

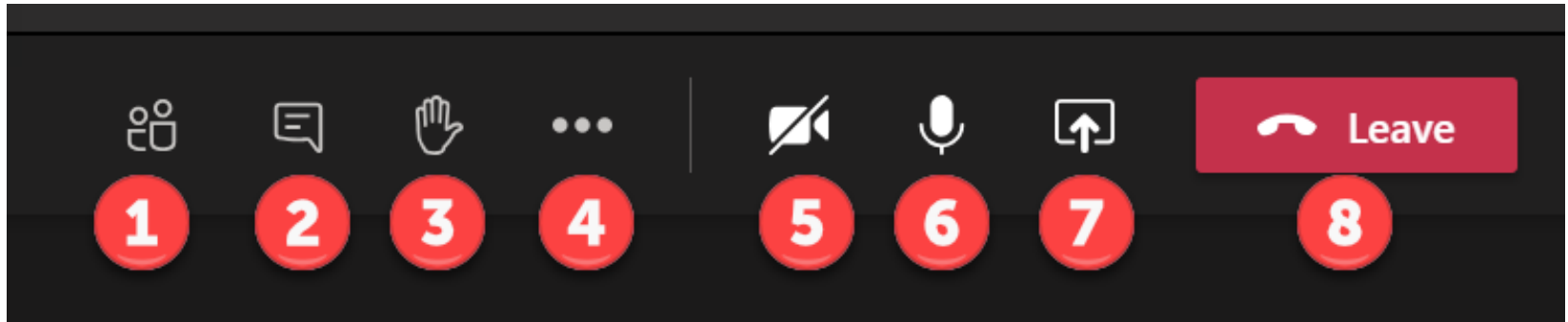
***DRAFT***

# CalSAWS | Lobby Management Committee Meeting

September 24, 2020

# CalSAWS Lobby Management Committee

## Microsoft Teams Tips



- 1) **Show Participants** – View meeting participants
- 2) **Show Conversation** – Open chat window; insert '@' before a name to 'tag' that person
- 3) **Raise/Lower Hand** – Ask questions/make comments
- 4) **Additional Actions** – Access Device Settings, Meeting Effects and more
- 5) **Camera** – Turns camera on/off
- 6) **Mute/Unmute** – If you are not speaking; please remain muted
- 7) **Share Content** – Share content with participants (Desktop, Document etc.
- 8) **Leave** – Exit meeting



## Migration Timeline

# CalSAWS Lobby Management Committee

## C-IV Migration Timeline

Release  
20.11

CA-207405: Migrates the device management administrative pages  
CA-207252: Updates the look and feel of the LRS and C-IV lobby applications  
CA-207434: Adds/Updates visit types in the Reception Log  
CA-201273: Prevents records from being removed if worker has been notified  
CA-201435: Populates worker ID field to suggest a worker associated to the case  
CA-201446: Migrates the "Meeting Started" icon to the Reception Log  
CA-200487: Migrates the "No Response" icon to the Message Center  
CA-200317: Removes the 1,000 records limit from the Reception Log search results  
CA-201274: Updates the Reception Log to allow the entry of confidential cases

Release  
21.01

CA-201485: Migrates the real-time dashboard, prefixes, and threshold functionality  
CA-51740: Migrates the customer facing dashboard (Lobby Monitor)  
CA-214026: Directs document uploads to new imaging solution  
CA-209293: Creates the lobby web services  
CA-207310: Modernizes the look of the Reception Log action icons

Release  
21.11

CA-214754: Creates the Reception Log API that returns all Reception Log records



## **Application Programming Interface (API) Update**





## Lobby Management Dashboard



# CalSAWS Lobby Management

## Agenda

### Lobby Management Dashboards

- LRS
- C-IV
- CalSAWS after C-IV go-live

## Lobby Management

- LRS (OBIEE)
  - Tab 1: Historical Reception Log [OBIEE]
  - Tab 2: Reception Log – County View (Real Time) [OBIEE]
  - Tab 3: Reception Log – Office View (Real Time) [OBIEE]
- C-IV (OBIEE/WEB)
  - Only 1 tab: Lobby Management Dashboard [OBIEE]
  - Lobby Management Web Page (Real Time) [WEB]

# CalSAWS Lobby Management

## LRS vs. C-IV comparison

### LRS Lobby Management (OBIEE)

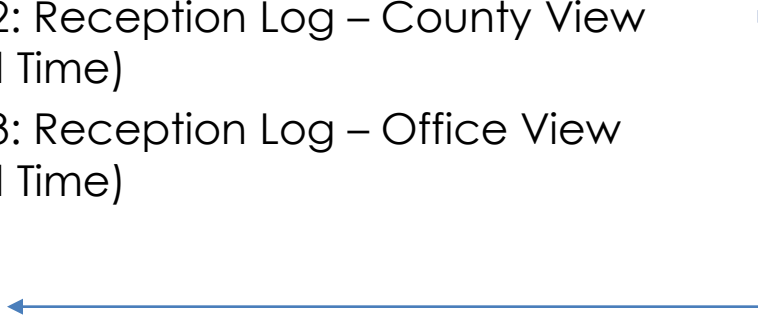
#### Lobby Management OBIEE Dashboard

- Tab 1: Historical Reception Log
  - Number of Visits & Avg Wait Time Per Day
  - Number of Visits by Visit Type
  - Avg. Wait Time by Visit Type
  - Number of Visits by Office
  - Avg Wait Time by Office
- Tab 2: Reception Log – County View (Real Time)
- Tab 3: Reception Log – Office View (Real Time)

### C-IV Lobby Management (OBIEE/WEB)

#### Lobby Management OBIEE Dashboard

- Tab 1 (Only one tab)
  - Number of Visits & Avg Wait Time Per Day
  - Number of Visits by Visit Type
  - Avg. Wait Time by Visit Type
  - Number of Visits by Office
  - Avg Wait Time by Office
- Online Dashboards (not part of Analytics re-platforming but Online team SCR's)
  - Lobby Monitor Search Page (SCR CA-51740)
  - Reception Management Dashboard & Visit Type (SCR CA-201485)
- Status: Design in Progress
- Target Release 21.01



# Analytics Dashboards

## Release Schedule

### Dashboard Re-Platform Schedule

Consortia	Production ETC	Dashboard	
Release C (Migration Window: Nov-Mar 2020): <b>Soft Launched</b>			
LRS	Oct 2020	• CalWORKS (Medium)	Daily
		• QA (Low)	Daily
Release D (Migration Window: Feb-Jun 2020): <b>Soft Launched</b>			
LRS	Oct 2020	• CalFresh (Medium)	Daily
		• CalFresh Meals (Medium)	Monthly
		• Managed Personnel (High)	Daily
		• SSI/SSP (Low)	Daily
Release E (Migration Window: May-Sep 2020) <b>In-Progress</b>			
LRS	Nov 2020	• Medi-Cal (Very High)	Daily
		• General Relief (Medium)	Daily and Monthly
		• Program Assignment (High)	Monthly
		• DPSSTATS Scorecard (Low)	Daily
		• AAP (CWS)	Daily
		• Foster Care (CWS)	Daily
		• Kin-GAP (CWS)	Daily

Consortia	Production ETC	Dashboard	
Release F (Migration Window: Aug-Dec 2020)			
LRS	Feb 2021	Operational Reports (Very High)	Monthly
		Task Management (High)	15min
		Welfare Fraud Prevention & Investigation (Low)	Monthly
Release G (Migration Window: Nov 2020-Mar 2021)			
C-IV	May 2021	Call Log	Daily
		Semi Annual Reporting	Daily
		WPR and Engagement	Daily
		Reception Log (LRS) (Medium)	Real Time
Release H (Migration Window: Feb-Jun 2021)			
LRS	Aug 2021	Caseload History (Low)	Monthly
		Alerts (Low)	Daily
		Alerts (CWS)	Daily
		Placement Vendor Exception Report (CWS)	Daily
		Work Order (CWS)	Daily
		Welfare to Work (High)	Daily
Release I (Migration Window: May-Sep 2021)			
LRS	Nov 2021	Statistical Reports (High)	Monthly

# Analytics Dashboards

## User Experience Changes – New Modern Platform

### About Qlik

Qlik Sense is a market-leading Data Visualization tool.

It is positioned in the Leaders Quadrant of Gartner's Magic Quadrant for Analytics and Business Intelligence Platforms for the Ninth Consecutive Year.



### New and Improved

Qlik Sense has a modern User interface and features. It may even feel similar to other platforms you use in your daily life.

Qlik and OBIEE are tools from different vendors and will ultimately have out of the box differences and while we try to minimize those, some will ultimately look different.

While a few of the visual elements may be slightly different, the functionality will be the same and most importantly so will the values down to the numbers and names.

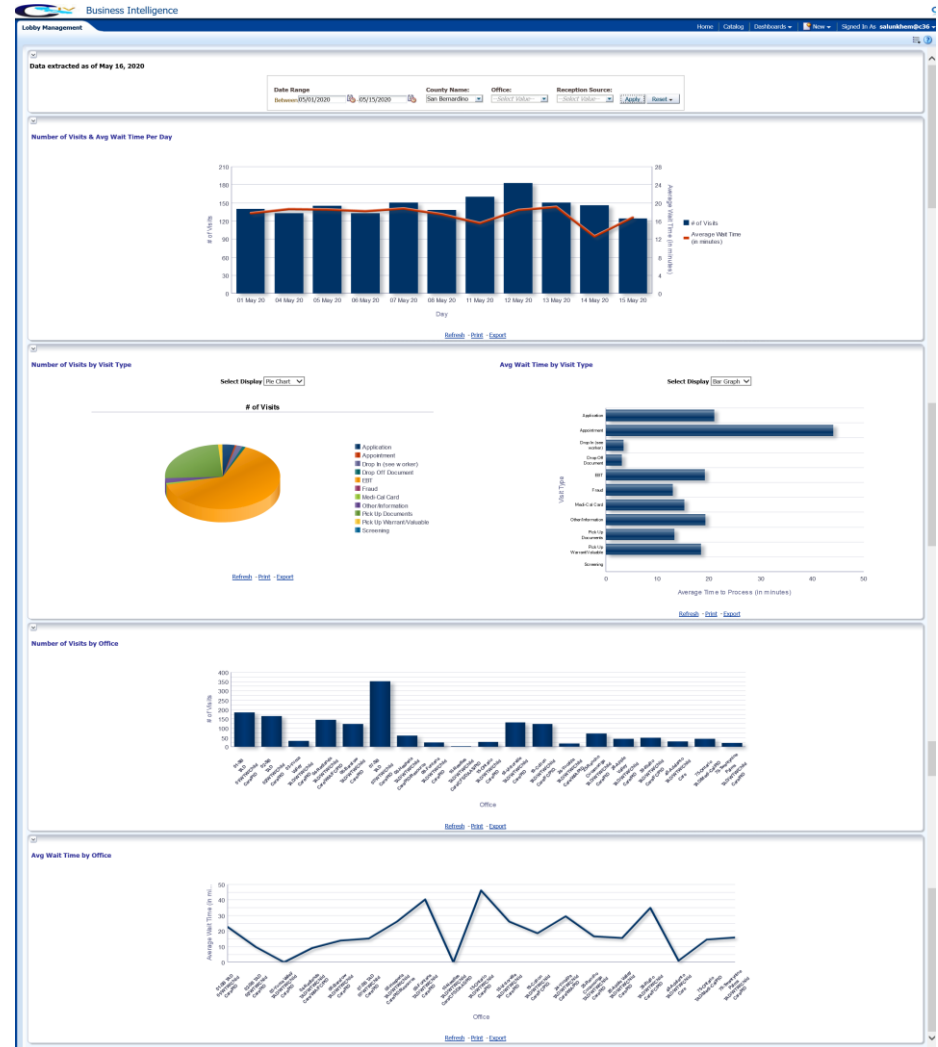
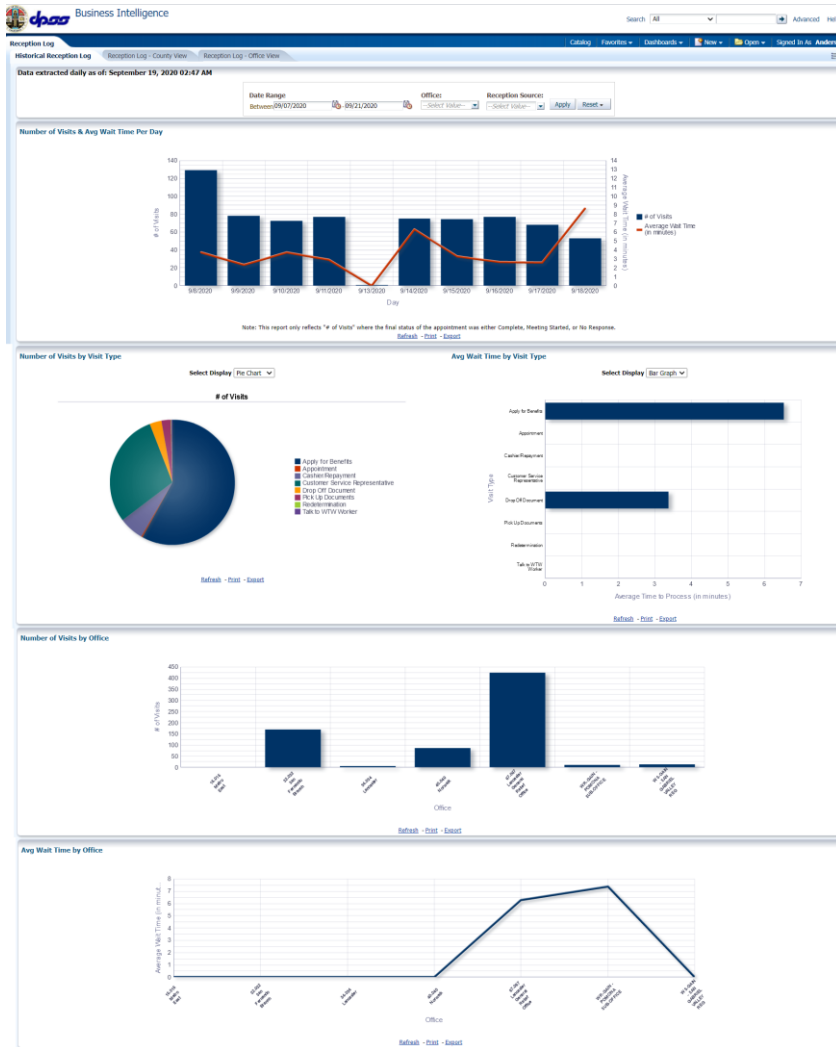
- **Different platforms, same data**
  - **Faster Response**
  - **Modern Visualization**
- **Enhanced performance from the back end to the front end**
- **Very positive feedback for already re-platformed dashboards**

# Lobby Management

## **Current LRS/C-IV Functionality Overview**


# CalSAWS Lobby Management

## LRS vs. C-IV comparison



# Filters

## Historical Reception Log

 **Business Intelligence**

Search

Reception Log

Historical Reception Log | Reception Log - County View | Reception Log - Office View

Data extracted daily as of: September 23, 2020 02:26 AM

Date Range  
Between

Office:

Reception Source:

## Reception Log

Reception Log

Historical Reception Log | Reception Log - County View | Reception Log - Office View

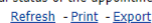
Prompt

Data extracted daily as of: September 23, 2020 08:03 AM

\* Office:

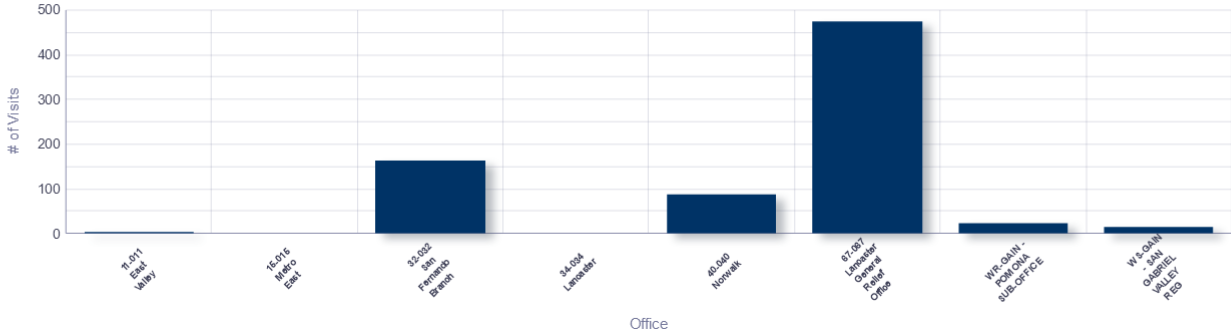
\* indicates a required field

## Drill Down

15

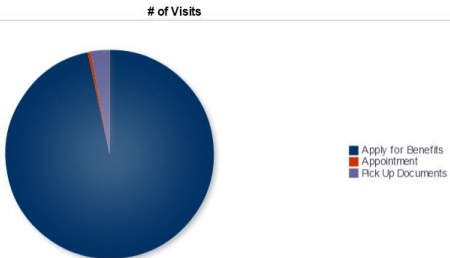
## Drill Down

### Number of Visits by Office



### Number of Visits by Visit Type

Select Display Pie Chart 



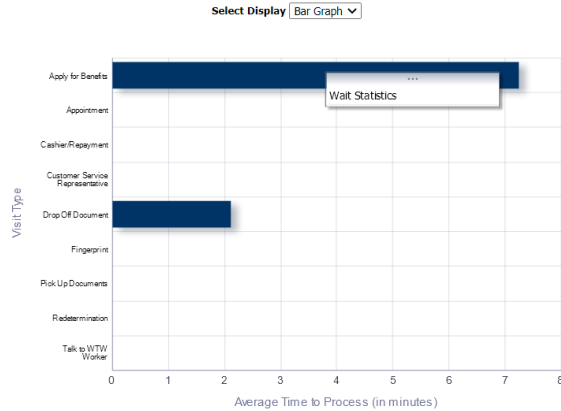
[Return](#) - [Refresh](#) - [Print](#) - [Export](#) - [Create Bookmark Link](#)

[illegible]

# Historical Reception Log

## Drill Down

Avg Wait Time by Visit Type



Wait Statistics



dpaw Business Intelligence

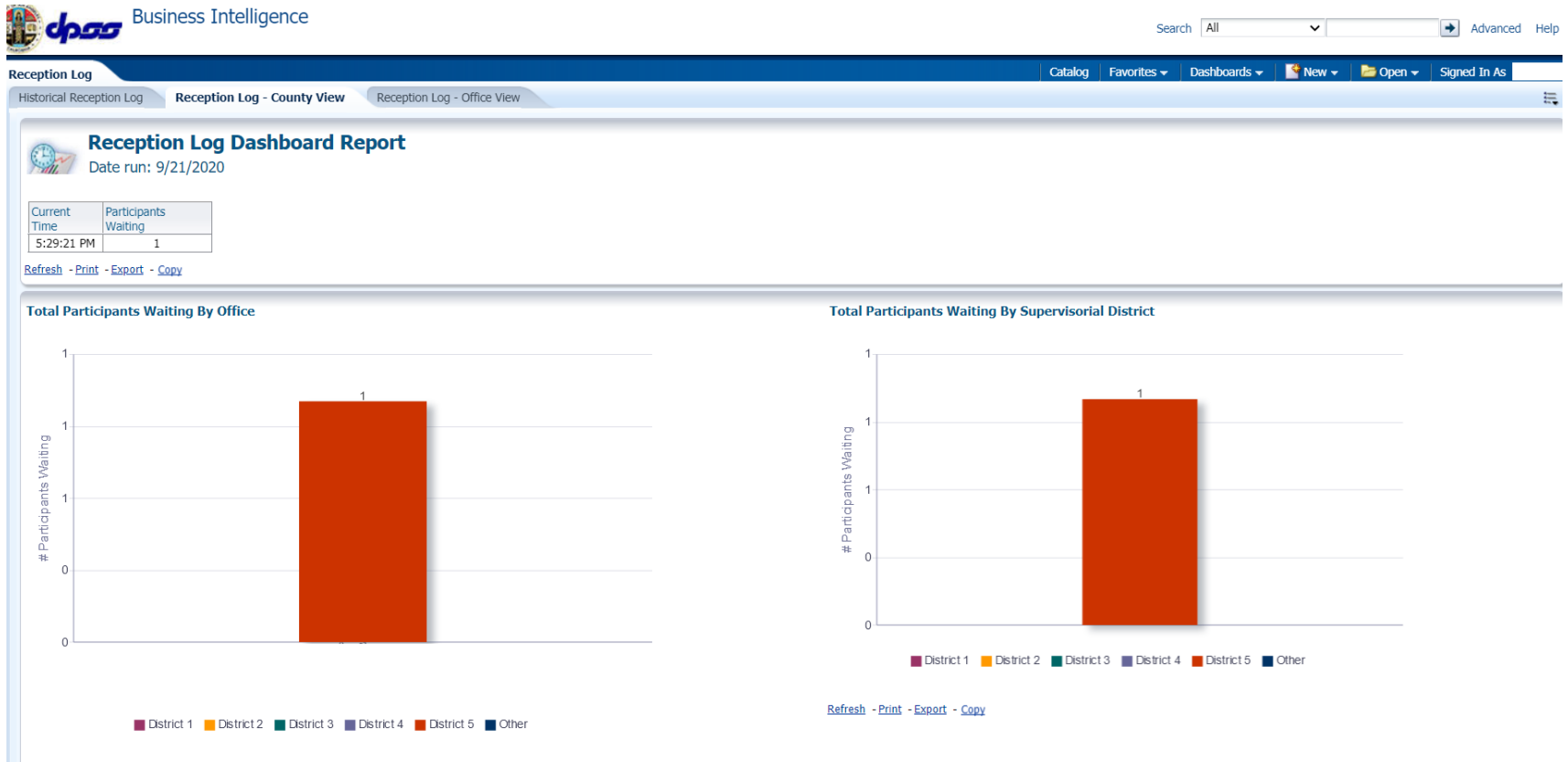
Reception Log

Wait Statistics - Full Case List

Visit Date	Office	Case Number / Person Name	Language	Number Assigned	Visit Type	Appointment Time	Customer Appointment Indicator	Total Waiting Time (in minutes)	Final Status
09/21/2020	637-067 Lancaster General Relief Office		Not Provided		Apply for Benefits	N		0	Complete
09/21/2020	637-067 Lancaster General Relief Office		Not Provided		Apply for Benefits	N		0	Complete
09/21/2020	637-067 Lancaster General Relief Office		Not Provided		Apply for Benefits	N		0	Complete
09/21/2020	637-067 Lancaster General Relief Office		Spanish		Apply for Benefits	N		0	Complete
09/21/2020	637-067 Lancaster General Relief Office		Not Provided		Apply for Benefits	N		12	Complete
09/21/2020	637-067 Lancaster General Relief Office		Not Provided		Apply for Benefits	N		0	Complete
09/21/2020	637-067 Lancaster General Relief Office		Not Provided		Apply for Benefits	N		31	Complete
09/21/2020	637-067 Lancaster General Relief Office		Not Provided		Apply for Benefits	N		0	Complete
09/21/2020	637-067 Lancaster General Relief Office		Not Provided		Apply for Benefits	N		39	Complete
09/21/2020	637-067 Lancaster General Relief Office		Not Provided		Apply for Benefits	N		0	Complete
09/21/2020	637-067 Lancaster General Relief Office		Not Provided		Apply for Benefits	N		0	Complete
09/21/2020	637-067 Lancaster General Relief Office		Not Provided		Apply for Benefits	N		7	Complete
09/21/2020	637-067 Lancaster General Relief Office		Not Provided		Apply for Benefits	N		0	Complete
09/21/2020	637-067 Lancaster General Relief Office		Not Provided		Apply for Benefits	N		8	Complete
09/21/2020	637-067 Lancaster General Relief Office		Not Provided		Apply for Benefits	N		0	Complete
09/21/2020	637-067 Lancaster General Relief Office		Not Provided		Apply for Benefits	N		0	Complete
09/21/2020	637-067 Lancaster General Relief Office		Not Provided		Apply for Benefits	N		0	Complete
09/21/2020	637-067 Lancaster General Relief Office		Not Provided		Apply for Benefits	N		120	Complete
09/21/2020	637-067 Lancaster General Relief Office		Not Provided		Apply for Benefits	N		0	Complete
09/21/2020	637-067 Lancaster General Relief Office		Not Provided		Apply for Benefits	N		1	Complete
09/21/2020	637-067 Lancaster General Relief Office		Not Provided		Apply for Benefits	N		21	Complete
09/21/2020	637-067 Lancaster General Relief Office		Not Provided		Apply for Benefits	N		0	Complete
09/21/2020	637-067 Lancaster General Relief Office		Not Provided		Apply for Benefits	N		0	Complete
09/21/2020	637-067 Lancaster General Relief Office		Not Provided		Apply for Benefits	N		8	Complete
09/21/2020	637-067 Lancaster General Relief Office		Not Provided		Apply for Benefits	N		7	Complete
09/21/2020	637-067 Lancaster General Relief Office		Not Provided		Apply for Benefits	N		0	Complete
09/21/2020	637-067 Lancaster General Relief Office		Not Provided		Apply for Benefits	N		0	Complete
09/21/2020	637-067 Lancaster General Relief Office		Not Provided		Apply for Benefits	N		0	Complete
09/21/2020	637-067 Lancaster General Relief Office		Not Provided		Apply for Benefits	N		0	Complete
09/21/2020	637-067 Lancaster General Relief Office		Not Provided		Apply for Benefits	N		0	Complete
09/21/2020	637-067 Lancaster General Relief Office		Not Provided		Apply for Benefits	N		0	Complete

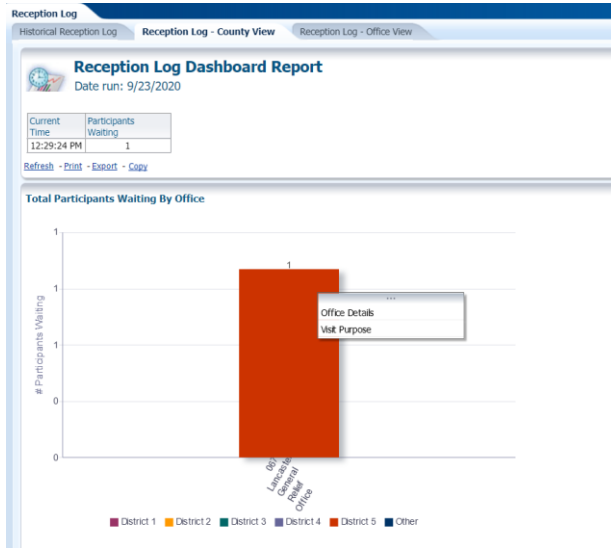
# CalSAWS Lobby Management

## LRS – County View Tab



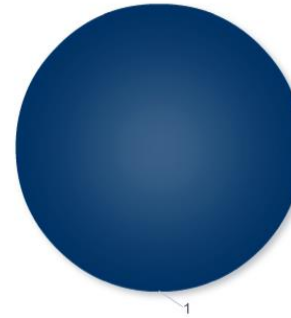
# Historical Reception Log

## Drill Down



### Visit Purpose

067 Lancaster General Relief Office



■ Apply for Benefits, Visit Purpose

[Return](#) - [Refresh](#) - [Print](#) - [Export](#) - [Create Bookmark Link](#) - [Copy](#)

### Reception Log

#### Office Details

067 Lancaster General Relief Office

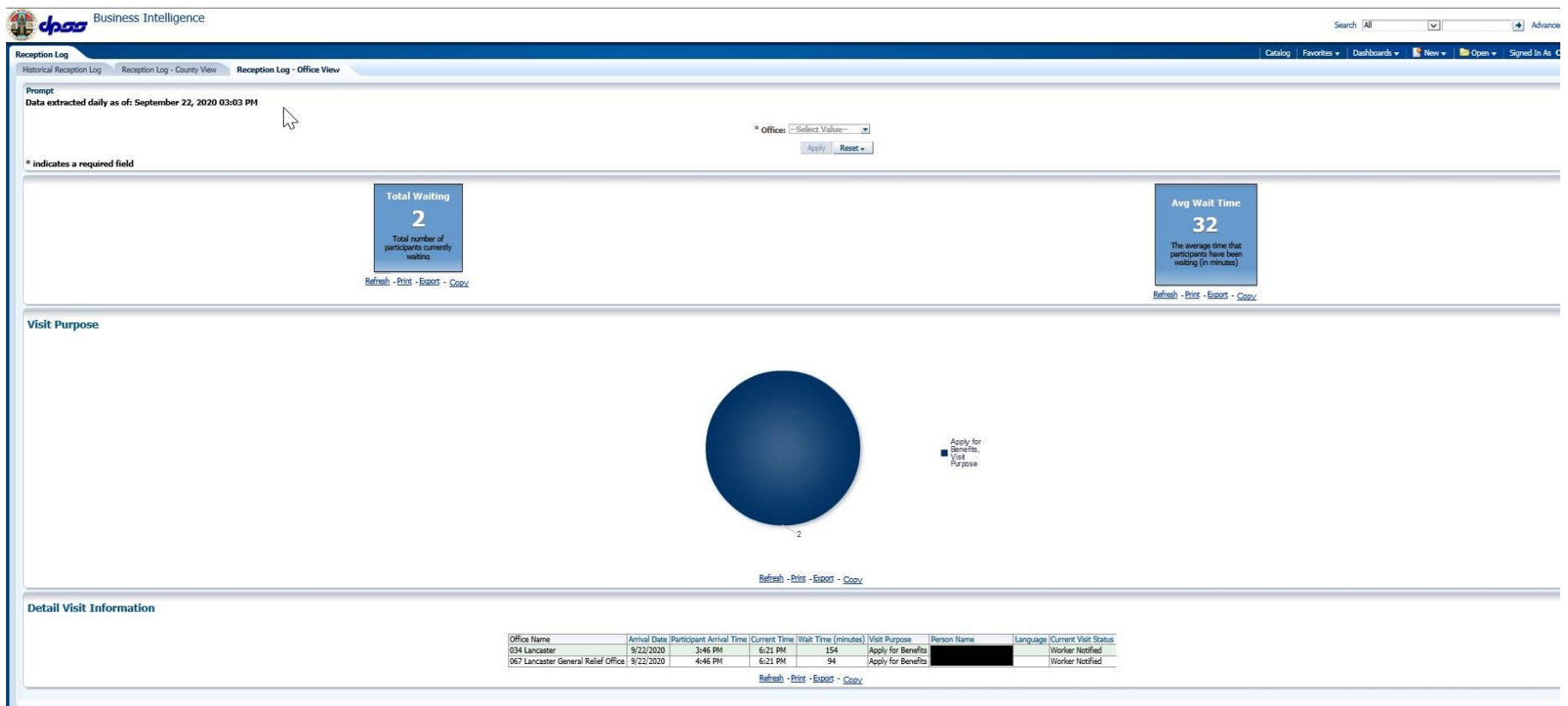
Average Wait Time (minutes)	Participants Waiting
4	1

Office Name	Arrival Date	Participant Arrival Time	Current Time	Wait Time	Visit Purpose	Person Name	Language	Current Visit Status
067 Lancaster General Relief Office	9/23/2020	12:25 PM	12:29 PM	4	Apply for Benefits			Worker Notified

[Return](#) - [Refresh](#) - [Print](#) - [Export](#) - [Create Bookmark Link](#) - [Copy](#)

# CalSAWS Lobby Management

## LRS – Office View Tab



# C-IV Lobby Management

## C-IV Reception Management Web Page

C-IV Reception Management Dashboard

