

Social Services Agency Telephonic and Voice Recording Equipment

Annual Surveillance Use Report for July 1, 2022 – June 30, 2023

1. Description of the Technology

Telephonic and voice recording equipment, specifically Cisco UCCX Finesse and Calabrio technologies, was used to support Agency workers in accurately capturing and documenting call center telephonic communications and to record telephonic assistance requests, case interviews, and welfare fraud investigations. The recorded communications are reviewed and used by management to support quality improvement efforts and to coach and train staff assigned to support the services.

The technologies were utilized by the following departments in Social Services:

- Child Abuse and Neglect Report telephonic voice recordings and telephonic signatures of abuse reports sent to Child Abuse and Neglect Call Center.
- Welfare Fraud Reports and Investigation Data, including telephonic voice recordings, and telephonic signatures of fraud reports sent to the Welfare Fraud Call Center, and interviews during investigations.
- Senior Abuse Report telephonic voice recordings and telephonic signatures of abuse reports sent to the Adult Protective Services Call Center.
- Public Administrator/Guardian/Conservator telephonic voice recordings and telephonic signatures of case reports, and digital voice recordings of property inventories.
- DFCS Social Worker Case voice recordings and telephonic signatures of case interview.
- Eligibility Worker Case voice recordings and telephonic signatures of case interviews.

Authorized users (workers) are limited access only to review recordings created by their profile. The system activity logs track users' access to the system and their recordings. Only designated departmental Directors and Division Manager are authorized to access all data and review recordings for all users as detailed in the Agency's Surveillance Use Policy. The designated Division Manager periodically audits the system activity logs to monitor compliance with the surveillance use policy.

2. Data Sharing with Outside Entities

The designated Departmental Directors and Division Manager are responsible for receiving and actioning requests for recorded communications. During the reporting period, no recordings were shared with outside entities.

3. Community Complaints or Concerns

The Social Services Agency maintains a “Client Comment” phone line and email address that is posted on the Agency’s public facing internet webpage available to members of the community. These mediums facilitate community input and complaints regarding the Agency’s use of telephonic recordings, among other concerns. The client comment lines are maintained by the Agency Director’s Office which routes the inquiries and/or complaints to the appropriate entity or entities to provide a response. During the reporting period, the Agency did not receive any community complaints regarding the use of video security cameras at SSA facilities.

4. Non-Privileged Internal Audits/Policy Violations

The designated Departmental Directors and Division Manager are responsible for ensuring use of the technology complies with the Agency’s Surveillance Use Policy. As such, they are responsible for maintaining a list of written designees who have access to the technology. The designated Division Manager is responsible for providing new users with a copy of the Agency’s Surveillance Use Policy, and ensuring that they read, understand, and agree to abide by the policy when a new user access request is submitted.

Absent any statutory requirement to retain collected data for a longer term or retained pursuant to a County Counsel Notice to Preserve Documents/Litigation Hold Request per Santa Clara County Litigation Hold Policy (Board Policy 3.56), the recorded audio collected by the technology was retained and destroyed in accordance with the applicable SSA Records Retention and Destruction Schedule, in compliance with the Agency’s Surveillance Use Policy.

Any data retained for statutory and/or Litigation Hold purposes will be destroyed no later than three years following the completion of the administrative/disciplinary action or criminal investigation/proceeding.

5. Effectiveness of Surveillance Technology

The Social Services Agency believes that the use of telephonic voice recordings and telephonic signatures has effectively met the identified purpose of the technology. The information and data acquired from this technology facilitated the efficient and effective completion of mandated reports, the issuance and/or completion of case interviews and investigations, the issuance and approval for public assistance and benefits and other items as noted in the Agency’s Surveillance Use Policy.

6. Public Records Act Requests

The Social Services Agency Director’s Office receives and maintains all Public Records Act Requests on behalf of the Agency, including CPRA requests pertaining to telephonic and voice recording technologies. There have been no Public Records Act Requests regarding the technologies or recorded audio during the reporting period.

7. Annual Costs

During the reporting period, annual costs associated with the telephonic voice recording and telephonic signature system included license renewals for its **Calabrio licenses**. The annual cost to SSA was **\$108,000.00** for all SSA users listed in Paragraph 1 above, with the exception of DEBS Eligibility Workers. For the DEBS Eligibility Workers, the cost was approximately **\$676,000** for Calabrio licenses. These costs were paid for this year under the CalSAWS Maintenance and Operation (M&O) budget. The agency will continue to cover all DEBS license costs under the CalSAWS M&O budget in future years.