



BLUE EARTH COUNTY STREAMLINES BUSINESS PROCESS TO SAVE 128 HOURS A MONTH IN FINANCIAL ASSISTANCE UNIT

Blue earth County uses CaseWorks “Merge for Mail” feature to save 128 hours a month (0.75 FTE) on their mailing process.

BLUE EARTH COUNTY, MN AT A GLANCE

COUNTY OVERVIEW

- Population: 69,631
- Hybrid workforce
- 8 team members on the Adult and Family teams.

CHALLENGE

- Mailing case documents was inefficient and time consuming. Blue Earth needed a way to consolidate the mailings to make the process easier and faster.



“It really streamlined things for us, the eligibility workers use this feature and then our case aides check the outgoing mail DocBox. When everyone was sent home during the pandemic, before mail/merge we had printing buddies. The people from home would send their documents to be mailed to a specific person in the office to print for them. Now with mail/merge all mail goes to one central place and we have several case aides that check this, print, and mail out everything for the eligibility workers. Now, we only use it for people teleworking, but we have plans to have everyone use it and then case aides/front desk mail out for the eligibility workers. If the worker needs something sent with the document, we short note if there are specific instructions. We love it, it works great!”

**DEANN BONEY | FINANCIAL ASSISTANCE SUPERVISOR
BLUE EARTH COUNTY HUMAN SERVICES**

HELP WITH CONSOLIDATING THE MAILING PROCESS

Prior to using the Merge for Mail feature in CaseWorks, the worker would print twice (once P2CW and then physically print it out and mail).

The worker would print the docs from home then message the office to retrieve docs from the printer and fold then mail. With Merge for Mailing, the documents arrive in a centralized DocBox in CaseWorks where the Case Aides automatically see and retrieve the files in bulk, and then mail. Time is being saved by the worker not having to print each case doc and then request the Case Aide retrieve and mail each casefile individually.

QUICK LOOK:

- *The Adult and Family team now saves 128 hours a month (.75 FTE) by using CaseWorks Merge for Mail feature.
- *Each worker saves 16 hours per month by using Merge for Mail in CaseWorks.
- *Saves time on both communication and mailing process.
- *The Eligibility Worker and Case Aide both benefit by having a centralized DocBox to check and retrieve all docs to be mailed.
- *The new Merge for Mail feature only takes 15-30 seconds to complete per mailing.

How many county workers do you have that could gain 16 hours a month in efficiency by using CaseWorks Merge for Mail feature?

OTHER CASEWORKS BENEFITS

Attorney Collaboration

County attorneys have full access to casefiles for digital review and court hearings



eSignature

Clients and attorneys can digitally sign forms for immediate turn-around



Retention and Recruitment

Increased hiring base from broader geography, as officers are able to work remotely



Time Savings

Files are digitally tagged, tabbed, and shared across teams and units

