

# Electronic Case File (ECF) Update and Pilot Project Status

Bob Martin, Eligibility Technology  
Manager, DHFS

IMAC  
November 18, 2004

# ECF - What is it?

- ✓ **An electronic case file (ECF) is the electronic equivalent of today's client case file. It will contain things like:**
  - Case Information
  - Non-Financial Information
  - Expense Information
  - W-2/FSET
  - Miscellaneous/Office Specific
  - "Restricted" documents (update access)

# Key terms, tools and acronyms you might hear in the context of ECF

- ✓ Scanners (Fijitsu)
- ✓ EVF (Earnings & Health)
- ✓ Ascent Capture Internet Server (ACIS)
- ✓ Scan/capture
- ✓ Index
- ✓ Back-file conversion
- ✓ Content Manager (CM)
- ✓ Retrieve/view

# What will the ECF do?

- ✓ Improve the Food Stamp error rate by ensuring all required documents can be easily found
- ✓ Clean-up and update case files to ensure they contain appropriate and current information
- ✓ Improve upon and standardize case file content across locations
- ✓ Ease in sharing information across offices for things like QC and case transfers
- ✓ If implemented successfully, create an overall reduction in case error rates for all programs of Public Assistance (I.e. MAQC and ChildCare)

# What will the ECF NOT do?

- ✓ “The information related to the ECF is not intended to supercede or in any way establish policy. Official policy related information will be communicated via normal channels such as Administrator Memos and/or Operations Memos.”
- ✓ The ECF concept is designed to *support* existing policies and procedures.

# Pilot Timeline

## ✓ Phase I (May 17, 2004)

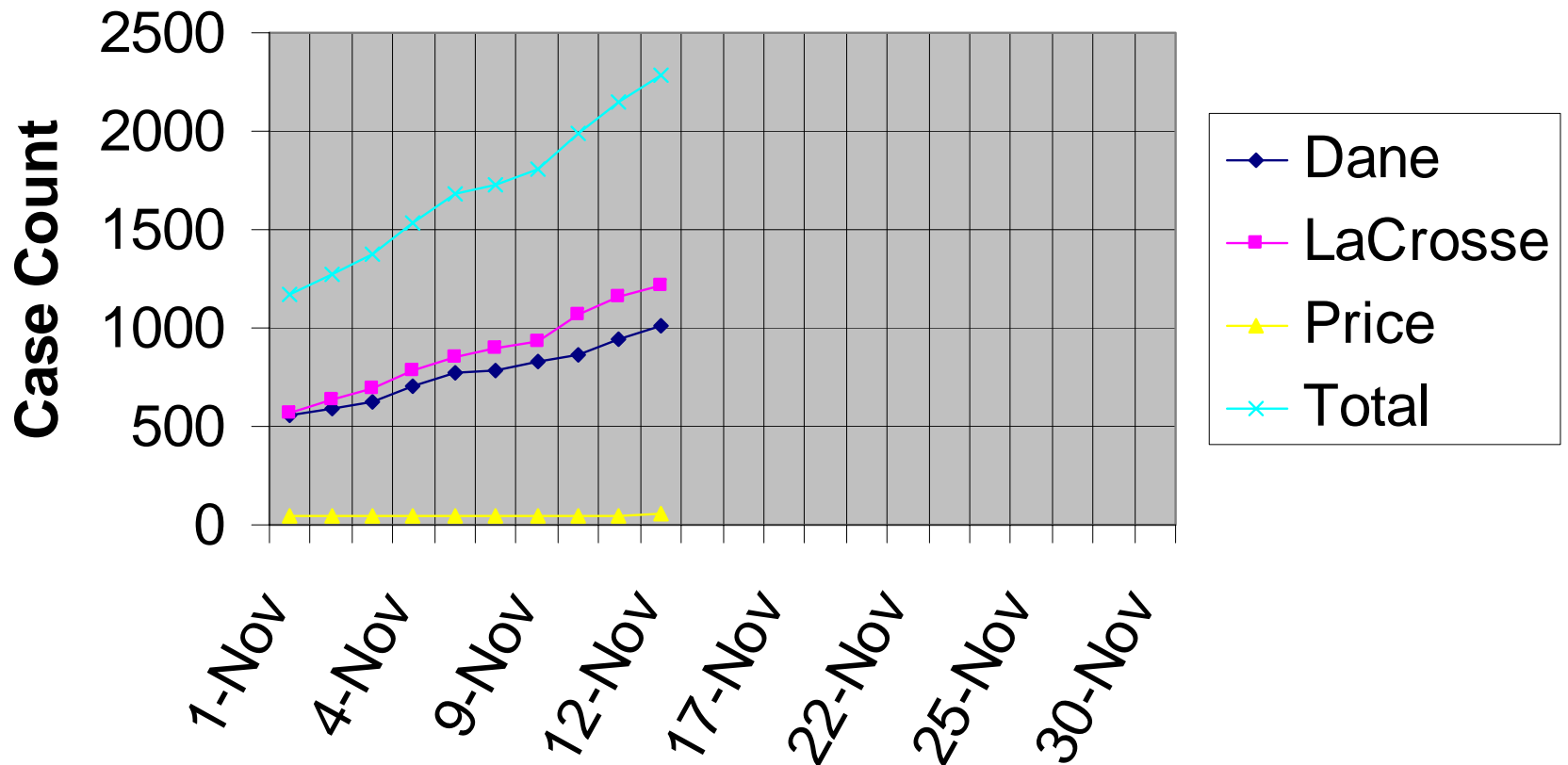
- EVF - E (Employer Verification Form)
- EVF - H (Insurance Verification Form)

## ✓ Phase II (September/October 2004)

- Pilot roll-out to county agencies testing a “S, M, L, XL” approach to:
  - Back file conversion
  - Document capture
  - Document retrieval
  - Business process changes
- Pilot counties are: Price, LaCrosse & Dane

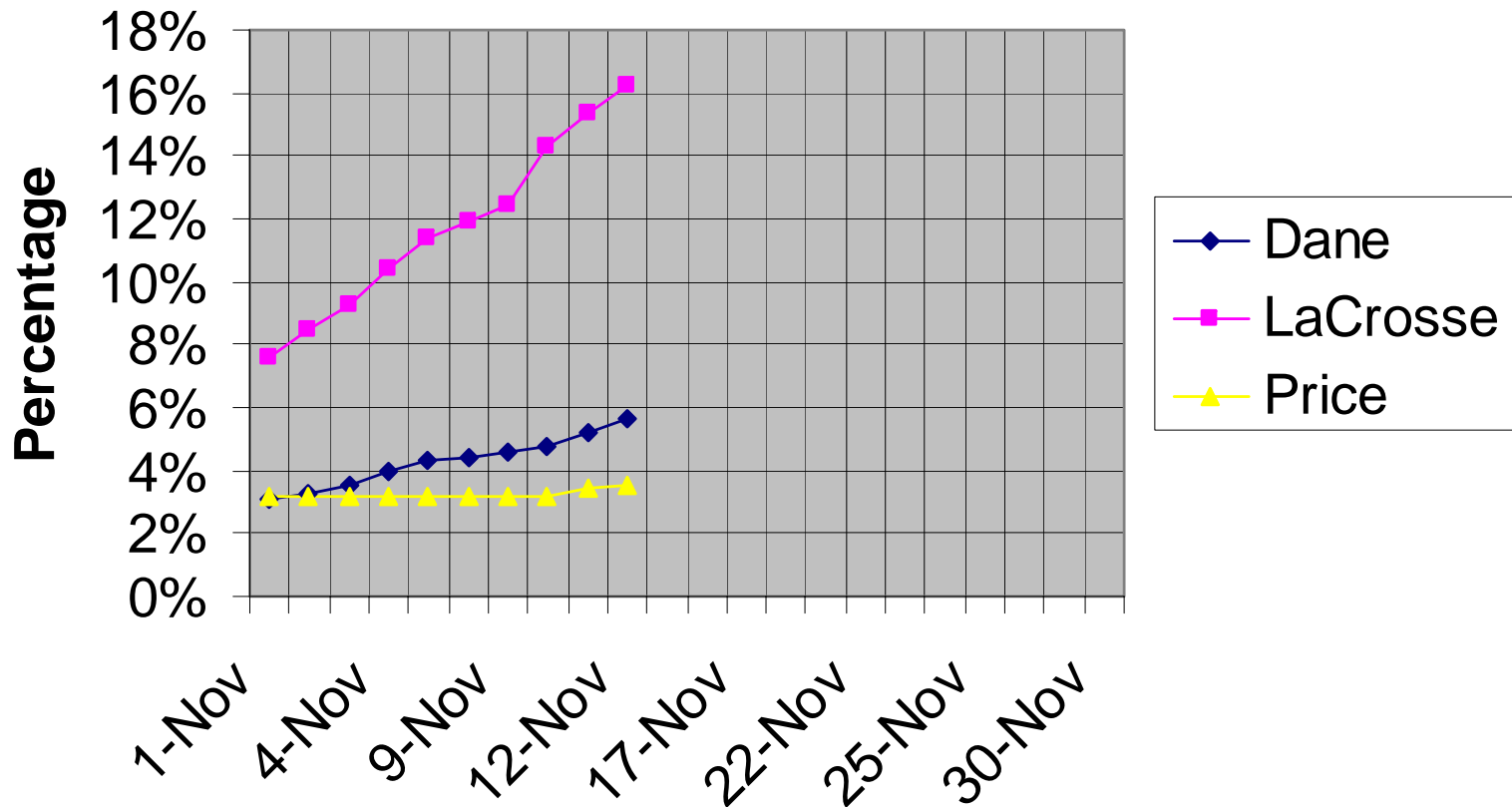
# ECF Pilot Counties

## ECF Scanned Case Load



# ECF Pilot Counties

## Cases with Scanned Documents as a Percentage of Case Load



# Challenges from Pilot

✓ No surprises so far:

- Local office IT configuration
- Various Office workflow
- 3 Scanner configurations to choose from
- Back-file conversion/clean-up effort
- Minimize copying while still ensuring timely document processing
- Verification documentation (policy definition)
- Scheduling/conflicting priorities
- How do we roll-out/next steps?

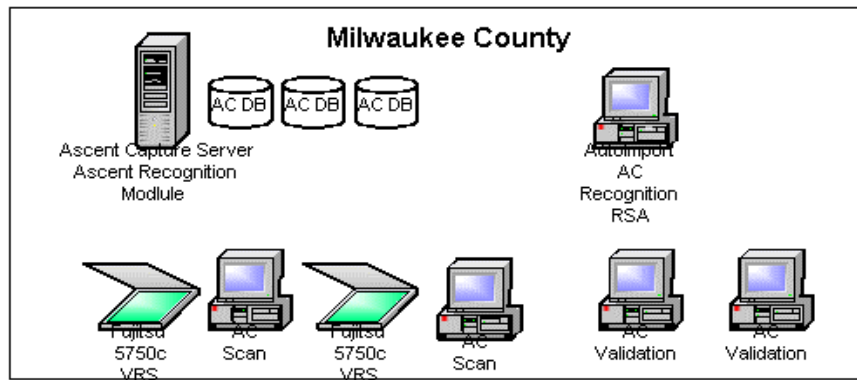
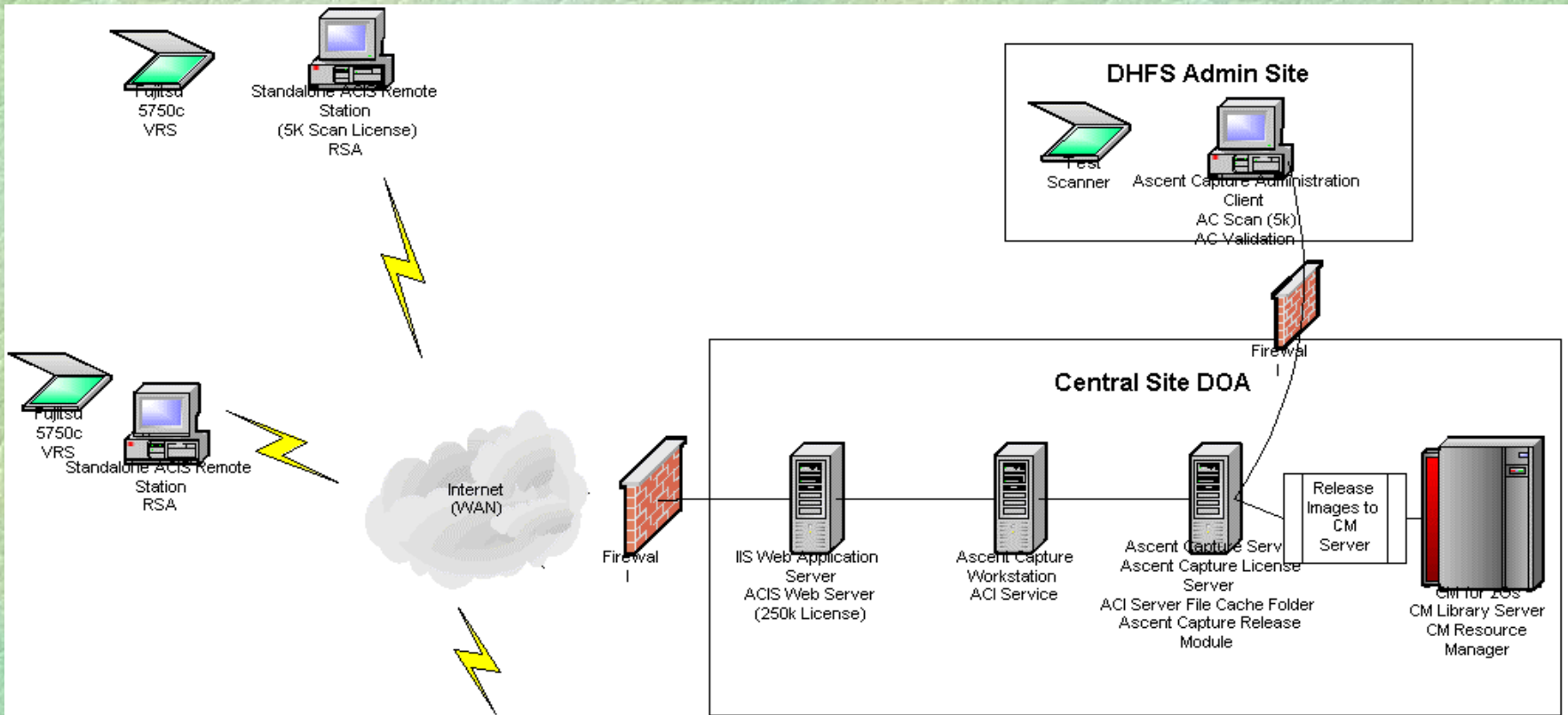
# Pilot County Commentary

- ✓ Tony Sis (Liz Green too) - Dane
- ✓ Bob Martin - by proxy, for LaCrosse and Price

# End-to-end project time line

- ✓ Workgroup kicked off in June '04 to discuss the S, M, L and XL needs and related items
  - Clean hard copy folders
  - What to keep/what NOT to keep
  - Scanning capture and indexing process
- ✓ August '04 - Hardware/software set-up
- ✓ Pilot late September '04 – December '04
- ✓ Full implementation starting after January '05 (?)
- ✓ Roll-out will likely be tied to the CARES WorkerWeb roll-out schedule - details TBD
- ✓ 12-18 months for full capture/index by location

# ECF-Technical Infrastructure



# Tools that we'll use

- ✓ Fijitsu Scanners (4220, 4340, 5750)
- ✓ Ascent Capture Internet Server (ACIS)
  - Scans, Captures and Indexes Images
- ✓ Content Manager (CM) - IBM
  - Runs on the State's mainframe
  - Library Server
  - Document/Image Server
  - E- Client for accessing/viewing
- ✓ Security is tied to CARES access rights

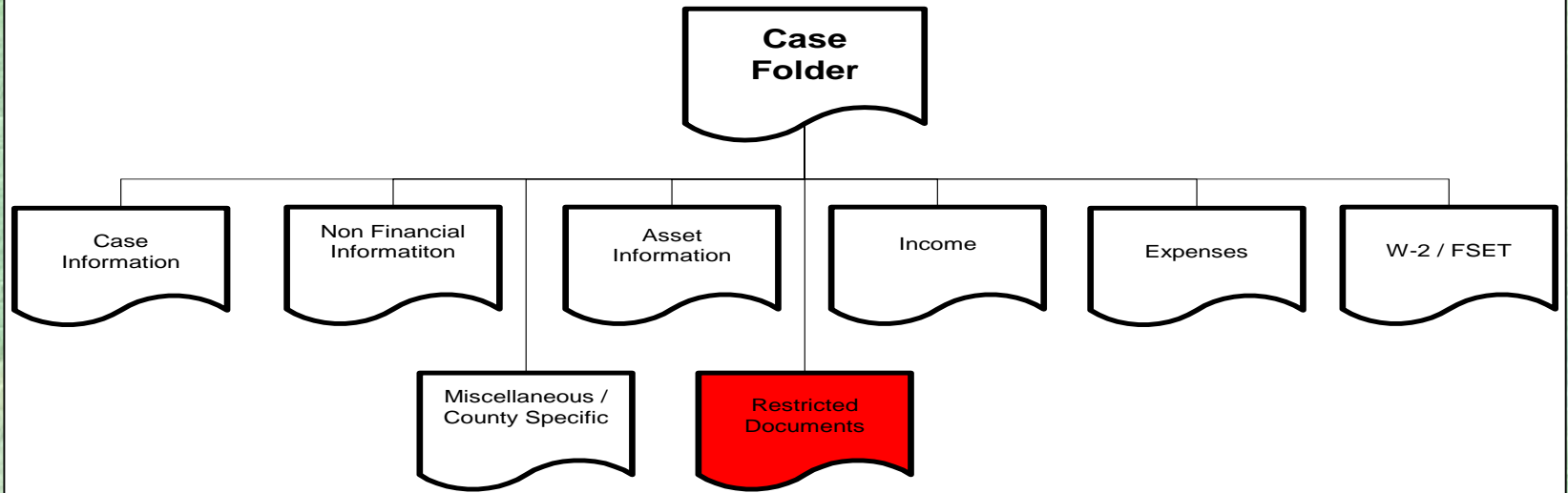
Fujitsu - 5750 - 55-60 ppm



# Back-file Conversion/Clean-up



## Wisconsin DHFS Electronic Case File Structure Prototype



# Separator Sheets

**Ascent Capture - Separator Sheet Utility**

File Help

Separator Sheet Type  
Document Separator

Portrait  
 Landscape

Batch Class Name  
ECF Multi Page Documents

Patch Code Type  
Patch T

Form Type  
ECF Multi Page Document: ECF Multi Page F

Print

This is a Patch T type separator sheet.

Form Type = "ECF Multi Page Form"  
CODE 128 type barcode

Portrait Feed  
**New Form Follows...**  
Printed on 9/30/2004 3:01:45 PM

This is a Patch T type separator sheet.

Form Type = "ECF Multi Page Form"  
CODE 128 type barcode

Landscape Feed  
**New Form Follows...**  
Printed on 9/30/2004 3:01:45 PM

For Help, Press F1

# Ascent Capture (ACIS)

9/23/2004 11:30:24 AM - Ascent Capture - Scan

Batch Document Page Scan View Tools Help

All Whole Page


Fujitsu fi-5750C with SVRS with AIPE

Remaining: 7034679

Batch Contents

- 1: ECF Single Page Form
- 2: ECF Single Page Form
- 3: ECF Single Page Form
- 4: ECF Single Page Form
- 5: ECF Single Page Form
- 6: ECF Single Page Form
- 7: ECF Single Page Form
- 8: ECF Single Page Form
- 9: ECF Single Page Form
- 10: ECF Single Page Form

Aug 18 03 04:06P MMSD Learning Center (608) 277-2356 p. 3



ANZEL, D KELLY  
APT 1  
2314 ALI-ED DR  
MADISON, WI 53711-4516

Page 1 of 3  
Account Number: 608 274 1614 332 2  
Billing Date Jul 19, 2003  
Web Site www.ameritech.com

**SUE**

## Monthly Statement

Jun 20 - Jul 19, 2003

### Bill-At-A-Glance

Previous Bill	.00
Payment	.00
Adjustments	.00
Balance	.00
Current Charges	89.23
<b>Total Amount Due</b>	<b>\$89.23</b>
Current Charges Due in Full By	Aug 11, 2003

### Billing Summary

Questions? Call:

SBC Local Services	98.23
1-800-924-1000	
Repair Service:	
1-888-811-2344	
Automated Billing/Payment Arrangements:	
1-800-538-0503	
<b>Total of Current Charges</b>	<b>89.23</b>

### SBC Benefits

- Total SBC Savings: 31.35

Savings details are reflected within your bill.

### Plans, Promotions and Discounts

Debits and credits in this section have been applied to the SBC Local Service total in the Billing Summary section of the bill.

No.	Description	
1	Reward for Privacy Manager 1 Month Free for bill period Jul 19, 2003	5.40CR
2	Reward for Voice Mail Discount 50% for bill period Jul 19, 2003	5.78CR
<b>Total Plans, Promotions and Discounts</b>		<b>11.18CR</b>

### SBC Local Services

Monthly Service - Jul 19 thru Aug 18

Ameritech Voice Mail Feat/Pkg	1.50
Busy Line Transfer	
Alternate Answering	
Mtg. Wkg. Audio & Visual Int	
Star Code Access	
Economy Local Solution™	27.95
Local Line	
Caller Identification	
Calling Name Display	
Call Waiting	
Lock/ECC Saver Pack Unlimited	
Anytime Rate	
LINE-BACKER®	

By choosing Economy Local Solution™, you are saving \$73.05 over the cost of the same services purchased separately.

Touch-Tone Service	.00
Voice Mail Plus	8.45
Privacy Manager	3.95
Priority No PIC State Chrg	.00
Federal Access Charge	5.08
<b>Total Monthly Service</b>	<b>66.91</b>

### News You Can Use - Summary

- AVOID DISCONNECTION
- 1 LONG DISTANCE CHARGE
- BEST TIMES TO CALL
- See "News You Can Use" for additional information.
- LOCAL TOLL INFO
- WELCOME MESSAGE
- VOICE MAIL INFO

Local Services Provided by SBC Illinois, SBC Indiana, SBC Michigan, SBC Ohio or SBC Wisconsin based upon the service address location. Return bottom portion with your check in the enclosed envelope.

U.S. Pat. 6,410,960 and 6,414,672

For Help, press F1

ECF Single Page Documents ECF Single Page Document ECF Single Page Form Doc: 9 Page: N/A Total Pages: 14 Total Documents: 14

# Indexing Image Screens

**Case Number**

**Primary Person**

**Document Code**

**Document Type**

**SSN**

**PIN**

**Last Name**

- ANNC - Annuity Contract
- APP - Applications (Non-
- AST - Asset Information
- BNK - Bank Accounts
- CAF - CARES Application
- CCE - Child Care Expens
- CHG - Change Reporting
- CIP - CIP/COP Info

**Case Number**

**Primary Person**

**Document Code**

**Document Type**

**SSN**

**PIN**

**Last Name**

**First Name**

**Date Of Birth**

# ECF Demo



CM - e-client  
Document Viewer

# Contact Information

Bob Martin

Eligibility Technology Manager

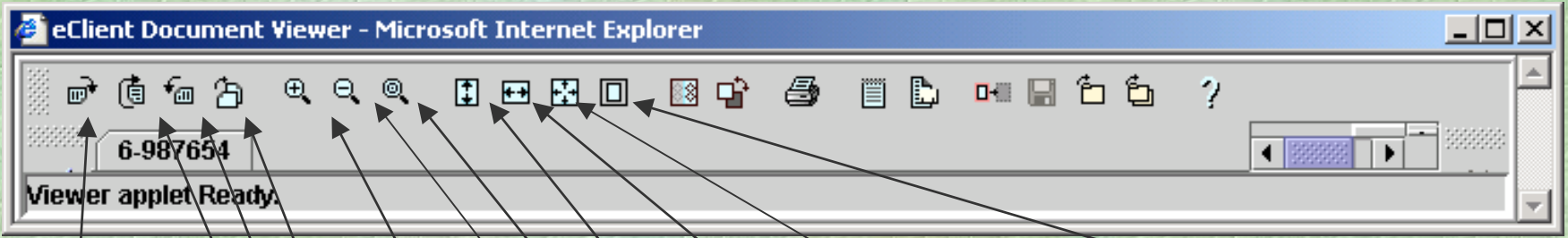
Department of Health and Family Services

DHFS Phone (608)-266-6740

DHFS E-mail: [robert.martin@dhfs.state.wi.us](mailto:robert.martin@dhfs.state.wi.us)

**QUESTIONS???? NEXT STEPS????**

# Appendix



Rotate 90  
Clockwise

Rotate 180  
degrees

Rotate 90 Counter  
Clockwise

Rotate  
Pages

Zoom In

Zoom  
Out

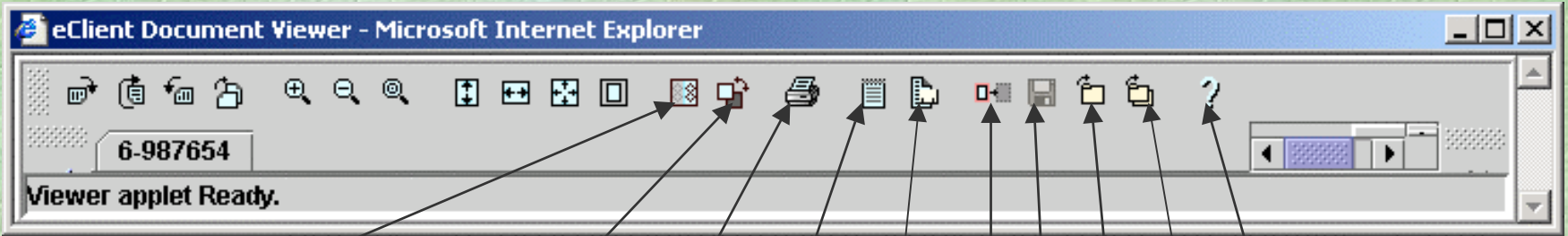
Zoom  
Custom

Fit to Actual  
Size

Fit in  
Window

Fit to  
Width

Fit to  
Height



**Enhance Document**

**Invert Document**

**Print Document**

**Edit/View the Note log**

**Edit/View Document Attributes**

**Hide Thumbnails**

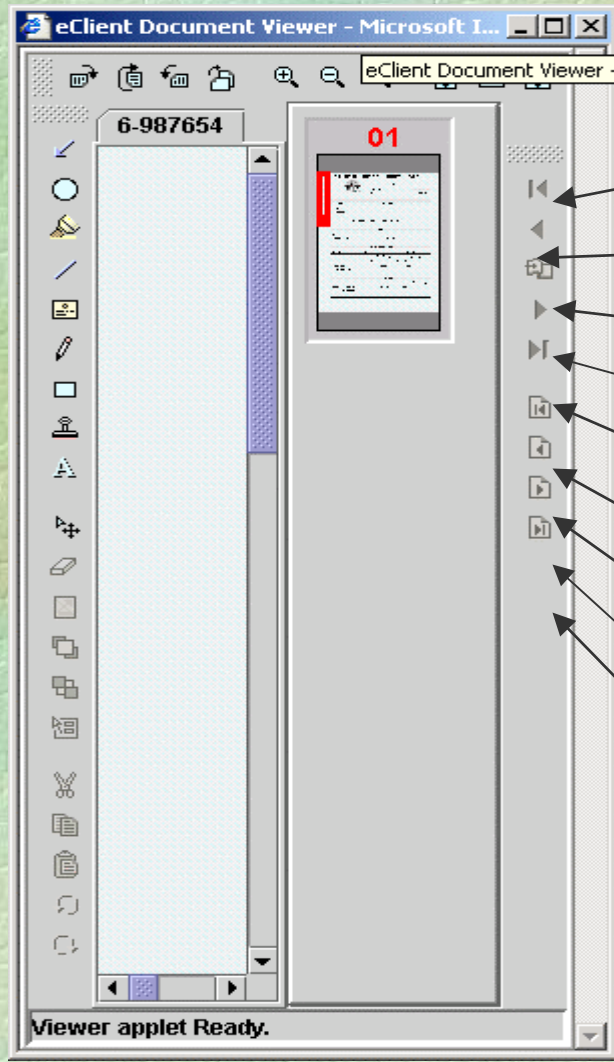
**Save Document**

**Close Document**

**Close All Documents**

**Help**

# Multiple Page Documents



- First Page
- Previous Page
- Go to Page
- Next Page
- Last Page
- First Document in Viewer
- Previous Document in Viewer
- Next Document in Viewer
- Last Document in Viewer

# Adding Annotations

The image shows a screenshot of the eClient Document Viewer application window. The window title is "eClient Document Viewer - Microsoft I...". The main content area displays a document page with a red vertical bar on the left and the number "01" in red at the top. A vertical toolbar on the left side of the document area contains various annotation tools. Arrows point from labels on the left to these tools:

- Arrow
- Circle
- Highlighter
- Line
- Sticky note
- Pen
- Rectangle
- Stamp
- Text

The status bar at the bottom of the window displays "Viewer applet Ready."

# Adding Annotations – Samples

Arrow

Circle

Highlighter

Line

Sticky note

Pen

Rectangle

Stamp

Text

The screenshot displays a web browser window titled "eClient Document Viewer - Microsoft Internet Explorer" showing a "Car Insurance Claim Form" for claim number 6-987654. The form includes sections for "XYZ Insurance Company", "Claimant", "Insured", and "Incident Information". Annotations are applied as follows:

- Arrow:** A red arrow points to the "XYZ INSURANCE" logo.
- Circle:** A green circle highlights the "XYZ Insurance Company" contact information.
- Highlighter:** A yellow highlighter is used on the "Claim Number: 6-987654" field.
- Line:** A blue line is drawn under the "Street" field in the Claimant section.
- Sticky note:** A white note with the text "This is a sticky note" is placed over the "City" and "State" fields.
- Pen:** A pink scribble is made over the "City" and "State" fields.
- Rectangle:** A cyan rectangle highlights the "Driver's License" field in the Insured section.
- Stamp:** A large orange stamp with the word "Stamp" is placed over the "Policy Number" field.
- Text:** Red text "This is text" is written over the "Driver's License" field in the Incident Information section.

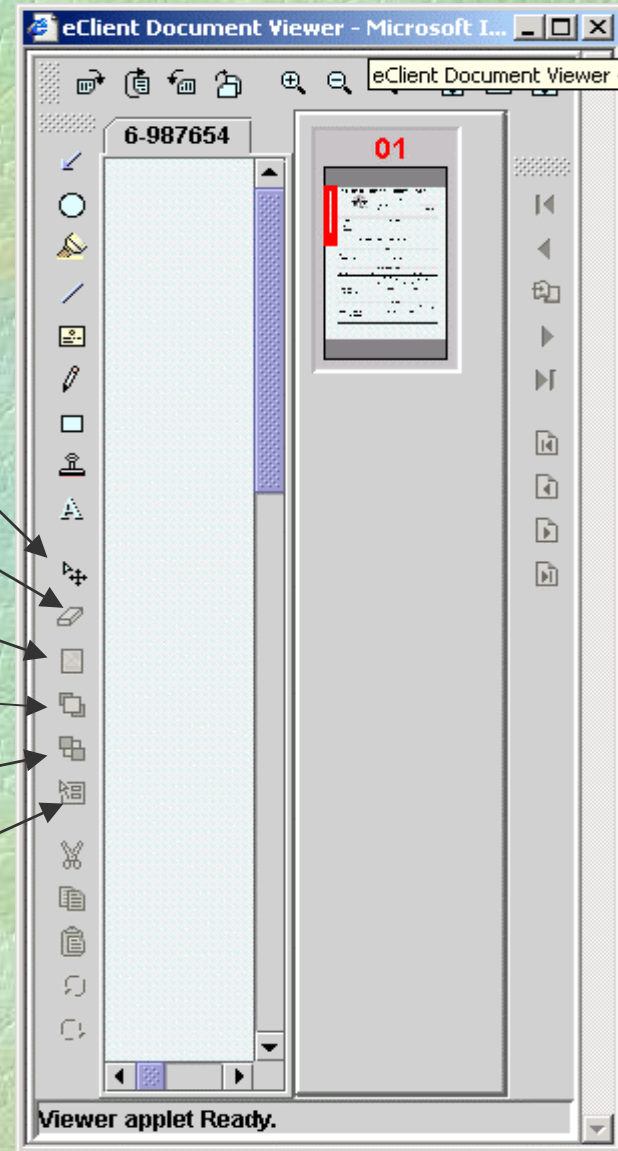
Claimant			
First Name	Gregory	Last Name	Twain
Street	258 Green Rd		
City	Ocean	State	CA
Zip	90060		
Home Phone Number	(450) 312 - 2598	Office Phone Number	( ) -
Driver's License	B 2045696		

Insured			
First Name	Gregory	Last Name	Twain
Driver's License	B12345696		
Policy Number:	10452136412		

Incident Information			
Date of Incident	01/20/2001	Driver Last Name	Gregory
Driver First Name	Twain	Driver's License	B12345696
Make	Model	Year	Vehicle
			WIN
			License Plate

# Modifying Annotations

- Select or Move Annotations
- Erase Annotation
- Hide or Show Annotations
- Move Selected Annotation to Front
- Move Selected Annotation to Back
- Selected Annotation Properties



# S, M, L, XL defined

- ✓ **S** = Locations with less than 2,500 cases
  - ✓ **M** = Locations with 2,500 – 5,000 cases\*
  - ✓ **L** = Locations with 5,000 – 20,000 cases\*
  - ✓ **XL** = Milwaukee\*
- 
- ✓ Each location will likely have a unique business and technology model to support their scanning and filing needs

\* 20 Locations represent approximately 80% of WI caseload