

CALIFORNIA DEPARTMENT OF CHILD SUPPORT SERVICES

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



November 8, 2007

CSS LETTER: 07-15

ALL IV-D DIRECTORS
 ALL COUNTY ADMINISTRATIVE OFFICERS
 ALL BOARDS OF SUPERVISORS

<u>Reason for this Transmittal</u>
<input type="checkbox"/> State Law or Regulation Change
<input type="checkbox"/> Federal Law or Regulation Change
<input type="checkbox"/> Court Order or Settlement Change
<input type="checkbox"/> Clarification requested by One or More Counties
<input checked="" type="checkbox"/> Initiated by DCSS

SUBJECT: QUALITY ASSURANCE AND PERFORMANCE IMPROVEMENT (QAPI)
 APPROACH FOR FEDERAL FISCAL YEAR (FFY) 2008

The California Department of Child Support Services' (DCSS) performance improvement strategy for FFY 2008 will focus on the successful implementation of the California Child Support Automation System (CCSAS) Version 2 Child Support Enforcement System (CSE V2). This automated system is an essential tool for effectively and efficiently operating California's Child Support Program, and it lays the foundation for improving performance statewide in future years. During the coming year counties will be expected to successfully complete the required conversion activities and develop approaches to use the new system to its fullest capacity. Additionally, DCSS will continue its focused efforts in performance improvement through the Key County Initiative. The Performance Improvement Action Plans required for LCSAs in the Key County Initiative will provide the detailed activities in support of improvement efforts in the two targeted federal measures: percent of collections on current support and the percentage of cases with collections on arrears.

As local child support agencies (LCSAs) focus on CCSAS conversion activities and effective use of the new system, DCSS will require that counties either meet or exceed current performance levels. DCSS has established FFY 2008 federal performance goals for each LCSA for the two targeted federal measures at a level equal to either the FFY 2007 goals or the county's actual July 2007 performance, whichever is greater.

Statewide QAPI Approach for FFY 2008

For FFY 2008, DCSS will establish a modified approach to assess LCSA performance. Specifically, DCSS will monitor essential conversion activities, including a range of cleanup activities such as the resolution of near matches, transfer of duplicate cases, and resolution of mis-identified participants. Progress reports will be utilized throughout conversion preparations to monitor LCSA success in achieving data cleanup goals.

DCSS will work closely with our CCSAS Business Partner (BP) implementation team to measure individual LCSA success through the day-to-day oversight of the BP and state

implementation teams. The CCSAS Project closely monitors implementation activities in each county. LCSAs are assessed across eight implementation disciplines including site implementation, data conversion, site readiness, training, hardware, software, change management, on-site support and Enterprise Customer Service Solution (ECSS). Formal bi-weekly monitoring of progress of implementation activities occurs and culminates in implementation readiness check points at three months, one month, and at 10 days prior to conversion.

DCSS has identified case clean-up activities necessary prior to transition to CSE Version 2. These activities directly support the integrity of statewide data which is essential for the effective enforcement and collection of child support by all LCSAs. These clean-up activities will include:

- Case clean-up in preparation for conversion and in support of data reliability (employer, IV-A error reports, etc.)
- Resolution of undistributed collections and suspended collections
- Transfer of duplicate cases
- Appropriate case closure

In addition, each county will be required to redesign its approach to conducting child support business to adapt to the new system. This effort will include:

- CCSAS V2.1 training
- Change management analysis
- Business process redesign
- Comparative analysis of CSE vs. ARS/CASES (cleanup of discrepancies)

Post-conversion activities are also an important consideration in support of the overall statewide progress towards complete implementation of a single statewide system and for effective use of the new system. LCSAs who have converted will continue data cleanup activities, perform additional training activities as necessary, and learn to use the new system effectively. DCSS has identified four focus areas that DCSS in collaboration with the LCSAs will target for the post-implementation phase:

- Identification and dissemination of implementation best practices to improve the ease of conversion;

- Provision by LCSAs already familiar with CSE Version 2 of support for unconverted LCSAs as they prepare to transition to CSE
- Resources from converted LCSAs to enhance on-site support in LCSAs as they transition to CSE
- Development of best practices and process improvements in the use of CSE V2 to support performance, worker efficiency, and improved customer service.

DCSS QAPI staff will solicit information from converted LCSAs on best practices and will compile this information as a resource for all LCSAs.

The DCSS QAPI Section will be responsible for compiling information on the statewide progress of implementation readiness efforts and will, to the extent possible, rely on existing project reporting processes to assess progress of pre-conversion activities leading up to each county's conversion to CSE.

QAPI Plan Requirements

With conversion to CSE V2 as the primary focus for LCSAs this year, CSE implementation preparation and reporting processes will replace the mandatory QAPI planning process for most LCSAs. Therefore, with the exception of the LCSAs that continue to be part of the Key County Initiative, QAPI plans will not be required for submission to DCSS. However, LCSAs are strongly encouraged to maintain and update their QAPI plan based on any specific performance improvement activities they are conducting locally. DCSS will provide technical assistance as needed for those LCSAs who update their existing QAPI plans. Any updated plans should be submitted to the LCSA's QAPI analyst for information purposes, this year. Mandatory Performance Improvement Action Plans are still required for those LCSAs in the Key County Initiative.

Key County Initiative

For the past year, eleven LCSAs with performance levels on the targeted federal measure below a minimum threshold have participated in a focused improvement effort under which they have prepared and implemented Program Improvement Action Plans (PIAPs). Each LCSA reports progress against its plan on a monthly basis. DCSS is pleased to report that four of these LCSAs -- Kern, Lake, Santa Clara, and Yolo -- have successfully completed their performance improvement efforts and have demonstrated sustained improvement over time. Each of these four LCSAs has met or exceeded the minimum performance thresholds established for this focused effort. These LCSAs will no longer be subject to PIAP requirements. However, DCSS will continue to focus on

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the remaining seven key counties as they update and implement their PIAPs for FFY 2008. Critical CSE conversion activities will be incorporated into those PIAPs.

If you have any questions or concerns, please contact Linda Sekany, at (916) 464-5860 or by electronic mail, at linda.sekany@dcss.ca.gov, or your Regional Administrator.

Sincerely,
/os/ Bill Otterbeck

WILFRID OTTERBECK
Deputy Director
Child Support Services Division

Attachment