



SIMPLE.
SENSIBLE.
SECURE.

RMMI Helps Department Drastically Reduce Paper Records While Enhancing Productivity and Boosting Morale

Otero County Department of Human Services realized the following results by choosing RMMI for their digital document solutions:

- Improved the “timeliness” metric from 70% to approximately 96% as measured by C-Stat
- Freed up significant space for staff vs. filing cabinets
- Drastically improved processing times
- Greatly reduced document search times

CASE STUDY FACTS

Client: Department of Human Services, Otero County, Colorado

Problem: Mountains of documents and outdated processes were hindering the timely delivery of benefits.

Solution: PaperVision® Enterprise and PaperVision® Capture Barcode

“We had folks in both camps—digital and paper. Now, our paper lovers have done a complete turnaround and have become some of RMMI’s biggest champions. RMMI’s team was so good about coaching and not pushing people to move faster than their comfort level. They never talked over our heads and were very patient in explaining the systems and solutions to us at our pace.”

Donna Rohde, Director of Human Services
for Otero County, Colorado

The Otero County Department of Human Services is responsible for managing, maintaining, and storing government records pertaining to a wide range of services including child welfare, low income assistance, Medicaid, and senior adult programs. Millions of records must be securely stored and made accessible to human services staff on a long-term basis.

Years of paper recordkeeping and storage left this small office struggling for space with two 20'x14' vaults completely filled with filing cabinets and staff desks piled up with stacks of files often more than a foot high.

"There was just so much paper...so much paper," says Donna Rohde, Director of Human Services for Otero County. "The number of hard copy documents we were dealing with was unreal. Plus, the work environment—with everyone's desk overflowing with stacks of paper 'this high'—was really affecting our team's efficiency, productivity, and morale. It was depressing for our team to come to work knowing those huge stacks of paper were waiting for them at their desks every single day."

Because the residents of Otero County depend on timely delivery of benefits, efficiency, organization, and timely access to archived documents are critical. The paper-based process was slow

and negatively impacting the lives of the very people they were there to serve—not to mention steadily taking over the office in terms of dedicated space required to store all those documents.

Rohde was introduced to RMMI in 2011 by a counterpart in another county. RMMI worked closely with Otero County to implement a phased solution—one which allowed them to digitize and archive documents in progressively larger batches as the staff grew more and more comfortable with the new system.

"At first, all we wanted to do was clear out the vaults and archive everything," continued Rohde. "We didn't even want to deal with the current document load we generate every day. But once RMMI archived the older files, they helped us with a complete business redesign process resulting in a much more efficient and productive workflow customized to our needs and our physical environment."

Every person on the eligibility team received a scanner at their desk along with PaperVision® Enterprise document retrieval and PaperVision® Capture barcode software to make searching and accessing secure documents quick, easy, and efficient.

"People get their benefits much faster now," continued Rohde. "We generally deliver documents within two weeks versus the 30 to 45 days allowed by the State of Colorado. Digital document management and streamlined workflow is a big part of that."

Rohde has since become a staunch supporter of RMMI's digital document solutions, frequently referring them to peer organizations, other counties, and businesses—just as RMMI had been referred to her back in 2011. "RMMI has been amazing," she said. "We were literally drowning in paper. They evaluated our needs and helped to organize all the files. Then they recommended a customized solution for our unique needs and work environment. They continue to support us to this day. I believe we have digitized over 2.4 million documents to date."

Five additional Otero County departments now work with RMMI.



9164 Marshall Place
Westminster, CO 80031
303.427.0625
www.rmm-i.com

About RMMI

RMMI is a full-service digital document solutions provider based in Denver, Colorado. We provide simple, sensible, and secure solutions that dramatically improve the digital document management experience for government agencies, businesses, and nonprofit organizations throughout Colorado and surrounding states.

To learn more about RMMI, call 303.427.0625 or visit www.rmm-i.com.

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