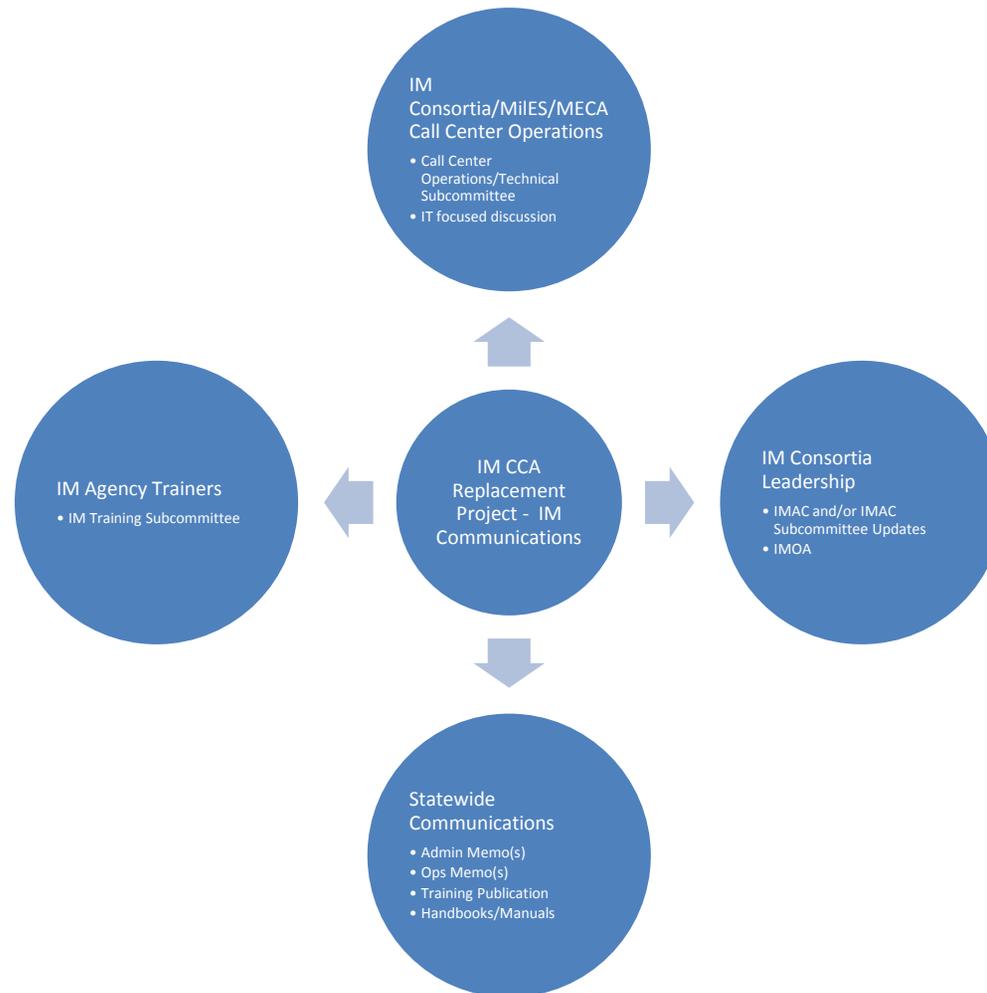




CCA Replacement Project Communication Plan

Purpose: This document provides an overview of the planned communication approach for the Department of Health Services (DHS) to Income Maintenance (IM) Consortia for the Contact Center Anywhere (CCA) Replacement project.



*CCA Replacement Project
Communication Plan*

Project Scope

The scope of the current CCA Replacement project includes:

- Primary Scope: Items critical to IM agencies when transitioning from CCA to Genesys.
 - As-is migration of call flows and functionality from CCA to Genesys platform
 - Ensure that CWW can accept the telephonic signature ID from Genesys
 - Develop the process to create and retain the recording of the telephonic signature created in Genesys.
- Development of a telephonic signature prompt which, when initiated by the agent, provides a portion of the telephonic signature, in lieu of the agent reading those items.
- CWW enhancements, including:
 - Identifying which version of the prompt is applicable for the case to help the worker select the correct prompt in Genesys
 - Streamlining the telephonic signature text in CWW to achieve a single affirmation in response to the prompt
- Storage of telephonic signature recordings in Electronic Case File (ECF)

Future phases of Genesys development are not within scope of the current migration project. Discussions of future enhancements will be limited to the IMOA subcommittee. These may include:

- Additional Automation to the Telephonic Signature Process
- Enhancements to call flows or functionality
- Integration between CARES and Genesys for the purpose of controlling the call recording and audio prompt from CWW
- Additional integration with CARES or other 3rd party applications

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Communications Matrix

Stakeholder ¹	Purpose	Delivery Method	Frequency ²	Coordinator
Consortia Leadership <ul style="list-style-type: none"> IM Operational Leads Other IMAC Membership IMOA Membership 	<ul style="list-style-type: none"> High Level Project Progress and Timelines High Level Decision Points Briefing High level discussions of functionality and CWW changes. 	IMAC and/or Subcommittee Update	Monthly starting 11/2016	Paul Michael & Michelle Ebert
	<ul style="list-style-type: none"> Discuss long term proposed future efficiencies 	IMOA	Annually	Paul Michael
Consortia/MECA/MilES Call Center Operations <ul style="list-style-type: none"> Consortia Call Center Managers Consortia CCA Admins Other Subcommittee members Agency IT representatives 	<ul style="list-style-type: none"> High Level Project Progress and Timelines Decision Points Briefing Provide input on select decisions IT focused information and coordination³ 	Call Center Operations/ Technical Subcommittee	Bi-weekly	Paul Michael & Michelle Ebert
IM Agency Trainers	<ul style="list-style-type: none"> Briefing and input on training methods, timelines, walkthroughs, etc. 	IM Training Subcommittee (Training related updates)	TBD	IM Training Section
Genesys Demo	<ul style="list-style-type: none"> High level overview of Genesys agent, supervisor and admin functionalities. 	Stand alone remote meeting	TBD	Paul Michael & Michelle Ebert
Statewide Communications	<ul style="list-style-type: none"> Ops Memo(s) Admin Memo(s) Training Publication Handbooks/Manuals 	Existing processes will be used by DHCAA Communications and IM Training Sections		

¹ Meeting attendees are expected to share information back to the area/agency they represent as appropriate.

² Meeting presentation may be less frequent than listed. Meeting presentation to occur only if updates or new information available.

³ IT focused discussions will be announced in advance to allow for IT staff's attendance

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Call Center Operations/Technical Subcommittee – Project Role:

DHS intends to utilize the Call Center Operations/ Technical Subcommittee as the main venue to solicit input on decisions for the project. We will use existing subcommittee meeting(s) as a forum for the following:

- DHS to provide periodic updates to IM Consortia on high level project progress and timelines
- DHS to brief IM Consortia on key decision points made
- IM Consortia to provide input on select decisions

Expectations:

- When a subcommittee meeting will be used to solicit input on state-wide Genesys desktop configuration options, DHS will make every effort to provide at least one week's notice to allow meeting invitees to ensure appropriate representation at the meeting.
- IM Consortia will ensure that they have appropriate representation at meetings and are responsible for communicating information discussed or decisions made during the meeting to agencies in the consortium, as appropriate.
- In instances where the project timeline permits, DHS will provide topic items planned for decision input in an agenda, discuss it in the meeting with the understanding that meeting members will discuss with agencies in his/her consortium and bring back that consortium's input on the decision item to the following meeting. Decisions made in the meeting will be reflected in meeting minutes.
- A high level overview of decisions made and information shared in the subcommittee regarding the project will be included by DHS in the IMAC – Subcommittee Report.
- DHS will make every effort to provide consortia with adequate advance notice of any sub-committee discussions which will require input/decisions from the consortia, collectively or individually.
- It is also the responsibility of Subcommittee members to ensure information from Subcommittee meetings are forwarded to the appropriate consortia/county personnel.