Operations Memo 2014-3
January 31, 2014

To: **Department of Transitional Assistance Staff**

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

Re: **EDM Release 1 – EDMC Mail Facility Processing Responsibilities**

Overview

Effective with BEACON Build 46.1, DTA will implement Electronic Document Management (EDM), Release 1. Release 1 focuses on implementing EDM and DTA myWorkspace (MWS) to facilitate the centralized scanning and distribution of postal mail. The implementation is being introduced through five Operations Memos that provide an overview of the project and detail centralized mail processing, MWS functionality, clerical, case manager and Central Office responsibilities, respectively.

The vast majority of documents that are currently mailed to TAOs and Central Office by applicants and clients (hereafter referred to as clients), such as applications, recertifications and verifications, will be routed to a centralized scanning unit at the EOHHS Electronic Document Management Center (EDMC) in Taunton. The EDMC mail clerks will scan and index documents and make them available in MWS to clerks in the TAOs and Central Office Business Units, who will assign the incoming documents to appropriate staff, as is the current practice.

This is the second in a series of five Operations Memos about EDM, Release 1. This memo provides detailed instructions on the day-to-day processing of postal mail by EDMC mail clerks upon implementation of Release 1.

Overview (continued)

Operations Memo 2013-61, *Electronic Document Management – Release 1* (issued 12/12/2013) introduced the EDM project to DTA staff.

Operations Memo 2014 – 3 A, *EDM Release 1 – DTA myWorkspace Functionality* (issued concurrently with this memo) provides DTA users with basic MWS functionality and instructions for navigating the MWS software.

Note: MWS functionality descriptions are applicable to the job functions of all MWS users.

Operations Memo 2014 – 3 B, *EDM Release 1 – DTA Clerical Staff Responsibilities* (also issued concurrently with this memo), transmits procedures to be followed by DTA clerical staff as they relate to the EDM project, Release 1.

Operations Memo 2014 – 3 C, *EDM Release 1 – DTA Case Manager and Central Office Business Unit Responsibilities* (also issued concurrently with this memo) provides case managers and Central Office Business Unit staff with guidance for processing tasks retrieved from MWS.

Purpose of Memo

The purpose of this memo is to:

- familiarize DTA staff with the EDMC mail clerk responsibilities; and

- introduce MWS as a tool for staff to process documents.

Documents Received at EDMC Mail Facility

Beginning with BEACON Build 46.1, clients will be asked to send all postal mail to the EDMC mail facility in Taunton. DTA has secured three post office box numbers for clients to return required documentation.

A general post office box number has been assigned for clients to return most documentation to case managers:

> **DTA**
> **PO Box 4406**
> **Taunton, MA 02780-0420**

Documents Received at EDMC Mail Facility (continued)

The Division of Hearings and the Division of Program Integrity each have a unique post office box:

> **DTA - Hearings**
> **PO Box 4017**
> **Taunton, MA 02780-0314**
>
> **DTA - Program Integrity**
> **PO Box 4411**
> **Taunton, MA 02780-0435**

Note: Documentation for the Data Matching, Quality Control and Recoveries Units will be directed to the Program Integrity PO Box.

With implementation, all documents associated with Release 1 will be modified to capture the new appropriate post office box address. A listing of these documents can be found in Attachment A of Operations Memo 2013-61.

Remember: Documents hand-delivered or faxed to the TAO or Central Office Business Unit must **not** be forwarded to the EDMC facility during Release 1, but must be processed upon receipt.

EDMC Mail Facility Processing

Upon receipt, EDMC mail clerks will open, sort, date stamp, prepare and scan all documents. They will perform a quality control assessment of each scanned document, ensuring that each image is readable and clear, and that the pages are in order and properly aligned. Every effort will be made to scan documents on the same day they are received. If necessary, after the quality assessment, adjustments to documents will be made based upon any issue discovered. Once the image is satisfactory, it will be indexed, entered, saved in MWS and tagged with the following identifying fields:

- AP ID, if known to EDMC;

- SSN, if provided;

- Date of Birth;

- Last Name;

- First Name;

- Document Type;

EDMC Mail Facility Processing

- Client's Town, if known to EDMC. This field is only visible to EDMC mail clerks;

- Date Received; and

- Envelope Info.

EDMC mail clerks will have inquiry-only access to BEACON to identify client and document information so that they may accurately enter information in the above fields.

If a field value is missing or illegible, EDMC mail clerks will complete the field with zeroes. In these situations, the DTA clerk, case manager, or Central Office Business Unit staff person must add the appropriate value during processing.

Important: When a SNAP application is sent to the EDMC, BEACON will not have an identifying AP ID as no case yet exists. The TAO clerk, case manager or Central Office Business Unit staff **must** add the AP ID and any other required information into MWS if needed.

The *Envelope Info* field is a 64-character field used for EDMC mail clerks to type relevant information identified on the envelope. In most situations, if provided by the client, the case manager's name will be entered in the *Envelope Info* field.

Date Received is the date the document(s) is received at EDMC and is considered the date of receipt for purposes of determining eligibility and grant amounts.

Each DTA document will be assigned a particular priority or hierarchy. If an EDMC mail clerk receives an envelope that contains a single document, that document will be identified and indexed. All documents will be indexed by grantee/head of household, whenever possible. For example, if a birth certificate is received for a child, it will be indexed with the AP ID of the grantee/head of household. EDMC clerks will access BEACON to determine this information.

Clients may enclose multiple documents in a single envelope, for example, an application with verifications. When multiple documents are received in a single envelope, all of the documents will be indexed as a single transaction and the document with the highest priority value will be identified as the Lead Document.

EDMC Mail Facility Processing (continued)

Indexing

Lead Documents.

1. SNAP Benefits Application;

2. Simplified SNAP Application for Elderly Applicants;

3. Your SNAP Recertification Form;

4. My Annual SNAP Report;

5. Interim Report;

6. Verification VC-1;

7. Monthly Report;

8. Participation and Attendance Form (ESP-7); and,

9. SNAP Change Report Form.

Lead Document Rules.

- Lead Documents will always be selected in the Document Type index drop-down values.

- If an envelope contains multiple Lead Documents, they will be indexed according to the priority list indicated on page 5 of this memo.

- If a Lead Document is submitted with Verifications, client correspondence or other DTA generated forms, the Document Type index will identify the Lead Document.

- In instances where the Document Type cannot be identified, it will be indexed as 'Verifications VC-1.'

These rules do **not** apply to Division of Program Integrity and Division of Hearings documents.

EDMC Mail Facility Processing (continued)
Indexing

Example 1
A SNAP Application is submitted with Verifications (pay stubs, copies of expenses and a birth certificate). The Document Type selected will be SNAP Benefits Application.

Example 2
A SNAP Recertification is submitted with a SNAP Change Report Form and Verifications. The Document Type selected will be Recertification.

Original or official documents received at the EDMC will be scanned, indexed, and subsequently returned to the client. All other documents received will be held for 60 days and then shredded.

Examples of original or official documents include but are not limited to birth certificates and other birth records, adoption records, marriage certificates, passports, social security cards, benefit letters from government agencies, government-issued ID cards, bank statements, leases, eviction notices, immigration documents, life insurance policies, police reports, restraining orders, and records of property ownership.

Note: Within the 60-day window, a client may request that their documents be returned from the EDMC. They must contact their case manager who will escalate the request to the TAO EDM liaison. The TAO EDM liaison will contact the DTA Business Administrator at Central Office with the request. Contact information for the DTA Business Administrator will follow in a separate email.

DTA myWorkspace

MWS is web-based software that has been selected to house and transmit the documents processed at the EDMC. It affords DTA the ability to automate document sharing, task management and workflow.

MWS will be accessed via a hyperlink that will be issued to all DTA MWS users and consistent with existing protocols for BEACON access, security roles will be assigned based upon user responsibilities.

Once a satisfactory image (document) is saved to MWS, it will be saved as a 'task' by an EDMC mail clerk. Once in MWS, a user can access information by following the steps in Operations Memos 2014-3 A, B and C.

Training for EDMC Staff

Training to identify all of the documents included in Release 1 was conducted for the EDMC mail clerks prior to implementation.

Contingency Plan

If MWS is down in any TAO, the Taunton EDMC will email each Systems Support liaison the scanned documents for their office as an email attachment in Outlook.

If the Taunton EDMC is down, all documents will be sent via courier to Charlestown (which is the backup facility to the EDMC in Taunton) and processed accordingly.

EDM Landing Page

An EDM page has been added to Policy Online that contains relevant Operations Memos, a MWS User Guide, training documentation, emails, and marketing materials.

Questions

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