

# CWDA

## INFORMATION TECHNOLOGY HIGHLIGHTS

### October/November 2009

#### **Wave 1 ISAWS Migration Goes Live November 2**

See page 7 for more details

#### **Electronic Benefit Transfer (EBT) Transition Update**

▶ Cutover to New EBT Services

- The transition of EBT services from the J. P. Morgan Electronic Financial Services, Inc. (JPMorgan EFS) system to the ACS State & Local Solutions, Inc. (ACS) system was completed on Sunday, September 20, 2009, at 6:52 p.m. The new system was available to cardholders and retailers four hours earlier than scheduled. Over 1,000 transactions were successfully completed within the first hour.
- Client Customer Service Call Center in 11 languages, the County and Retailer Helplines, and the new Client Website in English and Spanish were initiated.
- SAWS Consortia staff actively participated in cutover weekend testing, as did the 15 counties who volunteered to test county access to EPPIC and perform card printing once the new system was functioning.
- The consortia and JPMorgan EFS performed the shut down of processes and the transfers of files successfully and on time.

▶ Post Cutover

- During the first few weeks after cutover, problems arose affecting client benefits. ACS, the state, the counties, and the consortia worked to identify and resolve each issue. Work continues on the few remaining issues.
- Most cardholders are successfully redeeming their cash and food benefits at retailers, banks, and ATMs statewide. Retailers are receiving their payments from the counties for cash benefits and from the federal government for food benefits.
- JPMorgan EFS is in the process of completing its post-cutover activities. Card embossers and JPMorgan-owned telecommunication equipment is being removed from county and consortia offices. Outdated disaster cardstock will be destroyed. JPMorgan EFS estimates it will complete all post-cutover activities by the end of the year.

▶ Milestones: Upcoming dates for EBT activities include:

- November 2009 – ACS will begin implementing cash EBT in the three remaining non-cash counties (Fresno, Mono, and Sierra).
- December 2009 – EBT Change Control Board will resume meeting again.

**For more information contact: George Fisher at 916-263-4300, or [George.Fisher@osi.ca.gov](mailto:George.Fisher@osi.ca.gov)**

**Project website: [www.ebtproject.ca.gov](http://www.ebtproject.ca.gov)**

**New Client website: [www.ebt.ca.gov](http://www.ebt.ca.gov)**

## CMIPS II Update

- ▶ CMIPS II - What Does It Really Look Like? – At the November 16 – 19 California Association of Area Agencies on Aging (C4A) conference, a CMIPS II Project Team workshop will provide samples of various functionality showing how CMIPS II will support IHSS activities. This is a narrated presentation providing a sneak peek at the "look & feel" of CMIPS II. For further information on the C4A Annual Meeting and Allied Conference you may contact [aging@c4a.info](mailto:aging@c4a.info).
- ▶ Implementation
  - The Pilot Counties are now transitioning from the Pre-Engagement phase to the Engagement and Implementation (E & I) phase, encompassing the activities that take place during a seven-month county-specific implementation process. Project Office staff will be onsite to assist counties in the transition to CMIPS II. Data conversion, technical and network connectivity, staff training and full county operations activities will occur.
  - The CMIPS II State Implementation Team continues with Business Change activities with Group 1 and Group 2 counties and is beginning to engage Group 4 counties. Los Angeles County (Group 3) has completed their Gap Analysis Walkthroughs and is now working on change management activities. The Pre-Engagement phase has not yet started for Group 5 counties. So far, all of the counties have expressed their appreciation for the organized approach of all implementation activities.
- ▶ County Communications and Public Outreach – During September the CMIPS II Project Office visited all Adult Services Regional Meetings, and provided a County CMIPS II Communications and Public Outreach Overview presentation. For further information you may contact your Implementation Coordinator, or [Kelly.Elo@osi.ca.gov](mailto:Kelly.Elo@osi.ca.gov).
- ▶ County Site Readiness – Bo Correa, Infrastructure Coordinator, is preparing a County Site Readiness Checklist, as well as a County Site Readiness Guide, to aid counties in ensuring their infrastructure is prepared for CMIPS II implementation. These documents will be available by early November 2009. If you have questions or would like more information, please contact your Implementation Coordinator or Bo Correa at (916) 229-4480 and/or [bo.correa@osi.ca.gov](mailto:bo.correa@osi.ca.gov).
- ▶ Training – During the Engagement and Implementation stage, the CMIPS II Contractor will provide training for common statewide CMIPS II processes. The CMIPS II Project is currently gathering information from counties regarding available training Sites and training needs. County-specific process training, or later user training, will be the responsibility of county staff.
- ▶ Testing – User Acceptance Testing (UAT) of CMIPS II is scheduled to take place in Sacramento during January and February 2010. Staff representing small, medium and large counties will test the CMIPS II Application in all areas, including Case Management, Payroll and Reports.

**For more information contact–** [cmips2info@osi.ca.gov](mailto:cmips2info@osi.ca.gov)  
**Gerald Yee at OSI (916) 229-0881,** [Gerald.Yee@osi.ca.gov](mailto:Gerald.Yee@osi.ca.gov)  
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**Project website:** <http://www.cmips2project.ca.gov/>

## APHSA ISM Conference

### Presentations Posted CalWIN Earns Recognition

The American Public Human Services Administrators IT Solutions Management for Human Services (APHSA-ISM) has posted materials from their August Annual Conference. Go to the following link for both the workshop presentations:

[http://www.aphsa-ism.org/Home/home\\_news.asp](http://www.aphsa-ism.org/Home/home_news.asp)

This link also announces the recipients of this year's recognition awards. The CalWIN Consortium won the "Innovation in Service Delivery" award for their Client Correspondence System.

## **Alameda County Implements Business Analytics**

Alameda County Social Services Agency has implemented the Social Services Integrated Reporting System (SSIRS), a business intelligent data warehouse, which combines client information from multiple service programs to provide both enhanced case management and valuable information for program planning.

This new analytic system, which was up and running in less than six months, gives caseworkers a consolidated picture of all the benefits a client is receiving across six different social services programs (CalWORKs, Adoptions, Medi-Cal, IHSS, Child Welfare Services, and Probation) with plans to add Medi-Cal, SDM, Childcare, Adult Probation, and One-E-App within the next three to four months. Audit logs are used to improve accountability and ensure higher levels of privacy protection. The system also can deliver automated emails, text messages via cell phones, or calls to both caseworkers and clients notifying them when there are important changes in client status. This information enables caseworkers to quickly and securely make critical decisions.

Management information across systems is helping Alameda County fight against poverty. With new smarter insights, county management is able to be proactive instead of reactive in delivering secure services people need, when they need it the most.

By coordinating information across programs, Alameda County SSA can immediately identify gaps in service and direct funding and resources to where they are most needed. For example, caseworkers can now access a single dashboard that provides the real-time status on children in the Child Welfare system from multiple payment and case management systems. This enables caseworkers to instantly analyze the effectiveness and status of particular interventions, look at the history of a case and adjust the services based on the specific needs of a child. It also provides an invaluable tool for the Agency's Team Decision Making (TDM) staff and community partners when making critical placement decisions. This expanded access to information ensures that everyone responsible for making decisions on behalf of children all have access to the same information.

Facing a mounting deficit, deep Federal and State budget cuts and an increase in requests for assistance, Alameda SSA is constantly challenged to do more with less. Analytics technology enhances the agency's ability to maximize every dollar through technology efficiencies. The system also simplifies the tracking and reporting requirements for government funding by providing real-time dashboard views of funding and progress across programs.

Technically, it is a Business Intelligent Entity Analytic data warehouse using DB2 database, Entity Analytic System (EAS), Cognos, and running on Linux operating system.

Alameda County SSA partnered with IBM on this initiative. The system is Web enabled and runs on the Linux platform. It includes IBM Cognos reporting and dashboards, IBM Data Warehouse, DB2 and Entity Analytics. Alameda is one of the first to use this combination of IBM tools in any sector and the first in the government sector.

**For more information, please contact Don Edwards at 510-645-9350 or [dredward@co.alameda.ca.us](mailto:dredward@co.alameda.ca.us)**

## **CWS/Web Project**

- ▶ County Consultants Added to CWS/Web Team – The CWS/Web Project has hired four county staff for the Project’s County Consultant Team. LaShonda Wallace is currently a Social Services Program Assistant from Contra Costa County and has been with Children and Family Services since 2004; Donecia Wright is a Social Work Practitioner from Fresno County and has been with Children and Family Services since 2002; Cathy Sellers is a Supervising Social Services Practitioner from San Bernardino County and has been with Children’s Services since 1989; and Lisa Tamres is an Administrative Manager from Orange County and has been with Children’s Services since 1989. LaShonda, Docecia, Cathy, and Lisa are scheduled to start at CWS/Web in October to early November 2009.
- ▶ Document Approvals
  - The Federally required Implementation Advance Planning Document (IAPD) is currently being reviewed by Administration for Children and Families (ACF) and is in the final formal stages for approval.
  - The CWS/Web Request for Proposal (RFP) is currently being reviewed by control agencies Administration for Children and Families (ACF), Department of General Services (DGS) for approval.
- ▶ Federal Visit – The ACF representative to the CWS/Web Project, Mark Jazo, conducted a site visit in September. Mark met with the Project team, CDSS Executive Staff as well as Project Oversight and Verification & Validation, and CWDA. Mr. Jazo reported that the visit was insightful and helpful.
- ▶ Project Staff Changes
  - Valerian (Val) Szyntar transitioned to the Deputy Project Manager position responsible for the CWS/Web’s Solution team. Val has been with the CWS/Web since July 2008 and was responsible for Project Management Office and Administrative duties for the Project.
  - Stephen Zaretsky has joined the CWS/Web Project as the Deputy Project Manager responsible for the Project Management Office/Administrative team. Previously, Steve was the Chief Financial Officer for Office of Systems Integration.
  - Ben Hafer has joined the CWS/Web Project’s Solution team as the System Architect. Ben is responsible for ensuring CWS/Web Architecture fits within the State’s overall architecture strategy and meets the needs of the State, counties, and other stakeholders. Ben was previously the Security Specialist in the Information Security Office at Office of Systems Integration.
  - Debra Connick has joined the CWS/Web Project’s Solution team as the Transition Lead. Debra is responsible for managing the CWS/Web’s overall deployment strategy, including training and transition and that it meets the needs of the State and counties. Debra came to us from the Department of Public Health with an extensive experience in training.
  - Dean Villamarin has joined the CWS/Web Project’s Solution team as the Infrastructure Lead. Dean is responsible for coordination of infrastructure activities with the Office of Technology Services, the CWS/Web Systems Integrator, the Infrastructure Support Services vendor, and counties’ infrastructure support teams.
  - Last, but definitely not least, John Lane has announced his retirement. After 36-1/2 years of State service John’s last day working with for OSI will be October 30, 2009. Please join all of us at CWS/Web in wishing John the very best!

**For more information contact John Lane at [John.Lane@OSI.ca.gov](mailto:John.Lane@OSI.ca.gov) or Debbie Campora at [Debbie.Campora@OSI.ca.gov](mailto:Debbie.Campora@OSI.ca.gov)**

## **CWS/CMS Maintenance and Operations**

### **► Release Planning**

- Release 6.3 is on schedule for release in November, County Test workshops were held in Northern and Southern California during August.
- Release 6.4 (NYTD)
  - The Administration for Children and Families (ACF) has directed that all states report on activities in support of Independent Living Program recipients, and other youth who have aged out of Foster Care. The federal government intends to establish a nationwide database to measure important features and outcomes of services to IV-E children - whether they are being served by Child Welfare, or Probation Departments. Outcome measures will be established for the evaluation of:
    - Youth financial self-sufficiency
    - Youth educational attainment
    - Youth connections with adults
    - Homelessness among youth
    - High-risk behavior among youth
    - Youth access to health insurance
  - California is positioning itself to begin data collection in October 2010. The State will utilize both data captured by the CWS/CMS and by outcome surveys, which will sample the experience of youth representative of the target populations. As a consequence, the State does not anticipate incurring proposed penalties to Chafee Foster Care Independence Program funding.
  - Counties are currently engaged in the process to develop NYTD functionality in the CWS/CMS and to secure services to accomplish the required surveys. A major feature of this activity is to secure data in the CWS/CMS describing all IV-E children, including those known only to the Probation Department. The NYTD-related CWS/CMS changes are the content of Release 6.4

► Data Center Move – The Office of Technology Services (O-Tech) (formerly known as the Department of Technology Services) within the office of the State Chief Information Officer will be relocating all customers in its Cannery site to the data center site in Rancho Cordova. This effort will be similar in many ways to the Re-Host effort undertaken in 2006 to move from IBM's facility to the State data center. CWS/CMS staff is coordinating closely with O-Tech staff to ensure the move has the least amount of impact on county Child Welfare Services staff. State staff is still in the detail planning process, but will keep counties informed of major activities as they are more fully planned. O-Tech anticipates moving all customers out of the Cannery facility by May 2010.

### **► Staffing Changes**

- The Customer Relations team has hired two new team members. Mike Kramer, assigned the Northern Region, is new to state service but has over 35 years of experience in customer relations, training and hardware/software. He has been with CWS/CMS for a month and has already proven to be a valuable part of the team.
- Cynthia Reynoso, who previously with the OSI on the EBT project, starts at CWS/CMS on October 12. She has an extensive background in successfully supporting county customers and will be assigned the Bay Area Region.
- John Lane, Project Director for CWS/CMS, is retiring on October 30, 2009. Until the position is filled, Melody Hayes will continue to be the contact for Maintenance and Operations and Debbie Campora for the CWS/Web.

**For more information contact Melody Hayes at 916-263-1130 or [melody.hayes@osi.ca.gov](mailto:melody.hayes@osi.ca.gov)**

**Project Website: <http://www.hwcws.cahwnet.gov/>**

## **CMIPS Update**

### ▶ CMIPS II Development

CDSS staff continues to work with OSI and vendor in the developmental phase of CMIPS II.

### ▶ Direct Deposit for IHSS Providers

- IHSS PDD continues to be extremely popular. To date 109,755 IHSS providers are participating in Provider Direct Deposit and EDS has responded to calls from 131,823 IHSS providers.
- The PDD outreach letter and enrollment form are presently available in English, Spanish, Armenian, Cantonese, Russian, Vietnamese, Mandarin, Tagalog, Korean, Farsi and Cambodian and are posted to the CDSS website.

**For more information contact Nancy Wuorio at 916-229-4007 or by email at [Nancy.Wuorio@dss.ca.gov](mailto:Nancy.Wuorio@dss.ca.gov).**

## **Welfare Data Tracking Implementation Project (WDTIP) Update**

- ▶ WDTIP staff completed testing with C-IV conversion team on Time-on-Aid data conversion. The Production cutover for ISAWS Wave I counties (Imperial, Inyo, Kern, Kings, Mono, Monterey, and San Benito) is scheduled on Oct 30 to Nov 2.
- ▶ In response to the CalWORKs Short-Term reform, WDTIP will issue two new Welfare-To-Work Program Exception codes. The detailed information will be included in the new release of WDTIP Bulletin and can also be found in WDTIP TRAC reference Codes documentation available on WDTIP web site ([www.wdtip.ca.gov](http://www.wdtip.ca.gov)).

**For more information please contact Grace Chen at 916-263-3363 or [Grace.Chen@osi.ca.gov](mailto:Grace.Chen@osi.ca.gov).**

**Project Website: [www.wdtip.ca.gov](http://www.wdtip.ca.gov)**

## **SFIS Update**

- ▶ The contract to continue the maintenance and operations of SFIS was signed in late August. An All County Information Notice will be issued soon with additional information on the Transition-in plan/schedule.

**For more information, contact Lori Starnes at 916-263-7524 or [Lori.Starnes@dss.ca.gov](mailto:Lori.Starnes@dss.ca.gov).**

**Project website: <http://www.sfis.ca.gov/>**

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

- ▶ Prior to the ISAWS to C-IV conversion, C-IV will be sending a pre-load file to CSE which will enable CSE to synch new C-IV member-identifier numbers with existing ISAWS member identifiers in CSE. This will help to mitigate the impacts that the conversion has on CSE processing. Testing is ongoing, and the pre-load will take place the weekend of conversion.

**For more information contact Garrick Hanson at 916- 464-5088 or [garrick.hanson@dcss.ca.gov](mailto:garrick.hanson@dcss.ca.gov)**

**Project Website: <http://www.ftb.ca.gov/individuals/ccsas/index.shtml>**

## **C-IV Update**

### Maintenance and Operations

- ▶ Release 9.09 (September 2009) was released on September 21, 2009, which includes 67 enhancements, such as:
  - County-maintained Security Roles (SCR 33632) – This SCR allows the counties to build their own custom security roles based on existing roles or from scratch using security groups
  - User-Maintained Mileage Rates (SCR 32248) – Much like user-maintained control valuables, counties will no longer need to wait for an SCR to be implemented to change mileage rates
  - Batch Process to invoke Work Participation Rate Determination (WPRD) (SCR 35614)
  - Policy, Review, and Training (PRT) Environment, including Case Copy functionality (SCRs 36217 and 35528)
  - Update WTW25 and 25A Reports (SCR 34328)
  - Change EBT Vendor to ACS from JPM. Cutover occurred over the weekend of September 19-20, which is why the 9.09 Release is on 9/21 (SCR 35861)
- ▶ Completed work on CO-037 EBT Vendor Change
- ▶ Continue enhancements for C4Yourself for CO-036– Food and Nutrition Service (FNS) Grant and CO-038 – CMSP Grant. These enhancements, targeted for the 9.11 release, expand existing C4Yourself to add the customer’s portal called My C4Yourself. Customers will be able to:
  - Check their benefits (information updated on a daily basis via nightly C-IV data interface)
  - Recertify benefits online. The customer’s data will transfer to C-IV via real time interface and pre-populate on C-IV pages
  - Receive important messages and key dates reminders (RE due dates, QR7 due dates)
  - Access Quarterly and Semi Annual Reports (QR7s and MSRs)
  - Apply for Medi-Cal, CalWORKs and CMSP online (features listed above will also be available for these programs)

### ISAWS Migration Accomplishments (see schedule on the following page)

- ▶ Implementation, Change Management and Training activities
  - Wave 1
    - Conducted two-month Readiness Preparation meetings in the seven Wave 1 counties
    - Continued to facilitate Interface Testing efforts between Wave 1 counties and Converted Data Testing team
    - Continued working with the Wave 1 counties to track the status of the Change Discussions with staff
    - Provided on-site support in all training locations for start of C-IV Training
    - Trainers deployed and C-IV Training delivery began in all Wave 1 sites on September 8, 2009
  - Wave 2
    - Conducted Implementation Readiness Kickoff meetings along with 6-month county readiness assessments in Wave 2 counties
    - Commenced delivery of Office and Staff Data Entry Training Part I
    - Conducted Wave 2 Coach Kick-Offs and Process and Role Gap Analysis Meetings
    - Conducted Training Kickoff (planning) meetings with the Wave 2 counties
  - Wave 3
    - Commenced Wave 3 Implementation and Change Management Kick-Off Meetings
    - Conducted C-IV Demonstrations for the County Change Management Team
- ▶ Application Development Activities:
  - Hosted conference calls with WDTIP and MEDS State Interface Partner for Converted Data Testing
  - Continued State Interface Testing for MEDS, IEVS Applicant, and WDTIP

## C-IV Update – Continued

### ► Conversion Activities:

- Held a Mock Conversion 1.4 Data Review with participation from Wave 1 counties
- Facilitated meeting with MEDS to discuss Converted Data Test results
- Continued activities for transferring and loading of Legacy WTW NOAs

### ► Technical Architecture Activities:

- Completed workstation installation for Amador, Mendocino, Tuolumne, Madera, and Monterey Counties
- Continued workstation installation for San Joaquin County
- Completed Wave 3 Site Preparation Kick-off meeting for Siskiyou and Modoc Counties

For more information contact John Boule at 916-851-3226 or [boulej@c-iv.org](mailto:boulej@c-iv.org)

Project Website: <http://www.c-iv.org/>

## ISAWS Migration Project Overview



## RADEP I (Quality Control System) Update

- RADEP has a new website: <https://secure.cdss.ca.gov/admin/rad/radepiclient/>
- Two new elements have been added for TANF Active cases:
  - T9 A - Most Recent Application Date
  - T9 B - Most Recent Issuance Date

For more information, contact Trish Rodriguez at 916-928-2734 or [trish.rodgriguez@dss.ca.gov](mailto:trish.rodgriguez@dss.ca.gov)

Project website: <https://secure.cdss.ca.gov/admin/rad/radepiclient>

## RADEP Phase II Lite (E2Lite) Update

- FFY 2008 data is in the process of being finalized. Prior to the release of this data on the website, county welfare directors will receive the work participation rates for review.
- Preliminary FFY 2009 data continues to be shared with the counties on a monthly basis.
- A PMC meeting was conducted on September 30, 2009; the next meeting is scheduled for December 2, 2009.

For more information, please contact Karen Kennedy at 916-928-2554 or [Karen.Kennedy@dss.ca.gov](mailto:Karen.Kennedy@dss.ca.gov)

## CalWIN Update

### ► Work Participation Rate (WPR) Strategy

CalWIN has adopted a consortium wide strategy for improved recording and reporting of CalWORKs client work participation. This effort includes implementation of the *CalWIN Work Participation Rate Best Practices Guide*.

### ► CalWIN Release 21

Activities continue in preparation of CalWIN Release 21, scheduled for October 2009. Highlights include:

- MEDS Eligibility Status 691 (CR4024) – CalWIN is being modified to re-establish the individual's eligibility in MEDS when the BIC card suppression is denied
- Employment Service Session Rosters (CR4042) – Session rosters are maintained on-line in CalWIN. The system will be enhanced to include an option to print employment service session rosters in real time to the user's local printer.
- KinGap Program Enhancements (CR4127) – CalWIN is being modified based on ACL07-13 and CFL 06/07-09. Modifications are being made to multiple functional areas including client correspondence, management reporting, data collection and eligibility determination and benefit calculation.

### ► CalWIN Key Projects Currently Underway

- CalWIN Enterprise Software Upgrade - The primary objective of this effort is to upgrade the current Oracle 8i Enterprise Server installation on CalWIN systems to the current version of Oracle. Benefits include:
  - Elimination of risks surrounding system stability and performance caused by outdated, unsupported software.
  - CalWIN can leverage new Oracle features designed to improve productivity, database management and system performance.
  - Performance improvements including improved response time for long running online transactions, batch run time improvements, and balance of work loads across all servers which enables optimization of under-utilized computing resources
  - Improved system availability by reducing the need for scheduled outages for system maintenance and release deployments

### ► CalWIN Enterprise Hardware Upgrade

The primary objective of this effort is to upgrade the current CalWIN infrastructure. Highlights of the upgrade include:

- Increased system performance, including improved response time for online transactions and improved batch run times
- Increased system availability, due to reducing the need for scheduled outages for hardware maintenance, as well as ease of obtaining parts for newer equipment (vs. end-of-life equipment)
- Eliminating risks associated with catastrophic failure of end-of-life, out of warranty equipment
- Leveraging new capacity for increased disaster recovery (DR) capability
- Ease of future scalability of HP equipment
- Increased capacity to process volumes projected through 2013

### ► Opt-e-WAN Network Enhancement Upgrade

The implementation phase is currently underway in which the current CalWIN network will migrate from Frame Relay/ATM to Ethernet based virtual private local area network service (VPLS). AT&T's VPLS service, called OPT-E-WAN, which will allow multiple locations to communicate with each other across a wide area network. The migration to Opt-e-WAN will provide enhanced performance, reliable network, flexible bandwidth options, and inherent security. The migration, which requires the replacement of all existing County CalWIN POP Routers, is planned to conclude by the end of November, 2009.

## **CalWIN Update – Continued**

### ▶ Client Correspondence Enhancement Phase II

A project to enhance the CalWIN Client Correspondence Maintenance process is in progress. This project will replace the current Client Correspondence Maintenance windows with a web-based application that further streamlines the existing processes and allows counties control in correspondence maintenance activities.

**For additional information contact Bob Hendricks at 916-608-3457 or [Bob.Hendricks@calwin.org](mailto:Bob.Hendricks@calwin.org)**

## **ISAWS Update**

- ▶ Implemented new Foster Care Rates on October 1, 2009, per ACL 09-45.
- ▶ Implemented new Income Reporting Threshold (IRT) levels effective October 1, 2009, per ACL 09-55.
- ▶ The annual Student Report will be generated during the first week of November 2009 for all the 35 counties pending the release of the final ACL.
- ▶ Conversion related efforts included working with the C-IV Project on the following:
  - Weekly Build/Data Mapping Sessions
  - Interface Partner meetings
  - Weekly Conversion Workgroup Meetings
  - Site Preparation and Installation Meetings with the counties
  - Monthly Managers Meeting
  - Conversion work efforts in the current workload:
    - Legacy Data Solution (LDS) (MCR 2405) – C-IV requested that the ISAWS and WTW applications be maintained with inquiry-only access after conversion to the C-IV system. Development and testing has been completed. The LDS will be available to the counties as they go-live on C-IV
    - Mock Conversion (MCR 2412) – Work effort will allow for mock conversions to occur prior to each wave's cutover to the C-IV system. The first execution of the Mock Conversion for Wave 2 counties will occur in November 2009
    - Cutover Activities (MCR 2415) – Work effort will address all cutover activities needed to be conducted by the ISAWS Project in order to complete cutover for each county. These cutover activities will continue for each of the three waves
    - LDS Enhancements (MCR 2436) – Work effort will enable the LDS users to access and reprint Management and Benefit Issuance Reports via the LDS
    - Post Migration Ad-Hoc Solution (MCR 2437) – Work effort will enable the LDS users to run Ad Hoc Reports on data stored in the LDS
    - Conversion of the Wave 1 counties (Imperial, Inyo, Kern, Kings, Mono, Monterey and San Benito) will begin on October 29, 2009, with go-live on C-IV beginning on November 2, 2009

**For more information contact Joe Hogan at 916-255-0494 or [joe.hogan@osi.ca.gov](mailto:joe.hogan@osi.ca.gov)**

## **MEDS Update**

- ▶ SSN Verification Change to a Daily Process – DHCS made changes to the existing MEDS SSN verification process to position the MEDS system to be able to take advantage of the new SSA citizenship documentation process beginning January 2010. These MEDS changes replaced the existing semi-annual SSN validation process via the Enumeration Verification System (EVS) with a new daily SSN verification process via SVES. For the new process, MEDS daily update will automatically trigger an SSN Verification request based on newly reported SSNs, identification of an SSN that has not yet been submitted for verification and name or birth date changes reported for SSNs that previously failed verification. Responses to these SSN verification requests will be processed by MEDS on a daily basis as received. While the old EVS matched only against SSA's Social Security Number Identification (NUMIDENT) database, the newer SVES process does additional matches against SSA's Title II Master Beneficiary Record (MBR) and Title XVI Supplemental Security Record (SSR) databases when they are unable to verify the SSN via a match against the NUMIDENT database. SVES also uses different match criteria and allows for daily SSN verification.
- ▶ Upcoming DRA Citizenship Verification Changes – The Children's Health Insurance Program Reauthorization Act of 2009 (also known as HR 2) allows states to meet the Medicaid citizenship documentation requirement via a match with Social Security Administration, which would return citizenship information. That provision of HR 2 is effective January 2010. MEDS changes to make use of this CHIPRA provision will recognize and use the new citizenship verification information provided on a SVES SSN verification response record to update MEDS DRA Citizenship and Identity Verification information. Check upcoming MEDS Change Cycle Notices for more information on this change which is planned to be installed in January 2010.
- ▶ Privacy and Security Reviews
  - The Department of Health Care Services (DHCS) has a data sharing agreement with the SSA, known as the Computer Matching Privacy Protection Agreement (CMPPA). The agreement limits access to SSA data to only authorized employees who need it to perform their official duties. The agreement contains security procedures relating to protecting the privacy of SSA Personally Identifiable Information (PII) and requires DHCS to perform oversight of the SSA data being accessed by multiple users throughout the state who are agents and contractors of the DHCS.
  - To date, DHCS staff has successfully completed 33 County Privacy and Security Reviews, which have been successful in helping the counties identify potential privacy and security risks, as well as providing valuable feedback on what they are doing well. Unfortunately, due to budgetary cuts, it has become necessary to postpone remaining County reviews. DHCS is now focusing on issuing written reports to the 33 completed counties. Once these reports are complete, DHCS will develop a plan to resume reviews of remaining counties, based upon resources available.
  - DHCS has finalized a report template and is preparing to issue reports to the 33 counties reviewed, beginning with the first reviews completed.
  - Counties should contact the DHCS Review Team at [SSA.Security@dhcs.ca.gov](mailto:SSA.Security@dhcs.ca.gov) with any questions, comments or concerns. Meg Sheldon at CWDA ([msheldon@cwda.org](mailto:msheldon@cwda.org) or 916-443-1749) is also available to discuss any questions counties have about the county agreement.

**For information contact John Zapata (916-552-6451 or [JZapata@dhcs.ca.gov](mailto:JZapata@dhcs.ca.gov)) or Cheryl Dobbins (916 440 7296 or [Cheryl.Dobbins@dhcs.ca.gov](mailto:Cheryl.Dobbins@dhcs.ca.gov))**

## **Los Angeles SAWS Update**

### LEADER Replacement System (LRS) RFP

- ▶ On August 5, 2009, Los Angeles County, Department of Public Social Services (DPSS) concluded the LRS evaluation and selection process. DPSS announced its intent to enter into negotiations with Accenture LLP for the LEADER Replacement System. Negotiations are scheduled to begin in mid-October 2009.

### LEADER Modifications and Enhancements

- ▶ On August 28, 2009, LEADER Build #228 was implemented to Production with several corrections along with modifications to the CalWORKs eligibility logic to exempt retirement accounts from the resource determination.
- ▶ On September 18, 2009, LEADER Build #229 was implemented to Production to support the transition of the EBT vendor from JP Morgan to ACS.
- ▶ On September 25, 2009, LEADER Build #230 was implemented to Production with several corrections along with the following enhancements:
  - Face-to-Face Waiver for Intake and Recertification appointments for Food Stamp households
  - Revised MC176, which was modified as a result of the ARRA of 2009
- ▶ Development and testing of LEADER Build #231 continues and is scheduled for Production implementation on October 30, 2009. The following enhancements are targeted for inclusion:
  - Implementation of the new Welfare-to-Work exemptions
  - CAPI Payment Reduction effective November 1, 2009
- ▶ Enhancements targeted for upcoming LEADER Builds are highlighted below:
  - Modifications to the sponsored non-citizen logic
  - Modifications to the restricted accounts logic

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**LEADER Replacement System Website: [http://www.ladpss.org/dpss/LRS\\_RFP/default.cfm](http://www.ladpss.org/dpss/LRS_RFP/default.cfm)**

**Submit your comments and suggestions to Meg Sheldon at 916-443-1749 or [msheldon@cwda.org](mailto:msheldon@cwda.org)**