Update 2005-5: Common Place Handbook
Integrated Document Management (IDM) of Periodic Reports and Attached Income Verifications

Background
In July 2004, the Department of Employment and Benefits Services (DEBS) implemented Phase I of the Integrated Document Management (IDM) Project. This phase involved the scanning of only income verifications of cases that were active on both CalWORKs and CWES.
On March 7, 2005 DEBS implemented Phase II of the IDM project. This phase involved the Benefits staff (Eligibility and Clerical) at the General Assistance District Office and the Medi-Cal Service Center. Staff began scanning all QR 7s and MSRs along with all income verifications.
On June 1, 2005 with the implementation of CalWIN and the New Business Model (NBM), the agency continues to rollout the IDM Project in small phases.

Changes
On July 1, 2005, the Department of Employment and Benefits Services (DEBS) will implement the centralization of Integrated Document Management (IDM) of Periodic Reports and attached income verifications at the Julian campus mailroom. Eligibility Workers (EWs) will no longer receive hard copies of Periodic Reports and Income Verifications. Periodic reports that are received by the district office directly will be processed by the designated clerical staff at such location.

Periodic Reports
Periodic Reports include the following:

- Quarterly Eligibility/Status Report (QR 7)
- Mid-Quarter Status Report (QR 3)
- Self-Employment Sworn Statement (CSF 35)
• Daily Tip Statement (CSF 34)
• Senior Parent Monthly Income Report (CW 73)
• Sponsors Monthly Income and Resources Report (CW 72)
• Medi-Cal Midyear Status Report (MC 176S)
• Transitional Medi-Cal Quarterly Status Report (MC 176 TMC)

Implementation  Effective July 1, 2005 the following processes will be implemented:

| SCANNING OF PERIODIC REPORTS AND ATTACHED VERIFICATIONS AT THE JULIAN CAMPUS MAILROOM |
|---|---|---|
| **STEP** | **WHO** | **ACTION** |
| 1. | Mailroom staff at Julian Campus | • Envelopes received in the mailroom are sliced open.  
• Periodic Reports are date stamped and the documents are prepared for scanning. (Envelopes will not be scanned)  
• Periodic Reports are logged into CalWIN as received using the barcode reader.  
• Category batch header sheet and separator sheets are generated from the IDM BarCode Generator Application.  
• Batch is assembled.  
• Batch is scanned, verified, indexed and committed in IDM. |
| 2. | Mailroom staff at Julian Campus | • Mails all original verifications back to the clients.  
• Separates **ALL** the MC 176S and MC 176 TMC reports from other Periodic Reports and places them in separate labeled boxes.  
• **ALL** MC 176S and MC 176 TMC reports are ponied to the MCSC on a daily basis.  
• Boxes containing all other reports are stored in designated area. |
| 3. | Eligibility Worker | • Receives a CalWIN alert indicating that a Periodic Report is received.  
• Initiates the retrieval process in IDM to review the Periodic Report and Income Verifications. (Ref. IDM retrieval process Quick Reference Guide located on the SSA Intranet: http://intranet.ssa.co.santa-clara.ca.us/department/idm/debs.html)  
• Updates CalWIN with changes reported on the periodic report (if applicable).  
• Runs EDBC and Authorizes future benefits.  
• Enters Program Level Report Details in CalWIN (Ref. CalWIN Online Help: Enter Program Level Report Details).  
• Resolves CalWIN alert. |
District Offices

SCANNING OF PERIODIC REPORTS AND ATTACHED VERIFICATIONS RECEIVED IN DISTRICT OFFICES

<table>
<thead>
<tr>
<th>STEP</th>
<th>WHO</th>
<th>ACTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Client</td>
<td>Mails Periodic Report directly to the District Office or drops it off in the District Office lobby mail box/basket.</td>
</tr>
</tbody>
</table>
| 2.   | Clerical Staff | • Opens envelopes.  
• Date stamps the periodic report and prepares documents for scanning.  
(Envelopes will not be scanned)  
• Periodic reports are logged into CalWIN as received using the barcode reader.  
• Category batch header sheet and separator sheets are generated from the IDM BarCode Generator Application.  
• Batch is assembled.  
• Batch is scanned, verified, indexed and committed in IDM. |
| 3.   | Clerical Staff | • Mails all original verifications back to the clients.  
• Places original Periodic Report in a labeled box for storage in designated area. |
| 4.   | Eligibility Worker | • Receives a CalWIN alert indicating that a Periodic Report is received.  
• Initiates the retrieval process in IDM to review the Periodic Report and Income Verifications.  
(Ref. IDM retrieval process Quick Reference Guide located on the SSA Intranet: http://intranet.ssa.co.santa-clara.ca.us/department/idm/debs.html)  
• Updates CalWIN with changes reported on the periodic report (if applicable).  
• Runs EDBC and Authorizes future benefits.  
• Enters Program Level Report Details in CalWIN (Ref. CalWIN Online Help: Enter Program Level Report Details).  
• Resolves CalWIN alert. |

MCSC
Eligibility staff at the MCSC will follow the “In-house” process for processing periodic reports assigned to them.

Documentation
Eligibility Workers must document in CalWIN Maintain Case Comments window whenever they process a periodic report.
Data Systems

IDM Workstations
An IDM Capture workstation has been installed in all district offices, as well as the Julian Campus mailroom.

Retrieval
All of DEBS staff have access to retrieve documents according to the security profile associated with their assigned User ID. Retrieval is done via the intranet by using the following web address:

[http://intranet.ssa.co.santa-clara.ca.us/department/idm/debs/html]

If you are unable to retrieve documents from the IDM application please contact the Information Systems (IS) Help Desk at 491-6565.

Reminder:
Only those staff with the appropriate security profile will have access to confidential case information.

Other Programs
This process affects all Benefits programs that have periodic report requirements. CWES periodic reports are not included in this process.

Clerical
Storage boxes must be labeled appropriately with the month/year and content. (I.e. Periodic Reports for 07/05) OMCs will designate an area for these boxes to be stored until further notice.

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