



Technology Innovation Showcase 2012



Document Imaging System Georgia Department of Human Services

The increased demand for human services, shrinking budgets and a reduced workforce required the Georgia Department of Human Services (DHS) to rethink how to efficiently deliver and administer services to its customers.

About the Situation:

DHS resources are challenged by the growing number of people accessing services and the subsequent increasing volume of incoming customer documentation. As a result, a continuous processing backlog was the norm. At the same time, there was a dire need to reduce office traffic and allow workers to focus on delivering customer service rather than processing paperwork. The outlying county health service offices were also experiencing a growing shortage of storage space for their customer records.

In addition to facing challenges associated with a growing demand for services, DHS set a goal to ease the paperwork and administrative burden associated with child support, child welfare, Medicaid, Food Stamps and other human services programs.

Innovative Solution:

DHS created the Document Imaging System (DIS) to meet these customer and organizational needs. The overarching goal was to get services to citizens more efficiently, while providing an easy interface for users and promoting collaboration among human services programs. DIS provides DHS with robust enterprise content management architecture to store documents electronically. It also provides Georgians a self-service capability to scan and/or upload necessary documentation when applying for human services programs.

Benefits:

- As a single repository for recipient data, the system allows citizens the flexibility and freedom to access services without duplicating efforts.
- Citizens can easily submit forms online or from one of the many kiosk-based scan stations into one centralized repository, reducing wait time and frustration.
- Eligibility determination processes are streamlined and expedited.
- Greater coordination and better integration exists among human services programs.
- Health services programs can handle more caseloads with the same—or even reduced—staff.
- There is a financial benefit due to a streamlined quality control and quality assurance process where reviewers are now able to quickly find documents electronically, and the county offices no longer need to spend hundreds of hours pulling files.