

How Technology Is Driving Better Case Management Outcomes

Health and Human Services agencies have the important responsibility of protecting the safety and well-being 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% of their time on case-related activities, including administrative tasks such as paperwork, which only allows them to spend 20 to 35% of their time with families and community resources. 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 of service provisions, placements and court proceedings will streamline the secure exchange of information and ensure critical services are 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 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. Printing, signing, scanning or physically managing paperwork such as applications, reports, waivers, checklists and court documents are often hassles 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

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

Web Forms

A no-code solution that allows agencies to easily capture constituent data from fillable forms and dynamically populate content into agreements for signature.

SMS Delivery

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

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 solutions 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 navigate their systems of agreement. As part of its industry-leading product lineup, 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 platform to accelerate the process of doing business and simplify people's lives.

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