

# Lancaster, CA Manages Growing Code Enforcement Caseload with Comcate

## **Automated Case Management Software Improves Efficiency**

### ***Code Enforcement Violation Cases Increasing:***

On a single morning spent driving through neighborhoods, a Lancaster, CA Code Enforcement Officer may identify over one-hundred foreclosed properties. As part of the City's Department of Housing, these drive-throughs are necessary to identify open and accessible properties for the City's Neighborhood Stabilization and Foreclosure Prevention Programs. Lancaster uses Comcate Code Enforcement Manager web software to manage the growing number of cases.

### ***Lancaster's Case Management Solution:***

Comcate Code Enforcement Manager software was designed by Code Enforcement Officers, Supervisors and Manager. It allows officers to remotely manage cases and access live data from the field from their car laptop. While in the field, officers can schedule follow-up visits, print notices and activity reports. Reports designating repeat offenders or specifically designating foreclosed properties can be automatically generated. A custom field may be added to records to identify bank ownership, making it easy to sort on foreclosure cases.

### ***Summary:***

"Comcate Code Enforcement Manager makes us more efficient in managing our growing caseload," says Senior Redevelopment Projects Coordinator Christopher Shaver. For more information on Comcate software, email [info@comcate.com](mailto:info@comcate.com).