

CALIFORNIA DEPARTMENT OF CHILD SUPPORT SERVICES

P.O. Box 419064, Rancho Cordova, CA 95741-9064



August 27, 2024

CSSI LETTER: 24-08

ALL IV-D DIRECTORS
ALL LCSA POLICY COORDINATORS

SUBJECT: GENERATIVE ARTIFICIAL INTELLIGENCE RISKS AND
PROCUREMENT UPDATES

REFERENCE: Executive Order N-12-23, State Administration Manual (SAM) 4819.2,
State Information Management Manual (SIMM) 71A, 71B, 180, 5305-F.

PURPOSE: The purpose of this guidance is to protect and prevent the disclosure of confidential, sensitive, FTI (Federal Tax Information) or proprietary Child Support program information. It aims to highlight potential risks that could affect individuals, communities, and government employees at all levels. Furthermore, it provides framework for the Generative Artificial Intelligence (GenAI) guidelines, outlining essential protocols for public sector procurement, uses and training.

INFORMATION/BACKGROUND: In September 2023, Governor Newsom issued the State of California Executive Order N-12-23 which restricts the use of GenAI for state agencies.

Per the Executive Order, Department of Child Support Services (DCSS) and any Child Support data is NOT approved to implement and use of GenAI.

In November 2023, the California Department of Technology (CDT) released the "Benefits and Risks of Generative Artificial Intelligence Report" that assesses the risks of GenAI, including but not limited to risks stemming from bad actors, insufficiently guarded governmental systems, unintended or emergent effects, and potential risks toward democratic and legal processes, public health and safety, and the economy.

Additionally, CDT released "GenAI Guidelines for Public Sector Procurement, Uses and Training," that address procurement, uses, and training related to deploying GenAI in California state government and **serves as interim guidance** as California seeks to publish the final procurement and training policy in 2025, after extensive piloting, research and stakeholder engagement.

Reason for this Transmittal

- ☒ [X] State Law, Regulation and/or Change
- ☐ [] Federal Law, Regulation Change
- ☐ [] Court Order or Settlement Change
- ☐ [] Clarification requested by One or More Counties
- ☐ [] Initiated by DCSS

ACTION: State mandates responsible usage of publicly available GenAI tools/systems by adhering to the following requirements:

- Use only state approved and/or provided accounts on state approved and/or provided equipment for state work.
- Prohibit confidential, proprietary, and sensitive state data from being used in publicly available commercial GenAI tools and systems. Examples of publicly available commercial GenAI tools include, but are not limited to, ChatGPT, Google Gemini, DALL-E, etc.
- Use the “opt-out” option on data collection and model training features that these GenAI tools and/or systems might offer if available.
- Output produced by GenAI tools and/or systems, that transmit, store, or process confidential, proprietary, or sensitive state data, that will be used for official public use, must be clearly marked as GenAI content.
- The information submitted into public GenAI is considered publicly available. Don’t enter any Child Support program information in GenAI even on your personal device. Don’t enter any information (even personal) you wouldn’t want to see on the news!
- Report the unauthorized use or disclosure of confidential, proprietary, and sensitive state data in these GenAI tools and systems to DCSS ISO.

Additionally, N-12-23 specifies that the Government Operations Agency, the California Department of Technology, the Office of Data and Innovation, and the Governor's Office of Business and Economic Development, in collaboration with other State agencies and departments are drafting a report to the Governor examining the most significant, potentially beneficial use cases for deployment of GenAI tools by the State. State DCSS is **NOT** included in one of these use cases.

RELEVANT MATERIAL: Please refer to Benefits and Risks of Generative Artificial Intelligence Report located at [Government Operations Agency Website](#). Also, refer to the GenAI Guidelines for Public Sector Procurement, Uses and Training located at [California Department of Technology's Website](#).

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CONTACT: If you have any questions or concerns regarding this matter, please contact the Information Security Office by submitting a Service Now ticket or at info.security@dcss.ca.gov.

Sincerely,

o/s

GULZAR JAGGI
Chief Information Security Officer
Technology Services Division