

☒ CalSAWS DD&I☐ C-IV M&O☐ CalWIN M&O☐ LRS M&E

Distribution Date:	August 9, 2021
To:	PPOC.40; IPOC.All; PPOC.Local; Consortium.SectionDirectors; Consortium.RegionalManagers.All
CIT Name:	OCR Performance and Exception Queue Management
From:	CalSAWS Project

PPOCs, please forward to the appropriate impacted staff in your county:

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| <input checked="" type="checkbox"/> General
<input type="checkbox"/> Policy
<input type="checkbox"/> CW
<input type="checkbox"/> CF
<input type="checkbox"/> MC
<input type="checkbox"/> CMSP
<input type="checkbox"/> FC/KG/AAP
<input type="checkbox"/> Child Care
<input type="checkbox"/> WTW
<input type="checkbox"/> Other Program(s) _____
<input type="checkbox"/> C4Yourself <input type="checkbox"/> Your Benefits Now!
<input type="checkbox"/> Customer Correspondence
<input type="checkbox"/> Other _____ | <input type="checkbox"/> Reports
<input type="checkbox"/> Fiscal
<input type="checkbox"/> Caseload Movement
<input type="checkbox"/> Management
<input type="checkbox"/> Fiscal
<input type="checkbox"/> Security
<input type="checkbox"/> Batch and Interfaces
<input checked="" type="checkbox"/> Imaging
<input checked="" type="checkbox"/> Migration
<input type="checkbox"/> Conversion
<input type="checkbox"/> Technical
<input type="checkbox"/> Training
<input type="checkbox"/> Help Desk |
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Description: (Including any step-by-step instructions)	<p>Purpose</p> <p>The purpose of this CIT is to provide the 39 C-IV Counties with information on Optical Character Recognition (OCR) performance and exception queue management in the CalSAWS Imaging Solution.</p> <p>Background</p> <p>The Implementation and Change Management teams have received feedback from the C-IV Counties indicating that they need information on OCR performance for various document types, as well as recommendations on how to manage exception queues, in order to establish their new Imaging business processes for the CalSAWS Imaging solution.</p> <p>Based on this feedback, the Change Management team has created a communication that provides information on OCR performance for the following document categories, as well as sample exception queue workflows for small and large counties:</p> <ul style="list-style-type: none"> • Citizenship/Identity • Financial • Employment Services • Healthcare
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	<ul style="list-style-type: none"> • Education • Miscellaneous <p>Recommended Usage This multi-page communication is designed to be shared in multiple ways, including but not limited to, being emailed, posted on internal sites (SharePoint), or displayed during meetings/presentations. It can also be printed and posted in the office, provided there is room to display all pages.</p> <p>Recommended Recipients The C-IV Counties are encouraged to disseminate this communication to all C-IV users so that all or most end-users will have access to the information.</p>
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Attachments:	Imaging OCR Performance and Exception Management.pdf Imaging OCR Performance and Exception Management_v2.pptx
Web Portal Link:	<div style="background-color: black; width: 80px; height: 20px; margin-bottom: 10px;"></div> <p>OR</p> <p>You may also retrieve the CIT document and attachments by following these steps:</p> <ol style="list-style-type: none"> 1. Click on the CRFIs & CITs link at the top of the page. 2. Click on the "CalSAWS Information Transmittal (CIT)" folder. 3. Click on the "2021" folder. 4. Click on the appropriate CIT # folder.