County of Ventura
Human Services Agency

ECM Project Update

Return on Investment

Board of Supervisors

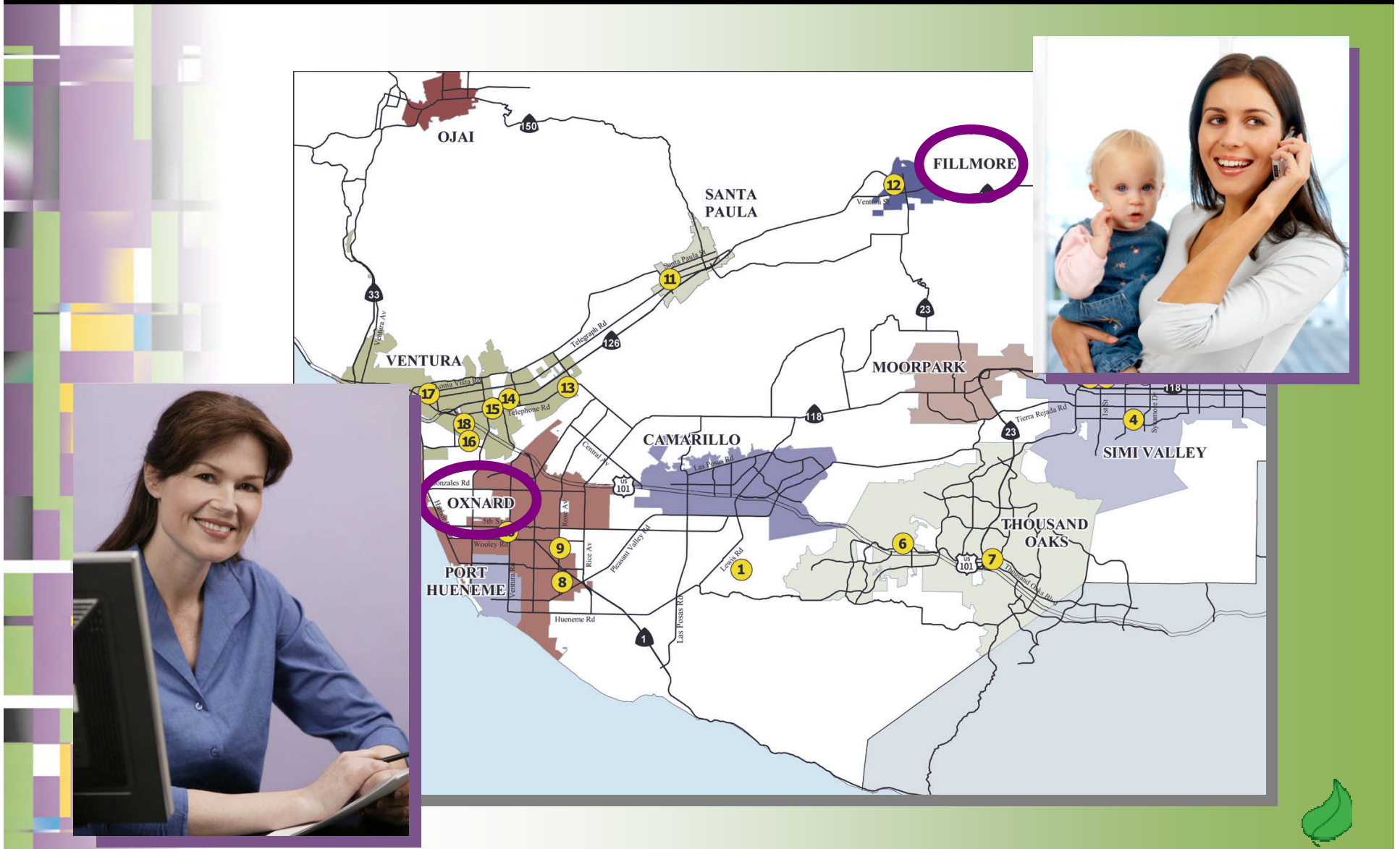
December 11, 2012

Barry L. Zimmerman, Mike Pettit

ECM One Year After Go-Live

- Brief re-cap of project goals
- Client and staff experience
- Return on investment: 3-year view
- Future expansion

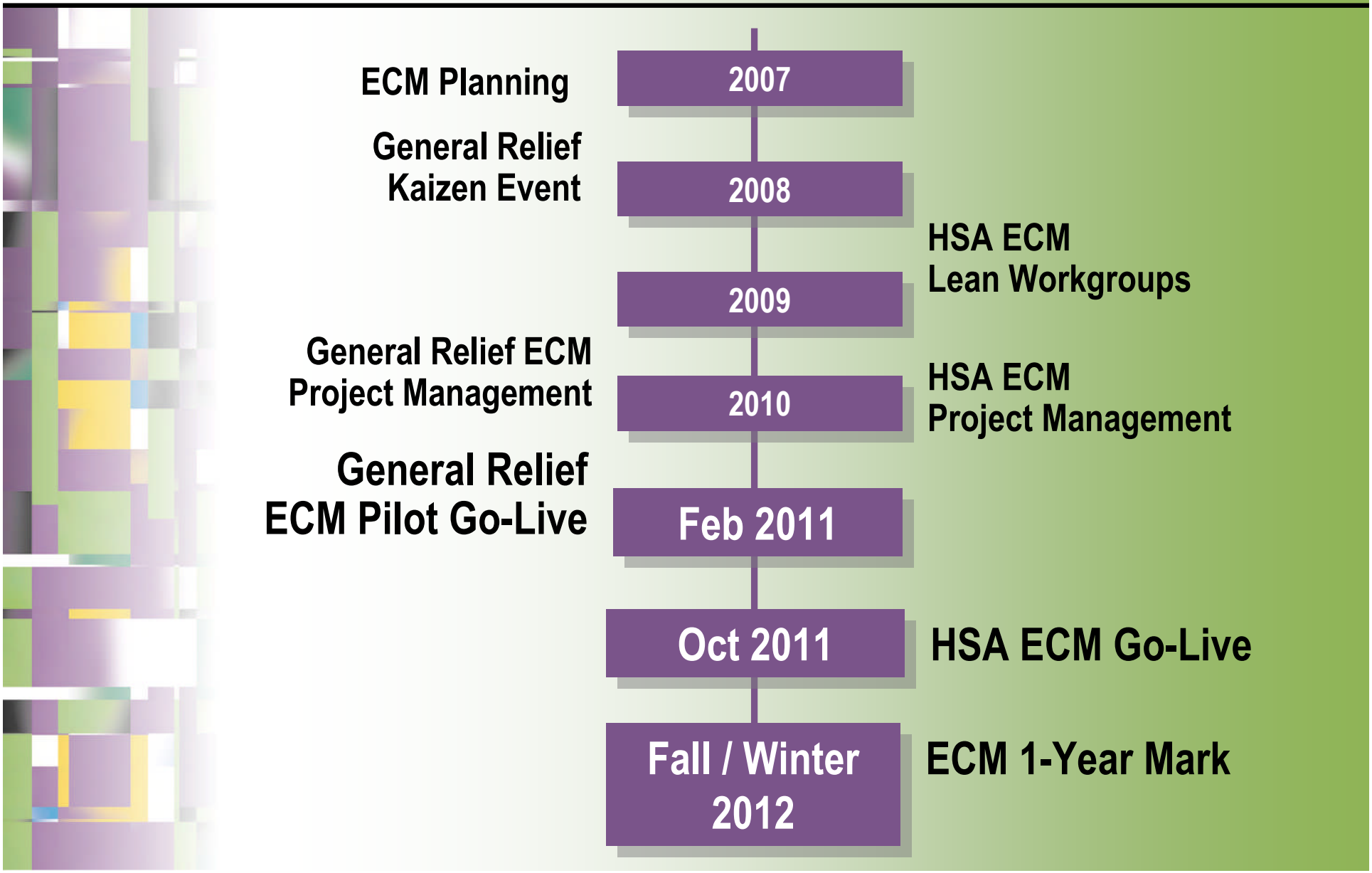
ECM "No Wrong Door"



ECM IT Services — HSA Partnership

- Capitalize on County's investment in ECM
- Make ECM cost effective for other agencies
- Leverage existing ITS-HSA team
- Create platform for expansion beyond e-cases

ECM Timeline & Milestones



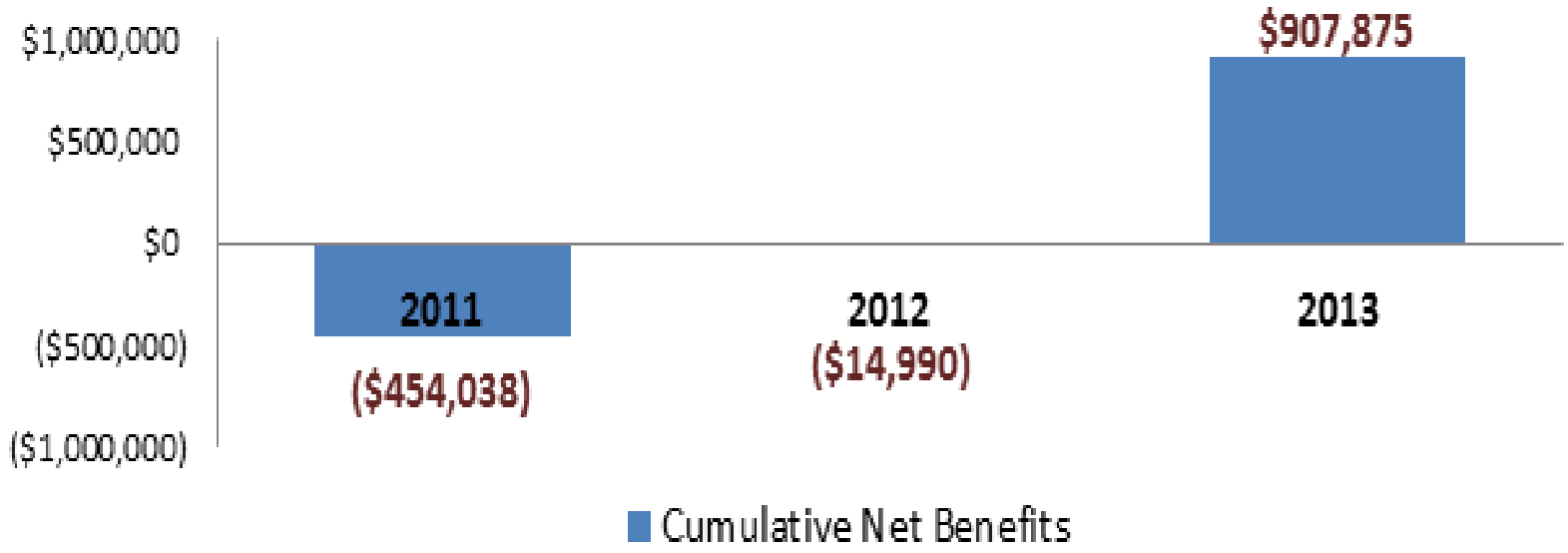
ECM Client & Staff Experience

ECM By the Numbers

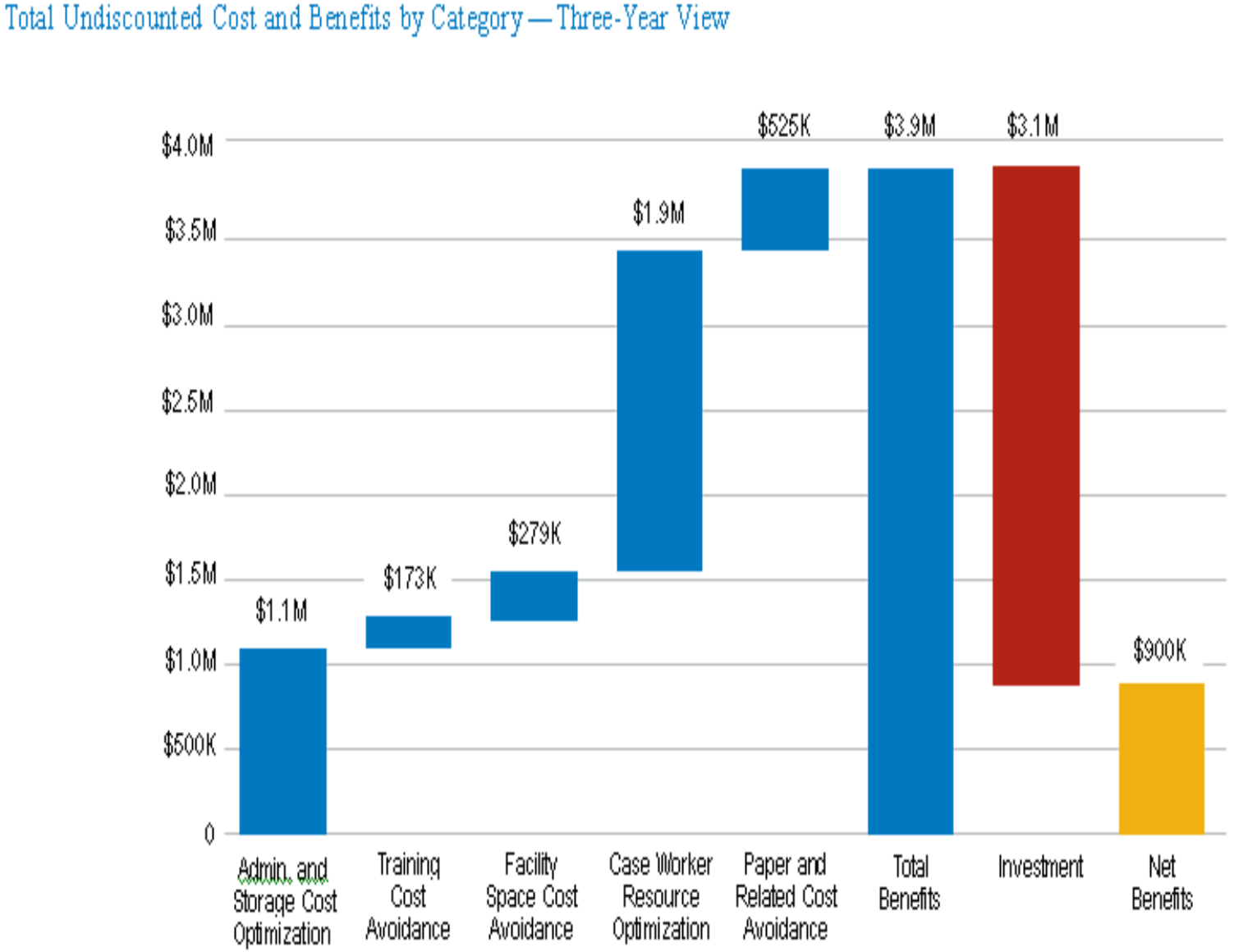
ECM Deployment Sites	13
Scanners	83
Duplicate Forms Eliminated	200
Forms Auto-Identified	753
ECM Users	708
Images Scanned Monthly	350,000+
Images Scanned Yearly	4,200,000+
Images Currently in ECM	17,000,000+
3-Year Return on Investment	$900K+

ECM ROI: Three-Year View

- 29% ROI in first three years
- Payback in 25 months



ECM ROI: Three-Year View



ECM ROI: Three-Year View

- $1.1M reduction in records storage costs
  - Reduced record preparation, storage, shredding and disposal costs
- $279K facilities space optimization cost avoidance
  - Converted 4,000 sq ft of file cabinet space into staff work areas
- $525K in paper-related cost avoidance
  - Less paper purchases and related costs

ECM Return on Investment

- $1.9M in labor productivity savings
  - Time-savings in file retrieval (12.8 minutes reduced to 4.6 minutes) will help HSA add 5 fewer caseworkers than service demands would otherwise call for
- $172K in staff training cost optimization
  - Streamlined rollout using “super users”
- $100K in audit support
  - Easier case access for State auditors

ECM Future Business Models

ECM lays the foundation for future business models, including

- Electronic work flows
- Mobile worker strategies that position staff in target community locations, making services more uniformly accessible
- Self-serve kiosks
- Integration of other compatible business tools
- Additional automation of paper processes

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