



How Adams County Saved Time and Money by Streamlining Their Processes.

Challenge

With 65 total employees, the Adams County Workforce and Business Center (WBC) handles approximately 300 new files each month in addition to an average of 100 case management processes and 100 audits monthly—each of which was assigned a single paper case folder containing all relevant paperwork. These files ranged in size from 30 to hundreds of pages, with each file passing through a workflow consisting of as many as five people throughout the two and a half week enrollment process. That's a lot of folders filled with a lot of important—and very private—paperwork.

While WBC recognized that the process was cumbersome, it was unable to determine how to make it more efficient. By bringing in 5280 Solutions as a consultant, they were able to identify the following issues:

- **Efficiency.** One to two days were often lost in transitioning the printed case files from person to person for necessary reviews and signatures.
- **Redundant data entry.** Time-consuming and error-prone data entry had to be completed on multiple documents.
- **Case tracking.** There was no easy way to tell the case file's status in the process.
- **Privacy and security.** Files containing personal information were constantly being transported from desk to desk and could easily be misplaced or left in public view.

Solution

After observing and reviewing the WBC workflow, 5280 Solutions was able to design and implement an integrated workflow using new and existing software already owned by the WBC as well as several custom components.

With 15 years of experience in the ECM and document management business, 5280 Solutions was the right choice for WBC. While many providers claim an understanding of workflow management, 5280 Solutions has a unique background in maintaining document security while allowing for the secure sharing and editing of information. Extensive experience with process management concepts helps 5280 Solutions to effectively combine new and existing technologies to provide powerful and effective solutions for their clients.

Client

Adams County Workforce and Business Center (WBC)

Industry

Government

Solutions Utilized

- Scanning
- Document Management
- Workflow
- Electronic Forms
- Application Integration

Business Overview

For the past 30 years, the Adams County Workforce and Business Center in Colorado has devoted itself to creating opportunities for success by connecting Colorado businesses to a quality workforce. The WBC provides job seekers with needed training and education—including workshops and seminars—to assist in job search, resume building, and interview preparation as well as a variety of other job search-related services.

Case Study Highlights



The new system has led to 93% to 96% data accuracy levels



Response time cut in half



60% increase in efficiency

Results

5280 Solutions was able to virtually eliminate all paper processing in the WBC office while improving efficiency and accountability. Now, as WBC associates interview clients, various forms are generated simultaneously and partially populated from a single set of existing data. After being created, the forms are stored in the county's existing document management system and instantly routed to various departments and supervisors for approval. The WBC has also been able to successfully duplicate the program for both satellite offices, as well as other similar programs.

Since the new system was implemented, the WBC has seen great improvements in productivity and workflow, especially in the following areas:

- **Efficiency** – Transition time between steps has been eliminated, with the case file appearing in the next person's work queue instantly. The new workflow system also helped to create a simpler auditing process for the state of Colorado.
- **Redundant data entry** – Updating one field will dynamically update all related fields, eliminating redundant data entry and reducing errors.
- **Determining priorities** – Each electronic file now carries a clear process status indicator, leading to less confusion and a more streamlined workflow.
- **Privacy and security** – Electronic records are stored on a secure server complete with individual permission levels for viewing, editing, and authoring, depending on an employee's needs.

The Adams County system was also recognized as a 2010 best practice by the Colorado Department of Labor and Employment. The "Smart and Dynamic Workflow Solutions" award was presented during a statewide workforce conference and continues to enhance the efficiency of the WBC's intake process.

For more information on how 5280 Solutions can implement customized technologies to streamline your workflow **visit us at www.5280SharePoint.com**.

Client Success

"The biggest difference is how fast they go through the system and how smoothly the process goes."

Jennifer McDaniel
MIS Coordinator/Instructor

"The new business process management system allows us to audit cases far more efficiently. Processes that used to take two to three days now may take 15 minutes. Overall, the system has not compromised our accountability, but has led to greater accountability."

Chris Kline
Division Director

In just a few months,

the Adams County WBC has doubled the number of new dislocated worker enrollments while increasing staff by just 25%—a 60% increase in overall worker productivity.



5280 Solutions is a Microsoft® Gold Certified Partner and ISV, as well as an award-winning provider of Enterprise Content Management (ECM) products. 5280 Solution's products utilize Microsoft SharePoint as the foundation to offer its customers low cost of ownership and a quick return on investment.

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