

Successful document imaging requires careful attention to each piece of paper.

Scanning machines can handle hundreds of documents per hour, but each page must be carefully prepared for the scanning process.

Records and their history are preserved when scanning is completed with precision and care.



After hearing about the success of people with developmental disabilities in document imaging, a mother determined that her son with autism could flourish in such a job. After six months of guidance and support, her son was independently hired as an imager. After his first year, his supervisor reported that she would like to clone him so she could have more people with his work attitude and habits.

PIONEERING IN IMAGING

Recognizing the potential early, the Minnesota Governor's Council on Developmental Disabilities analyzed imaging technology and created a work flow process through which a group of people with developmental disabilities was able to scan all Council records, allowing them to be placed on its web page. The Council's website became an award winning model, and the largest and most comprehensive in state government. The imaging process became a model that others could follow.

To promote the employment of people with developmental disabilities in document imaging, a significant communications effort was launched throughout the state of Minnesota in 2004 to reach businesses, training programs, individuals with disabilities and their families. Hundreds of imaging jobs have since been created for people with developmental disabilities. In 2008, Minnesota's Materials Management Division announced that a preference would be given to organizations employing people with developmental disabilities in the award of state contracts for document imaging, a breakthrough in enlarging job opportunities.

IMAGING PROGRAMS

Ability Building Center Rochester 507-281-6262	KCO Faribault 507-334-4347	Northeast Contemporary Service, Roseville 651-636-3343
AccessAbility, Inc. Minneapolis 612-331-5958	Lifeworks Services Mendota Heights and Mankato 651-454-2732	Opportunity Partners, Inc. Minnetonka 952-930-4241
Advance Opportunities Marshall 507-537-7018	Merrick, Inc. Vadnais Heights, 651-789-6200	Partnership Resources, Inc. Minneapolis, 612-331-2075
Community Connections Partnership (CCP) St. Louis Park 763-540-6833	Midway Training Services St. Paul 651-288-8935	Phoenix Alternatives, Inc. White Bear Lake, 651-747-8740
Chisago Lakes Achievement Center, Chisago City, 651-257-6709	MnDACA statewide information 651-647-9200	ProAct, Inc. Eagan and Red Wing 651-686-0405
Choice, Inc. Excelsior 952-474-9510	MRCI - Mankato Mankato and Lakeville 507-386-5642	Rise, Inc Spring Lake Park, 763-786-8334
	MSOCS statewide network 651-582-1859	TSE, Inc. Roseville 651-489-2595



"We've moved from doing sort of basic scanning jobs to more complex scanning jobs where he's had to start making some decisions for himself and checking in with us from time to time. But, it's been very good for him and for us to work together and to see him really kind of blossom."

Corporate human resources executive



"They brought in a whole team, people who actually seemed to enjoy the work, rather than feel it was beneath them or boring, and from a dollars and cents standpoint I think it worked out just great."

Burnsville business executive

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Handling documents with focused attention leads to quality results and ideal employees for document imaging

A FULL
FOCUS
ON
WORK

IMAGING SERVICES

Document preparation Each piece of paper in each file must be readied to move through the scanning equipment. Staples and paper clips must be removed. Torn, ragged pages or scraps of paper need to be taped to a larger sheet of paper to avoid destruction when passing through the scanner. Each batch of papers is separated by papers with bar codes identifying their source.

Scanning Papers are fed into the scanner by automatic feed equipment. The images of the scanned sheets are carefully monitored to make sure that no pages are missed and to avoid incomplete images. Adjustments need to be made to the equipment when scans are imperfect.



Loyalty and reliability are hallmarks of employees with disabilities.

Indexing Folders of scanned documents are sorted and placed in the correct order in the computer.

OCR and other software applications Files scanned as pdfs are converted to searchable and editable text with specific software applications.

Shredding Verified scans can be destroyed.

WHAT FILES ARE SCANNED?

- legal
- financial
- medical
- hospital
- manufacturing
- retail sales records
- customer records
- higher education student records
- insurance policies
- accounting invoices and receipts
- cemetery records
- personal documents and photos
- congregational membership records
- tribal records
- county human services
- state dept. of natural resources
- state dept. of human services
- state and county court systems
- state agricultural records
- land ownership records
- personnel records
- student records
- ... and more



THE IMAGERS

Employees have various needs:

- Intellectual and developmental disabilities and related conditions
- Physical disabilities
- Mental health issues
- Traumatic brain injuries



Individuals are focused, ready to work and take pride in doing a job that is meaningful to themselves and the business or organization. Employers find them to be very loyal and reliable employees. Depending on the level of skill and experience, imagers work as a team with a coach or supervisor, or work independently.



Teachers and job coaches work closely with high school graduates as they learn document imaging and other skills needed for the world of work. Students here are paid by an intermediate school district for their work in scanning school files.



A DVD was created showing five businesses that hired people with developmental disabilities to perform document imaging—a trucking firm, a construction company, a high tech corporation, a law firm and a major insurance company. Supervisors and coaches worked closely with the employees on each project.



When patient records threaten to overflow hospital storage rooms, document imaging offers the perfect solution.



A St. Paul storefront is staffed by people with developmental disabilities who have been trained in customer service, phone answering and taking customer orders for imaging and printing projects. Imaging projects of all types are handled in the back office area.



WHENEVER . . .

ATTENTION TO DETAIL IS NEEDED
EXACT PROCEDURES ARE TO BE FOLLOWED
A PREDICTABLE ROUTINE IS DESIRED

BUSINESS SURVEY

Public Image— People believe in companies that believe in people. A statewide survey revealed that 85 percent of the public agreed strongly that they have great respect for companies that employ people with disabilities. The study was commissioned by the Minnesota Governor's Council on Developmental Disabilities.

Strong, Quality Work Habits— Employers reported that the performance, work habits and attitudes of employees with disabilities matched or exceeded those of their regular workforce members, with the one exception in work output being in the area of speed.

“Employees with physical or sensory disabilities rated equal to or higher than their coworkers in similar positions on every performance attribute except for work speed.”

Employer Survey, 2006, Minnesota Governor's Council on Developmental Disabilities, Minnesota Department of Employment and Economic Development, Minnesota Department of Human Services, and the Minnesota State Council on Disability.



Document preparation teams prepare 132,000 customer orders to help a manufacturing company move to become a paperless office.

