Cal**SAWS** | Imaging Committee Meeting Notes

Date: May 19, 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	~~Rachel Gomez~~ Esme	☒	R4	Louis Cuellar	☒	Proj.	Project Staff
☒	R1	Brent Wong	☒	R4	Ana Enes			
☒	R1	Todd Estabrooks	☒	R4	Jason Dix			
☒	R2	Will Wren-Rodriguez	☒	R5	Phi Phi Thai			
☒	R2	Michelle Fell	☒	R5	Tony Baker			
☒	R2	Don Post	☒	R5	Laura Alba			
☐	R2		☒	R5	Felix Sanchez			
☐	R2		☒	R5	Eric England			
☐	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	• LA County go-live without impact to Imaging
	• Ongoing support through 5/22/2022
	• 45% more documents since LA go-live (last 2 weeks)
	• 13 items remediated and 9 in-flight
	• Tips and Tricks for CalWIN
	    o Queue Management - review periodically
	    o View & Reindex – review confidential after archive
	    o Cut-off Barcodes – Printing for clients may need to "shrink to fit" or "fit to printable area"
	    o Review OCR best practices
	• Counties report manual indexing of documents with barcode and supporting documents (multi-case mode). Opting not use OCR and index manually
	• Recommend review drivers and scanner profiles
	• Recommended scanner Fujitsu fi-8170 – Official recommendation to follow
	Weekly Enhanced Communication has updated resources

Review LMS Materials	• Learning Management System

Topic	Important Points
	• Search for "Imaging" for training content
	• CalSAWS Quick Tip Videos/Guides and CalSAWS Fact Sheets are recommended for CalWIN counties
	• LA Co. recommends customizing curriculums for WBT content based on job assignments
Priority Defects Update	• CA-234519 External Agency Defect: JPEG converted images are increased in size. Addressed and corrected
	• CA-234442 External Agency Defect: Images Stuck in OCR Error Queues – Targeted for Friday 5/20/2022
Open Discussion	• LA Co. CER for images button retrieve all documents (case/person/confidential) without restriction within 365 days. CER # to follow
	• Reindex Queue – 2 current queues. Should we have one reindex queue? Confidential would remain separate. Will be researched
	• Request to enable notes when documents are sent to Reindex queue with instructions for index changes. CA-244711
	• Tasks generate when OCR is bypassed
	• Returned mail can split due to documents with barcodes
	• Person Select Proposal: right now 100% of documents are sent to the person select queue as designed: Suggestion was to change this process. Currently the system is designed to allow for OCR classification of person related documents. If a worker determines upfront, it defeats the purpose of this OCR function. However, most workers determine person related documents initially and can make that decision during point of entry. This would prevent these documents from being sent to the person select queue. This can be looked into however will require system redesign. (SCR needed).
	• Scanned document is empty after trashing a document. When does the system delete the empty document?
	o Should batch overnight and delete. There is a shell document that sometimes it appears that it's empty to the user, but to the system it's not. Working on a resolution