

Orange County Social Services

Many government organizations grapple with inefficient paper-based systems, and Social Services departments are no exception.

In Orange County, Calif., however, the county Social Services Agency found a way to not only reduce paper handling of existing case files, but also to improve access to new information, reduce costs and accelerate service provision.



The Challenge

On a monthly, quarterly and ongoing basis, Orange County Social Services receives forms from people applying for medical, food, work, family and general assistance.

The agency had two issues: First, it had thousands of existing paper case files that needed to be digitized, and second, it needed an ongoing solution to capture and digitize new information as it came in.

The first challenge was paper case files. **The agency's Assistance Programs Division had 9.6 million pages in existing client case files that were currently unavailable in digital form.** This meant that case workers had to physically locate the case files to get information, slowing down their ability to address needs in the community. Another section of the agency, the Family Self Sufficiency Division, meanwhile, had over 20 million pages of closed files that needed to be digitized.

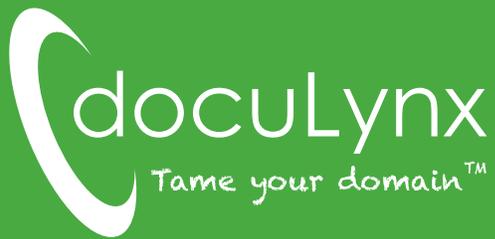
The second, ongoing, issue was how to manage the thousands of forms coming in from new and existing aid seekers each month. State law requires that information be processed and available to case workers within 48 hours of receipt. In an effort to comply with this requirement, the agency had staff members in eight different offices accepting mail and scanning documents – a system that required a significant number of employees, time and costs.

Improving Efficiency

The Orange County Social Services Agency was introduced to DocuLynx, which specializes in capturing, managing and presenting high-value information and improving access and efficiency. To address its document challenges, Social Services agreed to outsource the digitization of its hard-copy case files, as well as the capture of new information coming into the agency.

To address the case file issue, **DocuLynx converted 9.6 million pages of Medi-Cal, Non-Assistance Food Stamps and General Relief client cases into digital images; it also completed a conversion of 21 million pages for California Work Opportunity and Responsibility to Kids (CalWORKS) case files.** In both projects, DocuLynx was responsible for case file preparation, scanning, indexing and quality assurance for the case files as well as nightly delivery of imaged data on USB drive to the Orange County Data Center, where it was transferred to the agency's OnBase system.





Improving Efficiency (continued)

DocuLynx also set up a “go-forward” system to manage data capture from new aid forms that come into the agency on an ongoing basis. This requires the daily scanning of over 80,000 images per day. To address the volume, the original eight intake centers were reduced to one mail/datacenter staffed by DocuLynx scanning specialists, using best-of-breed hardware and software to maximize performance, scalability and security. The DocuLynx team opens forms and correspondence, sorts, date-stamps, scans and indexes all documents. **Information is then transferred to OnBase – all in less than 24 hours from date of receipt.**

Because document intake, scanning and management is now centralized, it is far more cost-effective than the agency’s previous system. All work is completed in compliance with the Social Security agency’s confidentiality statements and policies, as well as California rules pertaining to Personally Identifiable Information (PII).

Greater Efficiency, Improved Service

In a time of tight public sector budgets, taxpayers expect government at all levels to work as efficiently as possible, without sacrificing service provision.

For Orange County Social Services, partnering with DocuLynx to manage information has achieved this goal. **Reducing eight intake centers down to one provided the centralization needed to refine workflow processes, and make the most of automation to save time and costs.** DocuLynx’s technology works at industry-leading speeds to ensure key information is scanned, digitized, indexed and entered into the OnBase document management system at speeds that weren’t possible with the previous approach.

Social service workers now have a wealth of information at their fingertips, with new data flowing in regularly and seamlessly. This allows the agency to better address members of the community who are in urgent need of government assistance.

