



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

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**Operations Memo 2014-58
August 28, 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 of Permanent Verification and Indexing of All Documents by Household Member

Overview

In a continued effort to improve business processes, strengthen program integrity and improve client outcomes, DTA now scans and stores client documents digitally using Electronic Document Management (EDM) and DTA myWorkspace (MWS).

To make permanent documents readily available to staff and to avoid over-verification, the Department has developed a system for back-scanning and storing permanent verifications currently stored in active SNAP case records. The Department is also simplifying the process for locating and viewing documents via MWS for all programs going forward.

Purpose of Memo

The purpose of this Operations Memo is to advise staff of the ongoing back-scanning project and changes to the business process going forward. This Operations Memo will describe:

- the process to be used to identify and back-scan permanent verifications currently located in active SNAP paper case files; and
- revised TAO staff responsibilities for batching documents sent to the Electronic Document Management Center (effective September 1, 2014).

Permanent Verifications

Some information, because it does not change, only needs to be verified once unless:

- questions arise about the validity of the original verification; or
- the Department has reason to believe that a change may have occurred for which re-verification is required.

For this back-scanning project documents used to verify the following **for SNAP- only households** are classified as permanent verifications:

- Identity
- Date of Birth
- Social Security Number (SSN) or Application for an SSN
- Relationship
- Citizenship
- Date of Death

See Operations Memo 2010-55: *TAFDC, EAEDC and SNAP— Verification* for information about documents that are considered permanent for TAFDC and EAEDC cases.

Important: To ensure that they are easily located, permanent documents stored in any paper case record **must** be stapled to the front inside cover of that record.

Back-Scanning Of Permanent Verifications

The week of August 25, 2014, preparation began for the retrieval of permanent verifications currently in active SNAP-only paper case records at TAOs. These documents are being moved off site and a vendor will scan and index them in MWS. Once indexed in MWS, they will be stored and searchable under the individual applicant or client to whom they apply.

Initially only permanent verifications in active SNAP-only case records will be scanned. This phase of the back-scanning project is expected to be completed by October 24, 2014. The permanent verifications currently in active EAEDC and TAFDC paper case records will be scanned during future phases of the back-scanning project.

**Back-
Scanning
Of Permanent
Verifications
(continued)**

Several days prior to the TAO's scheduled pickup date, designated staff will be deployed to each TAO to help with the identification and preparation of permanent verification for pickup from the office. This staff is expected to view the DOR Confidentially video. Additionally, they must be instructed that they may not bring their cell phones into the staging area.

TAO managers are encouraged to enlist the Champions of Train and Champions of Change to support the assigned designated staff with this process. Attached is the anticipated back-scanning project schedule (Attachment A) indicating the dates that assigned designated staff will be deployed to each TAO and the dates that documentation preparation, verification scanning and archiving of paper documents from each TAO are planned to take place. This schedule is tentative and dates could move.

*Preparing
Case Records
for Pick-Up*

As described in detail in 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, all SNAP-only permanent verifications must be removed from the case record and separated by **household member**. The packets of permanent verifications for each case record must be bundled, with the grantee's verifications on top, followed by other household members, with a Ricoh back-scanning coversheet listing the corresponding client name and AP ID separating them. See Attachment B. These coversheets must not be photocopied and must be printed on light colored paper.

Photocopied pages that contain verifications for more than one household member will need to be recopied so that the verifications of each household member are on separate pages. Never submit verifications of multiple household members on one sheet of copied paper. Do not redact. Instead, copy each verification to individual pages. It is, however, permissible for multiple documents belonging to a single member of a household to be copied on the same page.

Example: A grantee's driver's license and the Social Security cards of several members of the household are all printed on the same sheet of paper. For this project and going forward, the verifications will have to be recopied so that the information of each household member is on separate pages. The grantee's driver's license and *her* Social Security card may be on the same page, but the Social Security cards of each of the other household members must be on separate pages (one for each household member's information).

**Back-
Scanning
Of Permanent
Verifications
(continued)**

In offices with a central filing system, these verification bundles must be boxed alphabetically by grantee last name with a label attached to the outside of the box indicating the range of grantee names that each box contains (e.g. Contains: Ball – Bonner) and the TAO name from which they originated. In offices that do not have a central filing system, case records must be boxed by caseload with a label indicating the caseworker and TAO name and the alphabetized records contained within.

Important: When preparing permanent verifications for pick up, it is important that the **entire** case record be checked for permanent verifications even when some verifications have already been isolated and attached to the inside of the case file.

After the vendor scans the permanent verifications, they will not be returned to the TAO, but instead will be archived at DTA's Records Retention Center in Taunton.

**Indexing of
Permanent
Verifications**

Permanent verifications stored in MWS as part of this back-scanning project will be indexed, stored and searchable under the individual applicant or client to whom they apply, rather than under the grantee or head of household.

Example: Nancy Ramirez was the grantee of a TAFDC case which included herself and her two children, Ann and Wendy. Years after the case closed, Ann, now an adult and no longer living with her mother, applies for SNAP benefits. The case manager will be able to locate and view still relevant permanent verifications pertaining to Ann (e.g. her birth certificate or Social Security card) by searching for Ann's name, Social Security Number or Assessed Person Identification number (AP ID) in MWS.

Permanent verifications scanned as part of this phase of the back-scanning project will be indexed with a Received Date of 01/01/2014.

At this time the Document Type: *Permanent Verification* is not accessible as a search parameter in MWS. When looking for permanent verifications scanned as part of this project, from the Search Tasks tab in MWS:

- enter the name, SSN, and/or AP ID of the person whose verifications are needed;
 - select the Task Category: *Verification*;
 - select the Status: *Processed*; and
 - enter the Date Received of 01/01/14.
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Indexing All Documents by Household Member

Beginning September 1, 2014, **all** documents that pertain to an individual household member will be indexed in MWS under that household member's name, AP ID, and SSN (if applicable). Documents that are not client-specific will be indexed under the grantee. **This applies to all program types.**

Example: Angela Thompson applies for SNAP benefits as the grantee of a household that contains her husband George, daughter Marcella and son Andrew. Documents used to process the case will be indexed in MWS as follows:

- **Under Angela, the grantee:** signed *SNAP Application, Voter Registration Option ("Declination")* form, *Supplement A* form, *I Speak Card*, a copy of her driver's license, and a landlord verification used to verify residency
- **Under George:** copies of his paystubs and a copy of documents used to verify his noncitizen status
- **Under Marcella:** *Education Income and Expense (EDUC-1)* and *Community College Enrollment (CCE-1)* forms
- **Under Andrew:** SSI income verification and copies of receipts used to verify ongoing medical expenses

Beginning September 1, 2014, **all** documents that are being prepared for routing to the EDMC must be batched by household member.

After determining if documents are Urgent or Non-Urgent in accordance with instructions in Operations Memo 2014-33A: *Electronic Document Management (EDM) Release 2.0 – Clarifications*, the WAC, supervisor or case manager must:

- remove all staples and separate documents according to the applicant or client with whom they are associated;
 - if applicable, further separate documents for each household member into two bundles:
 - permanent documents; and
 - non-permanent documents
 - create coversheets for each bundle of documents to be scanned and indexed. If an applicant or household member has both permanent and non-permanent documents, two bundles with separate coversheets will be required;
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Indexing All Documents by Household Member (continued)

- date stamp both the coversheets and the first page of the each document in the lower right-hand corner;
- arrange the documents in each bundle together with the associated cover sheet on top;
- secure all bundles (once they reach a thickness of several inches) with a rubber band; and
- place all document bundles in the appropriately marked box, Processed or Non-Urgent, and prepare for UPS courier pickup. Bundles should be kept flat when shipped to avoid folding documents. Bent or folded documents can jam the scanner.

Important: Original permanent verifications must never be date stamped. Whenever working with a paper case file, TAO staff **must** check that all permanent documents in the folder are available in MWS. If there are any permanent documents in the case record that are not in MWS, these documents should be sent to EDMC following the procedure outlined in this memo and in Operations Memo 2014-33A: *Electronic Document Management (EDM) Release 2.0 – Clarifications*.

Questions

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

Attachment A

BPR: BackScan Project Schedule

TAO	Designated Staff Arrive On:	Number of Designated Staff Assigned	Boxed Perm Documents will be available for pickup starting on:	Perm Documents will be scanned on:	All Records will be shipped to the Records Retention Center for Archiving by:
Cluster 1					
· Malden	Wednesday, August 27, 2014	5	August 28, 2014	8/29/14 - 9/3/14	Thursday, September 04, 2014
· Brockton	Wednesday, August 27, 2014	7	August 28, 2014	8/29/14 - 9/5/14	Monday, September 08, 2014
· Newmarket Square	Wednesday, August 27, 2014	9	August 28, 2014	8/29/14 - 9/7/14	Monday, September 08, 2014
· Chelsea	Wednesday, August 27, 2014	8	August 28, 2014	9/8/14 - 9/17/14	Thursday, September 18, 2014
· North Shore	Wednesday, August 27, 2014	5	August 28, 2014	9/8/14 - 9/12/14	Saturday, September 13, 2014
Cluster 2					
· New Bedford	Monday, September 08, 2014	5	September 9, 2014	9/13/14 - 9/14/14	Wednesday, September 17, 2014
· Fall River	Monday, September 08, 2014	5	September 9, 2014	9/14/14 - 9/15/14	Friday, September 12, 2014
· Plymouth	Monday, September 08, 2014	2	September 9, 2014	9/16/14 - 9/16/14	Wednesday, September 17, 2014
· Hyannis	Monday, September 08, 2014	3	September 9, 2014	9/16/14 - 9/17/14	Thursday, September 18, 2014
· Taunton	Monday, September 08, 2014	4	September 9, 2014	9/18/14 - 9/19/14	Monday, September 22, 2014
Cluster 3					
· Framingham	Monday, September 15, 2014	4	September 16, 2014	9/20/14 - 9/21/14	Monday, September 22, 2014
· Southbridge	Monday, September 15, 2014	2	September 16, 2014	9/21/14 - 9/22/14	Tuesday, September 23, 2014
· Fitchburg	Monday, September 15, 2014	4	September 16, 2014	9/22/14 - 9/23/14	Wednesday, September 24, 2014
· Lowell	Monday, September 15, 2014	5	September 16, 2014	9/24/14 - 9/25/14	Friday, September 26, 2014
· Lawrence	Monday, September 15, 2014	6	September 16, 2014	9/26/14 - 9/28/14	Monday, September 29, 2014
· Dudley Square	Monday, September 15, 2014	9	September 16, 2014	9/29/14 - 10/2/14	Friday, October 03, 2014
Cluster 4					
· Greenfield	Monday, September 29, 2014	2	September 30, 2014	10/3/14 - 10/3/14	Monday, October 06, 2014
· Holyoke	Monday, September 29, 2014	5	September 30, 2014	10/3/14 - 10/5/14	Monday, October 06, 2014
· Pittsfield	Monday, September 29, 2014	3	September 30, 2014	10/6/14 - 10/6/14	Tuesday, October 07, 2014
· Springfield Liberty	Monday, September 29, 2014	7	September 30, 2014	10/7/14 - 10/9/14	Thursday, October 09, 2014
· Springfield State	Monday, September 29, 2014	5	September 30, 2014	10/10/14 - 10/11/14	Tuesday, October 14, 2014
· Worcester	Monday, September 29, 2014	7	September 30, 2014	10/12/14 - 10/15/14	Thursday, October 16, 2014

Attachment B

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AP ID#:

HOUSEHOLD MEMBER NAME:

FIRST NAME: _____

LAST NAME: _____

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).



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