



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


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**Online Guide Transmittal 2017-99
December 1, 2017**

To: Department of Transitional Assistance Staff
From:  Paul Sutliff, Assistant Commissioner for Field Operations
Re: Cross Programs: Unreadable Documents

Overview

The Department continually strives to enhance the tools developed to allow staff to do their work more efficiently. To that end, EHS IT visited the New Bedford TAO to elicit suggestions from staff for improving BEACON functionality and usability.

Many of the changes suggested and scheduled for production effective 12/01/2017 intend to reduce both repetitive work and case errors. The hope is that these enhancements will increase BEACON efficiency to assist case managers perform their jobs and streamline processing client requests to provide them with services and benefits in a timely fashion.

Occasionally, a scanned document cannot be processed because parts or all of it are unreadable. For example, the document is blurred or too dark or light. A BEACON change will add a new inadequate document type called Unreadable to the Scanned Document Details page. Effective with the change, a new processing procedure will be implemented for all unreadable documents.

Purpose

This Online Guide transmittal introduces the Unreadable document type. In addition, this transmittal advises staff of a revised notice and new and revised Online Guide pages explaining steps for its use.

Revised Notice The BEACON-generated *Returned Document Notice* (RDN) has been updated relative to unreadable documents.

**New Online
Guide Pages**

Topic: Business Process (BP)
Book: Procedures (BP)
Chapter: Processing Procedures
Page: Processing Unreadable Documents

Topic: Notices/Forms
Book: Cross Program
Page: Returned Document Notice

**Revised Online
Guide Page**

Topic: Business Process (BP)
Book: Procedures (BP)
Chapter: Processing Procedures
Page: Dispositioning Scanned Documents

Questions

If you have any policy or procedural questions, after conferring with the appropriate TAO personnel, please have your Systems Information Specialists or TAO management email the DTA Mailbox.

Systems issues should be directed to the Systems Support Help Desk.
