Technology Updates

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Presentation to: DHS Board

Date: April 18, 2012

**Georgia Department of Human Services**

AGENDA

- Purpose

- Document Imaging System (DIS)

  - Self Service Document Capture

  - Oracle Distributed Document Capture

  - Universal Content Management

  - DIS Review

  - Future Capabilities

- Client Notices

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Purpose of the Document Imaging System (DIS)

- Provide DHS with a robust Enterprise Content Management Architecture to store documents electronically
- Provide the citizens of Georgia a self-service capability to scan and/or upload the necessary documentation when applying for Human Services programs.

Document Imaging System
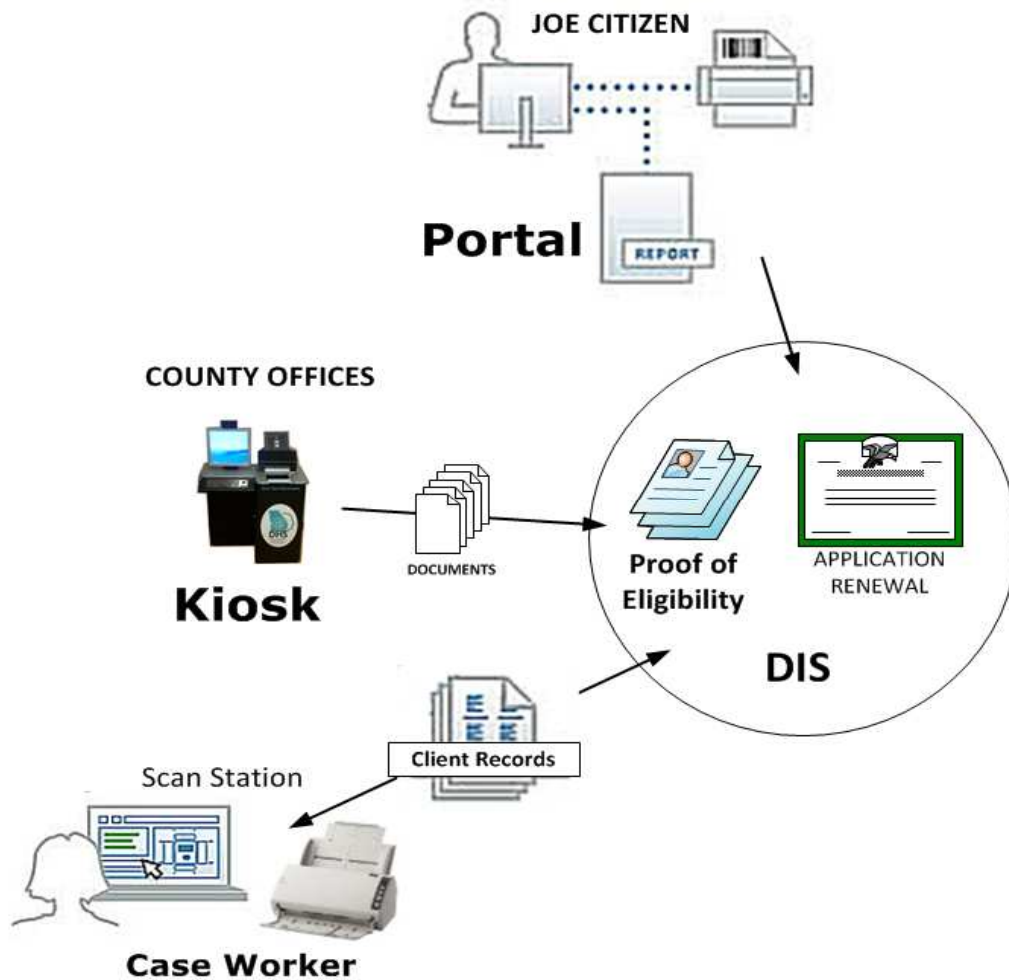
IMPROVEMENTS

Customers

- Submit documents from home and avoids standing in long lines.
- Quicker turn around of their applications

State workers

- Automated workflow improving operations
- Better organization of records
- Easier/faster retrieval of documents
- Sharing of eligibility documents with other DHS divisions

Self Service - Portal

At various stages in the application process the Portal allows constituent to Upload electronic eligibility documents Into the DHS Document Imaging Application

- New applications
- Renewals
- Changes to record

Self Service Portal - Continued

This is the page that displays when a user clicks the upload docs button from the MY COMPASS Home Page
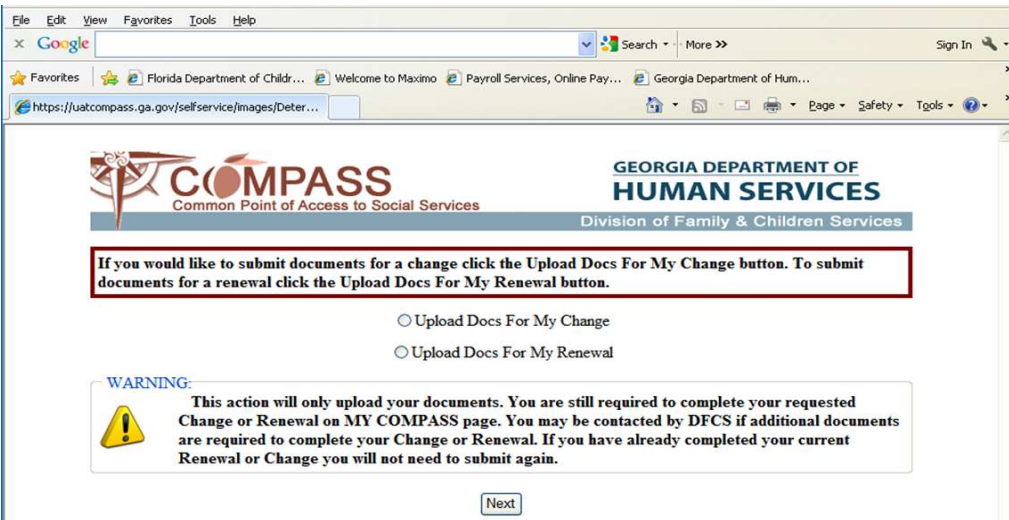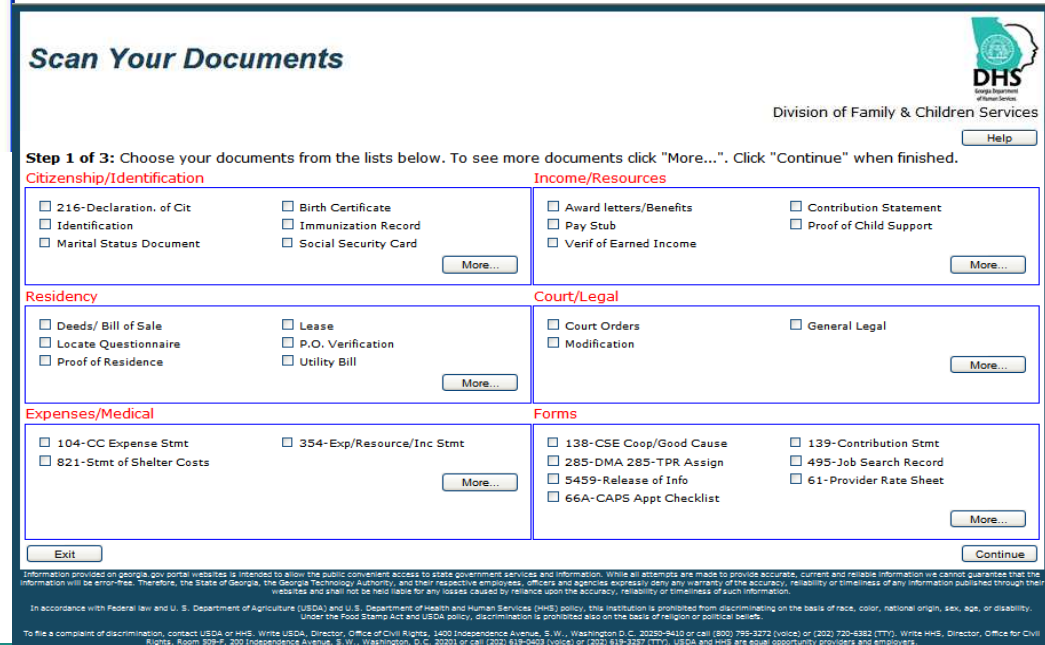
This page will display after:
The user clicks Upload Docs button from the Thank you Submission Page or the Application Status Check page

Self Service - Kiosk

Customers are given:
- Choice of DHS Division
- Choice of Document to Scan
- Step by Step Instructions
- Average Scan time is 15 min.

Kiosks
- County Office Lobbies
- Presently have 75 Kiosks
- 100 more Planned

Benefits of Self-Service

- Better Customer Service: Citizens can submit required documents from home or at the office kiosk which cuts down on office foot traffic and customer wait times

- Eliminates manual process: Citizens are given the ability to scan and index the documents thus enabling workers to spend their time in processing applications and renewals thus increasing productivity

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Back Office Automation

Scanning Profiles that determine
- Color of image
- Program
- Document Meta-data
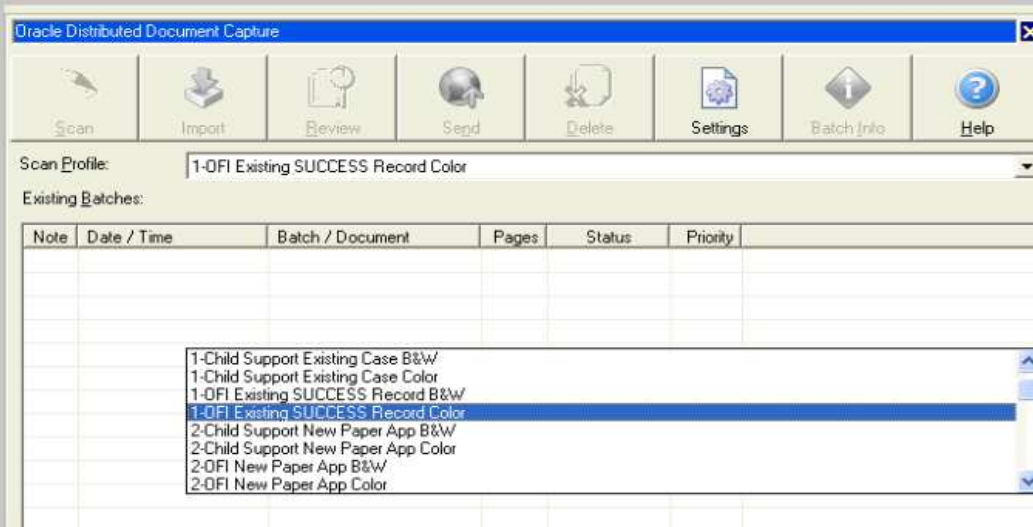
- Document Toolbar
- Document Page Layout
- Indices Dropdown boxes
- Document Viewer

Benefits of Back Office Automation

- Eliminates the need to request the same document again. Scan once keep forever. Across Programs.

- Eliminates physical filing of documents. State Employees electronically file and catalog the document into repository.

- Automates subsequent manual business processes by facilitating workflow.

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Pilot Status

DFCS DIS Pilot

Region 10
- 14 Counties
- next region rollout in June

DCSS DIS Pilot

Gwinnett County
- uploaded images from
the SMI repository
- next county rollout in June

Pilot Documents in Repository

OFI & Child Care

Total thru 4/13/2012		
Application	Transaction Count	Document Count
Back Office	38287	77579
SSDC-Import	371	1310
SSDC-Kiosk	455	1473
Totals	39113	80362

Child Support

Total thru 4/13/2012		
Application	Transaction Count	Document Count
Back Office	476	1150
SMI Migration	760843	760846
Totals	761319	761996

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Overview of the Universal Content Management Tool

Repository for Documents with two major features
- Robust search engine
- Document Queues for business workflows

Universal Content Management – Search Result

- Search results show document(s)
- Each document is defined
- Capture information is displayed

Universal Content Management - Worker Queue

- Eight (8) filters to sort documents in queue
- Can filter by one or all filters at once
- Displays 100 entries (documents) at a time

Benefits of UCM

- Reduced Storage

- Flexible Indexing, Easier Search &Retrieval

- Sharing of Documents by different Programs or Divisions

- Controlled and Improved Document distribution

- Improved Security

- Disaster Recovery

- No Lost Files

- Improved Regulatory Compliance

- Improved Internal Operations

- Improved customer service and satisfaction

REVIEW – CURRENT STATE

DHS Document Imaging System

Document Submission Channels

Self-Service MFD Scanner Computer

Oracle Capture

- Imaging

Oracle Universal Content Management

- Document Management
- Search & Retrieval
- Workflow
- Reporting
- Records Management

Oracle Database

Integrated Systems

COMPASS

SHINES

SUCCESS

$TARS

CSPP

Future Capabilities
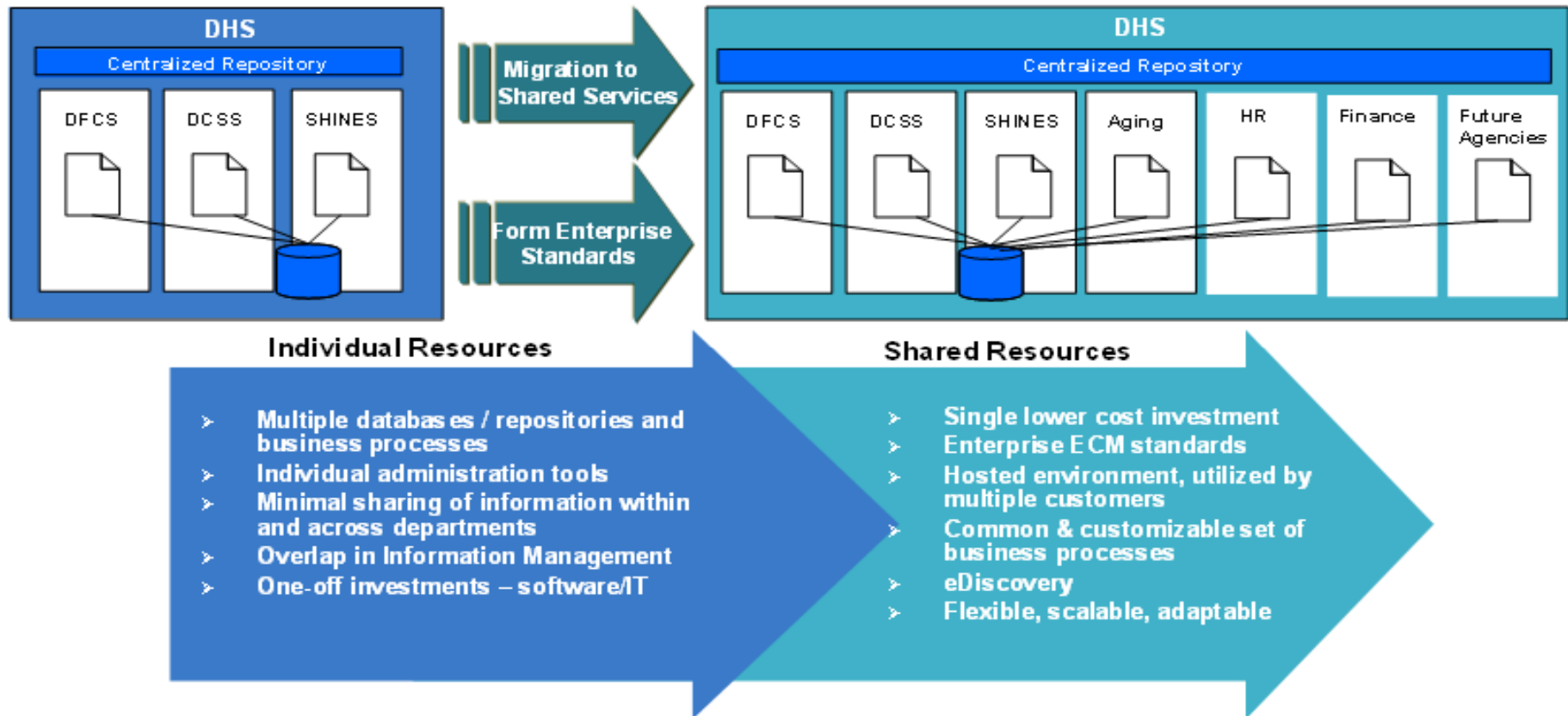
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- **Client Notices**

Client Notices in SUCCESS

PROBLEMS WITH CURRENT TECHNOLOGY

- Any changes to the Notice is time consuming – Any wording changes to Notice Template requires reprogramming in Cobol

- Hard to Read - Notice to clients notifying them of their eligibility for more than one program results in disjointed and fragmented notice.

- Renewal notice process too cumbersome – Currently the client is required to review their entire application for changes

New Technology – ADOBE Lifecycle Production Print
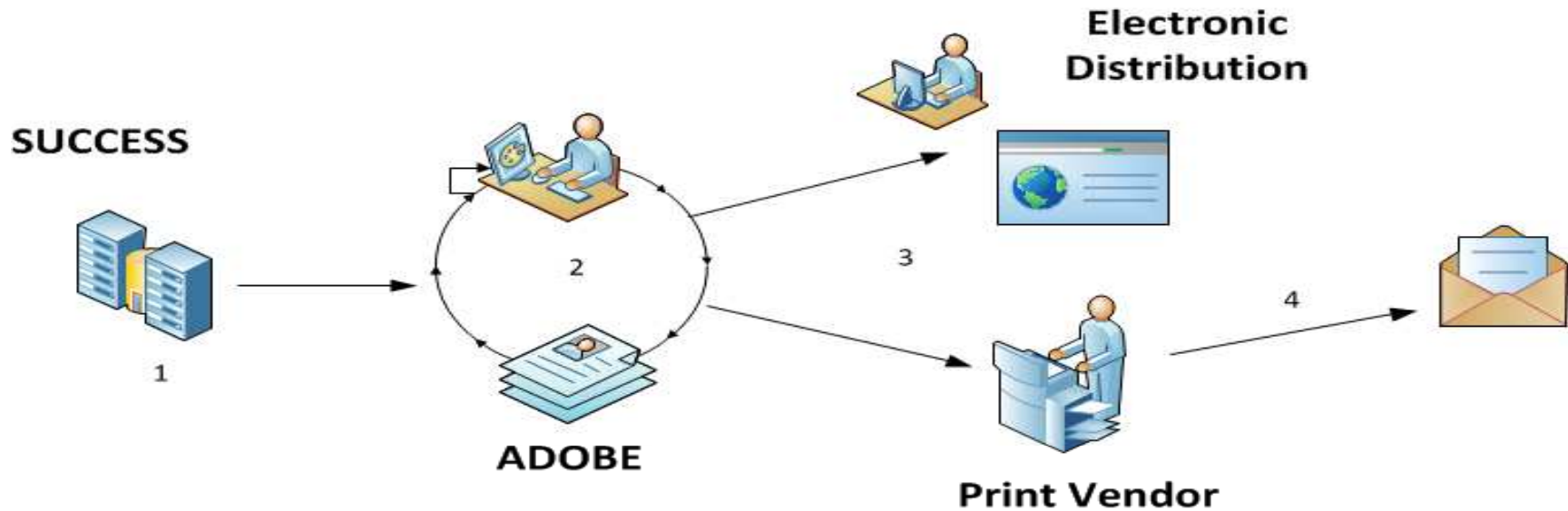
1. Success still maintains and provides client notice data
2. Adobe designs notice template and merges data into final output format
3. Notice distribution alternatives:
- Provides current mail out capability
- Electronic notices distribution (client portal account, email, or web sites)

Benefits of ADOBE Lifecycle Production Print

- Easily author electronic forms. Not dependant on programmers to make changes to notice templates.

- Has a high-performance document composition engine

- Integrates with spell-check system and customizable dictionaries

- Can group documents so that notices going to the same person or family can be batched and sent together.

- Delivers complex jobs involving multiple output types simultaneously