



Hennepin County Human Services and Public Health Department
Project: **Enterprise Communications Framework (ECF)**

Purpose:

To produce a single, shared, accessible electronic file system for all clients served by HSPHD. ECF will eliminate paper case files, provide a secure platform for service integration, and use workflow automation to deliver and ensure action upon the forms, documents, and digital information collected or produced in the course of service delivery.

Highlights:

- Support for a full range of digital content – scanned images, faxes, Word files, spreadsheets, electronic forms, photographs, and digital recordings (audio and video)
- A live connection to the Minnesota Department of Human Services' new Shared Master Index (SMI), providing staff the ability to identify what services clients are currently receiving from Hennepin County as well as from other counties
- Consolidation of case files from every service area of HSPHD - all involved in client service will be working from the same file
- 2,800 potential users within HSPHD, plus gradual expansion to other county employees and contracted service providers
- Upgrade of document capture/processing software in Centralized Imaging Unit is expected to double digital mailroom capacity without increasing staff



Impact of project:

- Timely, complete, and well-managed flow of information among different case workers, HSPHD service areas, and contracted service providers who are dealing with the same client
- Reduced burden on clients to repeatedly provide the same documentation to different program areas
- Simultaneous improvement in information sharing and in HIPAA / data privacy compliance through electronic content management
- Synergy with Mobile Worker, Regionalization projects – staff will have access to case files anywhere they are providing service
- Elimination of 500,000 paper case, increase documents being committed monthly from 500,000 to 1.5 million and monthly Faxes increasing from 120,000 to 150,000.

Challenges:

- Implementation effort to change and consolidate the workflow and various case file methods of over 15 service areas
- Culture change from migration away from isolated, program-focused paper files to shared, service integration-focused electronic files and applying best practices to client services