

CALIFORNIA DEPARTMENT OF CHILD SUPPORT SERVICES

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September 22, 2008

EBLAST

TO: IV-D DIRECTORS

SUBJECT: CENTRAL SCAN

This notice is to inform you that the State is implementing a moratorium on image Backfiling. The rest of this document describes the reason for the moratorium and what the State is doing to address the issues identified.

The Central Scan Facility (CSF) was implemented (by CR-2-0228) to scan current case documents into the Child Support Enforcement (CSE) system Content Manager for retrieval by local child support agency (LCSA) staff. The process involves registering the documents using the CSE application and then shipping them to the CSF to be scanned.

The Central Scan solution never envisioned the scanning of archived documents or 'Backfiling' (see the definitions of "Backfile" and 'Day Forward' scanning below). The current rate of scanning (that includes backfiling) will soon exceed the planned capacity for the facility, staffing, and digital data storage.

A second issue related to document storage is the uploading of documents using the CSE application. This functionality was included in CSE to allow caseworkers to quickly upload documents into CSE that perhaps needed to be shared with another county. It was never intended to be used for mass uploading of documents. The problem with uploading a large number of documents is two-fold:

Definitions:

Document scanning falls into one of the following two categories:

"Day Forward" scanning is defined as the scanning that you do on a day-to-day basis to scan in documents received on open cases.

"Backfile" scanning is defined as the scanning of case files that existed prior to a county converting to CSE. It does not include the scanning of any Closed Case information.

- The document uploading functionality does not support the use of barcodes on forms for automatic indexing; does not support registration keys to identify form types consistently (by category and subcategory); and requires the user to manually type in the form name.

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- Secondly, the uploading functionality uses the same online servers that perform CSE transactions. Uploading a large number of documents has a severe negative impact on performance on the online application.

To address both of these issues, the State has initiated a new change request (CR-2-1462), to look at various alternatives. The analysis will look at:

- Digital storage. Determine the current and future needs based on various scenarios (allow or restrict backfiling)
- Staffing needs of Central Scan facility based on higher than planned quantities (per CR-2-0228)
- Physical storage of boxes to be scanned and stored (docs are stored for 30 days before destruction)
- The wide discrepancy from LCSA to LCSA in the number of forms scanned per case
- The load and performance impact of using the application to upload documents that are scanned locally

Moratorium on Backfile Scanning

Until we can complete the Change Request Impact Analysis Package, the State is implementing a moratorium on image Backfiling. The exception to the moratorium is:

- If a case is transferring responsibility from one county to another, the sending county may send the case file to Central Scan for imaging.

Please note: This moratorium does not restrict your current Day Forward scanning. This moratorium goes into effect immediately. Any backfile scanning currently at the Central Scan facility will be completed by the Business Partner.

In order to address the potential system performance degradation due to uploading, the State is also asking you to curtail the uploading of large numbers of documents.

If you have any questions please direct them to Haig Johnson at

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