**DTA Verifications Overhaul- December 2017**

**Summary for MA SNAP Coalition**

Core upcoming changes that will have a HUGE impact on our clients (list compiled by MLRI based on information from DTA):

* Major simplification of language on the Verification Checklist- including the text and sample proofs for each type of verification
* Limitations around verification factors in BEACON to prevent workers from asking for things they aren't supposed to ask for - including not allowing factors that are for cash to be requested in a SNAP only case, not asking for things that can be verified via databases, not allowing requests for permanent verification already on record, etc. These safeguards will help ensure requests are not included if they aren't applicable for the program/household member.
* Including more details so that certain verifications are more clear and useful for clients - for example, listing actual dates of needed pay periods (broken into how the client reports they are paid - weekly, biweekly, etc)
* Adding key forms to BEACON so they are sent out in the same envelope as the verification checklist
* Preventing Verification Checklist notice when there are documents in the case that haven't been looked at (unprocessed documents)
* Improved tracking of certain verification areas to inform targeted training and case manager follow up on verification policy

Leading up to this systems change, DTA did extensive trainings with workers and released a number of policy memos in the [DTA Online Guide](https://eohhs.ehs.state.ma.us/DTA/PolicyOnline/%21SSL%21/WebHelp/userguide_test.htm) clarifying areas of verification policy. MLRI will also be sharing information with the SNAP Coalition about what to look out for. Stay tuned!

Verification issues have created serious barriers for our clients for many, many years. These changes are a major victory – they will make the process of getting and keeping SNAP easier for clients, community partners and DTA! **We are thrilled and thankful DTA is making these much anticipated changes!**