

CalSAWS | Notes from Imaging Committee: 12/16/2021

Date: December 16, 2021

Time: 9:00 am – 12:00 pm

Meeting Called by: Rhiannon Chin

Notes Location: Teams Meeting

Meeting Materials: Mass Reindex Overview v2

Attendees:

NAME	NAME	NAME
<input checked="" type="checkbox"/> R1 Jack Seng	<input checked="" type="checkbox"/> R4 Chris Gomez	<input checked="" type="checkbox"/> RM Matthew VanderEyck
<input checked="" type="checkbox"/> R1 Terri Rose	<input checked="" type="checkbox"/> R4 Martha Esparza	<input type="checkbox"/> RM Ayana Alvarez
<input checked="" type="checkbox"/> R1 Christine Alvarez	<input checked="" type="checkbox"/> R4 Louis Cuellar	<input checked="" type="checkbox"/> Proj. Project Staff
<input checked="" type="checkbox"/> R1 Brent Wong	<input type="checkbox"/> R4 Stacy Felt	
<input checked="" type="checkbox"/> R1 Todd Estabrooks	<input type="checkbox"/> R4 Aaron Gomes	
<input checked="" type="checkbox"/> R2 Beth Andrews	<input checked="" type="checkbox"/> R5 Phi Phi Thai	
<input checked="" type="checkbox"/> R2 William Wren-Rodriguez	<input checked="" type="checkbox"/> R5 Tony Baker	
<input checked="" type="checkbox"/> R2 Michelle Fell	<input checked="" type="checkbox"/> R5 Laura Alba	
<input checked="" type="checkbox"/> R2 Don Post	<input checked="" type="checkbox"/> R5 Felix Sanchez	
<input type="checkbox"/> R2	<input checked="" type="checkbox"/> R5 Eric England	
<input checked="" type="checkbox"/> R3 Heather Brantley	<input checked="" type="checkbox"/> R6 Arin Shahgholi	
<input checked="" type="checkbox"/> R3 Crystal Kehle	<input type="checkbox"/> R6 Juan Herrera	
<input checked="" type="checkbox"/> R3 Dayna Boggs	<input checked="" type="checkbox"/> R6 Mario Palacios	
<input checked="" type="checkbox"/> R3 Julie Evinger	<input type="checkbox"/> R6 Dianna Crowley	
<input type="checkbox"/> R3	<input checked="" type="checkbox"/> R6 Mohsin Khan	

Topic

Proposal to clear backlog in the workflow queues

Important Points

- Huge number of documents that have ended up in workflow queues, most notably is the exception queue. (County code must not be blank)
- Proposal is a one-time mass clean-up, to push these documents towards being archived so counties can start fresh
- This will reduce the number of documents that require manual work
- Target run date is January 31, 2022
 - CIT will be sent out to communicate this date
- This script run for all counties currently on the CalSAWS imaging systems (39 counties. There is no opt-in/opt-out
- Time will be given to counties to discuss this with their leadership/regions
 - Date ranges can be adjusted per queue
 - Send regional feedback by COB Tuesday 12/21/21
- Person Selection Queue

- These documents are linked to cases but not linked to person CIN, therefore will be archived as a case document; will require county cleanup to reindex to person selection
- Document that have been in queue for more than 15 days from script run date
- The searchable legacy index field will be updated to "Person Selection Cleanup"
- Exception Queue
 - Documents are in this queue due to low classification confidence
 - Documents that have been in queue for more than 15 days from script run date
 - Batches will be included if it's not in a working state, County Code is not blank, form name is not "Unknown" or "<Pre-OCR>"
 - If there are more than one document in the batch, the document properties for the first document will be used
 - All pages will be merged into the first document
 - The searchable legacy index field will be updated to "Exception Cleanup"
 - Tasks will not be generated
- Barcode Verification Queue
 - Document that have been in queue for more than 30 days from script run date
 - Batches will be included if it's not in a working state, County Code is not blank, form name is not "Unknown" or "<Pre-OCR>"

PSC/JPA Updates

- Imaging updates
- Can now search by case number in workflow queues
 - There are no current plans to for the Imaging System to read documents oriented in landscape mode
 - Business Process Improvements
 - Identified a need to further train staff on how to search for documents
 - Creating a video on how to find related documents
 - Creating a video on how to process documents in the barcode verification queue
 - Mid-March: implementation for LA onto the Imaging System
 - Project has been working with wave 1-3 counties on imaging migration

Topic

Important Points

Priority Defect Updates

- Completed:
 - CA-234114 External Agency Defect: Empty Initial QA Batches are not Purging Nightly
 - CA-235180 External Agency - Reports not displaying accurate Imaging Data
 - SCR added a new column "Added to Queue Begin Date"
 - New column added to filter based
 - CA-234651 External Agency Defect: Page duplication in Imaging System
 - This has been reopened
 - Most of the duplication has been fixed
- Targeted for December:
 - All are still in progress
 - CA-234442 External Agency Defect: Images Stuck in OCR Error Queues
 - CA-234519 External Agency Defect: JPEG converted images are increased in size (Reopened)
 - These are submitted from BenefitsCal
 - CA-235848 External Agency - Incorrect DocKey Added
 - CA-235399 External Agency - Cannot Index Legacy documents
- In Progress:
 - CA-233990 Receive a grey screen with "G42" "TIF" when viewing images in Hyland
 - Still looking into
 - CA-235161 External Agency - Person Drawer Being assigned to document prior to person indexing
 - CA-235531 External Agency - County Code not always being set at point of capture
 - This issue was resolved 12/14/21

Priority SCR Updates

- Previous SCRs:
 - CA-234911 Update Imaging Workflows to support Case Number Searching
 - Implemented
 - CA-235772 Update BenefitsCal e-Summaries to include Imaging specific information
 - Implemented
- Upcoming SCRs:
 - CA-231814 Add Detailed Workflow Indicator to Documents in RC > mid-December

Topic

Important Points

- Was targeted for mid-December. Most likely January
- CA-228869 Create OCR Override and OCR Split Override > 22.01
 - In Progress
 - Design Document ready to review
 - Is not tied to specific security rights currently
- CA-233089 Hide fields in workflow/document views > mid-December
 - Targeted for January release

Wrap Up Items

Open Discussion

Next Meeting

January 19th, 2022 9:00am - 12:00pm

(Optional Items)

#	Action Item	Assigned To	Assigned Date	Due Date	Status
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1	Proposal to clear backlog in the workflow queues: Counties will discuss this with their leadership/regions	Counties for Regional votes/feedback	12/16/2021	Feedback due: 12/21/2021	
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#	Decision Made	Who Made the Decision	Date
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