

**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

June 17, 2005

LCSA LETTER: 05-13

ALL IV-D DIRECTORS

SUBJECT: LCSA SITE COORDINATOR

The Department of Child Support Services (DCSS) has scheduled the implementation of the California Child Support Automation System (CCSAS) Version 1 to begin in late September 2005. CCSAS Version 1 consists of the Child Support Enforcement (CSE) system also known as Statewide Services (SWS) and the Statewide Disbursement Unit (SDU). As announced at the SDU Rollout Workshop on April 27 and again at the CCSAS V1 Planning Workshop on May 26, the Department is asking every local child support agency (LCSA) to identify an LCSA Coordinator to be the single point of contact for their State Site Implementation Coordinator counterpart. The purpose of the LCSA Coordinator is to establish effective communication and coordination, and provides a conduit for LCSAs to escalate issues in a manner that reduces risks and supports the early identification of issues requiring assistance from the State.

**LCSA Coordinator Role**

To assist LCSAs in preparing for implementation, the DCSS has identified tasks which need to be completed by each LCSA. These tasks fall into five disciplines: Change Management; Site Setup; Data Readiness; User Training and Orientation; and Financial Closeout. Draft Roadmaps and Roadmap Tasks Descriptions matrix describing the tasks within the disciplines were included in the binders provided to attendees at the April 27 and May 26 workshops. Updated copies of these documents will be provided to the LCSA Coordinators as they become available. The LCSA Coordinator is required to organize and report on the status of these tasks and identify issues needing State assistance.

**Site Implementation Coordination Methodology**

The DCSS approach and strategy for assisting LCSAs in preparing for CSE V1 and SDU implementation will use a strategy and methodology similar to the one used by the

CSE Business Partner in preparing the 14 LCSAs for their recent conversions to CASES. To carry out this strategy and approach, DCSS is establishing a State Site Implementation Coordinator (SSIC) who will work closely with the LCSA Coordinator. For those 14 counties involved in converting to CASES you and your staff are already familiar with the LCSA Coordinator role and the role similar to the SSIC, the Site Implementation Manager (SIM). The LCSA Coordinator will be responsible for organizing and overseeing the preparation and completion of implementation preparedness activities within their LCSA. The SSIC will be the single point of contact at the state level to answer any questions or assist in resolving any issues or concerns raised during preparations for implementation. The important difference between CASES implementation support and the current approach is State Implementation Coordinators will not be working on-site in the LCSA but rather will provide coordination and technical assistance from the project site through a series of bi-weekly conference calls. Our current plans include the SDU Service Provider as a regular participant in the bi-weekly conference calls.

The LCSA Coordinator role may be different in each of the LCSAs based on size, resources, and business practices. However, at a high-level the LCSA Coordinator will be responsible for ensuring that the tasks and activities identified within the five disciplines are completed timely in preparation for their implementation. The attendee binders from the above mentioned workshops contain the matrix which generically describes the roles and responsibilities of the LCSA Coordinator and the SSIC and shows at a high-level subsets of tasks in each of the five disciplines. LCSAs can use their matrix as their template to complete work plans and schedules in preparation for implementation. In some counties, the LCSA Coordinator may be responsible for all five discipline areas while in other counties the LCSA Coordinator may oversee the staff managing the activities within their area of assignment.

Additional information will be forwarded to every LCSA as we finalize processes, determine the reporting metrics, timelines and the dates for LCSAs to submit their individual Gap Analysis matrix information for review by the State.

Please have the LCSA Coordinator for your LCSA identified by **June 24, 2005**, and forward the name and contact information to Dominick Yazzi, Manager, CCSAS Project – Implementation Section at [dominick.yazzi@ftb.ca.gov](mailto:dominick.yazzi@ftb.ca.gov), or contact him by phone at (916) 845-3227.

LCSA Letter: 05-13

June 17, 2005

Page 3

For questions or additional information, Waves 1, 3, and 4 LCSAs may contact Wanda Friesinger at (916) 845-6226 or via email at [wanda.friesinger@ftb.ca.gov](mailto:wanda.friesinger@ftb.ca.gov) and Waves 2 and 5 LCSAs may contact Paula Taylor at (916) 845-7215 or via email at [paula.taylor@ftb.ca.gov](mailto:paula.taylor@ftb.ca.gov).

Sincerely,

/s/Dianne Koelzer

DIANNE KOELZER  
Project Leader  
Child Support Automation System

cc: David Oppenheim, Executive Director, CSDA

Attachment:  
SIM/LCSA Process flow diagram

Obsolete

### Joint Planning Team

#### LCSA Planning Team

Change Mgmt  
Liaison

User Training

Site Setup

Data Readiness

LCSA Financial  
Closeout

CCSAS  
Coordinator

**State Site  
Implementation  
Management  
Team**  
CCSAS Project  
Manager  
x# of CCSAS  
Project Staff to  
Support  
Reporting  
Process

#### Management Issue Resolution Team

DCSS  
Automation  
Manager - CPL

DCSS Program  
Manager - RA

State Project  
Manager  
**Facilitator**

BP Manager

SP Manager

**Obsolete**