

SolidCircle increased service efficiency by 50%, what took 2 days to process now only takes 1 day.

The Challenge

- Probate Court would generate a Mental Health Pickup Order and fax it to the Jail at the end of the workday. The Jail then faxed the order to an on-call sergeant, who faxed it to a deputy in order to perform the pickup. The faxed copy was used to pickup a mentally challenged individual and transport him or her to the hospital. However, the faxed copy was often unreadable causing the deputy to have to drive back to the office to obtain a legible copy and return once again to the hospital.

Consequences

- There were significant delays in picking up a mentally challenged individual.
- The deputies often had to rely on faxed copies, which when unreadable, resulted in unnecessary trips back to the office to obtain legible paperwork.
- There was no process in place for Probate Court to track Mental Health Pickup Orders resulting in the court not knowing whether or not an order was completed.

Our Approach

- SolidCircle created a workflow using an existing email system allowing Probate Court to send Mental Health Pickup Orders directly from the document management system to the Sheriff's Office. The pickup order was sent via email to an assigned deputy who printed it in a legible format for the hospital. Once the pickup was complete, the deputy closed the case and sent a confirmation email to Probate Court.

The Results

- Increased service efficiency by 50%, what took 2 days to process now only takes 1 day.

Testimonials

“The Mental Health Pickup Order process has improved how Probate Court processes court documents in mental health cases. It has saved countless hours of faxing and phone followup with the Sheriff's Department and hospitals by creating an all-encompassing system with built in safe guards. It ensures seamless delivery of necessary orders to the appropriate parties with no faxing or mailing of paper documents.”

Amanda Sheffield, Deputy Probate Register,
Probate Court, Ottawa County, Michigan