

CalSAWS

California Statewide Automated Welfare System



Design

CA-275885

Update Imaging Documents Captured Report

DOCUMENT APPROVAL HISTORY

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DATE	VERSION	REVISION DESCRIPTION	AUTHOR	
09/10/2025	1.0	Initial Version	M. Haffner	

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CA-275885 – Update Imaging Documents Captured Report

1 OVERVIEW

The Imaging Documents Captured Report is a productivity report, used to quantify the documents scanned by county workers. This allows county offices to monitor employee's productivity, measure throughput, and gauge performance metrics. Workers perform two major functions pertinent to this report – capturing documents and submitting them. Once a worker first captures (scans) a document, they can wait to submit the document into the system, thus a document can be captured but not submitted. The report breaks down granularity of documents, which contain between one and many pages, and the pages themselves. County workers are measured both on the number of documents and the number of pages they both respectively capture and submit.

The data for the report originates from an external system – Hyland Imaging Solution. This separate SAAS vendor processes the imaging data in a nightly batch, and utilizes an AWS service account private link to drop a CSV file with the daily data into a CalSAWS S3 bucket, where the data is processed and ingested into Qlik.

The purpose of this update is to rename several existing columns for clarity, and to add four new columns to provide more information.

1.1 Current Design

Currently, the Imaging Documents Captured Report only specifies the documents that were captured on a given day, regardless of when they were submitted.

1.2 Requests

In the "Staff Documents Captured" sheet:

1. Update the current columns in the existing report:
 - a. Change "Number of Documents Captured" to "Number of Documents Captured and Submitted on the Same Day"
 - b. Change "Number of Pages Captured" to "Number of Pages Captured and Submitted on the Same Day"
2. Add new columns:
 - a. "# of Documents Scanned": Shows the number of documents that have been captured based on the day/month parameters selected.
 - b. "# of Pages Scanned": Shows the number of pages that have been captured based on the day/month parameters selected.
 - c. "# of Documents Captured": Shows the number of documents that have been Captured based on the day/month parameters selected.

- d. “# of Pages Captured”: Shows the number of pages that have been Captured based on the day/month parameters selected.

1.3 Overview of Recommendations

1. **Rename** the current columns in the existing report:
 - a. Change “Number of Documents Captured” to “Number of Documents Captured and Submitted on the Same Day”
 - b. Change “Number of Pages Captured” to “Number of Pages Captured and Submitted on the Same Day”
2. **Add** new columns:
 - a. “Number of Documents Captured”
 - b. “Number of Pages Captured”
 - c. “Number of Documents Submitted”
 - d. “Number of Pages Submitted”

1.4 Assumptions

1. The number of documents/pages submitted can be less than or equal to the number of documents/pages scanned, but never greater. This is because county workers can scan a document, but not necessarily submit it – hence the document is scanned but not submitted. A document cannot be submitted without being scanned.

2 RECOMMENDATIONS

2.1 Page Name – No Impact

2.2 Eligibility Rules Updates – No Impact

2.3 Batch Name – No Impact

2.4 Hyland Interface

Overview

Imaging data is ingested into the CalSAWS system via a CSV file provided by Hyland Imaging Solutions. The Hyland document will be updated to incorporate the necessary changes.

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Hyland CSV File Mockup

A	B	C	D	E	F	G	H	I	J	K	L	M
User Name	RUN_DATE	START_DATE	END_DATE	User First Name	User Last Name	Drawer Name	Origin	Capture Information	Total Documents	Total Pages		
John.doe@email.com	2/1/25	1/31/25	2/1/25	John	Doe	Fresno Case	10 - Fresno - County	Single Case	26	50		
	2/1/25	1/31/25	2/1/25			San Mateo Case	41 - San Mateo - OW	Returned Mail	29	213		
	2/1/25	1/31/25	2/1/25			San Mateo Case	41 - San Mateo - OW	Single Case	82	337		
	2/1/25	1/31/25	2/1/25			Fresno Case	10 - Fresno - County	Returned Mail	15	21		
	2/1/25	1/31/25	2/1/25			Fresno Case	10 - Fresno - County	Single Case	13	67		
	2/1/25	1/31/25	2/1/25			Fresno Case	10 - Fresno - County	Single Case	28	35		
	2/1/25	1/31/25	2/1/25			Fresno Case	10 - Fresno - County	Single Case	16	19		
	2/1/25	1/31/25	2/1/25			Butte Case	04 - Butte - 02	Single Case	8	31		
	2/1/25	1/31/25	2/1/25			Santa Barbara Case	42 - Santa Barbara - 05	Single Case	10	22		
	2/1/25	1/31/25	2/1/25			Fresno Case	10 - Fresno - County	Single Case	1	1		

Figure 2.4.2.1 – The current state *Documents Captured-en-us_20xx-xx-xxxxxxx.csv* file provided by Hyland.

A	B	C	D	E	F	G	H	I	J	K	L	M	N	O
User Name	RUN_DATE	START_DATE	END_DATE	User First Name	User Last Name	Drawer Name	Origin	Capture Information	Captured Documents	Captured Pages	Submitted Documents	Submitted Pages	Documents C&S	Pages C&S
John.doe@email.com	2/1/25	1/31/25	2/1/25	John	Doe	Fresno Case	10 - Fresno - County	Single Case	26	50	10	14	21	21
	2/1/25	1/31/25	2/1/25			San Mateo Case	41 - San Mateo - OW	Returned Mail	29	213				
	2/1/25	1/31/25	2/1/25			San Mateo Case	41 - San Mateo - OW	Single Case	82	337				
	2/1/25	1/31/25	2/1/25			Fresno Case	10 - Fresno - County	Returned Mail	15	21				
	2/1/25	1/31/25	2/1/25			Fresno Case	10 - Fresno - County	Single Case	13	67				
	2/1/25	1/31/25	2/1/25			Fresno Case	10 - Fresno - County	Single Case	28	35				
	2/1/25	1/31/25	2/1/25			Fresno Case	10 - Fresno - County	Single Case	16	19				
	2/1/25	1/31/25	2/1/25			Butte Case	04 - Butte - 02	Single Case	8	31				
	2/1/25	1/31/25	2/1/25			Santa Barbara Case	42 - Santa Barbara - 05	Single Case	10	22				
	2/1/25	1/31/25	2/1/25			Fresno Case	10 - Fresno - County	Single Case	1	1				
	2/1/25	1/31/25	2/1/25			Tulare Case	54 - Tulare - 0G	Single Case	12	121				
	2/1/25	1/31/25	2/1/25			San Bernardino Case	36 - San Bernardino - 08	Single Case	1	2				
	2/1/25	1/31/25	2/1/25			San Diego Case	37 - San Diego - 31	Single Case	3	3				
	2/1/25	1/31/25	2/1/25			Orange Case	30 - Orange - 06	Single Case	5	10				
	2/1/25	1/31/25	2/1/25			San Diego Case	37 - San Diego - 06	Single Case	1	1				

Figure 2.4.2.1 – The Mockup *Documents Captured-en-us_20xx-xx-xxxxxxx.csv* file provided by Hyland. Note that Total Documents/Total Pages columns have been renamed, and the Submitted Documents/Pages and Documents/Pages Captured and Submitted on the same day columns have been added.

Description of Change

- The columns "Total Documents" and "Total Pages" will be renamed to "Captured Documents" and "Captured Pages."
 - For the date range specified between the START_DATE and END_DATE parameters, for a given user, reports the total number of pages/documents captured.
 - Captured is defined as the number of documents/pages scanned by the user. This will include documents that were scanned and then deleted
 - Note: this is the original function of the "Total Documents" and "Total Pages" columns, renaming for clarity.
- Add additional columns "Submitted Documents" and "Submitted Pages."
 - For the date range specified between the START_DATE and END_DATE parameters, for a given user, reports the total number of pages/documents submitted.
 - Submitted is defined as the number of documents/pages the user submitted from the QA queue into workflow.
- Add additional columns "Documents C&S" and "Pages C&S."
 - Refers to Documents/Pages **Captured and Submitted** on the same day.
 - For the date range specified between the START_DATE and END_DATE parameters, for a given user, reports the total number of

pages/documents which have a submission date equal to their capture date.

2.5 eHIT – No Impact

2.6 Form/NOA Name – No Impact

2.7 Imaging Documents Captured Report

Overview

The Imaging Documents Captured Report is a productivity report, used to quantify the documents scanned by county workers. This allows county offices to monitor employee's productivity, measure throughout, and gauge performance metrics. Workers perform two major functions pertinent to this report – scanning documents and submitting them. Once a worker first scans a document, they can wait to submit the document into the system, thus a document can be scanned but not submitted. The report breaks down granularity of documents, which contain between one and many pages, and the pages themselves. County workers are measured both on the number of documents and the number of pages they both respectively scan and submit.

The data for the report originates from an external system – Hyland Imaging Solution. This separate SAAS vendor processes the imaging data in a nightly batch, and utilizes an AWS service account private link to drop a CSV file with the daily data into a CalSAWS S3 bucket, where the data is processed and ingested into Qlik.

Imaging Documents Captured Report Mockup

Created By	Staff Name	Office Number	Number of Documents Captured	Number of Pages Captured	Single Case	Multi Case	SIU	Hearin...	RDB	Returned Mail	CWS	AAP	IHSS	QA/QC	Ignore Barcode	Import / Virtual Captured
Totals			0	0	0	0	0	0	0	0	0	0	0	0	0	0

Figure 2.7.2.1 – The current state Imaging – Document Capture Report, Staff Documents Captured sheet.

Created By	Staff Name	Office Number	Number of Documents Captured and Submitted on the	Number of Pages Captured and Submitted on the	Number of Documents Captured	Number of Pages Captured	Number of Documents Submitted	Number of Pages Submitted	Single Case	Multi Case	SIU	Heari...	RDB	Retur... Mail	CWS
Totals			0	0	0	0	0	0	0	0	0	0	0	0	0

Figure 2.7.2.2 – The mockup – Document Capture Report, Staff Documents Captured sheet. Note the renamed column headers, and four additional included columns: Number of Documents Submitted, Number of Pages Submitted, Number of Documents Captured, and Number of Pages Captured.

Description of Change/Report Specifications

In the “Staff Documents Captured” sheet:

1. Change the current columns in the existing report:
 - a. Change “Number of Documents Captured” to “Number of Documents Captured and Submitted on the Same Day”
 - b. Change “Number of Pages Captured” to “Number of Pages Captured and Submitted on the Same Day”
2. Add new columns:
 - a. “Number of Documents Captured”
 - b. “Number of Pages Captured”
 - c. “Number of Documents Submitted”
 - d. “Number of Pages Submitted”

Technical Note:

- The new columns should be features derived from the provided CSV file from Hyland.
- CSV file example: *Documents Captured-en-us_2025-07-19T060556742Z.csv*

Column Definitions

Column Name	Loose Data Type Constraints	Column Description
Number of Documents Captured	NUM	Shows the number of documents that have been captured, per staff member, based on the day/month parameters selected.
Number of Pages Captured	NUM	Shows the number of pages that have been captured, per staff member, based on the day/month parameters selected.
Number of Documents Submitted	NUM	Shows the number of documents that have been submitted, per staff member, based on the day/month parameters selected.
Number of Pages Submitted	NUM	Shows the number of pages that have been submitted, per staff member, based on the day/month parameters selected.

Report Location

- **Global: Reports**
- **Local: On-Request**
- **Task: Administrative**

Report Frequency

- **On-Demand**

Counties Impacted

All

Security Updates

No forecasted updates needed to security.

Report Usage/Performance

No forecasted impact to performance.


2.8 Data Warehouse Name – No Impact

2.9 Data Change – No Impact

2.10 Automated Regression Test – No Impact

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SUPPORTING DOCUMENTS

NUMBER	FUNCTIONAL AREA	DESCRIPTION	ATTACHMENT
1	Reports	Sample Hyland Imaging Batch File	 REDACTED_Mockup_Documents

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OUTREACH

N/A

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APPENDIX

N/A

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