

“FileTrail’s desktop accessibility has helped us make better and more efficient use of staff time. Our ability to quickly find files and access imaged documents is a tremendous asset during data reliability audits.”

Joan Kennedy

Director
Office of Child Support Enforcement

Prince George’s County Office of Child Support Enforcement

Client Profile

Headquarters: Marlboro, MD

Industry: Social Services

The Prince George’s County Office of Child Support Enforcement (PGCOCSE) exists to raise the standard of living for children by enforcing their right to receive financial support from both of their parents. The child support program assists families with collecting much needed child support from non-custodial parents. PGCOCSE implemented FileTrail to automate file tracking and document imaging.

FileTrail Implementation: 2005

FileTrail Products Implemented

- **FileTrail Professional** - Complete file tracking and records management automation.
- **FTMobile™** - The software allows files to be checked-in, checked-out, transferred and boxed without being tethered to a workstation.
- **FTColorLabel** - On-demand printing of color-coded folder labels.

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...because Paper Happens[®]

<http://www.FileTrail.com>

Background

Finding case files had become a time-consuming problem for the Prince George’s County Office of Child Support Enforcement (PGCOCSE). With a staff of nearly 100, the agency was responsible for almost 60,000 active cases.

PGCOCSE selected FileTrail through a formal RFP process to automate file tracking, imaging, and existing manual processes. PGCOCSE has realized many benefits since implementing FileTrail in September of 2005. Automated file tracking eliminated searches for case files, while imaging reduced the need to retrieve paper case files. Also, FileTrail’s internal controls have helped PGCOCSE prepare for external audits.

Sharing Document Images

One of the most significant changes for PGCOCSE has been the ability to capture and manage document images. With nearly 60,000 active cases, staff spent a lot of time retrieving files. Access to images at any desk has reduced the need for retrieval of files.

While PGCOCSE had been using digital copiers with imaging capabilities for years, there was never a tool for managing or securing the images. As a result, it was determined that imaging documents was not feasible using only the digital copiers.

“Imaging with FileTrail has changed everything,” according to Joan Kennedy, Director. “FileTrail organizes and links the images to searchable case information.”

FileTrail captures key documents using digital copiers. The ability to search for and view images online reduces the need to pull the actual case file. Comprehensive security controls who can add and view images.

Ending Searches for Case Files

FileTrail combines bar code technology with software-based processes to quickly check-in and check-out case files. Ease of use is critical as the file room is unstaffed and the agency depends on staff to pull their own files and perform the check-out.

“The check-out process in our old bar coding system required four times as many steps as FileTrail,” said Delores Jones, Deputy Director. “We had difficulty enforcing a check-out system before, but FileTrail is so easy that compliance is no longer a problem.”

Application Highlights

- FileTrail is installed on the firm's servers and utilizes a SQL 2000 database.
- FileTrail contains information on over 75,000 active cases and is actively used by almost 100 case worker staff.
- FileTrail migrated legacy data from an Infolinx database containing case data, location of the file folders and location history information.

Key Results

- **Automatic Compliance** - FileTrail compiles and maintains audit trails, while increasing staff accountability.
- **Increased Efficiency** - Location tracking simplifies retrieval of case files, while document imaging reduces reliance on the paper case file.
- **Maximized Resources** - More work is accomplished using current staff.
- **Minimized Exposure** - Powerful security controls who may access employee cases and other sensitive information.
- **Simplified Audits** - Retrieval of paper-based case files and imaged documents on-demand.

Customer Insight

Cost was a big concern. We know other child support enforcement agencies have paid a lot of money for this type of software. FileTrail costs significantly less, and included imaging, file tracking, bar coding, printing color coded labels, and more.

FileTrail is a well-designed system. The processes show an understanding of how people really work with software. Many of our processes are much more efficient with FileTrail than they were with our previous Windows-based system. And FileTrail gives us monitoring and management capabilities that we never had.

About FileTrail

FileTrail, Inc., is the leading provider of browser-based records management solutions. Companies of all sizes turn to FileTrail to streamline processes with the latest technology and most configurable software. Headquartered in San Jose, California, FileTrail has been providing solutions for records management since 2001.



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Ending Searches for Case Files

"FileTrail also contains an easy person-to-person transfer," added Sandy Heaton, Intake Unit Supervisor. "Now we know where every file is, even though it changes hands often."

Staff save a lot of time now that all the files are being tracked. Everyone can search for files in FileTrail without leaving their desks. FileTrail shows the current location of the file, as well as a history of previous locations.

Preparing for Federal & State Audits

Within 60 days of implementing FileTrail, the agency conducted three desk-to-desk audits using the Mini scanners from FileTrail.

"The best way to prepare for external audits is to conduct internal audits," said Kennedy. "These audits increased staff accountability for the files, preparing us for state and federal audits."

Sailing Through External Audits

Like many government agencies, PGCOSE is subject to external audits for its funding. The annual data reliability audit (DRA) required by Title IV of the Social Security Act is tied to federal funding, which is critical to PGCOSE's operating budget.

"FileTrail helped us organize our documents in preparation for our audits," said Kennedy. "Our ability to quickly find files and access imaged documents saves us tremendous time and decreases the amount of time necessary to respond to our data reliability audits."

Getting Through Amnesty

Each year, PGCOSE participates in the Child Support Amnesty initiative. This week-long program is designed to give parents an opportunity to resolve child support arrears without fear of arrest or prosecution.

Amnesty week presents several challenges to PGCOSE. The volume of activity is dramatically higher. In addition, most of these are walk-ins, requiring on-demand retrieval of their case files from the third-floor file room and delivery to the first-floor customer service area. FileTrail's requesting and request fulfillment tools ensure that files are delivered quickly for walk-ins.

Automated Color-coding

FileTrail prints color-coded folder labels on demand without the export-import process that the old system required. A single strip label includes meaningful data from FileTrail. Color-coding saves up to 60% of the labor required to create a new file, and reduces the time to retrieve and re-file case files by up to 75%.

Leveraging Web Technology

Web technology yields many benefits over Windows technology, including easier installation, lower cost of administration and secured access from remote locations.

"Our old bar coding system was Windows-based, and we would have had to install software at a hundred workstations," said IT Manager Steve Tran. "FileTrail only needed to be installed on one of our servers to be accessible by all of our staff."

Web applications provide more flexibility in security by allowing login from remote sites. This allows PGCOSE to share information and imaged documents with supporting agencies or other child support jurisdictions.

Contact FileTrail Today!

For more information about the benefits of automating with FileTrail, call your local FileTrail representative at:

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