

# CHAFFEE BENEFITS TEAM WORKFLOW MANAGEMENT TECHNOLOGY IMPLEMENTATION PROJECT



**TARA PRINTY, CHAFFEE BENEFITS TEAM  
SUPERVISOR**

**MARY MILLER, RMM-I SPECIAL PROJECTS  
DIRECTOR**



# Project Objective



- **Expand RMM-I Papervision Technology to compliment new task-based business model**
- **Create automation of indexing and prioritizing of incoming documents to maximize staffing resources**
- **Utilize technology to increase efficiency in business model.**

# PHASE 3 ?!?!



- **Phase 1:**

Fall 2018-Analyzed and cleaned up existing alpha split business model, identified strengths and pains. Built new, task based business model through consultant.

- **Phase 2:**

Spring 2019-Go Live for task based model

- **Phase 3:**

Spring 2020-Implement new workflow management technology

# RMM-I: Papervision



Locally owned and based in Westminster CO, *RMMI – Digital Document Solutions* provides the tools, resources, and expertise needed to take your business processes paperless. We pride ourselves in providing solutions tailored to your specific needs at some of the most competitive prices in the industry. Whether you're still processing paper files, or you're looking to take your scanning to the next level with managed workflow and e-forms, our professional services team can design and implement a solution that will save time and resources and allow your staff to better serve your clients.

RMMI is currently working with nine health and human services departments across the state. We have taken the time to get to know your process and have customized each implementation to the specific needs of each county. Chaffee County is our latest client to take their paperless process to the next level by adding a workflow management system and e-forms. We were able to work closely with Chaffee's management team to custom design a system that meets their specific needs and will allow their case workers to more efficiently manage their case loads while providing management with the reporting data they need to ensure that all clients receive the same quality of service. Our professional services team will continue to work with Chaffee County as their staff make the transition to the new process providing support and training as needed. We look forward to continuing to refine the process and discovering new ways that our solutions can be leveraged to provide an even better process in the future.



Chaffee Benefits: Admin/Special Task ★

Chaffee Benefits: Back of House (1/0)

Chaffee Benefits: Front Desk (2/0)

Chaffee Benefits: Front of House (0/0)

Chaffee Benefits: Help Desk Ticket (0/0)

Chaffee Benefits: LTC A-J (0/0)

Chaffee Benefits: LTC K-Z (0/0)

Chaffee Benefits: Program Integrity (0/0)

< 1 > All - +

1 - 8 of 8

Home Edit View

Save Scan New Document Print Add Open Email Save As Previous Next Document Navigation Page Navigation Rotate and Scale Annotations WorkFlow Misc

- Completed
- Schedule Interview
- Send to Admin  
Update comments field as to why you are sending this record to admin.
- Send to Front of House
- Send to LTC
- Release Ownership
- Help Desk Ticket
- Check for Supporting documents

Document Full-Text

RRR-Medicaid Home Visit needs help filling out paperwork

### Appointment Sheet

Application Date: 12-16-19

Name: Virginia Keeling Phone #: 719-539-3040

Type of Application

Food Assistance  FARRR (date)  TANF  TANF RRR (date)

AF  AFRRR(date)  CCCAP  CCCAP (date)

★ Expedited??  Yes  No

Appointment Date: 12-26-19 @ 3:00

Call Out  F2F

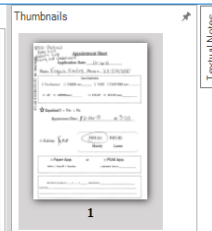
POH (A) Mandy  
 FOH (B) Laura

Paper App. or  PEAK App.

Mail In / Drop Off / Drop Box  Uploaded Case # \_\_\_\_\_

Letter Sent or Emailed on: \_\_\_\_/\_\_\_\_/\_\_\_\_ eMail Address: \_\_\_\_\_

Comments: \_\_\_\_\_



Workstep Instances

Refresh Workstep: Chaffee Benefits: Back of House

Grouped by: Task Status - WF

Status	Workflow Instance	Workflow Started	Workstep Instance	Workstep Started	Doc ID	Date Received	Task Status	Target Date	Date Due	Task Type	Document Type
▲ Pending - To Be Worked											
Owned	419	5/28/2020 11:12:04 AM	2690	6/4/2020 2:50:11 PM	51728	12/16/2019 12:00:00 AM	Completed	12/26/2019 12:00:00 AM	12/31/2019 12:00:00 AM	Application+Interview	APPT Letter

# Call Center



[Home](#) / [E-Forms](#) / [Call Center](#) ▾



Tech Name	<input type="text" value="Tara Printy"/>	Call date and time	<input type="text" value="06-16-2020 02:09 PM"/> ...
Call Type	<input type="text" value="Incoming"/> ▾	Case Number	<input type="text"/>
First Name	<input type="text"/>	Last Name	<input type="text"/>
Phone Number	<input type="text"/>	Reason for call	<input type="text" value="Status of Case"/> ▾

Call Tech Response/Additional Information

Action Taken  ▾

# Appointment Letter



Home / E-Forms / Appointment Letter

Chaffee  
**DHS**  
Department of Human Services  
For dignity, not discrimination.

Tracking Number

### Appointment Sheet

Application Date  Case Number   
First Name  Last Name   
Phone Number  Email Address:

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Food Assistance    FARRR     TANF    TANF RRR   
 Adult Financial    AFRRR     CCCAP    CCCAP RRR

---

**\*\* Expedited**    Yes    No

Appointment Date and Time:

Interview Type     

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Letter Sent on:

Notes

Tech Name

# Successes



- **Transfer of Workflow Manager to Supervisor because of decreased workload, increase staff resource distribution**
- **Approximately 50-60% of the workflow is now automated**
- **Testing went live June 12<sup>th</sup>**
- **Full Go Live June 25<sup>th</sup>**



# Challenges



- **COVID-19 Pandemic delayed go-live of project**
- **Overspent on project due to unanticipated additions to technology**
- **Staff working remotely created difficulty with training**

# Contact Information



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- **RMM-I**

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