



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


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Secretary

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Commissioner

**Online Guide Transmittal 2018-92  
December 21, 2018**

**To: Department of Transitional Assistance Staff**  
**From:  Paul Sutliff, Assistant Commissioner for Programs and Field Operations**  
**Re: Cross Program: Document Handling Updates**

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### **Overview**

Document disposition statuses were expanded in August 2018 to provide clients and staff with meaningful definitions of where documents were in the process. These statuses are available on DTA Connect and are planned for incorporation into the DTA Assistance Line summaries in the future.

In response to staff and stakeholder feedback, staff role capabilities were modified to allow for situational use of document disposition statuses. These role changes are scheduled for 12/30/2018. The Online Guide was updated to outline appropriate uses of each document disposition status, depending on case circumstance and the unit the document is intended for.

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### **Purpose**

The purpose of this transmittal is to inform staff of the updates to the Document Handling Chapter of the Online Guide related to document disposition reasons based on document type, impacted staff, and scenarios.

The pages obsoleted below were consolidated to remove duplicative content. The information is available in the new Online Guide page or retained in other pages of the Document Handling book.

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**New Online  
Guide Page**

**Topic:** Business Process  
**Book:** Procedures  
**Chapter:** Document Handling  
**Page:** Document Indexing and Dispositioning

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**Obsoleted  
Online  
Guide Page**

**Topic:** Business Process  
**Book:** Procedures  
**Chapter:** Document Handling  
**Page:** Dispositioning Scanned Documents

**Topic:** Business Process  
**Book:** Procedures  
**Chapter:** Document Handling  
**Page:** Documents Received Too Late to Use

**Topic:** Business Process  
**Book:** Procedures  
**Chapter:** Document Handling  
**Page:** Handling Incomplete or Unsigned Forms

**Topic:** Business Process  
**Book:** Procedures  
**Chapter:** Document Handling  
**Page:** Re-indexing Misidentified Documents

**Topic:** Business Process  
**Book:** Procedures  
**Chapter:** Central Office Procedures  
**Page:** Processing Unidentified Documents

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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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