

CALIFORNIA DEPARTMENT OF CHILD SUPPORT SERVICES

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March 1, 2017

The Honorable Holly J. Mitchell, Chair
California State Senate
Joint Legislative Budget Committee
State Capitol, Room 5100
Sacramento, California 95249-0079

**SUBJECT: CALIFORNIA CHILD SUPPORT AUTOMATION SYSTEM
ANNUAL SUMMARY 2017**

Dear Senator Mitchell:

The California Department of Child Support Services and the California Department of Technology jointly submit the enclosed annual summary to the appropriate policy and fiscal committees of the Legislature about the ongoing operation of the California Child Support Automation System (CCSAS).

Sources for the report include the May 2016 Advance Planning Document Update and the state FY 2017-18 Proposed Governor's Budget.

If you have any questions or concerns regarding the Annual Summary Report, please contact me at (916) 464-5300.

Sincerely,

A handwritten signature in black ink, appearing to read "Alisha A. Griffin".

Alisha A. Griffin
Director

Enclosure

The Honorable Holly J. Mitchell

March 1, 2017

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cc: California Health and Human Services Agency
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CA State Senate

The Honorable Holly J. Mitchell (Chair)
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Theresa Pena, Senate Sub 3 Consultant
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CA State Assembly

The Honorable Philip Y. Ting
The Honorable Jay Obernolte
The Honorable Joaquin Arambula
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DEPARTMENT OF CHILD SUPPORT SERVICES



CALIFORNIA DEPARTMENT OF TECHNOLOGY



California Child Support Automation System (CCSAS) Annual Summary 2017

March 1, 2017

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1. INTRODUCTION

In 1999, California enacted Assembly Bill 150 (Aroner), Chapter 479, Statutes of 1999. The legislation directed the California Health and Human Services Agency and the Department of Child Support Services (DCSS) to develop, implement, maintain, and operate a new statewide child support system. As a result, the California Child Support Automation System (CCSAS) Project was initiated in State Fiscal Year (SFY) 2003-04 to establish a single statewide child support system that automates and centralizes all child support activities such as: establishing paternity; obtaining, enforcing, and modifying child support orders; locating absent parents; and collecting and disbursing support payments. By December 2008, all county Local Child Support Agency (LCSA) operations were consolidated into CCSAS. In January of 2014, California concluded the project through the Post Implementation Evaluation Report process.

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

Per Family Code Section 17561, beginning in 2010, the California Department of Technology and DCSS shall submit an annual report by March 1 of each year to the appropriate policy and fiscal committees of the Legislature on the ongoing implementation of CCSAS. The report shall include all of the following components:

- (a) Clear breakdown of funding elements for past, current, and future years (Sec. 2).
- (b) Descriptions of active functionalities and a description of their usefulness in child support collections by local child support agencies (Sec. 3).
- (c) Review of current considerations relative to federal law and policy (Sec. 4).
- (d) 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 (Sec. 5).

Consistent with this statute, DCSS and the California Department of Technology have developed this 2017 CCSAS Annual Summary Report.

2. FUNDING

Federal and state funding for CCSAS was first approved in SFY 2003-04 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 66 percent Federal Financial Participation (FFP) and 34 percent State General Fund (GF) to support required Maintenance and Operations (M&O) activities.

The SFY 2016-17 CCSAS budget includes the following adjustments:

- Staffing Shift – Contract dollars for CSE M&O Staffing Services were reduced by \$3,366,000; and state staff and operational expenses were increased by \$3,574,000 to transition contract M&O resources to permanent state civil service positions.
- Staffing Costs – An increase of \$511,000 for higher retirement contribution rates and \$667,000 for higher employee compensation rates.

Table 1 CCSAS CSE Project Cost Categories

Below are definitions for the cost categories shown in Table 2 of this report.

COST 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 costs include: LCSA staff, operational expenses, and contract support costs to support local networks and desktop infrastructures.

Table 2 CCSAS CSE Project Costs

The table below reflects the total CCSAS CSE actual and projected costs through SFY 2017-18.

TASKS	ACTUAL 2003/04 - 2013/14	BUDGET SFY 2014/15	BUDGET SFY 2015/16	BUDGET SFY 2016/17	BUDGET SFY 2017/18	TOTAL
Development	902,073,292	-	-	-	-	\$ 902,073,292
Operations	555,629,865	69,810,366	71,072,440	71,860,440	71,858,440	\$ 840,231,551
Local Technical Support	671,403,274	35,007,994	35,007,994	35,007,994	35,007,994	\$ 811,435,250
TOTAL CSE Costs	\$ 2,129,106,431	\$ 104,818,360	\$ 106,080,434	\$ 106,868,434	\$ 106,866,434	\$ 2,553,740,093

Table 3 CCSAS SDU Project Costs

The table below reflects the total CCSAS SDU actual and projected costs through SFY 2017-18.

BUDGET CATEGORY	ACTUAL 2004/05 - 2013/14	BUDGET SFY 2014/15	BUDGET SFY 2015/16	BUDGET SFY 2016/17	BUDGET SFY 2017/18	TOTAL
One-Time Costs						
State Administration	12,406,977	-	-	-	-	\$ 12,406,977
SDU SP Services	32,866,965	-	-	-	-	\$ 32,866,965
Subtotal	\$ 45,273,942	\$ -	\$ -	\$ -	\$ -	\$ 45,273,942
Continuing Costs						
SDU - LCSA	8,341,110	-	-	-	-	\$ 8,341,110
SDU - SP Services	179,125,247	-	-	-	-	\$ 179,125,247
SDU - State	16,907,850	14,966,000	14,966,000	14,966,000	14,966,000	\$ 76,771,850
Subtotal	\$ 204,374,207	\$ 14,966,000	\$ 14,966,000	\$ 14,966,000	\$ 14,966,000	\$ 264,238,207
TOTAL SDU COST	\$ 249,648,149	\$ 14,966,000	\$ 14,966,000	\$ 14,966,000	\$ 14,966,000	\$ 309,512,149

1. Actual Costs through 2007-08 from SDU Post-Implementation Evaluation Report; actual expenses SFY 2008-09 and beyond from CalStars.

2. Beginning in SFY 2013-14, DCSS' Subvention Tables rolled all SDU costs onto one line. This table has been updated to reflect the change

3. SYSTEM FUNCTIONALITY

This section lists and describes CCSAS functions that positively impact worker effectiveness, customer service, and program performance within the Child Support Program.

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 increasing the time caseworkers have available to provide customer service and increase program performance.
- Electronic Storage/Retrieval of Documents: On average, each month, DCSS Central Scan receives and uploads 33,000 pages of county case documents into CSE for caseworkers. This effort enables county personnel to focus on collection and enforcement duties, and continues to reduce the need for physical storage space within DCSS and county offices.

In August 2014, DCSS began a project to implement a local scanning process with LCSAs. Full implementation of the local scan project was completed in September 2016. As a result of this program, shipping documents to DCSS for scanning from the LCSAs is reduced therefore improving security, decreasing shipping costs, and making information available electronically to CSE caseworkers sooner.

- E-Filing with California Courts: CSE functionality provides a standard interface with the courts to provide the capability to transmit forms electronically; including some of the most frequently used forms (e.g., Summons and Complaints, Amended Proposed Judgments, Defaults and Proofs of Service). E-Filing saves substantial time for caseworkers as well as court personnel.

Currently, there are twelve counties utilizing e-Filing for one or more available form sets: Los Angeles, Monterey, Orange, Riverside, San Bernardino, San Diego, San Francisco, San Joaquin, San Mateo, Stanislaus, Santa Barbara, and Solano. In 2017, DCSS will expand the use of e-Filing to additional courts and LCSAs. DCSS is also looking at expanding the number of form sets available for e-Filing for all current and prospective e-Filing counties. E-Filing improves worker effectiveness and enhances customer service.

- E-Correspondence: DCSS implemented Electronic Correspondence e-mail Case Update Notifications (e-Correspondence) in January 2015 to provide child support participants with the option of accessing documents online and receiving courtesy e-mail notifications for appointments and payments instead of receiving documents through traditional mail. E-Correspondence improves worker effectiveness and enhances customer service.

3.2 Customer Service

- The Enterprise Customer Service Solution (ECSS) is comprised of the Self-Service Website and the statewide Automated Phone System.
 - Self-Service Website: The Self-Service Website provides a direct point of access for customers to have more than just payment information at their fingertips. After entering their user login information, 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 does not require the customer to speak to a child support representative. If customers wish to communicate with a representative, they are able to communicate confidentially through the website and email responses are provided within 48 business hours. Customers can also update their contact information and obtain information about appointments. DCSS continues to see an increase in customers using the Self-Service Website. In state fiscal year (SFY) 2015-16, the Self-Service Website had 10.6 million visits, an increase of 635,000 or six percent over the previous SFY.
 - Automated Phone System: The Automated Phone System is a single statewide Interactive Voice Response (IVR) 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. The IVR received 5 million calls in SFY 2015-16, an increase of five percent from the previous SFY. Approximately two million calls were resolved by the self-service IVR and approximately three million were forwarded to a program representative.

The ECSS platform supports a virtual and enterprise business model for contact centers. During the past several years, many LCSAs have taken advantage of this technical infrastructure to establish centers of excellence, or shared services call centers. This approach has enabled LCSAs to focus resources and provide a more consistent service delivery. In addition, the ECSS statewide platform supports the department's disaster recovery and business continuity efforts and ensures services can be delivered in times of local outages or emergencies.

- Mobile Web and Mobile App: DCSS introduced a Mobile App in June 2013 to allow convenient mobile access to our Self-Service Website for customers. In SFY 2015-16, 77 percent of all transactions on DCSS' Self-Service Website occurred on a mobile device (smartphone or tablet), this is an increase of five percent from the previous SFY. Customers are able to access account and payment information, and find county information to frequently asked questions using the Mobile App. Since its introduction, the Mobile App has had 166,000 total downloads as of August 31, 2016; of the total downloads, 112,000 were to Android devices and 54,000 were to Apple devices.

- **Electronic Payments and Disbursements:** Electronic payments and disbursements are faster, more accurate and less expensive to process than paper checks. With CCSAS, non-custodial parents and employers are able to make one-time or recurring payments by electronic debit from a checking or savings account, or with a Visa or MasterCard branded debit or credit card. The SDU provides both credit card and bank account online payment options over the Internet and via telephone using the SDU toll-free number. Electronic disbursements include an electronic prepaid debit card with payments going directly to the customer's card account and direct deposit with payments directly deposited to a customer's savings or checking account. Total paper check disbursements decreased by 30 percent while electronic disbursements increased by 22.5 percent from SFY 2014-15 to 2015-16. Total combined electronic collections and disbursements increased from 14 percent in SFY 2005-06 to 78 percent in SFY 2015-16.
- **Continued Payment Options:** In 2015, DCSS implemented two new child support payment options: MoneyGram and PayNearMe. These new payment options are beneficial for customers who are unable to submit paper checks to the SDU or make electronic payments online or over the telephone.

MoneyGram is a money transfer company that processes cash or debit card payments at 6,200 retail locations throughout California, reducing the need for customers to travel to a local child support office. As of December 2016, 45,359 payments have been made via MoneyGram totaling \$11,395,000 in collections.

PayNearMe is a money transfer company that processes cash child support payments and is available at 7-Eleven and Family Dollar locations throughout California. As of December 2016, 26,011 payments have been made via PayNearMe totaling \$5,604,000 in collections.

- **Additional Payment Option:** DCSS partnered with TouchPay in August 2015 to rollout an automated cash, check, credit and debit card payment system using kiosk technology. Over the course of calendar year 2017, TouchPay kiosks will be installed in local child support offices. Using the TouchPay kiosk is as simple as using an ATM. With easy to follow step-by-step instructions, payments can be made in minutes. This self-service payment option reduces the waiting time for customers that want to make a payment and does not require the assistance of an LCSA representative.

DCSS continues to explore other payment options for our customers. All current payment options are listed at:

[https://www.childsup.ca.gov/payments/statedisbursementunit\(sdu\).aspx](https://www.childsup.ca.gov/payments/statedisbursementunit(sdu).aspx)

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 fails to meet minimal standards, California may lose vital federal incentives and face financial penalties.

Federal Fiscal Year (FFY) 2016 data continues to exceed minimum thresholds and reflect California's strong results in the federal performance measures:

- Paternity Establishment Percentage: The Statewide Paternity Establishment Percentage (PEP) measure for California in FFY 2016 was 98.6 percent, an improvement of 0.6 percent percentage points over the previous year. California has a continuing commitment to ensure all children have parentage established. 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 101.7 percent for FFY 2016. IV-D PEP measures the total number of children, in cases falling under the purview of Part D of Title IV of the Social Security Act (IV-D) in the fiscal year, 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: California's FFY 2016 performance increased to 90.4 percent, an improvement of 1.0 percentage points over the previous year, and an all-time high for the California Child Support Program. This measure compares the number of child support cases with support orders compared to total caseload.
- Current Collections Performance: California's performance increased to 67.0 percent in FFY 2016, an improvement of 0.5 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: California's performance increased in FFY 2016 to 66.7 percent, an increase of 0.5 percentage points over the previous year, and 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: In FFY 2016, California's cost effectiveness remained the same as the previous year at \$2.51. 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.

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 is required to conduct annual 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. In May 2016, California passed all eight performance indicator lines in the FFY 2015 audit with at least 98 percent reliability.

4.2 Changes in Law and Policy

The Governor signed legislation for the 2016 session related to child support services that affect either the SDU or CSE components of CCSAS.

- Assembly Bill 2882 (Chapter 474, Statutes of 2016) made technical changes to outdated or obsolete statutes relating to the child support program and the California Department of Child Support Services. These technical changes updated the codes to accurately reflect the current structure and operation of the child support program. This statute was effective January 1, 2017.
- Senate Bill 3 (Chapter 4, Statutes of 2016) increased the minimum wage to \$10.50 per hour in 2017, \$11.00 per hour in 2018, and one dollar each year thereafter until it reaches \$15.00 per hour. At that point, the minimum wage will adjust according to the cost of living. CSE will require CSE system changes to implement the new minimum wage rates. This statute was effective January 1, 2017.

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 rules and regulations require the Guideline Calculator certification to be renewed each year for the period of April 1 through March 31.

5. PLANNED SYSTEM CHANGES

Throughout M&O, DCSS will continue system improvements for corrective, preventive, and adaptive changes that keep the services and system focused on continued effective and efficient case management. The changes will improve the overall efficiencies of CCSAS to meet customer service needs.

DCSS is in the process of moving the CSE system to CalCloud at the California Department of Technology. The move is part of a regularly scheduled 5-year refresh of infrastructure equipment. DCSS has chosen to move CSE to the California Department of Technology's CalCloud infrastructure service to provide a more secure, flexible, and adaptable computing environment. CalCloud will greatly improve the recovery of the CSE system during a disaster, allowing continued delivery of services to child support families. CalCloud is expected to be implemented in 2017.