



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


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**Operations Memo 2014-3 B
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 - DTA Clerical Staff 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 fourth in a series of five Operations Memos about EDM, Release 1. This memo transmits procedures for DTA clerical staff in processing postal mail upon implementation EDM project, Release 1.

**Overview
(continued)**

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

Operations Memo 2014 – 3, *EDM Release 1 – EDMC Mail Facility Processing Responsibilities* (issued concurrently with this memo) advises staff of the EDMC mail clerk responsibilities and the relationship of DTA myWorkspace to the EDM process.

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

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 instructions for processing tasks retrieved from MWS.

This Operations Memo will describe the DTA clerical role upon receipt of the digital documents.

**Purpose of
Memo**

The purpose of this memo is to transmit procedures to be followed by DTA clerical staff as they relate to the EDM project, Release 1.

**DTA Clerical
Staff
Responsibilities**

Effective with the release of BEACON Build 46.1, clients will begin to receive Department forms that direct their return and any accompanying documentation to a Taunton PO box, rather than returning them to the local TAO.

Reminder: Documents hand-delivered or faxed to the TAO or Central Office Business Unit must not be forwarded to the EDMC facility with Release 1, but must be processed upon receipt as is current practice.

Upon receipt of mail, EDMC clerks prepare and process all mail received and upload documents into MWS for processing at the local TAO/Central Office Business Unit. Once uploaded, these documents appear in MWS as ‘tasks.’ Individual tasks are organized into Task Categories; i.e., SNAP Application, Employment and Training, Work Study Internship, etc.

At the start of each day and periodically throughout the day, DTA clerks will access MWS.

**DTA Clerical
Staff
Responsibilities
(continued)**

To assign tasks, clerks must know to whom they should be assigned. With the exception of applications, the EDMC mail clerks will have already identified the user to whom the documents should be assigned. However, in the situation where the user cannot be identified or has not yet been assigned, the DTA clerk must access BEACON to make that determination and will make the assignment following established procedures.

Once a DTA clerk has logged into MWS (see Operations Memo 2014-3A), he or she must select the 'Search Tasks' tab. The clerk must:

- go to the 'Office' drop-down box and select his or her office;
- go to the 'Status' drop-down and select 'New;' and
- click the 'Search Tasks' button. The 'Task Results' information will be displayed. These tasks will include all *new* tasks received for the clerk's TAO.
Note: All tasks for the office selected will be displayed with identifying data, and possibly the user's name under 'Envelope Info.'

From 'Task Results,' clerical staff must deliver 'tasks' using one of the following options.

If there is enough identifying information on the 'Tasks Results' page and the document itself does not require review, a clerk must:

- mark the task (using the checkbox);
- make sure that the drop-down box 'Select User by Office' has the appropriate office selected;
- choose the user by selecting him or her from the 'Deliver to User' drop-down box. Notes may be added in the 'Deliver Notes' box; and
- select the 'Deliver' button.

If there is not enough identifying information on the 'Tasks Results' page or the document itself requires review, a clerk must:

- click the 'Folder Id' hyperlink for the task;
 - on the 'Task Summary' page, review the basic information for the client and the document;
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**DTA Clerical
Staff
Responsibilities
(continued)**

- click the document tab (which will display the document type name next to the Task Summary tab) and review the PDF file as necessary;
- make sure that the drop-down box 'Select User by Office' has the appropriate office selected;
- choose the user by selecting him or her from the 'Deliver to User' drop-down box. Notes may be added in the 'Deliver Notes' box;
- click the 'Deliver To' button; and
- on the 'Task Summary' page, the 'Assignment Summary' box will display the task, the user the task is assigned to, the user it was assigned by, and the date it was assigned.

Note: Prior to a clerk assigning a task, users may search for client documents by using any of the fields visible in the 'Task Search' page. Enter information in any field and select the 'Search Tasks' button.

Tasks may be delivered from one user to another in the same office, or may be delivered to a user in a different office. In these instances, follow the steps outlined above.

Remember: If a field value is missing or illegible, and EDMC mail clerks have assigned an alternate value of 000, the DTA user must add the appropriate value. If the DTA clerk has the necessary information, he or she should enter it. If the DTA clerk does not enter the information, it is the responsibility of the case manager or Central Office Business Unit staff to enter missing information, once it has been determined.

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 as needed.

To associate new tasks (documents) with previously processed tasks, such as a verification received for an application already processed in MWS, the TAO clerk, case manager or Central Office Business Unit staff must search for the original task via the AP ID.

**Viewing
BEACON and
DTA
myWorkspace
Simultaneously**

Most DTA staff received a new 24-inch monitor in anticipation of EDM, Release 1. This monitor will enhance the viewing of BEACON and MWS simultaneously. Staff will have the ability to split the screen between MWS and BEACON so that they can view the documentation received and the BEACON Electronic Case Folder (ECF) simultaneously. See the job aid entitled “Opening and Using Multiple Explorer Windows” in the Electronic Document Management page in Policy Online.

**EDM
Implementation
Support**

In preparation for implementation of EDM, Release 1, classroom training was provided in December and January to all staff expected to use the MWS application. For those who missed the original training dates, classes will continue through early February.

Additionally, DTA has designated a team of its existing staff to support ongoing training. Two roles have been created: Champions of Change and Champions of Train.

Each TAO has been assigned at least one Champion of Change, who will be the go to person in the TAO to troubleshoot any issues that arise. They will become experts in the MWS application.

The Champions of Train will assist regionally with any issues that the Champion of Change cannot resolve. These individuals will provide ongoing assistance associated with EDM and MWS.

If the Champion of Train cannot resolve the issue, it will be escalated to a Department Trainer for resolution.

**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**

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

**Employee
Compliance
Reminders**

Once implemented, EDM will be a tremendous asset to staff and clients. EDM introduces new technology to assist the staff in carrying out the Department's work; however, existing legal and professional obligations, including those regarding client confidentiality and conflict of interest remain unchanged. Staff is reminded that Department employees have obligations under the law and under their respective Codes of Conduct/Professional Standards. For example, as with BEACON, you may not access a task on MWS unless you are authorized to do so. Employees are also obligated to follow the Department's internal controls and its policies governing professional conduct. It is the responsibility of each Department employee to become familiar with these codes, controls and policies.

Note: Memos governing employee conduct, including but not limited to, staff conduct relating to privacy; conflict of interest; fraud detection; and appropriate use of computers, internet, email and voicemail, can be found on DTA Online under Administrative Memos or under Legal in the "Memos on Employee Conduct" section.

Questions

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