

**[CA-295667] Routing for Reindexed Portal documents**

Created: 11/07/2025 03:50 PM - Updated: 01/08/2026 10:50 AM

**DRAFT****Status:** Pending Approval**Project:** CalSAWS**Fix Version/s:** 26.03**Type:** SCR**Reporter:** Robyn Anderson**Assignee:**

Unassigned

**Labels:** None*Main***SCRB:** Pending**Designer Contact:** Robyn Anderson**Policy/Design Consortium Contact:** Darcy Alexander**Team Responsible:** Infra Imaging**Requested By:** Vendor**Project Phase (SCR):** Production**Change Type (SCR):** System Operational Enhancement**Impact Analysis:** Imaging**Training Impacted:** N/A**Infra Funding Source:** Infra M&O**Outreach Required:** No**Current Design:** When a document is linked to a new case in BenefitsCal, the document is sent back through the entire workflow, including OCR, again.**Request:** Sending these documents through OCR again is unnecessary step since the documents have already gone through OCR once, and do not need to be classified again. Sending those documents to OCR a second time takes up system resources that are already heavily impacted.

Update the routing so that documents with "Portal" in the capture information and an existing batch number in the OCR Batch field are routed to Task Generation instead of OCR. This will lessen the impact to OCR and free up those resources for other documents.

**Recommendation:** Add a routing rule to Pre-OCR to check for Capture Information = 'Portal' and OCR Batch is not equal to NULL. If true, send to the Task Generation queue.**Alternative Procedure Description:** None**Design in Progress:** 12/15/2025**Requirement Link:** [\[CAR-2408\]](#) 3.5.1.9*Approval***Expedite Changes:** No**SPG Status:** N/A**SPG N/A Status Reason:** Technical Only Change**Committee:** Imaging**Non-Committee Review:** Approved by Rhiannon Chin on 12/15/25**Design Document****Included:***Impacts*

<b>Consortium Management Review:</b>	No
<b>Programs Impacted:</b>	N/A
<b>Translations:</b>	N/A
<b>Counties Impacted:</b>	All
<b>Was GenAI used to solution this change?:</b>	No
<b>During Design was a complete Impact Analysis performed?:</b>	Yes
<b>Application Security Rights Impact:</b>	No
<i>Content Revision</i>	
<b>Content Revision Description-1:</b>	1. Recommendation Change: Before: After: 2. Estimate Change: Before: After: 3. Release Change: Before: After: 4. Funding Source Change: Before: After:
<b>Content Revision Description-2:</b>	1. Recommendation Change: Before: After: 2. Estimate Change: Before: After: 3. Release Change: Before: After: 4. Funding Source Change: Before: After:
<b>Content Revision Description-3:</b>	1. Recommendation Change: Before: After: 2. Estimate Change: Before: After: 3. Release Change: Before: After: 4. Funding Source Change: Before: After:
<b>Content Revision Description-4:</b>	1. Recommendation Change: Before: After: 2. Estimate Change: Before: After:

## 3. Release Change:

Before:

After:

## 4. Funding Source Change:

Before:

After:

*Release Notes***Release Note Required:** No*Team Impact***Team Impact:**

Team	Person	Role
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*QA***QA - Technical:** Puneetha Bharat**Comments***Rhiannon Chin added a comment - 12/15/2025 03:48 PM*

Non-committee review added. This is a tech only change with no user impact.