



California Statewide Automated Welfare System



Bi-Weekly Status Report

County Purchase Order ("CPO")

Reporting Period: November 4, 2024 – November 17, 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 November 17, 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
SO-02-2024	Sonoma	Legacy Form Name Re-Index	Completed on November 15, 2024
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-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
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
- San Mateo County
 - SM-01-2024 – Additional Reporting Support
 - ✖ County Purchase documentation with County for approval
- Santa Clara County
 - SC-02-2022 – Ancillary System Enhanced Support
 - ✖ No updates for the reporting period
 - SC-04-2023 – Request for Purpose-Built, Curated Data Set ("PBDS") Access in CalSAWS Amazon Simple Storage Solution ("S3") Location
 - ✖ Provided project plan and Reports documentation to County regarding logic of purpose-built data sets to assist the County with a more detailed view of the project data
 - SC-01-2024 – Worker Assignment Robotic Process Automation ("RPA") Bot
 - ✖ Bot has successfully processed over 50,000 transactions since September 29, 2024 go-live
 - ✖ Team continues to monitor bot performance and to make adjustments as needed
 - Assigned two additional bots to the Worker Assignment ("WA") process
 - Changed CalSAWS session time out from every 15 minutes to every 6 hours, increasing bot performance to enable bot to process approximately 25-30 transactions per hour
- Sonoma County
 - SO-02-2024 – Legacy Form Name Re-Index
 - ✖ Testing efforts have been completed. County has signed off on November 15, 2024. Completed work effort.

- 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:
 - Began working on Shasta County's request to implement a General Assistance/General Relief ("GA/GR") Automated Solution

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 Production deployment on November 7, 2024
 - ✦ Finalized Release 6 design and began build, currently 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
 - ✦ Provided project plan and Reports documentation to County regarding logic of purpose-built data sets to assist the County with a more detailed view of the project data
 - FR-04-2024 – Generative Artificial Intelligence ("GenAI") for Post-Call Summarization in Spanish Language
 - ✦ County Purchase documentation with County for approval

- 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
 - Placing 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 on hold
 - ✦ Informed the Regional Manager that the County Purchase is currently placed on hold until it can be contracted under a new CalSAWS agreement, as 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
 - 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 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 County on November 4, 2024 to discuss technical details regarding data transfer approach from commercial AWS account to AWS GovCloud account
 - ✦ Implemented changes to network to ensure the County can access County CalSAWS PBDS data from CalSAWS AWS commercial account in order to transfer data to AWS GovCloud account
 - ✦ Scheduled next meeting with County for November 18, 2024 to verify access in order to ensure successful transfer from AWS commercial account to AWS GovCloud account
- 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
 - ✦ The County has resumed User Acceptance Testing. Team will schedule a time to meet with the County in person to discuss possible deployment dates.
 - 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