

CalSAWS | Agenda

Meeting: CalSAWS Imaging Committee

Location: Microsoft Teams

Date: November 21, 2024

Time: 9:00 AM – 11:00 AM

Attendees:

NAME	NAME	NAME
<input checked="" type="checkbox"/> R1 Jack Seng	<input checked="" type="checkbox"/> R4 Art Perez	<input checked="" type="checkbox"/> RM Matthew VanderEyck
<input checked="" type="checkbox"/> R1 Terri Rose	<input checked="" type="checkbox"/> R4 Ashley Coyle	<input type="checkbox"/> CDSS Martha Esparza
<input type="checkbox"/> R1 Raquel Gomez	<input checked="" type="checkbox"/> R4 Kayla Pancoast	<input type="checkbox"/> CDSS Mong Vang
<input type="checkbox"/> R1	<input type="checkbox"/> R4 Tracy Wong	<input checked="" type="checkbox"/> Proj. Project Staff
<input type="checkbox"/> R1	<input type="checkbox"/> R4	
<input checked="" type="checkbox"/> R2 Will Wren-Rodriguez	<input checked="" type="checkbox"/> R5 Phi Phi Thai	
<input checked="" type="checkbox"/> R2 Michelle Fell	<input checked="" type="checkbox"/> R5 Tony Baker	
<input checked="" type="checkbox"/> R2 Don Post	<input checked="" type="checkbox"/> R5 Tina Forte	
<input type="checkbox"/> R2 Sabrina Smith	<input checked="" type="checkbox"/> R5 Felix Sanchez	
<input type="checkbox"/> R2 Justin Jones	<input checked="" type="checkbox"/> R5 Therese Pendleton Margo Campbell	
<input type="checkbox"/> R3 Crystal Kehle	<input checked="" type="checkbox"/> R6 Emily Cloward	
<input checked="" type="checkbox"/> R3 Dayna Boggs	<input checked="" type="checkbox"/> R6 Karla Morales	
<input checked="" type="checkbox"/> R3 Brittany Watkins	<input checked="" type="checkbox"/> R6 Mario Palacios	
<input type="checkbox"/> R3	<input checked="" type="checkbox"/> R6 Paul Almond	
<input type="checkbox"/> R3	<input type="checkbox"/> R6 Mohsin Khan	

Meeting Notes: Region 5 is responsible. Due by **12/2/2024**

Time	Lead	Topic	Notes
9:00 AM (5 min)	Rhiannon	Welcome and Role <ul style="list-style-type: none"> New CalSAWS Templates 	New template received via email prior to the meeting
9:05 AM (30 min)	Chris	OCR Slowness and Resolution <ul style="list-style-type: none"> Brainware Flow BenefitsCal Flow 	Slide deck provided via email and Microsoft Teams Timeframe: 9/23-9/25, 9/30-10/1, 10/7-10/8 Impact: A subset of tasks and customer reporting updates routed via the OCR flow were delayed up to three hours during the impacted timeframes.

Time	Lead	Topic	Notes
9:35 AM (10 min)	Chris	Review Design Document <ul style="list-style-type: none"> ■ SCR CA-281141 - Add Ignore Barcode Capture to Specialty Drawers 	<p>Documents were visible and searchable for workers during the impacted timeframes.</p> <p>Summary:</p> <p>9/23 – Due to a maintenance process running on the database, performance degradation led to a backlog of items in Brainware Import queues.</p> <p>9/24, 9/30, and 10/7: Performance related backlogging was seen during peak hours. It was identified that scaling alignment for the solution was necessary to ensure timely OCR processing.</p> <p>Hyland will continue to monitor and assess scaling as needed.</p> <p>Current Design</p> <p>Currently, users have several different capture modes to choose from when uploading documents into the Hyland Imaging Solution. Some of those capture profiles send the document to specialty drawers instead of the Case or Person drawers. The Hearings File and Hearings Scan capture profiles will send documents to the Hearings Drawer. The SIU File and SIU Scan capture profiles will send the document to the SIU Drawer. All four of these capture profiles will read the document barcodes and attempt to fill in the case and form information based on the barcode, and there is no way for the user to turn this functionality off.</p> <p>Requests</p> <p>Create Hearings Ignore Barcode File, Hearings Ignore Barcode Scan, SIU Ignore Barcode File and SIU Ignore Barcode Scan capture profiles to give users the option to ignore the barcode</p>

Time	Lead	Topic	Notes
			at the point of scan and fill in the information themselves.
			Overview of Recommendations Create Hearings Ignore Barcode File, Hearings Ignore Barcode Scan, SIU Ignore Barcode File and SIU Ignore Barcode Scan capture modes.
9:45 AM (10 min)	Rhiannon	CER Review <ul style="list-style-type: none"> CA-283940 Adding Timeframes for Look-back period for ICT Images sent in an eICT 	Will be sent out to the Committee to be voted on.
9:55 AM (10 min)	Rhiannon	Release 24.11 <ul style="list-style-type: none"> CA-274150 - Create ebtTheftDetailForm view in Hyland and Update EBT Theft Detail Image Link 	After this weekend new functionality will be added to Hyland when pulling Images from the EBT pages in CalSAWS. EBT 2259 and EBT 2259A
10:05 AM (20 min)	Rhiannon	Wrap-Up Items <ul style="list-style-type: none"> Open Discussion Next Meeting – January 16, 2025 (Teams) 9:00 AM – 11:00 AM 	<ol style="list-style-type: none"> Question about missing images when customers upload through BenefitsCal. Recommended that a CalSAWS ServiceNow Ticket be opened to track. Question about having images from BenefitsCal changed from PDF to another format that allows to annotations. Project will look into this possibility.

Follow Up

#	Action Item	Who	Due
1	N/A		
2			

#	Decision Made	Who	Date
1	N/A		

#	Decision Made	Who	Date
2			