

CALIFORNIA DEPARTMENT OF CHILD SUPPORT SERVICES

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



June 22, 2006

LCSA LETTER: 06-07 **REVISED**

ALL CASES IV-D DIRECTORS

Reason for this Transmittal

- State Law or Regulation Change
- Federal Law or Regulation Change
- Court Order or Settlement Change
- Clarification requested by One or More Counties
- Initiated by DCSS

SUBJECT: IDENTIFICATION OF FORMS/TOOLS OUTSIDE CASES CONSORTIUM

At the request of the Department of Child Support Services (DCSS), the Federal Office of Child Support Enforcement (OCSE) completed a three-day Compliance Review of the San Diego County Department of Child Support Services (SD-DCSS) use of the ACSES Replacement System (ARS) together with local tools outside the approved ARS consortium application to support local child support enforcement program activities. The review assessed each of the tools developed, those in use, and tools planned for use but not implemented. SD-DCSS developed and implemented ancillary applications (tools) to supplement ARS functionality to meet local day-to-day child support enforcement business practices. These tools are unique to SD-DCSS and are not included as part of the system(s) described in the California Child Support Automation System (CCSAS) project approved Advance Planning Document (APDU). The review was performed in light of California's intent to submit an As-Needed Advance Planning Document Update (APD) for an Alternative System Configuration (ASC) and subsequent request for Federal Certification of functionality required to meet the provisions of both the Family Support Act of 1988 (FSA 88) and the Personal Responsibility and Work Opportunity Reconciliation Act of 1996 (PRWORA).

As stated in the final report of the OCSE review (attached), in order to be certified, all jurisdictions (counties) must utilize the State's approved automated child support enforcement system, single system or an ASC configuration, for the efficient, effective, and uniform California child support enforcement. Requirements include:

- There must be no duplicative application software; that is, the same functions cannot be performed by different software modules.
- There must be no duplicative data entry. Common data elements contained in more than one component are only entered once and updates to common data elements are automatically made in all components; that is, the data in all components are electronically synchronized.
- All system components must be electronically linked and the linkage is transparent to users.

Further analysis by DCSS revealed that both Orange and Los Angeles County Local Child Support Agency (LCSAs) also used some forms outside of the ARS system. DCSS and OCSE subsequently approved a Corrective Action Plan (CAP) for all three ARS LCSAs. The final federal report is attached for your review and serves to clarify the federal perspective on what local tools are acceptable and what tools violate the certification rules for an ASC.

DCSS will be amending California's State Plan, indicating that the State has a certifiable statewide system, no later than September 30, 2006. Prior to submitting this amendment, it is imperative that DCSS confirm that all LCSAs are complying with federal rules for standardization and uniformity across consortia, are only using approved consortia system generated forms, and that electronic case updates, including data-specific information contained in the form is captured in a way that it can be recreated at a later date if necessary.

In response to the federal review and final report, if a LCSA is using any form(s) to perform case related activities outside of those forms produced by the CASES consortium then they must identify that condition to DCSS. **This includes any judicial forms developed outside CASES to meet specific Court Commissioner demands. DCSS is working with the Judicial Council to ensure commissioners understand the impact to certification. The department is requesting commissioners to use only the standard/approved Judicial Council forms.** Additionally, LCSAs are required to identify any automated tools that have been developed to perform functionality existing in CASES or to interact with CASES, including some detail about how the data interaction with the application happens. **Please send the attached form identifying any issues in the LCSA with forms and/or tools being used outside the CASES system, including a planned retirement date, no later than June 23, 2006. Samples of customized judicial forms should be included with the customization clearly identified.** The form **and samples** should be mailed to:

Steve Grogan
Assistant Deputy Director
Technology Services Division
Department of Child Support Services
P. O. Box 419064
Rancho Cordova, CA 95741-9064

If you have any questions or concerns regarding this matter, please contact Steve Grogan or myself at (916) 464-5333.

Sincerely,

/S/ Joan Obert

JOAN OBERT
Deputy Director

SELF-IDENTIFICATION LETTER

DATE:

TO: Steve Grogan
Assistant Deputy Director
Technology Services Division
Department of Child Support Services
P. O. Box 419064
Rancho Cordova, California 95741-9064

FROM: _____
Name Title County

SUBJECT: Forms Generation and Automated Tools

- A. I am identifying the following forms used for child support case processing that are produced outside the CASES consortium system. Itemize for **each form** the following information:
- Form Name/Purpose
 - What CASES form does it replace?
 - What data is used (download/upload) from CASES to this form?
 - When will you retire the form(s)?
- B. I am identifying the following judicial forms used for child support case processing that are produced outside the CASES consortium system. Itemize for **each form** the following information and **submit a sample**:
- Form Name/Purpose
 - What CASES form does it replace?
 - What data is used (download/upload) from CASES to this form?
 - When will you retire the form(s)?
 - **Identify the change/customization done at your court's request.**
- C. I am identifying that my LCSA uses the following automated tools that have been developed outside the consortium system to perform functions/tasks available within CASES functionality. The tools developed and implemented by my LCSA are documented below. Please include the following data in your response:
- Tool Name/Purpose
 - Brief Description of Functionality
 - Describe specific data interactions with consortium system in detail.
 - When will the tools be retired?

Signature of IV-D Director: _____

Certification Date: _____

Agency Contact: _____

Agency Contact Phone Number: _____

Agency Contact Email Address: _____

San Diego County Child Support Enforcement System

OCSE Compliance Review

February, 2006



**U.S. Department of Health and Human Services
Administration for Children and Families
Office of Child Support Enforcement**

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EXECUTIVE SUMMARY

San Diego County developed and implemented ancillary applications (tools) to supplement ARS functionality to meet San Diego's day-to-day child support enforcement business practices. These tools are unique to San Diego County and are not included as part of the system(s) described in the California Child Support Automation System (CCSAS) project approved Advance Planning Document (APDU).

During the period from February 21 – 23, 2006, the Federal Office of Child Support Enforcement (OCSE) completed a three-day Compliance Review of San Diego County's use of the ACSES Replacement System (ARS) and tools to prosecute County child support enforcement with respect to their effect on California's intent to submit an As-Needed Advance Planning Document Update (APD) for an Alternative System Configuration (ASC) and subsequent request for Federal Certification of functionality required to meet the provisions of both the Family Support Act of 1988 (FSA 88) and the Personal Responsibility and Work Opportunity Reconciliation Act of 1996 (PRWORA).

A total of 16 tools were assessed: nine that are integrated in an application called "DALLY," a document generation tool ("ARS Front End"), a document template depository ("I" Drive), and five unique stand-alone web-applications. San Diego provides that these tools were developed and implemented to improve caseworker productivity, provide better customer support, and/or support unique San Diego County child support enforcement requirements (functionality).

In order for a state to be certified all jurisdictions (counties) must utilize the State's approved automated child support enforcement system, single system or an ASC configuration, for the efficient, effective, and uniform prosecution California child support enforcement.

- There must be no duplicative application software; that is, the same functions are not performed by different software modules.
- There must be no duplicative data entry. Common data elements contained in more than one component are only entered once and updates to common data elements are automatically made in all components; that is, the data in all components are electronically synchronized.
- All system components must be electronically linked and the linkage is transparent to users.

The federal review team provides the following conclusions based on their assessment:

ARS Front End & "I" Drive

Case documents are being generated outside the approved consortia system. In some cases the same document is being generated from three different platforms (ARS, ARS Front End, and "I" Drive) by different business (functional) units.

The caseworker must manually type an entry into the ARS case history to indicate a document was generated from Front End and the "I" Drive. Although this appears to be the County's

standard operating procedure, manual case historical entries can be forgotten. More important, manual case histories do not often capture the exact county specific language added to a particular document.

The caseworker must manually re-key all applicable case data from ARS to the document for all documents generated from the I-Drive.

DALLY

Of the nine tools that comprise DALLY; it appears that at there are no issues with the Case Department Assignment, Ad-hoc Reporting, Service Tracking and Billing, Daily Court Calendar, and Audit tools. At issue are the Case Summary Screen, the 35/65 Day letter, the Response Declaration Letter, and the Federal Case Registry (FCR) tool.

1. The Case Summary Screen – provides case workers with a more detailed and more comprehensive summary of case demographic and financial history than that provided by the ARS Case Summary Screen. San Diego caseworkers indicate that the screen's print function provides a more efficient means of providing hard-copy case histories and financial information than that provided by ARS.
2. The 35/65 Day Letter – provides San Diego County specific enforcement remedy and document generation that is outside of ARS.
3. Responsive Declaration – provides San Diego County with an automated tool to generate a responsive declaration to the court to pleadings outside of ARS.
4. FCR Tool – automatically generates an employer verification letter outside of ARS.

Stand-Alone Web-Based Applications

Based upon the information provided, there appear to be no issues.

Federal Financial Participation

The development these tools may have been claimed as expenditure for Federal Financial Participation (FFP). OCSE has a long standing policy with California that FFP is not available for unique county enhancements to the system and definitely not for tools outside the approved system configuration.

SAN DIEGO COUNTY COMPLIANCE REVIEW

1. INTRODUCTION

During the period from February 21 – 23, 2006, the Federal Office of Child Support Enforcement (OCSE) completed a three-day Compliance Review of San Diego County's use of the ACSES Replacement System (ARS) and ancillary applications (tools) to prosecute County child support enforcement. The purpose of this review was to assess these tools with respect to their effect on California's intent to submit an As-Needed Advance Planning Document Update (APD) for an Alternative System Configuration (ASC) and subsequent request for Federal Certification of functionality required to meet the provisions of both the Family Support Act of 1988 (FSA 88) and the Personal Responsibility and Work Opportunity Reconciliation Act of 1996 (PRWORA). The purpose of a statewide automated child support enforcement system, single system or an ASC is for all jurisdictions (counties) to utilize their approved automated child support systems configuration for the effective, efficient, and uniform prosecution California child support enforcement.

1.1 BACKGROUND

Based on a timeline provided by County staff, instead of conducting business process reengineering prior to conversion to ARS, their approved consortia system, San Diego County developed an implemented ancillary tools to supplement ARS functionality to meet San Diego's day-to-day child support enforcement business practices. These tools are unique to San Diego County and are not included as part of the system(s) described the California Child Support Automation System (CCSAS) project approved Advance Planning Document (APDU).

1.2 METHODOLOGY

The review team assessed these tools for issues relative to: compliance with the approved CCSAS APDU; California's intent to request approval of an Alternative System Configuration (ASC) As-needed APDU; and, for issues relative to Federal certification of the ASC, if approved. A total of 16 tools were assessed: nine that are integrated in an application called "DALLY," a document generation tool ("ARS Front End"), a document template depository ("T Drive), and five unique stand-alone web-applications. These tools were developed and implemented to improve caseworker productivity, provide better customer support, and/or provide unique San Diego County child support enforcement requirements.

DALLY System

Tool	Description	Status
Audit	Facilitates accurate and timely analysis of the case transaction history to ensure the appropriate distribution and disbursement of collections.	Not in use
Response Declaration	Automatically generates declaration with relevant case information is populated automatically.	In use
35/65 Day Letter	Advises NCP of their delinquency at 35 and 65 days from non-payment.	In use
FCR	Provides an automated means for the review, analysis and upload of exception data being returned from the Federal Case Registry. Also generates an employer verification letter	In use
Daily Court Calendar	Provides a real-time, accurate accounting of all available and assigned Child Support court slots by day, time and court.	In use
Case Summary Screen	Provides a single screen summary of all critical case information.	In use
Service Tracking & Billing	Provides the status of LCSA service requests to our private service vendor.	In test
Ad-hoc Reporting	Provides easy to use ad hoc reporting capabilities to management staff from their desktops.	In test
Case Department Assignment	Allows staff to assign cases to the appropriate department at one of two Superior Court locations.	In use

Document Generation

Tool	Description	Status
ARS Front End	Provides for automated generation of a variety of child support documents.	In use
"I" Drive	MS Word template depository	In use

Stand-Alone Web-Based Applications

Tool	Description	Status
Audit	Facilitates accurate and timely analysis of the case transaction history to ensure the appropriate distribution and disbursement of collections.	In use
Credit Card	Provides a means to facilitate the timely processing of payments made by an NCP via credit card.	In use
Case Opening	Provides an online means for the Custodial Party (CP) to provide all relevant information necessary for the accurate and timely opening of a new non-welfare case.	Not in use
Case Information	Provides CP/NCP on-line court hearing and payment history information.	In use
Case Location	Provides the physical location of the case to case participants and child support staff.	In use

The review team was comprised of the following individuals:

Michael Rifkin, Lead IT Specialist, DSTS/OAPO/OCSE
 David Tabler, Senior Consultant, BAE/DSTS/OAPO/OCSE
 Nishant Agrawal, Senior Consultant, BearingPoint, CCSAS IV&V/CA
 Dan Casey, Senior Consultant, BearingPoint, CCSAS IV&V/CA
 Steve Grogan, Assistant Deputy Director, TSD/DCSS/CA

In addition to the on-site demonstrations and interviews, the review team also inspected the following documentation:

- a. San Diego County's assessment worksheets for each county unique application.
- b. A detailed list of all documents on ARS Front End and "I" Drive.
- c. A Visio diagram of the applications, showing the screen shots, and applicable data elements.
- d. A 30 day data transaction dump of the DALLY and Front End to aid OCSE in determining the volume of document generation being conducted outside the ARS system.
- e. Copies of documents available on ARS, but generated via one or more of the San Diego applications.

1.3 SUMMARY OF FINDINGS AND RECOMMENDATIONS

In order to be certified all jurisdictions (counties) must utilize the State's approved automated child support enforcement system, single system or an ASC configuration, for the efficient, effective, and uniform prosecution California child support enforcement.

- There must be no duplicative application software; that is, the same functions are not performed by different software modules.
- There must be no duplicative data entry. Common data elements contained in more than one component are only entered once and updates to common data elements are automatically made in all components; that is, the data in all components are electronically synchronized.
- All system components must be electronically linked and the linkage is transparent to users.

The State indicated during various OCSE Quarterly Project Compliance and Independent Verification and Validation (IV&V) reviews that they were taking measures to standardize the way counties prosecute child support enforcement. It appears, but is not yet verified, that San Diego County is not an isolated case of a county that has ignored this statewide standardization.

ARS Front End & "I" Drive

Case documents are being generated outside the approved consortia system. In some cases the same document is being generated from all three platforms (ARS, ARS Front End, and "I" Drive) by different business (functional) units.

The caseworker must manually type an entry into the ARS case history to indicate a document was generated from Front End and the "I" Drive. Although this appears to be the County's standard operating procedure, manual case historical entries can be forgotten. More important, manual case histories do not often capture the exact county specific language added to a particular document.

The caseworker must manually re-key all applicable case data from ARS to the document for all documents generated from the I-Drive.

DALLY

Of the nine tools that comprise DALLY; it appears that at there are no issues with the Case Department Assignment, Ad-hoc Reporting, Service Tracking and Billing, Daily Court Calendar, and Audit tools. At issue are the Case Summary Screen, the 35/65 Day letter, the Response Declaration Letter, and the FCR tool.

1. The Case Summary Screen – provides case workers with a more detailed and more comprehensive summary of case demographic and financial history than that provided by the ARS Case Summary Screen. San Diego caseworkers indicate that the screen’s print function provides a more efficient means of providing hard-copy case histories and financial information than that provided by ARS.
2. The 35/65 Day Letter – provides San Diego County specific enforcement remedy and document generation that is outside of ARS.
3. Responsive Declaration – provides San Diego County with an automated tool to generate a responsive declaration to the court to pleadings outside of ARS.
4. FCR Tool – automatically generates an employer verification letter outside of ARS.

Stand-Alone Web-Based Applications

Based upon the information provided, there appear to be no issues.

Federal Financial Participation

The development these tools may have been claimed as expenditure for Federal Financial Participation (FFP). OCSE has a long standing policy with California that FFP is not available for unique county enhancements to the system and definitely not for tools outside the approved system configuration.

1.4 ACTION ITEMS

2. San Diego County will provide to OCSE and the State:
 - a. A detailed list of all documents on ARS Front End and “T” Drive and their intended use.
 - b. A 30 day data transaction dump of the DALLY and Front End to aid OCSE in determining the volume of document generation being conducted outside the ARS system.
 - c. Copies of documents available on ARS, but generated via one or more of the San Diego applications.**Status:** Completed.
3. Upon receipt and analysis of the above, OCSE will generate a report to the State delineating issues and remedies.
Status: Contained in this report.
4. OCSE will determine the need to audit of San Diego to determine if FFP was claimed for any of the county-unique enhancements.
Status: State will perform audit and report results to OCSE Region IX staff.
5. The State must determine if similar problems exist in other counties.
Status: On-going.

2. FINDINGS AND RECOMMENDATIONS

San Diego County (County) Department of Child Support Services (DCSS) utilizes a variety of tools/applications in addition to ACSES Replacement System (ARS) to perform child support business. The following sections provide a discussion of each of these 16 tools and provides the review team's assessment of issues related to these tools with respect to their effect on California's intent to submit an As-Needed Advance Planning Document Update (APD) for an Alternative System Configuration (ASC) and subsequent request for Federal Certification of functionality required to meet the provisions of both the Family Support Act of 1988 (FSA 88) and the Personal Responsibility and Work Opportunity Reconciliation Act of 1996 (PRWORA).

2.1 AUDIT TOOL

Description: For case audits, this application combines current ARS and legacy San Diego County data. With the exception of interest required for payments tracked in the legacy database, the tool presents all financial information on a single screen. The Audit Tool uses current ARS data, historical ARS data from monthly downloads, and legacy financial data from the RALLY 2000 database.

Platform: DALLY

Status: Not in use

Is this functionality available in ARS: No

Issues: Based on the information provided, there appear to be no certification issues with this tool.

Recommendation: None

2.2 35-65 DAY LETTER

Description: This tool generates letters to Non-Custodial Parents (NCPs) that are 35 or 65 days delinquent in their payments. This letter compliments existing outreach activities related to enforcement. Previously, staff would provide a list by phone, or manually generate a letter regarding a missed payment. The letters are generated based on data from the monthly ARS downloads and live ARS data.

Platform: DALLY

Status: In Use

Is this functionality available in ARS: No

Issues: As currently designed, this tool will not meet Federal certification requirements. This letter generation process does not automatically update the case data in ARS, and the records of the letters are not included in ARS. The caseworker must manually type an entry into the ARS case history to indicate a document was generated. Although this appears to be the County's Standard Operating Procedure (SOP), manual case historical entries can be forgotten. More important, manual case histories do not often capture the exact county specific language added to a particular document.

Recommendation: There are multiple options as listed below. OCSE recommends option 1, since this would provide common functionality for all ARS counties.

1. Modify ARS to automatically generate the 35-65 Day Letter and populate the case record.
2. According to San Diego staff, there is a remote procedure call (RPC) defined in ARS that would allow a record of the letter generation to be added to ARS, but the consortium has not allowed San Diego County DCSS to use it. Modify ARS to allow generation of this record.
3. Modify San Diego's business practices to eliminate the 35-65 Day Letter.

2.3 RESPONSIVE DECLARATION

Description: This tool produces the Responsive Declaration that is used for court filings. It auto-populates case information and allows a user to add text specific to each particular case. This text is required by the San Diego Superior Court. The application uses the ARS downloads and data keyed directly by the user generating the form.

Platform: DALLY

Status: In Use.

Is this functionality available in ARS: Yes, but not in a format acceptable to San Diego courts.

Issues: As currently designed, this tool will not meet Federal certification requirements. The user must manually enter case data into this tool; it should be automatically entered from ARS. Also, data updated using this tool is not automatically updated in ARS. Finally, a record of the document generation is not included in ARS. The caseworker must manually type an entry into the ARS case history to indicate a document was generated. Although this appears to be the County's Standard Operating Procedure, manual case historical entries can be forgotten. More important, manual case histories do not often capture the exact county specific language added to a particular document.

Recommendation: Obtain San Diego county court acceptance of the documents generated by the ARS consortia system, thus eliminating the need for this off-line document generation tool.

2.4 FEDERAL CASE REGISTRY (FCR) TOOL

Description: This tool provides an automated means for the review, analysis and upload of exception data being returned from the Federal Case Registry. It also generates an employer verification letter, when required. When matches are found, the data is stored in the FCR batch file format and resubmitted for loading in ARS. There is no direct update to ARS data. This application uses San Diego's FCR exception file, the monthly ARS extracts, and RPC links to live ARS data.

Platform: DALLY

Status: In Use.

Is this functionality available in ARS: No

Issues: As currently designed, this tool will not meet Federal certification requirements. The generation of the employer verification letter is not recorded in ARS. The caseworker must manually type an entry into the ARS case history to indicate the document was generated. Although this appears to be the County's Standard Operating Procedure, manual case historical entries can be forgotten. More important, manual case histories do not often capture the exact county specific language added to a particular document.

Recommendation: Generate the employer verification letter in ARS.

2.5 CALENDAR TOOL

Description: The Calendar Tool provides a real-time, accurate accounting of all available and assigned child support court slots by day, time and court department. This tool allows for the calendar size and available hearing types for each court department to be managed by designated staff based upon information communicated to them by the Superior Court. The court data is maintained in a local database. The child support case number is selected from the monthly ARS extracts.

Platform: DALLY

Status: In Use

Is this functionality available in ARS: No

Issues: Based on the information provided, there appear to be no certification issues with this tool.

Recommendation: None.

2.6 CASE SUMMARY SCREEN

Description: The Case Summary screen is a read-only screen that provides primary demographic information on all case participants as well as case events, establishment, enforcement, and financial data allowing the user to get a “big picture” view of the entire case. This application uses legacy County data, monthly ARS extracts, and live ARS data.

Platform: DALLY

Status: In use, extent uncertain.

Is this functionality available in ARS: No

Issues: During the presentations by county DCSS staff, the review team was told this tool was not in use and was only available to a limited number of staff for testing only. However, during the review team’s visit to the county offices, San Diego caseworkers indicated they are using this tool. They also indicated that they are using the screen’s print function as a more efficient means of providing hard-copy case histories and financial information than that provided by ARS.

Recommendation: As long as the tool is used as a read only-screen, there appears to be no certification issue. However, if the print function is being used instead of ARS to provide hard-copy case histories and financial information, this would be a certification issue. OCSE’s recommendation is to limit this tool to its intended use by eliminating the screen’s print function.

2.7 SERVICE TRACKING AND BILLING

Description: The Service Tracking tool tracks the status of LCSA service requests to the private service vendor. Currently, documents are manually tracked by staff or a report must be run out of ARS by request. The vendor invoicing and interaction is entirely a manual process. This application uses data from the monthly ARS data extracts, live data from ARS, and the local county database.

Platform: DALLY

Status: In test.

Is this functionality available in ARS: Not for billing – done offline in Los angeles and Orange counties.

Issues: Based on the information provided, there appear to be no certification issues with this tool.

Recommendation: None.

2.8 AD-HOC REPORTING

Description: The Ad-hoc Reporting tool provides easy to use ad hoc reporting capabilities to management staff from their desktops. This application uses monthly ARS extracts and its own stand-alone database.

Platform: DALLY

Status: In test.

Is this functionality available in ARS: No.

Issues: Based on the information provided, there appear to be no certification issues with this tool.

Recommendation: None.

2.9 CASE DEPARTMENT ASSIGNMENT

Description: The Case Information Tool allows staff to change the department a case is assigned to in the system. This department is where hearing on the case is heard and where the file is kept. The data downloaded monthly from ARS is used to retrieve the demographic data displayed on the department screen. The department is stored in the San Diego County DCSS database.

Platform: DALLY

Status: In Use

Is this functionality available in ARS: No

Issues: Based on the information provided, there appear to be no certification issues with this tool.

Recommendation: None

2.10 FRONT END FORMS LINK

Description:

The front end tool provides a means to automatically generate a variety of child support documents. While some of the forms produced by the application are county specific, others are replacements for forms that can be generated by ARS. The county identified two primary reasons for using the Front End forms instead of the ARS versions:

- The consortium is slow to update ARS with new versions of forms. The Courts in Los Angeles and Orange County appear to be fine with using older versions, but the San Diego Court requires that the most up to date forms be used.
- The ARS forms do not have the ability to allow San Diego to add the supplemental text to certain documents that the Court requires.
- The San Diego version of the form is required to meet county-specific business practices.

Platform: Front End

Status: In Use.

Is this functionality available in ARS: Many of the forms are available in ARS as shown in the following table:

Section	Total Number of Forms	Forms Available in ARS	Forms Used Exclusively in ARS
Front End	31	20	9

Total Number of Forms: Number of forms available in business area.

Forms Available in ARS: Number of forms that satisfy a similar business need and are available in ARS. Please note that sometimes San Diego County uses a slightly different version of the same form from another application (I drive, intranet etc), which has been developed for variations needed to suit their specific business needs.

Forms Used Exclusively in ARS: Number of forms in this business section, which are exclusively used from ARS.

This summary is based on the spreadsheet sent by San Diego County DCSS to OCSE. In some cases, the counts do not add up to the total number of forms due to the way the forms were coded in that spreadsheet.

Issues: Case documents are being generated outside the approved consortia system. In some cases the same document is being generated from three different platforms (ARS, ARS Front End, and “I” Drive) by different business units.

For documents generated from the Front End tool, the caseworker must manually type an entry into the ARS case history to indicate the document was generated. Although this appears to be the County’s standard operating procedure, manual case historical entries can be forgotten. More important, manual case histories often do not capture the exact county specific language added to a particular document.

Recommendation: Continued use of the Front End tool will not be acceptable for Federal certification.

For documents available in ARS, San Diego County must re-assess their business practices to allow utilization of the ARS forms. In addition, with the aid and support of the State, they must work with the courts to accept the ARS forms. Additionally the State must ensure these forms will be available in CCSAS Version 2.

For documents not available in ARS, the State should work with San Diego and Los Angeles County to determine how these forms can be made available through ARS. Additionally, the State must ensure these documents will be available in CCSAS Version 2.

2.11 “I” DRIVE FORMS

Description: This is a depository of Microsoft Word templates that are located on a shared drive on the county office’s network. The majority of these documents were originally created before the County had any type of automated systems. As systems were installed, the documents were initially maintained as a backup for when County IT systems – RALLY and Front End – were unavailable. This has progressed to where forms are now used as the primary method for producing some documents.

Platform: Stand Alone

Status: In Use

Is this functionality available in ARS: Many of the forms are available in ARS as shown in the following table:

Section	Total Number of Forms	Forms Available in ARS	Forms Used Exclusively in ARS
Administrative	30	0	0
Enforcement	67	7	0
Forms - Miscellaneous	48	9	0
Fax Cover Sheets	7	0	0
Letters To CP	46	7	1
Letters To NCP	26	1	1
Legal	57	16	0

Letterhead	4	0	0
Letters - Medical Insurance	12	4	4
Letters - Liens	35	3	0
Letters To Other Agencies	21	7	2
Letters - WCAB, SLMS, Credit, Tax	37	15	1
Self-Pack	11	11	0
Interstate	40	16	2
Grand Total	441	96	11

Total Number of Forms: Number of forms available in business area.

Forms Available in ARS: Number of forms that satisfy a similar business need and are available in ARS. Please note that sometimes San Diego County uses a slightly different version of the same form from another application (I drive, intranet etc), which has been developed for variations needed to suit their specific business needs.

Forms Used Exclusively in ARS: Number of forms in this business section, which are exclusively used from ARS.

This summary is based on the spreadsheet sent by San Diego County DCSS to OCSE. In some cases, the counts do not add up to the total number of forms due to the way the forms were coded in that spreadsheet.

Issues: Case documents are being generated outside the approved consortia system. In some cases the same document is being generated from three different platforms (ARS, ARS Front End, and “I” Drive) by different business units.

For documents generated from the “I” Drive, the caseworker must manually type an entry into the ARS case history to indicate a document was generated. Although this appears to be the County’s standard operating procedure, manual case historical entries can be forgotten. More important, manual case histories do not often capture the exact county specific language added to a particular document.

The caseworker must manually re-key all applicable case data from ARS to the document for all documents generated from the I-Drive.

Recommendation: Continued use of the “I” Drive for document generation will not be acceptable for Federal certification.

For documents available in ARS, San Diego County must re-assess their business practices to allow utilization of the ARS forms. In addition, with the aid and support of the State, they must work with the courts to accept the ARS forms. Additionally the State must ensure these forms will be available in CCSAS Version 2.

For documents not available in ARS, the State should work with San Diego and Los Angeles County to determine how these forms can be made available through ARS. Additionally, the State must ensure these documents will be available in CCSAS Version 2.

2.12 CREDIT CARD TOOL

Description: The credit card tool was created as a means to facilitate the timely processing of payments made by an NCP via credit card.

Platform: Stand Alone

Status: In Use

Is this functionality available in ARS: No

Issues: Based on the information provided, there appear to be no certification issues with this tool.

According to the County, the Statewide system currently cannot accept credit card payments. When payments must be made directly to the State Disbursement Unit (SDU), San Diego County Non-Custodial Parents (NCPs) will lose the ability to pay by credit card. This is currently scheduled for June or July 2006. The issues that other counties have related to Date of Receipt versus Date of Collection with the SDU will also apply to San Diego's credit card payments when the County moves to the SDU in March 2006.

Recommendation: If the SDU supports credit card processing, delete use of this tool and use the SDU functionality.

2.13 CASE OPENING TOOL

Description: This tool provides an online means for the Custodial Party (CP) to provide all relevant information necessary for the accurate and timely opening of a new non-welfare case.

Platform: Stand Alone

Status: Not in Use

Is this functionality available in ARS: No

Issues: Based on the information provided, there appear to be no certification issues with this tool.

Recommendation: None

2.14 CASE INFORMATION TOOL

Description: This tool provides the CP/NCP on-line court hearing and payment history information.

Platform: Stand Alone

Status: In use

Is this functionality available in ARS: No

Issues: Based on the information provided, there appear to be no certification issues with this tool.

Recommendation: None

2.15 CASE LOCATION TOOL

Description: This tool provides the physical location of the case to case participants and child support staff.

Platform: Stand Alone

Status: In use

Is this functionality available in ARS: No

Issues: Based on the information provided, there appear to be no certification issues with this tool.

Recommendation: None

2.16 STAND ALONE AUDIT TOOL

Description: For case audits, this application combines current ARS and legacy San Diego County data. With the exception of interest required for payments tracked in the legacy database, the tool presents all financial information on a single screen. The Audit Tool uses current ARS data, historical ARS data from monthly downloads, and legacy financial data from the RALLY 2000 database.

Platform: Stand Alone

Status: In use

Is this functionality available in ARS: No

Issues: Based on the information provided, there appear to be no certification issues with this tool.

Recommendation: None