



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

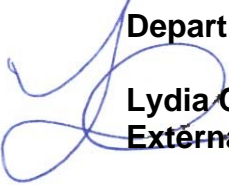
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STACEY MONAHAN
Commissioner

**Operations Memo 2013-61
December 12, 2013**

To: Department of Transitional Assistance Staff

From:  Lydia Conley, Acting Assistant Commissioner for Policy, Program and External Relations

Re: Electronic Document Management — Release 1

Overview

In an effort to improve business processes, strengthen program integrity and improve client outcomes, DTA has partnered with EOHHS and MassHealth to implement a new system for managing applicant and client (hereafter known as clients) documents. Effective January 31, 2014, DTA will implement Electronic Document Management (EDM), Release 1.

EDM will automate the flow of paper within the Department. The goal is to increase the efficiency of DTA operations by digitally copying (scanning) all documentation that clients must provide to obtain and retain benefits.

For Release 1, postal mail will be routed to the Electronic Document Management Center (EDMC) in Taunton where it will be digitally scanned, indexed and electronically routed to the appropriate TAO or Central Office Business Unit.

A new task management software product, called DTA myWorkspace will be utilized for the EDM project. This software product has been customized for DTA based on staff input. Once scanned and indexed at the EDMC, all documents will be electronically routed to the appropriate TAO or Central Office Business Unit via DTA myWorkspace.

**Overview
(continued)**

Once all Releases of the EDM project are implemented, digital documents will replace all traditional paper documents for client case records. It is anticipated that eventual elimination of paper documents will reduce the administrative burden on DTA staff to allow for staff to spend more time assisting clients and increase productivity both at the TAO and Central Office level.

**Purpose of the
Operations
Memo**

The purpose of this memo is to introduce the:

- concept of EDM;
 - EDM marketing instruments; and,
 - DTA myWorkspace application.
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EDM - Release 1

DTA has partnered with MassHealth to have postal mail sent to the EOHHS EDMC in Taunton to be digitized, processed and electronically routed to the appropriate TAO or Central Office Business Unit. All TAOs will participate in Release 1, as will the Centralized Eligibility Processing Unit, the Division of Hearings, and the Division of Program Integrity.

Release 1 will require certain mailed documents to be sent to a Taunton P.O. Box, where it will be retrieved by EDMC staff. The staff at the center will be referred to as EDMC mail clerks.

EDMC mail clerks will retrieve the postal mail each morning. They will create digital documents (scanned) within 24 hours of mail receipt. As a precaution, if a document is flagged for SNAP expedited service, it will be processed as soon as possible, usually the day of receipt.

EDMC mail clerks will index each document based on specific data elements, and upload the documents into DTA my Workspace. These digital documents will be electronically routed via DTA myWorkspace to designated staff in appropriate TAO or Central Office Business Units. TAOs and Central Office Business Units will receive these documents throughout the day.

Note: The Fax-to-Email project and the Virtual Gateway SNAP web applications will not be impacted at this time.

Most DTA staff have been issued new 24-inch monitors to enhance viewing of BEACON and DTA myWorkspace. Staff will have the ability to split the screen between the DTA myWorkspace application and BEACON. This will permit staff to view the documentation required and the BEACON Electronic Case Folder (ECF) simultaneously.

Note: Those staff not issued new monitors also have the ability to split the screen on their existing monitor.

**EDM - Release 1
(continued)**

Each day, designated DTA clerical staff will receive and review the incoming documents via DTA myWorkspace and electronically deliver them to the appropriate individual in the TAO or Central Office Business Unit. If the document indexed and scanned is sent to the TAO or Central Office Business Unit in error, receiving clerks have the ability to re-index the document and deliver it electronically to the appropriate individual.

In addition to clerical staff having the ability to access documents from DTA myWorkspace, all users will also have the ability to search in DTA myWorkspace for any documentation they may be waiting for, prior to assignment by receiving clerks.

Due to the volume of documents received, EDMC mail clerks will shred all documents except permanent documents such as birth certificates, marriage certificates, etc. after 60 days of receipt. All permanent documents will be promptly returned to the client. If a client requests in writing that a document be returned, EDMC mail clerks will accommodate the request. Digital documents will be retained based on the official records retention schedule issued by the Secretary of the Commonwealth.

Upon implementation of Release 1, the electronic files that are scanned at the EDMC mail facility and routed to the appropriate location will be considered official verification and paper will not be required.

Note: Clients will not have the ability to fax documents to the EDMC in Release 1. This capability will occur in a future release.

**DTA
myWorkspace**

DTA myWorkspace will be accessed via the user's desktop. Security roles for access to DTA myWorkspace will be similar to the security roles assigned in BEACON. Staff who receive mailed documentation from clients will begin to receive this documentation via the DTA myWorkspace application.

Managers and supervisors will have the ability to view the DTA myWorkspace accounts of their staff. This will enable the supervisor to determine the processing status of each document.

**DTA
myWorkspace
(continued)**

It is important to remember that EDM will only impact the way DTA receives documentation, not how it is processed after receipt. DTA myWorkspace will not interface with BEACON and is not meant to replace any part of BEACON. Therefore, staff must take care to accurately enter information from the documents retrieved from DTA myWorkspace to the appropriate BEACON page. Documents received must be marked as such on the verification tab. There will be no change in BEACON processing as a result of the EDM initiative.

It is important to note that digital documents are considered equally valid as paper documents for all official purposes. If necessary, digital documents may be printed from DTA myWorkspace upon client request or for another official purpose, but they must never be printed and filed in the paper case record.

Reminder: Documents are not stored in BEACON, but are stored in DTA myWorkspace.

Marketing EDM

Prior to the implementation of EDM:

- an informational flier (Attachment B) will be inserted into the EITC mailing scheduled for January 2104.
- posters (Attachment C) will be created and hung in all TAOs and informational handouts will be available for clients at each contact. Case managers must discuss this new process at all client contacts.
- all TAOs will receive postage paid business reply envelopes with the EDMC address. Effective with EDM Release 1, all staff will give these envelopes to clients when requesting that documentation be returned. Case managers must encourage clients to use these envelopes to return any required documentation.

Forms that instruct clients to return documentation to TAO and Central Office addresses are currently in the process of being modified and will include the Taunton P.O. Box address. For a list of amended forms, see Attachment A.

Important: All old forms identified in Attachment A must be destroyed and replaced with the new forms with the Taunton P.O. Box address to coincide with EDM Release 1.

**Case Manager
Responsibilities**

Once EDM Release 1 is implemented, if a client chooses to hand-deliver documents to the TAO, case managers must accept the documents and process them following established procedures. However, TAO staff must encourage the client to utilize the EDMC address in the future. Give the client the EDM handout and a business reply envelope so that he or she may become familiar with the new process.

Staff should access DTA myWorkspace frequently during the day to view any documents that have been delivered to them via DTA myWorkspace. As soon as these documents are viewed, they must be immediately processed. All staff must access DTA myWorkspace at least one hour before departure and process documents accordingly. Once processed, the document remains stored in DTA myWorkspace.

Note: The case manager must not forward the hand delivered document to the EDMC facility, but must process it upon receipt.

**EDM
Implementation
Support**

As the EDM project is a significant innovation in the way DTA conducts business, not only for internal staff but for clients as well, a new EDM implementation support model has been developed to assist staff. Two new roles have been created to be filled by Department staff that will be trained as hands-on experts to troubleshoot any issues that may arise.

Classroom training will be provided to all staff who use the DTA myWorkspace application. Staff will be notified of training dates.

Additionally, DTA is designating a team of its own staff to support ongoing training. Two roles have been created: Champions of Change and Champions of Train.

**Champions of
Change**

Each TAO will be assigned at least one Champion of Change. The size of the TAO will determine the number of Champions of Change assigned. These staff were selected from existing Department staff and will be the go to person in the TAO to troubleshoot any issues that arise. They will become experts in the DTA myWorkspace application.

**Champions of
Train**

In addition, the Department has created another role called Champions of Train. Individuals were selected to assist regionally with any issues that arise that the Champion of Change cannot resolve. These individuals will provide ongoing assistance associated with EDM and DTA myWorkspace.

If the Champion of Train cannot resolve the issue, it will be escalated to a Department Trainer who has received intensive training.

Questions

If you have any questions, please have your Hotline designee call the Policy Hotline.

Attachment A-1

SNAP Application (SNAPA-1)	English
SNAP Application (SNAPA-1) (P)	Portuguese
SNAP Application (SNAPA-1) (S)	Spanish
SNAP Elderly-Disabled Application (SNAP-App Elderly)	English
SNAP Elderly-Disabled Application (SNAP-App Elderly) (P)	Portuguese
SNAP Elderly-Disabled Application (SNAP-App Elderly) (S)	Spanish
Landlord Verification (LL-VER)	English
Shared Housing Verification (VLA)	English
Shared Housing Verification Form (VLA)(S)	Spanish
Child Support Good Cause Claim (T-A34/36)	English
Child Support Good Cause Claim (T-A34/36) (S)	Spanish
TAFDC Good Cause Medical (GCMS)	English
Certification of Immunization Status (TAFDC-2)	English
Verification of Caring for the Disabled (TAFDC-2)	English
Education Income and Expense (EDUC-1)	English
TAFDC Monthly Report (BMR)	English
TAFDC Monthly Report (BMR)(S)	Spanish
ESP Participation and Attendance Record (ESP-7)	English
ESP Participation and Attendance Record (ESP-7) (S)	Spanish
Community Service Participation Record (ESP-TEMP)	English
Community Service Participation Record (ESP-TEMP)(S)	Spanish
Foster Care Provision Record (FCP-Record)	English
Foster Care Provision Record (FCP-Record)(S)	Spanish
Grandparent Child Care Provision Record (GPCC)	English
Grandparent Child Care Provision Record (GPCC)(S)	Spanish
Referral and Response-TAFDC, EAEDC (ESP-16-Cash)	English
Referral and Response-TAFDC, EAEDC (ESP-16-Cash) (S)	Spanish
Referral and Response-SNAP (ESP-16-SNAP)	English
Referral and Response-SNAP (ESP-16-SNAP)(S)	Spanish
Authorized Representative Form (IMAGE-10)	English
Authorized Representative Form (IMAGE-10)(S)	Spanish
Returned Mail Notice (RMN-1)	English
Returned Mail Notice (RMN-1)(S)	Spanish
SNAP Change Report Notice-Form (SN	English
SNAP Change Report Notice-Form (S)	Spanish
TAFDC-Disability Supplement (TAFDC-DS)	English
TAFDC-Disability Supplement (TAFDC-DS)(S)	Spanish
EAEDC-Disability Supplement (EAEDC-DS)	English
EAEDC-Disability Supplement (EAEDC-DS)(S)	Spanish
EAEDC-Medical Report (EAEDC-Med-Rpt)	English
Work Study/Internship Participation Record (ESPTEMP_WkStudy)	English
Work Study/Internship Participation Record (ESPTEMP_WkStudy) (S)	Spanish
School Verification (SV-1)	English
Request for an Appeal (DOH-10)	English
Request for an Appeal (DOH-10)(S)	Spanish

Application for Payment of Funeral and Burial Expenses (F&FD-1)	English
Application for Payment of Funeral and Burial Expenses (F&FD-1) (S)	Spanish
Request for Employment Information (DORL-1)	English

Electronic Document Management (EDM) and You!

DTA will begin EDM in early 2014. To serve you better, DTA has a new way of receiving your verifications called Electronic Data Management (EDM). EDM streamlines paper processing. This means fewer trips to your DTA office, faster service and fewer lost documents. With EDM, you mail your verifications to a central Post Office box instead of bringing them to your DTA office. This will save you time and effort.

You don't have to pay for stamps! DTA will provide you with postage paid return envelopes to mail your documents.

Verifications sent directly to your case manager! Once received at the P.O. Box, your verifications will be scanned at a central location. Each DTA case manager will easily see your verifications on his or her computer screen. This will allow your case manager to spend less time with paperwork and more time helping you.

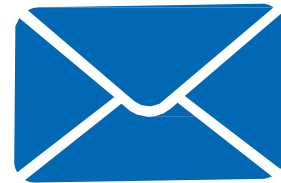
Fewer trips to your DTA office! Ask your case manager for more information.

Attachment C

A NEW YEAR – A NEW WAY OF DOING BUSINESS

Beginning January 31, 2014

- All forms/documents/verifications that you must return to your DTA office will be mailed to a central location and not to your case manager.
- Your case manager will be able to process your case faster because (s)he will no longer have to work with paper documents.



Here's What You Should Know

- We will give you postage paid return envelopes. Instead of making a trip to your DTA office, all you have to do is drop them off at a mailbox.
- In January, DTA will send you a notice about the new way to return mailed forms/documents/verifications to DTA.
- Once your documents are received they will immediately be scanned and electronically sent to your case manager's computer for processing.
- DTA is very excited about this new way to handle your mail. Please ask your case manager about this exciting new process!

