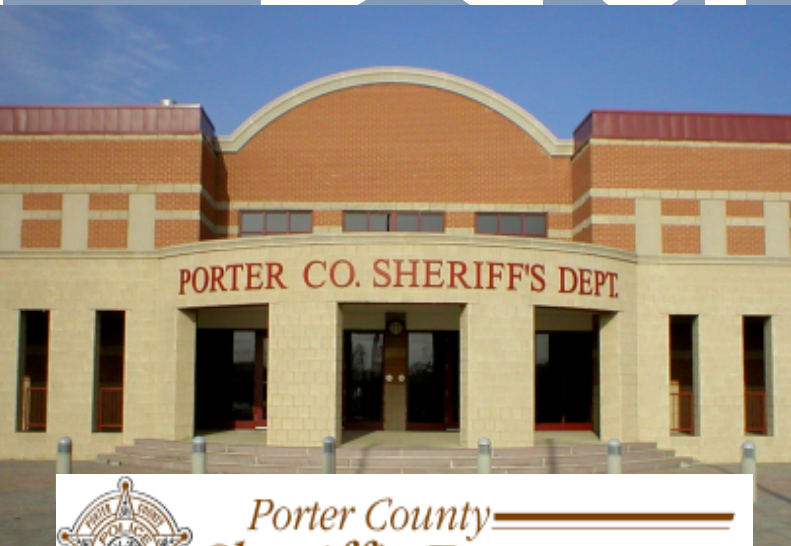


case study



Porter County, Indiana, population 150,000, is located on the southern tip of Lake Michigan. The Sheriff's department employs more than 150 officers and civilians who work in the criminal justice system and are dedicated to making Porter County a better place to live, work and raise a family. In addition to serving the criminal justice needs of the unincorporated parts of the county, the Sheriff's department houses the 911 dispatch center and manages and stores the warrants for the entire county.

Hit by budget cutbacks Sheriff David Reynolds wanted to leverage technology to free up man-power for other tasks besides paper processing. The county started looking for a workflow system and discovered that DocuWare, an electronic document management solution, would meet their needs.

Documents

The Sheriff's office needed to manage four basic types of documents; warrants, case reports, tickets and jail documentation.

As keeper of all the active warrants for the entire county, the Sheriff's office manages 5500 plus active warrants. Warrants are issued by a judge, recorded by a county clerk and issued to the Sheriff's Warrant Division. New warrants are received in batches of 30-50 two or three times a week and are filed alphabetically. A warrant remains active until an arrest is made or the warrant is recalled.

The second type of document, case reports, are generated every time a deputy responds to an incident. The average report is 10-12 pages long and contains basic identifying

Streamlining Information

DocuWare Helps Make Porter County a Better Place to Live

The Porter County Sheriff's Office is using DocuWare to make their corner of Indiana a safer place, by electronically managing case reports, warrants, tickets and jail documentation. The benefits have trickled down to the residents by giving the county more time to spend serving the people.

information and a narrative of the event. Supplementary reports or other documents also needed to be kept and filed with the initial report. The volume of case reports varies from 15-60 per day and the average retrieval time was about 15 minutes.

The Sheriff's department is also required to store a copy of every ticket issued. The tickets were filed in bundles by ticket number and classification. With 200 plus tickets issued a week and a county requirement to store the tickets for 10 years, finding a requested ticket was a time consuming endeavor. Additionally, the Sheriff's office needed to manage a ballooning volume of internal jail records.

Work Processes

Before DocuWare, warrants were stored in two file cabinets in the 911 dispatch room. Dispatchers handle all police, fire and EMS for the county. In order for an active warrant to be verified, prior to an arrest, deputies and police officer's would have to call the dispatch center. Each of the dispatchers on duty get 4-5 calls per hour that may deal with life and death situations; warrant verification calls had the potential to disrupt 911 service.

The workflow for storing and reviewing case reports was very inefficient. Using a Word template the deputies would type their reports, print them and hand a hard copy to their commanding officer. Once approved, the commanding officer would send the report to the Records department, where the four-person records staff would spend six hours a day re-keying the reports into a law enforcement management program. Other inefficiencies also existed. To keep updated on the crime pulse of the county, every morning each of the six

detectives and the captain visited the records room and made a copy the previous day's cases.

With an inmate population of 350, keeping up with the filing of jail records was beginning to seem impossible with the time and workload constraints in the jail division. Stacks of paper piled up, while other more immediate tasks were completed. Records were filed by date and accessed several times a day.

IT Situation

The three-man IT department maintains a network of over 200 PC workstations and 12 servers.

Solution Requirements

Jon Miller, Network Systems Administrator and David Sheibels, the Porter County C-Comm 911 Director worked with Sheriff Reynolds and Authorized DocuWare Partner, Information & Records Associates, Inc., to outline the department's requirements. The Sheriff's Office wanted a system that would streamline their existing workflow, reduce manual processes, as well as speed up the filing and retrieval of documents. With the budget crisis Porter County was facing, the Sheriff also wanted to leverage his staff's time to better utilize their most valuable skills by reducing mundane document administration tasks.

Solution

Information & Records Associates, Inc. implemented DocuWare and the, INTERNET-SERVER, CDMAKER and LINK modules. A Systems License, seven FULL FUNCTION LICENSES and an unlimited site READ-ONLY license were also part of the solution. In addition, the Sheriff's Office purchased a file server, CD jukebox server and four Fujitsu scanners.



Civil Bureau Warrant Clerks Rachel Klaiber and Susan Gaul now use DocuWare to manage information.



"I knew that if we could realize more efficiency in

handling our records and reporting that my staff could devote more time to serving the people of Porter County. Implementing DocuWare allowed us to streamline time-intensive administration tasks and helps prepare us for the next century."

David Reynolds,
Porter County Sheriff



Today, all of the warrants are scanned into DocuWare and indexed by the Warrants Division. Now, when a warrant verification call comes into the dispatch center, the dispatcher never needs to leave their desk. With a click of a button, the warrant can be verified as active and an arrest can be made immediately. After a warrant has been served or disposed of it is moved to a separate filing cabinet.

The records staff scans and manually indexes all of the previous day's case reports in less than one hour. By 8:00 a.m. all case reports from the previous day are available in DocuWare.

"Warrants and case reports are very time sensitive documents for us. In less than an hour, the documents are digitally available for quick access by our detectives and dispatchers," said Jon Miller.

Speeding tickets are scanned every few weeks. Though the county is still required to store a paper copy of the ticket, the time savings are clearly seen

on the retrieval side. With only a few basic index fields, retrieval is quick and painless.

The jail is actively scanning all of their internal booking forms then shredding the paper documents. Because the documents are not time sensitive and are only accessed by administrative personnel, they are only scanned once a week. In a four to six hour block, the week's booking information is digitized.

User Benefits

On an individual level, the time savings the records staff, detectives and dispatchers experience from accessing information electronically has reduced job stress and lowered employee turnover. By implementing DocuWare, Porter County gave their employees a powerful tool to help them do their jobs better and allocate more time to actually serving the people of the county, increasing job satisfaction. Additionally, DocuWare has allowed the employees to meet the county's code of professional responsibility that entails striving for individual improvement and

enhancing technical knowledge, training and education.

Department Benefits

Managing warrants in DocuWare plays an important role in the safety of the people of Porter County. Since implementing DocuWare, 911 dispatchers never have to leave their desks to verify a warrant, allowing them to stay close to their phone and crucial monitoring systems.

With regards to case reports, scanning the documents versus re-keying the information has freed up 12 man-hours a day for the records staff alone. The records staff is now better able to serve the public, by providing copies of accident reports on demand when a request is made. Detectives can now quickly review the new case reports with the click of a button and keep a closer watch on the crime pulse in the county, all without making the daily trip to the file room and copy machine. Because information is so readily available, the detective's are better equipped to watch for crime patterns and close cases.

"I knew that if we could realize more efficiency in handling our records and reporting that my staff could devote more time to serving the people of Porter County. Implementing DocuWare allowed us to streamline time-intensive administration tasks and helps prepare us for the next century," said David Reynolds, Porter County Sheriff.

The quick retrieval time for tickets allows the records staff to spend more time performing their core duties. The Jail is beginning to see the long-term benefits of storing internal documentation electronically, as file cabinets disappear and more office space becomes available.

Organizational Benefits

By storing information electronically, the Sheriff's Office is now easily able to share information between departments, gaining important new efficiencies. For example, managing the warrants electronically not only benefited the 911 department by having dispatchers focus on their emergency calls, but also allowed the Jail Administration to perform a warrant check on every visitor to the county jail. As a result of this cross check, the Sheriff's Office makes two to three arrests a month. Furthermore, using DocuWare to manage warrants has allowed the Porter County Sheriff's Office, the largest law enforcement agency in the county, to meet its mission of leading by example and providing prompt assistance to other law enforcement agencies, resulting in more effective, efficient and responsive law enforcement county wide.

At least 80 people are now using DocuWare, and the Sheriff's Office calculates that they received a return on investment in one year. This proves that DocuWare plays a crucial role in the Sheriff's Office's use of sound fiscal policy, ensuring accountability to the public and maintaining the Sheriff's focus on directing resources to help county employees spend more time serving people and making Porter County a better place to live, work and raise a family.

For more information
please visit our website
www.docuware.com

Solution Requirements

- Streamline existing workflow
- Reduce manual processes
- Speed up the filing and retrieval of documents
- Reduce time spent on administrative tasks

Solution

- DocuWare
- INTERNET-SERVER
- CDMAKER
- LINK

Benefits

- Information is easily shared between departments and other agencies, allowing the Porter County Sheriff Office to provide prompt assistance resulting in a more effective, efficient and responsive law enforcement county wide.
- Warrants are more easily and effectively managed. With DocuWare, 911 dispatchers can verify a warrant in seconds without having to leave their desk, so that arrests can be made immediately. Furthermore, the Jail Administration can now perform a warrant cross check on every visitor, resulting in two-three arrests a month.
- Scanning case reports versus re-keying them saved the records staff 12 man-hours a day freeing them to perform core duties.
- The Sheriff's detectives can now quickly review new case reports and keep a close watch on the crime pulse in the county, watch for crime patterns and close cases faster.
- DocuWare minimizes the time employees spend on administrative tasks by improving workflow, reducing job stress and lowering employee turnover and retraining costs; allowing them to spend more time actually serving the people of Porter County.