

# Prosecuting Attorney Seeks Efficiency Gains to Better Serve Citizens



The Audrain County Prosecuting Attorney's Office has reduced the amount of time staff spends on tedious tasks associated with case files while maintaining the highest levels of confidentiality.



## Business Needs

Faced with a fixed budget and increasing overhead costs, Audrain County Prosecuting Attorney's Office recognized that manual, paper-based processes were limiting efficiency needed to manage all of their responsibilities to citizens. Victim and witness personal data privacy concerns also required an increased focus on reviewing all documents to redact personally identifiable information. In addition, the office was running out of room to store the documents associated with thousands of cases per year.

## The Solution

The Prosecutor's Office implemented Upland's FileBound to capture, manage and store documents that complement data in the case management system and reduce time staff spent gathering and redacting documents. FileBound solution provider IMS [Mexico, MO] assisted the Prosecutor's Office in designing a system that addresses these needs.

## Benefits

- **Reduces** or eliminates staff time previously spent on tedious tasks such as downloading reports and manual redaction while making documents immediately available, increasing overall productivity
- **Solves** previous document storage shortage and supports implementation of destruction and retention policies, while saving associated costs for managing paper-based files and supporting
- **Ensures** the confidentiality of sensitive data in police reports and discovery documents to protect victims and juveniles

The primary objective of the Office of the Audrain County Prosecuting Attorney is to achieve justice for the citizens of Audrain County. The Prosecuting Attorney is responsible for the prosecution of crimes occurring within Audrain County. The Prosecuting Attorney represents Audrain County and the Missouri Department of Revenue in civil matters and oversees a Child Support Enforcement Unit that works to ensure the children of Audrain County receive the financial and medical support to which they are entitled.

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– Jacob Shellabarger  
Audrain County  
Prosecuting Attorney

## Increased efficiency benefits taxpayers

The Audrain County [MO] Prosecuting Attorney's Office may be relatively small, but they carry a big responsibility for the county's 26,000 residents, prosecuting crimes that occur within the county and enforcing child support orders. "We have a special obligation," Prosecuting Attorney Jacob Shellabarger says about his office. "Our primary objective is to protect children and victims of crime."

Prosecuting about 1,000 cases annually (not counting traffic offenses) was even more difficult with paper-based and manual processes. The office was running out of room to manage the sheer volume of paper associated with cases. Missouri has recently implemented an electronic filing system in its state court system, so the volume of e-mail notices only added to this pressure. "It's typical for the attorneys to manage 50-75 cases a day," estimates Shellabarger. "Each of those cases has a primary document along with any number of attachments and responses."

Shellabarger was also concerned about staff efficiency. Faced with a fixed budget and increasing overhead costs, Shellabarger wanted to ensure that his office could offer citizens the highest levels of service. However, employees spent a lot of time on tedious tasks like downloading docket items and redacting documents, which is critical to the office's goal to protect witnesses, children and victims.

With support from solution provider IMS [Mexico, MO], the Prosecutor's Office implemented FileBound to eliminate paper and automate processes that were limiting productivity. FileBound complements the existing case management system by electronically organizing and storing documents associated with specific cases.

## Ease-of-use saves time, ensures data confidentiality

Previously, staff members would have to individually process all of the docket items sent daily from the state's case management system. FileBound captures that email, classifies the docket items based on values such as case number, defendant name and attorney. When a staff member receives an item, s/he simply clicks on it to view and saves it to the Prosecutor's Office's case management system in a fraction of time over the old process.

"As stewards of tax dollars, we measure the return on investment in terms of staff time," says Shellabarger. "Email monitoring saves a significant amount of time and energy. Redacting PDFs after scanning was another area that took a lot of effort. One 25-page report, for instance, would take about 6-8 minutes to redact." Now software reliably "blacks out" sensitive information, such as the names of juveniles and victims, from public documents.

"Our staff really likes how easy the FileBound solution is to use," reports Shellabarger. "We know immediately if the redactions we need are there or not. And features like drop-downs also make it easy for them to work with."

By making electronic documents easier to capture and use, the Prosecutor's Office can now move forward with solving its document storage problem and implementing destruction and retention policies. "We're looking forward to learning more about FileBound and how it will help us grow more efficient," says Shellabarger. "We've taken big steps forward already with support from our valued partner."



### About Upland Software

Upland Software [Nasdaq: UPLD] is a leader in cloud-based enterprise work management software. Upland provides seven enterprise cloud solution suites that enable more than one million users at over 9,000 accounts to win and engage customers, automate business operations, manage projects and IT costs, and share knowledge throughout the enterprise. All of Upland's solutions are backed by a 100 percent customer success commitment and the UplandOne platform, which puts customers at the center of everything we do.