

# CHILD SERVICES ENFORCEMENT

Captures and manages applications for services, employment verification letters, court orders, and related document images, automates the workflow for the posting of these documents, and automatically correlates them with existing Human Services systems.



## Target Industry

Government

## Business Application

- Child Services Enforcement

## Products:

- FileNet Business Process Manger
- FileNet Content Manager
- FileNet Capture

## Industry Challenges

Child Support Enforcement forms, including applications for services, employment verification letters, court orders, and other documents are received by Human Services agencies through the web interfaces, via the mail, and by walk-in paper applications. Entry of the paper applications into existing mainframe systems is a time-consuming, error-prone manual process.

## Key Business Requirements

Government agencies are looking for Enterprise Content Management (ECM) solutions that automate the document capture and workflow for managing documents in order to increase productivity and reengineer business processes for handling forms and correspondence. Specific requirements include:

- Increasing productivity
- Improving accuracy
- Reengineering business processes
- Lowering the cost of government
- Improving service delivery to constituency

## Business Challenge

Paper documents are kept in the case files in each regional office. When a constituent goes into a regional office, the process to retrieve requested information generally takes three to five days. The process steps include:

- The constituent requests a document by telephone
- Agency staff researches the document location
- The document is either faxed or mailed to the regional office
- The constituent must return another day to pick up the requested document

## Solution Description

Softech DocWizard™ for Child Services Enforcement application provides a complete imaging, data storage / retrieval / reconciliation, workflow, and reporting mechanism for processing of documents related to child support cases.

Applications for services, employment verification letters, court orders, and other documents are received at a Human Services Agency in a variety of ways, having originated from constituents, from employers, and from courts. Human Services Agency employees open the mail or receive faxes and, instead of typing information contained within the documents into a computer, they prepare the received documents for scanning. They then scan the documents, which are captured into a scanned image database with an associated document record locator for correlation with existing documents or with documents anticipated to arrive at some time in the future.

Trained data entry personnel are able to view pending documents and check them out for data entry or correction. The Child Enforcement Services solution has already used its Advanced Document Recognition (ADR) capabilities to automatically capture much of the information contained within the documents. Where ambiguities exist, the operator is guided from one piece of information to the next so he or she can complete any remaining data entry into the existing systems. Since the document image is displayed for the operator with typically superior resolution, any manual entry of data is quicker and more reliable than it was back the original document was used for entry.

Since the solution is integrated with the Human Services existing systems, the desired images are managed as a complete document package and can be retrieved upon demand. Metrics are reported so that organization management has visibility into processing rates, snags, and improvement initiatives.

## Unique Capabilities

Advanced Document Recognition (ADR) capabilities relieve the data entry operator having to enter much of the information contained within documents received by the agency. Scanned images for applications for services, employment verification letters, court-generated support orders, and other documents are available at any time by anyone authorized to access them.

The solution's management capabilities allow authorized personnel to access an entire collection of documents related to a single child support case, as needed. Image enabling the mainframe allows users to retrieve images while they are working in the mainframe screens. Optimized processes ensure that work flows through the various organizations such that overall organizational efficiency is achieved. Workflow during the capture and ADR process is optimized to minimize network traffic with the central FileNet Content Engine, so that remote field offices connected via WLAN can continue to use existing, slower links to the central server.

## Value Proposition – Softech DocWizard™ for Child Services Enforcement solution:

- Reduces the time associated with manual data entry processes
- Decreases data entry mistakes
- Eliminates paper shuffling and retrieval
- Ensures information can be found at any time and is presented in an easy-to-use manner
- Provides agency management with visibility into day-to-day operations and trends occurring over time
- Enables improved service to constituents

## Return on Investment

Since paper-intensive processes tend to become complicated over time and difficult to measure with consistency, government agencies often have lost confidence in their ability to accurately assess their current costs. Yet they know instinctively that significant improvements can be made with reengineered processes enabled and sustained by the proper set of automated tools. As a result, agencies do their best to articulate ROI as they launch new initiatives.

Softech's experience is that metrics established by ECM-based initiatives confirm significant reductions in time, error-correction and overall labor costs.

## Company Description

For over 10 years Softech & Associates has been a premier provider of IBM Enterprise Content Management solutions with more than 100 ECM customers. Softech provides cradle-to-grave software development and support services along with system conversion, data conversion and migration, media migration, system upgrade, and IBM P8 maintenance support services.

## Contact Information:

**Softech & Associates, Inc.**  
1570 Corporate Dr. Suite B  
Costa Mesa, CA 92626  
(714) 427-1122  
sales@softechis.com



**DocWizard™ for CHILD SERVICES ENFORCEMENT**