

Date: May 18, 2023	Location: Teams Meeting
Time: 9:00 am – 12:00 pm	Meeting Called By: Rhiannon Chin

Attendees:

NAME	NAME	NAME
<input type="checkbox"/> R1 Jack Seng	<input checked="" type="checkbox"/> R4 Chris Gomez	<input checked="" type="checkbox"/> RM Matthew VanderEyck
<input checked="" type="checkbox"/> R1 Terri Rose	<input checked="" type="checkbox"/> R4 Ashley Coyle	<input checked="" type="checkbox"/> Proj. Project Staff
<input checked="" type="checkbox"/> R1 Florence McGuire	<input checked="" type="checkbox"/> R4 Louis Cuellar	<input type="checkbox"/>
<input checked="" type="checkbox"/> R1 John Daughtry	<input type="checkbox"/> R4 Ana Enes	
<input checked="" type="checkbox"/> R1 Todd Estabrooks	<input type="checkbox"/> R4 Tracy Wong	
<input checked="" type="checkbox"/> R2 Will Wren-Rodriguez	<input checked="" type="checkbox"/> R5 Phi Phi Thai	
<input checked="" type="checkbox"/> R2 Michelle Fell	<input type="checkbox"/> R5 Tony Baker	
<input checked="" type="checkbox"/> R2 Don Post	<input checked="" type="checkbox"/> R5 Rhonda Margie	
<input type="checkbox"/> R2 Elisabeth Morle	<input type="checkbox"/> R5 Felix Sanchez	
<input type="checkbox"/> R2	<input checked="" type="checkbox"/> R5 Therese Pendleton	
<input checked="" type="checkbox"/> R3 Crystal Kehle	<input type="checkbox"/> R6 Emily Cloward	
<input type="checkbox"/> R3 Dayna Boggs	<input checked="" type="checkbox"/> R6 Karla Morales	
<input checked="" type="checkbox"/> R3 Jessica Jackson	<input checked="" type="checkbox"/> R6 Mario Palacios	
<input type="checkbox"/> R3	<input checked="" type="checkbox"/> R6 Dianna Crowley	
<input type="checkbox"/> R3	<input checked="" type="checkbox"/> R6 Mohsin Khan	

TOPIC

OCR Updates

- CA-261407 OCR Corrections for No-Split Classification and SSA – the following adjustments were completed to OCR processing and targeted the main reasons why documents route to Exception. Only applies to No-Split scenarios when the OCR Split Override is set to true
- It was implemented 5/10/2023

Important Points

- Prior Behavior – A barcode on the second page of a document was not read.
 - o New Behavior – If the barcode is read on the second page of a document, the barcode info will be used to index the document.
- Prior Behavior – Documents with different form numbers on multiple pages would fail OCR and end up in the Exception.
 - o New Behavior – If documents with different form numbers are not split in QA & Indexing, OCR will use the form number on the first page.
- Prior Behavior - SSA Award Letter classifications rates were low.
 - o New Behavior – Additional OCR training was completed of the SSA Award Letter to classify it accurately more frequently.

Updated Performance Testing Results

- Hyland Performance Testing
- Load on Solution by Wave
- Production Metrics
- Enhancing Your Imaging Experience
- Performance Testing Overall Results

- There was a slow down after Wave 1 on the external message agent is the backend technology moving things between queues. Improvements were needed to perform to expectation.
- Full 58 county performance test load iscripts were completed. Previous message times was 30-50 seconds now it is 4-20 seconds per action per life cycles and generally a document goes through 30 actions.

TOPIC

- Enhanced Performance Test
- Enhanced End to End Performance Testing
- BenefitsCal OCR Testing
- Workflows

Important Points

- After Wave 1, 2, 3 more than 10,000 users have been added to Hyland and over 800,000 additional monthly captures have been added.
- Response Times Pre vs. Post Wave 2 Go lives improved.
- When a document gets submitted through BenefitsCal the document is linked to the case within 15 seconds and task is generated on average of 6.5 minutes.
- When a document that bypasses OCR or has a barcode is captured, it will link to case within 15 seconds and task will be generated on average of 6 minutes.
- When a document goes through OCR, document gets linked to the case within 15 seconds and task is generated on average of 36 minutes.
- Transactions are well below a 2 second average per transaction we are in a healthy state. The subset transactions are considered the core transaction the pillar transaction in tandem with other transactions. For example the heavy lifter is view documents.
- Project is proposing to run an additional endurance test one at 100% projected 58 county load and another at 122% 58 county load. This is to help the project develop a scaling plan prior to impacting end-user's experience. This is testing a full 8 hours under the load endurance to see if its able to take the load. Running in a production-like environment.
- Testing is to start May 19 and will run through June 7.
- Simulating OCR readiness for BenefitsCal workflow which is the concept of reintroducing load through OCR. BenefitsCal documents are no longer processed by OCR as of 2021. For example, a customer submits one document with a Driver License, Social Security Card, and Medicare card, but selects a SAR 7 in the BenefitsCal document upload, OCR will not be able to index the document. The potential for BenefitsCal document uploads to be run through OCR will be discussed with the committee in the future.

Regional CER Votes

- CA-259614 – Request to add State forms to CalSAWS Imaging
- This SCR would add the CCP 1 and CCP 4
- CF 842 will be added with CA-216452 and EBT 2259A was added with CA-245147

- All regions approved this CER.