Operations Memo 2014-33 A
June 19, 2014

To:	**Department of Transitional Assistance Staff**
From:	**Anne O'Sullivan, Acting Assistant Commissioner for Policy, Program and External Relations**
Re:	**Electronic Document Management (EDM) Release 2.0 – Clarifications**

Overview

Operations Memo 2014-33: *Electronic Document Management (EDM) Release 2.0*, issued April 24, 2014, advised staff about:

- changes to document processing at the TAO and by fax and mail;
- changes to DTA myWorkspace (MWS); and
- the creation of a fax cover sheet for client documents.

The memo specified that all documents hand delivered to TAOs would be assigned either an Urgent or Non-Urgent status for purposes of routing to the DTA Document Processing Center at the Electronic Document Management Center (EDMC). Based upon feedback received, the definition of what constitutes an Urgent document has been expanded. As a number of questions have been raised relating to the preparation of hand delivered documents for routing to the EDMC, a clarification of document preparation has been included as well.

Purpose of Memo

The purpose of this memo is to inform DTA staff about changes to business processes, DTA myWorkspace and notices in EDM Release 2.0. This Operations Memo is being issued to:

- define which documents are considered Urgent;
- clarify the preparation of documents received at the TAO prior to routing to the EDMC;
- advise DTA staff about a change to the DTA Document Cover Sheet; and
- place all information about EDM Release 2.0 in one operations memo.

Obsolete Memo

Operations Memo 2014-33: *Electronic Document Management (EDM) Release 2.0* is now obsolete.

Changes to Client Document Delivery

With implementation of Release 2.0, client faxed documents were routed to a central EDMC fax number **(617) 887-8765** in addition to clients delivering documents to DTA using the following methods:

- Mailing document(s) to the EDMC using one of the three addresses identified in Operations Memo 2014-3, *EDM Release 1 – EDMC Mail Facility Processing Responsibilities*;
- Hand delivering documents to a case manager when applying for benefits in person, or coming into the TAO for a scheduled appointment; or
- Hand delivering documents when a client comes in to the TAO for an unscheduled visit.

Note: Drop-off boxes are no longer located in TAOs. Clients must use one of the methods listed above when delivering a document.

TAO Responsibilities: Assessment of Documents

All documents received in a TAO must be reviewed to determine the urgency of submission for BEACON entry. The criteria for documents that will be considered for Urgent BEACON entry can be found in this memo. Documents considered Non-Urgent will be scanned at the EDMC prior to entering in BEACON at the TAO.

TAO Responsibilities: Delivery of Documents

Triage Area

Effective with the issuance of Operations Memo 2014-33, each TAO was required to designate a triage area in the waiting room to be staffed by their Waiting Area Coordinator (WAC) with administrative clerical support for assistance. This area was to be supplied with two boxes, one for Urgent and another for Non-Urgent documents. Documents hand delivered by clients were to be evaluated by the WAC to determine their status: Urgent or Non-Urgent (see next section, TAO Responsibilities: Categorization of Urgent Documents).

- Documents placed in the Urgent box are distributed to the appropriate case manager, and the information is entered into BEACON prior to delivery to the EDMC. Once the case manager enters the information into BEACON, the documents are placed into a box marked Processed.
- Non-Urgent documents are placed in the Non-Urgent box, batched and routed to the EDMC for scanning and processing through DTA myWorkspace (MWS).

Important: WACs are staff assigned to coordinate the waiting area as their primary responsibility. If a WAC is unavailable, a supervisor must assume that responsibility as assigned.

Waiting Area Coordinator Role

When a client comes to the TAO to conduct business, s/he must first be seen at the triage desk for the WAC to assess the purpose of client's visit. If the client wishes to drop off a document, the WAC must:

- review the document for completeness (to the best of his or her ability), and advise the client of any missing information;

- provide the client with the *DTA Document Cover Sheet* to complete Part 1 (see Attachment A), and direct him or her to use the copier to copy original documents as needed. Cover sheets must be accessed from the Online Forms folder in Policy Online;

Important: An original cover sheet **must** be printed out for each use. Cover sheets must **not** be photocopied as the bar code will not be readable.

TAO Responsibilities: Delivery of Documents
continued

Waiting Area Coordinator Role

- give the client the **statewide fax number (617) 887-8765** informing him or her that in the future the more direct route for DTA to receive documentation is via the EDMC; and

- provide the client a Business Reply Envelope for the submission of future documents. At the time of hand delivery, under **no** circumstance should a client be given a Business Reply Envelope and instructed to mail those documents to the EDMC.

Important: DTA staff must assist clients in understanding these procedures and the contents of any DTA document. This includes the provision of interpreter services as described in Operations Memo 2013-11, *Department Interpreter Services Procedures* and the provision of accommodations described in Field Operations Memo 2010-30, *Department Obligations Under the Americans With Disabilities Act (ADA): TAFDC, EAEDC and SNAP*.

TAO Responsibilities: Categorization of Urgent Documents

Effective immediately, the following documents are always considered Urgent:

- all SNAP and Cash applications;
- *EAEDC Medical Report* (EAEDC-Med Rpt);
- *EAEDC Disability Supplement* (EAEDC-DS);
- *TAFDC Medical Supplement* (TAFDC-MS); and
- *Voluntary Withdrawal* form (VW-1).

In addition to the above Urgent documents, the following documents are also considered Urgent, **if the due date is within five calendar days or fewer from the day the document is hand delivered or received at a TAO**:

- all SNAP and Cash documents, including but not limited to:
  - ✓ *Verification Checklist* (VC-1);
  - ✓ SNAP Employment and Training Referral (SNAP/E&T-2);
  - ✓ Monthly Report (BMR-E);
  - ✓ ESP Attendance and Participation Record (ESP-7);
  - ✓ *Assignment of Support Cooperation with Child Support Enforcement Division of the Massachusetts Department of Revenue* form (T-A34/36);
- all cash reevaluations and attached verifications; and
- verifications in response to match notices.

TAO Responsibilities: Categorization of Urgent Documents *continued*

The following documents are also considered Urgent, **if the benefit end date is within five calendar days or fewer from the day the document is hand delivered or received at a TAO**:

- all SNAP recertifications and attached verifications; and
- all SNAP Interim Reports and attached verifications.

Verifications received without a VC-1 attached, or any other document referencing a due or benefit end date, must be viewed in BEACON if there is a concern that sending to the EDMC as Non-Urgent will delay processing and impact benefits.

Urgent documents must be entered in BEACON prior to being sent to the EDMC to allow for timely case processing.

Example: Mary Smith brings her SNAP recertification and all verifications required to the TAO on May 1st. Her benefit end date is May 4th. Mary has four days before her benefits end. Her documentation is designated Urgent by the WAC and must be entered into BEACON by the assigned case manager before being batched and sent to the EDMC.

Note: Case managers must continue to conduct SNAP recertifications in accordance with current procedures.

Any document that is received at a TAO after the due date/benefit end date is considered Non-Urgent and must be batched for normal routing to the EDMC, unless a delay in processing would prevent the timely reopening of a case.

TAO Responsibilities: Receipt and Routing of Documents

To ensure proper routing of documents to the EDMC that are hand-delivered to the TAO, the WAC, supervisor or case manager must:

- complete Part 2 of the *DTA Document Cover Sheet* (Attachment A). Parts 1 and 2 of the Document Cover Sheet must be filled out as completely as possible, including the Assessed Person ID (Agency ID) of the grantee, which is mandatory;
  Note: The question "Is this Document Entered in BEACON?" must be answered by circling either 'yes' or 'no' in Part 2 of the DTA Document Cover Sheet for every client document package routed to the EDMC.
- date stamp the cover sheet in the bottom right hand corner and date the first page of the client's documents, taking care not to cover the document's text;

**TAO
Responsibilities:
Receipt and
Routing of
Documents**
continued

- paper clip all documents together with *the DTA Document Cover Sheet* on top;
- place all documents in the appropriately marked box, Processed or Non-Urgent, and prepare for shipment via UPS courier. Bundles should be kept flat when shipped to avoid folding documents. Bent or folded documents can jam the scanner;
- complete the appropriate packing slip for each box. The Processed box will have a blue packing slip stating Processed while Non-Urgent will have a pink packing slip. These slips are available on Policy Online; and
- a courier will pick up the boxes each business day for next-day delivery to the EDMC.

Note: Original permanent documents must never be date stamped.

For mailed documents received at the TAO, all of the procedures in this memo must be met with the following exception. Only Part 2 of the *DTA Document Cover Sheet* should be completed in full to prepare these documents for routing to the EDMC. It is important to follow these steps exactly because a document received without a cover sheet will not be visible in myWorkspace and will not be able to be retrieved. The cover sheet acts like a file folder, allowing the document to be indexed correctly.

Cover sheets must never be photocopied as the bar code will not be readable; an original cover sheet **must** be printed out for each use. It is possible, however, to print more than one original cover sheet at a time.

Note: Under no circumstance should the *DTA Document Cover Sheet* be given to the client for their use when routing documents to the EDMC. These cover sheets are for internal use only. Separate *EDM Mail/Fax Cover Sheets* for clients and providers are available at www.mass.gov/snap and may be distributed to clients who wish to mail or fax documents to DTA.

If the applicant delivers a document, and does not wish to stay and meet with a case manager, the WAC will categorize the document as Urgent or Non-Urgent.

If the applicant would like to see a case manager, the WAC should send the applicant with the hand delivered application to the front desk clerk who will assign a case manager to assist the applicant, based upon office protocol.

TAO Responsibilities: Receipt and Routing of Documents
Continued

If the hand delivered document is deemed Urgent, the WAC will follow current office protocols for distributing Urgent documents. Non-Urgent documents must be prepared for routing to the EDMC.

Upon receipt of the Urgent document, the case manager will input the information into BEACON and complete all of the necessary tasks in accordance with current procedures.

For all documents, as soon as the case manager completes the initial processing responsibilities, s/he must complete Part 2 of the *DTA Document Cover Sheet,* date stamp both the cover sheet and the first page of each document in the lower right-hand corner and prepare them for shipment.

Note: If all of the documentation is available to process an application recertification, and/or the IR, and if all of the processing tasks have been completed, the case manager must wrapup the case in BEACON for supervisory review and sign-off. The supervisor must review all of the documentation needed to sign-off on the case. It is the supervisor's responsibility to batch these processed documents for shipment to the EDMC.

Misdirected Documents

Any documents received at a TAO from a client who is receiving services from another TAO should be prepared and routed to the EDMC. The cover sheets on these documents should identify the correct TAO, rather than the TAO in which the document was received. Any Division of Hearings or Program Integrity documents received at a TAO should be batched and routed to the EDMC. The cover sheets for these documents should indicate the TAO as 'Hearings' or 'Program Integrity.'

Reminder: All mail returned by the post office to TAOs must be processed in accordance with the procedures described in Operations Memo 2008-22, *Returned Mail Procedural Changes.*

Changes to Cover Sheets

The DTA Document Cover Sheet dated April, 2014 has been revised. In Part 2, the question now states "Is this Document Entered in BEACON?" instead of "…Processed in BEACON?" See Attachment A.

Packaging Documents for Shipment

When documents are routed to the EDMC, one packing slip must be included on top of each bundle of documents. Packing slips should be completed in full. Templates are available in the Electronic Document Management folder of Policy Online. Pink packing slips are to be used for documents not entered in BEACON, and blue packing slips are to be used for documents that have been entered in BEACON. It is acceptable for a package to include documents received at the TAO on different dates.

EDMC Returned Mail Protocol

A returned mail protocol has been developed to handle all BEACON-generated undeliverable mail. The process closely mirrors the Returned Mail process the Department currently employs for returned mail from large mailings. See Operations Memo 2013-13A: *Returned Mail Processing – Automation of Central Office Returns* for more information.

MyWorkspace Changes

Effective with EDM Release 2.0 (April 24, 2014), the following changes were made to DTA myWorkspace:

- New documents no longer link to a 'Processed' task; and
- The Task ID in the Assignment Summary field of the Task Summary screen is now known as the Folder ID.

Note: Folder ID numbers that were previously identical to AP ID numbers have changed. Task(s) associated with an old Folder ID number may be accessed by searching on client AP ID in the myWorkspace Search Tasks tab.

The following office names changed in DTA myWorkspace:

- *Centralized SNAP – SSI Office* replaced Malden Centralized SSI Office; and
- *Central Office – FIDMU* replaced Central Office – Data Matching Unit.

Documents entered into BEACON or in a Central Office Business Unit and then subsequently scanned will be indexed as follows:

- These documents will come into DTA myWorkspace as a task with a status of 'Processed;' and
- 'Processed' tasks will not link to any existing tasks.

If staff open a Task that was created from a document entered into BEACON, they will be able to view the following details in the Task Summary page under Workflow Information:

- ✓ Status will be 'Processed;'
- ✓ Date Received will be 'the date indexed;'
- ✓ Disposition will be 'Processed;'
- ✓ Assigned To will be 'SYSTEM;'
- ✓ Disposition Date will be 'the date specified during indexing;' and
- ✓ Document Processed? will have a ✓.

Fax Numbers   Faxes are now being directed to the EDMC fax number **(617) 887-8765** instead of directed to individual TAOs or the following Central Office Business Units: Hearings, Program Integrity, and Centralized Eligibility.

In BEACON Release 46.3, client notices with fax numbers were changed to include the EDMC fax number.
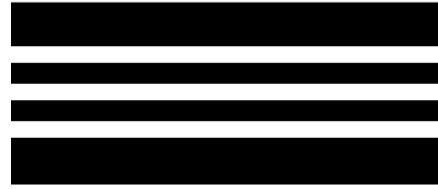
Questions   If you have any questions, please have your Hotline designee call the Policy Hotline.

Attachment A
DTA Document Cover Sheet (Sample)

CFU Cover Sheet 595x150

DTA Document Cover Sheet

Part 1: To be completed by applicant/client. Please print:
Para ser completado por el solicitante/cliente. Por favor escriba:

Your Name (Su Nombre): _____

Your Social Security Number (Su Número del Seguro Social): _____/____/_____

Your Phone Number (Su número de teléfono): _____

Your Date of Birth (Su fecha de nacimiento): ____/____/_____

Number of Pages: _____

Part 2: To be completed by <u>DTA Staff only</u>:
Para ser completado <u>sólo por DTA personal</u>:

Is this Document Entered in BEACON?   **YES**   **NO**

Agency ID: _____

TAO: _____

Part 3: To be completed by <u>EDMC staff only</u> at scanning location:

Preparer's Initials: _____

Number of Pages (including this page): _____

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DTA-DCS (6/2014)
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