



DEPARTMENT OF CHILD SUPPORT SERVICES



CALIFORNIA DEPARTMENT OF TECHNOLOGY



California Child Support Automation System (CCSAS) Annual Summary 2014

March 1, 2014

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1. INTRODUCTION

In 1999, the legislature passed Assembly Bill 150 which directed the Department of Child Support Services (DCSS) to develop, implement, maintain, and operate a new statewide child support system. The California Child Support Automation System (CCSAS) Project was initiated in State Fiscal Year (SFY) 2003-04 to create a single statewide child support system that automates and centralizes all child support activities, including: locating absent parents; establishing paternity; and obtaining, enforcing, and modifying child support orders. In December 2008, the conversion of all county local child support agency (LCSA) operations to the single statewide system was completed.

CCSAS consists of two major components: the State Disbursement Unit (SDU) and the Child Support Enforcement (CSE) System. The SDU was fully implemented in May 2006. The system currently collects, processes, and distributes all child support payments. The CSE provides a central database and case management system to support child support enforcement activities in all LCSAs.

Per Section 17561 of the Family Code, the California Department of Technology and DCSS are required to produce an annual report to the appropriate policy and fiscal committees of the Legislature by March 1 of each year. The report should include the ongoing implementation of CCSAS, including the following components:

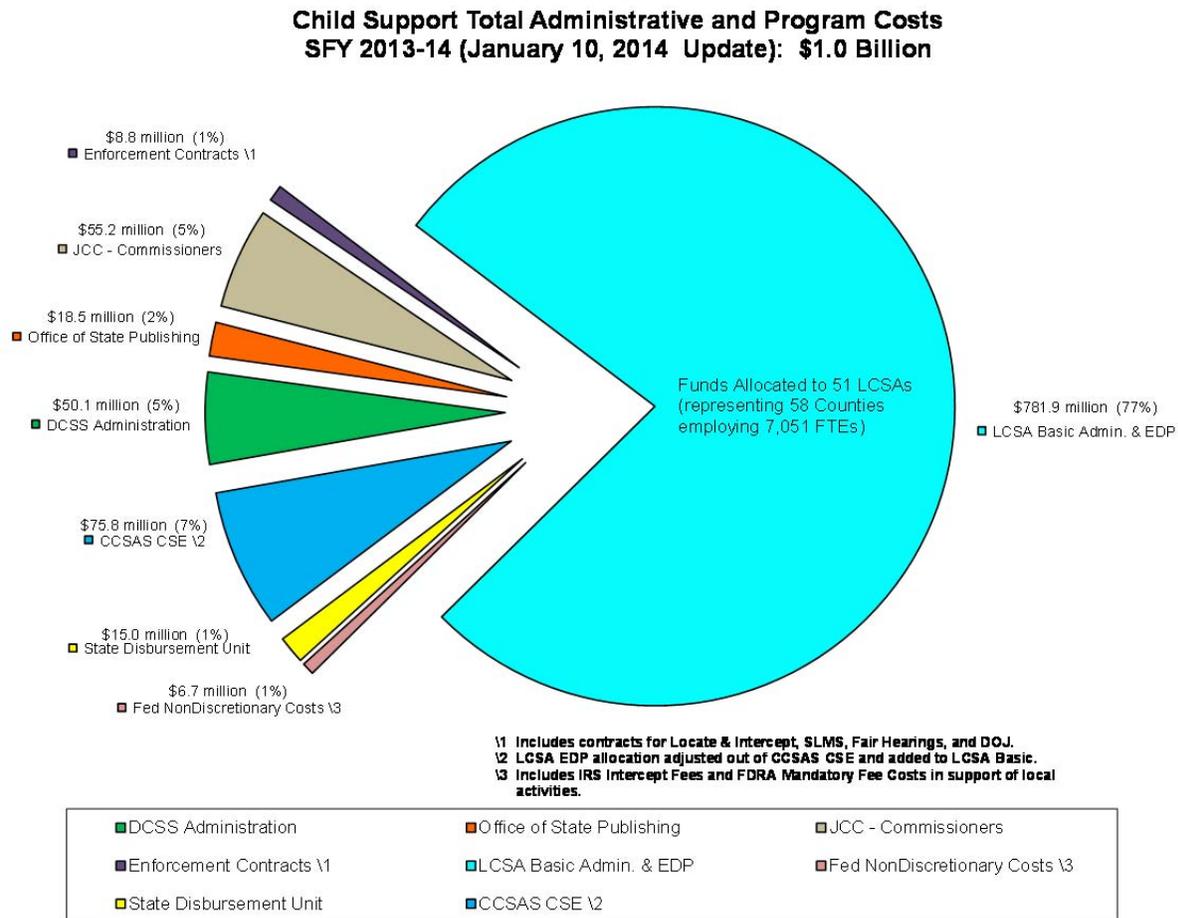
- (a) A clear breakdown of funding elements for past, current, and future years (Section 2).
- (b) Descriptions of active functionalities and a description of their usefulness in child support collections (Section 3).
- (c) A review of current considerations relative to federal law and policy (Section 4).
- (d) A policy narrative on future, planned changes to CCSAS and how those changes will advance activities for workers, collections for the state, and payments for recipient families (Section 6).

Consistent with this direction, DCSS and California Department of Technology have developed this CCSAS Annual Summary. Sources for this report include the May 2013 Annual Advance Planning Document Update (APDU), the SFY 2013/14 Budget Act, and the SFY 2014/15 Proposed Governor's Budget.

2. FUNDING

Federal and state funding for CCSAS was first approved in SFY 2003/2004 to initiate system development. In December 2008, California received federal certification of CCSAS, successfully concluding the state’s efforts to create a single uniform system.

CCSAS continues to receive federal financial participation (FFP) in the amount of 66 percent and State General Fund at 34 percent. Ongoing CCSAS funding supports required maintenance and operations activities. The pie chart below depicts how the CCSAS CSE and CCSAS SDU compare to the total budget for DCSS.



The SFY 2013/14 Budget included the following adjustments to the CCSAS budget:

- A reduction of \$723,000 to reflect statewide reductions made pursuant to the Budget Act of 2012.
- An increase of \$209,000 to reflect statewide employee compensation adjustments made pursuant to the Budget Act of 2013.
- An increase of \$83,000 to reflect statewide retirement rate adjustments made pursuant to the Budget Act of 2013.

Table 1 CCSAS CSE Project Cost Categories

The table below provides detailed definitions of cost categories shown in Table 2 of this report.

SERVICE CATEGORY	DEFINITION
Development	Development costs include: significant application software changes such as the redesign of a child support system's enforcement module; implementation of new electronic interfaces; development of a graphical user interface to replace character based user interfaces; installation of a document imaging component to the system; and application system migration from a mainframe-based architecture to a client server-architecture.
Operations	Operations costs include: state staff, operational expenses, and contract services to provide an 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 architectural support, Enterprise Customer Service Solution (ECSS) support, and application hosting.
Local Technical Support	Local technical support staff costs continue throughout the life of the CCSAS Project. Local technical support costs include: LCSA staff, contract support, and Operating Expenses & Equipment costs for support of local networks and desktop infrastructures.

Table 2 CCSAS CSE Project Costs

The table below provides the total CCSAS CSE actual and projected costs through SFY 2013-14.

TASKS	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

Table 3 CCSAS SDU Project Costs

BUDGET CATEGORY	ACTUAL 2004/05 - 2009/10	BUDGET SFY 2010/11	BUDGET SFY 2011/12	BUDGET SFY 2012/13	BUDGET SFY 2013/14	TOTAL
One-Time Costs						
State Administration	6,442,700					\$ 6,442,700
SDU SP Services	25,967,108	3,962,000	1,060,000			\$ 30,989,108
Subtotal	\$ 32,409,808	\$ 3,962,000	\$ 1,060,000			\$ 37,431,808
Continuing Costs						
SDU - LCSA	7,644,713	295,000	295,000	295,000	295,000	\$ 8,824,713
SDU SP Services	111,153,494	22,372,000	18,091,000	14,671,000	14,671,000	\$ 180,958,494
Subtotal	\$ 118,798,207	\$ 22,667,000	\$ 18,386,000	\$ 14,966,000	\$ 14,966,000	\$ 189,783,207
TOTAL SDU COST	\$ 151,208,015	\$ 26,629,000	\$ 19,446,000	\$ 14,966,000	\$ 14,966,000	\$ 227,215,015

1. Actual Costs through 2007-08 from SDU Post-Implementation Evaluation Report Economic Analysis Worksheets; SFY 2008-09 actual expenses from CalStars.
2. State Administration Costs can be found in SDU SPR #4 (other contracts).
3. For SFY 2010-11, the one-time cost of \$3.962 million reflects the initial transition payment to the new Service Provider (SP) vendor (ACS)
4. For SFY 2011-12, the one-time cost of \$1.060 million reflects the final transition payment to the previous SP vendor (BofA).
5. Beginning in SFY 2012-13, the total cost reflects the full-year impact of the change in SP vendors.

3. SYSTEM FUNCTIONALITY

CCSAS functionality continues to provide the following attributes that positively impact the cost effectiveness of the Child Support Program, both by increasing collections and decreasing and containing costs.

3.1 Worker Effectiveness

- Statewide Access to Data – Regardless of their geographic location, caseworkers can view data for any case or case member. Case transfers occur within the system with minimal manual effort.
- Electronic Storage/Retrieval of Documents – DCSS Central Scan receives, scans and uploads county case documents into CSE for caseworkers. DCSS Central Scan’s primary production team is the “Day Forward” group. Their sole responsibility is to scan and upload current documents generated by the counties into the CSE system. On average, this primary production team scans and uploads 600,000 pages of county documents per month. This is an ongoing workload to provide caseworkers with electronic documentation.

DCSS Central Scan’s secondary production team was established to receive, scan, and upload all county case documents generated prior to the implementation of the CSE system. This “Backfile” effort has reduced the need for storage space within individual counties. In addition to the centralized effort, DCSS has worked with Los Angeles County Child Support Services Department and developed a local level scanning process that is saving the state thousands of dollars in shipping and labor costs.

- E-Filing with California Court – CCSAS functionality provides a standard interface with the courts to transmit forms to the courts electronically. Thirteen types of forms, including the most frequently used (i.e., Summons and Complaints, Amended Proposed Judgments, Defaults and Proofs of Service) are included in this capability. E-Filing saves substantial time for caseworkers as well as court personnel.

Currently, there are seven counties participating in e-Filing: Los Angeles, Orange, Riverside, San Bernardino, San Diego, San Francisco, and San Joaquin. DCSS is actively working with additional courts to expand the use of e-filing.

3.2 Customer Service

- Self Service Website – With the single statewide Self Service Website, customers have more than just payment information at their fingertips. After entering their participant or social security number and a personal identification number, customers can access case-specific information as well as information regarding payments made by non-custodial parents and payments sent to custodial parties. This is done over a secured connection and the customer is not required to speak to a child support representative. If customers wish to communicate with a representative, they are able to send a confidential inquiry and receive responses

via the website. Customers can also update their contact information and obtain information about appointments at their convenience. During 2013, the Self Service Website pages were visited approximately 3.5 million times (through 09/2013), averaging approximately 389,000 log-ins per month.

- Automated Phone System – The Automated Phone System, known as the Enterprise Customer Service Solution (ECSS), is a single statewide phone system that enables all customers to authenticate and quickly obtain information about their child support case through its self service capabilities or if requested by the customer, they can transfer to a county or state representative for assistance. LCSAs and the state effectively utilize this system, which has contributed to performance and customer service improvements in the area of caller wait times and call abandonment. In 2013, the statewide average customer wait time was 2.27 minutes. This is a slight decrease from the wait times in 2012. The program's average abandonment rate also decreased from 11 percent to 8 percent in 2013.

One of the key features of the ECSS statewide platform is the support it affords the department's disaster recovery and business continuity efforts. The redundancy and flexibility of ECSS ensures that the services can be delivered in times of local outages or emergencies. The other benefit is directly related to cost and operational efficiencies. ECSS has allowed counties to establish shared service call centers that enabled LCSAs to transition their calls to other LCSAs better equipped to service callers. This cost effective way of sharing services allows LCSAs to focus their resources on enforcement related performance activities.

- SDU Self Service Options – The SDU provides both credit card and bank account online payment options to non-custodial parents over the internet and via telephone using the SDU's toll free number. Customers can also set up recurring payments and employers can set up Electronic Funds Transfers. Since SFY 2005-06, electronic payments have increased from 17 percent of total to 68 percent for SFY 2012-2013. Since SFY 2005-2006, electronic disbursements have increased from 10 percent of total disbursements to 71 percent.

These self-service options not only reduce the need for resources to provide customer service, but improve payment consistency and reduce errors, thus improving total distributed collections.

- Electronic Payments and Disbursements – Electronic payments and disbursements are faster, more accurate and less expensive to process than paper checks. With CCSAS, employers are able to use bank transfers, debit cards and credit cards to remit payments. Total combined electronic payments and disbursements increased from 14 percent in SFY 2005-2006 to 70 percent in SFY 2012-2013.

3.3 Program Performance

DCSS is committed to continuously monitoring, measuring and evaluating its performance in order to improve California's Child Support Program. DCSS receives a

portion of its funding from the federal government based on an incentive system implemented under the Personal Responsibility and Work Opportunity Reconciliation Act of 1996. In order to qualify for these federal incentive payments, California's Child Support Program must achieve or exceed performance thresholds in key areas. If the program performance falls short, California may lose vital federal incentives and face financial penalties.

Federal Fiscal Year (FFY) 2013 data continues to reflect improvement in the federal performance measures except in Statewide Paternity Establishment Percentage. As in the past, California continues to meet the minimum threshold in every federal performance measure.

- Paternity Establishment Percentage (PEP) – California's goal for paternity establishment is 100 percent. The Statewide PEP measure in FFY 2013 fell short of the goal, at 98.6 percent, whereas previous years maintained performance above 100 percent. Statewide PEP 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. The alternate paternity measure, IV-D PEP measured 100.5 percent for FFY 2013, exceeding 100 percent for the first time. The IV-D PEP measures the total number of children in the IV-D caseload who have been born out-of-wedlock and for whom paternity has been established, compared to the total number of children in the IV-D caseload at the end of the preceding fiscal year that were born out-of-wedlock.
- Percent of Cases with a Child Support Order – Increased California's performance to 89.0 percent, an improvement of 1.1 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 63.3 percent, an improvement of 1.9 percentage points over the previous year. California has continued to improve each year in this measure since FFY 2000. 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 65.1 percent, an increase of 1.6 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 \$2.54 for FFY 2013.

4. LAW AND POLICY CONSIDERATIONS

Changes to state and federal law often result in amendments to the Child Support Program. Occasionally, these amendments also result in changes to the CCSAS system.

4.1 Data Reliability Audits

Pursuant to section 452(a)(4)(C)(i) of the Social Security Act, the federal Office of Child Support Enforcement (OCSE) is required to conduct audits to assess the completeness, reliability, and security of system data as well as the accuracy of reporting for state child support enforcement systems. States are required to meet a 95 percent data reliability standard in specified performance indicators. California passed the FFY 2012 audit in August 2013 and exceeded all of the minimum requirements.

4.2 Changes in State Law and Policy

Assembly Bill 1403 (Chapter 510, Statutes of 2013) amended terminology in the Uniform Parentage Act (UPA) found in the Family Code to be gender-neutral and consistent with well-established case law. Chapter 510 also amended the Government Code to ratify the Judicial Council's authority to convert 10 subordinate judicial officer positions to judgeships in the fiscal year 2013-14. This statute is effective July 1, 2014.

Senate Bill 46 (Chapter 396, Statutes of 2013) extended certain data elements to the list of personal information that, when used to access an online account, is subject to security breach notification requirements. Chapter 396 further extended consumer protection in the event of a breach, by requiring any agency, person or business that uses computerized systems to collect personal information in California, to notify the owner of the personal information if their account password, username, or security questions and answers have been breached. This statute was effective January 1, 2014.

Senate Bill 274 (Chapter 564, Statutes of 2013) amended parentage laws to allow a court to find that a child has more than two parents when the court determines that recognizing only two parents would be detrimental to the child. The language also provides that with that recognition, all of the rights and responsibilities of parentage under other existing laws will apply to all of the child's parents. This statute was effective January 1, 2014.

4.3 Guideline Calculator Mandates

Annual updates to the Guideline Calculator address changes in state and federal tax laws and related requirements. The counties and courts are required by federal law to use the Guideline Calculator to calculate child support order amounts. State law requires that the Guideline Calculator be certified each year by the Administrative Office of the Courts.

5. ACCOMPLISHMENTS

- E-Documents - E-Documents is the electronic delivery of Child Support Notices beginning with the Barnes and Billing Notices. This offering enhances customer service by providing a solution that allows a custodial party (CP) or non-custodial parent (NCP) the ability to enroll in receiving notifications and subsequently view electronic billing statements online rather than receiving paper statements. The enrollment is completed by the participant through the self service functions within the Customer Connect System. Outreach efforts consisting of colored half sheet inserts in the statements and notices received by mail, envelope printing, Statewide IVR messaging, scripts by call center agents and email reminders to complete enrollment have resulted in 51,206 participants enrolled from May 20, 2013 – October 23, 2013.
- Customer Connect Mobile Web and CAChildSup Mobile Application – On June 19, 2013, DCSS released an enhancement to the Customer Connect website which reformats the most commonly accessed participant information into a mobile friendly format consistent with the California Department of Technology Standards and Guidelines. Building on that foundation, on October 20, 2013, DCSS launched the CAChildSup mobile application for Android and Apple devices. The CAChildSup application facilitates convenient and secure access for active child support participants to their case and account information from a mobile device. The application offers one touch access to account and payment information as well as LCSA details and frequently asked questions.

6. PLANNED SYSTEM CHANGES

Section 17561 of the Family Code requires DCSS and California Department of Technology to jointly produce an annual report to the policy and fiscal committees of the Legislature on the ongoing implementation of CCSAS. CCSAS has been in maintenance and operations since October 2011 and has no major implementation efforts planned.

As a result of the completion of the project, DCSS closed out the CCSAS Project in 2013 with a Post Implementation Evaluation Report. The report will be submitted to the California Department of Technology in early 2014.