Health & Human Services
Agenda Request

Requested Meeting Date: January 23, 2024

Title of Item: CaseWorks™ Presentation

☑ REGULAR AGENDA	**Action Requested:**
☐ CONSENT AGENDA	☐ Direction Requested
☐ INFORMATION ONLY	☐ Approve/Deny Motion ☑ Discussion Item
	☐ Adopt Resolution (attach draft) ☐ Hold Public Hearing*
	provide copy of hearing notice that was published

Submitted by:	**Department:**
Sarah Pratt	H&HS

Presenter (Name and Title):	**Estimated Time Needed:**
Sarah Pratt, Director	20 minutes

Summary of Issue:

Presentation of NCT CaseWorks™ Electronic Document Management System (EDMS)

Alternatives, Options, Effects on Others/Comments:

Recommended Action/Motion:

Financial Impact:

Is there a cost associated with this request? ☐ Yes ☐ No

What is the total cost, with tax and shipping? $

Is this budgeted? ☐ Yes ☐ No *Please Explain:*

Legally binding agreements must have County Attorney approval prior to submission.

NCT CaseWorks™

What is an Electronic Document Management System (EDMS)?

- Manages the creation, use and storage of documents.
- Helps staff efficiently organize and distribute documents across the agency as well as other organizations outside the agency.
- The platform uses industry standards in security and encryption.
- Serves as a hub from which broader information management strategies and business processes can connect.
- Naming conventions, organization, and structure is consistent.
- File and document access is easy and quick.
- It improves records compliance and reduces time-consuming tasks around records storage, retention, retrieval, and distribution.

Aitkin County Currently

- OnBase - Financial and Child Support
  - St Louis County hosts all of Region Three
  - County board signed amendment to end hosting contract as of 12/31/2024

- ApplicationXtender - Social Services, Office Support, and Accounting

Initial Costs

Description	Cost
Software Licenses	$234,676
Hardware and Software Equipment	$13,754
Hosting Fees - One Time Set-up	$6,000
NCT Implementation Services	$154,781
NCT Migration Services	$15,000
Annual NCT Support	$26,006
Hosting Fees – Kandiyohi County	$2,000
Third-party Migration	$30,000
Total	**$482,217**

3-Year Breakdown to NCT

3-Year Payment Breakdown	
Q4 2024 50%	$226,109
Q1 2025 25%	$113,054
Q1 2026 25%	$113,054
Total	**$452,217**

Payment Sources

	Fiscal Recovery Funds	Health Care Unwinding	County Funds (Capital Improvement Plan)	Total Per Year
Q4 2024	$74,686	$91,857	$89,556	$256,109
Q1 2025	0	0	$113,054	$113,054
Q1 2026	0	0	$113,054	$113,054
Total Per Payment Source	$74,686	$91,857	$315,664	$482,217

Federal Reimbursement on Initial Costs

County Cost Implementation	$407,531	Department Cost	Department Reimbursement Percentage	Department Reimbursement Amount	Total County Cost
Financial Services staff	20%	$82,780	40%	$33,112	$49,668
Child Support staff	13%	$50,941	66%	$33,621	$17,320
Social Services staff	45%	$184,662	18%	$33,239	$151,423
Office Support staff	14%	$57,309	23%	$20,504	$36,805
Accounting staff	8%	$31,838			$31,838
		$407,531		$120,476	$287,054

Current Annual Costs

- Total Annual Cost for the OnBase System - $35,999
  - Northwoods – Compass Capture (04/01/23-03/31/24): $6,009
  - St. Louis County – Annual License Purchase (2023 amount): $9,500
  - St. Louis County – Quarterly Support Payments: $5,123 (2023 rate) annual $20,490

- AppXtender $9,048 Annually

Number of Licenses - 64 total licenses

	Annual Cost			Less Federal Reimbursement	Total Annual Cost to HHS
	Full User	Read Only	Total Cost		
Financial	13	0	$13,620	$5,448	$8,172
Child Support	4	4	$8,381	$5,532	$2,850
Social Services Staff	29	0	$30,382	$5,469	$24,913
Office Support Staff	1	8	$9,429	$2,169	$7,260
Accounting	0	5	$5,238	$1,205	$4,033
	47	**17**	**$67,050**	**$19,823**	**$47,228**

Annual Costs

2024:	Payment 1 of initial costs. Includes 2024 licenses pro-rated.
2025:	Payment 2 of initial costs. Annual fee which includes 30% of original license fee plus 5% and hosting fees.
2026:	Payment 3 of initial costs. Annual fee which includes 30% of original license fee plus 5% and hosting fees.
2027:	Annual fee which includes 30% of original license fee plus 5% and hosting fees.
2028:	Annual fee which includes 30% of original license fee plus 5% and hosting fees.

| Ongoing Costs				
Description	2025	2026	2027	2028
NCT Annual Support	$70,717	$74,253	$77,966	$81,864
Hosting Fees – Annual Support	$6,000	$6,000	$6,000	$6,000
Total	$76,717	$80,253	$83,966	$87,864
Total After Federal Reimbursement	$41,090	$42,980	$44,967	$47,052

Potential Timeline

- Phase 1
  - Income Maintenance and Child Support
  - Includes Carlton, Cook, Koochiching, and Lake County
  - Kick off September of 2024
  - Go Live October of 2024
- Phase 2
  - Social Services
  - Includes Cook, Koochiching and Lake County

Why Case Works?
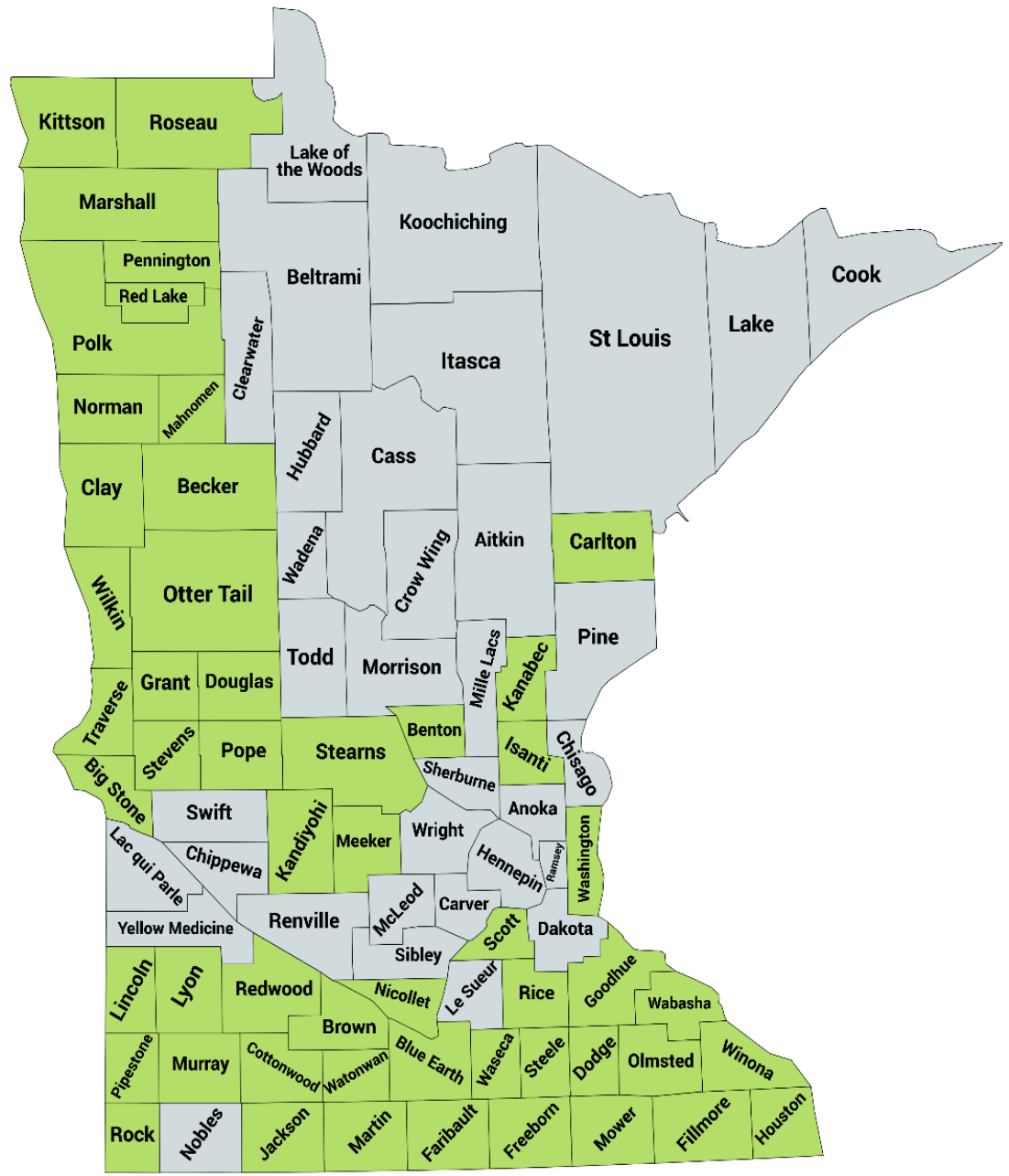
52 out of 87 Counties

Becker	Kanabec	Pope
Big Stone	Kandiyohi	Red Lake
Blue Earth	Kittson	Redwood
Brown	Lincoln	Rice
Carlton	Lyon	Rock
Clay	Mahnomen	Roseau
Cottonwood	Marshall	Scott
Dodge	Martin	Stearns
Douglas	Meeker	Steele
Faribault	Mower	Stevens
Fillmore	Murray	Traverse
Freeborn	Nicollet	Wabasha
Goodhue	Norman	Waseca
Grant	Olmsted	Washington
Houston	Otter Tail	Watonwan
Isanti	Pennington	Wilkin
Jackson	Pipestone	Winona
	Polk	

MN Counties Using CaseWorks™

- CaseWorks™ exclusively supports MN Counties to ensure functionality is not compromised across other state requirements. As of 2021, they have a 100% customer retention rate for 12 years running.

4,000 Hours

Just one CaseWorks feature saves Kandiyohi County 4,000 hours per year.

ADULT AND AGING TEAM SAVES 30-40 MINUTES ON EACH ASSESSMENT WITH CASEWORKS

One of Minnesota's largest counties, Washington County's Adult and Aging team loves how CaseWorks helps streamline the complex eligibility process, saving time and eliminating steps toward serving their most vulnerable citizens.

Supporting Information from MN Counties

- CaseWorks™ has made us much more flexible. It makes transitions easier too if you have turnover. The files are organized the same for everyone. No big surprises of people that don't file and organize. – Rice County (Faribault Area)

- A pro is they have great support and it is ongoing. They rock in this area compared to OnBase. You can call or put in a ticket, they are very fast in getting back to you and are kind and they will go on to your computer to help. A pro is you can privileged cases like SSIS, which OnBase didn't have. - Goodhue County (Red Wing area)

- A feature we are really looking forward to with SSE is the mobile version so our social workers can have full access on the go. Being able to fill out documents with a client, save the document to their case file and if needed, send a copy via email to the client all within a couple simple steps. - Nicollet County (St. Peter area)

- Olmsted County piloted bulk mailings; did a case study with one worker using electronic mailings and other using standard mail. Worker using electronic mailing was more effective than co-worker. More time efficient (regular mail takes 15 minutes to prepare, print, and mail – wait up to 21 days to receive back and if return mail, must send again). Saved 5 hours per month on that one form alone; received back 2100% faster.

Long Term Services and Support (LTSS) Business Review - January 2023

"Public Consulting Group (PCG) also heard about and observed difficulties in navigating AppXtender and quickly finding specific documents. Aitkin should work with internal and/or external information technology staff to identify additional uses/ways to use AppXtender for a more user-friendly experience, or discuss the ability of implementing a different document management system so that the duplication of storing files can be reduced or eliminated."

Significant Features of CaseWorks™

- **Integration with State systems -** Automatically auto-fills client details on scanned documents, saving time and ensuring accuracy. No more searching for lost or misfiled documents. Includes integration with State Social Services Information System (SSIS), currently it is a push to CaseWorks™ but working on full push-pull between systems.

- **Industry Standard -** Standardized and streamlined transfer of information within the county as well as between counties.

- **Automatic Routing -** Scanned documents are automatically routed to appropriate workers, saving time as manual look-up is no longer required. Ensures document is routed to correct worker, providing improvements in the handling and tracking of files and documents within files. Allows for automated priority DocTypes and Routing Rules.

- **Auto-fill Forms and Packets** - CaseWorks™ auto-fills client demographic details and agency/worker details, reducing manual errors. In many instances a set of forms that would normally take a worker 20 minutes to fill out before sending, will only take 2-5 minutes using the auto-fill functionality in CaseWorks™.

- **Auto-fill Form History** - CaseWorks™ saves data for select forms that require annual updates. Specifically, for MnCHOICES workers, this has saved some counties approximately 2 hours per re-assessment. (e.g., Kandiyohi County estimates they save approximately 2000 hours per year using this functionality.)

- **Merge for Mailing** - Workers can combine a set of forms for a single client and have them automatically route to Outgoing Mail in 2 simple clicks of the mouse, reducing paper, copies, postage and imaging costs.

Significant Features of CaseWorks™ cont.

- **Case Transfers** - No need to sort through 1000's of pages of bulk files. Documents are received in working order; grouped by file section; and sorted by date.

- **MN EAS alerts -** CaseWorks™ is integrated with the DHS/MN EAS alert system to provide FAS workers with real time updates on critical ADT information that may impact resident benefits.

- **Security** - Immediately secure privileged cases to only select worker(s). Secure adoption records, including those that pre-date SSIS. Provides improvements in data privacy and security across the Agency.

- **Mobile Application -** Supports capture and save of video, audio, photos, generate forms, and record voice to dictation.

- **Eco Friendly -** Reduces and/or eliminates paper forms, files, and documents which in turn reduces physical storage.

- **Increased Productivity -** Reduces manual labor by automating current paper-based processes therefore, increasing staff productivity.

- **Unified System -** Associated case view allows workers to see documents across multiple family workgroups and allows for collaborative Intake Team DocBoxes. Provides a universal shared language.

- **Improved Customer Service**

- **MN Based company –** Currently serving 52 of 87 counties.