



State of California
Department of Child Support Services



California
Child Support Automation System
(CCSAS) Project

Annual Advance Planning
Document Update (APDU)

May 1, 2013

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1. EXECUTIVE SUMMARY

The California Department of Child Support Services (DCSS) submits this Annual Advance Planning Document Update (APDU) to report the status of the California Child Support Automation System (CCSAS) Project as required by 45 CFR 307.15. The structure of this APDU follows the format outlined in the Administration for Children and Families' (ACF) State Systems APD Guide.

Table 1-1 below presents the total CCSAS budget and Federal Financial Participation (FFP) adjustments through State Fiscal Year (SFY) 2013/14. Based on the cumulative funding request below, California is requesting \$82,225,538 (\$54,268,855 in FFP) through SFY 2013/14. The FFP Request has been adjusted to reflect the SFY 2009/10 actual expenditures.

Table 1-1 FFP Request

FFP REQUEST	SFY 2003/04-SFY 2009/10	SFY 2010/11	SFY 2011/12	SFY 2012/13	SFY 2013/14	TOTAL
TOTAL BUDGET	1,762,656,735	140,237,077	107,170,984	103,816,882	103,816,882	\$2,217,698,560
Not eligible for FFP	-25,683,967	-228,847	173,986	54,861		-\$25,683,967
FFP Previously Approved	-1,842,671,114	-96,400,835	-60,877,839	-109,839,267		-\$2,109,789,055
Net FFP Request	-\$105,698,346	\$43,607,395	\$46,467,131	-\$5,967,524	\$103,816,882	\$82,225,538

** NOTE: Actual expenditures are reflected through SFY 2009/10.

1.1. Summary of Changes

The cost changes reflected in this APDU are summarized in Table 1-2 as a comparison against the May 2012 APDU. Descriptions of the cost changes are provided below.

Table 1-2 Detailed Summary of Changes to Project Costs

TASK	SFY 2010/11	SFY 2011/12	SFY 2012/13	SFY 2013/14	TOTAL
OTech Rate Reductions		-875,877	-349,842	-349,842	-\$1,575,561
Statewide Unallocated Reduction			-2,941,000	-2,941,000	-\$5,882,000
Budget Reductions		-1,737,545	-2,676,682	-2,676,682	-\$7,090,909
Total		-\$2,613,422	-\$5,967,524	-\$5,967,524	-\$14,548,470

- *OTech Rate Reductions* – The California Technology Agency Office of Technology Services (OTech) recovers information technology services costs from its customers by charging service rates from which OTech operations are funded. The CCSAS budget was reduced one-time by \$875,877 in SFY 2011/12 and \$349,842 in SFY 2012/13 and ongoing to reflect revised rates.

- *Statewide Unallocated Reduction* – Due to the continuing economic environment, California implemented statewide budget reductions. As a result, the CCSAS budget was reduced by \$2,941,000 in SFY 2012/13 and ongoing.
- *Budget Reductions* – Salaries and benefits was reduced by \$297,545 and Technical Consultants by \$1,440,000 in SFY 2011/12 and ongoing. In addition, the CCSAS budget was reduced by another \$939,137 (Salaries and Benefits) in SFY 2012/13 and ongoing for a total permanent budget reduction of \$2,676,682.

1.2. Project Status

This section reflects the CCSAS project status at the time of the submittal of this APDU.

1.2.1. Current Year Accomplishments

The following accomplishments were completed:

- *Re-Design of the Department of Motor Vehicles State Licensing Match System Interface* – During 2012, DCSS completed a comprehensive business analysis of all State Licensing Match System (SLMS) program partners. The result was several recommended Child Support Enforcement (CSE) system interface changes that would improve the entire SLMS program and improve effectiveness, usability, and accountability. These changes are being negotiated with each SLMS partner.
- *CSE Usability* – DCSS and Local Child Support Agency (LCSA) staff collaborated to identify 42 items that resulted in quick system fixes in CSE over the course of a twelve (12) month period. Fixes were generally aimed at improving the user experience in CSE while reducing processing time and data entry errors. The success of the workshop extended beyond the CSE user experience as it strengthened the relationship between DCSS and LCSA business/program and technical staff.
- *Automate Levy Process* – In Federal Fiscal Year (FFY) 2012, DCSS issued over 520,000 levies to financial institutions through the Financial Institution Data Match program. Levies are automatically generated by the CSE system when an asset is matched to a delinquent obligor. Levy documents are mailed to financial institutions where they are manually processed. DCSS is continuing to work with OCSE, and several key financial institutions (US Bank, Bank of America, Wells Fargo, and Chase) to design a new electronic bank levy process. OCSE serves as the facilitator and lead entity to develop a portal concept and universal approach to executing and processing bank levies. This will allow each state to develop a single interface with

the OCSE portal, and significantly modernize our business relationship with financial institutions who remain critical partners in the child support community.

- *Incorporate the California Central Case Registry Document Tracking Database into CSE* – The Central Case Registry Database was a legacy application. The database was used to track manual and automated referrals and status requests received from intergovernmental agencies (e.g. other states, foreign countries) and to monitor daily referral and status requests inventories, including staff performance, and compliance to federally-mandated timeframes. The database was also used to produce several reports that capture information for compliance audits and executive management. The batch processing and official record-keeping functionality of the legacy database was successfully implemented into CSE in October 2012, making CSE the system of record for all activities and workloads associated to CCR's mandated responsibilities. The reports required to monitor compliance to the federally mandated timeframes were completed in December 2012.

1.2.2. Federal Performance Measures

The CCSAS project as the state's single statewide child support system provides case management and financial services for the child support program. In federal fiscal year (FFY) 2012, DCSS reached its highest levels of performance in the history of the program in all performance measures except Paternity Establishment Percentage. In addition, California excelled in its performance of the remaining performance measures:

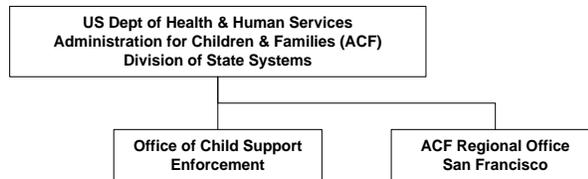
- *Paternity Establishment Percentage (PEP)* – Maintained California's performance above 100 percent, at 101.6 percent. Statewide Paternity Establishment Percentage measures the total number of children born out-of-wedlock for whom paternity was acknowledged or established during the FFY compared to the total number of children born out-of-wedlock during the previous FFY.
- *Percent of Cases with a Child Support Order* – Increased California's performance to 87.9 percent, an improvement of 2.1 percentage points over the previous year, an all-time high for the California child support program. This measure compares the number of child support cases with support orders against the total caseload.
- *Current Collections Performance* – Increased California's performance to 61.4 percent, an improvement of 2.8 percentage points over the previous year, an all-time high for the California Child Support Program. Since FFY 2000, California has continued to improve each year in this measure. This measure compares the amount of current support collected to the total amount of current support owed.

- *Arrearage Collections Performance* – Increased California’s performance to 63.5 percent, an increase of 1.9 percentage points over the previous year, an all-time high for the California Child Support Program. This measure has improved each year since FFY 2004. This measure compares the number of cases with child support arrearage collections to the total number of cases owing arrearages during the FFY.
- *Cost Effectiveness* – This measure compares the total amount of distributed collections to the total amount of expenditures for the FFY. This comparison is expressed as the ratio of distributed collections per one dollar of expenditure. California’s cost effectiveness has improved since CCSAS was fully implemented. For example, California’s cost effectiveness was \$2.01 in FFY 2007 and \$2.47 for FFY 2012.

2. CCSAS PROJECT ORGANIZATION

The CCSAS Project and Procurement Office has been integrated into the Technology Services Division under the leadership of the Chief Information Officer. The services and support remain the same with additional focus providing business solutions to the Department. Below is the functional organization structure.

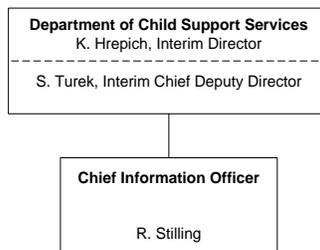
Federal Oversight



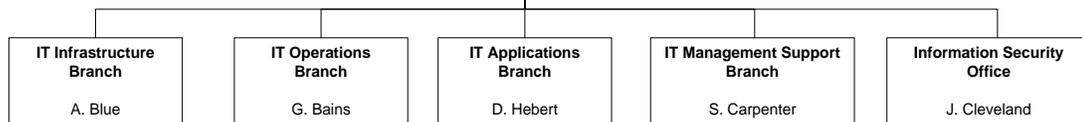
State Oversight



Executive Management



Management Team



3. PROJECT SCHEDULE

All original project activities, including Key Project Milestones, have been completed.

3.1. Milestone Schedule

All outstanding Key Project Milestones were completed in 2011.

3.2. Release Schedule

This section includes a description of all changes made to the CSE system since the approval of the last APDU as well as those changes planned for the upcoming state fiscal year.

All system modifications included in this section have been reviewed through a formalized governance process and approved by a Change Control Board and the Director of the California Department of Child Support Services (DCSS). All modifications are considered high priority and have been selected based on their contribution toward improving overall program performance and system efficiencies.

3.2.1. Completed System Changes

The matrix in Table 3-1 below reflects the completed system changes that were performed with existing maintenance resources.

Table 3-1 Completed System Changes

Release #	Release Date	Description of Release
4.4.0	05/13/2012	<p>This release included various maintenance changes to the following functional areas:</p> <ul style="list-style-type: none"> • Adjustments: Allow users the ability to change a payment source code to Insufficient Funds Recovery. • Enforcement: Updated e-IWO process to identify e-IWOs submitted through the OCSE Employer Portal, updated Defense Finance and Accounting Services (DFAS) references to OCSE e-IWO and added SSA as a Benefactor for lump sum payments. • Locate: Added The Work Number Interface as an additional locate source to obtain employment information.
4.4.1	06/24/2012	<p>This release included various maintenance changes to the following functional areas:</p> <ul style="list-style-type: none"> • Case Data Exchange: Automated the OCSE Annual National Interstate Case Reconciliation Efforts so users only review

		<p>unmatched records.</p> <ul style="list-style-type: none"> Enforcement: Removed Employment Source Hierarchy associated with employment records to enable evaluation of all active employment records for wage assignment even when a wage assignment already exists. Forms: Completed January 2012 Annual Judicial Council Forms Updates (Part 1/2); Replaced Employer Information Request Form with a new form that auto-populates employer information.
4.5.0	08/05/2012	
		<p>This release included various maintenance changes to the following functional areas:</p> <ul style="list-style-type: none"> Adjustments: Enabled Unfunded Electronic Payment Recovery Process to create Non-Sufficient Funds (NSF) recovery process for Electronic Funds Transfer (EFT) payments equivalent to the NSF process for checks. Enforcement: Enhanced CSE to print levies for a single financial institution and by notice type; Created a batch process to automatically evaluate and cleanup duplicate Financial Institutions and Assets. Establishment: Improved Guideline Calculator usability and efficiency. Forms: Completed January 2012 Annual Judicial Council Forms Updates (Part 2/2). Locate: Created task for rejected Employment Development Department (EDD) and National Directory of New Hires (NDNH) New Hire Responses. Obligation Management: Added functionality to produce Monthly Statement of Collections and Distribution for OCSE Waiver Request; Updated the Barnes Notice. Program Monitoring: Added a new line to Section A on the State Child Support 35 report to capture Non-Custodial Party (NCP) Regular Payments separately from collections made from other sources; in addition, an additional line was added to Section C and to Section D to capture emergency assistance foster care distributed collections separately from other foster care distributed collections.
4.5.1	09/23/2012	
		<p>This release included a maintenance change to the following functional area:</p> <ul style="list-style-type: none"> Program Monitoring: Revised Expedited Process Compliance Report to enhance data provided to users.
4.6.0	10/21/2012	
		<p>This release included various maintenance changes to the following functional areas:</p> <ul style="list-style-type: none"> Disbursement: Modified CSE to reissue stale dated disbursements when new information is received. Enforcement: Modified Account Type Ranking to enhance levy generation on higher dollar value accounts; Modified to display

		<p>Additional Asset Value Fields on Financial Institution Asset & Bank Account Detail Pages to assist users with making financial decisions for generation of manual levies; Updated the Social Security Number (SSN) Randomization to allow for SSN beginning with "8."</p> <ul style="list-style-type: none"> • Locate: Incorporated California Central Registry Database Tracking (CCRDT) Information and Reporting into CSE (Part 1/2); Modified creation of Title II Employment Records so inbound Federal Case Registry records are processed in the same manner as Title II benefits. • Obligation Management: Modified Mixed Assistance Cases Inactivated Adjustments (CUCA) to issue action-needed task when an "all child level" balance adjustment is inactivated during balance regeneration. • Utilities: Added Additional Categories and Subcategories to Activity Log Entries to assist users in filtering target searches.
4.6.1	12/16/2012	
		<p>This release included various maintenance changes to the following functional areas:</p> <ul style="list-style-type: none"> • Establishment: Updated Guideline Calculator Annual Tax Rate Changes and Guideline Calculator Low Income Adjustment (LIA). • Forms: Updated July 2012 Judicial Council Form. • Locate: Incorporated CCRDT Information and Reporting into CSE (Part 2/2).
4.7.0	01/20/2013	
		<p>This release included various maintenance changes to the following functional areas:</p> <ul style="list-style-type: none"> • Forms: Updated State Forms, Part 4 and CS 1257 and OCSE 157 Form Updates. • Updated CSE to use the Account Indicator Provided in the FIDM and MSFIDM response files. • Updated the Task Overview page to provide users with a summary view of tasks assigned to the user by task type.
4.7.1	03/24/2013	
		<p>This release included various maintenance changes to the following functional areas:</p> <ul style="list-style-type: none"> • Establishment: Updated Guideline Calculator to incorporate fiscal law changes enacted by the Federal and State governments for 2013. • Forms: Updated Other State Agency and County Form 2011, Part 1.

3.2.2. Planned System Changes

The matrix in Table 3-2 reflects the planned system changes scheduled to be performed with existing maintenance resources.

Table 3-2 Planned System Changes

Release #	Release Date	Description of Release
4.8.0	05/19/2013	<p>This release will include various maintenance changes to the following areas:</p> <ul style="list-style-type: none"> • Electronic Correspondence for Child Support Notices. • CSENet Modifications 2008-2011. • E-Recording through CeRTNA. • Barcode and Auto-Link Filed Legal Documents Associated Legal Activity in CSE. • Phase II Implementation to the Guideline Calculator Calculations Results Summary.
4.9.0	07/21/2013	<p>This release will include various maintenance changes to the following areas:</p> <ul style="list-style-type: none"> • E-Service Enhancements. • Federal Case Registry Modifications 2009-2011.

4. CONTRACTS

This section provides a list of contracts related to the CCSAS project. The procurement and contracts comply with all applicable procurement and contract requirements. A copy of the state's procurement and contract rules can be found in the State Administrative Manual, the reference source for statewide policies, procedures, regulations and information developed and issued by authoring agencies (e.g., Governor's Office, Department of General Services (DGS), Department of Finance (DOF), and the California Department of Human Resources). In order to provide a uniform approach to statewide management policy, the contents have the approval of and are published by the authority of the DOF Director and the DGS Director. The State Contracting Manuals Volumes 1, 2, and 3, provide the policies, procedures and methods to promote sound business decision practices in securing necessary goods and services for the State. All of these manuals can be found on the California DGS website:

- <http://sam.dgs.ca.gov/>;
- <http://www.dgs.ca.gov/ols/Resources/StateContractManual.aspx>;
- <http://www.dgs.ca.gov/pd/Resources/publications/SCM2.aspx>; and
- <http://www.dgs.ca.gov/pd/Resources/publications/SCM3.aspx>.

4.1 Contracts

Table 4-1 on the next page reflects active contracts held by California for the CCSAS project.

Table 4-1 CCSAS Contracts

Contract Name	Type	Scope	Procurement Strategy	Estimated Cost	Base Start	Base End	Option Years
Futures Explored, Inc. CSE Central Scan Services (Contract #: 50-0453-14)	Per Scanned Image Price	To provide scanning services for state and county documents.	Exempt (Rehabilitation Firm)	\$712,800.00	01-Sep-12	31-Aug-14	3-One Year optional extensions (Extension Term 1: September 1, 2014 through August 31, 2015 and Estimated Extension 1 Cost: \$316,800.00) and (Extension Term 2: September 1, 2015 through August 31, 2016 and Estimated Extension 2 Cost: \$316,800.00) and (Extension Term 3: September 1, 2016 through August 31, 2017 and Estimated Extension 3 Cost: \$316,800.00)
Deloitte Consulting LLP CSE M&O Services (Contract #: 50-0355-18)	Labor Hours	To provide highly technical IT resources that meet specified qualifications to perform system operation, application development, maintenance and IT services in support of the CSE system.	Full and Open Competition	\$71,734,464.00	1-May-11	30-Apr-16	2-Two Year optional extension (Extension Term 1: May 1, 2016 through April 30, 2018 and Extension 1 Cost: \$26,042,381.00) and (Extension Term 2: May 1, 2018 through April 30, 2020 and Estimated Extension 2 Cost: \$27,212,429.00)
Gartner Inc. Subscription Services (Contract #: 40-0461-13, 40-0462-13)	Fixed Price	To provide research and consulting services related to CCSAS.	Non-Competitive (Proprietary Subscription)	\$179,698.00	1-Nov-12	31-Oct-13	No optional years

5. PROJECT BUDGET

This section presents the total CCSAS project budget. Details of actual expenditures are provided in Section 6, Project History.

5.1. Total Project Cost

This section presents a summary of total CCSAS Project costs by state fiscal year.

Table 5-1 Total CCSAS Project Budget Summary by SFY

TASK	ACTUAL 2003/04- 2009/10	BUDGET SFY 2010/11	BUDGET SFY 2011/12	BUDGET SFY 2012/13	BUDGET SFY 2013/14	TOTAL
Development	898,768,336	3,304,959				\$902,073,295
Operations	305,631,264	104,032,960	74,271,826	70,749,888	70,749,888	\$625,435,826
Local Technical Support	558,257,135	32,899,158	32,899,158	33,066,994	33,066,994	\$690,189,439
TOTAL CCSAS COST	\$1,762,656,735	\$140,237,077	\$107,170,984	\$103,816,882	\$103,816,882	\$2,217,698,560
FFP Adjustments						
KIDZ & STAR/KIDS Conversion (D&I-LCSA)	-6,237,289					-\$6,237,289
KIDZ & STAR/KIDS Conversion (D&I-BP)	-4,010,206					-\$4,010,206
Performance Bond (D&I - BP)	-50,000					-\$50,000
POG Position (D&I)	-473,774					-\$473,774
Depreciable Hardware (BP)		-228,847	173,986	54,861		\$0
Depreciable Hardware (LCSA)	186,624					\$186,624
ARS/CASES Mods (LCSA)	-14,204,629					-\$14,204,629
IFCR Contract (State)	-494,693					-\$494,693
Business Partner Payments	-400,000					-\$400,000
Subtotal FFP Adjustments	-\$25,683,967	-\$228,847	\$173,986	\$54,861		-\$25,683,967
Total FFP Request	\$1,736,972,768	\$140,008,230	\$107,344,970	\$103,871,743	\$103,816,882	\$2,192,014,593

Table 5-2 CCSAS Project Budget Summary by Quarter

TASK	SFY 2010/11				SFY 2011/12			
	JUL - SEP	OCT - DEC	JAN - MAR	APR - JUN	JUL - SEP	OCT - DEC	JAN - MAR	APR - JUN
Development	1,301,953	1,001,502	1,001,504					
Operations	18,056,323	24,611,186	25,657,449	35,708,002	18,567,958	18,567,956	18,567,956	18,567,956
Local Technical Support	6,654,656	8,747,914	8,747,914	8,748,674	8,224,790	8,224,790	8,224,789	8,224,789
TOTAL COST	\$26,012,932	\$34,360,602	\$35,406,867	\$44,456,676	\$26,792,748	\$26,792,746	\$26,792,745	\$26,792,745
FFP Adjustments								
Depreciable Hardware			-280,753	51,906	51,906	49,824	43,753	28,503
Subtotal Eligible for FFP	\$26,012,932	\$34,360,602	\$35,126,114	\$44,508,582	\$26,844,654	\$26,842,570	\$26,836,498	\$26,821,248
Fiscal Year Subtotal				\$140,008,230				\$107,344,970

TASK	SFY 2012/13				SFY 2013/14			
	JUL - SEP	OCT - DEC	JAN - MAR	APR - JUN	JUL - SEP	OCT - DEC	JAN - MAR	APR - JUN
Development								
Operations	17,687,472	17,687,472	17,687,472	17,687,472	17,687,472	17,687,472	17,687,472	17,687,472
Local Technical Support	8,266,749	8,266,749	8,266,748	8,266,748	8,266,749	8,266,749	8,266,748	8,266,748
TOTAL COST	\$25,954,221	\$25,954,221	\$25,954,220	\$25,954,220	\$25,954,221	\$25,954,221	\$25,954,220	\$25,954,220
FFP Adjustments								
Depreciable Hardware	54,861							
Subtotal Eligible for FFP	\$26,009,082	\$25,954,221	\$25,954,220	\$25,954,220	\$25,954,221	\$25,954,221	\$25,954,220	\$25,954,220
Fiscal Year Subtotal				\$103,871,743				\$103,816,882

TASK	2010/11-2013/14 TOTAL
Development	\$3,304,959
Operations	\$319,804,562
Local Technical Support	\$131,932,304
TOTAL COST	\$455,041,825
FFP Adjustments	
Depreciable Hardware	\$0
Subtotal Eligible for FFP	\$455,041,825

The CCSAS project budget covers all ongoing project costs for delivery of automation services in support of the California child support program. This includes system management and operations, application changes, and technical support for both centralized and distributed portions of the CCSAS technical architecture.

5.1.1. Development

Costs categorized as development during the maintenance and operations (M&O) phase of the CCSAS project are limited to those system changes meeting the definition set forth by OCSE. System enhancements may be changes to the CSE System or changes to the CSE-SDU interface implemented by the SDU Service Provider. Per OCSE-AT-06-03, CCSAS System Enhancements are defined as follows:

- *System Enhancements* – System changes representing substantive development activities such as: significant application software changes like the redesign of a child support system’s enforcement module or document generation module; implementation of new electronic interfaces; development of a graphical user interface (UI) to replace a character-based UI; re-writing a set of underlying business rules in system logic; installation of a document imaging component to the system; or application system migration from a mainframe-based architecture to a client-server architecture.

Table 5-3 Development Costs

TASK	SFY 2010/11	SFY 2011/12	SFY 2012/13	SFY 2013/14	TOTAL
Contract Services					
Business Partner	3,304,959				\$3,304,959
TOTAL COST	\$3,304,959				\$3,304,959
FFP Adjustments					
Depreciable Hardware					
Subtotal Eligible for FFP	\$3,304,959				\$3,304,959

Development Subcategories

- *Business Partner Payments* – The business partner (BP) contract payment streams represent costs for delivery of an automated system with functionality that: improves program performance; improves worker efficiency and effectiveness; improves customer service; and/or improves system maintainability.

5.1.2. Operations

Operations costs include the state staff, operating expenses, and contract services required to provide the operating environment that meets the availability and reliability requirements that are critical to the child support program. Operations activities include: production oversight; problem management; configuration and asset management;

network and system administration; host and desktop hardware and software refresh; application modifications and testing; user help desk; central print and imaging; technical infrastructure and architecture support; ECSS support, and application hosting.

Table 5-4 Operations Costs

TASK	SFY 2010/11	SFY 2011/12	SFY 2012/13	SFY 2013/14	TOTAL
Salaries and Benefits					
State Staff	19,141,968	19,771,750	18,832,613	18,832,613	\$76,578,944
Operating Expenses & Equipment					
Network	5,395,373	5,068,346			\$10,463,719
Site & Facilities	1,772,985	1,827,985	1,827,985	1,827,985	\$7,256,940
Hardware Lease & Maintenance	60,000	60,000	60,000	60,000	\$240,000
Software	464,724	464,724	3,287,189	3,287,189	\$7,503,826
Supplies & Minor Equipment	601,659	601,659	601,659	601,659	\$2,406,636
Training	38,399	41,223	42,337	42,337	\$164,296
Travel	300,775	315,625	215,625	215,625	\$1,047,650
Other	449,317	449,317	475,761	475,761	\$1,850,156
Contract Services					
Business Partner	25,483,661				\$25,483,661
CSE M&O Services	4,713,373	15,984,576	15,984,576	15,984,576	\$52,667,101
Central Scan	1,238,954	917,904	917,904	917,904	\$3,992,666
Technical Consultants	1,930,000				\$1,930,000
External Agencies	90,000	90,000	90,000	90,000	\$360,000
Application Hosting	33,987,180	19,877,180			\$53,864,360
ECSS Services	3,590,051	3,626,996	3,626,996	3,626,996	\$14,471,039
CSE State Data Center Services			25,471,561	25,471,561	\$50,943,122
LCSA Consultants	4,774,541	5,174,541	315,682	315,682	\$10,580,446
Statewide Unallocated Reduction					
2012/13 Statewide Unallocated Reduction			-1,000,000	-1,000,000	-\$2,000,000
TOTAL COST	\$104,032,960	\$74,271,826	\$70,749,888	\$70,749,888	\$319,804,562
FFP Adjustments					
Depreciable Hardware	-228,847	173,986	54,861		\$0
Subtotal Eligible for FFP	\$103,804,113	\$74,445,812	\$70,804,749	\$70,749,888	\$319,804,562

Operations Subcategories

- *Salaries and Benefits* – State staff includes DCSS personnel required to support the activities described in this section.
- *Operating Expenses and Equipment* – Standard operating equipment and expense costs associated with state staff. Beginning SFY 2012/13, *Network* costs are combined with *Application Hosting* costs listed in the Contract Services category. *Application Hosting* and *Network* services are provided by the State Data Center. All costs are now reflected on one line titled *CSE State Data Center Services* within the Contract Services category.

- *Contract Services* – Includes all contracts listed under this budget category:
 - *Business Partner* – Includes all BP payments for system performance and system maintenance changes to the payment streams.
 - *CSE M&O Services* – Contract staff possessing specific technical expertise in CSE system architecture and system application technologies to augment state staff in providing system operations services. Also included in this item is \$1,000,000 for the Help Desk in SFY 2010/11. Beginning in SFY 2011/12, the Help Desk funding shifted to the state staff line and the state took over the activities.
 - *Central Scan* – Contract and support services for daily and backfile scanning activities.
 - *Technical Consultants* – Consultants with specific technical and systems management expertise that is either not available in state resources or is of a temporary nature.
 - *External Agencies* – DCSS continues to provide State Controller's Office staff funding to support the maintenance and operation of the child support interface to the external agency system.
 - *Application Hosting* – Costs for application hosting and transition services. Beginning SFY 2012/13, Network costs are combined with Application Hosting costs listed in the Contract Services category. Application Hosting and Network services are provided by the State Data Center. All costs are now reflected on one line titled CSE State Data Center Services within the Contract Services category.
 - *Enterprise Customer Service Solution (ECSS) Services* – The state utilizes contractors available through the state's CALNET2 Master Services Agreement to host and support the ECSS.
 - *CSE State Data Center Services* – Application hosting and network services.
 - *LCSA Consultants* – The consultants participate in joint analysis and design sessions and identify areas of program policy impact.
- *Statewide Unallocated Reduction* – Includes an unallocated reduction to the CCSAS budget due to a statewide budget reduction.

5.1.3. Local Technical Support

Local technical support services continue throughout the CCSAS project life. Local technical support is necessary to ensure timely response to desktop, network and local issues required to maintain availability of CCSAS. Oversight of all local technical support services is provided by the state, including annual funding to LCSAs and the regular upgrade and replacement of local hardware and software.

Table 5-5 Local Technical Support Costs

TASK	SFY 2010/11	SFY 2011/12	SFY 2012/13	SFY 2013/14	TOTAL
Salaries and Benefits					
LCSA Staff	12,975,200	12,975,200	12,975,200	12,975,200	\$51,900,800
Operating Expenses & Equipment					
Network	4,080,908	4,080,908	4,080,908	4,080,908	\$16,323,632
Site & Facilities	701,081	701,081	701,081	701,081	\$2,804,324
Hardware Lease & Maintenance	4,424,984	4,424,984	4,902,290	4,902,290	\$18,654,548
Software	1,965,011	1,965,011	2,545,056	2,545,056	\$9,020,134
Supplies & Minor Equipment	3,851,655	3,851,655	4,903,140	4,903,140	\$17,509,590
Training	83,434	83,434	83,434	83,434	\$333,736
Travel	52,540	52,540	52,540	52,540	\$210,160
Other	1,620,736	1,620,736	1,620,736	1,620,736	\$6,482,944
Contract Services					
Technical Consultants	3,143,609	3,143,609	3,143,609	3,143,609	\$12,574,436
Statewide Unallocated Reduction					
2012/13 Statewide Unallocated Reduction			-1,941,000	-1,941,000	-\$3,882,000
TOTAL COST	\$32,899,158	\$32,899,158	\$33,066,994	\$33,066,994	\$131,932,304
FFP Adjustments					
Depreciable Hardware					
Subtotal Eligible for FFP	\$32,899,158	\$32,899,158	\$33,066,994	\$33,066,994	\$131,932,304

Local Technical Support Subcategories

- *Salaries and Benefits* – LCSA staff provide local desktop and network support for LCSA personnel using the CCSAS System.
- *Operating Expenses and Equipment* – standard operating equipment and expense costs associated with LCSA staff.
- *Contract Services* – includes all contracts listed under this budget category:
 - *Technical Consultants* – LCSAs utilize both direct consultant support and support from county information systems departments to provide local desktop and network support. This cost category always represents use of specific resources on an hourly or annual cost basis rather than simple fee for service arrangements.

- *Statewide Unallocated Reduction* – Includes an unallocated reduction to the CCSAS budget due to a statewide budget reduction.

6. PROJECT HISTORY

This section summarizes the historical CCSAS project costs beginning with the inception of the project. This section includes a table for each phase of the project by budget category: Pre-Statewide Interim System Management (PRISM); CCSAS Planning; CCSAS Project Years 1-3; California's Alternative System Configuration (C-ASC) Project Years 4-6A; and the CCSAS M&O period.

6.1. Historical PRISM Costs

The table below reflects actual expenditures for PRISM for SFY 1997/98 through SFY 2002/03. Detailed costs can be found in Appendix E of the April 2010 APDU.

Descriptions of the costs outlined below can be found in Section 1 of Appendix K of the May 30, 2008 Annual APDU.

Table 6-1 Actual PRISM Costs

CCSAS Task	ACTUAL SFY 1997/98	ACTUAL SFY 1998/99	ACTUAL SFY 1999/00	ACTUAL SFY 2000/01	ACTUAL SFY 2001/02	ACTUAL SFY 2002/03	TOTAL
PRISM							
State Operations		6,261,358	9,198,704	7,163,693	6,280,029	4,356,133	\$33,259,917
Enhancements		3,535,240	274,499	1,019,665	3,091,176	246,107	\$8,166,687
Conversions		8,108,125	5,288,117	12,915,356	9,211,591	1,950,025	\$37,473,214
Maintenance & Operations	34,961,782	42,201,102	50,558,288	76,532,411	100,084,659	105,957,347	\$410,295,589
Subtotal	\$34,961,782	\$60,105,825	\$65,319,608	\$97,631,125	\$118,667,455	\$112,509,612	\$489,195,407

6.2. Historical CCSAS Planning Costs

The CCSAS project was initiated in 1998. CCSAS planning costs were born by three departments: Franchise Tax Board (FTB); DCSS; and Health and Human Services Data Center (HHSDC). The table below shows the actual expenditures for SFY 1998/99 through SFY 2002/03. Detailed costs can be found in Appendix E of the April 2010 APDU. Descriptions of the costs outlined below can be found in Section 2 of Appendix K of the May 30, 2008 Annual APDU.

Table 6-2 Actual CCSAS Planning Costs

CCSAS Task	ACTUAL SFY 1997/98	ACTUAL SFY 1998/99	ACTUAL SFY 1999/00	ACTUAL SFY 2000/01	ACTUAL SFY 2001/02	ACTUAL SFY 2002/03	TOTAL
CCSAS Planning							
Planning (FTB)			5,011,336	12,421,367	18,067,765	17,678,987	\$53,179,455
Planning (DCSS)						2,081,520	\$2,081,520
Planning (HHSDC)		3,361,637	941,060				\$4,302,697
Subtotal		\$3,361,637	\$5,952,396	\$12,421,367	\$18,067,765	\$19,760,507	\$59,563,672

6.3. CCSAS Project Costs (Years 1-3)

Table 6-3 presents actual CCSAS project costs for the first three years of the development and implementation period: SFY 2003/04 through SFY 2005/06. Detailed costs can be found in Appendix E of the April 2010 APDU. Descriptions of the costs outlined below can be found in Section 3 of Appendix K of the May 30, 2008 Annual APDU.

Table 6-3 CCSAS Project Costs (Years 1-3)

CCSAS TASK	ACTUAL SFY 2003/04	ACTUAL SFY 2004/05	ACTUAL SFY 2005/06	TOTAL
Project Management	\$11,846,159	\$11,626,688	\$11,275,817	\$34,748,664
PRISM				
State Operations	1,594,038	1,769,334	1,649,507	\$5,012,879
Enhancements	1,672,203	8,491,639	4,079,758	\$14,243,600
Conversions	7,588,984			\$7,588,984
Maintenance & Operations	103,800,305	104,851,715	97,388,519	\$306,040,539
Subtotal	\$114,655,530	\$115,112,688	\$103,117,784	\$332,886,002
CSE System				
Development	7,896,007	9,473,718	10,242,877	\$27,612,602
Testing	54,468	984,298	2,865,067	\$3,903,833
Conversion & Implementation	1,771,416	8,903,883	2,732,494	\$13,407,793
Maintenance & Operations			11,217	\$11,217
Miscellaneous	3,238,520	4,550,912	3,339,076	\$11,128,508
Business Partner Payments	86,392,465	125,839,308	165,768,812	\$378,000,585
Subtotal	\$99,352,876	\$149,752,119	\$184,959,543	\$434,064,538
Total Costs	\$225,854,565	\$276,491,495	\$299,353,144	\$801,699,204
Less FFP Adjustments	-\$1,733,567	-\$16,056,620	-\$5,244,398	-\$23,034,585
Total Eligible for FFP	\$224,120,998	\$260,434,875	\$294,108,746	\$778,664,619

6.4. C-ASC Project Costs (Years 4-6A)

Table 6-4 summarizes budgeted C-ASC project costs by SFY, including costs for the development, phased implementation, maintenance, and operation of the C-ASC System, and for the M&O of legacy systems that are part of the C-ASC architecture.

C-ASC project costs are presented as actual costs through December 31, 2008 (SFY 2008/09). Details for these costs can be found in Appendix E of the April 2010 APDU. Descriptions of the costs outlined on the next page can be found in Section 6 of the May 30, 2008 Annual APDU.

Table 6-4 C-ASC Project Costs (Years 4-6A)

DEVELOPMENT & IMPLEMENTATION	ACTUAL SFY 2006/07	ACTUAL SFY 2007/08	ACTUAL SFY 2008/09	TOTAL
Project Management	9,944,836	10,858,547	2,078,296	\$22,881,679
Development	9,546,495	8,009,434	3,377,118	\$20,933,047
Testing	3,876,300	3,560,687	1,372,253	\$8,809,240
Conversion & Implementation	4,467,053	9,982,497	1,743,386	\$16,192,936
Miscellaneous	1,976,203	1,281,550	829,943	\$4,087,696
Business Partner Payments	117,233,147	99,996,439	87,249,073	\$304,478,659
TOTAL D&I COST	\$147,044,034	\$133,689,154	\$96,650,069	\$377,383,257
MAINTENANCE & OPERATIONS				
Service Delivery Management	3,322,490	6,661,157	6,617,096	\$16,600,743
Operations	4,245,876	2,925,741	643,197	\$7,814,814
Application Maintenance	9,018,654	878,811	78,174	\$9,975,639
Miscellaneous	767,896	2,435,227	-80	\$3,203,043
Business Partner Payments	94,102,505	51,566,381	23,023,806	\$168,692,692
Local Technical Support	33,494,873	36,162,114	14,278,797	\$83,935,784
ARS/CASES M&O	64,238,627	52,574,036	20,415,288	\$137,227,951
TOTAL M&O COST	\$209,190,921	\$153,203,467	\$65,056,278	\$427,450,666
TOTAL CCSAS COST	\$356,234,955	\$286,892,621	\$161,706,347	\$804,833,923
Less FFP Adjustments	-\$1,762,358	-\$400,660	-\$160,889	-\$2,323,907
Total Eligible for FFP	\$354,472,597	\$286,491,961	\$161,545,458	\$802,510,016

6.5. CCSAS Costs

Table 6-5 below summarizes actual CCSAS project costs for part of SFY 2008/09 from January 1, 2009 through June 30, 2009 and all of SFY 2009/10. These costs reflect the development, implementation, and the M&O of the CCSAS after receiving federal certification.

Table 6-5 CCSAS Project Costs

TASK	ACTUAL SFY 2008/09	ACTUAL SFY 2009/10	TOTAL
Development	8,313,534	31,196,762	\$39,510,296
Operations	33,064,168	48,344,650	\$81,408,818
Local Technical Support	18,225,082	24,446,139	\$42,671,221
Total CCSAS Cost	\$59,602,784	\$103,987,551	\$163,590,335
Less FFP Adjustments			
POG	-5,475		-\$5,475
Depreciable Hardware (LCSA)		80,000	\$80,000
Total Eligible for FFP	\$59,597,309	\$104,067,551	\$163,664,860