

## CASE STUDY

### *Hamilton County, Indiana*

## KEY BENEFITS



#### **The Challenge**

Hamilton County, Indiana faced a challenge with improving processes within the County's Community Corrections department and overseeing the County's work release program. For years, the department used a paper-based system, with forms being processed and handled by up to 20 individuals within the County. Participants in the work release program had to maintain multiple paper records of their activity schedules, which included job searches, work, schooling, medical visits, and more.

The process was time-consuming and inefficient, and extensive paper printing and document storage needs did not assist County sustainability goals. The County desired an automated system to allow staff to manage several request forms from work release participants and to easily approve, deny, and update the request forms.

With a new, automated system, participants could go to an online portal and enter a new request form or copy a previously approved schedule, edit an existing request, and view their approved requests. Department staff would need the ability to approve or deny the requests, manually enter requests on behalf of the participant, run multiple reports (such as a list of participants with their approved daily enter/exit times), and perform multiple search functions.

#### **The Solution**

Ralph Watson, Executive Director of the Hamilton County Corrections department, talked with Hamilton County CIO Chris Mertens, Applications Manager Julie Crask, and their team to explore using the Computronix POSSE system and its powerful workflows as a potential solution. Hamilton County has used POSSE since 1999, beginning with the Health, Survey, and Highway departments. Use of POSSE and work with Computronix have expanded over the years into the Building Department and Tax Office as well. "POSSE is a proven and flexible enterprise system for the County, and we believed moving these workflows into POSSE would provide a great benefit for both County staff as well as the program participants," Julie said.

Working closely with the County team, Computronix developed a fully-featured solution in POSSE to meet the County's requirements.

- ✓ Automated system for work release program participants has saved Hamilton County time and money
- ✓ Participants can now go to one system and create activity schedules, streamlining a formerly cumbersome process
- ✓ Staff can easily create on-demand reports
- ✓ Participants can go online to check schedules, calendars, and records, improving accountability
- ✓ Efficient workflows help staff save time and process forms quickly
- ✓ County eliminated 28,000 pieces of paper in 2015 alone

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*The Palladium at the Center for the Performing Arts, Hamilton County*

The new solution gives participants easy access to a web-based solution for their needs and enables Department staff to approve or deny the requests, enter requests on behalf of the participant, and perform multiple search functions.

Enhanced reporting capabilities were also delivered, including the ability to provide multiple reports (for example, the approved enter/exit times report). Now that the project is complete, County employees and managers have easy access to key reports, which they can run at any time, on demand.

The system also provides for many different levels of security. Now each of the 50 staff members involved with the process can access exactly what they need. Efficient workflows help staff save time and process forms quickly. The system also allows the work release program participants to have improved accountability through correct schedules, calendars, and records. Lastly,

it has enabled participants with little to no computer experience to gain valuable computer skills.

### **Results**

The County has realized improvements in accountability for both personnel and participants, flow of information sharing and communication, accuracy of information shared, and timeliness in responding to requests. Additionally, the County was able to eliminate 28,000 pieces of paper in calendar year 2015 alone.

“The ability for our staff to have access to a system we helped design exactly to the department’s goals and Hamilton County’s overall needs and technology goals has been fantastic,” said Chris Mertens, County CIO. “We continue to be impressed with the workflow and flexibility of the POSSE system, and the Computronix team delivered exactly what we asked for – it’s been a great improvement.”

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*Chris Mertens  
County CIO  
Hamilton County, Indiana*



[computronix.com](http://computronix.com)

Computronix (U.S.A.), Inc.  
Denver, CO

Phone: 720.962.6300  
Toll free: 866.962.6300

Computronix (Canada) Ltd.  
Edmonton, AB

Phone: 780.454.3700  
Toll free: 800.359.3758