



Automating a Workforce Board



We had a vision!

The team had a credo of “Yes, we can!”



Where we started....

First Generation E-Filing System launched in 2003:

- ❖ Rudimentary System from today
- ❖ Input was handled through resource room copiers or individual document upload
- ❖ Not paperless! Documents were created or completed manually and then committed to paperless
- ❖ Was not as efficient as current
- ❖ System available 24-7 and open access to one electronic storage location
- ❖ Took all hard files and scanned to E-Filing System committing to electronic document image



The “New” System 2005 - 2008

- ❖ Second Generation system - began implementation in 2005
 - ❖ First generation of kiosks to track services within the Workforce Center
 - ❖ Implementation of New version Electronic Data Management System (edms) to store and retrieve paper documents within the system
 - ❖ Development and Creation and Implementation of MIS structure
- ❖ Allowed staff to become subject experts, reduced errors and increased efficiency



2005-2008

- ❖ Implementation of additional automated customer services
 - ❖ Electronic Courses for Customers (and Staff)
 - ❖ Event and Workshop scheduling and management
 - ❖ Virtual Orientations
- ❖ Implementation of remote Audit and monitoring module to allow fully paperless remote audits.



2009-2010

- ❖ Implementation of the first Florida Electronic Signature process for intensive service programs. Using 1 “master” paper signature form
 - ❖ Allowed for “almost” 100% electronic application process
 - ❖ Changed the dynamics on where applications were being “filled out”. Home, school, library, resource room
- ❖ Increased application efficiency tremendously



2010-2013

- ❖ New ATLAS system was deployed
- ❖ Implementation of the first Florida Self-Scan system that leveraged kiosk to allow customers to scan documentation via kiosks
- ❖ Implementation of Alerts system to notify staff of customer arrivals or activities within the EDMS system



- ❖ Implementation of fully electronic (no paper) electronic signature process
- ❖ Implementation of Mobile Upload Technology to allow customers to submit documentation via mobile devices.
- ❖ Implementation of Customer Driver's License registration process



Central MIS re-provisioning

- ❖ Developing a central MIS team allowed for a more accurate review and quality control process.
- ❖ By utilizing a “central” MIS structure, 20% of staff can be repurposed to support existing staff. This restructuring then allows for an additional consolidation of staff resources between 15-20%.
- ❖ This restructuring allows MIS to review and QC documents in a controlled centralized manner, while allowing existing case managers to concentrate on working with the customer without the worry of documentation policy procedures.

Old way: Existing staff: 10

ATLAS Way: MIS staff: 2

Re-Provisioned staff: 6

2 positions saved

Yearly cost savings:

\$65,000 per year for team of 10



Self-Scan Technology

1,000 customers per day, visiting 4 Centers.

- ❖ By implementing self-scan technology CareerSource Pinellas was able to see an increase in staff productivity as less customers needed to visit staff to drop-off documents. By leveraging this time saving process staff can provide better customer service to existing customers or less staff can be provisioned for support services

¼ of daily average = 250 customers “dropping of documents” per day.

Average time spent with case manager: 3 minutes

750 minutes per day saved 12.5 work hours@

\$20.00 per hour.

\$250.00 per day

Yearly Cost savings:

\$65,000 per year



Reduction of paper

- Using the automated document management process allowed us to consolidate traditional paper customer files into digital files. By factoring in the current cost of file folders and paper an estimated \$53,000 per year is saved.
 - **File Folders: \$2.00 to \$3.00 each**
 - **20,000 new customers per year**
 - **Savings on storage fees**
- **Yearly cost savings: \$50,000**

Reduction of paper for customers

Utilizing digital Electronic Signature and program enrollment eliminates the need for paper applications. By delivering these services via automation, cost savings can be realized by not having to procure paper.

Reams of paper used per year: 750 (2 reams per day)

Yearly cost savings:

\$3,000



The Future

- ❖ More emphasis on mobile and handheld devices for customer interaction
- ❖ Partner exchange to allow easier exchange between Local and State Workforce Partners
- ❖ Additional interaction with State systems
- ❖ Implementation of Electronic Incentive cards



Questions?

Thank You!

