

## New York State Industries for the Disabled (NYSID) Case Study – SUNY Downstate Medical Center

### SUNY DOWNSTATE MEDICAL CENTER

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### NEW YORK STATE INDUSTRIES FOR THE DISABLED, INC.

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### FEDCAP OFFICE SERVICES

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### PROBLEM:

Though SUNY Downstate Medical Center understood the benefits of storing its documents in an electronic format, it did not have the resources to scan millions of pages in its Patient Records, Human Resource and Student Record departments. To process these records Downstate determined that it would need a source that could provide several high speed scanners and the professional processing staff.

### SOLUTION:

Downstate leveraged NYSID's NY preferred document scanning vendor status to create a contract that allows it to use Fedcap/CASO services to scan up to 20 million pages over five years. Fedcap is non-for-profit NYC based organization that helps people with barriers to employment achieve independence and full participation in the economic mainstream. CASO Inc. is a twelve year old document management company that has helped companies like the American Stock Exchange and British Airways protect their documents and partners with Fedcap on document conversion projects.

As of June 2010, the Fedcap/CASO team has scanned ten million (+) Downstate pages using the Kofax Ascent Capture Software. These pages are now securely stored and accessible inside Downstate electronic content management solution - EMC's ApplicationXtender software.

To process these documents the Fedcap/CASO team worked with Downstate's individual departments to customize the procedures so that their specific, unique needs were met. The majority of the processing has been completed at Downstate because certain documents are not permitted to leave the premises. In other cases the documents were transferred to the Fedcap office on 19th Street for processing because the Downstate department did not have enough office space for the processing team.

Fedcap/CASO provided this flexibility in order to meet Downstate's requirements. At one point the team worked seven days a week so they could meet an additional requirement to process three million pages in three months before the fiscal year-end.

Downstate now has the ability to ensure that these additional five million pages are within HIPPA and Freedom of Information Acts guidelines. The hospital has also reclaimed precious office space - the five million pages scanned equal 2,250 cartons. Richard Ajimati, the Downstate manager responsible for its Electronic Document Management project has noted, "The Fedcap/CASO team has been exceptional. They completed the work faster and cheaper than we could have, and have always accommodated our needs. It is a pleasure working with them."

### NEW YORK HELPING NEW YORKERS

Due to the Downstate Medical Center scanning project Fedcap has been able to employ eight individuals on a full time basis. This experience has not only provided a salary to these individuals, it has also increased their confidence and provided them with a sense of pride. As Rachel Antoine, a hearing impaired employee at Fedcap said, "My CASO/Fedcap experience is scanning documents. I have learned fast, figured out how to do things properly, and helped train my co-workers. This project has increased my self-confidence."

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.