



# COUNTY OF VENTURA HUMAN SERVICES AGENCY

Barry L. Zimmerman  
Director

December 11, 2012

Board of Supervisors  
County of Ventura  
800 South Victoria Avenue  
Ventura, CA 93009

Melissa Livingston  
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Administrative Services

Linda Henderson  
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Judy Webber  
Deputy Director  
Children & Family Services

Curtis Updike  
Deputy Director  
Transitional Assistance

**Subject:**     **Receive and File a Presentation on the Human Services Agency's Enterprise Content Management Project and its Return on Investment.**

## **Recommendations:**

It is recommended that your Board receive and file a presentation on the Return on Investment of the Enterprise Content Management Implementation Project.

## **Fiscal Impact:**

There is no fiscal impact associated with this item.

## **Background:**

On August 5, 2008 your Board approved a countywide Enterprise Content Management (ECM) project and related pilot programs. The primary objectives of the ECM project were to go paperless where possible and to optimize the County's business processes to show a return on investment in value, work efficiencies and productivity. The Human Services Agency's ECM project was one of four pilot projects (Human Services Agency Pilot, Human Resources Pilot, General Services Agency Pilot, and Auditors Pilot) approved by your Board. HSA implemented its General Relief ECM pilot project in February 2011, and expanded ECM to some 700 users in multiple program areas in October 2011.

## **Discussion:**

ECM has been made available to several programs administered by HSA, including General Relief, Medi-Cal, CalFresh, CalWORKs, and the Foster Care program. ECM now gives caseworkers within these programs a unified platform for digitizing, storing, and retrieving documents they need to qualify applicants and deliver services to residents of Ventura County.

Each month, HSA scans some 350,000 documents, or about 4.2 million per year. By reducing what would be paper documents, the county is able to incur cost savings in warehouse and office space, savings in paper and related costs, improved staff productivity and workload balancing. The ECM system also adds many benefits to HSA's business processes such as stronger data security, more efficient audits, efficient regulatory compliance and streamlined staff training. The three-year return on investment of the project exceeds a cost savings of \$900,000, with the costs of implementing ECM paid back in the first 25 months.

Today, the Human Services Agency and the Information Technology Services Department will present to your Board an ECM project update and the return on investment realized by implementing ECM into HSA's business environment.

This project meets the County's Strategic Planning goals by providing enhanced Information Technology systems for employees which increases ongoing work efficiencies and client customer service consistent with Focus Area #1: Good Government, Financial Stability: Strategic Goal #3: "Invest in initiatives and tools to effectively and efficiently utilize, manage, optimize and protect County workforce, resources and assets" and Focus Area #2: County Workforce: Strategic Goal #2: "Empower employees at every level to provide county services with maximum effectiveness and efficiency."

This letter has been reviewed by the County Executive Office, the Auditor-Controller's Office, and County Counsel. If you have any questions, please contact me at 477-5301 or Melissa Livingston, Administrative Services Deputy Director, at 477-5303.



BARRY L. ZIMMERMAN  
Director



MIKE PETTIT  
Chief Information Officer

Attachments:

Exhibit 1-ECM Project Update Presentation  
Exhibit 2-Kofax Return on Investment Study  
Exhibit 3-Kofax Case Study