Operations Memo 2014-3 C
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 – Case Manager and Central Office Business Unit 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 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 fifth in a series of five Operations Memos about EDM, Release 1. This memo will provide case managers and Central Office Business Unit staff detailed instructions for processing of postal mail converted into tasks in MWS 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, *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 MWS 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 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.

Purpose of Memo

This Operations Memo will provide case managers and Central Office Business Unit staff with guidance as it relates to processing tasks retrieved from MWS.

Document (Task) Processing

With implementation of EDM Release 1, case managers, Central Office Business Unit staff (hereafter referred to as users), supervisors and office managers will continue to conduct business as they always have. It is important to remember that phase 1 of the EDM project will only impact the way DTA *receives* mailed documentation, not how it is processed for eligibility purposes after receipt.

Beginning the morning of implementation of BEACON Build 46.1, and every day thereafter, all staff must log into MWS to process their tasks. All documents mailed to and processed by the EDMC will reside in MWS. These documents will be identified in MWS as 'tasks.' Please see Operations Memo 2014 – 3 A, *DTA myWorkspace Functionality* to review MWS functionality and procedures.

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.

DTA Case Manager/Central Office Business Unit Staff Responsibilities

All mail received at the EDMC is processed and uploaded to MWS as detailed in Operations Memo 2014-3. At the start of business and periodically throughout the day, TAO and Central Office Business Unit clerks will use MWS to assign new tasks to the appropriate individual in their TAO or business unit following established procedures.

Each morning when users start their day, they must log into MWS. Periodically throughout the day, users must access MWS to retrieve their tasks, assigned and unassigned, to complete their case processing. It is important to note that a user may self-assign a task before a clerk completes the assignment.

To retrieve and complete an assigned task

To retrieve an assigned task in myWorkflow:

- select the 'Folder Id' number for a task;

- the 'Task Summary' page will display with the following:
  ➢ Workflow Information,
  ➢ the Assignment Summary, and
  ➢ a list of documents for that Folder.

- select 'Work task;'

Alongside the 'Task Summary' tab other tabs with a link to other documents will appear.

Review each document and make appropriate entries into the client's Electronic Case Folder in BEACON.

To complete an assigned task:

- select 'Processed' from the Disposition drop-down near the bottom of the screen;

- select the 'Complete Task' button;

- on the 'Task Summary' page, 'Status' will appear as 'Processed.'

Example: The case manager retrieves one of his tasks. He reviews it and notes it is associated with Mary Smith's TAFDC case. It is marked as "Verification VC-1" and includes a TAFDC Disability Supplement and a Shared Living Form. The case manager reviews the Disability Supplement for completeness, prints it and mails it to Disability Evaluation Services. In the Verification tab, he marks the disability verification as received. He also marks the proof of address, living arrangement, and rent as received.

DTA Case Manager/Central Office Business Unit Staff Responsibilities (continued)
Self-assign a Task

Users do not have to wait for a clerk to assign a task. Instead, they have the ability to self-assign a task. To self-assign a task, in the MWS Home screen:

- click on the 'Search Tasks' tab;

- select and enter the appropriate search criteria to narrow the search;

- select the 'Search Tasks' button;

- select the 'Folder Id' for a task;

- the 'Task Summary' page will display with the following:

  ➢ workflow information,
  ➢ the Assignment Summary, and
  ➢ a list of documents for that Folder.

Next to the 'Task Summary' tab will be other tabs with the documents which have been uploaded for that client.

- in the 'Select User by Office' drop-down, select his or her office;

- in the 'Deliver to User' drop-down, select himself or herself;

- select the 'Deliver To' button;

- on the 'Task Summary' page, 'Status' will be 'Assigned.'

  ➢ 'Assigned To' will have the new user, (the case manager or Central Office Business Unit staff);
  ➢ 'Assigned By' will also have the case manager or Central Office Business Unit staff; and
  ➢ 'Assigned Date' will have the date of the self-assignment.
  Note: Tasks with a 'New' status can be self-assigned from the 'Task Summary' page using the 'Self-Assign Task' button found on the 'Task Summary' page.

Review each task and make appropriate entries into the client's Electronic Case Folder in BEACON.

DTA Case Manager/Central Office Business Unit Staff Responsibilities
Reassign a Task

To reassign a task from one user to another:

- click on the 'Search Tasks' tab;

- go to the 'Assigned to' drop-down box and select the case manager or Central Office Business Unit staff assigned to the task;

- select the 'Search Tasks' button;

- from 'Task Results,' select the appropriate 'Folder Id;'

- the 'Task Summary' page will display with the following:

  ➢ Workflow Information,
  ➢ the Assignment Summary, and
  ➢ a list of documents for that Folder;

- in the 'Select User by Office' drop-down, select the office of the receiving user;

- in the 'Deliver to User' drop-down, select the receiving user;

- select the 'Deliver To' button;

- on the 'Task Summary' tab, 'Assignment Summary,' 'Assigned To' will show the new user, 'Assigned By' will have the user who reassigned the folder, and there will be the proper 'Assigned Date.'

Note: If the document has already been processed, follow these steps, but change the 'Status' to 'New.'

Supervisor and Manager Responsibilities

Day-to-day responsibilities for supervisors and managers remain unchanged with implementation of EDM. Both supervisors and managers will have better access to a user's workload, as they will have the ability to access tasks by office and user by logging into MWS. After logging into MWS, supervisors and managers should go to the 'Search Tasks' tab and select their office or a particular individual. From there they can select a specific user and view that user's tasks including the status of each task.

Supervisors must access MWS on a regular basis to ensure that their staff are processing their tasks according to Department time-standards.

Management reports for MWS will be available in a future release.

**Final
Notes**

It is important to remember that:

- EDM will primarily impact the way DTA *receives* documentation, not how it is processed after receipt;

- MWS will not interact with BEACON and is not meant to replace any part of BEACON. Therefore, staff must take care to accurately enter information from the tasks retrieved from MWS to the appropriate BEACON page;

- verifications received as 'tasks' via MWS must be marked as received on the BEACON Verification tab. There will be no change in BEACON processing as a result of the EDM initiative;

- 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;

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

- to associate newly available tasks with previously processed tasks in MWS, the user must search via the AP ID;

  Example: The case manager is awaiting verifications for the SNAP application in the above example. When that case manager searches MWS, he or she can search by AP ID to match up the new documents (verifications) with the SNAP application that was already processed.

- digital documents are considered equally valid as paper documents for all official DTA purposes. If necessary, digital documents may be printed from MWS upon client request or for another official purpose such as authorized sharing with another agency, but they must never be printed and filed in the paper case record;

Final Notes (continued)

- permanent documents such as birth certificates, marriage certificates, etc., must be annotated as such in the notes section in MWS. Annotations must be entered in the 'Deliver Notes' field in 'Task Summary' in the 'myWorkflows' page;

- cases with permanent documents for any original applications, reapplications or recertifications submitted on or after February 3, 2014 will remain available in MWS after the case closes, for future retrieval;

   Example: Kevin closes in his mother Val's case. His father, Ed, applies for himself and Kevin. When the case manager completes a Name Clearance for Kevin in BEACON, he will be identified as having been on assistance previously with his mother, Val. If the original application was on or after February 3, 2014, the case manager can retrieve the Kevin's birth certificate from MWS by searching Val's AP ID and searching for the birth certificate.

- TAFDC Disability Supplement, TAFDC Good Cause Medical Statement, EAEDC Medical Report and EAEDC Disability Supplement should be treated in the same manner once the EDM project commences as they are treated today; and

- the forward and back buttons found in the upper-left-hand corner of the Internet Explorer browser should not be used to navigate as they have no functionality in MWS.

Reminder: Documents are not stored in BEACON, but are stored in MWS, only.

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 Users 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.