



CaseWorks™
Advanced Document & Process Management

CASEWORKS RESIDENT PORTAL ENABLES COUNTY TO DELIVER VERIFICATIONS AND OTHER DOCUMENTS INSTANTLY

Automation and Efficiency are key for county HHS departments to stay compliant with DHS and federal guidelines. CaseWorks Resident Portal keeps MNPrairie right on track!

MNPRAIRIE COUNTY ALLIANCE AT A GLANCE

OVERVIEW

- Population: 77,360

CHALLENGES

- Documents sent by mail can take weeks to get back from the resident.
- MNPrairie needed a fast secure process to get verifications and other docs to residents quickly in order to process case files and stay compliant with state and federal timelines.

“The CaseWorks Resident Portal helps clients by giving them a quick, secure way to share verifications and access information they might need later.”

—Trudy Kindseth MNPrairie County Alliance

THE CHALLENGE

Prior to implementing the Resident Portal, MNPrairie County Alliance depended on mail and in-person exchanges for verification forms and case updates. This approach introduced a number of operational challenges, such as:

- Delays in processing
- Mailing forms often meant 7+ days before clients received and returned them—delaying benefits and prolonging case resolution.
- High administrative workload
- Staff spent substantial time preparing, mailing, and tracking documents, leaving less time for direct client support.
- Inconsistent digital readiness
- Some clients welcomed digital tools, while others were hesitant to create new accounts or juggle multiple systems.

Trudy Kindseth, an eligibility worker at MNPrairie County Alliance, described the day-to-day realities:

“Mailing forms was slow and inefficient, but we didn’t have a faster way to share information securely.”

THE SOLUTION

CASEWORKS RESIDENT PORTAL

MNPRAIRIE COUNTY ALLIANCE PARTNERED WITH NCT INC. TO IMPLEMENT THE RESIDENT PORTAL —A SECURE, USER-FRIENDLY PLATFORM THAT DIGITIZES DOCUMENT DELIVERY AND CASE COMMUNICATIONS.

Key Features Used by MNPrairie County Alliance:

- Digital verification form sharing
- Staff send editable forms instantly; clients complete and return them online—no waiting on mail.
- The portal's e-signature capability is compliant with the federal ESIGN Act (Electronic Signatures in Global and National Commerce Act), enabling legally valid, enforceable signatures without in-person visits.
- Secure, centralized document access
- Clients can retrieve and reference important case documents in one place.
- Faster, two-way communication
- Requests and responses happen in near real time, greatly reducing turnaround.



“The portal cuts down on response time, making it a much more efficient option. It gives clients a way to quickly receive forms, complete them, and send them back — without waiting a week or more for the mail.”

— Trudy Kindseth MNPrairie County Alliance

THE CONCLUSION

By implementing the Resident Portal, MNPrairie County Alliance transformed service delivery: speeding up verification workflows, improving compliance, and enhancing the client experience. For workers like Trudy, the Portal replaces week-long delays with same-day progress; for HHS departments, it strengthens performance against benchmarks and helps avoid PIPs. ESIGN Act-compliant e-signatures round out a modern, and efficient process for the communities MNPrairie serves.

MORE PORTAL BENEFITS



PDF EDITOR

BUILT IN PDF EDITOR MAKES DOCUMENT ADJUSTMENTS A BREEZE



MULTI DEVICE

PORTAL IS EASILY ACCESSIBLE AND ON BOTH MOBILE AND DESKTOP DEVICES



FLEXIBLE

SUPPORTS NON-CASEWORKS FILES AND DOCUMENTS BETWEEN ORGANIZATIONS