

Franklin County Job and Family Services

22 Million Total Images

Franklin County Job and Family Services have one administrative office and five Community Opportunity Centers in central Ohio. These centers offer decentralized services in neighborhoods close to those who need their assistance finding jobs and applying for Welfare.

These Community Opportunity Centers are extremely busy and wait times average 32 minutes for each applicant. First, an applicant waits in line to request their file. Then the applicant takes a seat and waits for a clerk to retrieve their file from a file room and call their name. This long wait is inconvenient for the applicant who is often accompanied by small children.



Once the file was retrieved, the applicant receives service. Upon completion of the meeting, the Job and Family Services employee manually updates the file and returned it to the file room.

32 Minutes is Reduced to a Few Minutes

With 3SG imaging all applicant files, the new scenario drastically reduces applicant wait time. Now the applicant waits in line to see a Job and Family Services employee. They sit down together and the employee immediately pulls the digital client file up on the computer screen.

This saves wait time for the applicant, increases the quality of service, and fewer Job and Family Services employees are needed as no one is physically walking back and forth to a file room.

Pilot Project Exceeding Expectations

Franklin County Jobs and Family Services selected 3SG to convert their files to digital format and have been pleased with the results of the pilot project. Now they are better able to serve client needs with fewer employees.

"The results of the imaging project have been remarkable. We have decreased our customers wait time dramatically and have been able to move several people out of the file room into more customer-focused roles." Doug Lumpkin – Director



3SG and Franklin County Job and Family Services continue to work together to digitize applicant files at all six offices.