



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

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Operations Memo 2014-61
September 18, 2014

To: Department of Transitional Assistance Staff

From: *AOJ* Anne O'Sullivan, Assistant Commissioner for Policy, Program and External Relations

Re: TAFDC, EAEDC, and SNAP – Back-Scanning Update

Overview

Operations Memo 2014-58: *TAFDC, EAEDC, and SNAP - Back-Scanning of Permanent Verification and Indexing of All Documents by Household Member* introduced a change in how client documents are indexed and stored electronically in DTA myWorkspace (MWS). It also advised staff of the Department's plan to back-scan permanent verifications currently stored in paper case records, beginning with those in active SNAP-only case files. Both changes were implemented in an effort to avoid over-verification and make permanent documents readily available to staff as the Department moves toward the goal of paperless case files.

Purpose of Memo

Based on lessons learned from the first cluster of offices that back-scanned permanent documents, changes have been made to the process. The purpose of this Operations Memo is to advise staff of:

- changes to the Ricoh back-scanning coversheet used to link verifications to be scanned with the household member to whom they correspond;
- a change to the final disposition of verifications scanned as part of the back-scanning project;
- the use of a new *Chain of Custody* tracking document to be used to track the whereabouts of documents during the back-scanning process; and
- changes to the back-scanning project schedule.

**Revised Ricoh
Back-Scanning
Cover Sheet**

Effective immediately, when preparing permanent verifications for vendor pickup for back-scanning, designated staff must use the revised Ricoh back-scanning cover sheet (Attachment A). Where the previous cover sheet called for the user to enter the client's full name and Assessed Person Identification number (AP ID), the new cover sheet requires **only** the AP ID of the client to whom the verification belongs.

TAOs will receive a supply of the new Ricoh back-scanning coversheets. Until the preprinted forms arrive, TAOs must continue to print them locally.

Revised cover sheets are available in Policy Online in both the Electronic Document Management (EDM) folder and the Online forms folder.

Important: These coversheets must not be photocopied and must be printed on light colored paper.

**Final
Disposition
of Scanned
Verifications**

Rather than being returned to the TAO, subsequent to the verifications being scanned, Ricoh will deliver these documents to the Department's central office. They will be housed for a period of 60 days after which they will be destroyed.

**Chain of
Custody
Tracking
Document**

When Ricoh staff present at TAOs to pick up boxes of prepared permanent verifications for back-scanning, they will bring a *Chain of Custody* tracking form (Attachment B) with them. When boxed documents are picked up:

- the vendor representative must display a Ricoh identification badge;
- a **DTA employee** must sign the *Released by* section of the *Chain of Custody* tracking form indicating the date that the pickup occurs and the number of boxes picked up by the vendor in the *Date Released* and *Quantity and Type* boxes of the form; and
- the Ricoh representative must sign the *Received by* section of the form indicating the company name and address in the *Deliver to* and the date received in the *Date Received* sections of the form.

Once scanned and dropped off at central office:

- Ricoh staff will complete and sign the *Released by*, *Date Released*, and *Quantity and Type* sections; and
 - a DTA employee will complete and sign the *Received by*, *Delivered to*, and *Date Received* sections of the Chain of Custody form.
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**Chain of
Custody
Tracking
Document
Document
(continued)**

Note: The *FIPS Order's In Name* section of the form is part of the company's order management and invoicing system and will be completed by the Ricoh employee who receives the project at the company's production center.

**Revised Back-
Scanning
Project
Schedule**

A tentative back-scanning project schedule, indicating the dates that designated staff were to be deployed to each TAO and the dates that document preparation, verification scanning and archiving of paper documents from each TAO was expected to take place, was issued with Operations Memo 2014-58.

Taking into account what was learned from the first cluster of offices that back-scanned permanent documents, designated staff was deployed to the remaining TAOs on Monday, 09/15/14. Overall project time frames will be adjusted based on the length of time it takes to identify and prepare permanent verifications for vendor pickup and how quickly the vendor is able to scan the documents. TAOs will receive revised project schedules under separate cover.

**Important
Information**

Other than the changes reported in this Operations Memo, the procedures for identifying and preparing permanent verification for back-scanning and preparing documents for transport to the Electronic Document Management Center (EDMC) described in Operations Memo 2014-58 have not changed.

Reminder: Original verifications must be photocopied and returned to clients. Only copies should be sent to Ricoh for back-scanning, sent to the EDMC for electronic storage, stored in paper case files, archived, or destroyed.

The *Steps to Locate and Prepare Permanent Verifications for Scanning from Case Files Job aid*, located in the Electronic Document Management (EDM) folder in Policy Online, has been updated to reflect changes reported in this memo.

Questions

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

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AP ID#:

DO NOT PHOTOCOPY THIS FORM

1. Do **NOT** make photocopies of this page. Use only original laser prints on light colored paper from the PDF.
2. Complete only one (1) coversheet per AP ID#.
3. PRINT the AP ID# clearly with only one (1) digit per box.
4. Coversheets should be inserted in front of their associated document(s).



