

# MN Department of Human Services, St Paul, MN



# **Digital Imaging Profile** (Employing Persons with Developmental Disabilities) MN Department of Human Services (DHS), St. Paul, MN 11/17/2005

## **The Project:**

The first phase of the project at DHS is to convert all of the paper document back files of a select group of eighteen business units (including divisions of the departments) to digital imaged electronic files. This phase of the project began in April 2004 and is scheduled to be completed by January 2006 (coinciding with the DHS business units moving into the new Elmer L. Andersen building).

After scanning all digitally imaged files can now be accessed on the computer to perform day-to-day operations.

There is a major systems shift to e-government (a paperless office system) that runs parallel with this project.

The second phase of the project is code named "Clean Sweep." This phase will be to continue and complete the back files imaging, and begin scanning incoming mail for all units in the Lafayette building.

## **Staffing:**

This is a new systems process that DHS has established. DHS contracted with MSOCS (Minnesota State Operated Community Services) to do the project. There is a team of 16 to 19 workers and job coaches at the site. Workers earn \$6.15 per hour.

## **The work site equipment and software:**

Hardware:

Kodak i640 sheet fed scanner, 2-sided, color, mid-volume (100 pages per minute). Current new list price is \$37000.00.

Paper jogger current new list price is \$1,400.00.

Software:

"FileNet" commercially available and customized by DHS programmers

## **The worksite:**

The imaging work area is segregated except for the EDMS coordinator, Ben Dahl. Plans for the next phase include moving to a larger integrated environment. Three additional state employees without disabilities will join the team.

## **The work flow and process:**

The work area contains 4 teams and is laid out for a continuous flow. Boxes of files are brought to the area by DHS staff. After the digital imaging process is complete, DHS staff remove the boxes.

DHS provides file code sheets for the different files.

MSOCS team activities include:

- Organizing their work area
- Preparing the files for scanning
- Copying and collating as necessary
- Jogging the files
- Scanning the files
- Indexing the imaged files (in the computer)
- Releasing batches to the system
- Doing quality check and control
- Recycling the files- pulling reusable papers and folders; dumping the remainder into recycle bins
- Moving the files out to the DHS drop area to be sent to the file disposal area.

## **Scope and future plans:**

Overall, since the beginning of this project to convert back files, MSOCS teams have scanned over 3.5 million pages.

The project will move to a remodeled work area within a month, approximately four times the size of the current location. They are excited to set up a much more efficient layout to move the files through the room. The new site will be integrated with at least four individuals who are “regular” state employees in the work area. They will continue to do back files in this second phase of the project, “Clean Sweep.” They will also scan the incoming mail for all business units in the Lafayette building.

MSOCS staff commented, “We are looking into having our individuals from our programs work at the new Elmer L. Andersen building doing scanning, copying, collating, etc. We have already been doing this, but are looking to expand. One possibility is to recommend one or two of our workers to a job in one of the business units assisting with their day-forward scanning. We would encourage these to be direct hires with initial MSOCS support faded out after a training period.”