

CWDA INFORMATION TECHNOLOGY HIGHLIGHTS

April 2008

CMIPS II Gets the "Green Light"!

- Funding and contract approvals have been received from the federal Centers for Medicare and Medicaid Services (CMS) and requisite state agencies. The prime contract to design, develop, and implement CMIPS II has been awarded to Electronic Data Systems, Inc. (EDS). In addition, two support contracts have been awarded to assist the CMIPS II Project Office: one to Northrop Grumman to help manage the statewide system implementation and one to the Aeon Group to assist with project management and system engineering.
- Sponsored by CDSS Adult Programs Division (APD) and OSI CMIPS II, two County Workgroups are meeting in April to continue defining functionality for CMIPS II. The Health Benefits Deductions Workgroup is meeting April 7 and 8, and the Quality Assurance Reports Workgroup is meeting on April 15 and 16.
- As the CMIPS II Project moves forward, outreach to Counties is increasing. Office of Systems Integration (OSI) and CDSS will communicate project information and requests to County designated CMIPS II Single Points of Contact (SPOC) who will disseminate communications, and respond as appropriate. We are using the CDSS Very Important Contacts (ViC) database for CMIPS II County Contacts names and addresses (see <http://www.cdsscounties.ca.gov/vic/login.asp>). If you have not yet done so, please enter your County's CMIPS II SPOC into the ViC database. To enter or edit ViC data, you must have ViC Administrator rights for your County. If no one in your County has these rights, please contact Pam Hughes, Database Administrator, at Pamela.Hughes@dss.ca.gov or 916-229-3291.
- When a County CMIPS II Project Manager is identified, also enter that in ViC. The CMIPS II Project Manager coordinates all activities and ensures all County responsibilities are appropriately planned and executed for a timely implementation of CMIPS II. The Project Manager also acts as a liaison to communicate the County's needs and decisions to CMIPS II project and vendor staff.

For more information contact– George Fisher at OSI (916-229-0881) or Pam Hughes at CDSS (916-229-3291)

**Mark your calendar for the
APHSA ISM Annual Conference
(IT Solutions for Human Services Management)**

August 24 – 27, 2008

Saint Francis Hotel on Union Square – San Francisco, California

ISAWS Migration Project Update

- The Migration Project Vendor Selection Report was accepted by the C-IV Joint Powers Authority Board of Directors, on March 28, 2008.
- Following release of the Letter of Intent to Award notification, the Consortium will begin negotiations with Accenture LLP on April 1, 2008, and expects to complete negotiations by the end of May 2008.
- The Migration Project Team will begin Project close-out activities in April with an eye to final Project wrap-up by the end of June 2008.

For more information contact Leslie Johnson at 916-784-7537 or Ljohnson@isawsconsortium.org

Los Angeles SAWS Update

- LEADER Replacement System (LRS) RFP – County will release Amendment #5 in April 2008, resulting in postponement of the proposal submission deadline to May 2008. The LRS RFP and Diligence Library may be found at the following website: (http://dpss.lacounty.gov/dpss/LRS_RFP/RFP.cfm).
- LEADER Telecommunication Centers for the Production and Disaster Recovery sites have been upgraded to improve manageability, performance, and security of the LEADER System.
- LEADER local office equipment upgrades began in March 2008, with installation of new workstations, printers, and network equipment at three sites. Our additional sites are scheduled for upgrades during April 2008.
- Development and testing of LEADER Build #214 continues and is scheduled for production implementation on April 25, 2008. The following enhancements are targeted for inclusion:
 - Improvements to the School Attendance/Enrollment Verification process for school age children receiving CalWORKs.
 - Modifications to the CalWORKs Restricted Accounts logic for court ordered accounts.
 - Modifications to the Case Comment process in the Data Collection subsystem, which will assist users in fully documenting all case actions that impact case eligibility and benefits.
 - Modifications to the Client Correspondence batch process to ensure LEADER Notices of Action and forms have correct contact information for closed cases.
 - Enhancements to the interface with the County's Single Index system to display eligibility history information for children aided through LEADER to staff that may not have LEADER access, such as Child Support Services Department and In-Home Supportive Services staff.
- Enhancements targeted for upcoming LEADER Builds are highlighted below:
 - Modifications to the GEARS interface for exchange of Cal-Learn information.
 - Enhancements to the issuance process for Meals and Lodging vouchers, including payment of invoices only up to the Hotel capacity. Caps will also be applied to the payment of Board and Care invoices.
 - Automation of SSI/SDX MED Worker Alerts by updating LEADER, reevaluating ongoing eligibility, and taking appropriate action.
 - Development of the CCSAS interface.
 - Modifying LEADER for ACWDL # 07-12, "Implementation of the Federal Deficit Reduction Act of 2005 Requirement to Provide Evidence of Citizenship/U.S. National Status as a Condition of Medi-Cal Eligibility."
 - Welfare-to-Work ancillary payments via EBT.
 - Enhancements to the Periodic Reporting subsystem to allow recording of manually issued QR7s and MSRs.
 - Modifications to the FS EDBC logic for non-cooperating sponsored non-citizens.
 - Modifications to the ABAWD 15% logic to add new categories for Los Angeles County.

For more information contact Susan Bosquit at 626-312-6001, or susanbosquit@dpss.lacounty.gov

C-IV Update

- ▶ Release 8.03 (March 2008) was deployed on Monday, March 24, 2008. Release consists of 37 System Change Requests (SCRs) and approximately 29 resolved Production SIRs. Highlights of Release:
 - SCR 15114 – Expense page redesign
 - SCR 27216 – Child Support, management of Good Cause claims
 - SCR 30434 – Unreimbursed Assistance Pool (UAP) / Time Limit Tracking – Phase I
 - SCR 31699 – Add Spell-check capability for Journals/Tasks/Reminders
 - SCR 20373 – ACL 04-56 Voluntary report of income in excess of Income Reporting Threshold (IRT) for Food Stamps
- ▶ The Release Webcast was conducted on March 19, 2008. The goal for this Webcast is to provide the Counties with a preview of key functionality about to be deployed to Production as part of each month's release.
- ▶ Completed processing of April 2008 Federal Poverty Limit (FPL) Cost Of Living Adjustment (COLA) on March 18, 2008. In total, 241,800 cases were run through the FPL COLA batch process.
- ▶ Riverside County went live with CCSAS (Child Support) during first weekend of March. Interface between C-IV and CCSAS has been running nightly without errors.
 - Automated forwarding of the production CCSAS file to Merced Local Child Support Agency (LCSA) began on March 24, 2008
- ▶ Commenced work on Release 8.04 (April 2008) which is scheduled for deployment on Monday, April 21, 2008. The highlights of this release include:
 - SCRs 29850, 29851, 30170, 30209, 30636 – Foster Care Claiming Redesign
 - SCR 20258 – Allow MPPP Eligibility for CalWORKs recipients
 - SCR 27700 – Update WTW 25/25A and corresponding Detailed Reports

C-IV Update – Migration

- ▶ The following Deliverables were approved in March:
 - Migration Work Plan Update #6
 - Closed Cases General System Design
 - System Test Plan
- ▶ Continued Detail System Design (DSD) activities, including:
 - Migration County warrant print process
 - CMSP Notices of Action
- ▶ Continued Overall Conversion Planning activities, including:
 - Attended Quarterly Conversion Status meeting on March 12, 2008
 - Continued to evaluate ISAWS Ad Hoc data model
 - 297 of 770 identified data elements have been mapped
 - Loaded Data Extract of 35 counties from Ad hoc and WtW on March 13, 2008
- ▶ Continued Technical Architecture activities, including:
 - Commenced planning System Operations and Support Plan (SOSP) meetings in Kern, Imperial and Monterey Counties

For more information contact John Boule at 916-851-3226 or boulej@c-iv.org

ISAWS Update

- Child Support Interface (MCR 2373) – The ISAWS Project continues to work closely with the California Child Support Automation System (CCSAS) Project, CDSS, DCSS, and the County IV-A and IV-D agencies in support of implementation efforts:
 - The Phase II Activities: Conversion Wave 10 – Colusa and Tuolumne Counties are tentatively scheduled to convert from CASES to CSE (CCSAS) on May 1, 2008. The next county to convert from CASES to CSE (CCSAS) will be Yuba on June 1, 2008:
 - There are no ISAWS Counties scheduled to execute the two-week Local Interface Validation (LIV) in April 2008.
 - The LIV executions are tentatively scheduled for the first week of May 2008 for Imperial and Trinity Counties. Their orientations are tentatively scheduled for April 2008.
- AAP Payments by Direct Deposit (MCR 2393) – This development effort will allow the ISAWS Counties to disburse Adoption Assistance Payments via Direct Deposit. Implementation is scheduled for April 3, 2008.
- Homeless Assistance (MCR 2384) – This development effort will complete the regulation changes introduced by ACL 06-25. The new provisions resulted in two types of permanent HA payments, one that helps homeless families secure a permanent residence and the other for permanent HA payment that would prevent eviction. The all-county Implementation Readiness Workshop will be presented on April 17, 2008 via Web conferencing and implementation is scheduled for April 30, 2008.
- Quarterly Reporting/Prospective Budgeting (QR/PB) Follow-on (MCR 2396) – This development effort will complete outstanding issues and enhancements related to the QR/PB MCR 2225. An all-county JRP/JAD will be conducted via Web conference on April 30, 2008.
- Reporting Disaggregated Data (MCR 2380) – The ISAWS Project will be reporting the disaggregated data to the CDSS E2Lite system via a comma separated values (CSV) file. ACL 07-05 provided instruction and clarification for reporting county-specific work participation rate (WPR) data to CDSS, consistent with current federal requirements. The County Testing phase of this MCR will begin April 21, 2008, and end May 16, 2008.
- ISAWS Migration Conversion related efforts include working with the C-IV Project on:
 - Data Mapping Sessions
 - Weekly Conversion Workgroup Meetings
 - Participation in the Functional Road Shows
 - Conversion work efforts in the current workload:
 - VACS Conversion (MCR 2397) – Currently in the Requirements phase and have began meeting with the Subject Matter Experts from the eight counties currently utilizing VACS in February 2008
 - GEMS Conversion (MCR 2398) – Work effort will convert Kern, Mendocino and Modoc Counties' GEMS data into the ISAWS Welfare To Work system prior to C-IV conversion. Currently in the Requirements phase and began to meet with the Subject Matter Experts in March 2008.

For more information contact Glenn Helland 916-784-6940 or ghelland@isawsconsortium.org

SFIS Update

- Request for Proposals (RFP) – Addendum 7 was sent to DGS for review on March 6, 2008.
- Training – A special class was held during the week of March 21st in Sacramento for Fraud Investigation Assistance from Sacramento County focusing on resolution processing. Student feedback from this class was extremely positive. A Client Input Workstation class was held the week of March 14th in Sacramento. Student feedback from this class was extremely positive.

For more information, contact Lori Starnes at 916-263-7524 or Lori.Starnes@dss.ca.gov.

CalWIN Update

- The much anticipated CalWIN County Technology Server Refresh commenced in March, as Solano County successfully received the initial Local Office Server (LOS) installation. Multiple counties will begin receiving their ordered equipment beginning in April, and installations will be ongoing through year-end, 2008. The refresh, a Consortium-wide effort, ensures local county end-of-life CalWIN server hardware support/maintenance commitments are met. In addition, the planned upgrades will leverage new features presented by hardware and software upgrades to improve maintenance and monitoring efficiencies for both the county IT departments and project site Operations.
- Santa Barbara County met with the CalWIN Solution Support Help Desk (CSSC), during the month of March, as efforts continue to proactively streamline communication and joint business processes between CSSC and the County Help Desks. Communication and issue resolution processes were the main topics of discussion during the meeting, which resulted in the proposal of a new Service Request Search Mini-Training Module. The module, which will focus on tips and tricks for utilizing the search functionality of the CSSC problem management tool, is now in the planning stages and shall be delivered to the counties soon.
- CalWIN successfully completed two COLA's during the month of March as planned. The Federal Poverty Level COLA was applied to address the new Federal Poverty Level adjustment (ACWDL 08-06) and the Foster Care Group Home COLA, which was applied to address the rate increase for State Licensed Group Homes.
- Contra Costa, Tulare, and Yolo counties were the latest to begin utilizing the newly enhanced data archival solution for closed cases and client correspondence this past month. The enhanced solution, which went live with Release 16 in December, reduces county storage space and over all cost of maintenance support, hosts the unique and above-standard ability to retrieve archived data overnight. The remaining counties plan to begin leveraging this enhanced functionality over the next four months.
- Change efforts continue in support of the new eligibility requirement for US Citizens and US Nationals to be eligible for full-scope Medi-Cal benefits is under way as part of ACWDL 07-12. The initial data collection and creation of the AP 19 transaction portions of this enhancement went live December 10. Additional components of this enhancement, such as alerts, reporting and enhanced eligibility determination, will follow as part of Release 17, scheduled for May 2008.
- Placer, Sacramento and Solano were the latest counties to go "live" with the new statewide child support system (CCSAS) in February as the consortium-wide rollout continues. The CalWIN interface with CCSAS has been "live" in Yolo County since May 1, 2007, and successfully processing transactions daily. The remaining six CalWIN counties plan to go "live" with CCSAS over the next seven months.
- Progress continues, in response to BeVu requirements, as CalWIN is now able to successfully produce the initial set of correspondence provided by the state in four of the five new languages, with no required changes to CalWIN's architecture. This brings CalWIN's ability to produce correspondence in multiple languages up to 13 from the original nine languages CalWIN currently supports today. Cambodian, the remaining language, will be completed soon.

For more information contact Bob Hendricks at 916-608-3457 or Bob.Hendricks@calwin.org

RADEP I (Replacement for the Q5i Quality Control System) Update

- The first RADEP federal data transmission of TANF data occurred on March 21, 2008.
- The inclusion of Frequently Asked Questions (FAQ) is being readied for the deployment.
- Food and Nutrition Services access to RADEP has been delayed until late April 2008.

For more information, please contact Jim Cheng at 916-653-8421 or James.Cheng@dss.ca.gov.

RADEP Phase II (E2Lite) Update

- A Performance Measurement County (PMC) meeting was held on March 26, 2008. Items of discussion included a RADEP update and discussion of weighting of the sample cases.
- The Federal Data Reporting and Analysis Bureau will be providing additional information regarding weighting of the E2L cases in a conference call that will be scheduled in the next week or so.
- Reconciliation of FFY 2007 data continues with individual counties. Reconciliation of FFY 2008 data will begin in the near future.

For more information, please contact Karen Kennedy at (916) 657-3400 or Karen.Kennedy@dss.ca.gov.

California Child Support Automation System (CCSAS) Project Update

- The CCSAS Project continues its Child Support Enforcement (CSE) system conversion with the implementation of the Wave 9 counties (Del Norte, Siskiyou, Modoc, Sacramento, Placer, and Solano) being fully functional on Wednesday, April 2nd.
- With the implementation of the Wave 9 counties, the CCSAS Project will have successfully converted a total of 36 California counties which comprise 33 percent of the statewide child support caseload or an estimated 594,500 cases to CSE.
- All counties also convert to an Interactive Voice Recognition (IVR) system and Self-Service website at the time they convert to CSE. Additional Call Routing capabilities of the IVR system will be implemented later this year.
- The Federal Certification Team visited the Department of Child Support Services (DCSS) on January 9, for a follow up review and the next certification review will take place during the week of May 12 to May 16, 2008. This review will include one day of demonstration in Sacramento followed by site reviews of Contra Costa, Merced, San Luis Obispo, Ventura, Riverside, and Orange County Local Child Support Agencies. The DCSS is working with project and agency staff as well as the Administrative Office of the Courts and LCSA participants to prepare for the May review activities.
- The CCSAS Project continues close collaboration with the Local Child Support Agencies as the counties convert to the new CSE System.

For more information, contact Judy Candlish at 916-464-5380 or judy.candlish@dcss.ca.gov

CWS/Web Project (formerly New System Project)

- The Foster Care Eligibility Determination (FCED) study vendor responses are being evaluated. The contract award date is anticipated to be May 1, 2008. Upon completion of the FCED study, the relevant requirements and recommendations from the study will be incorporated into the Request For Proposal (RFP). The FCED recommendations are expected in December 2008.
- Stakeholder and Request for Information (RFI) comments have been fully integrated into the RFP.
- The Project continues to develop State and Federal reporting documents as required to maintain project funding. The federally required As Needed Advance Planning Document Update (APDU) is scheduled to be sent to Administration for Children and Families (ACF) in April 2008.
- The county consultant contracts are being reviewed for possible extension. The county consultants continue to provide invaluable support in the development of the RFP, business requirements, issue resolution, and providing county perspective in Federal and State reporting.
- Recruitment to fill two management positions is progressing.

For more information contact John Lane at John.Lane@OSI.ca.gov

CMIPS Update

- _ Direct Deposit for IHSS Providers:
 - o All Provider Direct Deposit (PDD) activities have been completed on time and we are on target for implementation on May 1, 2008.
 - o IHSS PDD is proving to be extremely popular. Outreach letter and enrollment forms were mailed to 369,899 eligible IHSS providers between March 17 and March 27, 2008. In the first week, we received over 2,000 completed enrollment forms and responded to more than 700 calls to our Provider Direct Deposit Help Desk. To date, EDS has received nearly 25,000 applications for Direct Deposit representing roughly 8 percent of our provider population.
 - o The PDD outreach letter and enrollment form are presently available on the web in English and Spanish. Translations are being completed for Armenian, Cantonese, Russian, Vietnamese, Mandarin, Tagalog, Korean, Farsi and Cambodian. These will be posted to the web as the translations are completed.
- _ Modification to screens and reports to include IPW – In July 2008 CDSS is targeted to begin the work of modification of CMIPS reports to accurately reflect IHSS, PCSP, Waiver Personal Care Services (WPCS) & IPW funding streams to allow accurate claiming for FFP as required in IPW Special Terms and conditions. Presently CMIPS shows three aid codes, but the reports still reflect only two funding streams. Currently CDSS has a workaround in place to assist counties with claiming for funding, but a more reliable process is needed to ensure accuracy.
- _ Planning for work continues on the IHSS Provider Master File project.

For more information contact Rebecca Coker 916-229-4014 or Rebecca.Coker@dss.ca.gov

Electronic Benefit Transfer (EBT) Transition Update

- _ The EBT new services contract between the State of California and ACS State and Local Solutions, Inc. (ACS) was executed and ACS started work under this contract on March 28, 2008.
- _ With a change in EBT Prime Contractors, there will be a transition from one vendor's EBT system and services to another. Each county will be conducting a county-level transition that includes modifying policy and procedures, establishing user access, installing equipment, conducting county user training, notifying clients, and reviewing the cash access level in the county under ACS. EBT Information Update #47 provides additional information on the procurement and transition.
- _ To support the EBT transition, the EBT Project and CWDA formed the EBT Transition Advisory Group (ETAG). ETAG will provide guidance on key EBT activities related to county transition. ETAG had its first meeting on Wednesday March 26, 2008, and will meet again on April 23, 2008.
- _ The EBT Project and ACS proposed the counties transition in four groupings—those with an 11-month transition, and those with a 9, 7, or 6-month transition. While the begin date of each group of counties varies, all counties "go live" on the ACS system on the same date. The EBT Project presented the proposed grouping to ETAG and will contact all County Welfare Directors in April to obtain agreement on each county's group placement.

For more information contact Dave Swift at 916-263-3621 or Dave.Swift@osi.ca.gov

Welfare Data Tracking Implementation Project (WDTIP) Update

- _ There are no new activities to report for the WDTIP project this month.

For more information contact Grace Chen at 916-229-4485.

MEDS Update

DRA Citizenship Verification – The Department of Health Care Services (DHCS) is working on a series of changes over the next several change cycles to support an interim Deficit Reduction Act (DRA) process that will assist counties in assuring that MEDS reflects appropriate eligibility, pending completion of consortium system changes to accommodate the new DRA eligibility determination requirements. Additionally, DHCS is working on MEDS changes to allow counties to correct erroneously reported citizenship/identity information. Work is also underway to capture birth record data from mid 2006 through current year, set up an ongoing monthly update process for MEDS' birth data file and allow birth record match requests for infants based on added birth data that will be captured from Vital Records (see next bullet). Installation of this series of changes is expected to be completed by the end of April 2008. Additional components of the DRA changes will be addressed over several change cycles following completion of these initial changes.

MEDS Birth Record Database Update

- During the first weekend in May, the MEDS Birth Record Database was successfully updated with California Department of Public Health (CDPH) birth data from January 2006 – November 2007 (based on updates posted to the CDPH database through November 2007). Based on the DHCS review and processing of that data, CDPH is now creating the additional files covering the birth data added to their database since November 2007. The Department expects to process those files before the end of April 2008.
- CDPH has two databases for their birth data, one is the full set of data for all births and the other has a smaller set of data for all births. Since the original load file from CDPH (all birth data through June 2006) came from one database and CDPH decided that ongoing updates should come from the other database, DHCS requested that the first update file include all births beginning in January 2006 so that the Department would not miss any records due to the timing of updates to the two different databases. When CDPH set up their ongoing extract process, the Department was able to obtain additional information (mother's and father's birth date and birthplace), which we have included in the revised birth match process. This will also allow the Department to match infants under age one without having to get the local registration number from the parent. DHCS is also capturing (onto the MEDS Birth Record Database) the full length of the name fields and additional information for multiple births, which we will use for research on birth record match problems and may incorporate into the match process at a later date.
- DHCS processed 560,185 birth records for individuals born in 2006. Of those, the Department added 349,999 new birth records. DHCS processed 480,056 birth records for individuals born in 2007. All together, a total of 830,055 new birth records were added. The Department estimates that over 95% of September 2007 births, over 80% of October 2007 births, about 40% of November 2007 births, and nearly 100% of all earlier births (not 100% since there are some birth records that CDPH will not release such as sealed records and adoption records) are now included in the data base.

DRA Interim Process and MEDS Birth Record Match Changes Installed on April 6, 2008

- A revised AP19/MW19 screen and revised AP19/MW19 transaction logic have been installed in MEDS. The changes: 1) allow counties/BCCTP staff to correct or remove erroneous DRA citizenship/identity document information that they previously reported to MEDS; 2) allow counties to identify individuals who should not be treated as eligible for Medi-Cal (because they have not met the DRA document requirements) if eligibility is reported by their consortium system (interim process); 3) allow counties to identify individuals who should be treated as eligible for limited scope Medi-Cal (because their reasonable opportunity period for meeting DRA requirements has ended) if full scope Medi-Cal eligibility is reported by their consortium system (interim process); and 4) allow counties/BCCTP staff to report parent birth date and birthplace information for MEDS use in matching clients born after 2005 to California birth records.

MEDS Update (Continued)

- Changes in MEDS processing of county transactions have been installed in MEDS to support the DRA interim process pending completion of County consortium system changes to implement DRA requirements. These interim process MEDS changes will cause MEDS to change the Medi-Cal aid code or Medi-Cal eligibility of individuals based on county reporting of Citizenship/Identity Document Types which indicate that the client's eligibility for Medi-Cal should be different from what is being reported by their consortium system.
- Changes have been installed in MEDS processing of county/BCCTP transactions to automatically check for a birth record match when a transaction contains information indicating that a client was born in California and includes the client's birth name even though a birth record match has not specifically been requested. This will allow staff to report a document type but also have MEDS check for a birth record match without their having to do two transactions. If a matching California birth record is not found, the reported document type will update MEDS. If the reported document type is a level one document, that information will still be recorded in the Identity Document Type when a matching California birth record is found.
- Changes have also been installed in MEDS birth record processing to use the new parent birth date/birthplace fields for matching (for clients born in 2006 or later) and to allow matching of infant records based on a combination of either 1) the Mother's birth date and birthplace or 2) the father's birth date and birthplace or 3) mothers birth date and father's birth date when the Birth Certificate Local Registration Number is not available.

RACF Update – New MEDS Log On Screens – In response to many county requests, DHCS is moving forward with the development of an enhanced MEDS/RACF Sign On screens. These new screens are being designed to be easier to use based on feedback and problems experienced from the initial RACF roll out. Invitations to participate in the April 2, 2008, Web Demo were released to the counties. DHCS received 45 requests. The Web Demo will be held during the normal Wednesday, RACF Conference Call. Immediately following the Web Demo/Conference Call, all counties can sign into the ExITE test environment and begin 'playing' with the new screens, and test them prior to production rollout. The DHCS time line plans to implement these new screens toward the end of April 2008.

MEDS Access Request Form (MEDS41) Submission Changes – Remedy is a simple and secure solution to submit MEDS41 Forms. When submitting the MEDS41 Forms via Remedy, it is critical to attach the forms via the "PHI Tab" located on the entry screen. For those MEDS Coordinators who do not have a Remedy account, please contact the DHCS IT Service Desk to obtain Remedy access. Alternatively, the MEDS41 forms may continue to be submitted and accepted via the MEDSECUR mailbox, provided that the [secure] method is used. DHCS policy specifies sensitive, personal and/or confidential information must not be emailed unless it is secure (encrypted). April 15, 2008, will be the last date that DHCS will accept 'unsecure' confidential/PHI information. They will destroy unsecure data received and notify the sender to resend the information in a secure manner. The Department thanks County staff for their assistance in helping to protect client data.

Medicare Part D Coverage Problems – After the first of the year, the MEDS hotline experienced a spike in the number of phone calls received for Medicare beneficiaries who were having problems getting prescriptions filled due to an incorrect OHC code on their MEDS records. In almost all cases, the correct OHC code should be "D" (Prescription Drug) but instead was showing "A" (Pay and Chase). The problem seems to be the result of how prescription drug information from CMS is posted to MEDS when beneficiaries change prescription drug plans. In the short term, a "file fix" program is written to re-set the incorrect OHC codes. DHCS completed this initial file fix just prior to running March Renewal. They will continue to run this file fix each month following the CMS update until a long term solution is installed. In the long term, the process of how the OHC code is set will need to undergo thorough analysis to ensure that the coverage problem does not continue.

For information contact John Zapata at 916-552-6451 or JZapata@dhs.ca.gov

**APHSA ISM
(IT Solutions for Human Services Management)
Seeks Nominations
for Excellence in Human Services Information Technology
Recognition Awards**

Nominations due April 30, 2008

The ISM 2008 Recognition Awards for Excellence in Human Services Information Technology are intended to give national exposure to innovation in service delivery, application of new technologies, collaboration across traditional boundaries, and excellence in leadership in the application of information technology in support of state and local government human services.

Winners will be recognized at the 41st annual ISM Conference in San Francisco, California, August 24-27, 2008.

Recognition Award Categories

Innovation in Service Delivery

The Innovation in Service Delivery Award recognizes the innovative use of technology to enhance and expand service delivery. Human services are increasingly being delivered in places or through organizations that are non-traditional. Many of these new forums for service delivery would not be possible without the intelligent application of information technology.

Application of New Technologies

The Application of New Technologies Award recognizes the use of emerging information technologies in the arena of state and local human services. New technologies include technologies that have recently come on the market or ones that have not been widely used before in human services.

Collaboration Across Boundaries

The Collaboration Across Boundaries Award recognizes the use of technology to support collaboration and/or integration that crosses traditional program or organizational boundaries. Increasingly, it is being recognized that, in order to be effective, human services programs must be coordinated with each other and with other programs, such as criminal justice or K-12 education, that serve specific populations. Often this coordination is not possible without the support of information technology.

Please email Meg Sheldon (msheldon@cwda.org) for a nomination form.

CWS/CMS Update

- Application Release 6.2 – This release is on schedule for implementation November 22, 2008. It includes the capability for counties to migrate to the Windows XP operating system. A County Test Workshop will be held July 28, 2008.
- Business Objects Upgrade – A Business Objects daily refresh of the database and the inclusion of additional data elements along with a Report to facilitate tracking of Foster Care Overpayments will be available by the end of May. The software upgrade will follow at a later date.
- Exchange Customer Administration Tool (ECAT) Migration – The Exchange Migration, converting Dedicated county email systems from Microsoft Exchange 5.5 to Microsoft Exchange 2003, has been completed.
- CWS/CMS Server Migration – This effort is underway to replace existing application servers with newer ones. The pilot for this program is scheduled to begin in early May. A roll-out calendar will be coming out by April 18, 2008.
- Server Based Computing – Pilot has successfully completed on this effort, intended to greatly enhance the ability of workers in the field to access CWS/CMS remotely. OSI staff is currently making the rounds of all the Regional User Group meetings to explain the Statewide rollout. Users should be Emergency Response or After-hours staff that need access to the application in the field, at home, or other remote locations. If you are interested in submitting staff names for this service, please contact your System Support Consultant (SSC). This solution is a much more effective alternative to CWS/CMS dial up; however, this effort is currently limited to 1,500 users statewide, of which only 750 users could access the application at the same time.
- Application Release 6.3 – Requirements are currently being written for this release.
- Application Release 6.4 – Themes for a 6.4 release are being considered. The heavy hitters include: functionality needed to implement PIP goals, Independent Living Program Case Management, fixes needed to correct current functionality, new Court rules regarding education status, Katie A lawsuit service tracking, addressing display of Special Projects codes and possible incorporating statewide projects into the system.

For more information contact Melody Hayes at 916-263-1130 or melody.hayes@osi.ca.gov

SHARE YOUR INNOVATIONS

Do you have an innovative automation project? Is it something that other counties might find valuable? Do you have a few minutes to write a short description for this newsletter? We would love to give you an avenue to share your success with others. Just submit your article to msheldon@cwda.org.

Submit your comments and suggestions to Meg Sheldon at 916-443-1749 or msheldon@cwda.org