CalWIN Electronic Records Management System (CERMS)

SSAB Presentation

November 14, 2013

Building Better Systems
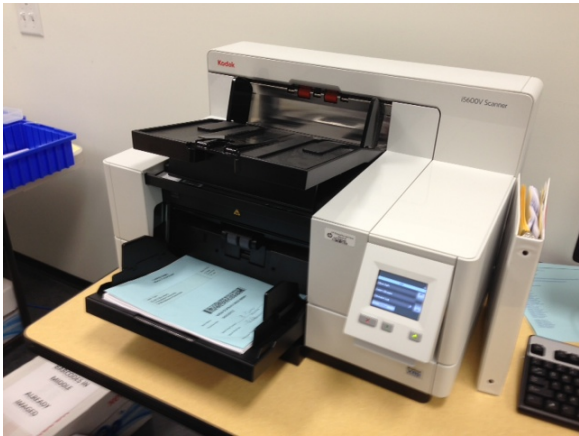
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CERMS Project Goals

* Streamline Imaging Process

  * Speed up imaging process (capture and retrieval)

  * Increase quality of imaged documents

  * Reduce system downtime

What We Accomplished

Established 2 Document Processing

Centers

High speed industrial scanners

Established a document pick-up system

2 daily pick-ups from 15 HHSA locations

All incoming US mail is imaged first

What We Accomplished

* Remodeling and equipping 434 workstations with convenience capture scanners

  * Scan documents that must be returned to the customer

* Form repository available to eligibility staff

  * 700 forms have been barcoded
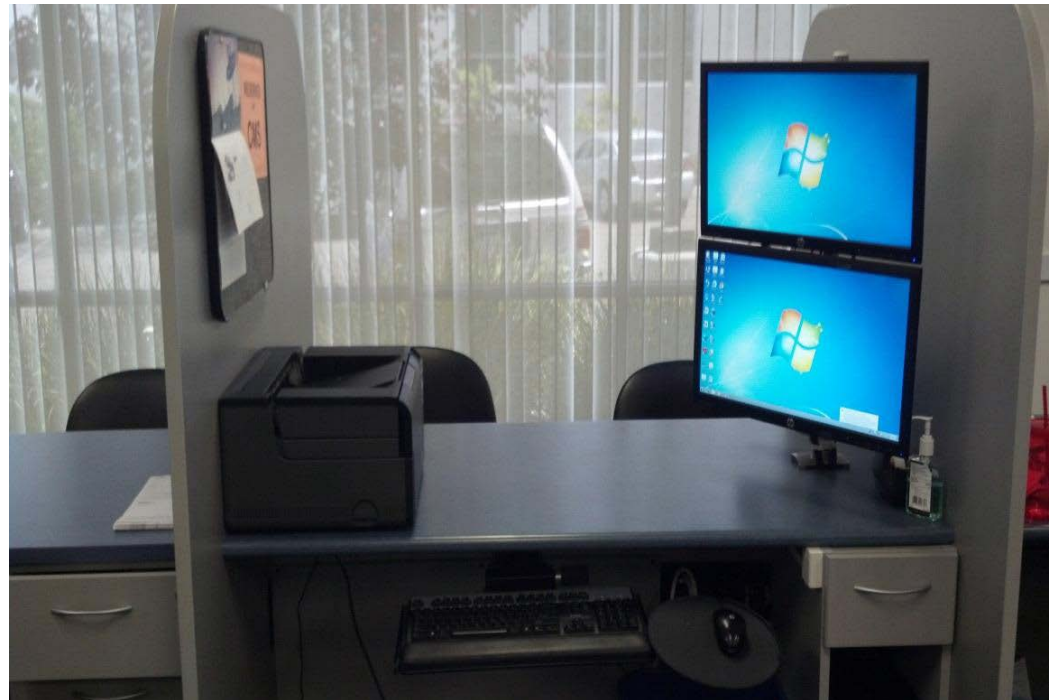
What We Accomplished

* 104 Servers dedicated to CERMS

  * Decrease down time

  * Eliminate lost documents

* ACCESS will be able to assist more callers as documents will be available for viewing faster

  * Build trust in our imaging system

* Migrated 28 million documents from DoReS to CERMS

* Trained 1500 staff

* Tested: 1700 computers, 440 scanners

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