Kofax
Case Study

County of Ventura Automates Case Management Using Kofax Capture and KTM

Solution Designed and Implemented by Softech and Associates Dramatically Increases Productivity and Service Levels Despite Reduced Resources

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>
> – Patty Sanchez, IT Services Manager – Application Development for the County of Ventura

The Challenge

With the economy flagging in 2011, HSA experienced an escalating demand for services while budgets remained flat. "More people needed help yet there were fewer resources to provide it," said Patty Sanchez, IT Services Manager - Application Development for the County of Ventura.

In addition to keeping pace with increasing demand for benefits like Medi-Cal (healthcare), CalFresh (supplemental nutrition assistance), and Foster Care (care for abused, abandoned or neglected children), HSA adopted a high standard of service to support its clients. "Understanding these are difficult times and many of our clients are in need, we wanted to provide a 'no wrong door' approach to ease access to benefits for eligible recipients," Sanchez continued.

Because case management can be a highly manual process, the County of Ventura knew it needed to find a new, automated process that could significantly improve staff's flexibility in delivering services in order to support a high level of client care. "The staff was really entrenched with paper," said Martha Navarrete, ECM Business Analyst for the County of Ventura. Selecting the right technology was paramount.

The Solution

The County of Ventura has a very inclusive approach to change management, bringing together four teams of experts to identify the right solution: the Enterprise Content Management (ECM) Steering Committee, ECM Technical Team, ECM Program Team and ECM Infrastructure team. These internal teams collaborated closely with Kofax partner Softech & Associates, expert consultants in enterprise ECM solutions based in Costa Mesa, California.

Softech & Associates provides flexible client configurable document imaging and workflow solutions and tools that allow IBM FileNet P8 customers to better leverage their investment. Softech provides consulting services expertise in system installation and optimization,

The County of Ventura is situated on Southern California's Pacific Coast and is bordered by Los Angeles, Kern and Santa Barbara Counties. The major cities of Oxnard, Ventura, Thousand Oaks, Simi Valley and a half dozen other cities make up Ventura County. The population exceeds 800,000 and the average income is $40,380. In June 2011, the unemployment rate in the County was 10.3 percent and the poverty rate was 10.7 percent.

The County of Ventura Human Services Agency (HSA) provides public services that promote self-sufficiency, health and well-being. The programs help ensure the protection of children, the elderly and dependent adults, and provide a safety net for individuals and families who need assistance with food, housing and healthcare. Additionally, the agency helps people secure employment through education, training, job search skills, and job placement. HSA serves one out of every seven people in Ventura County.

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release upgrades, volume image conversions, high-speed document import/export, platform, data and application migrations, custom ECM solutions and customer support.

The initial objective for the new ECM Enterprise solution was to convert all paper files into electronic case files and to back file and import 88,000 active case files into its ECM system. The team identified the following requirements of a document capture solution that would help achieve their objectives:

- Easy integration and interoperability with other agency tools and technology including: CalWIN IVR (Interactive Voice Recognition), the CalWIN Benefits System, and existing Call Center infrastructure
- Flexible architecture that supports a shared services environment including all agency sites regardless of location (remote or central) or existing infrastructure
- The ability to scan 4 million images annually and be scalable enough to expand to other agencies
- The ability to automatically classify and extract data from 640 forms as well as unstructured forms in a single, secure workflow
- Support compliance with state and federal performance mandates positioning the agency to move to a mobile workforce
- Minimize the need for physical file storage and related costs

As a result of Ventura County's 2009 ECM pilot, the evaluation team looked at Kofax Capture first and concluded that, with the addition of Kofax Transformation Modules (KTM), it was the right solution to achieve the HSA's objectives. "With our intensive review by both technology experts and business users, we had tremendous confidence in selecting Kofax," Sanchez stated.

Kofax Capture is the industry leading scan-to-archive solution that scans documents and forms, extracts index data for retrieval purposes and delivers the images and associated data to the County of Ventura's repository.

Kofax Transformation Modules (KTM) are the most complete and versatile document classification, separation and data extraction offering on the market today. Regardless of document type, content or format, KTM allows users to leverage a single solution to automate all document driven processes.

The Results

In October 2011, the Kofax Capture-based enterprise solution was successfully deployed to 682 users and now serves as the foundation of a county capture shared service solution. According to Sanchez, "Our Kofax implementation was trouble free, on time, and within budget."

Navarrete added, "The project and its success are all about the people." To that end, the solution has been warmly embraced by users who find Kofax easy to use and a tremendous

time saver. The new process includes scanning the forms, reviewing them for quality, validating the accuracy of the form number and case number, and ensuring it is properly indexed before releasing it into the repository. The new process which eliminates case file setup and manual paper processing, pays off with easy retrieval.

Many clients are also happy with the improved service levels they receive from Ventura County's HSA. With easier access to the client data, more case workers are now available to assist clients, facilitating a faster turnaround of client benefits. In addition, by automating case management the County saves $54,000 per year in office space and eliminates $21,000 in annual storage costs.

One large benefit is this project implemented the foundational layer to transforming the business model from a physical case management system to a mobile case management system (remote access and distributed cases management model).

"Kofax was a key to our successful automation of the Electronic Case Management System," said Sanchez, who anticipates rolling the solution out to other agencies within the County of Ventura in 2012.

About Kofax

Kofax plc (LSE: KFX) is a leading provider of Capture Enabled BPMTM solutions. These award winning solutions capture and streamline the flow of business critical information throughout an organization in a more accurate, timely and cost effective manner, enabling our customers to be more responsive to their constituents and better grow their businesses. Kofax solutions provide a rapid return on investment to thousands of customers in banking, insurance, government, healthcare, business process outsourcing and other markets. Kofax delivers these solutions through its own sales and service organization, and a global network of more than 800 authorized partners in more than 70 countries throughout the Americas, EMEA and Asia Pacific.

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