

CALIFORNIA DEPARTMENT OF CHILD SUPPORT SERVICES

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

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

April 4, 2002

LCSA LETTER: 02-11

ALL IV-D DIRECTORS

SUBJECT: PRISM ADVISORY GROUP MEETING MINUTES

Please find attached the minutes from the March 5, 2002 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. PAG meeting notes can also be found on the DCSS Home Page at

<http://www.childsup.cahwnet.gov/>

If you have any questions, please contact Jackie Martin at (916) 464-5605.

Sincerely,

JOAN OBERT
Assistant Deputy Director
Technology Services Division

Attachments

cc: Christine Anderson
Jim Beaumont
Paula Deen
Jim Mohler
Dennis Snapp
Gail Thomas
Jackie Martin

DCSS-SY-2002-CTY-0211



DO YOUR PART TO HELP CALIFORNIA SAVE ENERGY
For energy saving tips, visit the DCSS website at
www.childsup.cahwnet.gov

PRISM Advisory Group (PAG)

Meeting Minutes

March 5, 2002

Final

Attendees:

NAME	ORGANIZATION	NAME	ORGANIZATION
Christine Anderson	CASES	Kim Nelson	STAR/KIDS
Jim Beaumont	CHASER	Joan Obert	DCSS
Mary Bolch	KPMG	Shar Schroeffer	DCSS
Monica Cervantes	FTB	Linda Sekany	DCSS
Michael Ceyress	Shooting Star	Jan Sherwood	DCSS
Lisa Cruz	FTB	Robert Silvey	DCSS
Paula Deen	BEST	Dennis Snapp	ARS
Donna Hershkowitz	DCSS	Rick Torres	DCSS
Milt Hyams	CASES	Jacquelyn Yopez	DCSS
Peggy Jensen	CHASER	Daryl Zimmerle	KIDZ
Kristy Johnson	DCSS		
Nancy Kolodisner	ARS		
Bill Malloy	KIDZ		
Jackie Martin	DCSS		
Cathy MacRae	DCSS		
Lee Morhar	DCSS		

IDB Update

Robert Silvey distributed three handouts on CSI, IDB annual statistics and the case/arrearages annual statistics. CSI update included the following information:

Credit Reporting System (CRS) Master File analysis has been completed and the records that are not being updated can be obtained by contacting Estella Johnson at (916) 464-5324.

There was a production problem on 2/11/02, where some deletes were not sent to FMS, due to the 45-hold period. Robert resent the deletes and FTB processed them on 2/15/02.

The Year End Reports (Microfiche) – 100 copies will be sent to counties.

Fee changes for 2002 – actual amounts were discussed (\$.35 increase).

Regulation Process

Shar Schroeffer, the new Chief of Policy Branch was introduced. Shar handed out the advance copy of the schedule for the regulations that have been adopted and explained the emergency regulations process. Shar's 16 staff members review the existing state/federal laws, P3 recommendations, policy letters and interpretations over the last 2 years and they work with legal to draft regulations. They may also contact county staff for information relative to the regulation being drafted. The final draft regulations are shared with PRISM. After DCSS executive staff has approved the regulation package it is sent to CSDA for review by the Policy and Regulations Committee. DCSS and CSDA then meet to discuss necessary changes to the regulations. The regulations are then distributed to all other interested stakeholders (10 day period) and any adjustments are made before the regulations are sent to the Office of Administrative Law (OAL) on emergency basis. The day emergency regulations are filed with OAL they are effective. The Department has 180 days to solicit public comments and finalize

PRISM Advisory Group (PAG)

Meeting Minutes

March 5, 2002

Final

the regulation package. This includes a 45 day public comment period. If changes are made then another 15 day public review period is required. The regulations become fully adopted when OAL determines that DCSS has met all of the notice and public comment requirements in the state law.

Five emergency regulation packages have been adopted as follows: Complaint Resolution and State Hearings, Locate, Case Intake, Interstate, and Administrative Reporting. The Case Closure regulations were filed the week of March 18.

Milt Hyams and Dennis Snapp requested that Policy needs to send the Consortia the information with lead time for them to review the regulation packets. Dennis also discussed the need for standard letters being issued as part of the policy letter that all the Consortia would then implement. Shar indicated that she is willing to provide examples of standard form letters, instead of putting the letters into regulations, which would be time consuming and would require complicated changes in the future for DCSS. Shar will work on standard form letters. Peggy Jensen indicated that the standard letters need to be translated into the appropriate languages. Shar discussed the possibility of an FAQ website in the future. Shar and Joan will discuss further. *Action Item.*

EDP M & O Update

Cathy MacRae discussed the need to review spending for current year estimates. Phone calls will be made to counties regarding spending in M&O and project expenditures. The problem is that if we do not spend the dollars, the funding may be lost and returned to the general fund. The federal level approval for the As Needed APDU was received, but DCSS still needs DOF approval. Everything was funded for 8 enhancements, except for compliant resolution and regulation development. Currently, no budget language allows us to carry over current year funds, cost will have to be split by fiscal year¹. Cathy has provided verbal approval for special projects (county specific). The EDP M&O website has had positive feedback. Cathy indicated that all M&O request are over in their projections, and due to the state budget it causes DCSS to be flat and with no flexibility. There is a need to develop a process and baseline for Administrative and EDP dollars for hardware and software purchases in the future. Cathy discussed the APDU which is due to the Feds in April 2002.

Budget Year Enhancements

Joan handed out the potential SFY 2002-2003 Consortia Systems Enhancements list of 14 potential enhancements. Current year Functional Requirements Document's (FRD) are not all completed. The CS157 is now completed. The OCSE 34/35 is near completion. It should be distributed to Consortia by the end of the week. DCSS will need estimates from the Consortia. The FCR is in draft mode for the FRD, working with EDD to flip the switch to NER data on July 1st. Case Closure enhancement is waiting for final regulation to be distributed. The FRD is complete. When the final Case Closure FRD is distributed, revised cost estimates are due to

¹ After the meeting, Joan Obert and Cathy MacRae discovered DCSS does in fact have budget language authority to "carryover" enhancement funding.

PRISM Advisory Group (PAG)

Meeting Minutes

March 5, 2002

Final

DCSS within two weeks. The carry over for next year will be for the Independent Contract Registry (ICR), Prison Match and Cal/Win.

Potential SFY 2002-2003 Consortia Systems Enhancements

Enforcement – Establish uniform criteria for automated processing of enforcement actions, such as passport denial, license revocations, etc. Passport denial threshold will move from \$5,000 owed to \$2,500. DMV license revocation process will be improved.

Joan needs the cost estimates for the APDU budget (M & O, Enhancements). If a major impact to the M & O side then red flag it.

Order Modifications – Establish criteria for flagging cases for review of order amounts, payments, etc. to ensure order amount is established appropriately for the individual obligor.

Most Consortia can do an ad hoc report for this. Consortia requested that this be a 1 time clean up report. No impact to Consortia systems.

Regionalization (CASES only) – Consolidate several small county operations into a single region, including consolidation of local budgets (including EDP), performance reporting, etc.

Joan Obert will discuss with Christine Anderson.

AB1449 Implementation – Requires a mechanism to track compromise cases and to report the number of cases and dollar amount of CS forgiven for a specified group of foster care cases.

A draft policy letter will be mailed soon. ARS has approximately 12 cases on this and it is not cost effective to automate. Other Consortia's agreed.

Interest - Ability to compute interest on a date specific basis in recognition of weekly, bi-weekly and bi-monthly payroll cycles. Currently consortia systems calculate interest at month end rather than based on the payment due date. This is a compliance issue.

Defer to statewide.

Monthly Billing Statement – Programming will be needed to accommodate the standardized form.

This could be a huge impact to Consortia to automate. Consortia requested that this issue be discussed at a RAW (fields and data if available to populate – no definition of data elements). Joan suggested to Shar that they put together a workgroup on this topic and get some feedback. *Action Item.*

NSF/Overpayment – Need programming changes that correct the erroneous withholding of payments via the system and maybe establishes a flag for NCPs from whom we do not accept checks.

PRISM Advisory Group (PAG)

Meeting Minutes

March 5, 2002

Final

Minimal automation impact.

UAP Assistance Funding Source Tracking – Track UAPs by the assistance funding source (i.e., state vs. federal or CalWORKs vs. Foster Care).

Would there be an automation impact to Consortia, yes, a major re-write by all Consortia systems. Do now or wait for CCSAS, no decision was made. Milt indicated that if you clean it up now, then you will not have the history when we get to statewide. Defer to Statewide.

Member Level Accounting – Track and pay out the arrears of an aided child based on the time periods a child lives with each of their payees.

Discussion in UAP Assistance Funding Source Tracking enhancement above.

IEVES/ADAM Automated Interface – Provide the capability to search the IEVES/ADAM databases for child support location of obligors, medial support, and obligor income and update case/member information automatically based on agreed upon processing rules. This modification was recommended by the Default Workgroup. The automated interface would facilitate using the IEVES/ADAM data consistently statewide on a more timely basis than the current “look up” capability used.

There would be an enhancement to automate and to create an electronic interface to have direct access. DCSS is meeting with DHSS this week to discuss, because it is DHSS is the primary owner of this system. Will impact current M & O.

Soldiers & Sailors Implementation – Requires a mechanism to assess interest and modify orders based on active military duty.

Per Consortia no impact to automation system. Keep this process as manual due to low business need.

Paternity Opportunity Program – CS 157 and 457 performance reports require the use of the POP data to ensure elimination of duplicates and other paternity issues are reconciled appropriately to accurately report paternity data. Use of the existing process has created problems and an assessment of changes to both the POP contract for providing the data and images and the consortia systems processes are required to ensure accurate and timely reporting.

The vendor's records are not complete/accurate. The records need to be cleaned up. Some Consortia are using it as a locate tool. This is an accumulative dbase and it has over 600,000 entries. Consortia indicated that there could be multiple POPS in different counties and that adding additional fields was a problem. Need to populate current fields.

Case Transfer – Establish uniform policies, practices and procedures for transferring case ownership; includes resolution of inter-county duplicate cases.

PRISM Advisory Group (PAG)

Meeting Minutes

March 5, 2002

Final

Case transfer and case construct are part of the same issue. UAP is also an issue as the accuracy of the pool (IV-A data). We are at 38,000 duplicate cases and Synergy is sending out the duplicates to each county. Joan indicated that the Policy side should send out a letter clarifying that counties should accept case transfers. *Action Item.*

Quality Assurance & Program Improvement – Develop reporting mechanisms to track ongoing performance against federal and state performance measures; ensure appropriate data is captured.

Discussion of the PSI PRISM Product (reporting tool) and how do we do compliance reviews/QA. Should we procure a software tool. Consortia indicated that they need staffing to do QA.

Action - Joan wants the cost estimates on the following two areas: Enforcement and IEVES/ADAM. Joan will get the file to the Consortia that they requested.

Other Notes

DCSS is looking at hiring a firm to be the Consortia project manager for each consortia. One project lead to oversee all project managers. One for each Consortia, except for BEST/CHASER, which will have one project manager. Target date for the bid process is April 1, 2002. The estimated start date is July 1, 2002.

ARS would like some guidance in running a Consortia (history, training, forms, etc). *Action Item.*

Rhode Island agreement (CIIP) is set for mid April. Rhode Island will be on site at the DCSS office and they will develop the documents and procedures. We are still trying to get the pilot in place, but the state control agencies are not approving the pilot. June would be the earliest first case submittal.

Performance Based Procurement – February 28th was the final date for proposals to be received. The evaluations have started and will end in late May. The contract negotiations could go through the end of summer. Followed by a feasibility study and IAPD (State/PRISM review). The award should be completed the end of 2002 and/or the beginning of early 2003.

Dupont Litigation/Default Workgroup

Lee Morhar discussed the Dupont Litigation and the Default Workgroup status. The Dupont Litigation would be a big impact to the Consortia systems. If interest rates are turned off then it would become a manual process. Does the state legislatively fix the problem and/or overturn the decision, which would be in the courts for years. None of the 6 Consortia system are able to deal with the Dupont orders. Lee indicated that we have no cost estimates and that we should look at this issue internally and the future process.

PRISM Advisory Group (PAG)

Meeting Minutes

March 5, 2002

Final

The Default Workgroup should have a copy of the draft report by next week and will provide a copy for the PAG members to review. Bill Malloy indicated that there will be passport/support issues. Lee will get the legal opinion emailed to the 6 Consortia. *Action Item.*

Barnes Notice

Legal is ready to move forward with the draft form to PAG members and wanted to know how long it will take for the Consortia to program into their systems. Consortia suggested the mailing information to be relocated at the top of the page (window envelopes) to accommodate for their envelopes. Kristy Johnson will redo the document to include this adjustment and forward it to Jackie Martin. Legal will not send out a letter until the 6 Consortia tell DCSS how long it will take them to implement. The Consortia will report back at next week's RAW meeting on March 12, 2002.

Wrap Up

The next RAW meeting is scheduled for March 12, 2002.

The PAG meeting for April 2, 2002, was cancelled. The next PAG meeting will be on May 7, 2002.