

case study



Roanoke Valley Juvenile Detention Center Detention Center Saves 7,000 Man-hours a Year

This juvenile detention center implemented an integrated document management solution and was able to automate the creation, retrieval and access of every form, while meeting state documentation requirements. Instant access to information has improved relationships between the staff and detainees and allows the center to better respond to parental questions. With an ROI of only eight months, the center continues to realize a savings of 7,000 man-hours annually.

Roanoke Valley Juvenile Detention Center (RVJDC) is an 81-bed, secure, detention facility serving five localities in Virginia's Roanoke Valley. The center provides care, education and counseling services for juveniles who are awaiting final disposition in court or who are sentenced to the center as an alternative to a juvenile correctional center.

Documents

The center's key document is known as the face sheet, a lengthy required state form containing detainee and parent(s) demographic information and charges. RVJDC also documents the use of physical restraints, discipline issues, serious incidents, and stores appointment and temporary release forms, as well as activity logs, and other information. The center's records are governed by two sets

of standards: inter-departmental standards that apply to any juvenile care facility in the state, and the Board of Juvenile Justice standards for secure facilities.

Work Processes

In 2000, the center started operating under a direct supervision model, housing detainees in six small (10-20 bed) housing units or pods. The change improved relations between the staff and kids, but complicated the retrieval of information. Records were stored in a separate area requiring staff to cover for each other while trips to the records room were made. If a detainee left the building for an appointment, their entire file would go with them making their parental contact and other information unavailable until their return.

Additionally, the staff spent a lot of time filling-out various state mandated forms which required information repetition. The process was slow and illegible handwriting was often an issue. Manually filling-out forms, lengthy retrieval times and complicated record purging were compounding, and eating up valuable time - prompting the administration to automate their document processes.

Solution Requirements

The administration wanted to implement a system that would meet both sets of document security standards and allow the staff to securely access information without leaving the pod. They needed a flexible system that could archive many types of records, provide simultaneous access to information, and operate as a workflow tool.

The center wanted to reduce the time their staff spent on creating, storing and retrieving paperwork. RVJDC also

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wanted to find a system that could be implemented and supported by a local provider and that would streamline their documentation practices without changing basic processes. The system needed to be easy to learn and easy to use for staff members resistant to change.

Solution

Old Dominion Data Systems, Inc., the local Authorized DocuWare Partner, implemented the center's solution by pairing a forms filler program with DocuWare. Now when a youth is admitted, their name and state assigned juvenile number are entered onto the face sheet, producing an automatic query of the index information already stored in DocuWare. If they are a repeat offender, their stored demographic information automatically populates the sheet, reactivating their file. For first time offenders, demographic information is typed in and automatically stored in DocuWare. Related forms can now be pre-filled using stored face sheet information thus reducing error and saving time across the organization. Today, the center has digital records for over 3,000 individuals.

The Task

- Reduce the time spent creating, storing and retrieving paperwork
- Automate workflow without changing basic processes
- Reduce costs

Appointed Modules

- DocuWare
- ACTIVE IMPORT
- ISIS PRO

The Benefits

- Instant access to information improved the relationship between the staff and detainees
- Better able to respond to parental concerns and questions
- Automated workflow increased efficiency and improved employee morale
- Saved over 7,000 man-hours annually



The Benefits in Detail

User Benefits

By automating administrative documentation, the staff has more time to focus on those in their care. Simplifying processes and eliminating the need to verify illegible information has lowered workplace stress and improved employee morale.

"The indexing of our face sheet is the foundation of our system. With DocuWare, demographic information is only typed once instead of every time we document an incident. This time savings alone is incredible," said Colleen French, Assistant Superintendent of RVJDC.

Department Benefits

Admissions processing time has been reduced by half. More importantly, the staff's ability to instantly respond to a youth's question about when their next court date or treatment session is, makes the kids feel important, and has improved their behavior and relationship with the staff.

For the nursing staff, accessing parent contact information to report health problems and discuss insurance coverage can be accomplished with a few

mouse clicks. Before DocuWare, the medical staff made multiple trips a day to the records room. That time is now redirected to better serving the youth in their care.

Instead of allocating eight man-hours a day to look through detainee files, a list of each day's transportation needs, for detainees on temporary release, can be instantly researched and easily created with the new system. Even the kitchen staff can quickly verify if a child really has a food allergy or is just complaining.

Corporate Benefits

For the administration, full-text search capabilities enable the review of pod shift logs for references to a specific individual, a task that would have taken hours on the paper-based system. Quick access to a detainee's entire history has also improved relations with detainee parents.

"As an administrator, I am now able to instantly access disciplinary documentation stored in DocuWare and explain the situation to upset parents without having to put them on hold or return their call. This is an aspect which has gone a long way to improve the percep-

tion of detention and the level of professionalism at our facility. It's made parents more responsive and allows them to feel that their child is important and not falling through cracks in the system," said French.

DocuWare allowed the center to automate their workflow, without changing any of their processes. The automation works in the background, making the new system very easy for the entire staff to understand and learn. The records storage room is gradually being eliminated, along with the need to spend 2-3 days a year sorting and purging 2-3 truck loads of information.

French estimates the center realized a Return on Investment or ROI in only eight months. By implementing DocuWare the organization saves more than 7,000 man-hours a year over their manual system.

DocuWare helps the center to achieve its mission of providing secure custody and care of juveniles in a safe, healthy environment; giving supervision, guidance, and counseling while promoting personal responsibility, social accountability, and emotional growth.

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Colleen French,
Assistant Superintendent of Programs,
Roanoke Valley Juvenile Detention Center



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