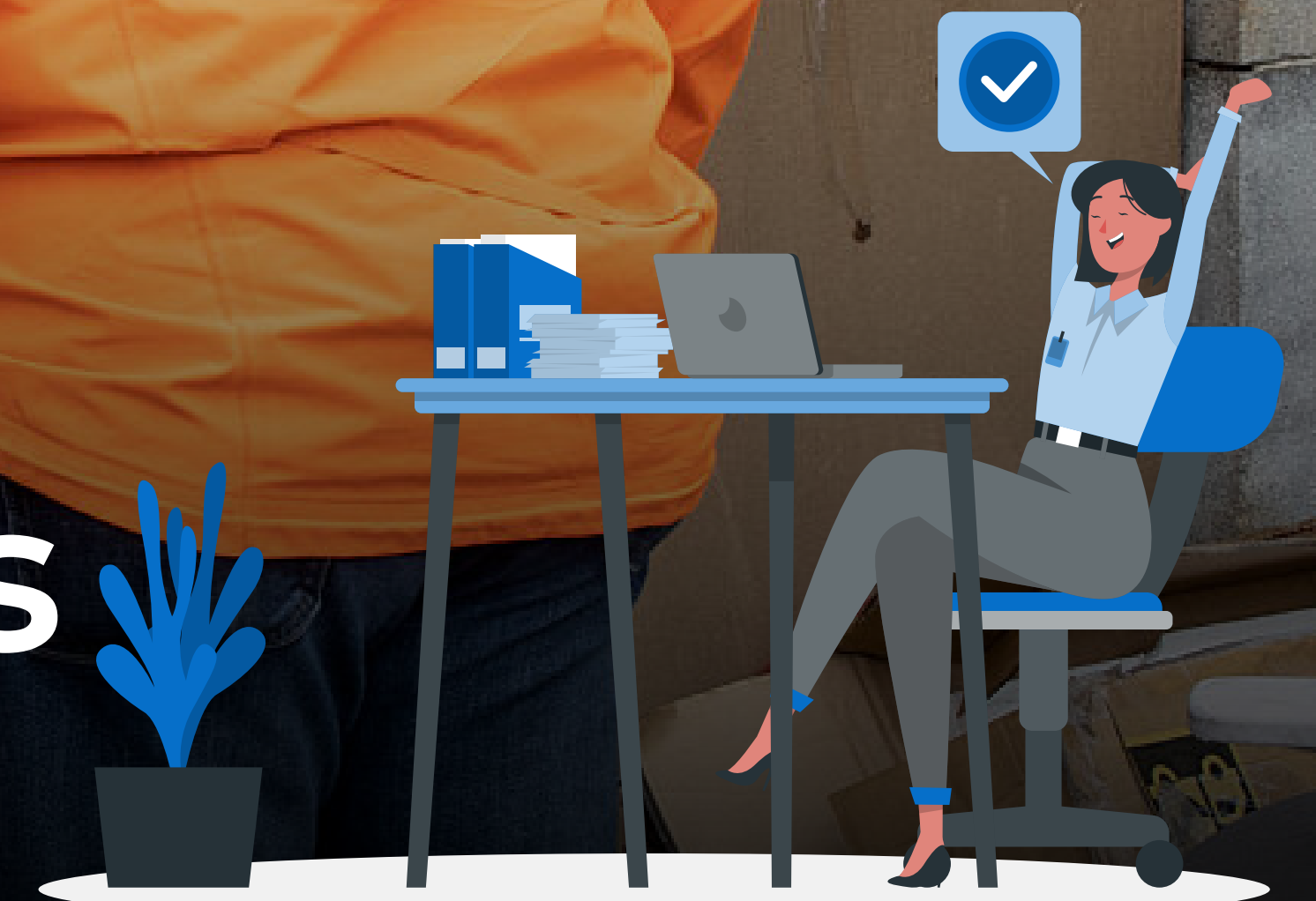docplace

DOCPLACE CASE STUDY:

Care For the Homeless

HOW A NEW YORK NON-PROFIT USED DOCPLACE TO FREE
UP TIME TO HELP THOSE IN NEED

About Care For the Homeless

Care For The Homeless (CFH) has been looking after the needs of New York City's homeless population since 1985. It does this in three major ways:

Health care:
Dental care
Mental health
Podiatry

Shelter:
Including a flagship shelter for 200 women in the Bronx

Policy:
Advocacy for policies that prevent homelessness, such as affordable housing

The organization operates 26 locations across New York City.

The Problem

Before CFH began working with DocPlace, their document management system suffered from three main issues:

01 Paper-Based Documents

CFH relied heavily on paper-based documentation. This system was cumbersome and inefficient, creating bottlenecks in daily operations.

02 Manual Indexing

Each document in CFH's system had to be indexed manually. This process was time-consuming and prone to human error.

03 Manual Document Retrieval

Every time an employee wanted to find a particular document, they had to manually pore through filing cabinets. This was laborious and frustrating. It was most problematic during audits, when CFH's team needed to find important documents quickly.

The Solution

CFH recognized that they needed to overhaul their document management system. To do this, they partnered with DocPlace to implement the following solutions:

01 Electronic Filing System

CFH used DocPlace to transition from paper-based documents to electronic files. This simultaneously reduced the need for physical storage space and minimized the risk of documents getting lost or misplaced.

02 Automatic Indexing

With the help of DocPlace's automatic indexing feature, CFH eliminated the necessity of indexing each document manually. This ensured that all documents were correctly categorized, reducing human error and saving time.

03 Faster Document Retrieval

Rather than looking for documents manually, CFH employees used DocPlace to run searches of their digital filing system. The search filters made it much easier to locate documents, thereby improving overall operational efficiency. This was especially beneficial in stressful audit

CFH's document management system has been revolutionized by their partnership with DocPlace.

In particular:

✧ Employees spend less time indexing and retrieving documents than they used to. This means they can spend more time helping the homeless.

✧ Automated indexing means that records are more accurate across the whole organization, with less potential for human error.

✧ Now that it's easier to retrieve documents, CFH is better placed to deal with future audits.

Would you like DocPlace to bring this same transformation to your business?

Book a demo today!

The Result

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