

# eRIMS for Health and Human Services

## eRIMS Features

### Content Management

- Scan/Capture
- Document Management
- Electronic Forms
- Electronic Signatures
- Print Stream Capture
- Electronic Workflow
- Case Management Integration
- Records Retention

### Case Management

- Intake/Referrals
- Electronic Assessments
- Service Plans/Delivery
- Electronic Notifications
- Template Generation
- Task Management
- Case Assignments
- Calendar/Time Management
- Notes/Spell Checker
- Client Surveys
- Provider Management
- Contract Management
- Billing/Invoicing
- Reporting
- Person Search
- Security
- Integration
- Audit Trail

## Senior and Disabled, Adult Protective and Social Services Solutions

CGI understands the many challenges and issues health and human services agencies face as they struggle to process increasing caseloads with outdated technologies. CGI combines in-depth experience with senior and disabled services, adult protective services and jobs and family services with state-of-the-art information technology tools to deliver eRIMS, an integrated suite of IT solutions. eRIMS helps health and human services agencies provide citizens assistance in the areas of abuse/neglect/exploitation, home care, community-based services, social assistance and others by managing agencies' increasing number of documents and case files, maintaining government compliance and integrating information systems.

eRIMS Case Management solutions capture client information, allowing agencies to process and analyze the information and automate the routing, approval and retrieval of case records and documents. eRIMS Content Management solutions reduce storage space of paper documents, eliminate case record duplication, automate the purging of inactive case records and assist agencies to meet government compliance regulations. In addition, eRIMS enables agencies to:

- Improve communication and information sharing with clients and within the agencies
- Use information effectively to provide better client service
- Ensure information is available in a secure manner with an automatic audit trail and role-based security
- Focus on client allowing better service delivery
- Configure changes to the system based on business rules and user preferences resulting in less system maintenance
- Improve efficiency and operational cost by automating processes currently duplicated in the traditional paper routing process
- Integrate disparate information systems, streamline procedures and eliminate the duplication of data and effort
- Track clients across multiple programs
- Maintain a single, comprehensive view of each client

### Content Management Features

|                              |                                                                                                                                                                                                                       |
|------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Scan/Capture</b>          | Scan and capture a full range of documents, from e-mail to word processing files, photos, Web forms and other e-content.                                                                                              |
| <b>Document Management</b>   | Store documents in a repository, allowing for extensive search, viewing, report generation and record purging; all within a secure environment.                                                                       |
| <b>Electronic Forms</b>      | Electronically generate, store, index and manage agency forms. Build groups of electronic forms into packets in support of a specific client function.                                                                |
| <b>Electronic Signatures</b> | Electronically sign electronic forms.                                                                                                                                                                                 |
| <b>Print Stream Capture</b>  | Capture print streams from mainframe applications regarding client eligibility and other client information. Automatically index it and store it in the electronic document repository along with digital signatures. |
| <b>Electronic Workflow</b>   | Benefit from an electronic document routing system that enables agency workers to process work more efficiently, faster and more accurately than with traditional paper processing.                                   |

### Case Management Features

|                                            |                                                                                                                                                                                                 |
|--------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Intake/Referral</b>                     | Capture and track client referrals made by agencies, individuals and the client (self).                                                                                                         |
| <b>Electronic Assessments</b>              | Capture details about client conditions and needs.                                                                                                                                              |
| <b>Service Plans/Delivery</b>              | Capture target service goals and expected outcomes after the client assessment. Track the service delivery                                                                                      |
| <b>Electronic Notifications</b>            | Generate automatic electronic notifications based on various triggers, including assessments or home visits due, end date of service plan, provider contract utilization and more.              |
| <b>Template Generation</b>                 | Create letters/documents and automatically populate with case data such as appointment letters.                                                                                                 |
| <b>Task Management</b>                     | Quickly access a list of assigned cases/tasks with various filtering criteria.                                                                                                                  |
| <b>Case Assignments</b>                    | Manage case assignments/reassignments. Track caseworker case load.                                                                                                                              |
| <b>Calendar/Time Management</b>            | Plan for upcoming assessments, home visits and more.                                                                                                                                            |
| <b>Notes/Spell Checker</b>                 | Capture notes for the client or for the agency/provider. Store draft versions and spell check.                                                                                                  |
| <b>Client Surveys</b>                      | Keep track of client satisfaction and agency/provider audits with online surveys.                                                                                                               |
| <b>Agency/Provider Contract Management</b> | Track contract amounts, utilization and funds availability. Track services being delivered by the agencies/providers.                                                                           |
| <b>Billing/Invoicing</b>                   | Import electronic invoices from providers, approve payments, capture payments to providers and create client invoices. Export files for billing external agencies.                              |
| <b>Reporting</b>                           | Access statistical, management and operational reports.                                                                                                                                         |
| <b>Person Search</b>                       | Search for information about any person in the system, including clients, callers/referrers, parties or persons on mailing lists. Create mailing labels.                                        |
| <b>Security</b>                            | Control access to information down to the field level via security roles.                                                                                                                       |
| <b>Integration</b>                         | Seamlessly integrate with state-wide systems.                                                                                                                                                   |
| <b>Audit Trail</b>                         | Accomplish security-related objectives such as individual accountability, reconstruction of events, security violation and problem analysis through an audit trail of application transactions. |

### Company Profile

CGI is in the business of satisfying clients. For 30 years, we've operated based upon the principles of sharing in our clients' challenges and delivering quality services to solve them. A leading IT and business process services provider, CGI has approximately 25,000 professionals operating in 100+ offices worldwide.

CGI has a solid track record of on-time, on-budget delivery and high-value repeat performance. Our methodologies and best practices ensure we deliver results and serve as an accountable, flexible and objective partner.

We define success by exceeding expectations and helping clients achieve results

For more information about CGI, please visit [www.cgi.com/usfederal](http://www.cgi.com/usfederal) or contact Vivek Mehta at 216-416-6459 or [vivek.mehta@cgifederal.com](mailto:vivek.mehta@cgifederal.com).