

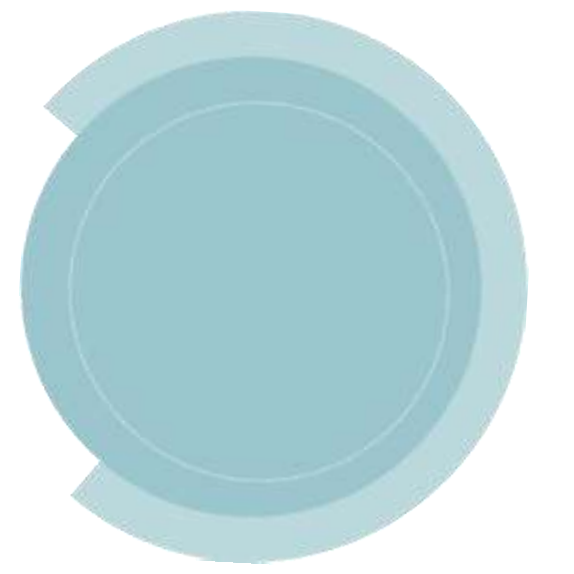
PSC Meeting

October 17, 2024



CalSAWS

Agenda



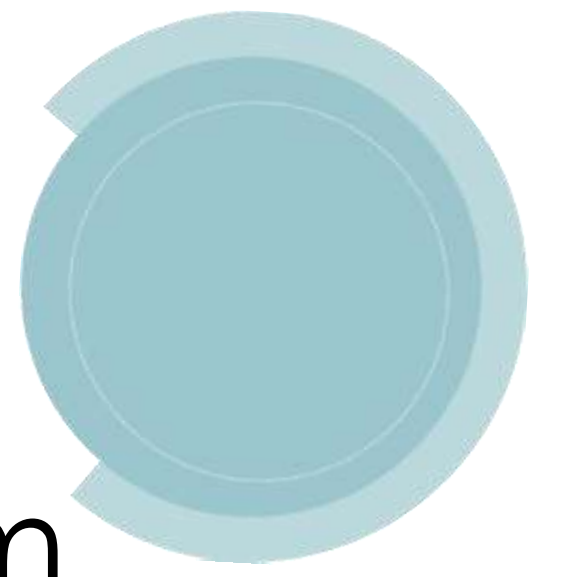
1. Call meeting to order.
2. Confirmation of quorum and agenda review.
3. Public opportunity to speak on items NOT on the agenda. Public comments are limited to no more than three minutes per speaker, except that a speaker using a translator shall be allowed up to six minutes.

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

- To unmute:
 - When connected via computer – click the microphone icon.
 - When connected via telephone – press *6.

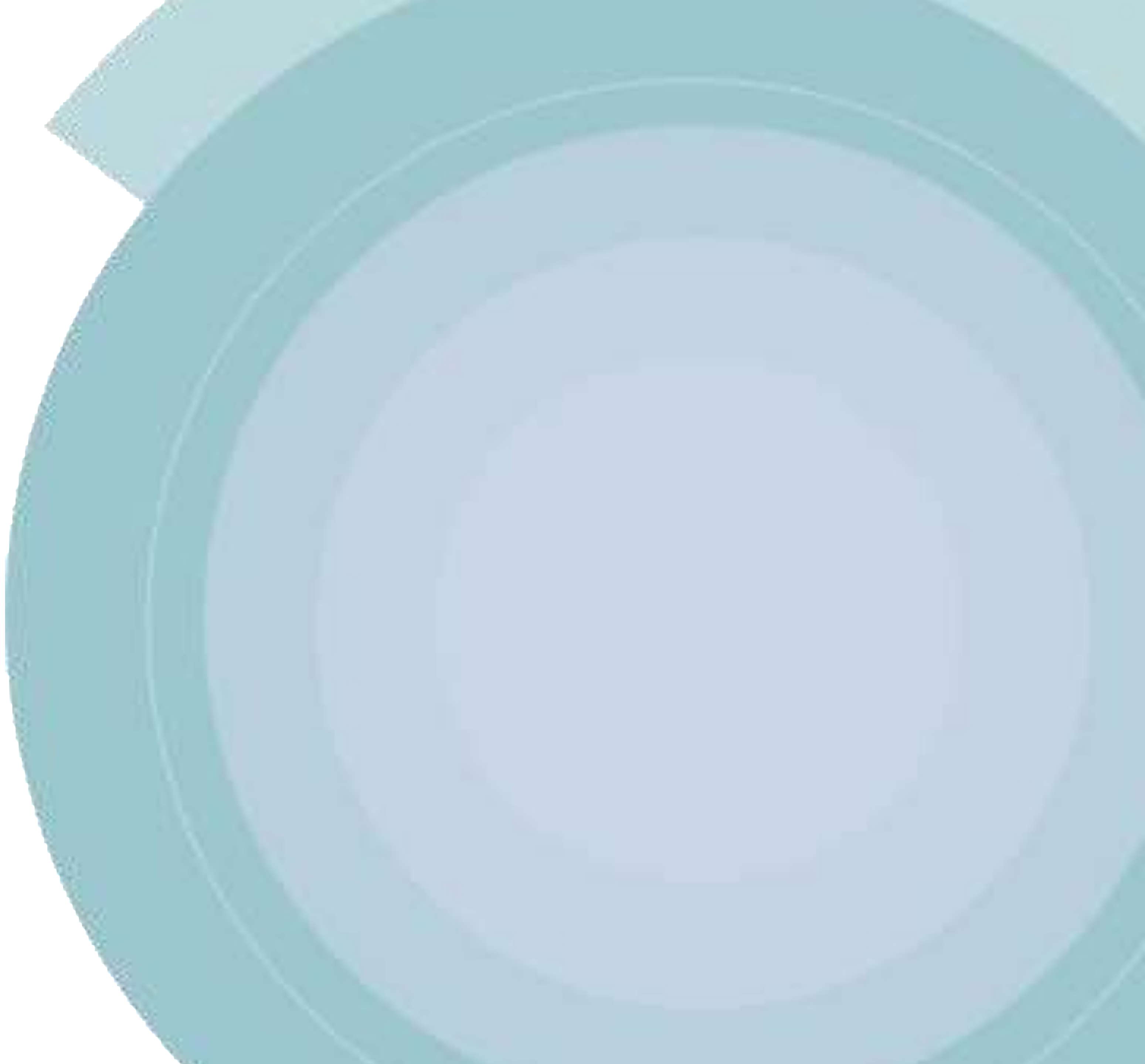
Action Items

Action Items

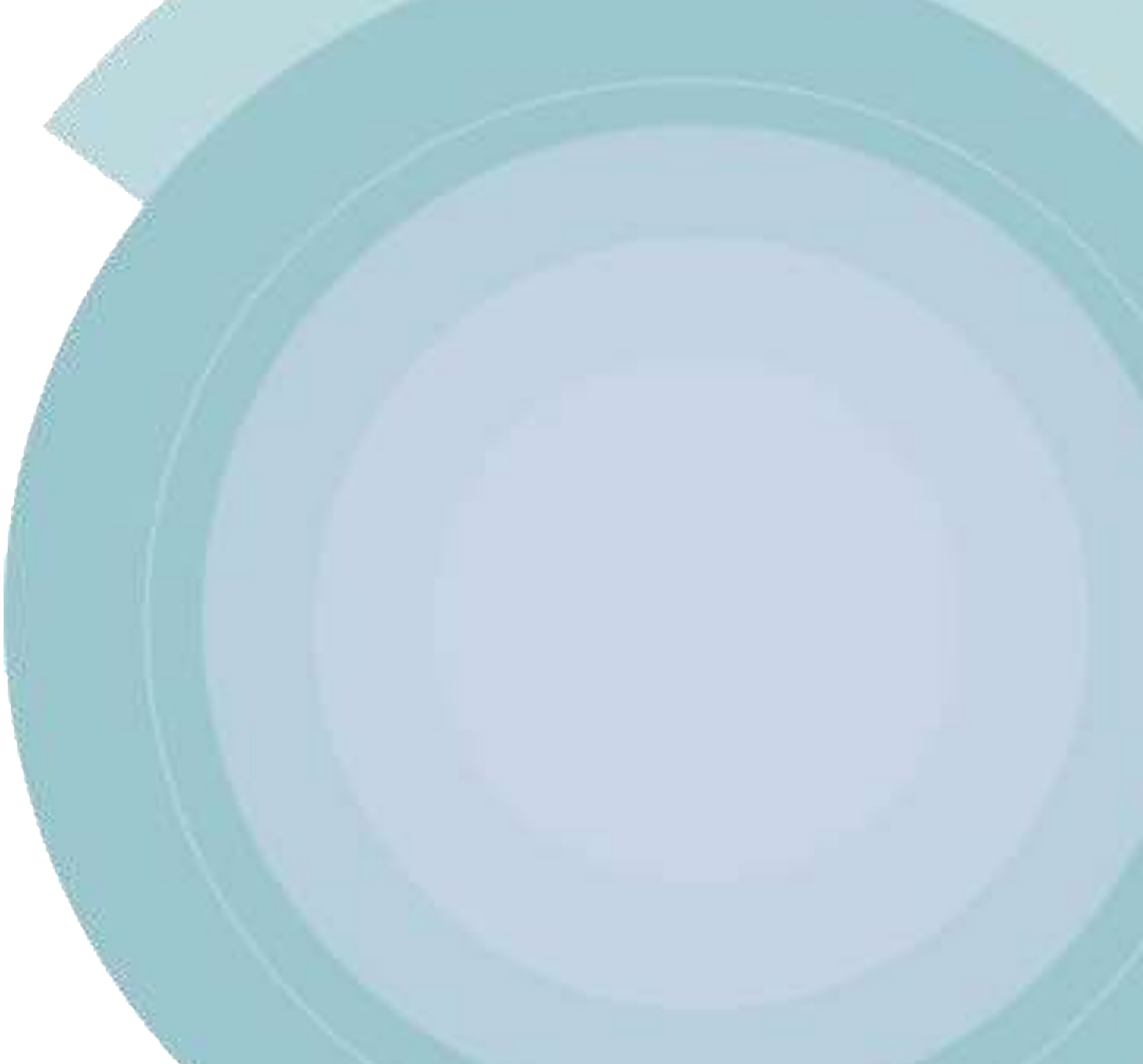


1. Approval of the Minutes and review of the action items from the September 19, 2024, Project Steering Committee (PSC) Meeting.

Informational Items



Performance Trends



Performance Trends

SLAs and Onshore/Offshore Hours

CalSAWS SLAs

July – Sept* 2024

Accenture

	Performance
✓ System Availability	100%
✓ Helpdesk Diagnosis	98.7%
✓ System Response	100%
✓ Batch Completion	100%
✓ Training Environment Availability	100%
✓ Standard Report Response	100%
✓ Security Incident Response	100%
✓ Disaster Recovery Response	100%
✓ ForgeRock	100%

* September Performance Report is pending review

BenefitsCal SLAs

July- Sept 2024

Deloitte

	Performance
✓ All Daily Transactions	100%

Imaging SLAs

July – Aug 2024

Hyland Solutions

	Performance
✗ Monthly Uptime	99.89%
<p>07/11/24 - (85 minutes to resolve)</p> <p>08/09/24 - (61 minutes to resolve)</p>	
✓ Monthly Page Views	98.81%
✓ Monthly Database Transactions	99.91%

Onshore/Offshore Metrics

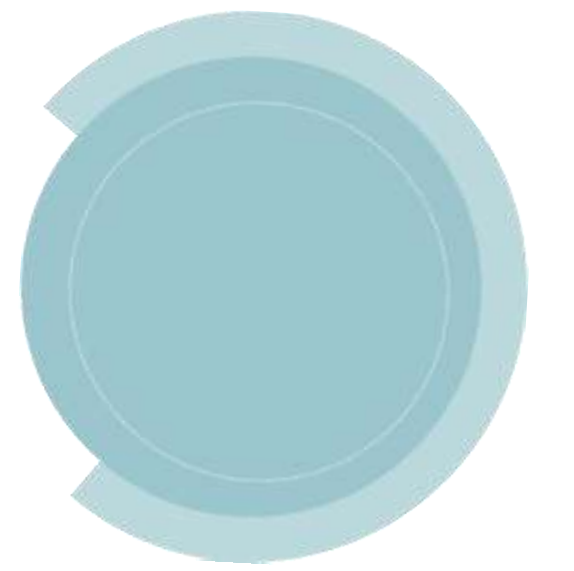
July – Sept 2024

	Onshore %	Offshore %
BenefitsCal Hours	45%	55%
CalSAWS Hours	64%	36%

CalSAWS Cost of Rework

	Onshore %	Offshore %
R24.07	0.31%	0.72%
R24.01 - R24.05	2.44%	2.40%
Target	≤ 10% (combined)	

BenefitsCal Update



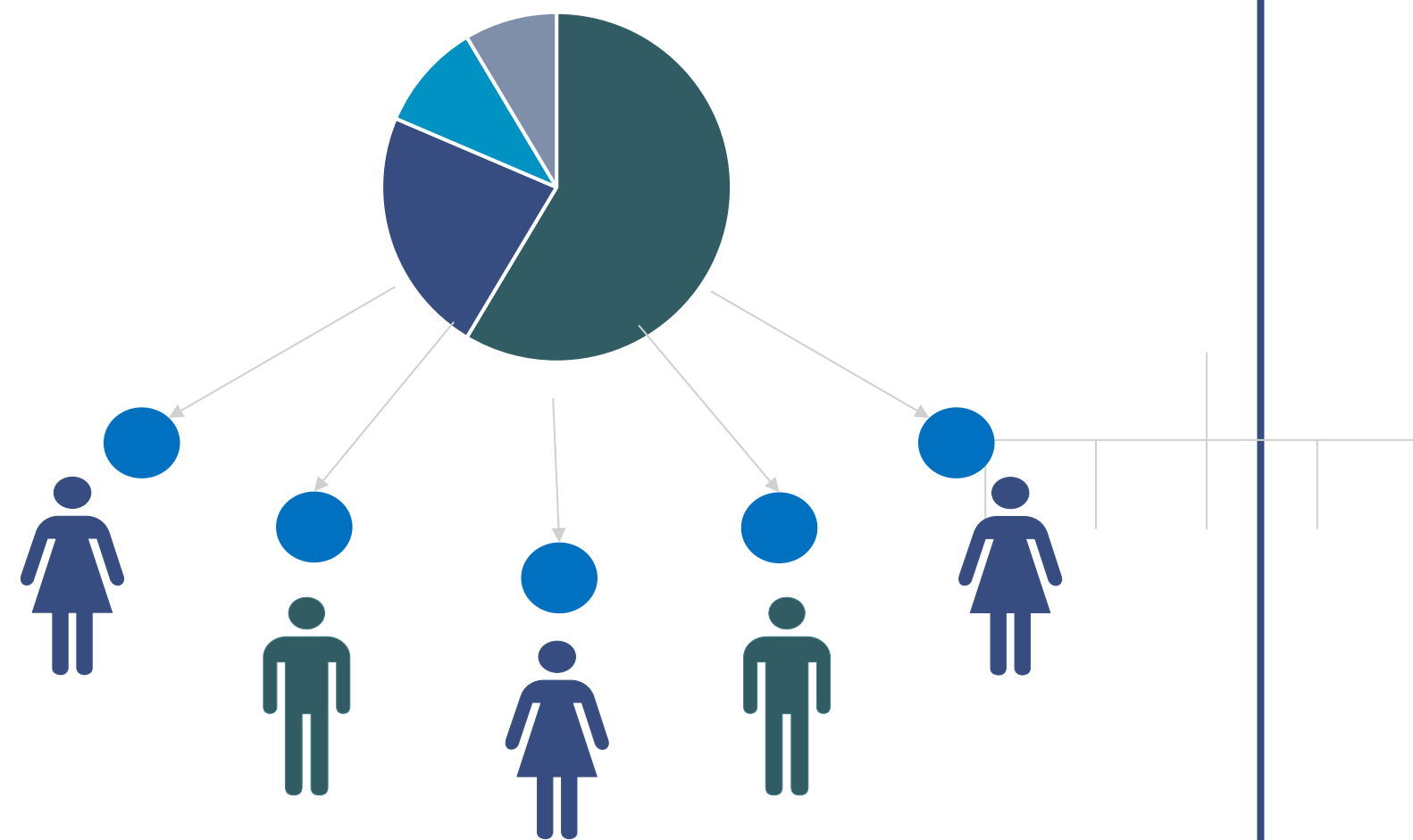
ALL COUNTY LETTERS (ACL)

The final ACLs are being working on by CDSS and DHCS based on the input received from the Stakeholders



CBO INFORMATION & UX

Started discussions about the CBO information in the functionality and exploring the overall user experience

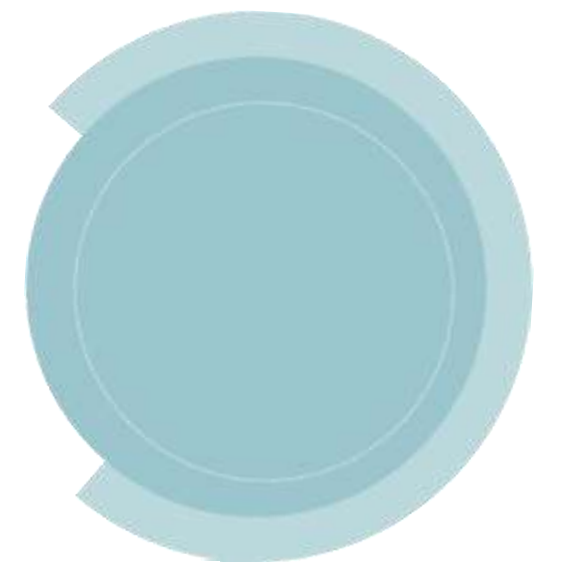


ROI WORK GROUP MEETINGS

Most recent working session conducted on 10/7, and next session is scheduled on 10/28



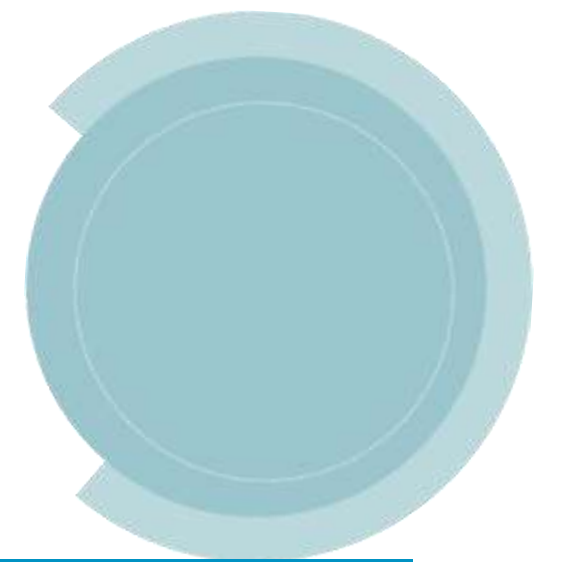
BenefitsCal – Upcoming Enhancements



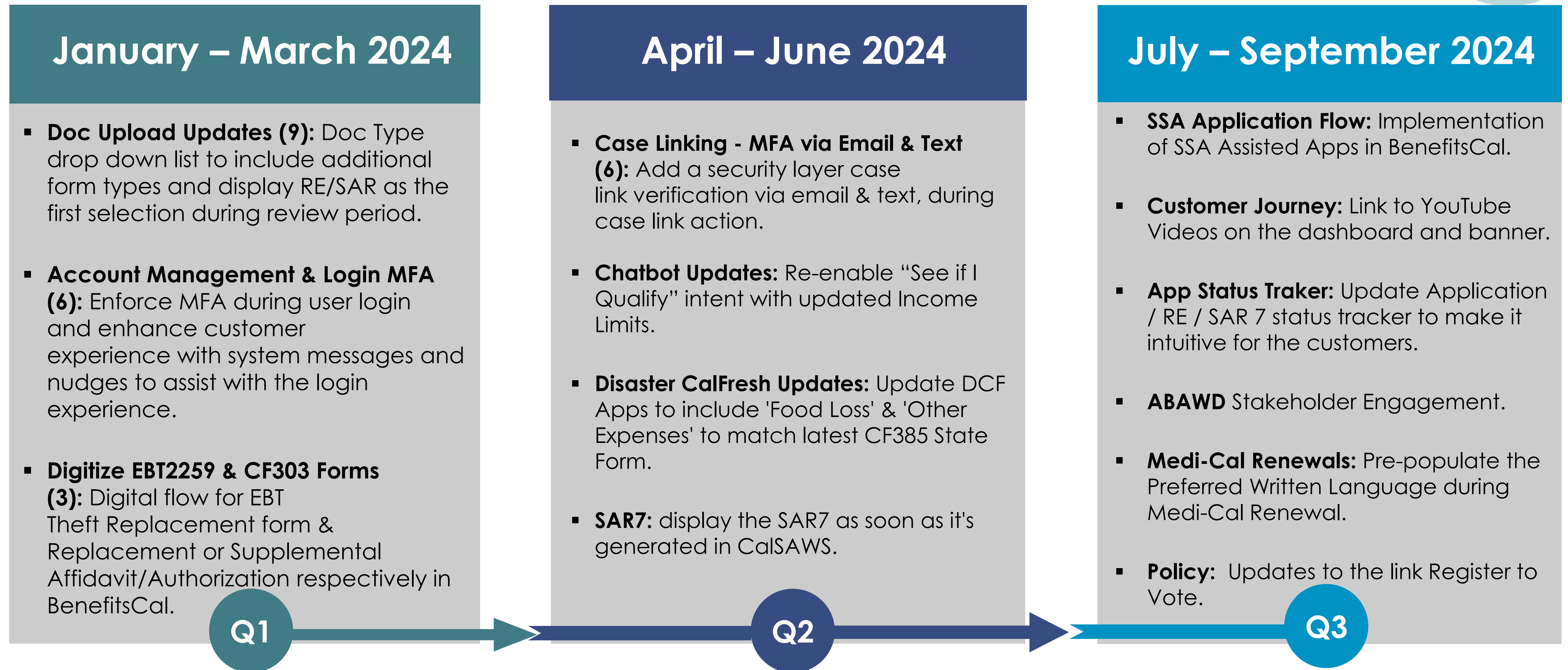
Items on the Horizon



BenefitsCal – Enhancements in 2024

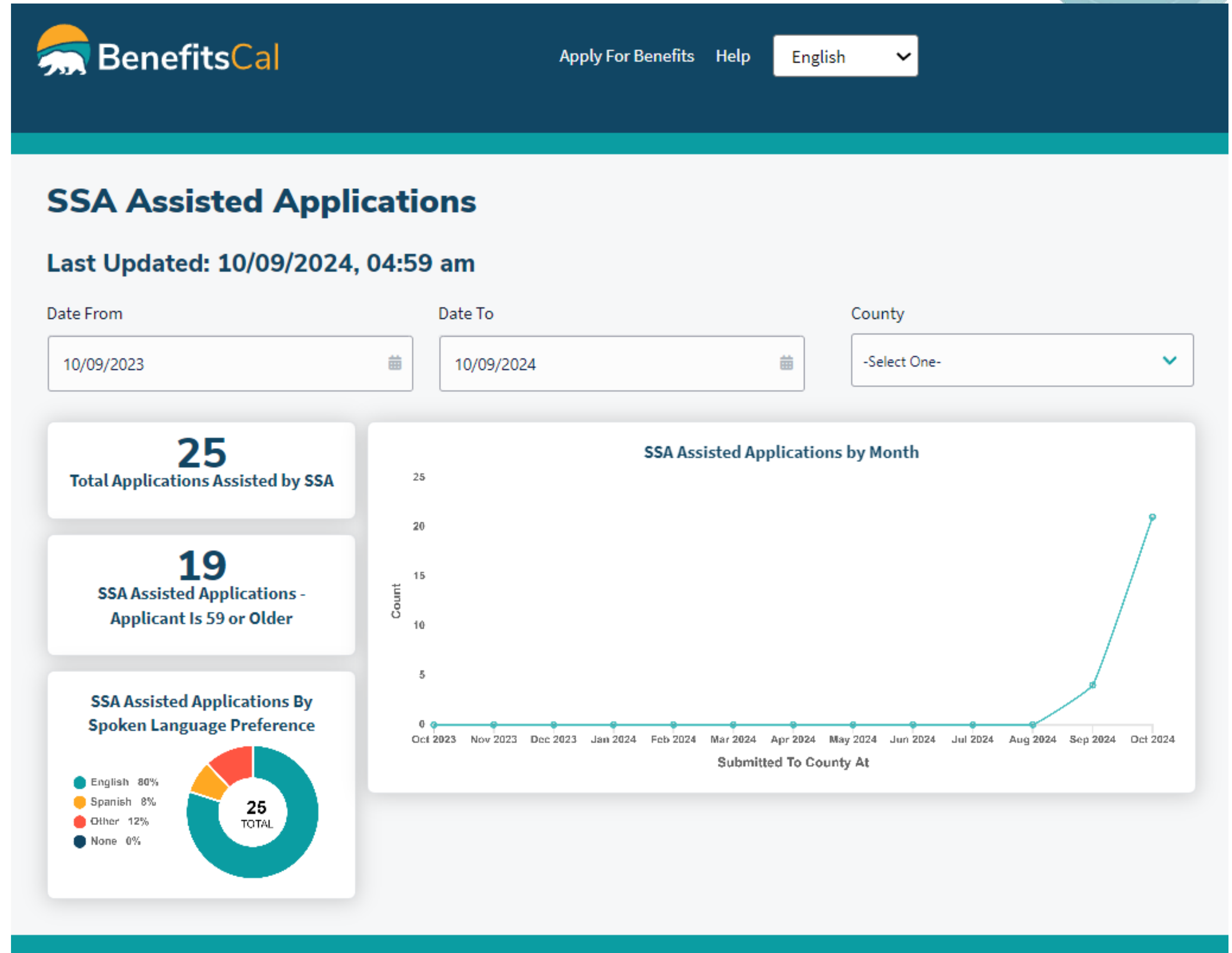


Features Implemented in 2024 Improving End-User Experience = 44



BenefitsCal SSA Dashboard

- SSA started using BenefitsCal on 09/30/2024
- As of 10/09/24 - 25 applications were submitted.
- 0 errors reported so far.
- Application trend was consistent with daily application count on GetCalfresh.



Release & Policy Update

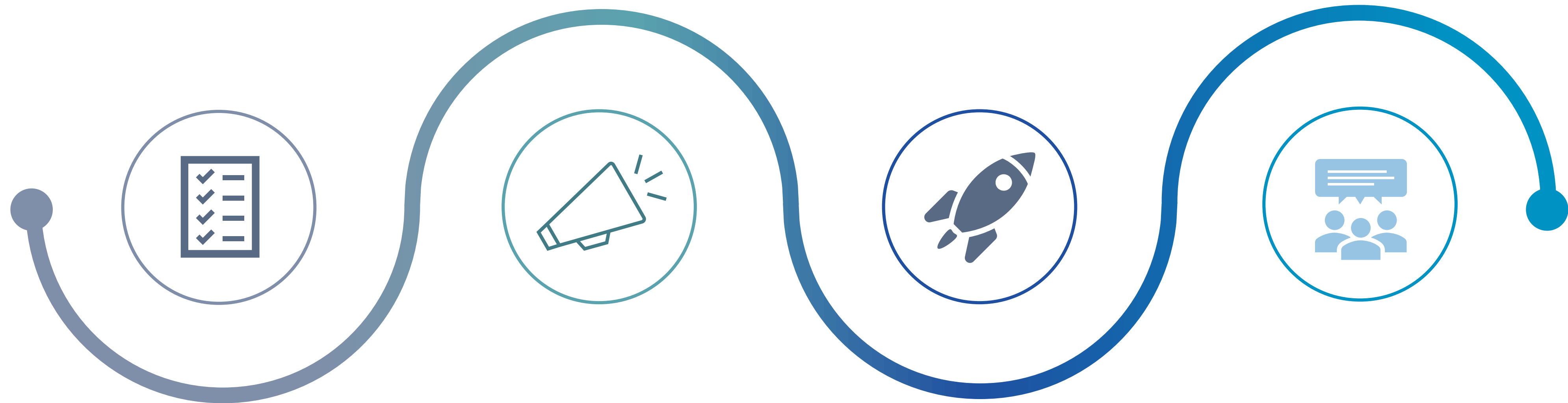
Release and Policy Update

Upcoming Releases

October Priority Releases	November Baseline Release (11/25/2024)	December Priority Releases	January Baseline (1/27/2025) and Priority Releases
<ul style="list-style-type: none">• 10/3/2024: Mass Replacement of CF Benefits• 10/24/2025: ACIN I-42-24 FFY 2025 Disaster CalFresh COLA• 10/31/2024: ACL 18-75- Update CA 800 RIA to Add 5L aid code	<ul style="list-style-type: none">• ACL 24-07 - Update CW 2186A and CW 2184 to include PFL and WTW pregnancy exemptions• ACL 23-94 - Family Reunification• MEDS Alerts – Add Program Prioritization to MEDS Alert Task Configurability• ACL 24-54 - Resource Limit Increase for CW/RCA• ACL 24-04 Dual Agency Rate Eligibility for Dual Agency Children & NMD's in Foster Family Agency Resource Homes	<ul style="list-style-type: none">• 12/5/2024: ACIN I-41-24 - 2025 State Minimum Wage Values• 12/14/2024: ACIN I-41-24 - 2025 State Minimum Wage Run Batch EDBC• 12/XX/2024: ACIN I-XX-24 2025 CAPI COLA	<ul style="list-style-type: none">• 1/XX/2025: SSI/SSA COLA• MEPM 19D - Multipurpose Senior Services Program (MSSP) Waiver• MEDIL I 21-33 - FFY Medi-Cal Updates Phase II• ACL 22-85 - CalFresh CF 296 and Expedited Service Redesign• BenefitsCal ABAWD Time Limits API

Release and Policy Update

Upcoming Releases – 24.11



TESTING

System Test, QA, and county validation are all in progress

RELEASE COMMUNICATION

Webcast: 11/19/2024
Newsletter and Release Notes: Week of 11/18/2024

DEPLOYMENT

Greenlight: 11/20/2024
Deployment: 11/24/2024

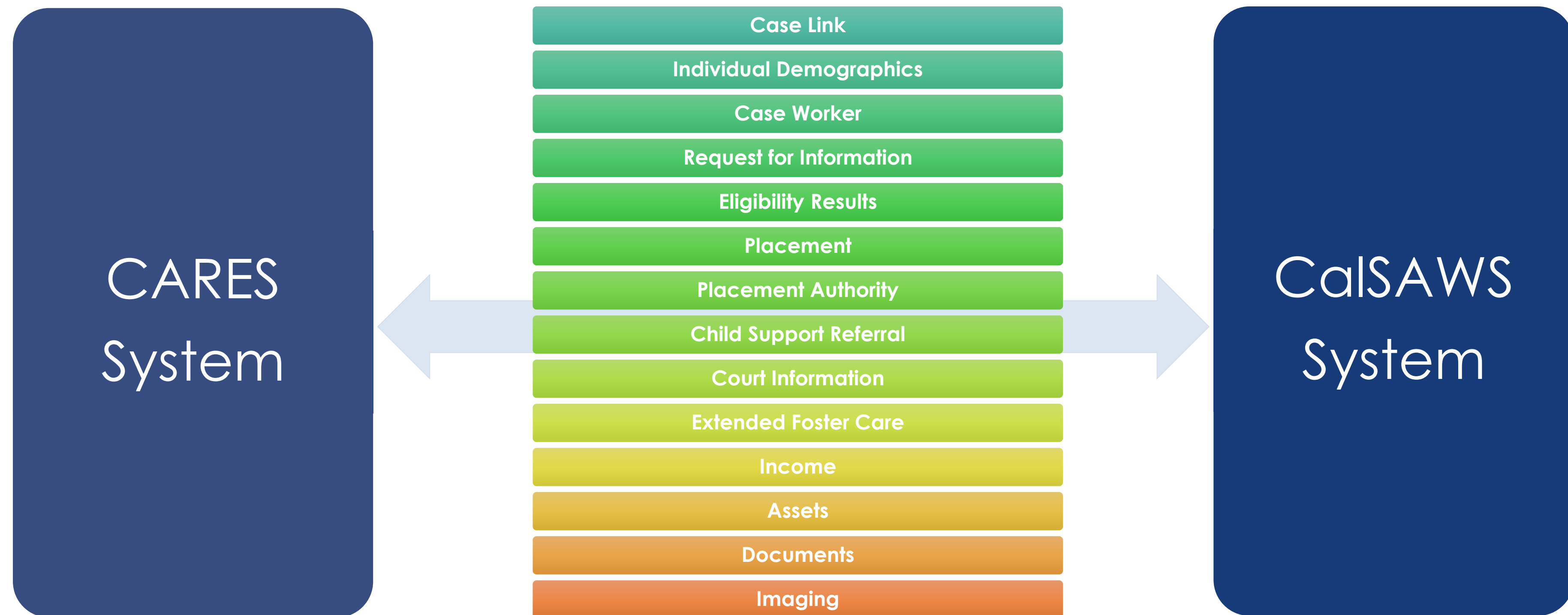
POST RELEASE

Post-Release Daily calls are scheduled for 11/25/2024-11/27/2024

Release and Policy Update

CARES-FCED Update

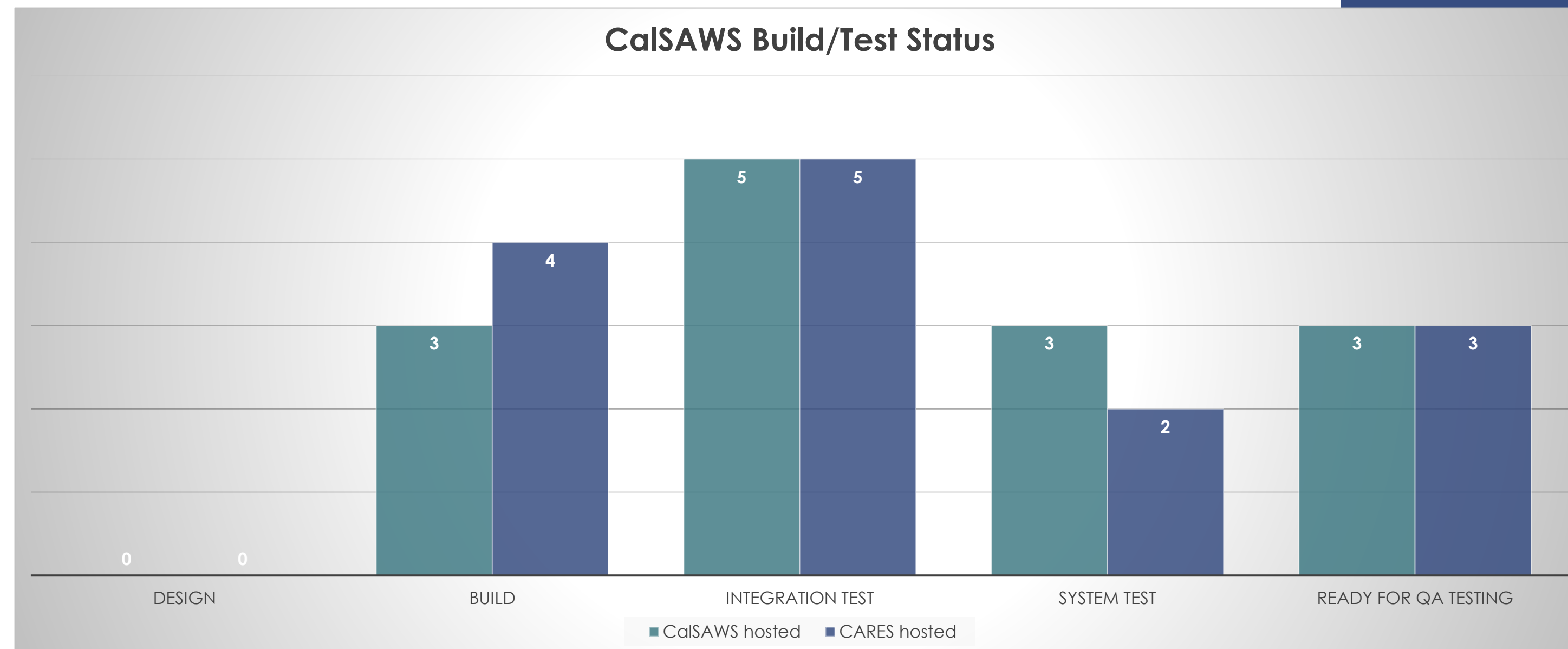
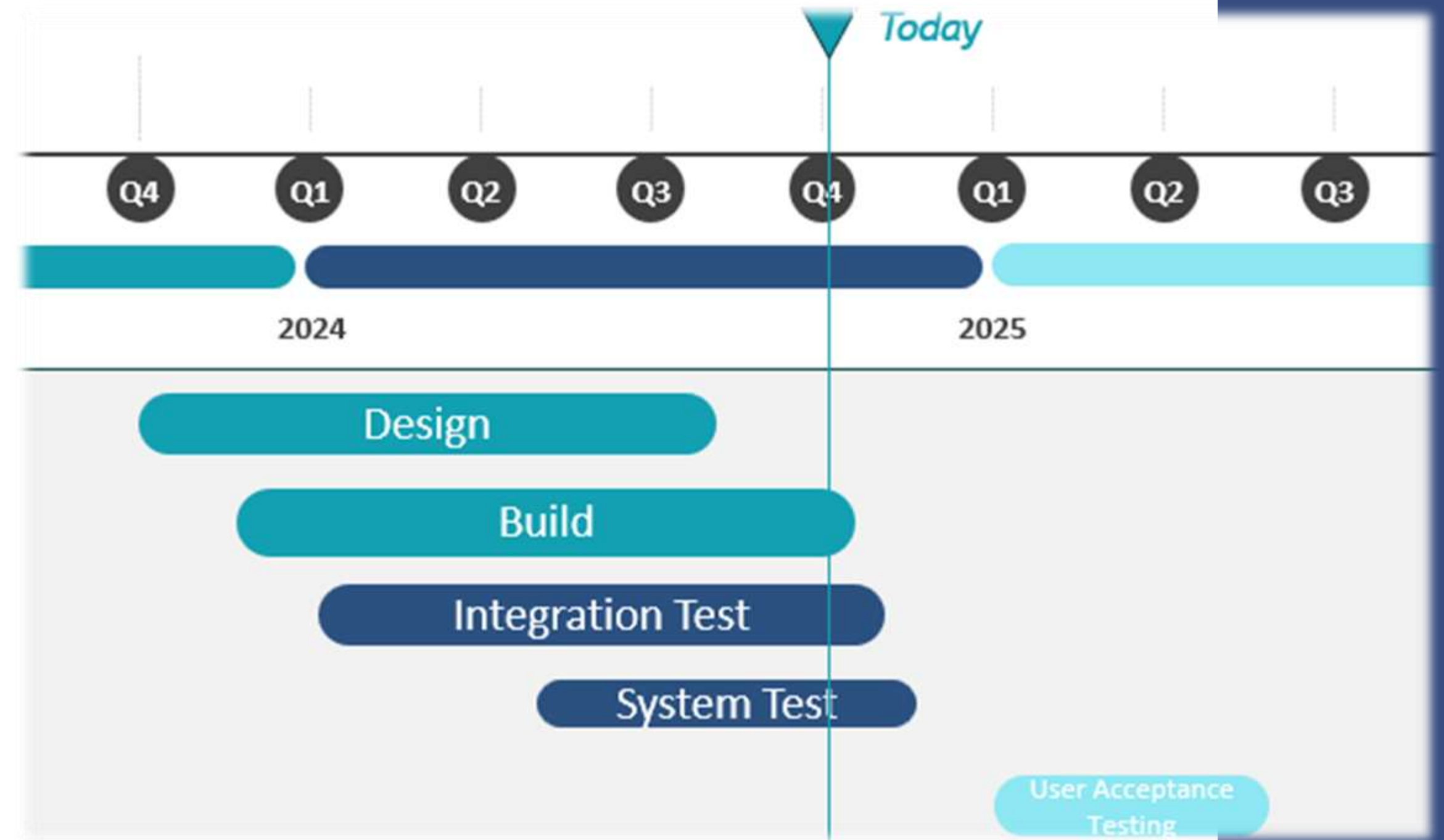
- Real Time Integration via APIs to allow Social worker and Case worker to electronically share information
- New pages in CalSAWS to show data received/sent



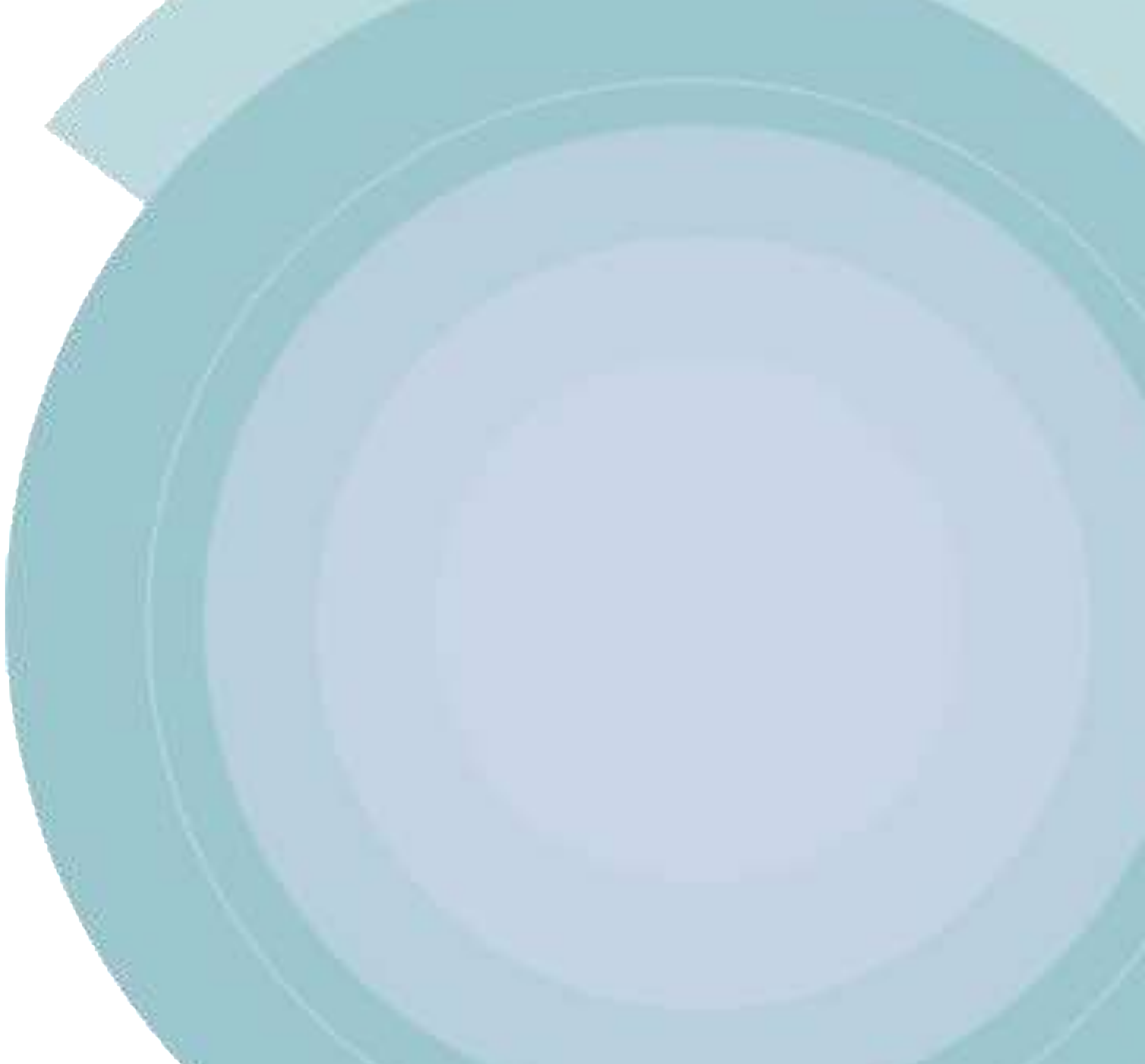
Release and Policy Update

CARES-FCED Update

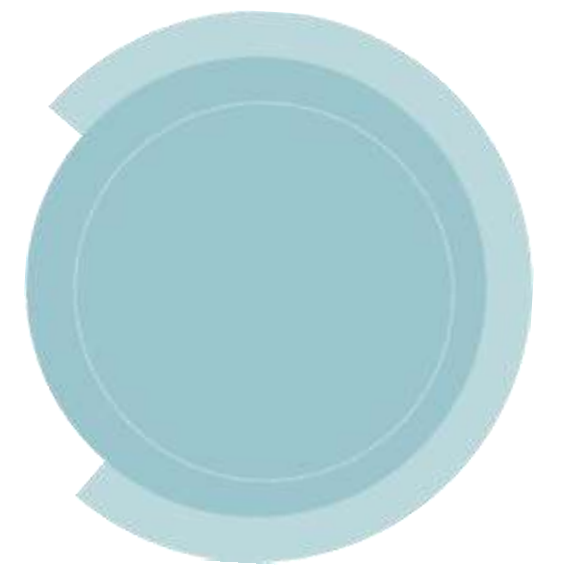
- API Build (14 CARES hosted, 14 CalSAWS hosted)
 - Design/Build complete for Initial Requirements
 - Integrated Assembly test of CalSAWS changes (targeted to begin 11/4/2024)
- APIs going through additional coding for updated or new requirements
 - Inclusive of technical changes for easier consumption of data and business requirement changes



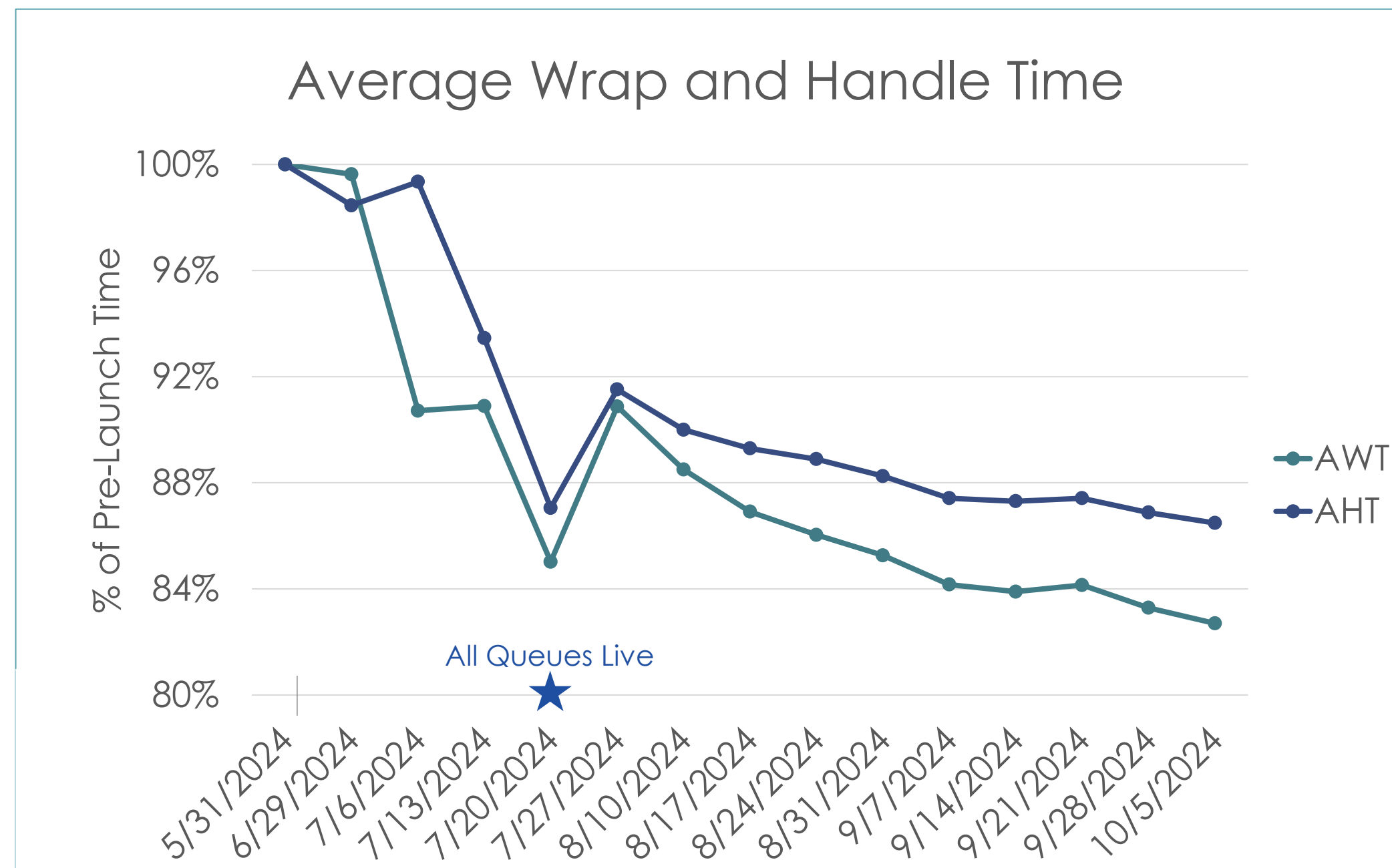
Fresno GenAI Update



Fresno GenAI Call Summary Assist



Below captures production metrics for the Fresno GenAI Call Summary Assist solution from **June 28, 2024 through October 5, 2024**:



Key Performance Metrics (Since Launch)

77K+ Summaries Generated	81% GenAI Summary Content Unedited
100% Summaries Generated Within 60 seconds	8 seconds Average Call End to Summary End

Select Recent Enhancements

- Dictionary updates - added acronyms and program terms
- Improve distinction of which actions will be completed by EW after the call
- Improve recognition of when customer provides an updated phone number or address

17%
Reduction in Average Post-Call Wrap Time
↓
AWT reduced by 6% since August

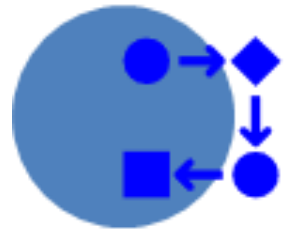
14%
Reduction in Average Handle Time
↓
AHT reduced by 4% since August

Note: All percentages have been rounded to the nearest whole number

Infrastructure Transition-In

Infrastructure Transition-In

Concepts



Transition “In Place”

- Largely use processes and procedures of the incumbent



Ongoing Staff

- Ongoing Infrastructure staff perform the tasks and activities to accomplish the transition resulting in better Infrastructure support following transition



Change Management

- Consider human factors related to change
- Coordinate with our Cultural Transformation Manager



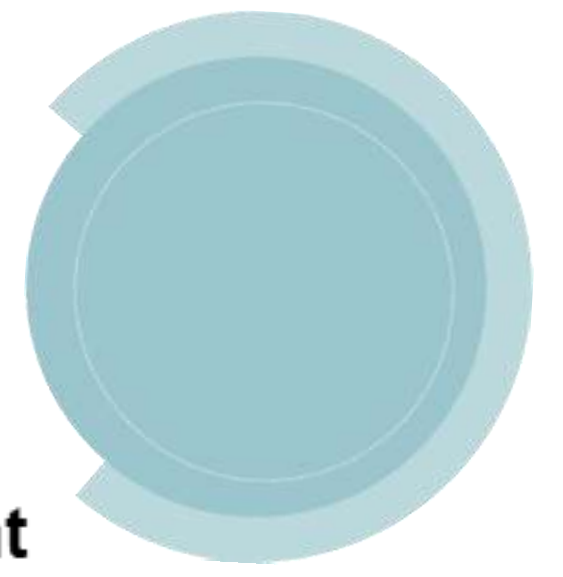
“In Flight” Work

- Analyze in-flight work (changes, incidents, etc.) to determine which organization will complete the remaining work
- Identify the correct point of transition to prevent disruption to ongoing enhancement work and to the County users



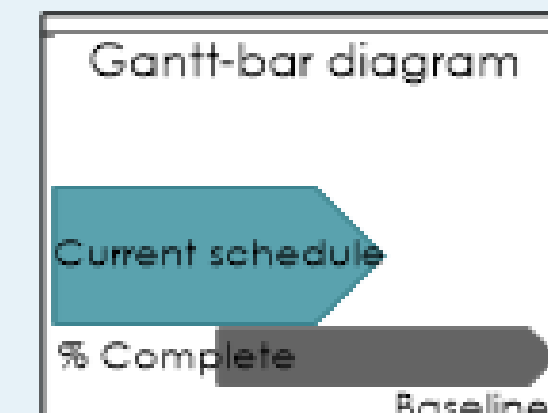
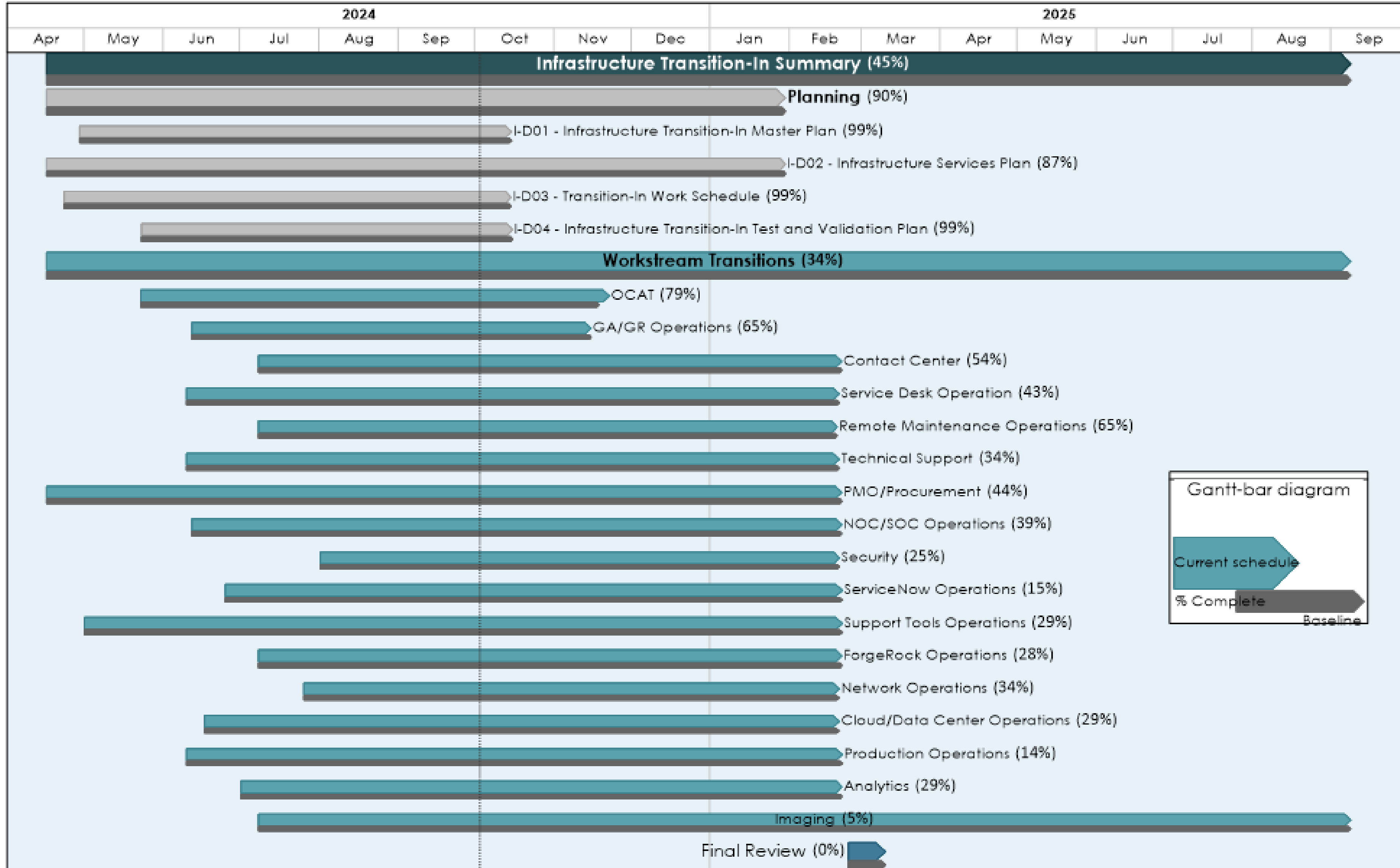
Governance

- Establish governance process for rapid escalation and decision making



Infrastructure Transition-In

Timing



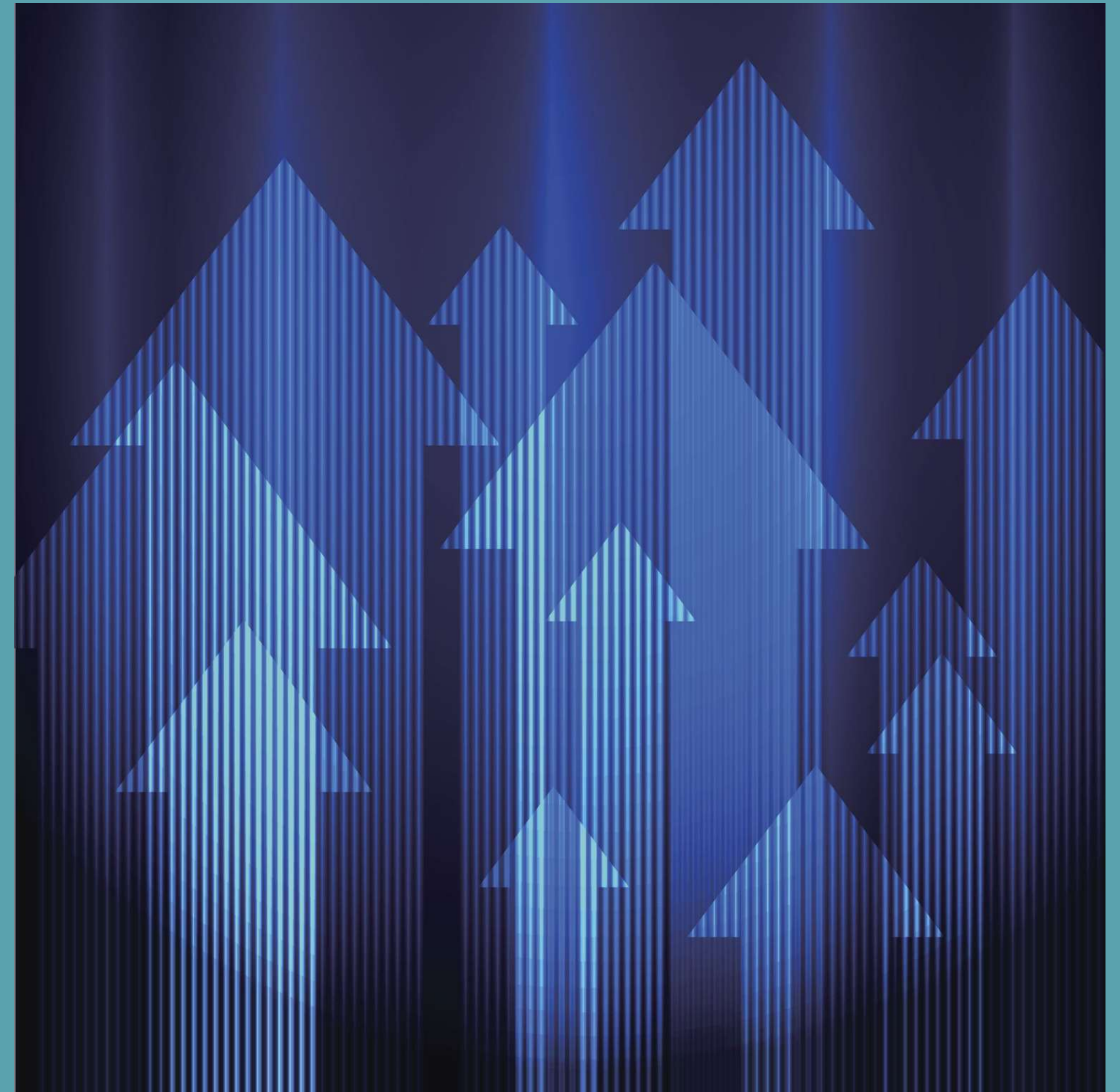
Gainwell I-D03 - Infrastructure Transition-In Work Schedule.mpp

Status Date: 10/3/2024

County Impact

- OCAT Help Desk
 - Consolidating into one process
 - Transitioning from Jira to ServiceNow
 - Counties will use the existing process to escalate incidents and requests in CalSAWS ServiceNow
 - CalSAWS Service Desk will route incidents and requests to the Infrastructure team

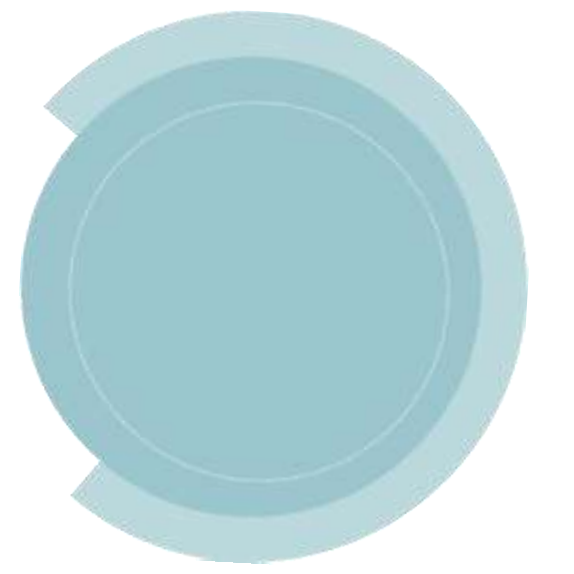
OCAT Transitioning November 1, 2024



Hyland Imaging Infrastructure Update

Hyland Imaging Infrastructure Update

OCR Processing Slowness



- **Timeframe:**

9/23-9/25, 9/30-10/1, 10/7-10/8

- **Impact:**

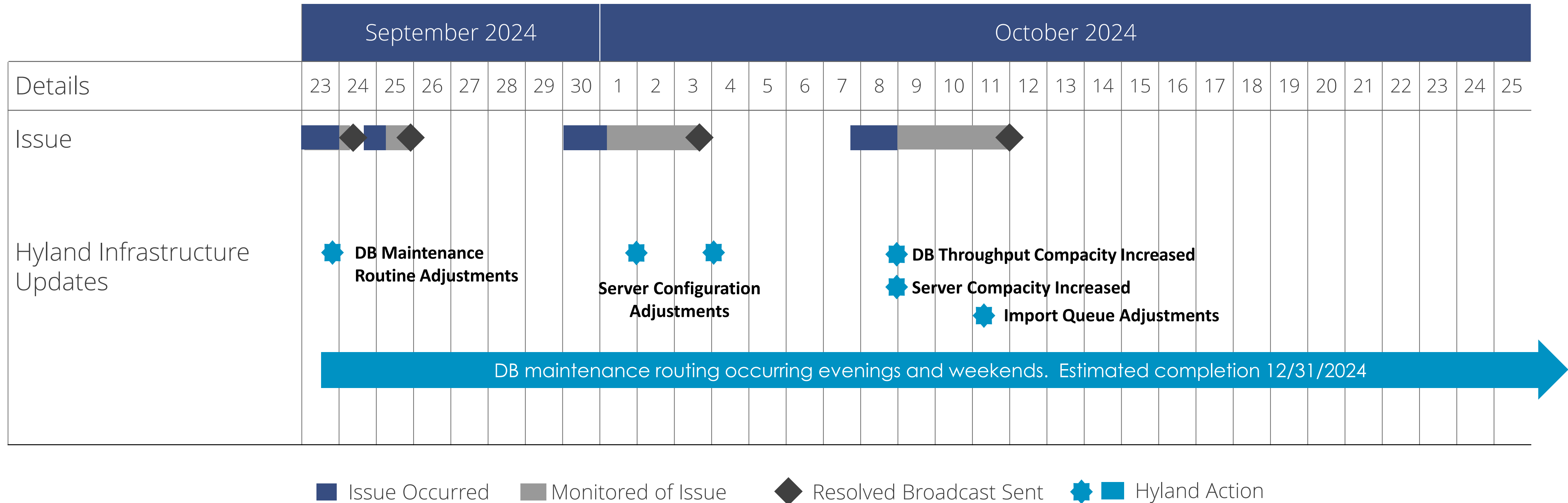
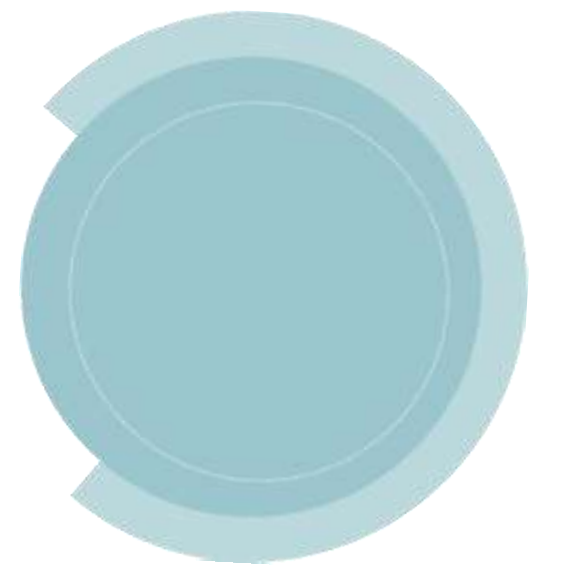
- A subset of tasks and customer reporting updates routed via the OCR flow were delayed up to three hours during the impacted timeframes.
- Documents were visible and searchable for workers during the impacted timeframes.

- **Summary:**

- 9/23 – Due to a maintenance process running on the database, performance degradation led to a backlog of items in Brainware Import queues.
- 9/24, 9/30, and 10/7: Performance related backlogging was seen during peak hours. It was identified that scaling alignment for the solution was necessary to ensure timely OCR processing.

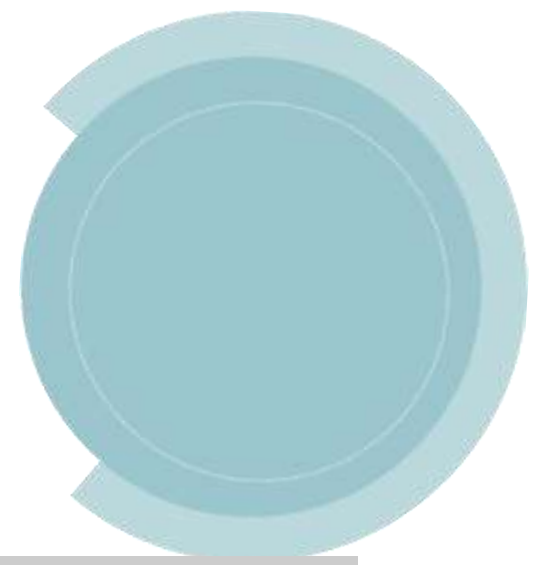
Hyland Imaging Infrastructure Update

OCR Processing Slowness - Timeline

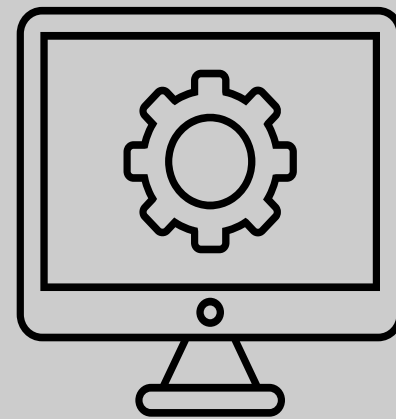


Hyland Imaging Infrastructure Update

Hyland OCR Improvement & Optimization



Scaling



Added additional server capacity

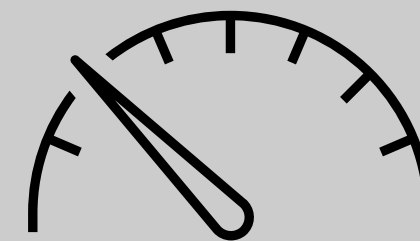
- Four new servers dedicated to importing; 10 servers dedicated to processing
- Previously all servers were importing and processing

➤ **COMPLETED – 10/10/2024**

Adjust import queues to scale horizontally

➤ **COMPLETED – 10/11/2024**

Throughput



Database optimization

➤ **COMPLETED 10/7/2024**

Database cleanup

➤ **IN PROGRESS**

Target completion 12/31/2024

Review of Solution design and architecture

➤ **IN PROGRESS**

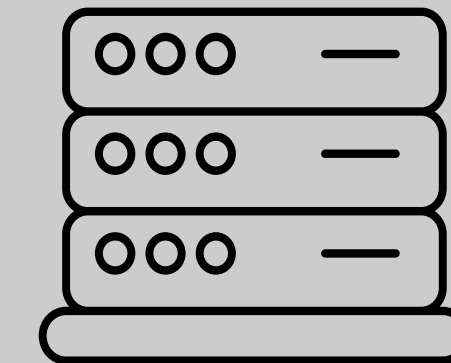
Target completion 10/18/2024

Phase 1 Outcome Implementation

➤ **IN PROGRESS**

Target completion 10/25/2024

Prevention



Dashboards & monitoring for Architecture and Solution

- Visible to CalSAWS Project Administrators

➤ **IN PROGRESS –**

Target completion approx. 30 days

Additional Enhanced Monitoring

- Dependent on completion of Dashboards

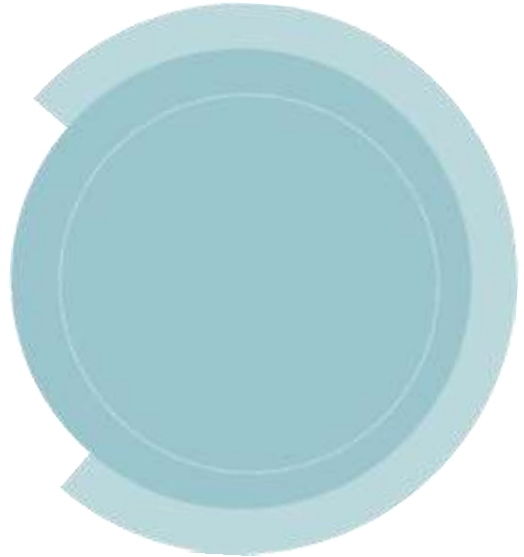
➤ **IN PROGRESS –**

Target begin in approx. 30 days

ICT Update

ICT Update

Approach



County ICT Feedback Approach

Gather
feedback on ICT
Process from
Counties

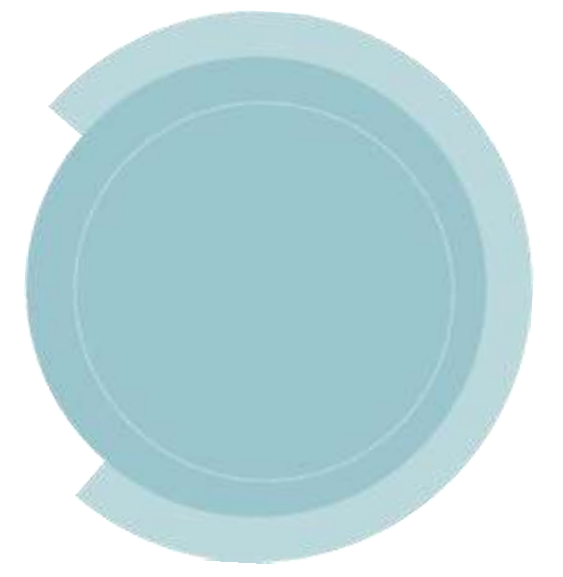
Prepare Recommendations



Analyze
feedback and
identify trends

ICT Update

Progress to date



County ICT Feedback – Next Steps



ICT Update

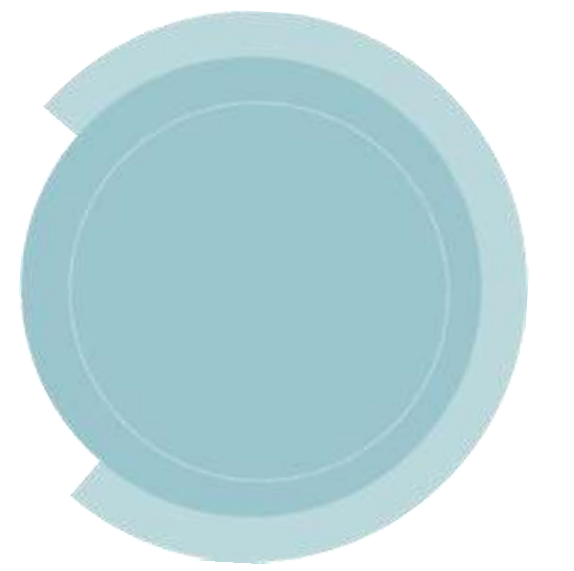
Next Steps

- CRFI Request for Counties to Identify Participants for Inter-County Transfer Workgroup was sent on Wednesday October 16, 2024

- Seeking 5 participants per Region
 - County ICT Coordinators
 - Staff who manage ICT processes
 - Knowledge of one or more ICT program rules (CW,CF,MC)
 - Experience with Duplicate Person issues

- Responses due by October 30, 2024

- Workgroup anticipated to begin mid November and engage bi-weekly



Procurement Update

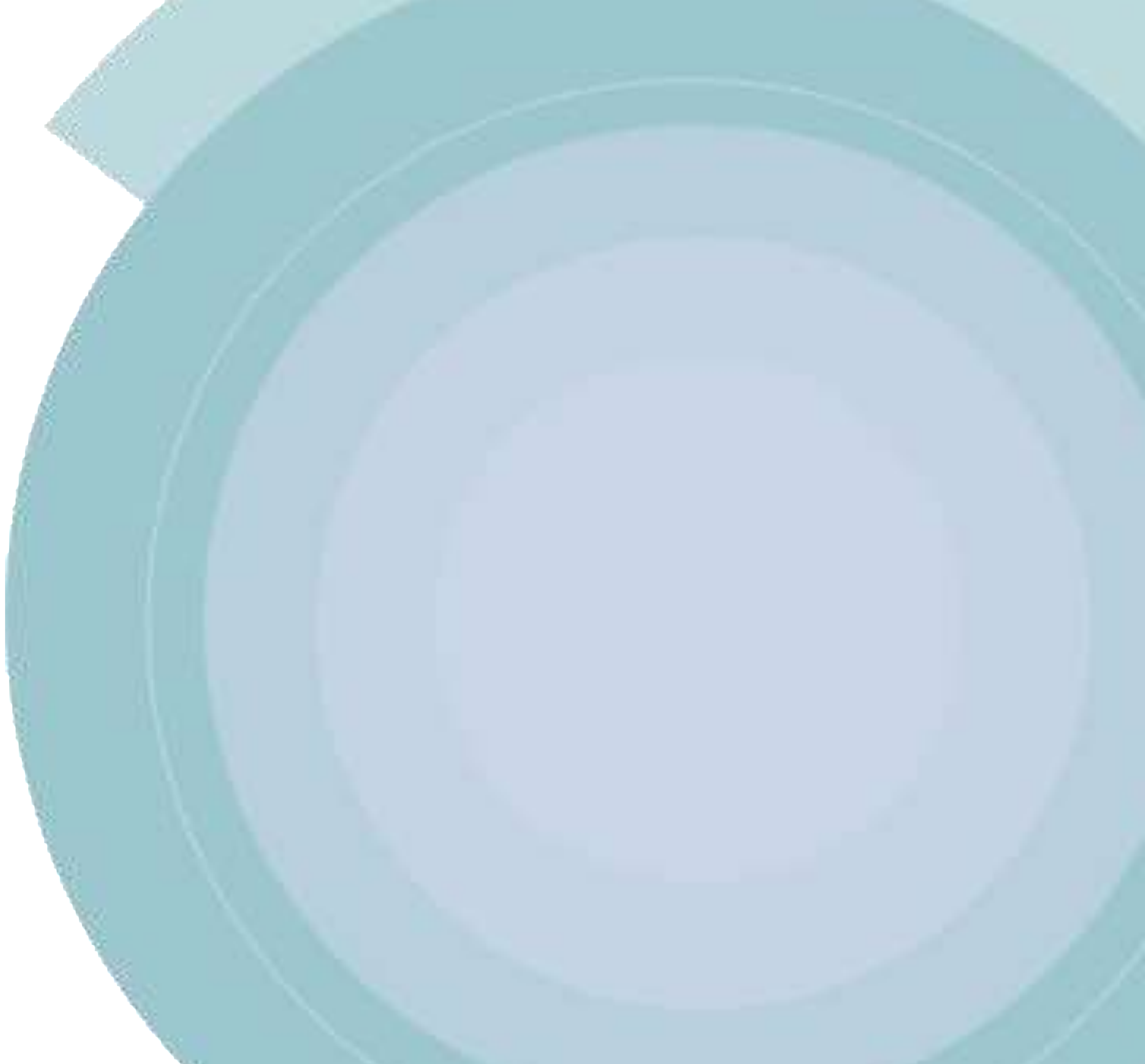
Procurement Update

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	Consortium Issues RFP Addendum 4	September 17, 2024
11	Evaluate Compliance, Firm Qualifications, Business and Price Proposals, and BAFOs	July 31, 2024 – February 26, 2025
12	Prepare and Approve Vendor Selection Report	February 27 – April 7, 2025
13	Publish Notice of Intent to Award and VSR	April 8, 2025
14	Contract Negotiations	April 11 – 23, 2025
15	State Contract Approval	April 24 – May 23, 2025
16	Federal Contract Approval	May 27 – July 28, 2025
17	Contingency Period	July 29 – August 14, 2025
18	JPA BOD Approval	August 22, 2025
19	Contract Start	September 2, 2025
20	Transition-In Period	September 2, 2025 – February 27, 2026

State Partners Updates

Regional Priorities Updates



Adjourn Meeting