

CalSAWS

California Statewide Automated Welfare System

Design Document

CA-231495

Imaging Indicators on Workload Inventory

CalSAWS	DOCUMENT APPROVAL HISTORY	
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04/21/2022	1.1	<ol style="list-style-type: none"> 1. Assumption #3 was reworded to make it clearer. 2. Added to Section 2.5 that the imaging indicator parameter will display "Y" or "N" based on whether there's an image that's uploaded to Hyland in the past 30 days from when the report was exported. 	Kusnadi.E

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1 OVERVIEW

For Counties that are using the Hyland imaging solution, they need to set up their Document Routing Rule in order to specify when a task need to be generated based on the type of documents/forms and program. This SCR will update the Workload Inventory pages in CalSAWS to display an Imaging icon that will be used as an indicator when new images are uploaded to the Hyland imaging solution.

1.1 Current Design

For Counties that are using the Hyland imaging solution, they need to set up their Document Routing Rule in order to specify when a task need to be generated based on the type of documents/forms and program. This means, for documents/forms that are not selected as part of the Document Routing Rule, tasks are not being generated. In this scenarios, counties are not notified when those images come in through the Hyland imaging solution.

1.2 Requests

Update the Workload Inventory pages in CalSAWS to display an Imaging icon when new images are uploaded to the Hyland imaging solution.

1.3 Overview of Recommendations

1. Update the Workload Inventory pages (Eligibility Workload Inventory, Employment Services Workload Inventory, Child Care Workload Inventory) to display an Imaging Icon on the Search Result Summary section when there's new images that's uploaded through the Hyland imaging solution for the specific case.
2. Update the Eligibility Workload Inventory Export Report to include an Imaging indicator when there's new images that was uploaded to the Hyland imaging solution for the specific case.

1.4 Assumptions

1. All existing functionality will remain unchanged, unless called out as part of this SCR.
2. New Imaging icon being display on the Workload Inventory pages only applies for Counties that are using the Hyland imaging solution.
3. Imaging Icon will only display for documents that are index to a valid case number and are submitted from QA & Indexing. It will not display for documents in the external staging, specialty, or other county department drawers (RDB, Hearings, SIU, AAP, CWS, IHSS, and QA/QC).
4. Imaging Icon will only display on the Workload Inventory pages for images/documents that's uploaded to Hyland prior to the implementation of this SCR.

5. Imaging Icon will not display on the workload inventory pages, when the API call to CalSAWS has failed (Hyland will retry a maximum amount of 3 times).

2 RECOMMENDATIONS

2.1 Eligibility Workload Inventory

2.1.1 Overview

The Eligibility Workload Inventory page allows users to access an inventory of programs assigned to a specific Worker ID. This SCR will update the Eligibility Workload Inventory page to display an Imaging indicator on the Search Results Summary section when there's new images that was uploaded for the specific case.

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2.1.2 Eligibility Workload Inventory Mockup

Eligibility Workload Inventory

*- Indicates required fields

Worker ID:
19DP344W16 Select

Status Effective Date: *

Assignment Type:
 ▼

Status:
 ▼

Display Workload: *

Results per Page: View

Search Results Summary Results 1 - 5 of 5

Total Assignments

Cases	4
Programs	5

Case Number	Primary	Program	Status	Application Date	Auth Date	RE Date	CFS
B23X222	ABERCROMBIE, FINCH 57F	CF	Active	04/25/2016	04/09/2021	03/2022	
L12BD12	ABARY, EMERSON 24F	MC	Discontinued	05/08/2020	06/03/2021	03/2021	
B222E47	ABERDEEN, GAIL 31F	CW	Active	07/01/2016	05/08/2021	02/2022	
B222E47	ABERDEEN, GAIL 31F	ECF	Active	09/01/2016	05/08/2021	02/2022	
B0DBG00	LUTHINIA, LUDIVINA 39F	CW	Active	08/14/2018	05/07/2021	11/2021	

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Figure 2.1.1 – Eligibility Workload Inventory

2.1.3 Description of Changes

1. Update the Eligibility Workload Inventory page to display an Imaging icon on the Search Result Summary section.
 - a. Imaging icon will be located to the right of the new case indicator (exclamation mark icon).
 - b. Imaging icon will display, when there's new Images that's uploaded through the Hyland imaging solution for a specific Case in the past 30 calendar days from the time that the user run the search parameter.
 - i. The Imaging icon will display based on the date and time that the images are associated to a Case Number in the Pre-OCR workflow in Hyland imaging solution and the

date and time that the search parameter was queried on the Eligibility Workload Inventory page.

1. The Imaging icon will not consider the Date inputted on the Display Workload field or the Status Effective Date.

Example: Images were associated to Case A12345 on 11/09/2021 at 8:00 AM (this is in Pre-OCR workflow in Hyland). The Imaging icon will display on the Eligibility Workload Inventory page when a user queries the Eligibility Workload Inventory page after 11/09/2021 at 8:00 AM even though the Display Workload date and the Status Effective Date was prior to 11/09/2021 (if the Case display on the Search Result Summary the Imaging icon will also display if the user query the search parameter after the images were uploaded and associated to a Case in Hyland imaging solution).

- c. Clicking on the Imaging icon will refresh the Eligibility Workload Inventory page and the Imaging icons will no longer display for the Case that the Imaging icon that was clicked (selected) on.
 - i. Upon the page refreshing, the information being displayed on the Search Result Summary section will remain the same.
 - ii. Imaging icons will be removed from Eligibility Workload Inventory page only. It will not remove the Imaging icon from the Employment Service Workload Inventory page or the Child Care Workload Inventory page.

Example #1: Case A12345 display twice on the Eligibility Workload Inventory page since it is associated to both CW and CF program. A user clicks the Imaging icon for Case A12345 associated with CW program. When the page refresh, the Imaging icon will no longer display for Case A12345 for both the CW and CF program.

Note: The same case number can display multiple times on the Eligibility Workload Inventory page when the Worker entered on the Search parameter is associated to multiple programs for the same case number. This is an existing functionality that is not being changed as part of this SCR.

2. Create a brand new table to save information that's coming in through the Hyland imaging solution.

2.1.4 Page Location

- **Global: Eligibility**
- **Local: Workload Inventory**
- **Task: Workload Inventory**

2.1.5 Security Updates

N/A

2.1.6 Page Mapping

N/A

2.1.7 Page Usage/Data Volume Impacts

N/A

2.2 Employment Services Workload Inventory

2.2.1 Overview

The Employment Services Workload Inventory page allows users to access an inventory of programs and activities assigned to a specific Worker ID. This SCR will update the Employment Services Workload Inventory page to display an Imaging indicator on the Search Results Summary section when there's new images that was uploaded for the specific case.

2.2.2 Employment Services Workload Inventory Mockup

Employment Services Workload Inventory

Worker ID: 36LS00BR00 Select
Display Workload: *
Status Effective Date: *
Program Status: All

Results per Page: 100 View

Search Results Summary Results 1 - 5 of 5

Total Assignments

Cases	1
Program	4

Case Number	Name	Program	Program Status	Program Status Reason	Program Review Date	Activity	Activity Review Date	Benefit Program Status
M5000D7	POTTER , HARRY 40M	CL	Pending					Pending
M5000D7	POTTER , HARRY 40M	FT	Pending					
M5000D7	POTTER , HARRY 40M	GE	Pending					
Q5000D7	testing , joanne 40F	RE	Pending					Pending
Z5000D7	ZANE, ZURIC 25M	WT	Pending					Pending

This Type 1 page took 0.32 seconds to load.

Figure 2.2.1 – Employment Services Workload Inventory

2.2.3 Description of Changes

1. Update the Employment Services Workload Inventory page to display an Imaging icon on the Search Result Summary section.
 - a. Imaging icon will be located to the right of the new case indicator (exclamation mark icon).
 - b. Imaging icon will display, when there's new Images that's uploaded through the Hyland imaging solution for a specific Case in the past 30 calendar days from the time that the user run the search parameter.
 - i. The Imaging icon will display based on the date and time that the images are associated to a Case Number in the Pre-OCR workflow in Hyland imaging solution and the date and time that the search parameter was queried on the Employment Services Workload Inventory page.

1. The Imaging icon will not consider the Date inputted on the Display Workload field or the Status Effective Date.

Example: Images were associated to Case A12345 on 11/09/2021 at 8:00 AM (this is in Pre-OCR workflow in Hyland). The Imaging icon will display on the Employment Services Workload Inventory page when a user query the Employment Services Workload Inventory page after 11/09/2021 at 8:00 AM even though the Display Workload date and the Status Effective Date was prior to 11/09/2021 (if the Case display on the Search Result Summary the Imaging icon will also display if the user query the search parameter after the images were uploaded and associated to a Case in Hyland imaging solution).

- c. Clicking on the Imaging icon will refresh the Employment Services Workload Inventory page and the Imaging icons will no longer display for the Case that the Imaging icon that was clicked (selected) on.
 - i. Upon the page refreshing, the information being displayed on the Search Result Summary section will remain the same.
 - ii. Imaging icons will be removed from Employment Services Workload Inventory page only. It will not remove the Imaging icon from the Eligibility Workload Inventory page or the Child Care Workload Inventory page.

Example #1: Case A12345 display twice on the Employment Services Workload Inventory page since it is associated to both CL and FT program. A user clicks the Imaging icon for Case A12345 associated with CL program. When the page refresh, the Imaging icon will no longer display for Case A12345 for both the CL and FT program.

Note: The same case number can display multiple times on the Employment Services Workload Inventory page when the Worker entered on the Search parameter is associated to multiple programs for the same case number. This is an existing functionality that is not being changed as part of this SCR.

2.2.4 Page Location

- **Global: Empl. Services**
- **Local: Workload Inventory**
- **Task: Workload Inventory**

2.2.5 Security Updates

N/A

2.2.6 Page Mapping

N/A

2.2.7 Page Usage/Data Volume Impacts

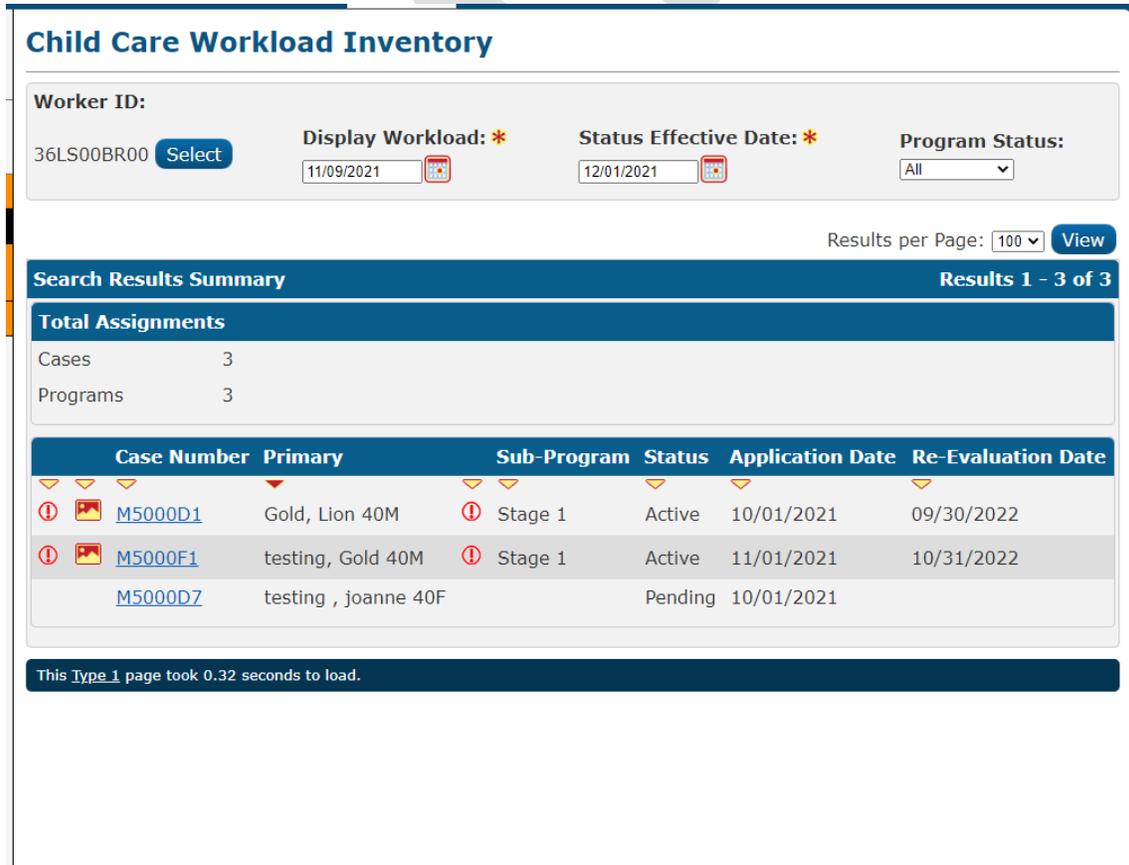
N/A

2.3 Child Care Workload Inventory

2.3.1 Overview

The Child Care Workload Inventory page allows users to access an inventory of programs assigned to a specific Worker ID. This SCR will update the Child Care Workload Inventory page to display an Imaging indicator on the Search Results Summary section when there's new images that was uploaded for the specific case.

2.3.2 Child Care Workload Inventory Mockup



Child Care Workload Inventory

Worker ID: 36LS00BR00 Display Workload: * 11/09/2021 Status Effective Date: * 12/01/2021 Program Status: All

Results per Page: 100

Search Results Summary Results 1 - 3 of 3

Total Assignments

Cases	3
Programs	3

Case Number	Primary	Sub-Program	Status	Application Date	Re-Evaluation Date
M5000D1	Gold, Lion 40M	Stage 1	Active	10/01/2021	09/30/2022
M5000F1	testing, Gold 40M	Stage 1	Active	11/01/2021	10/31/2022
M5000DZ	testing , joanne 40F		Pending	10/01/2021	

This Type 1 page took 0.32 seconds to load.

Figure 2.3.1 – Child Care Workload Inventory

2.3.3 Description of Changes

1. Update the Child Care Workload Inventory page to display an Imaging icon on the Search Result Summary section.
 - a. Imaging icon will be located to the right of the new case indicator (exclamation mark icon).
 - b. Imaging icon will display, when there's new Images that's uploaded through the Hyland imaging solution for a specific Case in the past 30 calendar days from the time that the user run the search parameter.
 - i. The Imaging icon will display based on the date and time that the images are associated to a Case Number in the Pre-OCR workflow in Hyland imaging solution and the date and time that the search parameter was queried on the Child Care Workload Inventory page.
 1. The Imaging icon will not consider the Date inputted on the Display Workload field or the Status Effective Date.

Example: Images were associated to Case A12345 on 11/09/2021 at 8:00 AM (this is in Pre-OCR workflow in Hyland). The Imaging icon will display on the Child Care Workload Inventory page when a user query the Child Care Workload Inventory page after 11/09/2021 at 8:00 AM even though the Display Workload date and the Status Effective Date was prior to 11/09/2021 (if the Case display on the Search Result Summary the Imaging icon will also display if the user query the search parameter after the images were uploaded and associated to a Case in Hyland imaging solution).

- d. Clicking on the Imaging icon will refresh the Child Care Workload Inventory page and the Imaging icons will no longer display for the Case that the Imaging icon that was clicked (selected) on.
 - iii. Upon the page refreshing, the information being displayed on the Search Result Summary section will remain the same.
 - iv. Imaging icons will be removed from the Child Care Workload Inventory page only. It will not remove the Imaging icon from the Eligibility Workload Inventory page or the Employment Services Workload Inventory page.

2.3.4 Page Location

- **Global: Child Care**
- **Local: Workload Inventory**
- **Task: Workload Inventory**

2.3.5 Security Updates

N/A

2.3.6 Page Mapping

N/A

2.3.7 Page Usage/Data Volume Impacts

N/A

2.4 Imaging API

2.4.1 Overview

Once a document is received by the imaging system and routed to the Pre-OCR queue, an API call will be made to the CalSAWS system indicating the receipt of an image.

2.4.2 Description of Change

1. Pre-OCR will have an API call added to pass the following document metadata.
 - a. Case Number
 - b. County Code
 - c. Document Property (Created) – Date Time Stamp
 - i. Example Format: 1/30/2019 3:52:16 PM
2. Information will be saved to a new table created under Section 2.1.3 #2.

2.4.3 Execution Frequency

This API call will be performed for documents submitted to the Pre-OCR queue and index to the county drawer (Case/Confidentiality drawer).

2.4.4 Counties Impacted

All Hyland Imaging counties would be impacted by this logic update.

2.4.5 Data Volume/Performance

Estimated 150,000 – 200,000 Calls Per Day For 39 County Volumes, Estimated LA Volume is 2x 39 county volume, and full 59 county volume estimated at 3x 39 county volume.

2.4.6 Failure Procedure/Operational Instructions

When the API call to CalSAWS fails, the imaging solution should retry the call up to 3 times before logging an error message in the notes field of the document and routed the document forward. This is to prevent delays in document processing if imaging service api is down or impacted.

Notes field will display the following error message "Failed to add Workload Inventory image indicator".

Note: There is no change to Hyland's existing process when the API call to CalSAWS. When the API call fails, the document will move forward to the next process.

2.5 Eligibility Workload Inventory Export Report

2.5.1 Overview

The Eligibility Workload Inventory Export Report is available from the Eligibility Workload Inventory page. The Eligibility Workload Inventory Export Report mirrors the information displayed on the Search Results Summary section. This SCR will update the Eligibility Workload Inventory page to include an Imaging indicator when new images are uploaded to the Hyland imaging solution. The Eligibility Workload Inventory Export Report will be updated to include a new column to reflect the new Imaging indicator to match the change on the Search Result Summary section on the Eligibility Workload Inventory page.

2.5.2 Eligibility Workload Inventory Export Report Mockup

A	B	C	D	E	F	G	H	I	J
New Images	Case Number	Primary Applicant	Program	Status	Application Date	Authorization Date	RE Due Date	Incomplete DERs	Carry Forward Status (CFS)
N	B23X222	ABERCROMBIE, FINC	CF	Active	08/29/2019	02/06/2021	07/31/2021	Y	
Y	L12BD12	ABARY, EMERSON	MC	Active	08/29/2019	05/19/2021	07/31/2021		
Y	B222E47	ABERDEEN, GAIL	CW	Active	08/29/2019	05/19/2021	07/31/2021		
Y	B222E47	ABERDEEN, GAIL	ECF	Active	03/19/2015	05/05/2021	02/28/2022		
N	B0DBG00	LUTHINIA, LUDIVINA	CW	Active	01/21/2020	05/05/2021	12/31/2021		

Figure 2.6.1 – Eligibility Workload Inventory Export Report (Reference only)

2.5.3 Description of Change

1. Add the Imaging indicator parameter to the Eligibility Workload Inventory Report's logic.
 - a. Imaging indicator: provide an indicator to determine whether new images has been uploaded to Hyland imaging solution for the Case based on the time the Report was Run (Date and Time).
 - i. Imaging indicator will display as "Y" or "N"
 1. When there's new images that was uploaded to Hyland imaging solution **in the past 30 days** for the

Case at the time the report was run it will display as "Y".

2. When there's no new images that was uploaded **in the past 30 days** to Hyland imaging solution for the Case at the time the report was run it will display as "N".

Note: The report will display the "Y" or "N" based on whether there are images that has been uploaded to Hyland in the past 30 days from when the report is exported. The information on the report might not be the same as what is on the Eligibility Workload Inventory Page since the imaging icon will disappear after it is clicked.

Note: Update will apply only to the 'Exported Data' tab. No change will reflect on the "General Information" tab.

2.5.4 Report Location

- **Global: Eligibility**
- **Local: Workload Inventory**
- **Task: Workload Inventory**

2.5.5 Counties Impacted

All Counties that are using the Hyland imaging solutions.

2.5.6 Security Updates

N/A

2.6 Automated Regression Test

2.6.1 Overview

Create new regression test scripts to verify the display of the new indicator when a new image is uploaded to Hyland, and lack of display once the indicator is cleared.

2.6.2 Description of Change

1. Create new scripts to verify that the Images icon displays and can be clicked when an image is uploaded to Hyland for a case with each of the following program combinations:
 - a. A single Eligibility program
 - b. A single Employment Services program
 - c. A single Child Care program
 - d. Multiple Eligibility programs

- e. Multiple programs across categories (ex., 1 Eligibility program and 1 Employment Services program)

Note: For the last scenario the Images icon will be verified on each applicable page before and after each clear transaction. For example, if the Images icon on the Eligibility Workload Inventory page is clicked first, the script(s) will verify that the Images icon is still displayed on the Employment Services Workload Inventory page at that time. Once the Images icon on the Employment Services Workload Inventory page is clicked, the script(s) will verify that the Images icon does not display on either page.

3 SUPPORTING DOCUMENTS

Number	Functional Area	Description	Attachment
1.0	Online	Eligibility Workload Inventory Export Report	Eligibility Workload Inventory Export Report mockup.xlsx

4 REQUIREMENTS

4.1 Project Requirements

REQ #	REQUIREMENT TEXT	How Requirement Met
2.19.1.1	<p>The LRS shall generate and track alerts, reminders, or controls for case actions, including:</p> <ul style="list-style-type: none"> a. Actions taken by the LRS; b. Missing LRS Data elements and/or verifications; c. Time-limited eligibility factors; d. Responses to requests for documentation and case-related actions; e. Responses from other agencies; f. Sanction period ineligibility; g. Mandatory referrals; and h. Information received as a result of an interface. 	<p>An imaging icon are added to the workload inventory pages in CalSAWS to provide a reminder/alerts to the county workers that new images/documents was uploaded to the Hyland imaging solution.</p>

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