



## LORAIN COUNTY, OHIO – DEPARTMENT OF JOBS AND FAMILY SERVICES

Lorain County is a major port and shipping center in Ohio and is home to almost 290,000 residents. The Department of Jobs and Family Services (DJFS) dispenses food stamps, medical assistance and child support monthly to those who qualify for welfare assistance. Each month the department handles between 40,000 and 50,000 cases.

### INDUSTRY

County government

### APPLICATIONS

- Case management

### CHALLENGES TO MEET

All agencies in Ohio that utilize the state's Client Registry Information System-Enhanced (CRIS-E) system must have applicants for welfare services fill out an extensive common application form (CAF). Manually processing these forms was inefficient and expensive and overwhelmed the storage capabilities of the Lorain DJFS. The agency needed a way to more efficiently manage the high volume of paper inherent in their case management activities. Challenges included:

- Integration with the state's mainframe case management application
- Automation of indexing information
- Electronic signature and common application form (CAF) management
- Case managers/staff historically tied to manual and paper-intensive processes

### SOLUTION CREATED

The Lorain DJFS worked with CGI Information Systems & Management Consultants, Inc. (Cleveland, OH), an authorized OnBase reseller, to create a customized application to streamline business functions in its document-intensive environment for capturing, storing, retrieving and managing all file types. Integrated with a business rule-based workflow system, screen scraping technology and custom developed functionality from CGI, the application automated paper-intensive processes to automate the flow of documents through the agency in both client/server and Web environments. OnBase modules included:

- Web Server
- E-Forms
- Archival API
- Electronic Signature

### HARDWARE UTILIZED

- Compaq Proliant ML 570 Imaging Server
- 5 Compaq Evo W6000 Scan stations
- 5 Compaq Evo W6000 Indexing stations
- 2 Eastman Kodak 2500 DS Scanners (Central Scanning Department)
- 1 Eastman Kodak 1500 DS Scanner (Front Desk/Reception Area)

### OPERATIONS AFFECTED

- Social Services
- Child Support
- Family Employment Services
- Fiscal and Data Systems
- Human Resources

### RESULTS

- Improved efficiency and cost reduction
- Instant access to records and cases
- Elimination of paper files and paper routing procedures
- Electronic forms management
- Improved privacy and security
- Automated filing and storage of support documentation
- Seamless integration from different applications
- Integration across divisions
- Real-time reporting
- Improved compliance with regulations and requirements
- Comprehensive disaster recovery

### ONBASE ACCORDING TO LORAIN COUNTY

*"The transition added a little more work for caseworkers initially, but once the cases were in the system, they appreciated the value of a faster, more efficient process. We're saving time and money, reducing our piles of paper, and most importantly, doing a better job of serving our customers."*

Joe DeTillio, Assistant Director