CalSAWS Imaging Newsletter

Sixth Edition - January 2022

Bringing updates to your inbox about what's happening with the LA County implementation of the CalSAWS Imaging Solution and what you need to know to be ready

CalSAWS Imaging is Coming

March 14, 2022*

- The CalSAWS Imaging Change Management Team is proud to present the sixth installment of the bi-monthly CalSAWS Imaging Newsletter!

- This month's newsletter covers the following CalSAWS Imaging Solution topics:
  - County-Wide vs. Office-Level Queues
  - Capture Methods
  - Training
  - Additional Resources

Go-Live date is tentative until completion of Performance Testing.

County-Wide vs. Office-Level County-Maintained Workflow Queues

The Origin value that is set at point of capture determines whether documents are routed to County-Wide or Office-Level queues.

County-Wide Queue

This queue contains documents that anyone in the County (with the appropriate security rights) can see. When selecting an Origin value at point of capture, the value ends with "County". When accessing the queue, the county-wide queue begins with "County".

Office-Level Queues

These queues are for specific offices and can be used to separate documents for easier management. A user's Worker ID determines which office-level queue they have access to. When selecting an Origin value at point of capture, the value ends with "Office". When accessing the queue, the office-specific queue begins with "Office".

Externally Submitted Documents

Documents that are captured externally through BenefitsCal will bypass Optical Character Recognition (OCR) and are archived with the document property values selected by the customer.

Note: Follow County policy and business processes when determining the Origin value for documents.

Capture Methods

With the new CalSAWS Imaging Solution, you now have multiple methods to capture documents - physically, virtually, and in full color!

Capturing Documents

Physical Scan

Scan physical documents to a single case or multiple cases using a physical scanner.
To scan physical documents, select any Capture Profile that ends in 'Scan'.

Virtual Printer

Print documents to a single case directly from any desktop application or website that allows printing into the CalSAWS Imaging Solution without physically printing the document.
Virtual Printer is available for the following Capture Profiles: Single Case Scan, SIU Scan, Hearings Scan and RDB Scan.

File Upload

Upload documents saved to your workstation directly into the Imaging Solution.
To upload documents, select any Capture Profile that ends in 'File'.

Photo Scan Mode

What is it?

Photo Scan Mode is a Capture Profile that allows you to capture a document in full color.
To capture documents in color, select any of the following Capture Profiles: Multi Case Photo Scan, Ignore Barcode Photo Scan or Single Case Photo Scan.

When should it be used?

Since the file size of documents captured using a Photo Scan Mode is larger, it is recommended for documents with backgrounds, i.e. Birth Certificates, Social Security Cards, Driver's Licenses, etc.

Tip

During **Initial Quality Assurance (QA)** you can recapture documents using a **different** Capture Profile than what was used initially.

CalSAWS Imaging Training
General Training & ITTSME Refreshers

General Training

General Training will begin on Monday February 14, 2022 and go through Friday, March 11, 2022. There will be two curriculums available: **Regular** and **Light**. You will be assigned the appropriate curriculum for your role in the LMS.

The **Regular** Curriculum consists of the following WBTs:
- Navigation
- Overview
- Single Case Capture
- Multi-Case Capture
- Virtual Printer Capture and Import
- Document Retrieval
- County-Maintained Workflow Queues
- Return Mail Capture
- Specialty Scan Modes

The **Light** Curriculum consists of the following WBTs:
- Navigation
- Overview
- Document Retrieval

ITTSME Refresher Sessions

ITTSME Refresher will consist of a 3-hour system demonstration and a 3-hour hands-on practice session.

The 3-hour system demonstrations will take place on **Wednesday, February 9, 2022**. There are a total of **2** system demonstration sessions; each participant will attend one.

The 3-hour hands-on practice sessions will take place on:
- Thursday, February 10, 2022
- Tuesday, February 15, 2022
- Wednesday, February 16, 2022
- Thursday, February 17, 2022
- Tuesday, February 22, 2022
- Thursday, February 24, 2022

There are a total of **10** hands-on practice sessions; each participant will attend one.

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

Imaging Train-the-SME (ITTSME) Recordings
Contains recordings of the full day ITTSME sessions, including the Hands-On Practice section on scanning, document retrieval & document reindexing. Other topics cover Tasks & Imaging, OCR Processing, Imaging Reports & Auditing, Document Workflow Queue History and more!

All prior Imaging Change communications
Prior Imaging Change communications include 5 Imaging Infographics, 5 Imaging Newsletters and 2 Imaging Videos

Contact your Department Imaging Lead
DPSS: Juan Herrara - JuanHerrera@dpss.lacounty.gov
DCFS: Mario Palacios - 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
The Project Imaging Change Management and Training team is happy to assist with any questions, concerns or feedback!