



## ELECTRONIC DOCUMENT MANAGEMENT

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In an effort to streamline business processes, strengthen program integrity, and improve client outcomes, EOHHS and DTA have initiated a comprehensive effort to implement new business processes and technology tools, including EDM. Our new business model, supported by these technologies, will streamline the eligibility process – and provide more transitional assistance to our clients.

### How it Works

Clients will be directed to submit their documents to a centralized scanning facility, where documents will be scanned and indexed. These electronic images will be made available to DTA staff online. Once the documents have been processed, they will remain in the electronic case file for eligibility and archival purposes.

### Why it Works

DTA is moving toward a paperless, online environment that will benefit our staff and clients alike. We anticipate that Electronic Document Management will:

- Improve service delivery and outcomes for DTA clients through faster, more accurate processing of incoming documents.
- Improve staff productivity and process efficiency through an increased ability to distribute and prioritize work.
- Increase our responsiveness to clients seeking information about their benefits.
- Create a cleaner, happier work environment for our staff.

