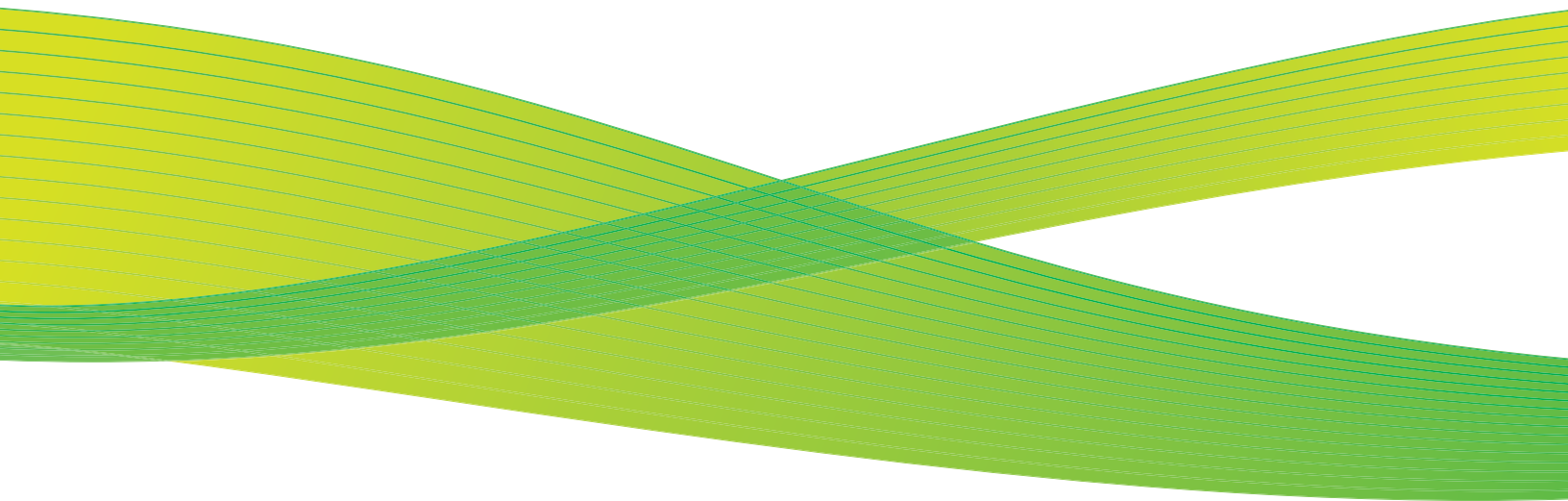


# Where does a city store three million pages per month? We put them on a desktop.

Caseworkers and others gain secure, convenient access to case information, making it easier to help New York City's families.



# We helped New York City's HRA save 1,750 feet of storage space per month – equal to a stack of boxes 280 feet taller than the Empire State Building.

## The Challenge

The New York City Human Resources Administration (HRA) helps individuals and families with social service and economic needs. For any person who applies for assistance (such as Medicare, food benefits, rent or heat assistance), the HRA creates a case folder. The large volume of cases means a large volume of paper – nearly one million documents per month, with an average of several pages per document.

## The Solution

In 2003, we teamed with HRA to provide document imaging and management services, working to introduce efficiencies and reduce costs. We provided tracking, archival and storage/shredding services for case documents of all kinds, totaling an average of three million pages per month.

By collecting, scanning and indexing case documents before they're destroyed, we help the HRA save 1,750 vertical feet of storage space per month – the equivalent of a stack of boxes 280 feet taller than the Empire State Building.

Each day, our vans collect documents from up to 70 locations, using handheld computers to scan box labels, capture signatures and print

receipts on site. Back at our central facility, box data are uploaded into inventory, and the contents of each box are tracked. After documents are inventoried and scanned, we check images for quality control, and then add the indexed images to HRA's internal system for storage and retrieval.

As a result of this efficient system, caseworkers, auditors, management and other authorized users now have secure, convenient access to case documents from their desktops – without the need for costly, inefficient retrieval of paper documents from the warehouse. This helps HRA staff ensure that the 220,000 individuals and families they serve each month are receiving the help they need.

## The Results

Instead of piling up paper, New York City's HRA now has secure, convenient access to files wherever they're needed. Daily processing averages include:

- 75 boxes per day
- 140 folders per box
- 12 pages per folder
- 130,000 pages per day.

Now, with our electronic storage solution in place, the HRA's document management operation collects, images, indexes and uploads three million pages each month. Caseworkers, auditors, management and other authorized users have secure, convenient access to case information from their desktops, making it easier to help New York City's families.



**Sector:** State and Local Government

**Solution:** Document Imaging and Indexing

**Client:** New York City's Human Resources Administration (HRA)

**Challenge:** Three million pages of documents every month; hard-to-access paper files

**Results:** Secure, convenient access to case documents; enhanced service and reduced operational costs

**“Since 2003, ACS has provided the HRA with outstanding service. We value the commitment to quality that they've brought to the partnership in providing accurate and timely imaging work.”**

Michael Lavin,  
Director of Imaging Systems and Support Services, HRA

You can learn more about us at [www.acs-inc.com](http://www.acs-inc.com).

## The Bottom Line

Handling 250,000 cases a month for the Supplemental Nutrition Assistance Program (SNAP), Medicaid and other programs, the New York City Human Resources Administration (HRA) helps a lot of families. It also generates a lot of paper. Case folders piling up in storage rooms were not only vulnerable to damage or loss, but also costly and inefficient to retrieve.