

New York State Industries for the Disabled (NYSID) Case Study – Baruch College, City University of New York (CUNY)

BARUCH COLLEGE

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PROBLEM:

Baruch College's Human Resource Department had nearly 1 million personnel records that could not be easily retrieved or securely stored. These personnel records were stored in multiple rooms on various floors including the basement. Not only were documents extremely difficult to find, they were at risk of loss, or damage – a potential liability to the school.

Baruch realized that it did not have the software, equipment, or manpower to address this problem.

SOLUTION:

Baruch leveraged New York State Industries for the Disabled (NYSID) preferred document scanning vendor status relationship and engaged the Fedcap/CASO team to meet its needs. With Fedcap and CASO, Baruch realized that they could have all of their documents scanned more quickly and cheaply than if they processed the documents themselves. They also did not need to make a capital investment in a high speed scanner or capture software. In addition, the whole job was sized and priced within two days and scanning began three weeks after the first meeting.

To start the job the Fedcap/CASO team worked closely with Baruch to inventory and transfer the documents from the Baruch Campus to Fedcap's office on 19th Street. In total, the job compromised 50 cartons of inactive personnel files, 150 payroll register binders, three filing drawers of employee cards, two drawers of payroll cards, six cartons of healthcare/benefit documents, and four drawers of I-9s – an estimated total of 961,000 pages.

Once the documents were transferred to Fedcap, the Fedcap/CASO team then processed the documents using Digitech's Paperflow software. The processing team followed a detailed Statement of Work developed over the last ten years of conversion projects consisting of multiple validation, verification, and quality control steps.

To safely store these images, Baruch uses EMC ApplicationXtender. They now have the ability to ensure that only the appropriate people view the documents. HIPPA and Freedom of Information Acts requirements are now easier to satisfy. The ApplicationXtender solution also meets Baruch's Continuity of Business and Disaster Recovery requirements.

NEW YORK HELPING NEW YORKERS

As a result of the Baruch Human Resources Scanning Project, Fedcap was able to employ two individuals to scan/index the paperwork and 40 more individuals with disabilities to perform document preparation.

The job has met NYSID's mission of "Turning business opportunities into jobs for New Yorkers with disabilities." As Lyell Ritchie, Fedcap Vice President said "We find the right people for the job. That's why we're here."

In Fiscal Year 2008 alone, the NYSID organization facilitated 3.6 million hours of work performed by more than 7,385 people with disabilities, earning those workers \$40.9 million in wages.