



## APPLICATION FORM

All applications must include the following information. Separate applications must be submitted for each eligible program. **Deadline: June 1, 2016.** Please include this application form with electronic entry.

## PROGRAM INFORMATION

**County:** Albemarle County

**Program Title:** Improving Benefits Eligibility Processing through Technology

**Program Category:** Health & Human Services

## CONTACT INFORMATION

**Name:** Bryan Betts

**Title:** Manager of Applications Software & Digital Records

**Department:** Information Technology

**Complete Mailing Address:** 401 McIntire Road Charlottesville, VA 22902

**Telephone:** (434) 293-0297

**Website:** <http://www.albemarle.org>

**Email:** [bbetts@albemarle.org](mailto:bbetts@albemarle.org)

## SIGNATURE OF COUNTY ADMINISTRATOR OR CHIEF ADMINISTRATIVE OFFICER

**Name:** Thomas C. Foley

**Title:** County Executive

**Signature:** Thomas C. Foley

## **FULL PROGRAM REVIEW**

*State the problem, challenge or situation faced by the locality and how the program fulfilled the awards criteria (innovation, partnering or collaboration and a model for other localities). Tell how the program was carried out, including financing and staffing, and the program's results.*

# **Albemarle County DSS – Digital Records for Eligibility Benefits**

## **Background:**

In 2014, the Virginia Department of Social Services began accepting and encouraging digital online applications for service benefits. This was an important first step in streamlining a process that was time consuming and resource intensive. The previous paper application was in excess of fifteen pages long and required the completion of multiple sections even if there would never be a service consideration for that program. The new online application, known as Common Help, was designed to improve application handling times. Albemarle County realized that while the intake process was a bottleneck, paper was still generated in equal amounts downstream in the course of daily case management. To maximize efficiency, the whole casework process needed to occur electronically. Albemarle County partnered with Laserfiche document imaging to implement a case management solution that secures all documents in the digital domain from intake to service delivery.

## **Overview:**

Laserfiche provides an electronic document management platform that allows for the automated filing, routing, and record retention assignment for all Benefits cases in Albemarle County. The collaborative participation rates in case management have been enormous as the complete client case record is available to all team members in real time. Eligibility determinations and associated service plans can be reviewed and verified by any team member, and this has an enormous impact on the quality of customer service the agency is able to provide. Supporting documentation that the client provides can be scanned to the Laserfiche system and be made available to the appropriate person without an

appointment or office visit. Security and privacy considerations are addressed since there is no longer any paper that can be misplaced, and timely processing goals have been improved remarkably.

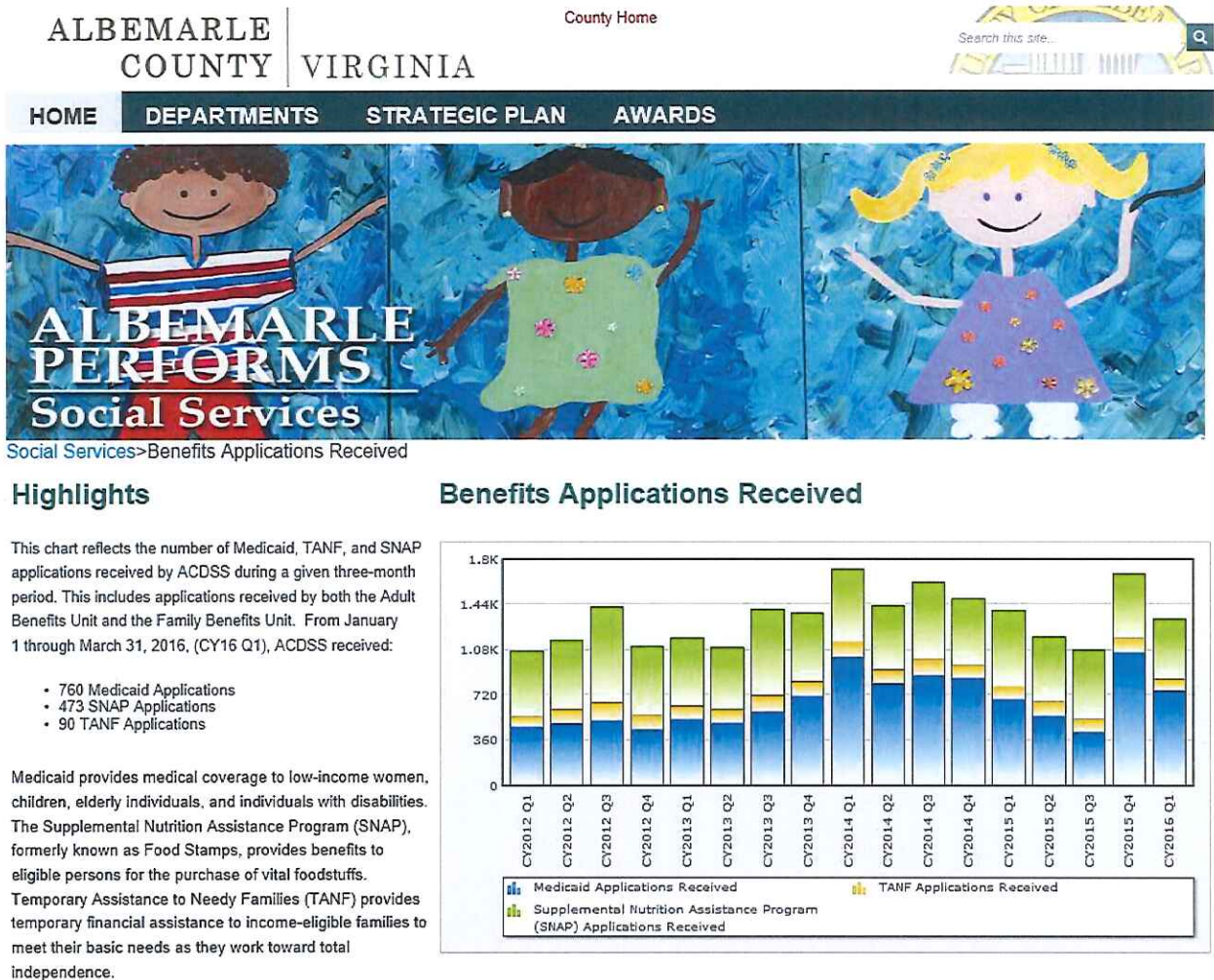


Figure 1-Key Performance Indicator: Benefits Applications Received

By using the collected case data reported in the web based Key Performance Indicator (KPI) program – Albemarle Performs, Albemarle County DSS is able to make structured decisions about future service delivery and predicted need in the community. Strategic analysis of case processing metrics also help



the agency make staffing decisions based on caseload numbers and assignments.

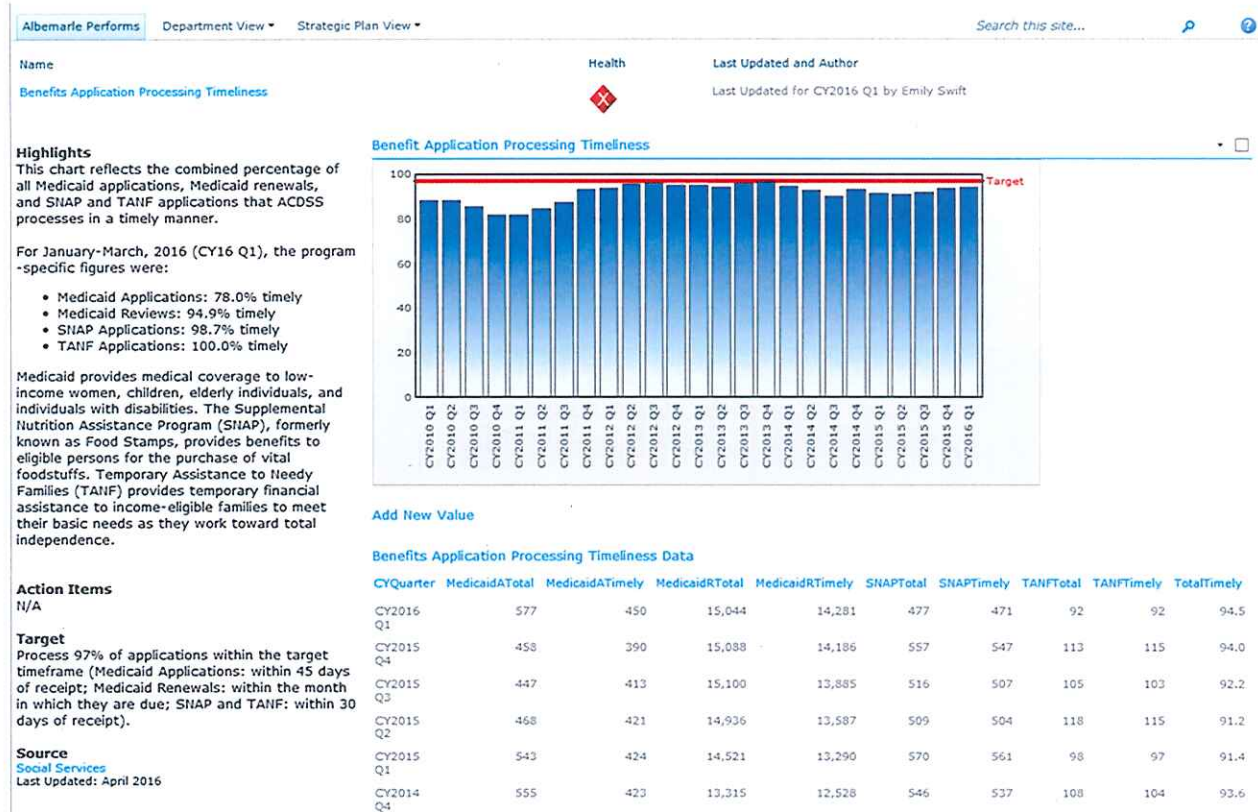


Figure 2-Key Performance Indicator: Benefits Application Processing Timeliness

Mail handling has now been centralized and incoming mail is scanned to Laserfiche at point of entry, instead of being routed to the eligibility worker for processing. This means each staff member can devote more dedicated time to the team-based casework model.

Finally, all documents are fully managed by a records retention system that is compliant with Library of Virginia policies. As documents are first introduced to the system, they are assigned a category type that defines their required retention policy. Social Services can subsequently generate a file list of documents to be routed for secure destruction.

The innovative approach to use existing software owned by the County (Laserfiche) and the consistent review of metrics using an in house developed KPI system – make this system one which other localities can replicate.

### **SHORT OVERVIEW OF PROGRAM**

In the last 12 months, Albemarle County has expanded its use of Laserfiche by using it as an extensible platform to enable innovative document management solutions in other departments. Leveraging our current Laserfiche infrastructure, we have been able to realize a significant ROI as we deploy solutions across the board.

The Department of Social Services migrated their entire benefit eligibility process to an electronic case management workflow based on Laserfiche. Applications for services can now be submitted, processed, and fulfilled purely in the digital domain. This has streamlined the entire case management unit and has enabled a more positive customer engagement outcome. Internally, team-based case management collaboration is near real-time. Innovation, collaboration, and ultimately an investment in a solid technology foundation, has produced scalable gains throughout local government.

The Department of Social Services is also using an in house developed Key Performance Indicator tool to measure performance and analyze data. This dual approach toward improving benefits processing time is an approach which can be replicated by other localities.

### **BRIEF SUMMARY OF PROGRAM**

Albemarle County improved the efficiency of benefits eligibility processing through its use of Laserfiche for digital records management and Albemarle Performs to track and analyze Key Performance Indicators. This process improved performance and made case records available to all authorized staff in real time.