

CALIFORNIA DEPARTMENT OF CHILD SUPPORT SERVICES

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



May 10, 2001

LCSA LETTER: 01-10

TO: ALL IV-D DIRECTORS

SUBJECT: PRISM ADVISORY GROUP MEETING MINUTES

Please find attached the minutes from the April 5, 2001 Pre-Statewide Interim Systems Management (PRISM) Advisory Group (PAG) meeting. The PAG is a forum for consortia lead counties and the State (Department of Child Support Services, Department of Justice, and Franchise Tax Board) to exchange information related to program policies and procedures that may impact automation. Although not all counties attend the PAG meeting, all counties receive copies of the PAG meeting minutes.

If you have any questions, please contact Rick Torres at (916) 464-5497.

Sincerely,

JOAN OBERT
Assistant Deputy Director
Technology Services Division

DCSS-SY-2001-GOV-0038



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www.childsup.cahwnet.gov

PRISM ADVISORY GROUP (PAG)
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Attendees

NAME	ORGANIZATION	NAME	ORGANIZATION
Barbara Catlow	ARS	Linda Patterson	DCSS
Daniel Scott	ARS	Rick Torres	DCSS
Paula Deen	BEST	Steven Rogers	DCSS
Milt Hyams	CASES	Doug Rose	DCSS
Dennis Covell	CASES	Ed Del Real	DCSS
Lisa Cruz	CASES	Elaine Moody	DCSS
Christine Anderson	CASES	George Peacher	DCSS
Jim Beaumont	CHASER	Larry Satter	DCSS
Debra Harvey	DOJ	Walt Kagel	DCSS
Jim Mohler	KIDZ	Joan Obert	DCSS
Daryl Zimmerle	KIDZ	DeeAnn Hebert	CCSAS Project
Bill Malloy	KIDZ	Mary Jones	CCSAS Project
Gail Thomas	STAR/KIDS	Leigh Ann Leshock	HHSDC
Edwina Young	DCSS	Deanne Wertin	KPMG/IV&V
Wes Higashi	DCSS	Jim Focht	KPMG/IV&V
Vic Johnson	DCSS	Sam Fahr	KPMG/IV&V

Child Support Integrated Data Base (IDB)

Vic Johnson of DCSS presented the following information in regards to IDB:

- The problem of truncated addresses on the annual and weekly notices (DPS 236) has been corrected.
- Copies of the "Annual Cases Accepted by Agency" were mailed to counties during the last part of February.
- Funds Transfer Report schedule #042056A, transfer date 01/24/01, was sent in error to the counties. A revised CSD2702 report dated 01/27/01 will be issued the week of April 2nd and is to replace the report dated 01/18/01. The difference between the two reports will be adjusted on schedule #042077A. The automated file that contained D011801s is the file that matches the revised CSD2702 report that will be sent to the county.
- IDB is in the process of discussing with FTB improvements in IDB interface processing. NOTE: It was confirmed that once an obligor is deleted from the FTB Intercept process, that FTB is rejecting the transaction. DCSS is working with FTB to be able to 're-add' previously deleted NCP intercept transaction. Counties should review the CSD2154 FTB Rejected Records Report that they receive from IDB to determine if this type of error has occurred.
- IDB staff is working on a file reconciliation with EDD. The EDD reconciliation is scheduled to occur during the week of April 9th. Counties can expect a large EDD Mismatch Name Report (CSD2350) to be sent as part of the reconciliation effort. If the counties do not respond to the report within 45 days

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the NCP will be deleted from the EDD file. If you have questions regarding the EDD reconciliation call Claude Smith at (916) 464-5326.

- If you have just converted or plan to convert to a consortium system contact Estella Johnson at (916) 464-5324 to coordinate the old case ID's with the new case ID's. Without coordination the NCP credit bureau history is misleading.

IRS Intercept Problems

Discussion was held about problems with delete transactions for the IRS Intercept process for the past several years. Each year, counties assure NCPs their names have been deleted and they will not have their tax refunds offset for child support obligations. The county sends a delete transaction to the IDB process but the NCP appears not to have been deleted from intercept agencies. This presents a huge customer service problem for the local agencies. Counties which experience problems such as this should perform a reconciliation with IDB (full file/field reconciliation – not just closed cases).

Vic reported on the following known IRS Intercept process problems:

- Deletion of NCPs requires full analysis of the obligors status on the IDB and, based on certain conditions, may require multiple transaction to remove the obligor from the IRS Intercept process. Important delete transaction rules include:
 - NCPs not deleted if there is any balance due on any account in any county. Any amount due (i.e., \$3.00, etc.) would result in a NCP not being deleted from the intercept transaction (this applies to both TANF and Non-TANF arrearage fields).
 - IDB processing changes in 1999 result in account balances no longer zeroing out the balance annually. IDB does not know how counties apply payments, requiring counties to issue IDB update transactions to keep NCP obligations current.
 - After an offset payment is collected, the county must to update the arrearage balance due as part of its normal IDB transaction processing.
- During the period of November 10, 2000 through January 11, 2001, IDB was unable to send updates to OCSE/FMS due to a file "freeze" period. On February 22, 2001, IDB sent a revised file to OCSE/FMS that contained the missing deletes.
- IDB started distributing the IRS reject report (CSD2254) in March. Based on the questions received from the counties a set of guidelines have been developed for working the report to correct input errors:
 1. INVALID SSN: Assume the NAME and SSN are invalid.
 2. INVALID SSN: Delete the NCP from the local county system and submit the delete to IDB on form CS871/872. Insert zeros in the applicable arrearage fields.
 3. If the right SSN is located then send an Add transaction to IDB.

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4. INVALID FIRST OR LAST NAME/ NAME DOES NOT AGREE: The system matches to the name originally submitted. If the name has changed it will not match with what is in IDB.
5. SSN NOT FOUND ON FMS, An NCP that has not filed a return for years may not be on file.

ACTION ITEM: Please e-mail Bill Brown at bill.brown@dcss.ca.gov with the name and phone number of the contact person in your organization for data processing technical support for IDB.

Locate/Intercept Applications Section Contact Phone Numbers:

IDB Technical Questions – Bill Brown, IDB Coordinator (916) 464-5322
CRS/LMS Technical Questions – Estella Johnson (916) 464-5324
All County Input/Output – Trudi Clark (916) 464-5323
Intercept Program Questions – Tanya Morales – Child Support Program (916) 464-5261

Intercept Payment Processing

George Peacher, Deputy Director, DCSS Administration Services Division, advised that the IRS process for intercepts was discussed at the IV-D Directors meeting the previous day and that he had been invited to give PAG the same overview of the processing timeline. George distributed a handout that depicted the process timeline cycle to help members understand the intercept process. Following are highlights of the IRS intercept process and associated timeframes.

- IRS Intercept Process Timeline (Using March 2001 as an example):
 - 3/1-3/4 IRS (FMS System) intercepts tax returns.
 - 3/19 OCSE receives file from IRS.
 - 3/23 OCSE to State(HHSDC).
 - 3/23 – 3/27 IDB interfaces with HHSDC.
 - 3/27 Accounting receives HHSDC reports.
 - 3/28 IRS wire to State Treasurer's Office.
 - 3/29 State Controller's Office posts cash to DCSS account.
 - 4/3 Request for payment sent to State Controller's Office.
 - 4/3 State Controller's Office processes/mails payment (5-10 days).
 - 4/13 – 4/19 Mail/county receives (3-6 days).
- IRS sends notice to NCP usually before the state is notified of the intercept.
- LCSA is required to re-pay intercepted funds to the NCP which in many cases creates cash flow problems.
- Contingency funds are available at county to cover these types of situations but during tax season these funds are often not sufficient to cover the need.

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George reported that DCSS has hired a top accounting firm to help the department assess, recommend, and establish solid accounting and cash flow management processes.

CCSAS SCP

DeeAnn Hebert, CCSAS Technical Manager, provided a project update on the statewide child support project procurement. The current push has been to finalize the Solicitation for Conceptual Proposal (SCP) to release to federal and state control agencies by May 2nd. Control agencies have 60 days to review and approve the SCP. The SCP is schedule to be released to the Quality Business Partners July 2, 2001. Other major milestones include:

- Selection of business partner on January 11, 2001
- Contract to be awarded in July, 2001

PRISM Advisory Group members requested a CCSAS Project acronym list and that the project managers continue to keep the group current on project status and decisions.

NOTE: De Ann Hebert is in the process of sending out a CCSAS Project acronym list to PRISM Advisory Group members.

Customer Satisfaction Survey

Steven Rogers, DCSS Office of Research & Program Design, gave a presentation on the baseline Customer Satisfaction Survey being conducted by the department. The vendors involved with the survey are:

- University of California at Berkeley (UCB) Survey Research Center
 - Have experience reaching low-income populations because of their work on welfare projects.
- Westat
 - One of the foremost contract research organization services in the US.
 - Experience: Bureau of Labor Statistics , US Census, SSA, National Center for Health Statistics, etc.

The survey will be conducted by UCB via telephone using a computer assisted method called CATI. The Survey will be 20 to 30 minutes long and include separate sections for the NCP and CP. There will be a \$20 incentive for the completion of the survey. Data collection begins in June with the draft report expected December 30th.

PAG members stated the need to have more detailed specifications in order the ensure that data is consistent across all consortia. It was agreed that DCSS would provide a standard file layout to PAG members early the following week.

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Note: The data extract template was provided to PAG members via email April 12th.

Independent Contractor Registry

Debra Harvey, Department of Justice presented the following information regarding the new Independent Contractor Registry process:

- Data specifications for file matching sent out to IV-D Directors by DOJ.
- EDD file has over 650,000 records.
- Test file for matching sent to EDD, results not known yet.
- 94% of the records contain an SSN.
- 1ST match set for 4/10.
- Results (paper) will be mailed to counties by end of April.
- It was suggested that there be consideration given to sending out an inquiry letter before a wage assignment was sent.
- Duplicates will be suppressed within the results.

Rhode Island Interface and ADAM

Elaine Moody, DCSS Systems Support Branch Chief, presented information on the status of the California Insurance Intercept Project (CIIP), aka Rhode Island, and ADAM projects.

CIIP

- 215,000 test cases submitted with arrears of \$23,500 or more
- Multiple match rate of 4.8%
- Single match rate of 4.17%
- Implementation should not require major systems changes

ADAM:

- Logon/Password Schedule provided by Elaine Moody
- Logon through ADAM or MEDS obtains access to both systems
- Revised letter of logon procedures sent out to counties

Undistributed Collections

Doug Rose, DCSS Office of Research & Program Design, discussed letter to counties requesting information about local undistributed collections. Discussion resulted in agreement that a requirements analysis group was needed to address conformity and consistency issues across consortia and to prepare to statewide implementation.

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Data Reliability

Edwina Young, DCSS Deputy Director, Child Support Services Division, reviewed federal data reliability issues, including the following.

- A 95% reliability rating is required to receive incentives for this year
- Audit entrance meeting with federal government was held on April 5
- Data must be kept online locally for audit trail purposes; data retention is critical
- The federal government will pull a random sample of cases for each audit line
- The federal government wants to conduct site visits to assess county systems used for the reporting purposes
- Conversion of counties to a consortia may impact reporting, counties need to work with Chuck DePoy to ensure data reliability after conversion.

County Lead Time

General discussion was held about consortia lead counties needing an appropriate amount of lead time for providing reliable estimates for performing state-directed systems changes. Additionally, clear direction and definition of requirements by the state is necessary to understand impacts to business processes and automated systems. The group again agreed the requirements analysis workgroup would be established immediately.

EDP M&O Process & Enhancement Requests

Joan Obert, Assistant Deputy Director, DCSS Technology Services Division, reported that OCSE has extended the APDU submittal deadline to early May. Federal criteria for enhancement consideration were reviewed. In general, only state-directed enhancements will be requested for SFY 2001-02.

Consortia Roles & Responsibilities

Joan led a discussion of consortia lead county responsibilities in ensuring member counties did not modify application code and that each consortia county used the exact same child support application. It was agreed that PAG would continue the discussion of state and lead county roles and responsibilities.

IV&V Oversight Update

Deanne Wertin, KPMG, presented an update of the Independent Validation and Verification (IV&V) process in place for both PRISM and CCSAS.

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PRISM management oversight by the IV&V will include the following primary areas:

- Project sponsorship
- Management organization
- Project management
- Risk management
- Change management
- Communication management

Interim Systems oversight areas will include:

- County oversight vendor activities
- Conversion activities
- Plans and processes for transition to Interim Systems/CCSAS
- County technical adherence
- Change Request process

The IV&V will use checklists to gather project information through a variety of techniques, including document reviews, interviews, meeting attendance, and periodic site visits. Initial site visits with consortia lead counties was scheduled for April – early May.

National Medical Support Notice

Sue Hughes of DCSS presented information on the National Medical Support Notice (NMSM). In 1998 the federal government passed a child support act requiring medical support to be provided to children. The final rule was published in the Federal Register on December 27, 2000. The State must begin using the NMSN by October 1, 2001.

CalWIN - IV-A & IV-D Interface

Walt Kagel of DCSS briefed members on the following CalWIN issues:

- CalWIN has produced a revised Interface document
 - IV-A to IV-D**
MEMB now contains information from MEMB and NREF
CASE now contains information from CASE and ELIG
ASST now contains information from CASE and PYMT (Send Daily to Child Support)
 - IV-D to IV-A**
MEMB now contains information from MEMB and APAD
DIST now contains information from PYMT and DAID
 - MEMB (IV-A to IV-D)**
Still contains a field that has not been completely defined for a fixed length record

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- CalWIN has indicated they are targeting a 1 day workshop for the week of April 30 to May 4, 2001 to discuss and finalize the interface document
- DCSS Policy has been requested to provide a letter interpreting the IV-D responsibility for reporting to IV-A, what authority IV-A or IV-D has with respect to disregard, and transfer of information from IV-D to IV-A when the family violence indicator is set
- The policy response letter is currently in review and should be out within the next couple of weeks

NOTE: This request was completed April 09, 2001 by the DCSS Policy Branch

- There is a meeting between DCSS, HHSDC and CalWIN scheduled for April 19, 2001 for the CalWIN interface
- Updates to the issues document can be sent to Walt Kagel at Walt.Kagel@dcss.ca.gov

Shooting Star Assessments

Ed Del Real of DCSS gave a brief updates on the status of consortia assessments as follows:

- CHASER assessment has been completed and the report is in the process of being developed
- The lessons learned from the BEST assessment were applied to the CHASER assessment.
- The ARS assessment is scheduled for April 10 through April 13

Discussion was held about the time and effort associated with the preparation involved to prepare for the assessment.

CS196

Rick Torres, DCSS, advised PAG that the CS196 revision draft has been submitted to management and is currently in the review process.

Next Meeting

The next PAG meeting is scheduled for:

Tuesday, May 1, 2001
9:30 am – 3:30 pm
DCSS
Room 1340 (1st Floor, West Wing)
Rancho Cordova, CA

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The following items will be included in the May PAG agenda:

- IDB User Guide Feedback
- Independent Contractor Process Feedback
- Requirements Analysis Workgroup (Sub-PAG) **(1st meeting May 8th, Room 1340, 1st Floor, West Wing)**
- Monthly Reports Feedback
- Consortia Lead Roles & Responsibilities