



# ACF Digital Mail Strategy & Considerations

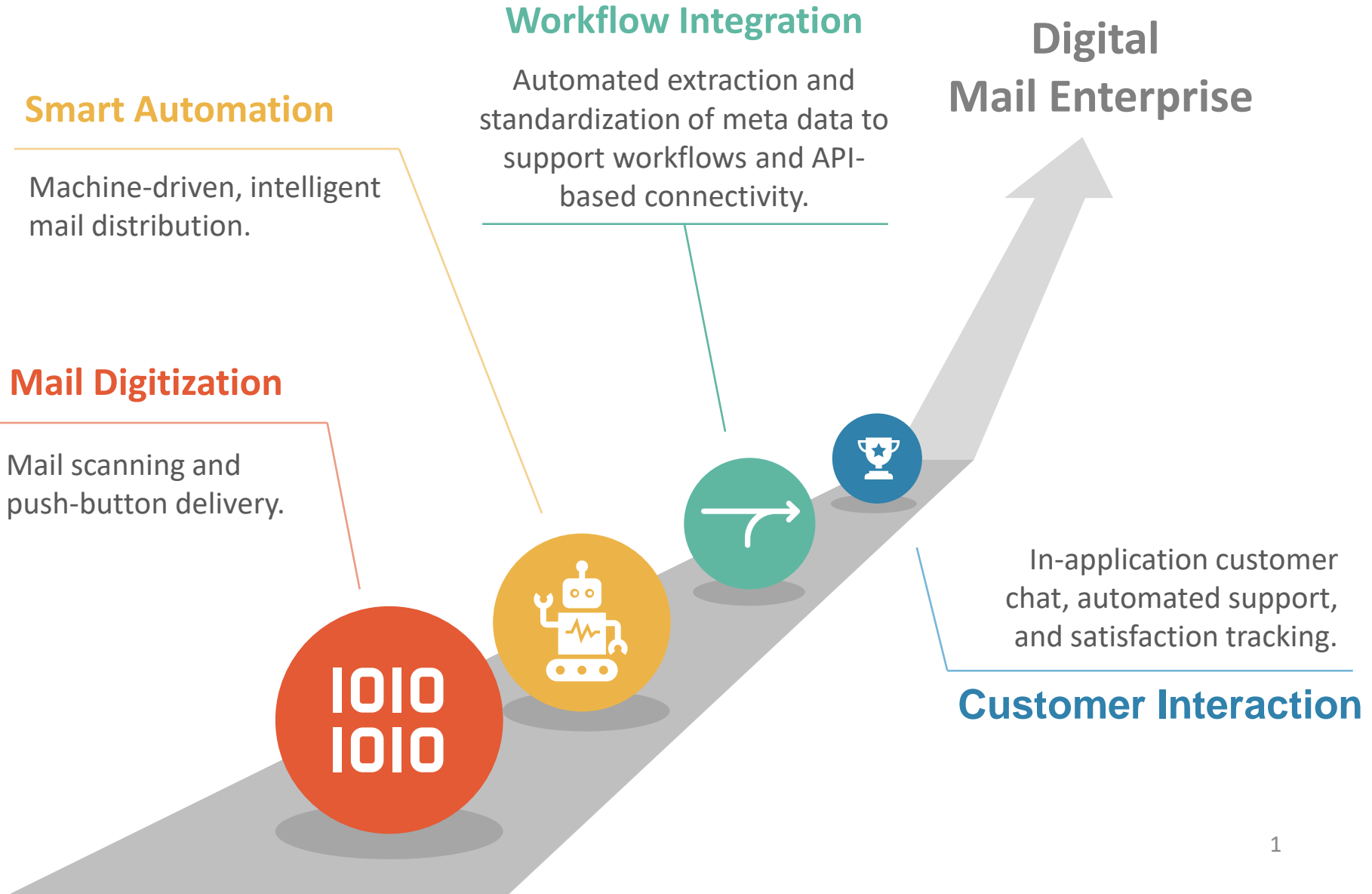
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## A Solution Overview White Paper

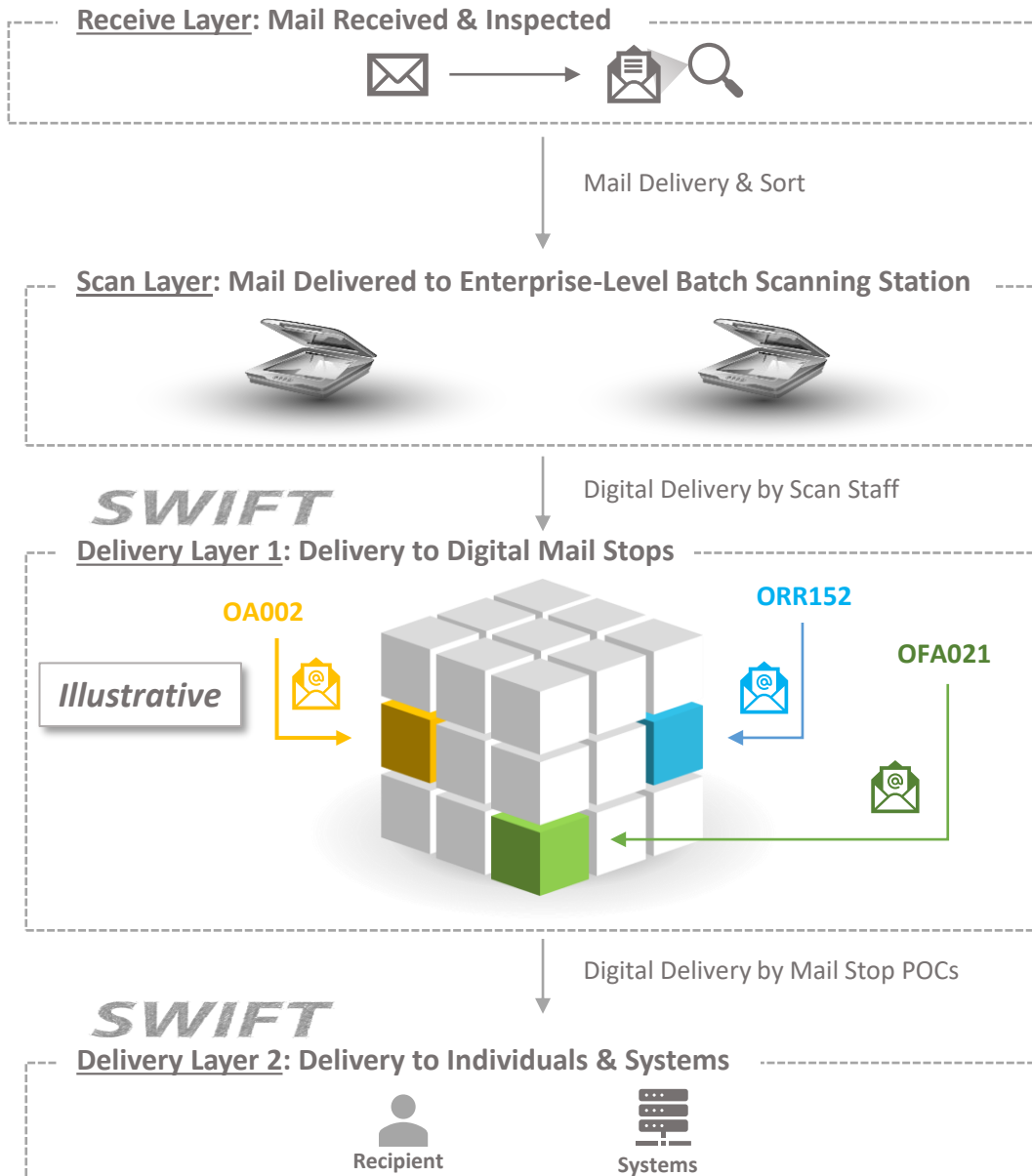
April 8<sup>th</sup>, 2021

Presented by: Sole Solutions Inc

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## Proposed Future State for ACF Digital Mail



### Functions

- Apply security measures (explosive, chemical)
- Sort as addressed

### Functions

- Sort scannable from non-scannable
- Prepare & scan batch of letters
- Quality assurance verification
- Temporary paper storage and final destruction
- Reporting (volume, quality)

### Functions

- Review for content and quality
- Return items for rescan
- Request paper copy
- Mark as misdelivered/Reassign to another mail stop
- Forward to recipient (group or individual)
- Monitor for "pickup" of forwarded items

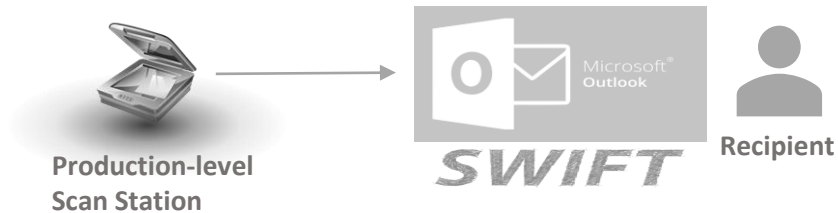
### Functions

- Process mail item manually
- Programmatically upload to integrated system (i.e. SWIFT Executive Correspondence)

1. ACF's Scan Station should require approximately 1 to 2 FTE to maintain.
2. Scanners should be high-quality with high-speed feed capability, production-level.
3. Delivery and sorting of ACF physical mail should occur at a designated mail area.
4. Mail items deemed excluded for scanning (items such as accountable mail, checks, birth certificates, etc.) will need to be physically delivered.
5. Mail received for digitization should be opened, scanned and delivered as addressed.
6. A temporary digital mail delivery solution should be considered to provide short-term relief, while a permanent solution is designed, developed and implemented.
7. A digital mail solution built on the SWIFT system will reduce security and compliance risk associated with introducing new capability.
8. CMS digital mail best practices should serve as a guide to ACF's digital mail efforts.

## Phase 1. Emergency Temporary Delivery – Digitization & Delivery

**Procure and set-up production-level scan station. Configure temporary digital storage location. Digitize and deliver mail using temporary delivery set-up.**



**Timeline: Ready within 2-3 months.**

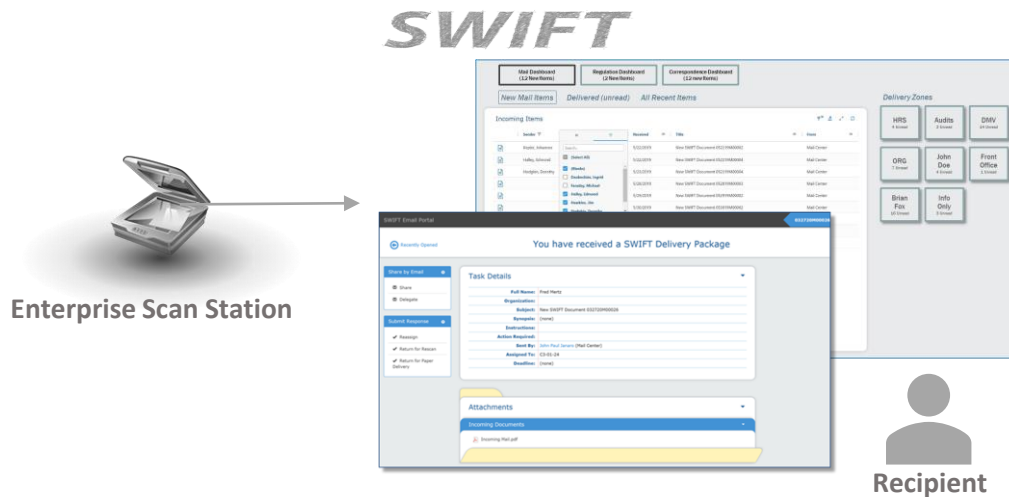
### **Benefits:**

1. Scan and deliver on day one for Executive Correspondence
2. Short-term relief for delivery of other agency mission critical mail

## Proposed Implementation Approach (Cont.)

### Phase 2. Full Digital Mail Solution – Digitization & Fully Managed Mail Delivery (integration capable)

Design application using user-centered design techniques. Develop application using Agile techniques. Test and deploy application to Production environment. Train and transition users to new application. Operate and maintain the new application and support users.



**Timeline:** Ready within 6-9 months.

#### Benefits:

1. Sustainable digital mail delivery process
2. Accountability for delivery
3. Visibility into new unhandled mail
4. Ability to search and report on delivered items

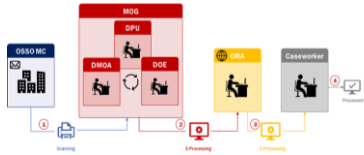
# SSI's Implementation Experience with CMS Digital Mail

SSI

Digital Services Design Concept

Produced Exclusively For:

ADMINISTRATION FOR  
CHILDREN & FAMILIES

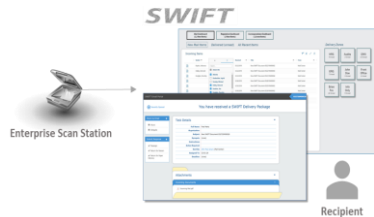


SSI was awarded a contract in **2018** by CMS to initiate the design and implementation of Digital Mail for high-volume mail areas.



REIMAGINE HHS

SSI's CMS Digital Mail Project received the HHS "*Spirit of Reimagine*" Award in July of **2019**.



With the emergence of COVID-19, emergency digital mail efforts were implemented in **2020** and SSI was awarded a contract to expand the Digital Mail Project to cover the Central Office (Baltimore building).

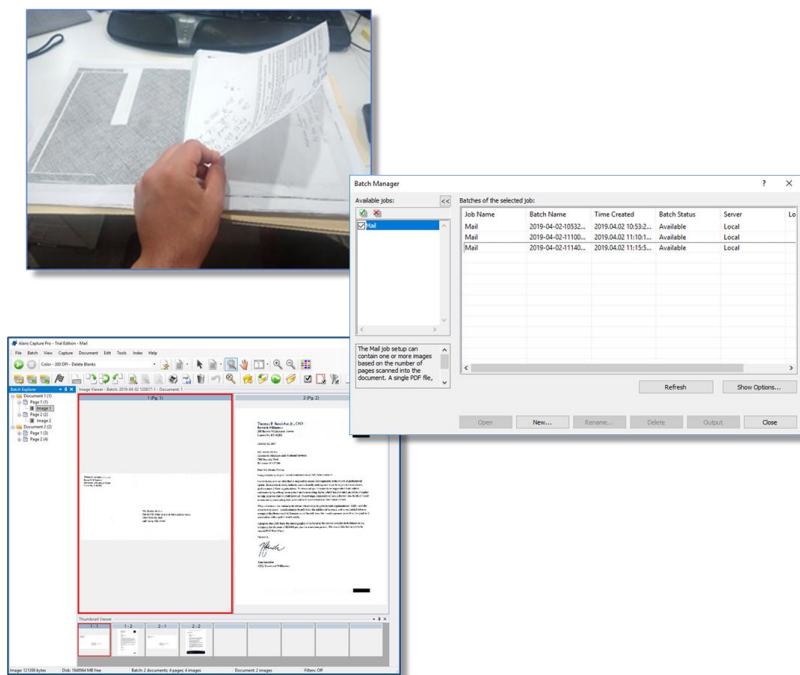


SSI is in discussions with CMS about expanding CMS Digital Mail to include Regional Mail and Accountable Mail in **2021**.

# SSi's Implementation Experience with CMS Digital Mail (cont.)

## Key Features of the CMS Agency-Wide Digital Mail System

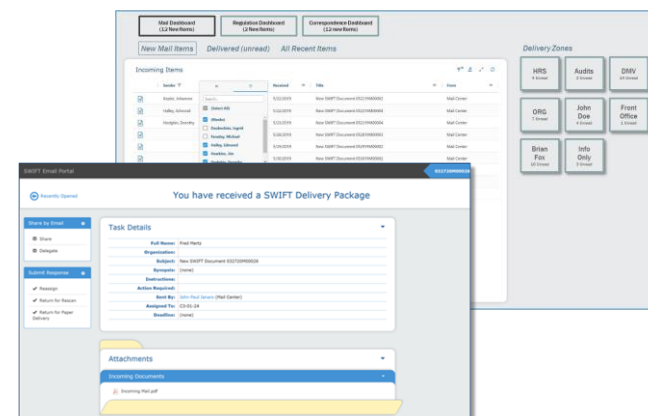
### Batch Scanning: Kodak Alaris Capture Pro



#### Highlights:

1. High volume batch scanning
2. Integrated quality control
3. On-the-fly OCR
4. Accessible PDF output

### Mail Delivery: SWIFT Workflow



#### Highlights:

1. Existing system reducing user learning curve
2. Existing workflows reaching all ACF users
3. Visibility and accountability
4. Tracking and reporting



### A Reference to CMS Digital Mail Project Scope Areas

#### Manage

Provide **project management services** designed to deliver a business application and related services on-time and on-budget

#### Develop

Use **Agile software development** to design and develop a universal or “one-size-fits-all” business application to meet the stated needs for standardizing the delivery of CMS digital mail

#### Deploy

Work closely with OIT to prepare for and **deploy the CMS Agency-wide Digital Mail solution**

#### Support

Provide **technical assistance and training** to support user adoption of the new CMS Agency-wide Digital Mail solution

#### Comply

Maintain application **compliance and quality assurance** standards throughout the project

# Sole Solutions Inc. (SSI)

SSI is a Small Business supporting ACF since 2010. SSI is currently supporting ACF through a BPA awarded in 2019 for IT support services (contract #75P00119A00091).

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