

**[CA-302745] PDF Documents from SSP to Hyland**

Created: 07/03/2026 01:46 AM - Updated: 07/03/2026 01:46 AM

Status:	New
Project:	CalSAWS
Component/s:	None
Fix Version/s:	None

Type:	CER	Assignee:	Rhiannon Chin
Reporter:	Caroline Bui		
Labels:	None		

Main

Region #:	5
County:	Santa Barbara
Submitter's Name:	Maricela Golino
Submitter's Email:	mgolin@countyofsb.org
Submitter's Phone:	805-346-8348
Programs Impacted:	AAP, CalFresh, CalLearn, CalWORKs, CAPI, Child Care, Disaster CalFresh, Diversion, Foster Care, GA - Managed, General Relief, GROW, Homeless Perm, Homeless Temp, IHSS, Immediate Need, Kin-GAP, Medi-Cal/MSP/CMSP, N/A, Other, RCA/RMA, Refugee, REP, Welfare-to-Work/Gain
Request:	When the customer or Community-Based Organization submits documents in the BenefitsCal Portal, the system should convert and route them correctly to the CalSAWS Hyland system and display the accurate total number of pages. Currently, when the worker opens the document in Hyland, there is no indication that it has additional pages. To ensure all clients' verifications are processed promptly, avoid State Fair hearings, and improve staff effectiveness when reviewing verifications, Santa Barbara County is requesting consensus from all counties to approve this request. Multiple-Page documents submitted through BenefitsCal Self-Service Portal and uploaded as PDF files are not being converted correctly by the system to TIFF (Tagged Image File Format). As a result, the documents are being processed as 'Single-Page' documents in Hyland. This issue affects clients' eligibility, as staff can easily miss the verifications needed to grant or process ongoing eligibility, leading to denials and/or discontinued benefits because the expected verifications are not displayed correctly.
Recommendation:	The request is to ensure the system converts PDF documents submitted from the BenefitsCal SSP to TIFF documents, sends all pages to our Imaging System-Hyland, and displays the correct page count. For example: Customer/CBO submits CW2200 Request of Verification form, pay stubs, employer termination letter, Immunizations, and ID. When the worker checks Documents > Case Summary in Hyland, they see the Document Type and Pages column displaying an inaccurate Page Total. When the worker accesses the Document, the image still displays an incorrect number of pages. See CER
Committee:	Imaging

Attachments

CER PDF Documents from SSP to Hyland_.docx (241 kB)