



# Child Welfare Forms Captured with Web Scanning - Zero Shipping Costs



## PROJECT SUMMARY

**Company:** Ontario Association of Children's Aid Societies, Toronto

**Industry:** Child Welfare Services

**Application:** Streamline the process of capturing child welfare assessment forms

**Challenge:** Single User TeleForm Desktop limited in process volume + required remote web based scanning capability into TeleForm

**Solution:** Migrate to TeleForm Workgroup & TeleForm Web Capture Module

**Results:** Remote scanning has eliminated operational shipping costs and improved the speed of processing the increased volume of forms requiring corrections directly into the TeleForm Server in a multi-user Workgroup environment.

### Ontario Association of Children's Aid Societies (OACAS) ...

is the only child welfare agencies mandated by the Ontario Government to protect children from harm. Children's Aid Societies work with service partners and the community to ensure the safety, well-being and stability of children and youth. Community partners such as hospitals, schools, community service agencies and police services work together with Ontario's Children's Aid Societies to prevent abuse and neglect, improve child safety, maintain children's health and wellness and support and strengthen families to better care for children. OACAS, in support of its members, is the voice of child welfare in Ontario, dedicated to providing leadership for the achievement of excellence in the protection of children and in the promotion of their well-being within their families and communities.

### The Challenge

OACAS had been using TeleForm Desktop to capture key form data from 53 remote OACAS offices each generating paper based child welfare assessment forms (up to 70 pages in length) that were couriered or mailed from multiple remote office locations. The cost to ship the forms each week added to OACAS's

operational costs, increased handling costs to burst envelopes and remove forms effectively delaying the turn around of forms data until each form was received and processed - delaying reporting and the utilization of the collected data.

As the Child Welfare Agencies workload increased so did the volume of forms. A more efficient approach was required to cope with the increased labour and cost demands.

### The Solution

OACAS migrated its TeleForm Desktop to the multi-user TeleForm Workgroup license and added Verifier workstations. Finally, the TeleForm Web Capture Module for remote web scanning to the TeleForm Web Capture Server. Connectis Professional Services provided the consulting, implementation and planning for the deployment.

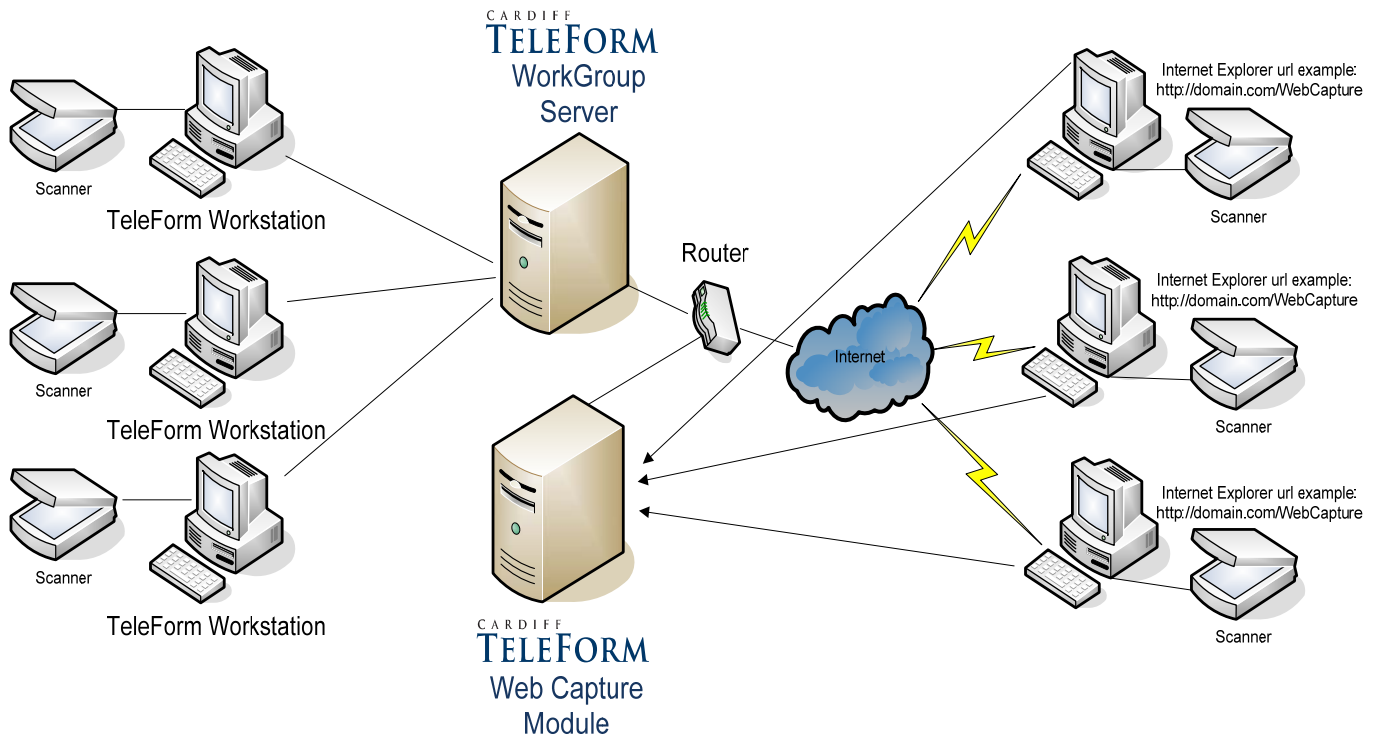
### The Results

The migration enabled OACAS to streamline information processing, save time, money and reduce labour costs. The multi-user system enabled the



capability to increase the processing and data correction throughput; while the local scanning in each of the 53 OCAS offices eliminated the shipping costs to Ottawa each week. Each form is processed the same day it's electronically received and the associated manual labour costs have been reduced. Although OACAS continues to receive some paper based assessment forms the majority are expected to be sent electronically over the web directly into the TeleForm Web Capture Server.

The TeleForm Web Capture Module enabled OACAS's 53 remote locations to scan forms into the TeleForm Server by simply accessing a web page that is accessible online using Internet Explorer. Once the remote computer is connected to this web page, the TeleForm Web Capture plug-in is automatically installed & the attached scanner has the ability to scan forms directly into the TeleForm Server. The implementation of the TeleForm Web Capture Module significantly reduced the time required to scan documents into the system, prevented forms from being lost in mail transit & as well maintained children privacy.



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