CalSAWS Imaging Newsletter

Third Edition - July 2021

Bringing updates to your inbox about what's happening with the LA County implementation of the CalSAWS Imaging Solution and what you need to know to be ready

CalSAWS Imaging is Coming

November 22, 2021*

- The CalSAWS Imaging Change Management Team is proud to present the third installment of the bi-monthly CalSAWS Imaging Newsletter!

- This month's newsletter recaps all of the information we've sent out so far about the CalSAWS Imaging Solution:
  - Imaging Overview
  - Imaging Training
  - Software & Buttons
  - Scan Modes
  - Optical Character Recognition
  - Imaging Workflow Queues
  - Drawers
  - Additional Resources

CalSAWS Imaging Solution
Overview of Key Changes

CURRENT

FUTURE

VS

◀ server ▶

IN-HOUSE

Multiple on-premise Imaging Solutions and processes across offices:
EDMS for DPSS |
Locally scanned and saved documents for DCFS

CLOUD-HOSTED

State-wide, centralized CalSAWS Imaging Solution hosted on the Cloud for all 58 Counties

◀ access ▶

MULTI-STEP

DPSS: Navigation via EDMS and multiple pages to access Imaging functionality |
DCFS: No formal Imaging System

STREAMLINED

Direct access to the Imaging Solution via CalSAWS with no desktop application needed

◀ automation ▶

LIMITED

DPSS: Variance in Barcode functionality requires manual indexing for many documents |
DCFS: No Automation

AUGMENTED

Optical Character Recognition (OCR) technology automatically reads and validates key values tied to a document, reducing manual work to index documents

◀ workflow ▶

DOCUMENT-DRIVEN

DPSS: Auto-generated tasks with no override options may increase workload for DPSS staff |
DCFS: No existing options to generate tasks from images

TASK-DRIVEN

County-configured System assigns relevant tasks for staff | Staff with appropriate security rights will be able to set a specialty flag to override task generation at the point-of-scan on a per image basis

THE POWER OF 58

CalSAWS Imaging Training

Web-Based Training

Web-based Training (WBT) modules will provide guided examples of how to use new CalSAWS Imaging functionality. This type of training is **interactive** and allows the user to become familiar with how to execute certain Imaging functions.

Nine Imaging WBTs will be available in the Learning Management System (LMS) during the Early Training (September-October 2021) and General Training (October-November 2021) periods. You'll access the Imaging WBTs using your existing LMS account.

Job Aids & Online Help

These are resources contained within the CalSAWS System. Job Aids provide a list of the steps necessary to complete specific Imaging functions. Online Help pages provide navigation instructions to access CalSAWS Imaging pages.

Quick Guides

Imaging Quick Guides are documents that will provide a functional overview or instructions on the differences between current Imaging processes and the CalSAWS Imaging Solution. Along with the Imaging WBTs, these resources will be available in the CalSAWS LMS.
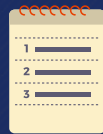
Tip

Ideal Candidates for Early Training:
County Trainers, Implementation Points of Contact (IPOCs), Change Network Champions (CNCs), and County Management and Supervisors

Imaging
Software & Buttons

Streamlined Access

One enhanced feature of the CalSAWS Imaging Solution is the **All-in-One access.** Logging into the CalSAWS System automatically logs you into Imaging!

Accessing Imaging

Access to Imaging functions will be tied to your CalSAWS security rights, which are determined by your County!
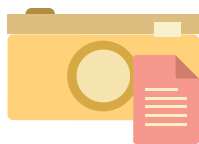
CalSAWS Imaging Buttons

You will notice the following new buttons in the CalSAWS System related to Imaging, and you'll be able to access Imaging functionality from a larger selection of CalSAWS pages.

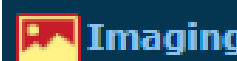| **Images**	**Capture**	**Generate Coversheet**	**Imaging**
View documents associated to the current CalSAWS page	Upload documents to the current CalSAWS case	Create printable, barcoded coversheets containing case context for document separation	Launch the Perceptive Experience from any CalSAWS page

Perceptive Experience

The Perceptive Experience is the web application that houses Imaging functionality. It is opened from the CalSAWS System via the Imaging link. No separate login required!

Within the Perceptive Experience, you can:

Use predefined searches to find documents	Create custom searches to find documents	Capture and upload documents
Add annotations or notes to documents	Route documents to workflow queues	Modify & manage documents pending in workflow queues

Imaging
Scan Modes

The CalSAWS Imaging Solution will support scanning to a single case or multiple cases using various modes.

What is a Scan Mode?

In the CalSAWS Imaging Solution, scan modes (also known as capture profiles) allow users to image documents into the appropriate drawer in the Imaging Solution

Various scan modes support the imaging of physical documents, virtual files stored on a local device, and virtual files accessed through a desktop application or website

CalSAWS Scan Modes

Single Case
Capture one or more documents for a single case

Multi-Case
Capture one or more documents for multiple cases

Virtual Print
Upload documents to a single case directly from any desktop application or website that allows printing into the CalSAWS Imaging Solution

File Upload
Upload non-barcoded documents stored on a local device directly into the CalSAWS Imaging Solution

Additional Scan Modes
Return Mail, **Ignore Barcode**, **Adoptions** (AAP), **Adult Aging Services** (IHSS), **Child Welfare Services** (CWS), **Quality Assurance**, **Quality Control** (QA/QC), **Special Investigations Unit** (SIU), **Hearings**, and **Resource Data Bank** (RDB)

Tip
Access to all scan modes will be tied to CalSAWS security rights.

Initiating Scan Modes

- **Single Case:** Click the Capture button on the Case Summary page

- **All other scan modes:** Click the Imaging link on the Utilities navigation bar on any CalSAWS page; then click the Capture button in the Perceptive Experience

Custom Properties & Specialty Flags

- **Custom Properties:** Fields that users can complete when indexing an image, in addition to the core document properties

- **Specialty Flags:** Indicators selected during Quality Assurance that help guide System actions after the scan is finalized

Please Note: Custom Properties and Specialty Flags will be covered in detail in Imaging Training materials. Your County's policies and business processes will control how they are used.

Optical Character Recognition (OCR)

Optical Character Recognition

The Optical Character Recognition (OCR) technology is a new feature in the Imaging Solution that will **automatically detect and validate** certain key values from scanned documents. From here, there are two paths:

✅ *Success: Key Values Validated*
The OCR Service will automatically index other relevant properties, such as the Document Type, to the document! The documents will then be routed forward for system processing and archival.

❌ *Failure: Key Values Not Validated*
The OCR Service will route the documents to the appropriate County-managed workflow queue for manual indexing.

Benefits of OCR
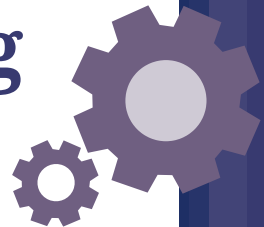
Reduced time on manual indexing

Barcode recognition for more document types

More indexing values
> *Such as Document Type, Form Names, etc.*

General Routing Process

Start
An Imaging User logs in via Single Sign-On to the CalSAWS System, which includes Imaging.

Capture
The user captures customer documents using one of the available scan modes.

OCR Service
Documents without a valid CalSAWS barcode or uploaded by the Virtual Printer are automatically routed to the OCR service, which attempts to read and validate key values, such as form names or form numbers.

County-Maintained Workflow Queue
When the OCR service is unable to extract or validate the documents' key values, the system automatically routes these documents to the appropriate County-maintained workflow queue, where a User manually confirms key values and routes the documents forward for system processing.

Archival
After system processing, the documents are archived in the Imaging Solution for later retrieval, reindexing or removal, if necessary.

IMAGING
WORKFLOW QUEUES

Imaging Workflow Queues

County-Maintained Workflow Queues are used by staff to **manage, update, and edit documents**. A document that is in a workflow queue is pending finalization and is modifiable. Once a document has been indexed, either manually or automatically through system processing, it is removed from workflow and considered **archived** in the **Imaging Solution** and ready for retrieval.

Some documents are processed by **Optical Character Recognition (OCR) technology** to automatically detect key values from documents, reducing the need for manual processing. If further processing is required, the Imaging Solution will **automatically route documents** to County-maintained queues. The CalSAWS Imaging Solution has defined County-maintained workflow queues used to **complete pending actions**, such as updating document properties and more!

Queue Spotlight

Three Key County-Maintained Workflow Queues:

Exception Queue: Documents that require additional verification or validation will be automatically sent to the Exception Queue by OCR.

Reindex Queue: Document properties for images that have been archived into the Imaging Solution can be updated using the Reindex Queues.

Barcode Verification Queue: CalSAWS generated documents with barcode values that cannot be successfully obtained from CalSAWS will be sent to the Barcode Verification Queue for manual barcode verification.

Tip Imaging Workflow queues will be covered in the Web Based Training (WBTs) and Job Aids developed by the Imaging Change Management and Training Team.
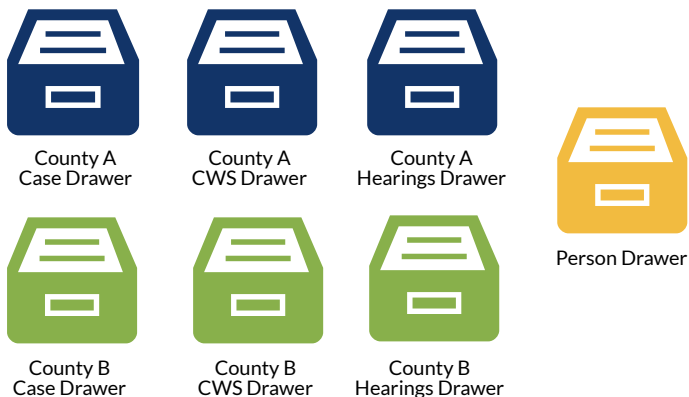
Spotlight on
Imaging Solution Drawers

What are Drawers?

Drawers are repositories where images are stored in the CalSAWS Imaging Solution. Images are separated by County and across different categories within the County. This separation of documents is tracked and managed through security rights.

Person level documents are stored in the Person drawer, which is accessible by all Counties. Case level documents are stored in the appropriate County-specific drawer, which is accessible by users in the same County with the appropriate security rights.

Here is an example of how drawers are organized*:

County A Case Drawer | County A CWS Drawer | County A Hearings Drawer | Person Drawer

County B Case Drawer | County B CWS Drawer | County B Hearings Drawer

General Process

System Processing
Document is processed by the System. Users complete pending imaging activities and update/modify document properties via workflow queues, if necessary.

Archival
After System Processing and upon completion of all tasks, the System archives the document(s) to the appropriate drawer.

Retrieval
Users with the appropriate security rights can search for and view documents in drawers.
Users can also route document(s) back into the workflow for modification, i.e. reindexing.

Note: Specific security rights give users the ability to archive, search for, and access all documents in drawers.

*This example does not include all available drawers.

Additional Resources

These Imaging resources are available on the CalSAWS Web Portal. Please reach out to your Department's Imaging Lead (contact info below) for help with accessing them.

Imaging Roadshow Recordings
Contains overviews of the **Imaging Project** (Communications, Change Readiness, Document Migration), the **Imaging Solution** (Key Changes and Benefits), and the **Imaging Support Network**

Consolidated Q&A from Imaging Roadshows
Contains researched answers for all questions asked during the Imaging Roadshows conducted for LA County

Imaging Demonstration Recordings
Contains **live System demonstrations** on single-case, multi-case, and remote scanning | document retrieval | document reindexing | RDB scan mode and retrieval of RDB documents

Consolidated Q&A from Imaging Demonstrations
Contains researched answers for all questions asked during the Imaging Demonstrations conducted for LA County

All prior Imaging Change communications
Prior Imaging Change communications include 3 Imaging Infographics, 2 Imaging Newsletters and 2 Imaging Videos

Contact your Department Imaging Lead
DPSS: Juan Herrara - JuanHerrera@dpss.lacounty.gov
DCFS: Mario Palacios - PalacM@dcfs.lacounty.gov

Reach out to the LA County Imaging Change Network Champions (CNCs)
You can direct your questions, concerns, or comments to your Imaging CNC!
If you aren't aware of any Imaging CNCs in your office, reach out to your Department Imaging Lead for a contact.

Contact us at Imaging.Implementation@CalSAWS.org
The Project Imaging Change Management and Training team is happy to assist with any questions, concerns or feedback!