

CWDA

INFORMATION TECHNOLOGY HIGHLIGHTS

August/September 2009

Electronic Benefit Transfer (EBT) Transition Update

- ▶ County Transition – All counties are fully engaged in EBT Transition activities. The Training-for-Trainers sessions, conducted in nine regional locations, were completed at the end of June 2009. During August 2009, specialized web-based training is underway on the following topics: Deficiency Management, Fraud, Security, as well as Settlement and Reconciliation. The new vendor, ACS State & Local Solutions, Inc. (ACS), is also making arrangements with county offices to exchange EBT administrative equipment. In late August and early September 2009, each County Welfare Director will be asked to review a transition readiness checklist and acknowledge in writing that his/her county is ready for the transition of EBT services. A comparable letter of readiness will be sought for each SAWS consortium.
- ▶ Retailer Conversion – Retailers continue to return signed retailer agreements to ACS. The agreements allow retailers to continue to process EBT transactions after cutover in September 2009. As of early August 2009, approximately 88 percent of the EBT-only retailers have returned signed agreements to ACS. During August 2009, ACS is conducting a focused recruitment effort to personally contact those retailers who have not responded to all the outreach efforts. ACS technicians are visiting retailers with signed agreements to update point-of-sale equipment and provide as-needed training. EBT transactions processed at these retail locations now go through the ACS system to the J. P. Morgan Electronic Financial Services, Inc. (JPMorgan EFS) system. Currently, more than 97 percent of statewide food benefit redemptions are being processed through ACS to JPMorgan EFS. Both retailer recruitment and equipment updates/training are on pace to satisfy contractual requirements.
- ▶ Cash Access – All Final County Change in Cash Access Plans were submitted by ACS and accepted by the state. These plans are now being reviewed by the counties. The cash access in these final plans is extremely strong and has met or exceeded the cash access established by JPMorgan EFS. ACS continues to pursue surcharge-free ATM cash access and is in negotiations with MoneyPass (owned by US Bank). MoneyPass provides surcharge-free cash access to clients and has a statewide presence with more than 1,000 locations.
- ▶ Technical Activities – The state completed User Acceptance Testing (UAT) and issued its acceptance of UAT on July 21, 2009. Four mock conversions were successfully conducted and final preparations and validations are being made for the cutover of EBT services in September 2009.
- ▶ Milestones: Key remaining EBT transition milestone dates for county/consortia activities are as follows:
 - August 2009 – Conduct specialized web-based training.
 - August-September 2009 – Receive County Welfare Director letters of readiness.
 - September 19-20, 2009 – Perform overnight cutover of EBT services to ACS.

For more information contact Dave Swift at 916-263-3621 or Dave.Swift@osi.ca.gov

Project website: <http://www.ebtproject.ca.gov/>

CMIPS II Update

▶ CMIPS II Design

- The Detailed System Design was approved on July 22, 2009. Gerald Yee expressed his thoughts, "I truly appreciate everyone's hard work, dedication and commitment towards accomplishing this milestone. Although at times it seemed like we encountered insurmountable hurdles and issues, you demonstrated creativity, perseverance, the will to succeed and most importantly, great team collaboration to find solutions and keep the project on track and moving forward. We have a lot more challenges ahead of us, but I am confident that together, we will bring CMIPS II to a successful completion. It is a privilege to be working with all of you."
- The CMIPS II Project staff is working with CDSS and EDS to determine how changes made to the IHSS program in the recent state budget will impact CMIPS II.

▶ Welcome to New Project Team Staff – Michelle Gomes has been appointed Interface Coordinator for the CMIPS II Project. Michelle most recently was the County Funding Lead with the Child Welfare Services Case Management System (CWS/CMS). The Project also welcomes Bo Correa as the Infrastructure Coordinator. Bo most recently was the Communications Coordinator at CWS/CMS.

▶ Implementation

- The CMIPS II State Implementation Team continues with the series of Pre-Engagement Implementation Meetings with individual Counties as they progress in the schedule. Executive Briefings, complete for early groups, will be scheduled in August for remaining Group 4 Counties. This is followed by Planning and Organization Meetings, Business Change Orientations (BCO), Gap Analysis Walkthroughs, as well as multiple contacts between the County and the Implementation Team. These are ongoing throughout the state, based on rollout schedule placements, and the outcome of all the meetings to-date has been very positive. The CMIPS II Implementation Team greatly appreciates the strong interest, support and participation that each County has provided.
- The CMIPS Project has initiated a monthly statewide conference Call on County Implementation status and planning. This gives the Project staff the opportunity to share the prior month's activities, those planned for the following two months, and address comments and concerns.

▶ Data Readiness - The Data Readiness Tool was deployed statewide in June, 2009. County staff is well on their way to working high-priority data exceptions identified by the tool. These exceptions must be worked in order for the entire caseload to convert from the legacy system to CMIPS II. From June forward until each county has transitioned to CMIPS II, the EDS data conversion team will deliver new data exception lists for insertion into the Data Readiness Tool on a monthly basis. This process allows counties to easily monitor readiness progress and also keeps them informed of new exceptions introduced into legacy data.

▶ Testing – The CMIPS II Testing Advisory Group (TAG) first met in July, with the goal of creating a set of test scenarios to represent CMIPS II functionality, and to test successfully prior to pilot implementation. The group, which consists of county and State end-user representatives, has already identified over 300 scenarios and will continue this effort through August. The scenarios identified by the TAG will become the end-to-end test scripts to be executed during User Acceptance Testing from December 2009 to February 2010.

▶ Interfaces – With the CMIPS II Project Office entering the coding and documentation phase, there are now regular meeting with all Interface Partners to provide status updates and discuss the development and testing of interface components.

For more information contact– cmips2info@osi.ca.gov
Gerald Yee at OSI (916) 229-0881, Gerald.Yee@osi.ca.gov
Pam Hughes at CDSS (916) 229-3291, Pamela.Hughes@dss.ca.gov

Project website: <http://www.cmips2project.ca.gov/>

CMIPS Update

► Direct Deposit for IHSS Providers

- IHSS PDD continues to be extremely popular. To date 106,621 IHSS providers are participating in Provider Direct Deposit and EDS has responded to calls from 119,887 IHSS providers.
- The PDD outreach letter and enrollment form are presently available in English, Spanish, Armenian, Cantonese, Russian, Vietnamese, Mandarin, Tagalog, Korean, Farsi and Cambodian and are posted to the CDSS website.

► Other Projects

- CDSS staff continues to work with OSI and our vendor, EDS in the developmental phase of CMIPS II.
- CDSS is working with the Office of System Implementation and EDS to determine how changes made to the IHSS program in the recent state budget will impact CMIPS.

For more information contact Nancy Wuorio at 916-229-4007 or by email at Nancy.Wuorio@dss.ca.gov.

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Welfare Data Tracking Implementation Project (WDTIP) Update

- The implementation of CalWIN CR4499, which synchronizes the Time-on-Aid data between CalWIN county system and WDTIP database, was completed successfully on July 11-12.
- WDTIP staff continues to work with C-IV conversion team on mock conversion testing. The final round of mock conversion test for Wave I counties (Imperial, Inyo, Kern, Kings, Mono, Monterey, San Benito) is scheduled on August 29 to September 2.
- A new release of WDTIP Bulletin will be sent out in September.

For more information please contact Grace Chen at 916-263-3363 or Grace.Chen@osi.ca.gov.

Project Website: www.wdtip.ca.gov

SFIS Update

- ▶ SFIS program was in jeopardy of being eliminated but was included in the final budget.
- ▶ The current contract with EDS ends August 31, 2009. However, EDS has been selected to continue supporting the SFIS project. The new contract is currently being negotiated.

For more information, contact Lori Starnes at 916-263-7524 or Lori.Starnes@dss.ca.gov.
Project website: <http://www.sfis.ca.gov/>

California Child Support Automation System (CCSAS) Project Update

- ▶ Child Support Enforcement (CSE) has begun file exchange testing with C-IV in anticipation of the upcoming migrations from ISAWS to C-IV. Correction: The CCSAS update provided in the April/May newsletter provided a Change Request number as 1566. The correct Change Request number was actually 1541. All other information provided about the Change Request was correct.

For more information contact Garrick Hanson at 916- 464-5088 or garrick.hanson@dcss.ca.gov

Project Website: <http://www.ftb.ca.gov/individuals/ccsas/index.shtml>

FINAL BUDGET ACTIONS

On July 28, 2009, the Governor signed a series of bills enacting the state budget. In addition he made "blue pencil" reductions to specific line items. Automation projects were impacted as follows:

- Reduced SAWS maintenance and operations budgets by \$11.5 million (\$4.5 million in State General Funds)
- Provided increased authority for SAWS Consortia to manage within approved budgets
- Reduced CWS/CMS maintenance and operations budget by \$8.8 million (\$4 million State General Funds). The project will be able to absorb this reduction without impacting county business.
- Retained the Statewide Finger Imaging System (SFIS)
- Eliminated proposed CalWORKs Business Analytics and Reporting System (CBARS)
- Requires DHCS and CDSS to develop a comprehensive plan to implement Centralized Eligibility for Medi-Cal, Food Stamps, and CalWORKs. The plan must be prepared in consultation with a stakeholder steering committee (which includes counties) and include specified elements. It also must be submitted to and approved by the Legislature prior to a request for proposals being released.

In addition, the final budget requires index finger images for all IHSS providers and recipients at enrollment and on each time sheet submitted. It is not known when this will be a manual or automated process.

All other projects were funded at the levels requested by the Administration. As a result, CMIPS II implementation, EBT transition to the new vendor, and the CWS/Web project are expected to proceed as planned.

C-IV Update

Maintenance and Operations

- ▶ Release 9.07 (July 2009) went live on Monday, July 27, 2009. Ninety enhancements were included in this release, including:
 - SCR 31902: Work Participation Rate Determination (WPRD) – Part I. This SCR creates a new automated rules process for determining the work participation rate. Subsequent SCRs for time tracking and displaying this information to end-users are being designed by the WPR workgroup and are targeted for the 9.11 release (November 2009).
 - SCR 35654: May 2009 COLA Reductions (ACWDL 09-18, 19, 20, 28). Batch Processing of retroactive update will begin August 6 per plan.
 - SCR 35447 and 35448: These SCRs optimize the print architecture, consolidating prints files within ZIP Code and increasing retention periods.
 - SCR 35040: CO-41 - CMIPS II Interface. This SCR includes new pages to support CMIPS referrals upon activation of the system interface.
 - Merge of code for 35 Migration Counties. This effort deploys the logic to support CMSP Reports, CMSP Forms, and Migration County Fiscal and batch processing.
- ▶ Continue mock conversion testing for CO-037– EBT Vendor Change to ACS.
- ▶ Continue enhancements for C4Yourself for CO-036– Food and Nutrition Service (FNS) Grant and CO-038 – CMSP Grant. These enhancements, targeted for the 9.11 release, expand existing C4Yourself to add the customer’s portal called My C4Yourself. Customers will be able to:
 - Check their benefits (information updated on a daily basis via nightly interface with data from C-IV)
 - Recertify benefits online (customer data transferred to C-IV via real time interface and pre-populated on C-IV pages)
 - Receive the important messages and key dates reminders (RE due dates, QR7 due dates)
 - Access the Quarterly and Semi-Annual Reports (QR7s and MSRs)
 - Apply for Medi-Cal, CalWORKs and CMSP online (features listed above will also be available for these programs)

ISAWS Migration Accomplishments (see schedule on the following page)

- ▶ Implementation, Change Management and Training activities
 - Wave 1
 - Continued managing Wave 1 County readiness with seven Wave 1 Counties
 - Continued to facilitate Interface Testing efforts between Wave 1 Counties and Converted Data Testing team
 - Conducted 3-month Readiness Preparation meetings with each county
 - Completed entering Office and Staff Data Entry for Wave 1 Counties
 - Finalized To Be Processes (TBPs) with the Wave 1 Counties
 - Conducting Change Discussion Guide training sessions with the counties
 - Began registering county staff for C-IV system training which will be held September 8 through October 30, 2009
 - Wave 2
 - Created the schedule for Wave 2 Readiness Kickoff and 6-month Readiness Assessment meetings
 - Created County Readiness Checklists and timelines for the thirteen Wave 2 Counties
 - Working with counties to review TBPs and to conduct Process and Role Gap Analysis meetings
 - Wave 3
 - Finalized assignments for the Wave 3 Implementation Kickoff meetings for fifteen counties

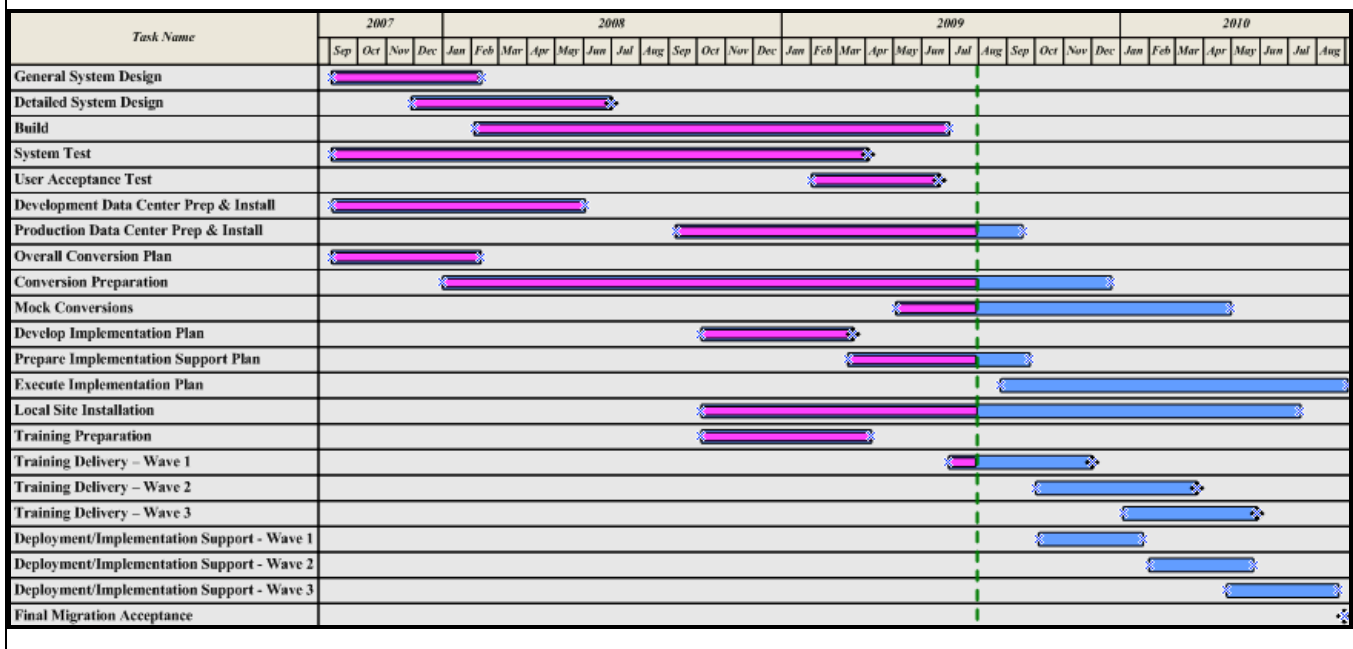
C-IV Update (continued)

- ▶ Application Development activities:
 - Hosted conference calls with the CCSAS and EBT State Interface Partners for Converted Data Testing
 - Status of State Interface partner agreements:
 - MEDs and IEVS Applicant - Approved
 - IEVS Recipient, TANF Payroll Sampling, and FS Performance Sampling - Approved
 - CCSAS - Approved
 - WIS - Approved
 - Foster Care Provider Updates - Approved
 - EBT - Approval
 - WDTIP - Approval
- ▶ Conversion activities:
 - Continued execution of Mock Conversion 1.3 activities
 - Commenced Build & Test of Welfare to Work (WtW) Legacy Data Solution SCR
 - Continued developing design for WtW Legacy Data Solutions Reports
- ▶ Technical Architecture activities:
 - Continued workstation installation for Mendocino, Monterey, Kern, Madera, Mariposa, Amador, Tuolumne, and San Joaquin Counties
 - Completed Help Desk workstation installation in Madera, Amador, and Tuolumne Counties
 - Conducted Unicenter training for Mariposa ,Madera, Amador, Tuolumne, and San Joaquin Counties
 - Continued Imaging Conversion planning with Merced, Riverside, Stanislaus and San Bernardino Counties

For more information contact John Boule at 916-851-3226 or boulej@c-iv.org

Project Website: <http://www.c-iv.org/>

ISAWS Migration Project Overview



ISAWS Update

- ▶ MC DRA CHIPRA (MCR 2433) – Addresses the mandated change in ACWDL 09-27 to grant full-scope Medi-Cal to individuals who claim to be a U.S. citizen or U.S. national applicant during their reasonable opportunity to provide (ROP) period. This allows for these individuals to obtain DRA citizenship or identity documentation. The implementation is tentatively scheduled for August 31, 2009.
- ▶ Conversion related efforts include working with the C-IV Project on the following:
 - Weekly Build/Data Mapping Sessions
 - Interface Partner meetings
 - Bi- Weekly Conversion Workgroup Meetings
 - Site Preparation and Installation Meetings with the Counties
 - Monthly Managers Meeting
 - Conversion work efforts in the current workload:
 - Legacy Data Solution (MCR 2405) – C-IV requested that the ISAWS and WTW applications be maintained with inquiry-only access after conversion to the C-IV system. Currently in testing phase and an all county demonstration is scheduled for August 13, 2009, via PlaceWare.
 - Mock Conversion (MCR 2412) – Work effort will allow for mock conversions to occur prior to each wave's cutover to the C-IV system. The third execution of the Mock Conversion MCR occurred in June 2009. The fourth execution for Wave 1 is scheduled to occur August 2009.
 - Cutover Activities (MCR 2415) – Work effort will address all cutover activities needed to be conducted by the ISAWS Project in order to complete cutover for each county.
 - Welfare to Work (WTW) PDF NOAs (MCR 2421) – Work effort will allow for WTW NOAs dated after April 2005 to be converted to a PDF format in order to be accessible by ISAWS Counties as part of the WTW Legacy Data Solution.

For more information contact Joe Hogan at 916-255-0494 or joe.hogan@osi.ca.gov

RADEP I (Replacing the Q5i Quality Control System) Update

- ▶ District Office and Eligibility Technician elements can be modified and the change appears on RADEP reports.
- ▶ There is a new Analyst Name element so that if the analyst name is incorrect, it can be modified.

For more information, contact Trish Rodriguez at 916-928-2734 or trish.rodgriguez@dss.ca.gov.

RADEP Phase II Lite (E2Lite) Update

- ▶ Preliminary FFY 2008 data continue to be released to the counties. Finalization of this data is imminent, although some counties have outstanding data.
- ▶ Preliminary FFY 2009 data continue to be released to the counties.
- ▶ The Performance Measurement Counties (PMC) meeting scheduled for July 29, 2009, was cancelled due to workload and other issues.

For more information, please contact Karen Kennedy at (916) 928-2554 or Karen.Kennedy@dss.ca.gov.

Los Angeles SAWS Update

LEADER Replacement System (LRS) RFP

- ▶ On August 5, 2009, Los Angeles County, Department of Public Social Services (DPSS) concluded the LRS evaluation and selection process. DPSS announced its intent to enter into negotiations with Accenture LLP for the LEADER Replacement System.

LEADER Modifications and Enhancements

- ▶ On June 15, 2009, LEADER Build #226 was implemented to Production along with the following enhancements and several corrections:
 - CalWORKs 4% reduction effective July 1, 2009
 - CAPI 2.3% reduction effective July 1, 2009
- ▶ On July 24, 2009, LEADER Build #227 was implemented to Production along with the following enhancement and several corrections:
 - Implementation of the Modified Categorical Eligibility for Food Stamps (AB433).
- ▶ Development and testing of LEADER Build #228 continues and is scheduled for Production implementation on August 28, 2009. The following enhancement is targeted for inclusion:
 - Modifications to CalWORKs logic to exempt retirement accounts.
- ▶ Enhancements targeted for upcoming LEADER Builds are highlighted below:
 - LEADER application changes for EBT Transition from JPMorgan to ACS State and Local Solutions
 - Modifications to the sponsored non-citizen logic
 - Modifications to the restricted accounts logic
 - Implementation of Food Stamp Face to Face Waiver

For more information contact Hayward Gee at 626-312-6001, or haywardgee@dpss.lacounty.gov

LEADER Replacement System Website: http://www.ladpss.org/dpss/LRS_RFP/default.cfm

MEDS Update

- ▶ Craig v Bonta Restorations - Last summer changes were made to MEDS to not automatically terminate Craig v Bonta eligibility based on county reporting of two types of eligibility which can potentially overlap SSI/SSP eligibility. The changes impacted county reporting of eligibility as an ineligible or responsible relative member of a share of cost case and reporting of Medicare program eligibility. The changes were made because DHCS could not be absolutely certain that the required SB87 eligibility redetermination had been completed by the county for those Craig v Bonta clients. At the end of June 2009, a special file fix was run by DHCS ITSD to restore Craig v Bonta eligibility beginning July 2009 for individuals identified as having been potentially erroneously discontinued from Craig v Bonta eligibility prior to last summer's changes and who had no subsequent regular Medi-Cal eligibility reported to MEDS. These individuals will show on the monthly Craig v Bonta reports beginning at the end of July until counties complete an SB87 redetermination or determine that a proper SB87 redetermination was completed at the time of the original SSI/SSP termination and report that information to MEDS.
- ▶ SSI Application Denial Referrals - As a result of the 2.3 percent SSI/SSP reduction of payment standards and the maintenance of effort requirements of the American Recovery and Reinvestment Act of 2009 (ARRA), DHCS must continue Medicaid coverage currently in place for SSI/SSP individuals as though the reduction had not occurred. Therefore, applications submitted to SSA that are denied due to excess income have to be referred to counties for evaluation of all other categories of Medicaid eligibility. The referral process had to be in place by July 1, 2009 in order to protect against loss of approximately \$10 billion of increased FMAP. MEDS was modified to issue a new alert message for those SSI/SSP applicants reported as denied for excess income on or after July 1, 2009 and a new set of MEDS inquiry screens was developed to provide counties with the SSI/SSP application information needed to process the client's application for Medi-Cal.

MEDS Update (Continued)

- ▶ Upcoming DRA Citizenship Verification Changes – The Children’s Health Insurance Program Reauthorization Act of 2009 (also known as HR 2) allows states to meet the Medicaid citizenship documentation requirement via a match with Social Security Administration, which would return citizenship information. That provision of HR 2 is effective January 2010. While SSA has not yet released the specific requirements associated with that new process, DHCS is making changes to the existing MEDS SSN verification process to position our system to be able to take advantage of the new citizenship documentation process beginning January 2010. The changes currently being worked on will replace the existing semi-annual SSN verification process with a daily SSN verification process via the federal State Verification and Exchange System (SVES). Once the new process is implemented, MEDS daily update process will automatically trigger an SSN Verification request based on newly reported SSNs, identification of an SSN that has not yet been submitted for verification and name or birth date changes reported for SSNs that previously failed verification. Responses to these SSN verification requests will be processed by MEDS on a daily basis as received. Check upcoming MEDS Change Cycle Notices for more information on this change which is planned to be installed in August or September.
- ▶ Privacy and Security Reviews
 - The Department of Health Care Services entered into a data sharing agreement with the SSA (known as the 1137 Agreement). The agreement became effective July 1, 2007, thus limiting access to SSA data to only authorized employees who need it to perform their official duties. The agreement contains security procedures relating to protecting the privacy of SSA Personally Identifiable Information (PII) and requires the Department to perform oversight of the SSA data being accessed by multiple users throughout the state who are agents and contractors of the Department.
 - To date, DHCS staff has successfully completed 33 County Privacy and Security Reviews. While some counties were previously postponed due to last year’s budgetary delays and constraints, those County Reviews were all successfully rescheduled and completed. Unfortunately, due to budgetary delays and constraints this year, it has become necessary to modify the review schedule and postpone remaining County reviews until travel restrictions are lifted and staff resources are available. All affected counties have been or will be contacted individually and a mitigation strategy will be negotiated at that time.
 - Each of the completed reviews continues to be successful in helping the counties to identify potential privacy and security risks, as well as providing counties with valuable feedback on what they are doing well. DHCS has received encouraging feedback from each county and the Review Team expects to continue each future review with the same positive approach.
 - DHCS is currently finalizing a report template and preparing to issue reports to the 33 counties reviewed, beginning with the first reviews completed.
 - Counties should contact the DHCS Review Team at SSA.Security@dhcs.ca.gov with any questions, comments or concerns. Meg Sheldon at CWDA (msheldon@cwda.org or 916-443-1749) is also available to discuss any questions counties have about the county agreement.

For information contact John Zapata (916-552-6451 or JZapata@dhcs.ca.gov) or Cheryl Dobbins (916 440 7296 or Cheryl.Dobbins@dhcs.ca.gov)

CalWIN Update

- ▶ CalWIN Receives ISM 2009 Recognition Award for Excellence in Human Services Technology – Welfare Client Data Systems (WCDS) recently received notification that the WCDS Consortium will be honored at this year's 42nd Annual National APHSA-ISM Conference to be held in Chicago, Illinois, from August 30th through September 2nd. The Consortium has been selected for the ISM 2009 Recognition Award for Excellence in Human Services Technology in the *Innovation in Service Delivery* category. The WCDS Consortium is being recognized for its innovative approach in the implementation of the CalWIN Client Correspondence system. The CalWIN Client Correspondence's innovative design in allowing dynamic creation of correspondence, ability to deliver correspondence in 14 different languages and sheer volume of correspondence produced on a daily basis, make it unique in the industry.
- ▶ CalWIN Release 21 – Activities continue in preparation of CalWIN Release 21, scheduled for October 2009. Highlights include:
 - MEDS Eligibility Status 691 (CR4024) – CalWIN is being modified to re-establish the individual's eligibility in MEDS when the BIC card suppression is denied.
 - Employment Service Session Rosters (CR4042) – Session rosters are maintained on-line in CalWIN. Some of the larger counties request a printed version of rosters for specific sessions. CalWIN is being enhanced to include the option to print employment service session rosters in real time to the user's local printer.
 - KinGap Program Enhancements (CR4127) – CalWIN is being modified based on ACL07-13 and CFL 06/07-09. Modifications are being made to multiple functional areas including client correspondence, management reporting, data collection and eligibility determination and benefit calculation.
- ▶ CalWIN Key Projects Currently Underway
 - CalWIN Enterprise Software Upgrade - The primary objective of this effort is to upgrade the current Oracle 8i Enterprise Server installation on CalWIN systems to the current version of Oracle. Benefits include:
 - Elimination of risks surrounding system stability and performance caused by outdated, unsupported software.
 - CalWIN can leverage new Oracle features designed to improve Data Base Administration productivity, database management and system performance.
 - Performance Improvements including improved response time for long running online transactions, batch run time improvements, and balance of work loads across all servers, which enables optimization of under-utilized computing resources
 - Improved system availability by reducing the need for scheduled outages for system maintenance and release deployments
 - CalWIN Enterprise Hardware Upgrade - The primary objective of this effort is to upgrade the current CalWIN infrastructure. Highlights of the upgrade include:
 - Increased system performance, including improved response time for online transactions and improved batch run times
 - Increased system availability, due to reducing the need for scheduled outages for hardware maintenance, as well as ease of obtaining parts for newer equipment (vs. end-of-life equipment)
 - Eliminating risks associated with catastrophic failure of end-of-life, out of warranty equipment
 - Leveraging new capacity for increased disaster recovery (DR) capability
 - Ease of future scalability of HP equipment
 - Increased capacity to process volumes projected through 2013

CalWIN Update (continued)

- Opt-e-WAN Network Enhancement Upgrade - Planning efforts are currently underway to migrate the current CalWIN network from Frame Relay/ATM to Ethernet based virtual private local area network service (VPLS). AT&T's VPLS service, called OPT-E-WAN, which will allow multiple locations to communicate with each other across a wide area network. The migration to OPT-E-WAN will provide enhanced performance, reliable network, flexible bandwidth options, and inherent security. The migration, which requires the replacement of all existing County CalWIN Point of Presence (POP) Routers is planned to begin early October 2009.
- Client Correspondence Enhancement Phase II – A project to enhance the CalWIN Client Correspondence Maintenance process is in progress. This project will replace the current Client Correspondence Maintenance windows with a web-based application that further streamlines the existing processes and allows counties control in correspondence maintenance activities.
- Work Participation Rates (WPR) – While there have been many enhancements made in prior CalWIN releases to track and display Core and Non-core hours, these are being further refined in a Change Request planned for 2009. A new WPR Best Practice Guide will be included as part of the enhancement which will formalize standard processes to collect the data elements in CalWIN so that a common solution for data extraction can be employed across all counties. The guide is currently in final development stages.

For more information contact **Bob Hendricks** at **916-608-3457** or **Bob.Hendricks@calwin.org**

Project Website: <http://www.calwin.org/>

STATE PROCUREMENT REFORM

State budget actions included Information Technology Procurement Reform. Assembly Bill 21 includes the following changes in state procurement rules:

- Allows for "phased" procurements
- Allows the Department of General Services to withhold a percentage of the contract price based on relative risk (rather than the current 10 percent), to be released upon successful completion of a project.
- Eliminates Disabled Veteran Business Enterprise requirements
- Require issuance of a Request for Information (RFI) prior to and an RFP
- Other technical changes

CWS/Web Project

- ▶ The Request for Proposals (RFP) and the Implementation Advance Planning Document (IAPD) have been sent to the federal Administration for Children and Families (ACF), as well as other control agencies for review. The team is in continuous contact answering questions, providing clarifications, and reviewing suggestions for improvement. The initial response has been very positive to a well written document.
- ▶ The next group of county consultants have been identified and their contracts are in the process of being executed. It is anticipated that they will be on board October 1, 2009.

For more information contact **John Lane** at **John.Lane@OSI.ca.gov** or **Debbie Campora** at **Debbie.Campora@OSI.ca.gov**

CWS/Web Project Website: <http://www.hwcws.cahwnet.gov/newsystem/>

CWS/CMS Update

▶ Release Planning

- Release 6.3 is on schedule for release in November 2009. County Test workshops are being held in Northern and Southern California during August.
- Release 6.4 will focus on functionality needed to meet National Youth in Transition Database (NYTD) reporting requirements. The Administration for Children and Families (ACF) has directed that all states report on activities in support of Independent Living Program recipients, and other youth who have aged out of Foster Care. The federal government intends to establish a nationwide database to measure important features and outcomes of services to IV-E children - whether they are being served by Child Welfare, or Probation Departments. Outcome measures will be established for the evaluation of:
 - Youth financial self-sufficiency
 - Youth educational attainment
 - Youth connections with adults
 - Homelessness among youth
 - High-risk behavior among youth
 - Youth access to health insurance

California is positioning itself to begin data collection in October 2010. The State will utilize both data captured by the CWS/CMS, and by outcome surveys that will sample the experience of youth representative of the target populations. As a consequence, the State does not anticipate incurring proposed penalties to Chafee Foster Care Independence Program funding. Counties are currently engaged in the process to develop NYTD functionality in the CWS/CMS, and to secure services to accomplish the required surveys. A major feature of this activity is to secure data in the CWS/CMS describing all IV-E children, including those known only to the Probation Department. This will require coordination of data input between county child welfare and probation departments.

- ▶ CWS/CMS APD 08/09 County APDs – The Office of System Integration County Advance Planning Document unit has closed out FY 2008/09, completing review of 140 APDs and carrying over only two APDs into FY 2009/10. This workload was completed while the team met every Service Level Agreement (SLA). County communication has been extremely positive as well. In comparison, last FY there were 127 active APDs (37 of which were conditionally approved for FY 07/08) with 37 carryovers multiple prior FYs. The SLAs were not being met by the State and county communication was poor. This has been a very successful year for the APD team!
- ▶ Data Center Move – The Office of Technology Services, O-Tech, (formerly known as the Department of Technology Services) within the office of the State Chief Information Officer, will be relocating all customers in its Cannery site to the data center site in Rancho Cordova. This effort will be similar in many ways to the Re-Host effort undertaken in 2006 to move from IBM's facility in Colorado to the State data center. CWS/CMS staff is coordinating closely with O-Tech staff to ensure the move activities have minimal impact on county child welfare workers. They are still in the detail planning process, keeping counties informed of major activities as they are more fully planned. O-Tech anticipates having all customers out of the Cannery facility by May 2010.
- ▶ Staffing Changes – The System Support Consultant (SSC) unit within Customer Relations has had several staff leave for promotions, retirements, or for other opportunities. The project is actively recruiting to fill those vacancies. They recently hired Randy Troxel from the ISAWS project. Randy brings a wealth of knowledge about county support and will be a great asset to the team.

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