CalSAWS | Project Steering Committee Meeting



Agenda

- 1
- Call Meeting to Order and confirmation of quorum Agenda Review
- $\frac{1}{3}$
- Public Opportunity to speak on items NOT on the Agenda. Public comments are limited to no more than three minutes per speaker, except that a speaker using a translator shall be allowed up to six (6) minutes.

NOTE: The public may also speak on any item ON the Agenda by waiting until that item is read then requesting recognition from the Co-Chair to speak.

- A. All lines will be muted when meeting begins.
- B. To unmute:
 - When connected via computer click the microphone icon.
 - When connected via telephone press *6.

Action Items

Action Items

4. Approval of the Minutes from the June 27, 2024, PSC Meeting and review of Action Items.

Informational Items

Performance Trends

Performance Trends SLAs and Onshore/Offshore Hours

CalSAWS SLAs March - May 2024 Accenture	
Accomore	Performance
System Availability 5/24/24 – Intermittent Issues with eCCP (20 minutes to resolve 5/30/24 – Unable to Access CalSAWS (40 minutes to resolve)	99.4%)
 Helpdesk Diagnosis 1 incident - Dispatch - System-Wide Low (Priority 3) Total of 15.95 Hours to Complete Dispatch - Target 8 hours 	99%
System Response 5/30/24 – Screen time > 10 seconds (99.8%) – Target 99.9%	99.97%
✓ Batch Completion	100%
✓ Training Environment Availability	100%
✓ Standard Report Response	100%
✓ Security Incident Response	100%
✓ Disaster Recovery Response	100%
ForgeRock 5/30/24 – Users Unable to Log in (40 minutes to resolve)	99%

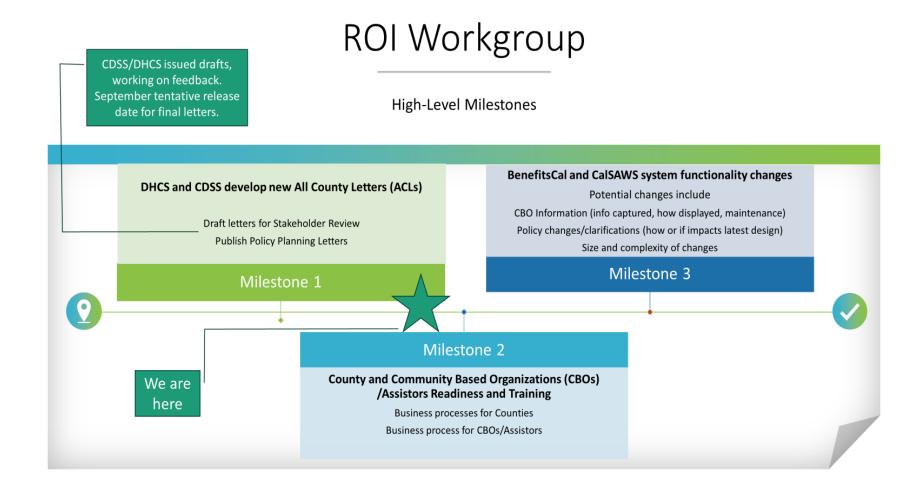
BenefitsCal SLAs March – May 2024 Deloitte ✓ All Daily Transactions	Performance 100%
Imaging SLAs	
March – May 2024 Hyland Solutions	Performance
 Monthly Uptime 04/15/24 - 1 incident (81 minutes to resolve) 	99.81%
√ Monthly Page Views	100%
✓ Monthly Database Transactions	100%

Onshore/Offshore Metrics March - May 2024		
	Onshore %	Offshore %
BenefitsCal Hours	45%	55%
CalSAWS Hours	65%	35%
CalSAWS		
Cost of Rework	Onshore %	Offshore %
R24.03	1.01%	2.00%
R23.09 - R24.01	1.84%	1.80%
Target	≤ 10% (ce	ombined)

BenefitsCal

- ROI Update
- OCR Enablement Update

BenefitsCal ROI Update



BenefitsCal

OCR Enablement Update

- Optical Character Recognition was enabled for all BenefitsCal submissions on June 10th.
- The Brainware Solution has remained stable, with volumes within expected projections.

~2 Million BenefitsCal submitted images processed by OCR since full enablement

~50% of document classifications are improved or verified by OCR, inclusive of documents received as "Other" from customer uploads.

Release and Policy Update/Communications

CalSAWS Release and Policy Update

CalSAWS Release Overview

	July 2024	August	September
Major Releases	Key Highlights ACL 18-43 - Revise CalWORKs M40-107D ACL 22-46 - Update Student Exemptions ACWDL 22-24 - Update EDBC Rules to prevent granting Accelerated Enrollment (8E) to MC applicants Conditional CAPI updates		R24.09 - 9/23/24 Key Highlights ACL 19-102 Update Fraud determination when suspending CalWORKs Recovery Accounts ACL 22-74 Add and Automate ABAWD Form CF 886 (11/23) CMS Certification Recommendations (OCB/ORR) - e-Verifications Phase I ACL 23-35 - Revisions of ORR-6 Refugee Program Reporting
Minor Releases	R.24.07.03 - 7/3/24 Key Highlights 2024 MBSAC & IIK COLA Batch R.24.07.25 - 7/25/24 Key Highlights 2024 AAP, FC, & KG CNI Rate Increase R.24.07.27 - 7/27/24 Key Highlights 2024 AAP, FC, & KG CNI Rate Increase Colar Reservation Reservatio	R.24.08.29 - 8/29/24 Key Highlights ACWDL 24-09 - Update on CHDP Interface ACWDL 24-09 - Remove the questions related to CHDP from the Health Care Referral List page ACWDL 24-09 - Children's Presumptive Eligibility & The Newborn Gateway	R.24.09.12 - 9/12/24 Key Highlights 2024 CF COLA, CW MAP & CW IRT Values R.24.09.14 - 9/14/24 Key Highlights 2024 CF COLA, CW MAP & CW IRT Batch

CalSAWS Release and Policy Update

CalSAWS Release Overview



Testing Activities



System Test



QA Test



County Validation



Release Communications



Webcast



Release Notes



Release Newsletter



Deployment

Greenlight (7/17)

Code Deployment (7/21)

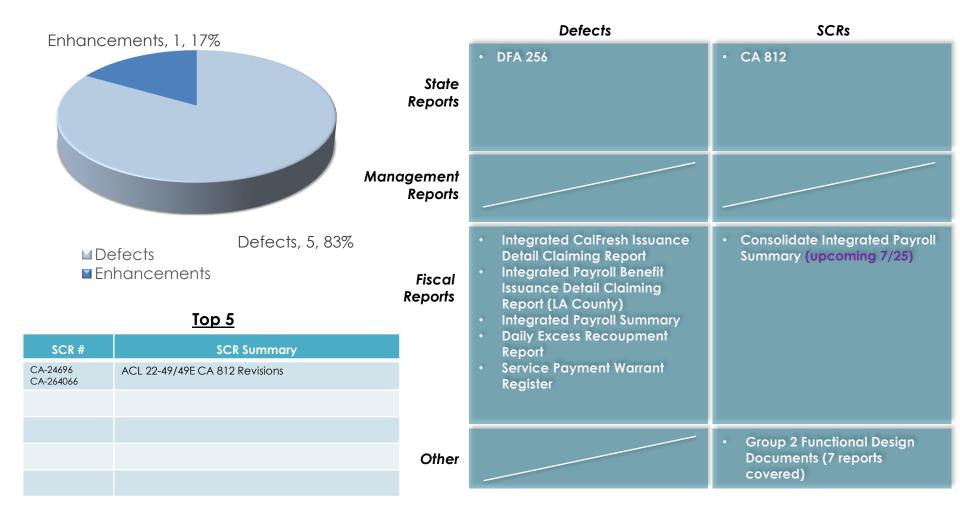
Daily Calls (7/22-24)

Reports Status Update

Fiscal Reports defects backlog

Reports Update

Updates made since last JPA



Reports Update

Focus: Fiscal Reporting

Defects



Enhancements



Upstream Issues



- DFA 256 and Integrated CalFresh Detail Report Do Not Reconcile - 7/25
- Integrated Service Payment / Valuable Detail Claiming Report
 - (Monthly) Missing Same Day Unclaimed Cancellation - 5/19
 - (Daily) Summary and Detail Do Not Reconcile - 6/20

Between 5/1 and 7/31:

- for CalFresh Replacements with New 'RPSNAP' EBT Benefit Type - 5/30
- ACL 22-49/49E CA 812 Revisions – 7/11
- Consolidate Integrated Payroll Summary Reports – 7/25

- CalFresh EBT Replacement Issuances with wrong EBT Benefit Type - 6/5
- Ten (10) instances of Late inaccurate reports

Twenty (20) Fiscal defects deployed

Remaining 2 defects for fiscal reports scheduled for the 1st week of August

Six (6) Fiscal enhancements deployed

Remaining 2 SCRs Prioritized by Committee for Fiscal Reports scheduled to complete by 25.05

Forty-six (46) Fiscal reports reran

Operations teams continue to work with counties and reports are reran timely

Fresno GenAl Update



Fresno GenAl Call Summary Assist

Post Go-Live Metrics

The Fresno GenAl Call Summary Assist solution Phase 1 (CalWORKs queues only) was deployed the evening of June 27, 2024. Below captures production metrics from June 28, 2024 and July 1, 2024:

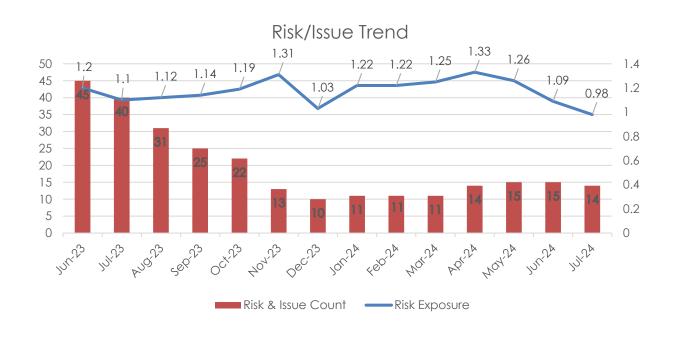
Key Po	erformance Metrics – Genera	tive Al	Key Performance Metrics – Contact Center
1042 Summaries Generated	100% Summaries Generated Within 60s	8s Average Call End to Summary End	Inbound CalWORKs Calls 13% Reduction in Average Post-Call Wrap Time
Eligibility Worker Feedback		12%	
 Highlights: "Good at organizing the flow of the phone call" "It is great, no suggestions" "Call Summary Assist has been very consistent with CalWORKs calls I have been receiving." Suggestions: Shorter summaries can be repetitive and longer summaries can lack all details Sometimes incorrectly capturing numbers, names, and addresses 		Outbound Calls 25% Reduction in Average Post-Call Wrap Time 22% Reduction in Average Handle Time	

M&E Risks



CalSAWS Project Risks

Risk Exposure Trend



M&O High and Medium Risk Summary

Category	Risk	Risk Name	Level
CalSAWS Project Management Risks	102	Lack of annual project funding may cause schedule delay or reduction in scope for CalSAWS & other projects	Medium
CalSAWS Project Management Risks	203	Project communications must continuously evolve, otherwise stakeholder / audience needs will not be met	Medium
M&O Production Risks	246	Perceived gap in functionality with GetCalFresh may impact adoption of BenefitsCal	Medium
M&O Production Risks	290	Recently released ROI policy lacks clarity which may create privacy and liability exposure for counties and customers	Medium
M&O Production Risks	296	Counties may not be prepared to reconcile Fiscal Reports and submit State Reports, timely	Medium
M&O Production Risks	297	Counties may face challenges in adopting management and ad hoc reports if additional support is not provided	Medium
M&O Production Risks	300	Stability of the CalSAWS Enterprise Identity and Access Management Services	Issue
M&O Production Risks	302	There could be customer dissatisfaction and county frustrations unless Courtesy Call Back configuration and eGain reporting is improved	Medium

^{*}Please note, low risks are not displayed.

Procurement Update

- M&E Procurement
- BenefitsCal Procurement

Procurement Update

M&O Procurement

- One Appeal filed by Accenture on February 15.
- Key Upcoming Dates:
 - Briefs due from both parties: July 12
 - Appeal Hearing: August 30
 - Appeal Decision: September 19

Procurement Update

BenefitsCal Key Procurement Tasks

	BenefitsCal Procurement Event	Dates
1	Release RFP	May 29, 2024
2	Conduct Bidder's Conference	June 11, 2024
3	Bidder Question Period	May 30 – June 25, 2024
4	Consortium Responds on a Flow Basis	June 6 – 26, 2024
5	Consortium Issues RFP Addendum 1	June 14, 2024
6	Consortium Issues RFP Addendum 2	June 25, 2024
7	Consortium Publishes Final Q&A and RFP Addendum 3	July 3, 2024
8	Bidders Submit Request to OTSI for Proposal Folder	July 15, 2024
9	Proposals Due	July 30, 2024
10	Evaluate Compliance, Firm Qualifications, Business and Price Proposals, and BAFOs	July 31, 2024 – February 5, 2025
11	Prepare and Approve Vendor Selection Report	February 6 – March 18, 2025
12	Publish Notice of Intent to Award and VSR	March 19, 2025
13	Contract Negotiations	March 24 – April 3, 2025
14	State Contract Approval	April 4 – May 8, 2025
15	Federal Contract Approval	May 9 – July 14, 2025
16	Contingency Period	July 15 – August 18, 2025
17	JPA BOD Approval	August 22, 2025
18	Contract Start	September 2, 2025
19	Transition-In Period	September 2, 2025 – February 27, 2026

State Partners Updates

- OTSI
- CDSS
- DHCS

Regional Updates



Adjourn Meeting