

CalSAWS Imaging Newsletter

Seventh Edition - March 2022

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

April 25, 2022

- The CalSAWS Imaging Change Management Team is proud to present the seventh installment of the bi-monthly CalSAWS Imaging Newsletter!
- This month's newsletter covers the following CalSAWS Imaging Solution topics:
 - Imaging Go-Live Delay
 - Document Routing Rules & Tasks
 - Additional Resources





Imaging Go-Live Delay

The implementation of the CalSAWS Imaging Solution for LA County has been delayed. The new Go-Live date is tentatively set **Monday, April 25th, 2022** pending the results of additional performance testing and completion of training and other readiness activities.

Training Impacts

General Imaging Training

General Training was originally scheduled to end on Friday, March 11, 2022 but has been extended to **Friday, April 8, 2022 for DPSS** and **Monday April 18, 2022 for DCFS**.

ITTSME Sessions

All scheduled ITTSME Refresher sessions were completed between February 9 and February 24, 2022. Recordings of the demonstration and hands on practice sessions can be found on the CalSAWS LMS.



Change Management Impacts

Imaging Change Network Champion (CNC) Meetings

Engagement with LA County CNC's will be extended, with the final monthly meeting is planned for April.

Imaging Communications

Additional change communications will be created and distributed on a monthly basis by the Imaging Change Management Team.



Document Routing Rules & Tasks



Task Generation

Tasks are generated after the **Form Name** is confirmed by the System via either of the following methods:

via **OCR** or **OCR Bypass** after the document is submitted from **Initial Quality Assurance**

after the document is routed out of the **Barcode Verification** queue or **Exception** queue

after the **customer submits** their documents through the **Statewide portal (BenefitsCal)**



Document Routing Rules

The Document Routing Rule (DRR) functionality allows System Administrators* to configure tasks to be triggered by imaged documents.

Users with the appropriate security rights* can configure task creation and routing rules based on:

- Document Types
- Form Names
- Form Numbers

*The CalSAWS Support Section is creating and maintaining DRRs for LA County.

DID YOU KNOW

There are **two** specialty flags available during **Initial Quality Assurance** that give the user more control over tasks.

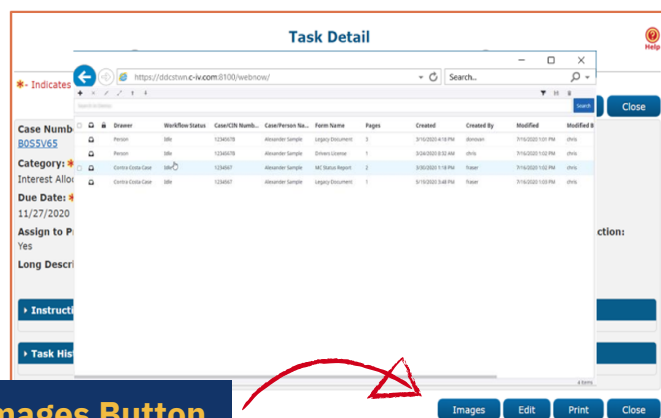
Task Override Flag

The Task Override flag allows users to **prevent the generation of a task**, even if a Document Routing Rule is set up for the document's Type, Form Name, or Form Number.

To do this, the user must set the Task Override flag to **True** during initial quality assurance.

Task Detail Page

The **Images** button on the Task Detail pop-up displays the document(s) associated with the task and all documents **associated to the same case** and imaged **within 30 calendar days** of the task being created.



Images Button

Program Override Flag

The Program Override flag allows the user to select a Program, which identifies which worker will receive the task that is generated.

To do this, the user must search for and select the Program to associate the document to during initial quality assurance.



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



Imaging Train-the-SME (ITTSME) Recordings

Contains recordings of the full day ITTSME sessions from Fall 2021 and the Refresher sessions from February 2022, including the Hands-On Practice section on scanning, document retrieval & document reindexing. Other topics cover Tasks & Imaging, OCR Processing, Imaging Reports & Auditing, Document Workflow Queue History and more!



All prior Imaging Change communications

Prior Imaging Change communications include 6 Imaging Infographics, 6 Imaging Newsletters and 2 Imaging Videos



Contact your Department Imaging Lead

DPSS: Juan Herrera - 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!