CalSAWS | Imaging Committee Agenda

Date:	April 21, 2022	Location: Teams Meeting
Time:	9:00 am – 12:00 pm	Meeting Called By: Rhiannon Chin

Attendees:

		NAME			NAME			NAME
☒	R1	Jack Seng	☒	R4	Chris Gomez	☒	RM	Matthew VanderEyck
☒	R1	Terri Rose	☒	R4	Martha Esparza	☐	RM	Ayana Alvarez
☒	R1	~~Karina Romero~~ Rachel	☒	R4	Louis Cuellar	☒	Proj.	Project Staff
☒	R1	Brent Wong	☒	R4	Angelica Gamboa			
☐	R1	Todd Estabrooks	☐	R4	Aaron Gomes			
☐	R2		☒	R5	Phi Phi Thai			
☒	R2	Will Wren-Rodriguez	☒	R5	Tony Baker			
☒	R2	Michelle Fell	☒	R5	Laura Alba			
☒	R2	Don Post	☒	R5	Felix Sanchez			
☐	R2		☒	R5	~~Eric England~~ Maria Ortiz			
☒	R3	Heather Brantley	☒	R6	Arin Shahgholi			
☐	R3	Crystal Kehle	☒	R6	Juan Herrera			
☐	R3	Dayna Boggs	☒	R6	Mario Palacios			
☒	R3	Jessica Jackson	☐	R6	Dianna Crowley			
☐	R3		☐	R6	Mohsin Khan			

Topic	Important Points
Imaging updates to be shared at PSC/JPA	
Draft Design Review • CA-231495 - Imaging Indicators on Workload Inventory • CA-231814 – Add Detailed Workflow Indicator to Documents in RC	CA-231495 • Image icon disappears once selected. Cannot pull icon back up once selected. If other programs are available, icon can be selected for other programs. Icon only displays for Case Level documents. Icon will show immediately right after a document is submitted. Hyland will not open when icon is selected. Possible future SCR will be made to add viewable documents linked to icon. *Question:* • *So this is just a high level indicator to get the worker's attention to know there is a new image to review.* Correct, this is only a notification to workers that an image is awaiting review is the past 30 days. Icon is separate from task generation. Icon comes prior to task generation creation. Reports will pull according to worker ID selected. Report will only show for icons that has appeared within a case within the last 30 days. **Updated design document will be sent out**.

Topic	Important Points
	CA-231814 • Change RC hold stamp to tell users exactly where images are held within record correction queues. This SCR will only apply to images processed after SCR has been implemented. Only documents that have been "fully submitted" into workflow/ case archival. • If document is located within a County Queue, a clickable URL will be added to send you to the exact location of the document. • Set to be released January 2023. *Question:* • What would it take to do this for images already in the system? It would take several months to reconfigure the system to assign to existing images. **Votes are due back May 6, 2022**
Priority Defect Updates • In Progress: o CA-234442 External Agency Defect: Images Stuck in OCR Error Queues • CA-234519 External Agency Defect: JPEG converted images are increased in size (Reopened)	• CA-234442 External Agency Defect: Images Stuck in OCR Error Queues • This is an item that has been resolved 4/20/2022 • CA-234519 External Agency Defect: JPEG converted images are increased in size(Reopened) • Update- Reopened. Might be delivered to staging within the next few weeks. System test date has been established; delivery date is coming soon- potentially a few weeks following. Increased JPEG documents no longer following the same routing rules which increased the size. Low number of images impacted. Images will still be able to be displayed, however documents will be displayed slower than smaller sized documents. Reduced this occurring by bypassing the system. • Rotate JPEG documents- not prioritized yet- still a work in progress.
Wrap-up Items • Recommendations for CalWIN counties pre and post go-live • Open Discussion • Next Meeting – **May 19, 2022** (Teams) 9:00 am – 12:00 pm	• We have some documents stuck in workflow queue after being indexed. after looking up where they could be (by looking at invalid reason), we can't locate them since our queues are a bit overloaded and these documents are from back in December. Is there something we can do to find the document and index them so they won't be stuck in workflow anymore? I would suggest opening a ticket if you have a list of documents that are in this category. • All forms that are printed out of CalSAWS will have a barcode on it, correct? Everything printed from CalSAWS will have a barcode, except for things like the PUB 13 that are flyers and are not returned to the county. • Is there a report that can be made to show documents that are currently stuck in OCR error queues? Admin exception queues?

Topic	Important Points
	Currently the error or admin queues do not display on any reports.
	• Will it go through the same process if you preselect the document type and that document type is a person level queue? Even if you select the form/document type information up front, it is still case level when it's initially imaged. It doesn't become person level until the document leaves the Person Selection queue
	• There are not necessarily separate queues for BenefitsCal. It would be the County queue within Barcode/Exception/Person Selection.

#	Action Item	Assigned To	Assigned Date	Due Date	Status
1	CA-231495: Clarification for person select items	Erika/Rhiannon			
2	Next Meeting – May19, 2022(Teams) 9:00 am – 12:00 pm				
3	LA County GO LIVE set to happen 4/25/22				