

Onbase Workflow:

SSI-Institutional

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Problem Statement

In 2012, South Carolina Department of Health and Human Service (SCDHHS) released a new document imaging system, Onbase, for the housing of all eligibility documents. Like many other state agencies, SC DHHS had several operational challenges, including managing budget crunches, employee retention, finding skilled applicants for open positions, implementing time sensitive policies and procedures, and managing multiple reorganizations concurrently.

One of the goals of Onbase was to assist the SC DHHS eligibility department in going paperless, which would benefit the agency budget. Another goal was to manage the caseload of the eligibility workers. When using a manual process, the equalizing of caseload is very difficult. The distribution of the caseload was directed by the number of eligibility workers in each county office and the number of applications received in the county. The moving of caseloads to workers who had smaller, more manageable caseloads was extremely difficult because the case had to physically move to that county. Therefore, with the implementation of Onbase, caseloads would no longer be dictated by the location in which the application was submitted.

While the implementation of Onbase and process driven workflow has had some positive outcomes, such as allowing applications and reviews to be worked across county and regional lines there have some been some disadvantages. The change from a caseload driven system to a process driven system has greatly impacted the SSI-Institutional program. The change has included:

- Increase in the processing time for a SSI-institutional application;