

ORANGE COUNTY SOCIAL SERVICES ENHANCES EFFICIENCY AND SERVICE DELIVERY WITH DAIDA'S DOCUMENT SCANNING SOLUTIONS

SUMMARY

Orange County Social Services Agency partnered with Daida to address inefficiencies in their paper-based systems. By outsourcing the digitization of existing case files and implementing a centralized intake system for new documents, the agency reduced costs, improved access to information, and accelerated service provision to the community.

CLIENT BACKGROUND

Orange County Social Services Agency provides medical, food, work, family, and general assistance to residents in need. The agency had two primary challenges: digitizing millions of existing paper case files and efficiently managing the intake of thousands of new forms each month.

THE CHALLENGE

The agency's Assistance Programs Division had 9.6 million pages of existing client case files that were not available in digital form, while the Family Self Sufficiency Division had over 20 million pages of closed files requiring digitization. Additionally, state law mandated that new information be processed and available to caseworkers within 48 hours of receipt, leading to a decentralized and costly intake process across eight offices.



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THE SOLUTION

Daida proposed a two-pronged approach to address Orange County Social Services Agency's docu- ment challenges. First, Daida converted 9.6 million pages of client cases and 21 million pages of CalWORKS case files into digital images. Second, Daida established a centralized mail/ data center to manage the daily scanning of over 80,000 images from new aid forms, reducing the intake process from eight centers to one.

IMPLEMENTATION

Daida handled case file preparation, scanning, indexing, and quality assurance for the digitization of existing case files, delivering imaged data nightly on USB drives to the agency. The files were then uploaded to the agency's OnBase system. For the ongoing intake of new forms, Daida's scanning specialists utilized best-of-breed hardware and software to maximize performance, scalability, and security. All work was completed in compliance with relevant confidentiality and data protection regulations.



RESULTS

- **Centralization of document intake, scanning, and management, leading to increased cost-effectiveness**
- **Reduced number of intake centers from 8 down to 1**
- **Improved access to information for caseworkers**
- **Enhanced efficiency through refined workflow processes and automation**
- **Accelera ted service provision to community members in urgent need of government assistance**
- **Compliance with state law requiring information processing within 48 hours of receipt**
- **New intake process often completed within 24 hours**

CALL TO ACTION

Streamline your government agency's document management processes with Daida's innovative scanning solutions! Our expert team can help you digitize existing case files, establish efficient intake systems, and improve overall efficiency and service delivery. Contact Daida today to learn how we can support your agency's transition to a more effective, cost-efficient, and responsive document management environment.

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