



Northwoods Compass Software®

Partner Solution

- **Business Application**
Human Services Management

- **Target Industry**
Government

- **Products**
IBM FileNet Business Process-Manager
IBM FileNet Content Federation Services
IBM FileNet Content Manager
IBM FileNet Process Analyzer



Business Challenge

Reductions in federal reimbursements, changes to regulations and budget constraints have created major challenges for state and local Human Services agencies. Due to increasing case loads and service demands, many agencies are finding it difficult to meet federal and state-mandated performance levels. This can result in lost incentives and potential sanctions, in some cases costing agencies hundreds of thousands of dollars each year.

Human Services agencies also find themselves in a human resource crisis, with overburdened case managers taking early retirement or switching careers in ever greater numbers. Fewer staffers to deliver services put a burden on constituents in need, who must patiently wait to receive desperately needed assistance. Finally, Human Services agencies must deal with copious amounts of paperwork which floods file rooms, often resulting in an overflow to costly offsite archive facilities.

To address these issues, Human Services agencies need to create an environment where case managers are less overwhelmed and agencies can do more at current or reduced staffing levels. Automating day-to-day case management activities (e.g., minimizing the time to prepare and conduct interviews and streamline routine processes intake scheduling, caseload balancing and case transfers) could significantly impact the bottom line and improve efficiencies within these agencies.

Solution

Northwoods' Compass Software® helps Human Services agencies improve overall efficiency by streamlining or eliminating repetitive tasks that are performed throughout the workday. Integrating tightly with the the IBM FileNet P8 Enterprise Content Management (ECM) suite of products, Compass Software provides a comprehensive set of solutions that are designed to bring time savings, ease of use and efficiencies to case workers. The integrated and intuitive user experience allows agency employees to easily complete forms and form packets, scan documents, search electronic case files, manage appointments and schedule follow-ups and reminders.

By converting paper-based case files to digital form, Compass Software virtually eliminates the physical footprint of file storage, thereby freeing space and reducing costs. Furthermore, it allows instant access to case files, eliminating delays and enabling call center employees to answer constituent inquiries in a single call, improving employee morale and reducing turnover.

The key components of the Compass Software solution suite include:

- Compass Appointments – client flow and schedule management solution that supports work efficiencies throughout the agency (from the front desk, to caseworkers, to supervisors);



- Compass Capture – distributed scanning software that allows agency employees to scan and return documents when interfacing with constituents. Workers at the front desk can capture and immediately return drop-offs, saving postage and other costs, and then route the document images electronically to the appropriate case managers for availability within seconds of scanning; and,
- Compass Forms – customized forms that provide case managers with the ability to quickly and easily complete known demographic information, eliminating the need to key in repetitive information.

Value Proposition

With numerous former agency employees on staff, Northwoods specializes in building and implementing solutions designed to resolve the unique business issues that Human Services agencies face.

Its flagship product, Compass Software, is used by more than 70 Human Service agencies across five states with acclaimed results. An independent researcher recently concluded that Compass Software saves as much as two hours of work time per day, per case manager; agencies report 100 percent return on investment within an average of 18 months; and Northwoods' customers have reported weathering staff reductions through attrition of 5-25 percent, even as caseloads continued to increase.

In addition to providing the interface and automation to help agency employees easily and efficiently accomplish their work through immediate access to information, Compass Software also helps agencies to:

- Increase capacity without adding staff;
- Securely store sensitive case-related information;
- Equitably assign clients to case managers using a "round-robin" format;
- Reduce total interview time by 25-50 percent;
- Lower front desk check-in from 10-30 minutes to mere seconds;
- Achieve federal and state performance standards;
- Minimize operating expenses; and,
- Improve customer service and employee morale.

Company Description

Northwoods is a software development and services company dedicated to helping Human Services agencies meet state and federal performance standards, improving customer service levels and staff morale, and dramatically reducing agency operating expenses. Headquartered in Dublin, Ohio, Northwoods serves more than 70 agencies in five states.

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Printed in the USA
06-09

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