CalSAWS
California Statewide Automated Welfare System

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

Reporting Period: December 30, 2024 – January 12, 2025

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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 January 12, 2025

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
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
FR-04-2024	Fresno	Request for Generative Artificial Intelligence ("GenAI") for Post-Call Summarization in Spanish	On Time

CPO ID	COUNTY	DESCRIPTION	STATUS
REGION 5			
SB-02-2024	San Bernardino	Request to Implement the New General Assistance/General Relief ("GA/GR") Automated Solution County-Specific Program	On Time
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
    - Revision 1 to County Purchase SC-04-2023 with County for approval
    - Completed code development; System testing in progress
    - Performance testing in progress
    - Production environment creation in progress
    - Establishing network connectivity between CalSAWS and County for Amazon Relational Database Service ("RDS") access
  - SC-01-2024 – Worker Assignment Robotic Process Automation ("RPA") Bot
    - Bot has been live since September 29, 2024 and has been running successfully with no issues
    - Team continues to monitor bot performance and to make adjustments as needed

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

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

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 with County for approval
- 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 – Request for Generative Artificial Intelligence ("GenAI") for Post-Call Summarization
    - Finalized Release 7 functional design
    - Began Release 7 build, targeted to be complete on January 16, 2025
  - FR-02-2024 – Request for Purpose-Built, Curated Data Set ("PBDS") Access in Amazon Simple Storage Solution ("S3") Location
    - Revision 1 to County Purchase FR-02-2024 with County for approval
    - Completed code development; System testing in progress
    - Performance testing in progress
    - Production environment creation in progress
    - Establishing network connectivity between CalSAWS and County for Amazon Relational Database Service ("RDS") access
  - FR-04-2024 – Request for Generative Artificial Intelligence ("GenAI") for Post-Call Summarization in Spanish
    - Kicked off Spanish scope offline on January 6, 2025
    - Scheduled kick-off meeting for January 15, 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 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 – Request to Implement the New General Assistance/General Relief ("GA/GR") Automated Solution County-Specific Program
    - County Purchase documentation approved on December 23, 2024
    - Began working on design documentation
    - Met with County on January 7, 2025 and January 9, 2025 to clarify the County's questions regarding the design preparation
    - Scheduling meeting with County to present design documentation week of January 13, 2025
- San Diego County
  - SD-02-2023 – Request for County Data Pipeline in CalSAWS Amazon Web Services ("AWS") Account
    - Revision 2 to County Purchase SD-02-2023 with County for approval
    - 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 with County
- 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 continued User Acceptance Testing

- LA-05-2023 – Request for Changes from General Relief Opportunities for Work ("GROW") to Skills and Training to Achieve Readiness for Tomorrow ("START") County-Specific Program
  - County Purchase documentation with County for approval
- LA-06-2024 – Request for Changes to the General Relief ("GR") County-Specific Program
  - County Purchase documentation sent to County on December 30, 2024
- 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
  - Began working on Los Angeles County's request for the automated processing of Payment Verification System ("PVS") abstract data

Appendix

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