

# CalSAWS

California Statewide Automated Welfare System



## Bi-Weekly Status Report

County Purchase Order ("CPO")

Reporting Period: October 21, 2024 – November 3, 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	<ul style="list-style-type: none"> <li>No updates for the reporting period</li> </ul>

The following table outlines approved CalSAWS County Purchases for the reporting period ending November 3, 2024.

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

CPO ID	COUNTY	DESCRIPTION	STATUS
<b>REGION 1</b>			
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	Completed on September 27, 2024
SO-02-2024	Sonoma	Legacy Form Name Re-Index	On Time
<b>REGION 2</b>			
None			
<b>REGION 3</b>			
None			
<b>REGION 4</b>			
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

CPO ID	COUNTY	DESCRIPTION	STATUS
<b>REGION 5</b>			
SD-02-2023	San Diego	Request for County Data Pipeline in CalSAWS Amazon Web Services ("AWS") Account	On Time
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	Completed on October 11, 2024
<b>REGION 6</b>			
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
    - ✘ Completed work effort on September 27, 2024
- San Mateo County
  - SM-01-2024 – Additional Reporting Support
    - ✘ County Purchase documentation sent to County on November 4, 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; completed Technical Budget Change Requests ("TBCRs") and Change Requests ("CRs") for infrastructure creation for development/test AWS accounts
    - ✘ Working on development for PBDS functionality
    - ✘ Scheduled meeting with County and established weekly meeting cadence

- SC-01-2024 – Worker Assignment Robotic Process Automation (“RPA”) Bot
  - ✦ Bot has successfully processed over 40,000 transactions since September 29, 2024 go-live
  - ✦ Team continues to monitor bot performance and to make adjustments as needed
    - If input file is corrupted or has an invalid naming convention, team will move input file to Invalid Inputs folder and will include file name in exception email for corrupted input file
- Sonoma County
  - SO-02-2024 – Legacy Form Name Re-Index
    - ✦ Began testing efforts
    - ✦ Testing efforts are expected to continue through November 8, 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

## 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
    - ✘ Completed Release 5 build and User Acceptance Testing (“UAT”), targeting November 7, 2024 for Production deployment
    - ✘ Progressed on Release 6 design, targeting December 6, 2024 for Production deployment
  - FR-02-2024 – Request for Purpose-Built, Curated Data Set (“PBDS”) Access in Amazon Simple Storage Solution (“S3”) Location
    - ✘ Started plan to deliver by January 2025; completed Technical Budget Change Requests (“TBCRs”) and Change Requests (“CRs”) for infrastructure creation for development/test AWS Accounts
    - ✘ Development for PBDS functionality is in progress
    - ✘ Scheduled weekly meeting with County and established weekly meeting cadence
  - FR-04-2024 – Generative Artificial Intelligence (“GenAI”) for Post-Call Summarization in Spanish Language
    - ✘ County Purchase documentation sent to County on October 30, 2024
- Kings County
  - KN-01-2024 – Migrate Kings County’s Customer Service Center (“CSC”) from a Managed model to a Point of Presence (“PoP”) model
    - ✘ Informed the County that the County Purchase is currently placed on hold until it can be contracted under a new CalSAWS Agreement. Since the County Purchase has not been fully executed yet, the Accenture team is no longer able to complete the work before the end of the Technical Infrastructure Services Contract, which expires January 31, 2025.
- Information Requests/Items in Research:
  - 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
    - ✦ Completed initial refactoring solution and removed additional infrastructure
    - ✦ Completed one-time activities and will be continuing recurring activities as per CalSAWS Release activities
  - SD-01-2024 – Request for Purpose-Built, Curated Data Set (“PBDS”) Access in CalSAWS Amazon Simple Storage Solution (“S3”) Location
    - ✦ Met with the County on October 28, 2024 to discuss next steps and requirements as part of weekly meeting series
    - ✦ Received confirmation from Consortium regarding the Data Migration approach from CalSAWS AWS account to the County’s AWS account
    - ✦ Scheduled next meeting for November 4, 2024 to discuss technical details regarding commercial AWS account to AWS GovCloud account data transfer approach
  - SD-04-2024 – Changes to the County-specific General Assistance/General Relief (“GA/GR”) program
    - ✦ Completed work effort 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-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 changes to the General Relief (“GR”) County-specific program
    - ✦ Continued developing County Purchase documentation
  - Continued working on Los Angeles County's request for automated processing of payment verification system abstract data



# Appendix



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