

FIELD OPERATIONS BUREAU FOOD STAMP UNIT (FSU)

TRANSMITTAL NUMBER: 09-06

May 14, 2009

TO: All Food Assistance Action Committee (FAAC) Members
and Field Operations Bureau (FOB) staff

SUBJECT/PURPOSE: Imaging and Transmitting the Quality Control (QC) File
Frequently Asked Questions/Answers

RELATED REFERENCE: Transmittal 09-05 Imaging and Transmitting the QC
File

SUPERSEDES: None

EFFECTIVE DATE: Upon Receipt

BACKGROUND: Since the implementation of the procedures set forth in Transmittal 09-05, the new process is being monitored on a flow basis. The purpose of this memo is to address frequently asked questions and concerns other counties have experienced as we continue to transition into a more paperless method of reviewing cases. The following Questions and Answers, (Q/A), will address these issues:

- 10MB file size limit
- County Specific Passwords
- Naming of Scanned Files
- Updated/Revised scanned case files
- Encrypting e-mails
- Uses of other file extensions (e.g..EXE or .TXT)
- Alternative e-mail encryption clients

Question – How can I help ensure that the imaged file will be under the 10MB file size limit?

To meet the 10 Megabyte (Mb) file size limit, please make sure your scanner resolution is set to its lowest readable setting. Often times the lowest scanning resolution will suffice. Example: a 70 page scanned document should have a file size of about 3Mb. Your IT department can help with this kind of change.

Question – Is it OK to encrypt the scanned PDF file?

Some counties are encrypting the scanned PDF itself. We do not want that. Encryption should only be used when zipping the scanned files into one zipped file using WinZIP, SecureZIP or a similar zip program. To enable encryption for your specific zip program, there is typically a **preferences** or **tools/options** menu and the encryption feature can be enabled by placing a **check** in the box next to encrypt files. Your IT department can help with this kind of change.

Question – What passwords are we to use when encrypting a zip file?

To ensure that files sent to FOB are easily accessible from all 58 counties, a uniform password given out by CDSS/FOB is a requirement. County specific passwords will not be an option for use. The current uniform password to encrypt your e-mails with is **wtwfob03** (all lowercase)

Question – What are other acceptable file extensions for scanned files?

When cases are scanned, they typically are outputted into a .PDF file. That is the file extension that is acceptable for FOB. Scanned cases should not be renamed or altered with a different file extension as this will likely cause the scanned files to be corrupted and not viewable. If your county lacks a suitable zip program with encryption features, please contact our office so we can work with your county to come up with a solution.

Question – How should scanned case files be named?

Each scanned case file should be named as outlined in Transmittal 09-05. The acceptable way of naming your County's scanned case files is (County#Year#_Sampled Case#).

For example: 1509_212054

Question – If my County uses another alternative e-mail encryption process, what should I do?

If your County is utilizing a unique encryption method for e-mails, please contact our office to discuss how that method may or may not conflict with our procedures.

Page Three
09-06

Question – How do I handle revisions beyond the initial e-mail submission of a scanned case to FSUReviews@dss.ca.gov?

If your County wishes to submit an updated or revised version of your scanned case file after submitting the original scanned case to FSUReviews@dss.ca.gov, then contact/e-mail your assigned State re-reviewer directly with your new revision and **not** to FSUReviews@dss.ca.gov.

Active FS Case Re-reviewers:

Cheryl Henderson:

E-mail – Cheryl.Henderson@dss.ca.gov

Maria Gonzalez:

E-mail – Maria.Gonzalez@dss.ca.gov

Negative FS Case Re-reviewers:

Marie Thomas:

E-mail – Marie.Thomas@dss.ca.gov

Robert Zambrano:

E-mail – Robert.Zambrano@dss.ca.gov

INQUIRIES: **Chris Alivio**
 Program Analyst
 E-mail - Chris.Alivio@dss.ca.gov

Original Signed By Richard Trujillo

**RICHARD TRUJILLO, Chief
Field Operations Bureau**