



## State of Washington Office of Administrative Hearings chooses CaseLoad Software

*Agency to use CMS Solution to better manage Unemployment Insurance appeals process*

**TORONTO – April 20, 2012** – The State of Washington Office of Administrative Hearings (WAOAH) has awarded a contract for their new case management system to CaseLoad Software to use the myCaseLoad solution to manage all relevant and required case information. Initially, WAOAH will use myCaseLoad to manage Employment Security Department (ESD) Unemployment Insurance (UI) appeals.

The Washington State Office of Administrative Hearings is an independent state agency that conducts more than 70,000 impartial administrative hearings per year for state and local government agencies. WAOAH has two major clients, ESD and the Department of Social and Health Services (DSHS), as well as more than two dozen clients with smaller appeal caseloads. Of the 73,961 appeals received in fiscal year 2011, about 54% were for ESD.

Offering a powerful and comprehensive web-based platform for managing cases within an intuitive, user-friendly interface, CaseLoad delivers the WAOAH the following benefits:

- A highly configurable web application allowing WAOAH administrators to organize and manage user settings and permissions
- A robust Workflow engine to incorporate WAOAH business rules, enforce legislative and best-practice guidelines, assign tasks, calculate due dates, update case status, generate documents and provide alerts
- WAOAH resource management is optimized through myCaseLoad centralized resource scheduling and calendaring. myCaseLoad provides flexible scheduling of cases or sessions with daily, weekly and monthly views of scheduled events and resources
- A central comprehensive database as a single source of information. Using myCaseLoad's powerful reporting tools WAOAH management can monitor performance, identify bottlenecks and make informed managerial decisions.

*Lorraine Lee, Chief Administrative Law Judge for WAOAH, explained that the selection of myCaseload was based on several factors: "myCaseload is a commercial-off-the shelf product that can be easily configured to match our internal business processes. It is designed for the adjudication business. Caseload Software, in its response to the procurement, provided a project schedule that can deliver the new case management system within our available budget and timeline." "WAOAH is very pleased to have Caseload Software on board as a vendor partner to modernize our technology systems." said Ms. Lee.*

*"CaseLoad has been focused on helping appellate agencies for over 18 years." said Darryl Evans, President of CaseLoad Software. "myCaseLoad provides the State of Washington Office of Administrative Hearings team with a proven technology to manage their cases. As a result they can increase efficiencies within their business processes and better gather, consolidate, and share information."*

## **About CaseLoad Software**

CaseLoad develops software that helps Appellate Justice Agencies process their cases more efficiently while improving accuracy of information and reporting.

We are located in Toronto, Canada and deliver solutions throughout North America and the rest of the world. Our vision is to provide our customers with the most reliable, customizable, and complete case management solution on the market.

Since its inception in 1994, CaseLoad has been solely dedicated to justice agencies. The richness and functionality of our software is the direct result of over 18 years of experience within the justice community, as well as drawing on input and feedback from our clients.

Please visit [www.caseload.com](http://www.caseload.com) to find out more