

A Solutions Story from Kodak

Clark County, Nevada Department of Family Services Achieves Greater Efficiency, Saves Time and Money With Evolving Document Imaging System

Kodak Scanners, **Kodak** Capture Pro Software and File360 Document Management System Streamline Operations

Customer

The Clark County Department of Family Services is the local public agency whose role is to help keep children safe. The agency was formed in July 2002 in response to the merger of state and county child welfare services.

Challenge

Prior to 1998, Clark County utilized microfilm/microfiche systems to record a portion of records related to cases and other important documents. Internal staff could use readers to access documents and the public could request printed copies (that usually arrived within a day or two), but it was not an elegant solution.

Because a great deal of paper record keeping was still in place (with resultant issues such as misplaced documents and a lack of simultaneous access to files), an initiative focused on creating a more modern document imaging solution began in 1999. Closed-case and older records and documents were scanned and stored optically on jukeboxes for digital access, and by 2003, greater desktop access to files was available for County staff through their File360 document management system.

More recently, several County departments have enhanced their use of digital images to include “live” scanning—accessing current in-progress records along with back file documents. The Department of Family Services faced the additional challenge of needing digital access to current files for 750 staff members located in six different buildings around the Las Vegas vicinity. Caseloads continued to increase, with a resultant increase in paperwork.

Solution

With continuously growing document volumes, locations and personnel, Clark County needed to quickly determine benefit eligibility and avoid logistical logjams. To streamline their processes, Family Services and the County continued to upgrade and expand their use of File360.

New **Kodak** Scanners were added to the County’s arsenal to accommodate both distributed and centralized scanning (at the main office). **Kodak** Scanners now being utilized include the i1220, i260, i840, i1440 and two i780 models.

Kodak Capture Pro Software is used for document capture and indexing into the County’s document repository. Caseworkers and other authorized personnel now have simultaneous, live-time access to almost all documents, and can search via case number, name, ID, case names and other key criteria.



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Results

- > Success of “live” scanning with the Family Services Department continued to be implemented throughout the department, but has led to further deployment with 27 other departments, including the Medical Examiner’s office and Family Services—both of these divisions formerly only scanned paper documents at the conclusion of events or cases.
- > “We now achieve much greater efficiency in units with this solution, and the quality of the captured images is excellent,” said Lori Higdon, Senior Business Systems Analyst for Clark County. “People no longer have to drive across town to pick up or deliver, and unlike the outputs from the old microfilm system, the hard copies are crisp and clear.”
- > Quantifiable bottom-line returns—fewer file cabinets and rooms to hold them required; dollars recovered can be positively repurposed. Process times reduced to speed benefit eligibility and other key decisions. Overhead related to retrieval, scanning and indexing reduced.
- > Much less time expended and frustration experienced as requests can be fulfilled much faster and documents accessed simultaneously with no danger of files being misplaced or lost.
- > “In the past, for a court proceeding for instance, a caseworker might have to bring three or four huge binders of case files with them,” said Eboni Washington, Senior Management Analyst. “Now they can pull the data electronically and quickly identify just the documents they need. It’s a much easier and more efficient process.”
- > The likelihood of fraud has been reduced, as documents exist electronically for immediate review.
- > Improved compliance with increased accountability and security, along with enhanced quality of service.
- > Consumers, and department personnel, can now access documents and photos online.
- > Additional features of **Kodak** Capture Pro Software are now being utilized, such as auto indexing that reduces manual indexing time and eliminates potential human errors, as well as bar code scanning to automate data entry.

*“From an IT perspective, we were able to deploy and can now expand this system quickly and efficiently. The rapid adoption by Family Services means they can act as advocates for document imaging as we roll it out to other departments. It’s an intuitive hardware and software solution where the **Kodak** Scanners, **Kodak** Capture Pro Software and File360 work together beautifully to deliver exactly the advantages we need.”*

—Lori Higdon, Senior Business Systems Analyst, Clark County, NV

To learn more:

www.kodak.com/go/docimaging

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