

Getting a Leg Up on Case Management

Dallas' Recovery Healthcare Corporation uses Laserfiche to streamline its case management system

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When Lindsay Lohan violated her probation by drinking the night of the MTV Movie Awards this month, it was the technology authorities used to catch her that really made headlines: an ankle monitor that detects alcohol on the wearer's skin. Former Criminal District Court Judge Vickers Cunningham Sr. knows all too well how effective this technology, known as SCRAMx ("Secure Continuous Remote Alcohol Monitoring") can be. "Before we had this tool, I was putting 80% of people on probation for alcohol-related offenses back in prison," Cunningham says. "Now, 83% percent of the people using the bracelets are alcohol-free—which means our justice system can focus its resources on the remaining 17%."

Cunningham became such a proponent of the technology that, after leaving the bench in 2005, he joined Recovery Healthcare Corporation, a Dallas-based rehabilitation center that provides criminal justice monitoring services to over 2,000 active clients across Texas, Oklahoma and Louisiana. Part of ensuring the success of the monitoring process, Cunningham had learned, was having technology agile enough to keep up with the demands of the 75 million data points RHC collected every year.

Likewise, Cunningham saw that RHC's case management system could be made more agile. For starters, RHC's 90 employees needed to find a better way to fulfill the information requests from over 3,400 court officers requesting client information from the agency. A legacy imaging system allowed staff to scan and attach documents to client records, but without a comprehensive search tool to locate specific documents or the ability to search by keywords, requests required a staff member to find the document in the case file, download it and attach it. Even more laborious was inputting information. Court papers and probation documents would need to be faxed in, re-scanned and manually inputted. "It didn't just waste time, it wasted paper," Cunningham says.

The logistics of real-time case management over three states was also a challenge. "Like any multi-state, multi-location business, we need access to files and data anywhere we're doing business," Cunningham says.

In March, Jeff Flory of Laserfiche reseller Datamax of Texas introduced Cunningham and the RHC staff to Laserfiche enterprise content management (ECM). "The nature of RHC's business is that it's not only very paper intensive, but also very information dense," Flory notes.

Flory showed RHC a Laserfiche Avante system with Workflow, Web Access and a WebLink public portal. Cunningham and his staff agreed Laserfiche was just what RHC's case

management system needed. For starters, Laserfiche's full-text search and ability to locate individual documents within client folders would make case information that much easier to look up. But, Flory says, it was how Workflow would automate and simplify the capture process that convinced Cunningham of the real value of the Laserfiche solution.

"All a staff member has to do is fill out the template field using drop down lists and a couple of key fields, and then send the document. Workflow picks up the document, names it, and puts it in the right folder. For an organization like RHC, where many different users are scanning content themselves, this adds the assurance that all documents adhere to a consistent naming and foldering convention," Flory says.

Cunningham was impressed. "I can have a staff member anywhere in Texas, in any court room, in any of 254 different counties, and all they need is a little road warrior scanner and a laptop. They can upload the court orders from wherever they are, and Workflow does the rest."

Add to that the ability of Web Access to enable remote deployment and WebLink to allow the 3400 court officers requesting information to locate it themselves, and Laserfiche provides RHC with an ECM system agile enough to streamline its case management system.

Implementation is still ongoing, but already Cunningham is recognizing the long-term benefits. "Laserfiche will enable me to have a company-wide retention policy. We're subject to audits by the IRS and the U.S. Department of Health and Human Services (who enforces HIPAA), as well as state regulatory authorities, and I can already foresee that first audit where we can pull up all the contract and court documents associated with the GPS and SCRAM system quickly and easily, right from Laserfiche. I'm going to be glad we have this. I look at it as corporate security."

Next up, he says, RHC is looking at integrating its SCRAM system with Laserfiche to enable more active case management. "It'll be just that one ID number and the user will have everything," Cunningham says.

But even now, Cunningham adds, he's satisfied. "I know I don't want paper and Laserfiche helps me get rid of it," he says. "I don't want to have to spend a lot of time training anybody—I just want to be able to get my information when I need it, how I need it."

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