

California Department of Industrial Relations

# STATEWIDE ONLINE WAGE CLAIM

## Using the Salesforce Platform

### The Customer

The California Labor Commissioner’s Office (LCO) holds a noble mission, to ...

- ✓ Ensure a just day’s pay
- ✓ Combat wage theft
- ✓ Promote economic justice
- ✓ Protect workers from retaliation

***Bottom line: to put earned wages into workers’ pockets and level the playing field for law-abiding employers.***

A key part of this mission is the LCO Wage Claim Adjudication (WCA) unit and supporting wage claim business processes. The WCA investigates approximately 32,000 cases per year with each case representing one claimant and may involve one or more wage deficiency issues.

### By The Numbers

#### WAGE CLAIM VOLUME:

- 40,000 wage claims per year
- Thousands of employers
- Hundreds of DIR staff

#### THE PROJECT:

- 30 DIR/Vendor project staff
- 356 business requirements
- 1 year duration
- 3 production Releases (time to first release: 7 months)

### The Problem

The high volume of LCO wage claim forms were received in paper form, often in-person, requiring manual handling by the public and LCO staff co-located at DIR offices.

Manual processing not only imparted risk of processing errors, rework, and inefficiency but also – during these unprecedented times of the global pandemic – heavy reliance on in-person public visits and staff office work. Social distancing health protocols were nearly impossible to support, and the business mission was jeopardized.

Paper/in-person transactions must be replaced by online methods.



- In-Person
- Paper-based
- High volume

### COVID Emergency Procurement Authorization: Propoint Technology, Inc.

In March 2021, the LCO – with COVID relief funding – obtained emergency authorization to embark immediately on a project to bring needed change. The ‘Online Wage Claim (OWC) Project’ was initiated to accomplish four goals:

Goal 1. To move the wage claim form and application process online,

- Goal 2. To enhance the existing case management system to improve internal processing of wage claims,
- Goal 3. To improve communication and allow for electronic signatures, and
- Goal 4. To achieve various other improvements such as the online form in multiple languages.

A team of fifteen DIR technical and business staff were assembled under the leadership of DIR’s Cloud Solutions Manager, Catherine Bae, and business leads Patti Huber (LCO Asst. Chief) and Steve Wegner (WCA Regional Manager). Extensive and detailed requirements were developed and attached to a formal vendor Request for Offer (RFO) procurement document (March 9, 2021).

DIR and the California Dept. of Technology requested an RFO response from Propoint Technology, Inc. (Propoint) a State of California Salesforce solutions specialist and Salesforce Registered Partner. On March 22, 2021, Propoint submitted a comprehensive response which was accepted, and work approved to commence immediately. In collaboration with DIR a hybrid-agile methodology was deployed involving intensive upfront user story/requirements refinement followed by 3-week development sprints. Production release #1 involved baseline online wage claim capability and was delivered on-schedule November 2021. Two additional production releases are planned in 2022 to further expand solution capability.

## The Solution

Propoint architected a comprehensive and thoroughly integrated solution using Salesforce Platform Cloud. The collaborative DIR/Propoint Agile Scrum project team developed, tested, and delivered the following critical business features.

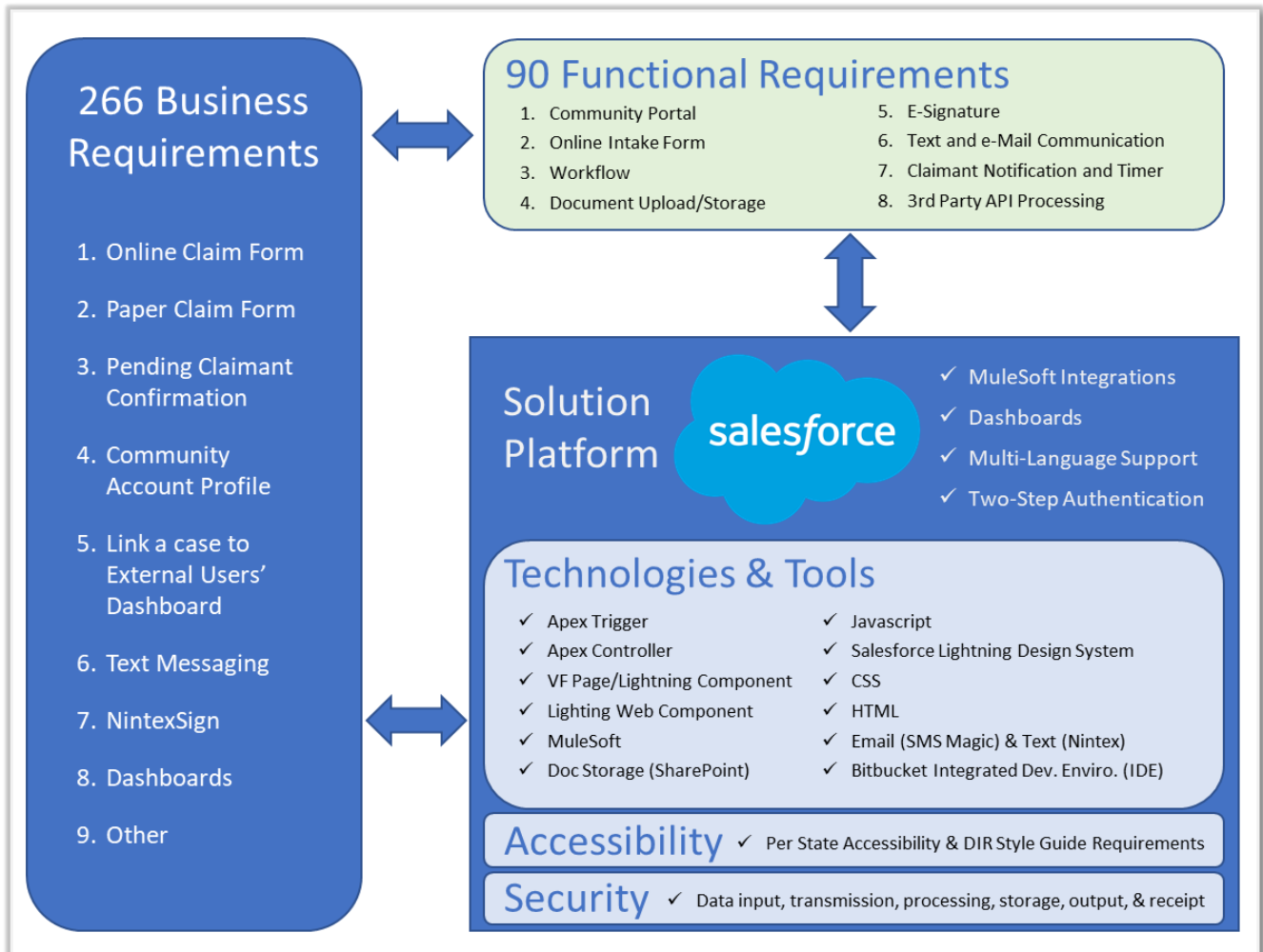
### ➤ **Functional and Business Value/Delivered** – 90 functional and 266 business requirements:

- ✓ **Community Portal** allowing external users to create an account, submit a claim and view claim status.
- ✓ **Dynamic Online Intake Form** in both Spanish and English, fully accessible on all devices. The intake form is fully configurable and sequenced to render the questions based on the previous answers.
- ✓ **Internal Workflow Processing** allowing staff the ability to view all data and documents.
- ✓ **Data integration with outside 3<sup>rd</sup> parties**, who can submit claims directly from their systems using MuleSoft.
- ✓ **Dashboards** provide clerks, deputies, hearing officers, and management with wage claim data summaries.
- ✓ **Text messaging** allowing single and bulk outbound messages for claimants for meetings and reminders including text message history for the case.
- ✓ **Document Management and e-Signature** allowing e-Signature of claim release, complaints, and settlements using A+ and Nintex.
- ✓ **Claimant Timer and Notification**, via email and text, providing fast and convenient news regarding claim due dates and status.
- ✓ **Document Storage** providing organized storage for wage claim related files using both A+ and SharePoint.

➤ **Salesforce Platform Cloud and Tools** – Propoint designed & collaboratively implemented:

- ✓ **Lightning Web Components (LWC), Apex Triggers, Custom Labels and Process Builder** per DIR developer standards.
- ✓ **Salesforce Lightning** for the user interface including pop-up messages.
- ✓ **Apex** for the server-side logic.
- ✓ **MuleSoft for API data integration**
- ✓ **JavaScript** to handle the client-side logic.
- ✓ **SMS Magic** for text messaging.
- ✓ **Visualforce pages and the Apex Controller** to show the Merge fields data in a template for printing documents.
- ✓ **HTML5 and Visualforce** to view and download the details in PDF format.
- ✓ **Custom security roles** to manage security and permission, including existing Profiles, Permission sets, Field level security, Object Level security and session setting and modify as needed.
- ✓ **Nintex DocGen and AssureSign** will be used for document generation and eSignature
- ✓ **SharePoint and A+** for data storage.

## Propoint's Online Wage Claim Solution Framework

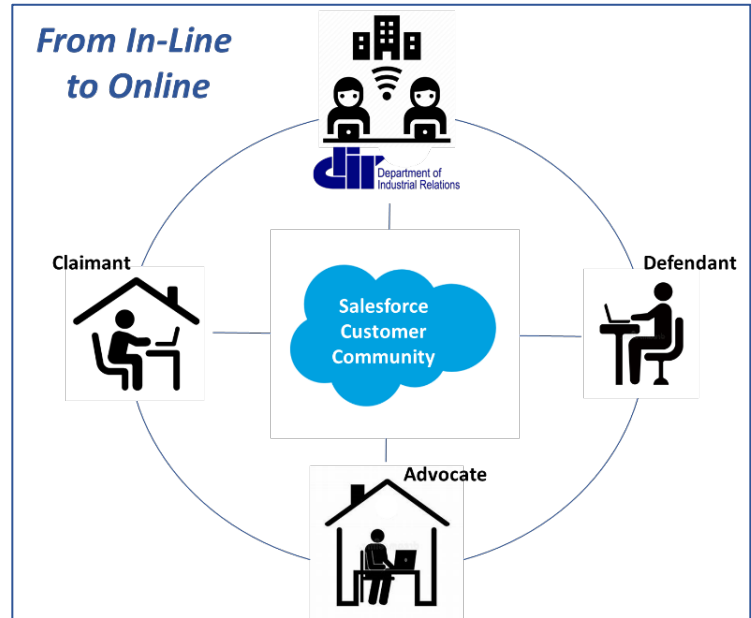


## The Result – Benefits Realized

The shift to fully online has brought immediate and dramatic improvements to business process efficiency (fewer paper handoffs, fully remote) and effectiveness (higher volumes, less rework).

Spanning a period of only 3 months since implementation, the business has already seen dramatic improvements:

- **7,000 increase in annualized claims** (40,000 claims projected in 2022. Up from 33,000 in 2017.)
- **From 0% online to 66% claims submitted online** (Within first 3 months since implementation, and the shift to online continues to increase.)



## About Propoint Technology, Inc.

**Propoint is proud to be a Registered Salesforce Partner with 17 years of experience** delivering a full suite of information technology (IT) and management consulting services to a wide array of State of California departments and programs. Propoint also stands out in being awarded several sought-after vendor pool contracts, including two CA Multiple Award Schedules (CMAS IT and non-IT), the CA IT Master Services Agreement (IT-MSA, Tier 1 and 2), and vendor pools at the California Public Employees’ Retirement System (CalPERS) and the California State Teachers’ Retirement System (CalSTRS).

### Propoint Technology, Inc. – Since 2005

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