

CalSAWS

California Statewide Automated Welfare System



Bi-Weekly Status Report

County Purchase Order ("CPO")

Reporting Period: October 7, 2024 – October 20, 2024

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Bi-Weekly Status – County Purchase Order (“CPO”)

1 EXECUTIVE SUMMARY

Table 1: Bi-Weekly Status Agenda Topics

STATUS REPORT SECTION	STATUS AGENDA TOPIC
County Purchases Summary	▪ No updates for the reporting period

The following table outlines approved CalSAWS County Purchases for the reporting period ending October 20, 2024.

Table 2: Overall Summary of County Purchase Status for Current Reporting Period

CPO ID	COUNTY	DESCRIPTION	STATUS
REGION 1			
SC-02-2022	Santa Clara	Ancillary System Enhanced Support	On Time
SC-04-2023	Santa Clara	Request for Purpose-Built, Curated Data Set (“PBDS”) Access in CalSAWS Amazon Simple Storage Solution (“S3”) Location	On Time
SC-01-2024	Santa Clara	Worker Assignment Robotic Process Automation (“RPA”) Bot	On Time
SF-02-2023	San Francisco	Ancillary System Enhanced Support	On Time
SF-04-2024	San Francisco	Changes to the County-specific General Assistance/General Relief (“GA/GR”) program	On Time
SO-02-2024	Sonoma	Legacy Form Name Re-Index	On Time
REGION 2			
None			
REGION 3			
None			
REGION 4			
FR-01-2024	Fresno	Generative Artificial Intelligence (“GenAI”) for Post-Call Summarization	On Time
FR-02-2024	Fresno	Purpose-Built, Curated Data Set Access (“PBDS”) in Amazon Simple Storage Solution (“S3”) Location	On Time
REGION 5			

CPO ID	COUNTY	DESCRIPTION	STATUS
SD-01-2024	San Diego	Legacy Form Name Re-Index	On Time
SD-04-2024	San Diego	Changes to the County-specific General Assistance/General Relief ("GA/GR") program	On Time
REGION 6			
LA-01-2024	Los Angeles	Custom Courtesy Callback Solution and New Afterhours Interactive Voice Response ("IVR") Flow	Behind

2 HIGHLIGHTS OF THE REPORTING PERIOD

2.1 Region 1

(Alameda, Contra Costa, Marin, Monterey, Napa, San Benito, Santa Clara, San Mateo, San Francisco, Santa Cruz, Solano, Sonoma Counties)

- San Francisco County
 - SF-02-2023 – Ancillary System Enhanced Support
 - ✦ No updates for the reporting period
 - SF-04-2024 – Changes to the County-specific General Assistance/General Relief ("GA/GR") program
 - ✦ Cost-of-Living Adjustment ("COLA") Codes Table Change Request ("CTCR") was implemented on August 29, 2024
 - ✦ COLA Batch Eligibility Determination Benefits and Benefits Calculation ("EDBC") ran on September 27, 2024
- Santa Clara County
 - SC-02-2022 – Ancillary System Enhanced Support
 - ✦ Revision 1 to County Purchase SC-02-2022 in development
 - SC-04-2023 – Request for Purpose-Built, Curated Data Set ("PBDS") Access in CalSAWS Amazon Simple Storage Solution ("S3") Location
 - ✦ Started plan to deliver by January 2025; preparing Technical Budget Change Requests ("TBCRs") and Change Requests ("CRs") for infrastructure creation
 - ✦ Conducted kick off meeting with County on October 15, 2024, and established weekly meeting cadence
 - SC-01-2024 – Worker Assignment Robotic Process Automation ("RPA") Bot
 - ✦ Since the September 29, 2024 Go-Live, the bot has successfully processed over 19,000 transactions
 - ✦ The team continues to monitor bot performance and make adjustments as needed
 - ✦ Additional programs and business exceptions were added to the automation
 - ✦ Improvements to transaction prioritization were made to reduce failed transaction retries

- Sonoma County
 - SO-02-2024 – Legacy Form Name Re-Index
 - ✦ Work commenced on October 16, 2024
- Information Requests/Items in Research:
 - Continued working on Napa County's request to stand up a new Customer Service Center ("CSC")
 - ✦ County Purchase documentation in development
 - Continued working on San Mateo County's request for ad-hoc support
 - ✦ County Purchase documentation in development

2.2 Region 2

(Alpine, Amador, Calaveras, El Dorado, Mono, Nevada, Placer, Sacramento, Sierra, Sutter, Tuolumne, Yolo, Yuba Counties)

- Information Requests/Items in Research:
 - Continued working on Yuba County's request to migrate the County's Customer Service Center ("CSC") from a Managed model to a Point of Presence ("PoP") model
 - ✦ Continued developing County Purchase documentation
 - Continued working on Mono County's request for a site decommission and network configuration update
 - ✦ Continued developing County Purchase documentation

2.3 Region 3

(Butte, Colusa, Del Norte, Glenn, Humboldt, Lake, Lassen, Mendocino, Modoc, Plumas, Shasta, Siskiyou, Tehama, Trinity Counties)

- No updates for the reporting period
- Information Requests/Items in Research:
 - No updates for the reporting period

2.4 Region 4

(Fresno, Inyo, Kern, Kings, Madera, Mariposa, Merced, San Joaquin, San Luis Obispo, Stanislaus, Tulare Counties)

- Fresno County
 - FR-01-2024 – Generative Artificial Intelligence ("GenAI") for Post-Call Summarization
 - ✦ Progressed on release 5 build, targeting November 7, 2024 for Production deployment
 - ✦ Conducted Eligibility Worker focus group on October 16, 2024 to gather feedback and enhancement ideas for future releases

- FR-02-2024 – Request for Purpose-Built, Curated Data Set ("PBDS") Access in Amazon Simple Storage Solution ("S3") Location
 - ✦ Kickoff meeting with County scheduled for October 22, 2024, with weekly meeting cadence to follow
- Kings County
 - KN-01-2024 – Migrate Kings County's Customer Service Center ("CSC") from a Managed model to a Point of Presence ("PoP") model
 - ✦ County Purchase documentation with County for approval
- Information Requests/Items in Research:
 - Continued working on Fresno County's request for Generative Artificial Intelligence ("GenAI") for Post-Call Summarization in Spanish Language
 - ✦ County Purchase documentation in development
 - Continued working on Kern County's request to migrate the County's non-call center locations from a Managed model to a Point of Presence ("PoP") model
 - ✦ Continued developing County Purchase documentation
 - Continued working on San Joaquin County's request to migrate the County's Customer Service Center ("CSC") from a Managed model to a Point of Presence ("PoP") model
 - ✦ Continued developing County Purchase documentation
 - Continued working on Stanislaus County's request for accessing the Customer Service Center ("CSC") through a non-Managed network
 - ✦ Continued developing County Purchase documentation

2.5 Region 5

(Imperial, Orange, Riverside, San Bernardino, San Diego, Santa Barbara, Ventura Counties)

- San Bernardino County
 - SB-02-2024 – General Assistance/General Relief ("GA/GR") automated solution
 - ✦ County Purchase documentation with County for approval
- San Diego County
 - SD-02-2023 – Request for County Data Pipeline in CalSAWS Amazon Web Services ("AWS") Account
 - ✦ Revision 1 to County Purchase SD-02-2023 approved on October 16, 2024
 - ✦ Refactoring initial solution is in progress and additional infrastructure will be removed by the end of October 2024
 - SD-01-2024 – Request for Purpose-Built, Curated Data Set ("PBDS") Access in CalSAWS Amazon Simple Storage Solution ("S3") Location
 - ✦ Met with County on October 7, 2024 to discuss next steps and requirements as part of weekly meeting series
 - ✦ Identified Reports that must be removed and/or masked based on Social Security Administration ("SSA") security compliance and confirmed with county to remove the sensitive Reports to move to cloud

- ✦ Received information from County on the bucket; waiting on finalizing the data transfer approach
- SD-04-2024 – Changes to the County-specific General Assistance/General Relief (“GA/GR”) program
 - ✦ COLA CTCR was implemented on October 3, 2024
 - ✦ COLA Batch EDBC ran on October 11, 2024
- Ventura County
 - VN-01-2024 – Image Migration Enhancements – Request for Additional Export of Time-On Aid Documents
 - ✦ County Purchase documentation with County for approval
- Information Requests/Items in Research:
 - Continued working on Riverside County's request for a site decommission
 - ✦ Continued developing County Purchase documentation
 - Continued working on Riverside County's request for the implementation and maintenance of a data lake in Amazon Web Services (“AWS”) to replace the County's existing on-premise data warehouse

2.6 Region 6

(Los Angeles County)

- Los Angeles County
 - LA-01-2024 – Request for Custom Courtesy Callback and New Afterhours Interactive Voice Response (“IVR”) Flow
 - ✦ Continued User Acceptance Testing for the custom Courtesy Callback (“CCB”) solution
 - ✦ Awaiting approval from the County before moving forward with deployment
 - ✦ Team is discussing with the County the solution design and postponing Production deployment
 - LA-02-2024 – Request for Enhanced Call Control Panel (“eCCP”) updates, Administration Page (“Admin Page”) updates, and Post-Call Survey (“PCS”) updates
 - ✦ County Purchase documentation with County for approval
 - LA-05-2023 – Request for changes to the General Assistance (“GA”) County-Specific Program
 - ✦ County Purchase documentation with County for approval
 - ✦ Working with County on County-requested changes to scope
- Information Requests/Items in Research:
 - Continued working on County Purchase documentation for Los Angeles County's request for Contact Center enhancements
 - ✦ Continued developing County Purchase documentation

- Continued working on Los Angeles County's request for modifications to the County's general ledger
 - ✦ Estimates provided to County; pending action from County to proceed with County Purchase documentation
- Continued working on Los Angeles County's request for changes to the General Relief ("GR") County-specific program

Appendix



APPENDIX A – CALSAWS COUNTY PURCHASE ORDER (“CPO”) AGING REPORT