

How Technology Is Driving Better Case Management Outcomes

Health and Human Services agencies have the important responsibility of protecting the safety and wellbeing of their constituents. Case management processes ensure constituents are supported and critical services are delivered, but manual and time-consuming paper-based processes can cause delays and inefficient experiences for both constituents and employees.

By digitizing and streamlining case management processes, DocuSign can help agencies give their constituents a more convenient and efficient experience, and allow employees to spend more time supporting individuals and families. As a result, agencies will enhance data accuracy and security, improve auditability of case documents and deliver services faster.

Spend more time providing services

Reduce time spent on paperwork by digitizing and automating manual processes.

Caseworkers typically spend 60 to 70 percent of their time on case-related activities, including administrative tasks such as paperwork, which only allows them to spend 20 to 35 percent of their time with families and community resources¹. From the assessment process to implementing care, there are countless documents that families and staff need to submit and sign. Using digital forms and electronic signatures makes it easier for caseworkers to securely and collaboratively manage their caseloads, remotely or in the office.

Deliver critical services faster

Improve operational efficiencies and inter-agency collaboration.

Coordinating across the system of care means bringing together and engaging critical stakeholders, such as juvenile justice, mental health, education and law enforcement. Caseworkers and staff across all these systems need to exchange, review and sign off on hundreds of pages in a case file before making critical decisions or launching an investigation. Digitizing and automating inter-agency processes for authorization and approval on service provisions, placements and court proceedings will streamline the secure exchange of information and ensure that critical services get delivered faster.

Results

Examples of outcomes achieved by Health and Human Services agencies using DocuSign solutions

92%

reduction in routing court reports.

46%

of documents completed under 24 hours.

100%

elimination of data errors.

\$3M

of cost savings due to increased productivity.

52,000

sheets of printed paper eliminated.

Provide better experiences

Connect and engage with families anytime, anywhere.

Traditional paper-based processes can be burdensome and create barriers for constituents, requiring them to take time off work to visit their local office to fill out paperwork or show birth certificates. Online forms allow constituents to submit and update information digitally at their convenience—whether an application, a new address, or financial and employment information after a job change. Mobile accessibility makes it easier for caseworkers and staff to find, sign, submit and update forms on practically any device, from almost anywhere at any time.

Improve accuracy and simplify compliance

Enhance visibility and auditability of case documents.

Stringent compliance regulations, reporting and auditing rules ensure the safety and care of children and families. Missing or incorrect data can lead to delays and negative downstream implications. Having all casework digitally documented in a secure, centralized repository can help agencies meet their HIPAA compliance obligations and mitigate risk. Digital documents also make it easier to access case files for planning, auditing and compliance reporting.

Use cases

Constituent-facing

Applications

Foster care application
Adoption application
Background check

Intake

Screening report
Investigative report

Case management

Safety plan
Permanency plan

Family assistance

Assistance request
Waivers or vouchers
Payments

Inter-agency and back office

Courts

Affidavit request
Legal clearance

Licensing

Clinical provider licensing
Foster care licensing
Shelter license application and renewal

Compliance

Inspection
Case compliance certificate

HR

Access card request
Timesheet
Vehicle user agreement

DocuSign for case management

Health and Human Services agencies are responsible for improving the lives of as many people as possible, and DocuSign helps agencies do that more effectively so their resources can go further. Printing, signing, scanning or physically managing paperwork such as applications, reports, waivers, checklists and court documents is often a hassle for constituents and the private, non-profit and community-based partner organizations that provide services.

By digitizing critical workflows with DocuSign solutions, agencies can reach constituents when and where it's most convenient and streamline processes to ensure services get delivered faster—all while supporting compliance and strengthening security.

DocuSign eSignature

eSignature

Lets you send and capture signatures in minutes from virtually anywhere, on practically any device, while maintaining a complete audit trail.

PowerForms

Make it easy for constituents to fill out applications online, generating on-demand, self-serve documents for signature.

SMS Delivery

Meets constituents where they are by providing text notifications for documents that can be signed on a mobile device.

Payments

Enable agencies to request and send payments to constituents by integrating with leading payment gateways.

Contract Lifecycle Management

Digitize end-to-end case management processes with [DocuSign CLM](#) capabilities that streamline how documents are prepared, routed and managed across complex workflows, while also centralizing all casework within a searchable, auditable and secure repository.

Integrations

Easily embed DocuSign into your existing tools with [400+ pre-built integrations](#) for systems like Salesforce, and use the self-serve developer API to seamlessly integrate into your existing case management system.

About DocuSign

DocuSign helps organizations connect and automate how they prepare, sign, act on, and manage agreements. As part of the DocuSign Agreement Cloud, DocuSign offers eSignature, the world's #1 way to sign electronically on practically any device, from almost anywhere, at any time. Today, over a million customers and more than a billion users in over 180 countries use the DocuSign Agreement Cloud to accelerate the process of doing business and simplify people's lives.

DocuSign, Inc.

221 Main Street, Suite 1550
San Francisco, CA 94105

[docuSign.com](https://www.docuSign.com)

For more information

sales@docuSign.com
+1-877-720-2040