

*Fourth Edition - September 2021*

# CalSAWS Imaging is Coming

November 22, 2021

- The CalSAWS Imaging Change Management Team is proud to present the fourth installment of the bi-monthly CalSAWS Imaging Newsletter!
- This month's newsletter covers the following CalSAWS Imaging Solution topics:
  - Case Level vs. Person Level Documents
  - OCR Performance
  - Exception Queue Management
  - Imaging Training
  - Additional Resources



# Imaging

## Case Level vs. Person Level



The CalSAWS Imaging Solution indexes documents as case level or person level, depending on the document type.

## Capturing Documents

Case level documents and person level documents are both captured the same way (e.g., Single Case Scan, Multi-Case Scan, etc.). There are no special capture profiles for person level documents.

Documents that OCR determines are person level are routed to the Person Selection queue, where a user can associate the documents to the appropriate person.

## Archival

### Case Drawer

This drawer contains indexed, case level documents with **no** confidential restrictions. Documents in this drawer are **only** accessible by individuals within **LA County**.

### Person Drawer

This drawer contains indexed, person level documents. These documents are associated to persons, not cases. Documents in this drawer are accessible by **all counties**.

If a person is associated to multiple cases, their documents **are viewable** across all cases they are associated to, since the documents are linked and retrieved based on the **CIN**.

#### Tip

Users can associate non-person level documents to a person in the **Reindex All** queue.

## Person Override Flag

The Person Override flag allows the user to **force** person level documents to **default** to case level.

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

## Confidential Documents



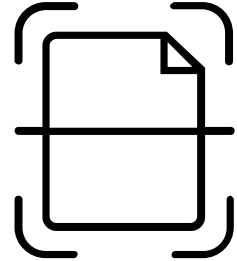
All confidential documents are **automatically** indexed at case level. Person level documents **cannot** be marked as confidential.

Indexed confidential documents can be found in the **Confidential drawer**.

# Optical Character Recognition (OCR)

## What is (OCR)?

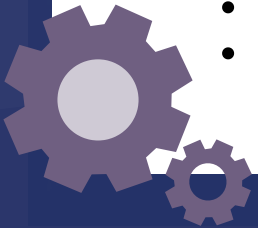
Optical Character Recognition (OCR) technology is a new feature in the CalSAWS Imaging Solution that will automatically detect and validate certain key values from scanned documents, allowing for automatic indexing.



## Document Types that OCR is still learning:

The following document types will go through OCR, however, OCR is still learning to read them, and we do not have success rates to share at this time:

- Attendance Records
- Death Certificate
- Education Expense
- Income Tax / Tax Return Forms
- Other ID Cards
  - Passport
  - Pregnancy Verification
- Receipts
- Retirement
- School Registration
- Social Security Card
- Third Party Liability
- Trust Funds
- Utility Expense
- Vehicle Registration



# OCR Performance

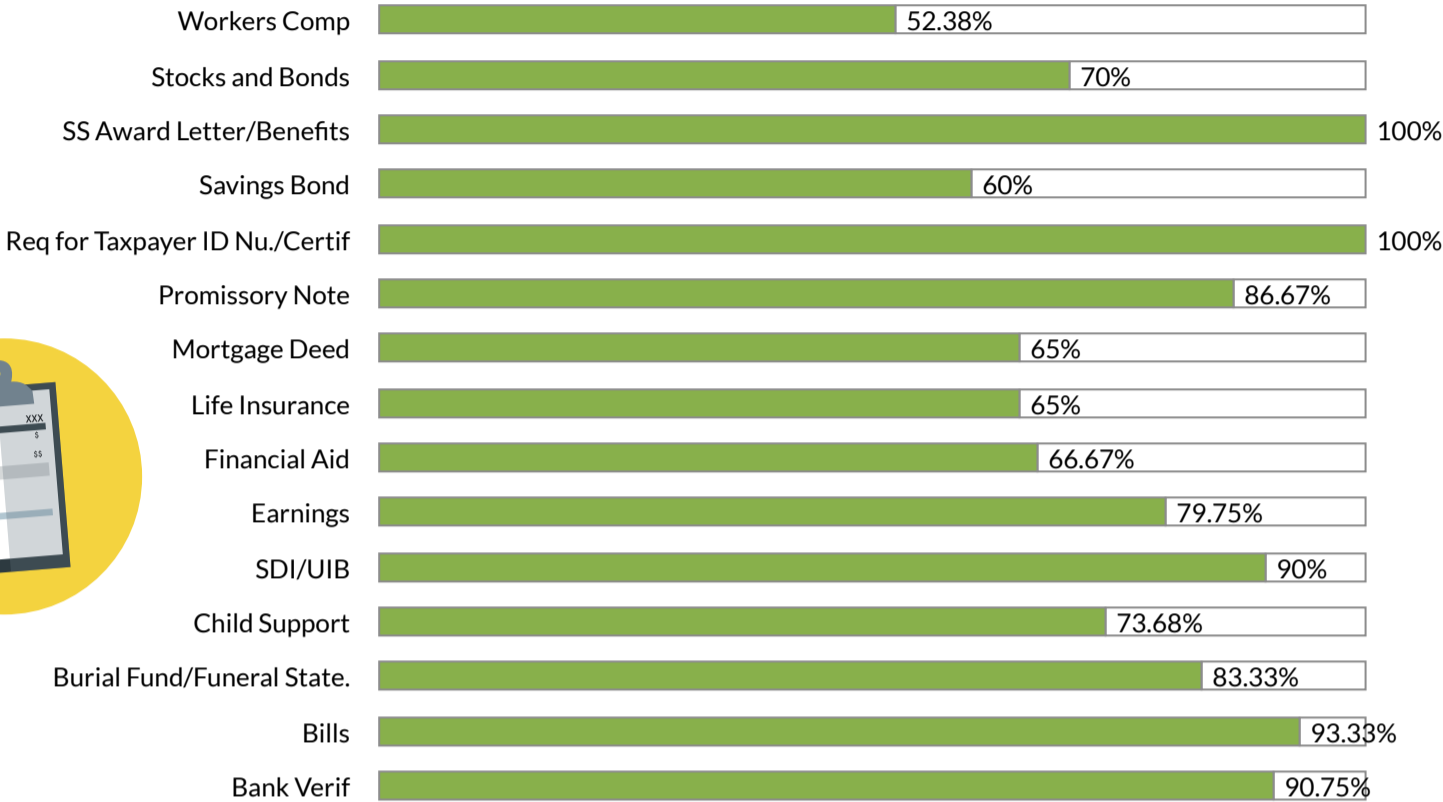
The graphs below show the rates for OCR Processing when the correct Form Name is applied, and the document is archived successfully. **This is point in time information as of July 2021. It is subject to change as OCR training and testing continues.**



## CITIZENSHIP / IDENTITY



## FINANCIAL



## EMPLOYMENT SERVICES



## HEALTHCARE



## EDUCATION



## LEGAL



## MISCELLANEOUS

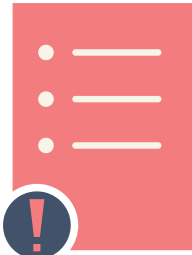


# Separate Documents to Reduce Exception Routing



When scanning multiple documents at the same time, use of **separator sheets**, and/or **manually splitting** documents when performing quality assurance before submitting a scanned batch, will **greatly reduce** the likelihood of them being routed to exception.

When scanning multiple documents at the same time **without separator sheets** (e.g., a shelter expense, a miscellaneous document, and a utility expense), if the System can correctly identify the form name for pages 1, 2, 4, and 5 but **cannot confidently categorize** page 3, the **entire document** will be sent to exception.



Since the System does not know whether page 3 is part of the shelter expense, its own document, or part of the utility expense, it **must err on the side of caution** and route the entire 5-page document to the exception queue for staff to review and make sure it is split correctly.

You can separate document with **barcoded case coversheets** or **generic separator sheets**; or take a moment to **manually split** them during quality assurance, to **increase** OCR's chance of classifying and indexing them correctly!

## Document Types that will not be run through OCR:



These documents may be too broad to be accurately processed or conflict with other key items that do go through OCR, and they will **always** need to be manually indexed:

- Adoption Documents
- Assessment
- Authorized Rep Designation
- Contracts
- Disability Verification
- FC Application
- Foster Childs Data Record AFDC-FC Certificate
- Gifts / Loans
- Hunt v. Kizer Record of Bills
- IPV
- Long Term Care Facility Verification
- Lost Warrant Replacement Affidavit
- OP/OI Info
- RSDI - Retirement / Survivors / Disability Ins.
- Sanctions

# Sample Workflow for Managing Exception Queues

These are provided as **examples ONLY**. LA County DPSS and DCFS need to determine how exception queues will be managed based on their internal policies and business processes.

## SEPARATE *Users*

This example workflow is intended for offices where work is **separated** and **users** have different responsibilities.



## ONE *User*

This example workflow is intended for offices where work is **shared** and **one user** completes the entire Imaging process (from capture to archive).



# CalSAWS Imaging Training

## *Early & General Training*



## Early vs. General

**Early Training** will provide **selected** users with the opportunity to access and complete Imaging training materials **early**.

**General Training** will provide Imaging End Users with the opportunity to access and complete the **same** Imaging training materials at a **later date**.

The training materials in both Early and General Training are the same and cover key Imaging functions in order to prepare Imaging End Users for Imaging Go-Live.



## When is Training?

### Early Training

September 27 - October 22

### General Training

October 25 - November 19

All training is self-paced, and materials will be accessed in the CalSAWS Learning Management System (LMS).



DPSS and DCFS are **identifying Early Training Participants** and will be sending internal communications to selected individuals.



# *Imaging Train the SME* **ITTSME**

## What is ITTSME?

These full-day, instructor led sessions are designed to deepen participants' understanding of the CalSAWS Imaging Solution and associated Imaging training materials. The training will prepare LA County resources to be **Subject Matter Experts** on the CalSAWS Imaging Solution.

Following the training, attendees will:

- Understand and be able to navigate the new Imaging Solution
- Articulate key changes and benefits of the new Imaging Solution
- Leverage ITTSME to serve as ongoing Imaging resources for Imaging End Users, as the County deems necessary

The sessions will contain Imaging functional presentations and demos, facilitated Q&A following each demo, hands-on practice in a Training Environment, and additional details on training support.

## When is ITTSME?

### **Dates:**

October 6 - October 21, 2021

### **Time:**

9:00 AM - 5:00 PM

### **Platform:**

Microsoft Teams Meeting



## Who can attend ITTSME?

DPSS and DCFS **have identified** their ITTSME participants, and those selected will receive a meeting invite and other sessions details from the Project at least two weeks prior to their assigned session.

# 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 Herrera - [JuanHerrera@dpss.lacounty.gov](mailto:JuanHerrera@dpss.lacounty.gov)  
DCFS: Mario Palacios - [PalacM@dcfs.lacounty.gov](mailto: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](mailto:Imaging.Implementation@CalSAWS.org)

The Project Imaging Change Management and Training team is happy to assist with any questions, concerns or feedback!