

California state agency improves services and saves costs by deploying FileBound.

California Unemployment Insurance Appeals Board (CUIAB) is a seven-member Board, headquartered in Sacramento, and maintains a staff in twelve offices throughout the State. CUIAB conducts hearings concerning claims for unemployment and disability benefits. These cases are appeals of determinations made by the Employment Development Department (EDD). The CUIAB also holds hearings on petitions from taxpayers concerning assessments made by EDD's tax branch. There are two levels of appeal. The first is an appeal to an Administrative Law Judge. The second is an appeal to the CUIAB of the decision made by the Administrative Law Judge. You must exhaust your appeal to an Administrative Law Judge before you can appeal to the CUIAB.



The Problem

Each of their 12 regional offices received and mailed printed claims to the central office. Multiple clerks and judges were responsible for managing these claims once they arrived at the central processing center. Often they had to manually search for claim folders and make additional copies so that other parties could share the information.

The entire CUIAB team is committed to processing these cases as quickly as possible because they understand the urgency of their constituents to reach resolution on these cases. The greatest obstacles to their goals of quick turnaround was the time that the manual routing requires and time looking for lost or misplaced file.

FileBound Results

CUIAB installed a FileBound document management solution to solve their operational challenges. Within 4 weeks they were scanning incoming claims in each of their remote offices. Within seconds users have access to the case information and can begin processing the claims. With the information readily available, what used to take up to 90 days to process a claim, can now be accomplished in less than 2 weeks.

Bottom Line

FileBound allowed CUIAB to significantly improve their service to their constituents and to save tax dollars at the same time.

Find | Control | Optimize | Protect

Industry

- State government agency

Application

- Processing unemployment and disability claims

The Problem

- Routing paper
- Access to document
- Turnaround time

The Solution

- FileBound Document Management Solution

The Benefit

- Streamlined processes
- Instant access to critical documents
- Reduced costs
- Improved services