures on Verifications

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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.Procedural Issues Mailbox.

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

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