



**Massachusetts Department of Public Welfare**  
600 Washington Street, Boston, MA 02111

FIELD OPERATIONS MEMO 95-4  
JANUARY 1, 1995

TO: LOCAL OFFICE STAFF  
FROM: JOYCE SAMPSON  
ASSISTANT COMMISSIONER FOR FIELD AND ELIGIBILITY OPERATIONS  
RE: VIEWDIRECT ON-LINE REPORT VIEWING SYSTEM ACCESS

---

**Overview** Beginning on January 1, 1995, local office staff will have access to ViewDirect. ViewDirect will allow all local office staff to have on-line inquiry access to all PACES-generated notices. Notices will be retained on ViewDirect for seven years.

Beginning in February, local offices will no longer receive copies of PACES-generated recipient notices, which will reduce paper flow to the field.

---

**Access** ViewDirect is accessed from the OMIS Gateway Main Menu screen and is updated on a nightly basis. There are different ways to maneuver through ViewDirect. This action depends on the amount of case information available.

To display a specific recipient notice, the date the notice was generated as well as the case SSN, category of assistance and local office number must be known.

The date a current notice was generated can be obtained from the Daily Caseload Report and the PACES INFO screen.

The date a prior notice was generated within the past year can be obtained from a Transaction History Report. Additional information on the PACES INFO screen and the Transaction History screen is contained in the Systems User's Guide, Volume 1, PACES; Chapter II: Data Entry & Retrieval.

---

**Impact on Appeals and Hearings** In preparation for a hearing, local office staff must print a copy of the notice generated by the transaction being appealed. This can be determined by reviewing the Cases Pending Report and the Daily Caseload Report.

---

**Additional Documentation** Additional documentation for accessing ViewDirect and interpreting the data displayed on the screens is contained in Systems User's Guide, Volume 5: Sub-Systems, Chapter IV.

---

Future  
Enhancement

In the near future, local office staff will be able to access local office reports on ViewDirect.

---

Questions

Systems-related questions regarding the ViewDirect System should be directed to the Systems Help Desk at (617) 348-5290. Policy-related questions should be directed to the Policy Hotline at (617) 348-8478 by your Policy Hotline designee.

---