



Image One Case Study – CareerSource West Palm Beach

Background

Career Source West Palm Beach is located in West Palm Beach Florida. They're the front line of the Department of Labor's Employment and Training office, and work closely with the local unemployment office. The company connects job-seekers with businesses looking for talent and provides information to businesses and cities about the labor market and other economic information. All of those pieces come with an enormous amount of paperwork: applications, case files, grievances, grants, records and data.

Problem

The challenges faced by CareerSource, especially throughout the recession, have been enormous. Aside from their heavy charge of finding employment for many, it has been saddled by mountains of paperwork. Working off paper forms as recently as 2010, productivity sagged under the constraints of that system. Applications, files, and other forms all lived in filing cabinets or on desks. Finding the correct files alone, (the filing of which was subject to human error) represented a huge chunk of time. Complications increased dramatically if the file was more than a year old, after which documents were sent to hard-storage held off-site. Retrieving and storing those files was costly and led to further complications – documents were duplicated when they couldn't be found, and work would be put on hold or became lost in the shuffle. Aside from the inconvenience, security was an issue. Documents with sensitive information were out on desks, copiers, and passing through the hands of multiple people.

Solution

Image One teamed up with CareerSource in 2006 to alleviate these issues. Image One has been an active partner over the years, tailoring their systems and technology to fit specific challenges faced by CareerSource. High-quality imaging scanners were first used to store all the paper documents electronically, eliminating trips to the filing cabinet and reducing the volume going to hard-storage. Image One was also contacted to scan those documents already in hard-storage, increasing accessibility and reducing time spent in retrieval.

"Our staff has a file cabinet now, not next to their desk or in a file room locked under key, but available to them on their desktop," says CareerSource Manager Peter Pignataro.

Image One also acted as another set of eyes: their own quality checks found mistakes that would have been otherwise overlooked.

Image One continued to bring modern solutions to meet the needs of CareerSource. In 2012, the company began converting all of the documents used by CareerSource into digital forms that can be accessed online. Applications and case files were streamlined into a workflow system using EMC's ApplicationXtender Workflow Manager and Formatta forms. Now, the digital copy is the definitive copy. Those documents are also stored in a searchable database, where CareerSource can sort information not only by person, but by date, age and other factors. This allows them to find information more quickly and see more about their clients at a glance.

Result

Today, CareerSource West Palm Beach is at the forefront of productivity and is experiencing success in a difficult era. Image One has taken the time out of the equation for filing and storing documents, freeing up CareerSource employees to pursue more relevant tasks. The workflow system cuts down on user error, since software can make sure necessary fields are completed and alert employees to mistakes. Client security has improved as well, since no paper forms are changing hands or sitting in unprotected places. Having the forms and records online makes it easier for job-seekers as well, since they don't necessarily need to come to the office to fill out or check on paperwork. Altering files is as easy as the click of a button, rather than trying to alter a hard copy or creating a duplicate.

"The quality of our files, and our customer services has increased because of the services they provide," says Ana Florentino, Career Placement Specialist at CareerSource.

In addition to the hard work CareerSource is doing for job-seekers and businesses, they have to comply with strict federal and state regulations. The review process can be lengthy and disruptive, but is now shorter and easier thanks Image One. CareerSource was able to submit documents online and talk with auditors via conference-call – a huge advantage over an invasive on-site review, and easier than scanning, compressing and uploading documents. New regulations are also coming down the line through the Workforce Innovation and Opportunity Act. Online editable documents will go a long way to making those changes easier for companies like CareerSource.

CareerSource West Palm Beach's story is one of success. The local employment rate is the lowest since 2007, and below both national and state averages.

"Image One has been very flexible with us, responsive to us, and given us a very competitive product at a very competitive rate," added Pignataro, "Definitely a win-win relationship for us."

Image One's technology and innovation have allowed CareerSource to focus on what is most important, instead of dealing with red tape.