

2008 Innovations Awards Program APPLICATION

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ID # (assigned by CSG): 08-S-07FL

Please provide the following information, adding space as necessary:

State: Florida

Assign Program Category (applicant): Health and Human Services, Children and Families (Use list at end of application)

1. Program Name **ACCESS Document Imaging**
2. Administering Agency **Department of Children & Families**
3. Contact Person (Name and Title) **Jennifer Lange, Director**
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8. Web site Address **http://eww.dcf.state.fl.us/~ess/modern/doc_imaging.shtml**,

<http://imaging.dcf.state.fl.us/>

9. Please provide a two-sentence description of the program.

The Document Imaging system allows staff statewide to scan documents and then access those documents as needed from any computer statewide, which has access to the intranet inside the DCF firewall. There are two parts to the Document Imaging system; ESS Document Scanning System and ESS Document Viewing System.

10. How long has this program been operational (month and year)? Note: the program must be between 9 months and 5 years old on March 1, 2008 to be considered.

Document Imaging began its official pilot in May 2006 in the Suncoast Region. Statewide rollout was completed in November 2006.

11. Why was the program created? What problem[s] or issue[s] was it designed to address?

The Document Imaging system allows staff to locate case files more expeditiously.

12. Describe the specific activities and operations of the program in chronological order.

- Document is scanned.
- Image is indexed to public assistance case number, demographic data of payee and document type.
- Image is available for viewing.
- Incoming faxes are "sent" to a workgroup based on the phone number for processing.
- Clerical staff index the document.

- Staff assigned to that workgroup view the document and determine eligibility for Food Stamp benefits, Temporary Cash Assistance and Medicaid, based on information provided in support of an application for benefits.

13. Why is the program a new and creative approach or method? Allows for major efficiency in processing big volumes of documents. This program allows for an electronic filing system which brought major efficiencies to a program that requires volumes of documents to be retained.

14. What were the program's start-up costs? (Provide details about specific purchases for this program, staffing needs and other financial expenditures, as well as existing materials, technology and staff already in place.) The imaging system was created in-house by existing state employees. Initial costs were involved in leasing/purchasing of scanning equipment. Most of this was accomplished through renegotiation of current leases on copy machine equipment.

15. What are the program's annual operational costs? The imaging system is not a stand alone program, but rather a tool used in the administration of Florida's public assistance programs. These programs have an administrative budget of \$204 million annually for Comprehensive Eligibility Services, which includes salaries and benefits for 4,109 staff.

16. How is the program funded? The program is funded with state and federal funds internally, from savings by reducing paper costs and storage space.

Photocopy Savings

\$61,090.56 per year statewide

Method of Calculation

Copy machine paper purchased through State Contract. Minimum purchase is 10 cartons at \$22.34 per carton, plus \$1.00 per carton "delivery charge", plus a small additional fee for "inside" delivery [which almost all offices would require]. That brings the total charge to about \$25.00 per carton, and there are 10 reams per carton. So your "average" price for projecting cost would be \$2.50 per ream (500 sheets in a ream).

63,636 new PA cases opened statewide per month x 8 avg number photocopy pages per case (estimate from document imaging RFQ prior to e-signature webapp is 18 pages per case) = 509,088 pages divided by 250 pages in a ream of paper = 2,036 reams x \$5,090.80 per month x 12 = \$61,090.56 per year.

Service Site File Room Savings

\$3.4 million per year statewide

Method of Calculation

D10 cost per year for Service Site and Closed File Storage is \$291,578.92. Multiply this figure x 11.7% (D10 Medicaid caseload percent) = \$3,411,474.30

Other Non-Concrete Savings

- Time spent searching for case files
- Time spent filing papers in case records

17. Did this program require the passage of legislation, executive order or regulations? If YES, please indicate the citation number. **No**

18. What equipment, technology and software are used to operate and administer this program?

Necessary equipment is scanners, PCs and fax servers. The Scanning program was originally written in Visual Basic 6, but has been converted to .net. The Viewing program is written in Java.

19. To the best of your knowledge, did this program originate in your state? If YES, please indicate the innovator's name, present address, telephone number and e-mail address. The Document Imaging system was designed by Martin Smalley, from the Suncoast Region. Mr. Smalley is located at 9393 N. Florida Ave., Tampa, Florida. 33612. Phone: (813) 558-5800.

20. Are you aware of similar programs in other states? If YES, which ones and how does this program differ? Florida actually receives numerous inquiries regarding our system and has shared our program with many states. Utah, and perhaps a few other states have imaging systems for public assistance, but none on the scale of Florida's project.

21. Has the program been fully implemented? If NO, what actions remain to be taken? Scanning, Viewing and Workgroup functionality have been fully implemented. Fax functionality is in the process of rolling out statewide.

22. Briefly evaluate (pro and con) the program's effectiveness in addressing the defined problem[s] or issue[s]. Provide tangible examples. We no longer maintain paper case files. The conversion of existing files was a major workload. We were able to contract to an outside vendor; however, the preparation was a huge workload on our staff. It involved the handling of every case file to pull out only the documents needing to be scanned. For example, the duplicates were pulled out.

23. How has the program grown and/or changed since its inception? We have implemented several run-time improvements and increased our data base storage capacity. We are now in the process of enhancing our inbox, courtesy notification, and indexing functionality to make it more user friendly for our staff.

24. What limitations or obstacles might other states expect to encounter if they attempt to adopt this program? Indexing has been one our biggest challenges. The system is case based vs. individual based. We are planning to revise our indexing system in the future.