



**STATE OF CALIFORNIA**  
Department of Child Support Services



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# **California Child Support Automation System (CCSAS) Project**

## **Annual Advance Planning Document Update (APDU)**

**May 1, 2016**



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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.

Table 1-1 presents the CCSAS project costs and Federal Financial Participation (FFP) adjustments through State Fiscal Year (SFY) 2016-17. Based on the cumulative funding, California is requesting \$95,039,992. The funding request has been adjusted to reflect SFY 2012-13 actual expenditures and updated budget projections for SFY 2015-16 and ongoing.

**Table 1-1 Funding Request**

FUNDING REQUEST	ACTUAL SFY 2003-04 thru SFY 2012-13	BUDGET SFY 2013-14	BUDGET SFY 2014-15	BUDGET SFY 2015-16	BUDGET SFY 2016-17	TOTAL COSTS
<b>TOTAL CCSAS COST</b>	2,045,720,055	103,713,614	104,818,360	106,080,434	106,360,434	<b>\$ 2,466,692,897</b>
- Not Eligible for FFP	(25,683,967)	-	-	-	-	<b>\$ (25,683,967)</b>
- FFP Previously Approved	(2,109,789,055)	(82,225,538)	(66,420,067)	(87,534,278)	-	<b>\$(2,345,968,938)</b>
<b>Net Funding Request</b>	<b>\$ (89,752,967)</b>	<b>\$ 21,488,076</b>	<b>\$ 38,398,293</b>	<b>\$ 18,546,156</b>	<b>\$ 106,360,434</b>	<b>\$ 95,039,992</b>

## 1.1. Summary of Changes

The cost changes reflected in this APDU are summarized in Table 1-2 as a comparison against the May 2015 APDU for SFY 2015-16 and ongoing. Descriptions of the cost changes are provided below.

**Table 1-2 Detailed Summary of Changes to Project Costs**

TASK	SFY 2015-16	SFY 2016-17
Statewide Retirement	\$250,000	\$250,000
Employee Compensation	\$1,048,000	\$1,120,000
Staffing Shift		\$208,000
<b>Total</b>	<b>\$1,298,000</b>	<b>\$1,578,000</b>

- *Statewide Retirement* – employer retirement contributions were increased by \$250,000 in SFY 2015-16 and ongoing.
- *Employee Compensation* – salaries and benefits were increased by \$1,048,000 in SFY 2015-16 and \$1,120,000 in SFY 2016-17 and ongoing.
- *Staffing Shift* – contract services for CSE Maintenance and Operations (M&O) Staffing Service Support were reduced by \$3,366,000 and salaries and benefits for state staff were increased by \$3,574,000 for a net adjustment of \$208,000 ongoing.

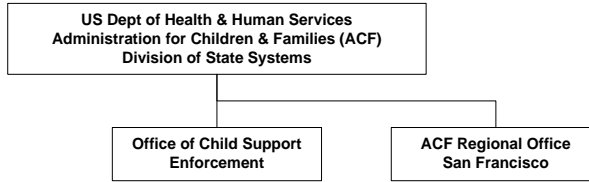
## **1.2. Project Status**

The CCSAS Project is currently in the maintenance and operations phase of the project. There are no changes to the scope or the schedule for this project.

## 2. PROJECT ORGANIZATION

This section provides the CCSAS functional organization structure.

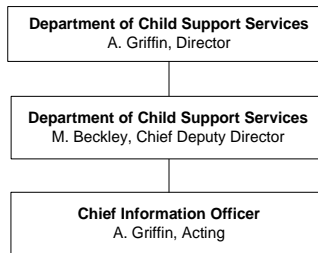
### Federal Oversight



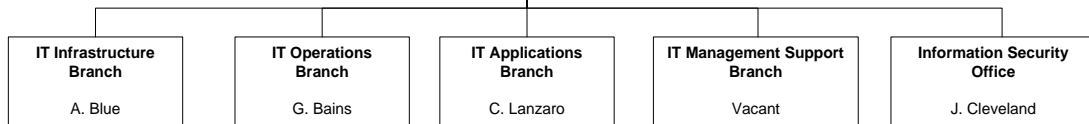
### State Oversight



### Executive Management



### Management Team







### 3. PROJECT SCHEDULE

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

#### 3.1. 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 Approval Board and the Director of DCSS. All modifications are considered high priority and have been selected based on their contribution toward improving overall program performance and system efficiencies.

##### 3.1.1. 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
4.17.0	07/19/2015	<p>This release included various maintenance changes to the following areas:</p> <ul style="list-style-type: none"> <li>• <u>Employer Search</u>: Improved employer search functionality.</li> <li>• <u>E-Filing</u>: Converted San Diego County to a new vendor.</li> <li>• <u>Locate</u>: Improved participant matching by searching for transposed first/last names.</li> <li>• <u>Financial</u>: Limited payment source updates when a physical payment is associated with a large number of cases.</li> <li>• <u>Forms</u>: Updated the following forms:                         <ul style="list-style-type: none"> <li>○ Income Withholding Order (IWO) Packet updates.</li> <li>○ Multiple Office of Child Support Enforcement (OCSE) Transmittals.</li> </ul> </li> <li>• <u>Reports</u>: Revised Program Monitoring reports for case reporting.                         <ul style="list-style-type: none"> <li>○ PGM-003 – Case Closure Compliance</li> <li>○ PGM-009 – Review &amp; Adjustment Compliance</li> </ul> </li> </ul>

4.17.1	10/25/2015	<p>This release included the following maintenance changes to the following areas:</p> <ul style="list-style-type: none"> <li>• <u>Employer Confirmation</u>: Created an automated process for new employer records.</li> <li>• <u>Locate</u>: Updated Employment Development Department Interface to intake additional information.</li> <li>• <u>Enforcement</u>: Enabled Federally Assisted State Transmitted (FAST) Levy to electronically exchange levy data with participating banks.</li> <li>• <u>Forms</u>: Updated the following forms:                         <ul style="list-style-type: none"> <li>○ IWO Cover Letters</li> <li>○ Franchise Tax Board (FTB) Form</li> <li>○ Notary Certificate</li> <li>○ Mandatory Review and Adjustment – Temporary Aid to Needy Families</li> </ul> </li> <li>• <u>Title IV-A</u>: Los Angeles LCSA – Los Angeles Eligibility, Automated Determination Evaluation and Reporting (LEADER) system converted to the LEADER Replacement System.</li> </ul>
4.18.0	11/15/2015	<p>This release included the following maintenance changes to the following areas:</p> <ul style="list-style-type: none"> <li>• <u>Reports</u>: Upgraded Hyperion reporting tool and revised program monitoring reports for case reporting.                         <ul style="list-style-type: none"> <li>○ PGM-002 – Establishment Compliance</li> </ul> </li> <li>• <u>Title IV-A</u>: Updated rejection process for referrals.</li> <li>• <u>E-Filing</u>: Implemented Santa Barbara County.</li> <li>• <u>Employers</u>: Created online Customer Service Request process for employer updates.</li> <li>• <u>Forms</u>: Updated the following forms.                         <ul style="list-style-type: none"> <li>○ Vital Statistics Forms</li> <li>○ Notice of Hearing Change</li> </ul> </li> </ul>
5.0.0	12/6/2015	<p>Implemented Virtual Online Interactive Application to provide access for public submission of child support applications via the DCSS Website.</p>

5.1.0	12/20/2015	
		<p>This release included the following maintenance changes to the following areas:</p> <ul style="list-style-type: none"> <li>• <u>Guideline Calculator</u>: Updated annual rates.</li> <li>• <u>Enforcement</u>: Enabled Sacramento, Shasta &amp; Sonoma counties for CeRTNA access.</li> <li>• <u>E-Filing</u>: Converted Orange County to a new vendor.</li> <li>• <u>Title IV-A</u>: Implemented new aid code 2P.</li> <li>• <u>Forms</u>: Updated the following forms: <ul style="list-style-type: none"> <li>○ Release of Judgement Lien</li> <li>○ Parental Obligations for Uniform Interstate Family Support Act (UIFSA)</li> </ul> </li> </ul>
Jan 2016	1/17/2016	
		<p>This release included the following maintenance changes to the following areas:</p> <ul style="list-style-type: none"> <li>• <u>E-Filing</u>: Implemented Solano County.</li> <li>• <u>Forms</u>: Updated the Notice Regarding Payment of Support form.</li> </ul>
Feb 2016	2/21/2016	
		<p>This release included the following maintenance changes to the following areas:</p> <ul style="list-style-type: none"> <li>• <u>Establishment</u>: Added a new support term for court ordered arrears payback when a new order is entered.</li> <li>• <u>Forms</u>: Updated the following forms: <ul style="list-style-type: none"> <li>○ Approval of Judgement</li> <li>○ Request to Sign Order</li> </ul> </li> </ul>
March 2016	3/20/2016	
		<p>This release included the following maintenance changes to the following area:</p> <ul style="list-style-type: none"> <li>• <u>Internet Explorer</u>: Upgraded to version 11.</li> </ul>
Apr 2016	4/17/2016	
		<p>This release included the following maintenance changes to the following areas:</p> <ul style="list-style-type: none"> <li>• <u>Enforcement</u>: Transitioned Financial Institution Data Match Interface from FTB to new vendor, Informatix.</li> </ul>

### 3.1.2.Planned System Changes

The matrix in Table 3-2 reflects the planned system changes scheduled for the upcoming year. California employs monthly releases to provide a vehicle for preventive, corrective, and adaptive changes occurring on an ongoing basis to ensure the system is current with legislative requirements and is up-to-date with technological advances.

**Table 3-2 Planned System Changes**

Release #	Release Date	Description of Release
May 2016	5/15/2016	<p>This release will include the following maintenance changes to the following areas:</p> <ul style="list-style-type: none"> <li>• <u>Child Support Enforcement Network (CSENet) Referral Acknowledgement Impacts:</u> <ul style="list-style-type: none"> <li>○ Updated CSE Interstate pages for the Incoming Interstate Referral – Enter Acknowledgement Information and Interstate Transaction Detail pages to include new verbiage and checkboxes.</li> <li>○ Changed to automated text verbiage generated for both the electronic and hardcopy acknowledgements (CSENet Transaction and Transmittal OMB-0970-0085-T1 Acknowledgement).</li> <li>○ Modified physical forms for Interstate Acknowledgment with required narrative.</li> </ul> </li> </ul>
TBD	TBD	<p>To meet all requirements for the UIFSA, California is implementing the following system functionality in 2016:</p> <p>Implement new International Federal Information Processing Standards (FIPS) Codes &amp; Address impacts:</p> <ul style="list-style-type: none"> <li>• Add FIPS codes to CSE and State Disbursement Unit (SDU) for countries that have joined the Hague Convention and for those that may later become parties to the Convention.</li> <li>• Change the current FIPS codes in the CSE and the SDU to mirror the federal formatting used by OCSE.</li> <li>• Expand character fields and lines in the CSE non-standard address fields to properly record international addresses.</li> <li>• Update files to transmit the additional length of fields when non-standard address fields are modified in CSE and include any type of specific case/participant identifiers for potential Electronic Disbursement Validation.</li> <li>• Change Disbursement Instruction (DINT) file to the SDU, including adding an additional address line to the DINT file to match the CSE non-standard address field's capacity.</li> <li>• Update DINT file to accept and transmit additional length of fields when non-standard address fields are modified in CSE</li> </ul>

		<p>and include a special indicator to inform the SDU that the disbursement needs to be converted to the receiving counties currency for electronic funds transfer transactions.</p> <ul style="list-style-type: none"> <li>• Review and Update Check Template 005 Interstate Disbursement for Countries not accepting EFT Transactions.</li> <li>• Modify system batch processing for impacts required to receive and/or generate financial records.</li> <li>• Reporting Considerations:             <ul style="list-style-type: none"> <li>○ <u>CS34 Page 1: Collections Received, Distributed and Undistributed</u> has a cell for Other countries:                 <ul style="list-style-type: none"> <li>• Section A: Available Collections: 2g From Other Countries,</li> <li>• Section B: Distributed/Undistributed Collections: Verify disbursements to other counties will be reported in Column (F) Other Never Assistance,                     <ul style="list-style-type: none"> <li>• line 7c - Distributed as Medical Support,</li> <li>• line 7d - Distributed to Family, and</li> <li>• line 8 - Total Distributed.</li> </ul> </li> </ul> </li> <li>○ <u>CS34 Page 2: Itemized Undistributed Collections:</u> Update the appropriate cells as other collections California currently receives from other countries with the new international collections report.</li> <li>○ <u>CS35: Supplement to the CS34 Monthly report of collections and distributions:</u> Update the appropriate cells as other collections California currently receives from other countries with the new international collections report.</li> <li>○ <u>CS1257:</u> Review lines affected by International or Tribal cases.</li> </ul> </li> <li>• System Generated Forms: Update 20+ forms with narrative changes.</li> </ul>
TBD	TBD	
		<p>In an effort to improve the department’s ability to deliver CSE application changes, DCSS will modernize the system’s data testing environment through upgrading current data and service virtualization capabilities. This upgrade will improve DCSS’s ability to introduce and test application changes and quickly identify and correct defects. This allows the department’s development and testing teams to perform changes against virtual copies of CSE data and systems more efficiently and effectively.</p> <p>In addition, DCSS will move the CSE system infrastructure to a new Cloud-based service within the State Data Center. CalCloud will provide DCSS with a more flexible on-demand system infrastructure that will enhance the department’s ability to adapt to changing business and infrastructure needs.</p> <p>These efforts will improve DCSS’s ability to maintain, correct, and adapt CSE in a more consistent and controllable environment;</p>

		positioning the system for longevity and ease of continued maintainability.
<a href="#">TBD</a>	<a href="#">TBD</a>	
		<p><a href="#">DCSS will move the CSE system infrastructure to a new Cloud-based Infrastructure as a Service (CalCloud – IaaS) within the California Department of Technology (CDT) State Data Center. DCSS currently uses a managed services infrastructure within CDT. CalCloud - IaaS will provide DCSS with a more flexible on-demand system infrastructure that will enhance the department’s ability to adapt to business and infrastructure needs.</a></p> <p><a href="#">One of the key reasons for moving to the CalCloud infrastructure is that it provides a highly secure infrastructure. The CalCloud – IaaS computing services are maintained by contracted resources through IBM at CDT. The CalCloud – IaaS security provides the most stringent controls from the CDT, IBM, and Fed Ramp (includes NIST 800-53). CalCloud – IaaS will also provide workload specific security required by IRS Publication 1075.</a></p> <p><a href="#">DCSS is planning for the migration to begin June 1, 2016. The overall effort is anticipated to take 11 months to complete.</a></p>

## 4. PROJECT 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 (SAM), the reference source for statewide policies, procedures, regulations and information developed and issued by authoring control agencies (e.g., Governor's Office, Department of General Services, Department of Finance, California Department of Technology, and the California Department of Human Resources). In order to provide a uniform approach to statewide management policy, the contents of the SAM have the approval of and are published by the authority of the California Department of Technology at <http://sam.dgs.ca.gov/>. The California Department of Technology also oversees all IT Procurements for the state: <http://www.cio.ca.gov/OTP/default.asp>.

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. These manuals can be found on DGS' website: <http://dgs.ca.gov/ols/home.aspx>.

- State Contracting Manuals Volume 1 (Services):  
<http://www.dgs.ca.gov/ols/Resources/StateContractManual.aspx>;
- State Contracting Manuals Volume 2 (Non-IT Goods):  
<http://www.dgs.ca.gov/pd/Resources/publications/SCM2.aspx>; and
- State Contracting Manuals Volume 3 (IT Goods):  
<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 CSE system.

**Table 4-1 CSE System Contracts**

Contract Name	Type	Scope	Procurement Strategy	Estimated Cost	Base Start	Base End	Option Years
<b>Deloitte Consulting LLP</b> 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	\$97,776,845	5/1/2011	4/30/2016	2 Two-Year optional extensions: 1. 05/01/16 – 04/30/18 at \$26,042,381 2. 05/01/18 – 04/30/20 at \$27,212,429  ** 1 <sup>st</sup> extension has been exercised.
<b>Futures Explored, Inc.</b> 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 + \$407,520 + \$407,520 = \$1,527,840	9/1/2012	8/31/2014	3 One-Year optional extensions: 1. 09/01/14 – 08/31/15 at \$407,520 2. 09/01/15 – 08/31/16 at \$407,520 3. 09/01/16 – 08/31/17 at \$407,520  ** 2 <sup>nd</sup> extension has been exercised.



## 5. PROJECT BUDGET

This section presents total CCSAS costs. The CCSAS 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. Details of actual expenditures are provided in Section 6, Project History.

### 5.1. Total Project Cost

This section presents a summary of total CCSAS costs by State Fiscal Year.

**Table 5-1 Total CCSAS Costs Summary by SFY**

TASKS	ACTUAL 2003-04 thru 2012-13	BUDGET SFY 2013-14	BUDGET SFY 2014-15	BUDGET SFY 2015-16	BUDGET SFY 2016-17	TOTAL
Development	902,073,292	-	-	-	-	\$ 902,073,292
Operations	500,428,121	68,705,620	69,810,366	71,072,440	71,352,440	\$ 781,368,987
Local Technical Support	643,218,642	35,007,994	35,007,994	35,007,994	35,007,994	\$ 783,250,618
<b>TOTAL CCSAS COST</b>	<b>\$ 2,045,720,055</b>	<b>\$ 103,713,614</b>	<b>\$ 104,818,360</b>	<b>\$ 106,080,434</b>	<b>\$ 106,360,434</b>	<b>\$ 2,466,692,897</b>
FFP Adjustments						
KIDZ & STAR/KIDS Conv (D&I - LCSA)	(6,237,289)					\$ (6,237,289)
KIDZ & STAR/KIDS Conv (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)	-					\$ -
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)
<b>Subtotal Adjustments to FFP</b>	<b>\$ (25,683,967)</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ (25,683,967)</b>
<b>Total FFP Request</b>	<b>\$ 2,020,036,088</b>	<b>\$ 103,713,614</b>	<b>\$ 104,818,360</b>	<b>\$ 106,080,434</b>	<b>\$ 106,360,434</b>	<b>\$ 2,441,008,930</b>

**Table 5-2 CCSAS Budget Summary by Quarter**

TASK	SFY 2013-14				SFY 2014-15			
	JUL - SEP	OCT - DEC	JAN - MAR	APR - JUN	JUL - SEP	OCT - DEC	JAN - MAR	APR - JUN
Development	-	-	-	-	-	-	-	-
Operations	17,176,405	17,176,405	17,176,405	17,176,405	17,452,592	17,452,592	17,452,591	17,452,591
Local Technical Support	8,751,999	8,751,999	8,751,998	8,751,998	8,751,999	8,751,999	8,751,998	8,751,998
<b>TOTAL COST</b>	<b>\$25,928,404</b>	<b>\$25,928,404</b>	<b>\$25,928,403</b>	<b>\$25,928,403</b>	<b>\$26,204,591</b>	<b>\$26,204,591</b>	<b>\$26,204,589</b>	<b>\$26,204,589</b>
<b>FFP Adjustments</b>								
Depreciable Hardware	-	-	-	-	-	-	-	-
<b>Subtotal Eligible for FFP</b>	<b>\$25,928,404</b>	<b>\$25,928,404</b>	<b>\$25,928,403</b>	<b>\$25,928,403</b>	<b>\$26,204,591</b>	<b>\$26,204,591</b>	<b>\$26,204,589</b>	<b>\$26,204,589</b>
Fiscal Year Subtotal	\$103,713,614				\$104,818,360			

TASK	SFY 2015-16				SFY 2016-17				TOTAL
	JUL - SEP	OCT - DEC	JAN - MAR	APR - JUN	JUL - SEP	OCT - DEC	JAN - MAR	APR - JUN	2013-14 thru 2016-17
Development	-	-	-	-	-	-	-	-	-
Operations	17,768,110	17,768,110	17,768,110	17,768,110	17,838,110	17,838,110	17,838,110	17,838,110	280,940,866
Local Technical Support	8,751,999	8,751,999	8,751,998	8,751,998	8,751,999	8,751,999	8,751,998	8,751,998	140,031,976
<b>TOTAL COST</b>	<b>\$26,520,109</b>	<b>\$26,520,109</b>	<b>\$26,520,108</b>	<b>\$26,520,108</b>	<b>\$26,590,109</b>	<b>\$26,590,109</b>	<b>\$26,590,108</b>	<b>\$26,590,108</b>	<b>\$420,972,842</b>
<b>FFP Adjustments</b>									
Depreciable Hardware	-	-	-	-	-	-	-	-	-
<b>Subtotal Eligible for FFP</b>	<b>\$26,520,109</b>	<b>\$26,520,109</b>	<b>\$26,520,108</b>	<b>\$26,520,108</b>	<b>\$26,590,109</b>	<b>\$26,590,109</b>	<b>\$26,590,108</b>	<b>\$26,590,108</b>	<b>\$420,972,842</b>
Fiscal Year Subtotal	\$106,080,434				\$106,360,434				

### 5.1.1. Development

Costs categorized as development during the M&O phase of the CCSAS project are limited to system enhancements as defined by OCSE-AT-06-03:

- *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.

System enhancements may be changes to the CSE System or changes to the interface between CSE and the SDU, implemented by the SDU Service Provider. There are currently no development costs for this project.

## 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 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; printing and imaging; technical infrastructure and architecture support; Enterprise Customer Service Solution (ECSS) Services support; and application hosting.

**Table 5-3 Operations Budget**

TASK	SFY 2013-14	SFY 2014-15	SFY 2015-16	SFY 2016-17	TOTAL
<b>Salaries and Benefits</b>					
State Staff	19,124,600	24,216,724	29,811,798	33,094,798	<b>\$106,247,920</b>
<b>Operating Expenses &amp; Equipment</b>					
Network					
Site & Facilities	1,535,722	1,535,722	1,535,722	1,535,722	<b>\$6,142,888</b>
Hardware Lease & Maintenance	60,000	60,000	60,000	109,000	<b>\$289,000</b>
Software	3,287,189	3,287,189	3,287,189	3,287,189	<b>\$13,148,756</b>
Supplies & Minor Equipment	549,363	549,363	549,363	549,363	<b>\$2,197,452</b>
Training	35,508	99,008	175,008	240,008	<b>\$549,532</b>
Travel	210,455	257,705	308,705	344,705	<b>\$1,121,570</b>
Other	437,064	713,004	1,013,004	1,226,004	<b>\$3,389,076</b>
<b>Contract Services</b>					
CSE M&O Services	15,984,576	11,610,508	6,700,508	3,334,508	<b>\$37,630,100</b>
Central Scan	917,904	917,904	917,904	917,904	<b>\$3,671,616</b>
Tech Consultants			150,000	150,000	<b>\$300,000</b>
External Agencies	90,000	90,000	90,000	90,000	<b>\$360,000</b>
ECSS Services	3,626,996	3,626,996	3,626,996	3,626,996	<b>\$14,507,984</b>
CSE State Data Center Services	25,471,561	22,530,561	22,530,561	22,530,561	<b>\$93,063,244</b>
LCSA Consultants	315,682	315,682	315,682	315,682	<b>\$1,262,728</b>
Statewide Reduction	(2,941,000)				<b>-\$2,941,000</b>
<b>TOTAL COST</b>	<b>\$68,705,620</b>	<b>\$69,810,366</b>	<b>\$71,072,440</b>	<b>\$71,352,440</b>	<b>\$280,940,866</b>

Footnote:

/Salary and Benefit costs increase in SFY 2016-17 due to higher employee compensation and fringe benefit rates, and a realignment of CSE M&O Contract Service staffing to state staff

### Operations Budget Categories

- *Salaries and Benefits* – State staff includes DCSS personnel required to support the activities described in this section.
- *Operating Expenses and Equipment* – Standard operating expense and equipment costs associated with state staff and the operation of CSE.
- *Contract Services* – Includes all contracts listed under this budget category:
  - *CSE M&O Services* – Contract staff possessing specific technical expertise in CSE system architecture and system application

technologies to compliment state staff in providing system operations services.

- *Central Scan* – Contract and support services for scanning activities.
- *Technical Consultants* - Contract staff possessing specific technical expertise in CSE system architecture and system application technologies.
- *External Agencies* – the State Controller’s Office provides consultative services regarding enhancements and modifications made to CCSAS as well as program disbursements and related audit services.
- *ECSS Services* – The state utilizes contractors available through the California Network (CALNET2) Master Services Agreement to host and support the ECSS.
- *CSE State Data Center Services* – Application hosting and network services.
- *Local Child Support Agency Consultants* – The consultants participate in joint analysis and design sessions and identify areas of program policy impact.
- *Statewide Reduction* – Includes an unallocated reduction to the CCSAS budget due to a statewide budget reduction. Beginning in SFY 2014-15, the reduction was applied to the contract services line item.

### 5.1.3. Local Technical Support

Local technical support services for CCSAS are 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 5-4 Local Technical Support Budget**

TASK	SFY 2013-14	SFY 2014-15	SFY 2015-16	SFY 2016-17	TOTAL
<b>Salaries and Benefits</b>					
LCSA Staff	12,975,200	12,975,200	12,975,200	12,975,200	<b>\$51,900,800</b>
<b>Operating Expenses &amp; Equipment</b>					
Network	4,080,908	4,080,908	4,080,908	4,080,908	<b>\$16,323,632</b>
Site & Facilities	701,081	701,081	701,081	701,081	<b>\$2,804,324</b>
Hardware Lease & Maintenance	4,902,290	4,902,290	4,902,290	4,902,290	<b>\$19,609,160</b>
Software	2,545,056	2,545,056	2,545,056	2,545,056	<b>\$10,180,224</b>
Supplies & Minor Equipment	4,903,140	4,903,140	4,903,140	4,903,140	<b>\$19,612,560</b>
Training	83,434	83,434	83,434	83,434	<b>\$333,736</b>
Travel	52,540	52,540	52,540	52,540	<b>\$210,160</b>
Other	1,620,736	1,620,736	1,620,736	1,620,736	<b>\$6,482,944</b>
<b>Contract Services</b>					
Technical Consultants	3,143,609	3,143,609	3,143,609	3,143,609	<b>\$12,574,436</b>
<b>TOTAL COST</b>	<b>\$35,007,994</b>	<b>\$35,007,994</b>	<b>\$35,007,994</b>	<b>\$35,007,994</b>	<b>\$140,031,976</b>

#### Local Technical Support Budget Categories

- *Salaries and Benefits* – LCSA staff provide local desktop and network support for LCSA personnel using CCSAS.
- *Operating Expenses and Equipment* – standard operating expense and equipment costs associated with LCSA staff and the operation of CSE.
- *Contract Services* – includes all contracts listed under this budget category.
  - *Technical Consultants* – LCSAs utilize both direct consultant support and county information technology staff to provide local desktop and network support.

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

### 6.2. Historical CCSAS Planning Costs

The CCSAS project was initiated in 1998. CCSAS planning costs were born by three departments: 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
<b>CCSAS Planning</b>							
Planning (FTB)			5,011,336	12,421,367	18,067,765	17,678,987	<b>\$53,179,455</b>
Planning (DCSS)						2,081,520	<b>\$2,081,520</b>
Planning (HHSDC)		3,361,637	941,060				<b>\$4,302,697</b>
<b>Subtotal</b>		<b>\$3,361,637</b>	<b>\$5,952,396</b>	<b>\$12,421,367</b>	<b>\$18,067,765</b>	<b>\$19,760,507</b>	<b>\$59,563,672</b>

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



## 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	<b>\$22,881,679</b>
Development	9,546,495	8,009,434	3,377,118	<b>\$20,933,047</b>
Testing	3,876,300	3,560,687	1,372,253	<b>\$8,809,240</b>
Conversion & Implementation	4,467,053	9,982,497	1,743,386	<b>\$16,192,936</b>
Miscellaneous	1,976,203	1,281,550	829,943	<b>\$4,087,696</b>
Business Partner Payments	117,233,147	99,996,439	87,249,073	<b>\$304,478,659</b>
<b>TOTAL D&amp;I Cost</b>	<b>\$147,044,034</b>	<b>\$133,689,154</b>	<b>\$96,650,069</b>	<b>\$377,383,257</b>
MAINTENANCE & OPERATIONS				
Service Delivery Management	3,322,490	6,661,157	6,617,096	<b>\$16,600,743</b>
Operations	4,245,876	2,925,741	643,197	<b>\$7,814,814</b>
Application Maintenance	9,018,654	878,811	78,174	<b>\$9,975,639</b>
Miscellaneous	767,896	2,435,227	-80	<b>\$3,203,043</b>
Business Partner Payments	94,102,505	51,566,381	23,023,806	<b>\$168,692,692</b>
Local Technical Support	33,494,873	36,162,114	14,278,797	<b>\$83,935,784</b>
ARS/CASES M&O	64,238,627	52,574,036	20,415,288	<b>\$137,227,951</b>
<b>TOTAL M&amp;O Cost</b>	<b>\$209,190,921</b>	<b>\$153,203,467</b>	<b>\$65,056,278</b>	<b>\$427,450,666</b>
<b>TOTAL CCSAS Cost</b>	<b>\$356,234,955</b>	<b>\$286,892,621</b>	<b>\$161,706,347</b>	<b>\$804,833,923</b>
<b>Less FFP Adjustments</b>	<b>\$(1,762,358)</b>	<b>\$(800,660)</b>	<b>\$(160,889)</b>	<b>\$(2,723,907)</b>
<b>Total Eligible for FFP</b>	<b>\$354,472,597</b>	<b>\$286,091,961</b>	<b>\$161,545,458</b>	<b>\$802,110,016</b>

## 6.5. CSE Maintenance & Operations Costs

Table 6-5 below summarizes actual project costs beginning January 1, 2009 and continuing through SFY 2012/13. These costs reflect the development, implementation, and the M&O of CCSAS after receiving federal certification.

**Table 6-5 CSE Maintenance & Operations Costs**

TASK	ACTUAL SFY 2008-09	ACTUAL SFY 2009-10	ACTUAL SFY 2010-11	ACTUAL SFY 2011-12	ACTUAL SFY 2012-13	TOTAL
Development	8,313,534	31,196,762	3,304,956	-	-	42,815,252
Operations	33,064,168	48,344,650	77,127,834	58,173,297	52,028,999	268,738,948
Local Technical Support	18,225,082	24,446,139	23,648,698	30,005,350	31,307,459	127,632,728
<b>Total CCSAS Cost</b>	<b>\$59,602,784</b>	<b>\$ 103,987,551</b>	<b>\$ 104,081,488</b>	<b>\$88,178,647</b>	<b>\$83,336,458</b>	<b>\$ 439,186,928</b>
Less FFP Adjustments						-
Program Oversight Group	(5,475)					(5,475)
Depreciable Hardware (LCSA)		80,000				80,000
Depreciable Hardware (BP)			(228,847)	173,986	54,861	-
<b>Total Eligible for FFP</b>	<b>\$59,597,309</b>	<b>\$ 104,067,551</b>	<b>\$ 103,852,641</b>	<b>\$88,352,633</b>	<b>\$83,391,319</b>	<b>\$ 439,261,453</b>