

# CalSAWS

California Statewide Automated Welfare System



## Bi-Weekly Status Report County Purchase Order ("CPO")

Reporting Period: November 18, 2024 – December 1, 2024

# Table of Contents

<b>1 EXECUTIVE SUMMARY.....</b>	<b>2</b>
<b>2 HIGHLIGHTS OF THE REPORTING PERIOD .....</b>	<b>3</b>
2.1 Region 1.....	3
2.2 Region 2.....	4
2.3 Region 3.....	4
2.4 Region 4.....	4
2.5 Region 5.....	5
2.6 Region 6.....	5
<b>APPENDIX A – CALSAWS COUNTY PURCHASE ORDER (“CPO”) AGING REPORT .....</b>	<b>8</b>

## TABLE OF TABLES

Table 1: Bi-Weekly Status Agenda Topics .....	2
Table 2: Overall Summary of County Purchase Status for Current Reporting Period.....	2

# 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 December 1, 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
<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
<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

CPO ID	COUNTY	DESCRIPTION	STATUS
<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
- 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
    - ✦ Code development 90% complete and unit testing in progress
    - ✦ Planning to create Performance environment during the month of December 2024
  - SC-01-2024 – Worker Assignment Robotic Process Automation ("RPA") Bot
    - ✦ Bot has successfully processed over 60,000 transactions since September 29, 2024 go-live
    - ✦ Team continues to monitor bot performance and to make adjustments as needed
      - Bot processing speed has significantly improved after updates and enhancements. On average, bot processes 10 transactions per minute.
      - Bot transaction time has been improved to 3 hours to process approximately 2,000 transactions. Previously, bot was taking 12-15 hours to process the same number of transactions.
- Information Requests/Items in Research:
  - Continued working on Napa County's request to stand up a new Customer Service Center ("CSC")
    - ✦ County informed the Project team that the County will not be proceeding with this purchase at this time. County Purchase is currently placed on hold pending the County's decision to proceed.

## 2.2 Region 2

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

- No updates for the reporting period
- 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 working on Mono County's request for a site decommission and network configuration update
    - ✦ County Purchase is currently placed on hold until it can be contracted under a new CalSAWS Agreement. Accenture team is not to complete the work before the end of the Technical Infrastructure Services Contract, which expires January 31, 2025.

## 2.3 Region 3

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

- Shasta County
  - SH-01-2024 – Request to implement the new General Assistance/General Relief ("GA/GR") Automated Solution
    - ✦ County Purchase documentation sent to County on November 26, 2024
- 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 6 build, targeting December 4, 2024 for User Acceptance Testing and December 12, 2024 for Production deployment
    - ✦ Began Release 7 build, targeting February 6, 2025 for Production deployment
  - FR-02-2024 – Request for Purpose-Built, Curated Data Set ("PBDS") Access in Amazon Simple Storage Solution ("S3") Location
    - ✦ Code development 90% complete and unit testing in progress
    - ✦ Planning to create Performance environment during the month of December 2024

- 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 working on Stanislaus County's request for accessing the Customer Service Center (“CSC”) through a non-Managed network

## 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
    - ✦ Deployed Release 24.11 to Production for all the recent changes to Analytics
  - SD-01-2024 – Request for Purpose-Built, Curated Data Set (“PBDS”) Access in CalSAWS Amazon Simple Storage Solution (“S3”) Location
    - ✦ Completed one-time activities for Office of Evaluation, Performance, and Analytics (“OEPA”) Solution and validated connectivity with the County
    - ✦ Scheduled monthly recurring touchpoint
- 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 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
    - ✦ County has resumed User Acceptance Testing
    - ✦ Scheduled onsite meeting for December 17, 2024

- 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
  - Cancelled Los Angeles County’s request for automated processing of payment verification system abstract data, as the request will not be funded via a County Purchase

# Appendix





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