



## **DOCULYNX IMAGES OVER 30 MILLION PAPER CASE FILE PAGES FOR COUNTY OF ORANGE SOCIAL SERVICES AGENCY**

### **ASSISTANCE PROGRAMS DIVISION**

#### **DIGITAL CONVERSION OF 9.6 MILLION PAGES: MEDI-CAL, NON-ASSISTANCE FOOD STAMP AND GENERAL RELIEF CASE FILES**

Beginning in January 2010 and over a 5 ½ month period, DocuLynx (formerly Anacomp, Inc.) began converting 202,000 client case files (9.6 million pages) of Medi-Cal, Non-Assistance Food Stamp and General Relief client cases in the Assistance Programs Division of Social Services Agency into digital images. All images were imported into the County's document management imaging system. DocuLynx was responsible for case file preparation, scanning, indexing and quality assurance (QA) for designated case files within the County as well as nightly delivery of imaged data on USB drive to the Orange County Data Center.

The Assistance Programs Division in Social Services Agency (SSA) is implementing a Medi-Cal and Non-Assisted Food Stamp Service Center model to support business process changes that will maximize resources, improve customer service and ensure that performance mandates are met. A pre-requisite to the Service Center requires that cases in this environment be electronically imaged for easy access by telephone agents and case maintenance workers.

### **FAMILY SELF SUFFICIENCY DIVISION**

#### **DIGITAL CONVERSION OF 21 MILLION PAGES: OPEN & CLOSED CALWORKS AND WELFARE TO WORK CASE FILES**

Beginning February 2011 DocuLynx began converting 37,245 paper active case files (7.3 million pages) of CalWORKs and Welfare to Work (WTW) cases in the Family Self Sufficiency Division of Social Services Agency (SSA) into digital images for import to the County's document management imaging. In March 2011 an additional 13 million pages of closed case files were included into the project. DocuLynx is responsible for case file preparation, scanning, indexing and quality assurance (QA) for designated case files within the County as well as nightly delivery of imaged data on USB drive to the Orange County Data Center. Over 21 million pages will be converted and imported into the County's system by May 31, 2011.

The Family Self-Sufficiency Division in Social Services Agency continues to search for ways to support our business process, including: maintaining focus on client engagement and case management; focus on maximizing the work participate rate; and focus on quality assurance and staff accountability, all in order to meet Federal and State performance mandates. One of the ways identified to support our processes is through the use of electronically imaged cases. The use of an electronic environment will lead to quicker, more efficient access to cases by assigned County staff as well as relevant contracted partners. FSS is seeking to join an existing environment that has already been developed for and implemented by the Assistance Programs Division in Social Services Agency.

Summary of DocuLynx services provided:

- ◆ All staff signed and committed to SSA's confidentiality statements and policies.
- ◆ Adhered to The California Department of Health Care Services (DHCS) recently established security requirements pertaining to the use, access and disclosure of Medi-Cal Personally Identifiable Information (PII).
- ◆ Developed a system to control, monitor and track case file movement through the entire imaging process, this includes a process for "emergency requested" case files that need to be pulled from a file box prior to imaging.
- ◆ Scan and Index all pages in case folder.
- ◆ Index & QA 100% of all cases within a batch and retain pages by rubber banding by case file until the County has completed QA of no less than 15% imaged documents. QA by the County completed by the end of the next business day from time of the delivery of the images to the Data Center.
- ◆ QA of 100% of all images is performed and consists of making sure all images are readable, properly aligned for end user viewing, and retrievable.
- ◆ DocuLynx batches "Imaged Indexed Files" on an encrypted portable USB storage drive and delivers the "imaged" drive to the Data Center nightly for upload to the On Base system by the Data Center night operations.
- ◆ DocuLynx uses an SSA-approved product to encrypt all SSA data to the Advanced Encryption Standard with 256 bit keys (AES-256) while the data is stored on Contractor media. In addition, if the Contractor uses a password to protect the encrypted data, it should be a complex password (minimum of 8 character, upper + lower case letter + #'s + special characters).
- ◆ DocuLynx provides a transmittal sheet for each USB drive. The transmittal provides SSA with a "Custody of Record" and lists of cases on the USB drive.

At each phase, DocuLynx provided the designated County person via emails, a daily report of the total number of pages imaged and put on the USB drive per work shift for the first week. After the first week, DocuLynx provided weekly reports each Monday of the number of pages imaged and put on the USB drive the prior week. Weekly or daily meetings are scheduled between the contractor's imaging supervisor and the designated County staff to discuss the progress of imaged documents.

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About DocuLynx...In 2010, DocuLynx acquired the docHarbor Online and Document Management divisions of Anacomp, a 42-year old company that specializes in business process solutions. Anacomp's established computer output microfiche (COM) capabilities; CD services; document scanning; report printing; analog to digital conversion; docHarbor online web presentment solution; and proven business processes combined with DocuLynx's extensive portfolio of industry-leading digital Mercury software solutions provides a unique opportunity for business environments with deployed microfiche-based document management systems as well as those with digital systems requirements.

DocuLynx offers organizations in document-intensive industries including government, banking, financial, insurance, healthcare, telecom, service providers, and utilities, efficient, cost-effective ways to satisfy the requirements of their clients and ensure regulatory compliance. DocuLynx offers a full-spectrum of document archiving, retrieval, and web presentment technologies and business process solutions, providing an extensive portfolio of film, web, and CD archival services, and document management software products. The company also provides professional and systems integration services to assist organizations in the adoption of these technologies and ease the transition.