

CWDA INFORMATION TECHNOLOGY HIGHLIGHTS

December 2011 & January 2012

C4Yourself®

Building on Success to Promote Customer Self-Service

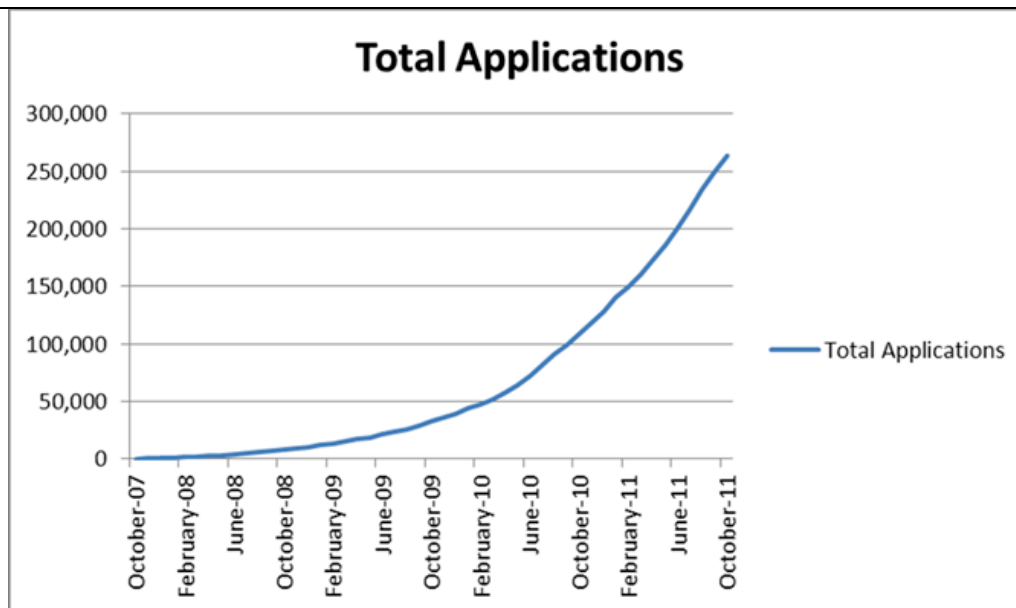
C4Yourself® is an online application system that allows customers in C-IV Counties to apply for benefits via the internet using the C4Yourself® website. It is a secure, self-service, public facing, web-based portal, that streamlines the way data is collected by using a conversational interview approach. Customers enter information to apply for CalFresh, Medi-Cal, CalWORKs, and CMSP online and the data transfers to the C-IV System automatically. Customers also have the ability to complete and submit their annual redeterminations and recertifications, access their quarterly and mid-year status reports, view the status of their benefits, and see general information regarding their overall case.

Enhancements have led to the deployment of kiosks in Community Based Organizations (CBOs) improving customer accessibility to C4Yourself®. The kiosks include a workstation with direct access to C4Yourself®, a scanner to collect electronic copies of verification documents, and a printer.

More recent improvements that are already available to the public, or will be in the coming months include:

- **"Report My Changes"** - New "Report My Changes" C4Yourself® Section for customers to report the changes and notify the workers in real time
- **"Upload My Documents"** - New "Upload My Documents" C4Yourself® Section for customers to upload the electronic copies of their documents (required documents, verifications)
- **"Electronic Signature Redesign"** – New page flow to allow clients to sign up for their own electronic signature on an account
- **Community Partners Registration and Application Tracking** - Addition of the new "Community Partners" C4Yourself® Section for partnering organizations. CBOs, Food Banks, schools, hospitals will be able to register, apply as customers' authorized representatives and track the applications via C4Yourself®
- **Potential CalFresh Eligibility Evaluation** - New C4Yourself® Potential CalFresh Eligibility Evaluation Functionality to evaluate customers who applied for CalWORKs/ Medi-Cal/CMSP for potential CalFresh eligibility

This ongoing effort to build on previous successes and continue the goal of promoting customer self-service has had a dramatic impact on C4Yourself® users over the past four years. Since October 2007, the 39 C-IV counties have received over 262,500 e-applications (over 384,500 program applications). (See chart on the following page.)



Looking into the future, it is clear that C4Yourself® will continue to play an important role in providing customers with reliable access to crucial services and benefits.

For more information contact John Boule at 916-851-3226 or boulej@c-iv.org
 Project Website: <http://www.c-iv.org/>

Electronic Benefit Transfer (EBT) Project Update

► Project Status:

- ACS successfully performed a Disaster Recovery Test in November 2011. ACS failed over all EBT transaction processing and consortia activity from its primary data center in Dallas, Texas to its backup data center in Pittsburg, Pennsylvania. Transaction processing was successfully returned to the primary data center in less time than scheduled.
- The hologram on the California EBT Card (*Golden State Advantage Card*) is now slightly smaller. Cards with the new hologram are being issued.

► Upcoming Activities:

- In January 2012, ACS will complete the process to install a new data synchronization product, Active Data Guard (ADG), developed by Oracle. ADG will improve the efficiency of the data synching process and virtually eliminate the time lag during periods of high transaction volume.
- The next California EBT system build is scheduled for deployment into the production environment on February 16, 2012. Included in this build will be new functionality used by ACS to report to the Internal Revenue Service (IRS) the total of all payments made to each Food and Nutrition-authorized Supplemental Nutrition Assistance Program (SNAP) retailer with 200 or more in EBT food transactions and \$20,000 or more in EBT food benefit redemption each calendar year. Under this new IRS reporting rule, beginning in January 2013 ACS will issue a Form 1099-K to those merchants and third-party processors who meet the transaction/dollar threshold.

For more information contact: Kurtis Knapp at 916-263-4300, or Kurtis.Knapp@osi.ca.gov

Project website: www.ebtproject.ca.gov

EBT Client website: www.ebt.ca.gov

MASTERing Elder Abuse through Training Utilizing eLearning to Reach Aging and Health and Human Service Providers

In the current economy, many agencies are scrambling to find cost-effective methods to train their Adult Protective Services and Aging Services staff. Project MASTER a program of the Academy for Professional Excellence/San Diego State University, in collaboration with the National Association of Adult Protective Services, and the Center of Excellence in Elder Abuse at the University of California, Irvine has produced **FREE** training materials for providers of Aging and Health and Human Services. By year's end, they will have completed:

- 23 elder abuse core competency modules with 6 of the 23 in a self-paced eLearning format including *APS Overview and Agency Standards: CA APS Regulations*
- Six - "Just in Time" Financial Exploitation eLearning mini-trainings on hot topics such as *Undue Influence, Reverse Mortgage Abuse, etc.*
- Two supervisor modules with accompanying recorded webinars
- Five eLearning modules for Ombudsmen
- 15 Transfer of Learning workbooks that supervisors can use to train/reinforce skills learned in training
- Development of a library of recorded webinars
- Continuing Education Units (CEU's) available for a small fee on select courses.

Training information and materials may be downloaded from the Project MASTER website at http://theacademy.sdsu.edu/programs/Project_Master/projectmaster-1.htm

For questions or technical assistance, please contact MASTER Program Manager, Lori Delagrammatikas - ldelagra@projects.sdsu.edu

Welfare Data Tracking Implementation Project (WDTIP) Update

- ▶ Completed phase I testing of the migration of TRAC database from DB2 Version 8 to Version 9 on all six technical environments. The upgrade includes three phases and is expected to be fully completed in 2012.
- ▶ Completed testing of CICS IPCP R46A Fix level 1101 on all WDTIP CICS environments. This fix is required for upgrading z/OS to version 1.13.
- ▶ Working with Los Angeles County to migrate their interface with WDTIP application from regular File Transfer Protocol (FTP) to SFTP (secure FTP) in order to meet the LA County's Security mandate.

For more information please contact Grace Chen at 916-263-3363 or Grace.Chen@osi.ca.gov.

Project Website: www.wdtp.ca.gov

CWS/CMS Maintenance and Operations Update

▶ Application Releases

- Release 6.5 – County Test Workshops are successfully completed. Performance testing is currently under way and training curriculum is currently being finalized by the Training Team. Code Freeze begins on December 17, 2011. Implementation “go-live” date is scheduled for February 18, 2012. This release will include changes that include:
 - Improved document search efforts, outreach efforts and notification activities for relatives
 - Added Transitional Independent Living Plan Document Tracking
 - Improved ability to Identify contacts made by FFA or Out-of-State Social Workers
 - Relative/NREFM assessment updates and changes to the SOC 815 form
 - Improved data entry to fulfill ICWA requirements
 - Improved ability to review Adoption 42R data
 - Added method to capture information on dissolved or disrupted Inter-Country Adoptions (ICA)
 - Corrected BCIA 8583 and SOC 832 mapping
- Interim Release 6.5.1 – Design for the application fixes included in R 6.5.1 has concluded with development continuing as planned. Implementation is scheduled for March 18, 2012.
- Release 6.6 – ACF has given federal approval for this release designed to provide basic changes needed to implement AB12 requirements. Design is currently in process. Implementation is scheduled for April 28, 2012.

▶ SSA-NAME3 – This project is designed to pilot a proposed upgrade to the phonetic search function in CWS/CMS. Internal State testing and County Test Workshops have concluded. Next steps include performance/load testing and completion of analysis study for management decision whether to purchase the upgrade.

▶ CWS/CMS Server Reconfiguration – An effort is under way to reduce unused CPU capacity within each of the county servers. This is required to avert an impending increase in software licensing costs.

▶ Desktop via SBC Study (Dedicated Counties) – CWS/CMS Office is conducting “close out” activities associated to this pilot and is analyzing data results. Participating counties will revert to accessing CWS/CMS Application as normal.

▶ CWS Automation Study Update - A draft of the legislative report has been completed with input from County Welfare Directors to present a strong business case in the report. The draft report was presented to stakeholders during special sessions of the Program Impact Advisory Committee, Technical Advisory Committee and Oversight Committee. Comments were gathered during these sessions and revisions made to the report as appropriate. The report has been sent to the California Health and Human Services (CHHS) Agency for their review. The next step after CHHS review is for the report to be sent to the Department of Finance and Governor’s Office.

For more information contact Stephen Hensley at 916-263-1116 or Stephen.Hensley@OSI.CA.GOV

CWS/CMS Office Website: <http://www.hwcws.cahwnet.gov/>

Child Support Enforcement (CSE) System Update

Over the weekend of October 15 and 16, 2011, DCSS successfully migrated hosting functions for the Child Support Enforcement (CSE) system from its former location in San Jose to its new location at OTech’s Gold Camp data center. The migration went very smoothly, and all exchanges are back up and running.

For more information contact Garrick Hanson at 916- 464-5088 or garrick.hanson@dcss.ca.gov

Project Website: <http://www.childsup.ca.gov/>

CalWIN Update

- ▶ My Benefits Portal to Provide Clients Greater Access – My Benefits Portal will offer clients greater access to their case information, similar to information currently available over the phone through the ACCESS CalWIN Interactive Voice Response system. My Benefits Portal will support multiple languages and meet the American Disabilities Act (ADA) section 508 compliance. Future functionality may include such features as electronic Notices of Action (eNOAs). The project team is continuing development and design using the Wireframes design process and the development of the Functional Business Requirements (FBR) document. The project schedule targets January 4, 2012 for completion of this phase of the project.
- ▶ 1115 Medicaid Waiver / Coverage Initiative – The CMSP LIHP project was implemented as planned with R28 on November 14, 2011. The project followed an accelerated development schedule. The Change Request was added to the release in April 2011 and delivered to production in seven months. This functionality will improve overall coverage for the lowest income CMSP members by reducing their share of cost (SOC), waiving assets and expanding the CMSP network.
- ▶ Major Releases – Major Release 28 (R28) was delivered to production as scheduled on November 14, 2011 and Release 29 is on track to begin user acceptance testing (UAT) at the end of January 2012. Release 29 will include a business intelligence solution for Foster Care Person Counts reporting. The release is the largest in several years, including the rapidly developed Transitional CalFresh Project. Release 29 is the last major release prior to the Web Enablement Code Freeze.
- ▶ CalWIN Web-Enablement Project – HP is validating the Proof of Concept (POC) Integration work performed by the conversion vendor, and planning for a Proof of Concept (POC) demonstration for the counties. Stage 2 Code Conversion is in progress. An updated Functional Business Requirements (FBR) document is pending review by First Data and WCDS. Final updates to the Detailed Technical Design (DTD) are in progress.
- ▶ Benefits CalWIN (Online Application) Enhancements and ADA Compliance Remediation – Four change request enhancements were implemented in Release 28, and a fifth is scheduled for delivery in the December monthly release. Enhancements to the Benefits CalWIN (BCW) Application Confirmation Page will be implemented in the January monthly release. An additional seven change requests are currently planned for delivery with Release 29 in March. Each release includes remediation of previously identified issues with ADA compliance.
- ▶ ACCESS CalWIN Interactive Voice Response – Security Enhancements
The first phase (CR5908) of the ACCESS/IVR Security Personal Identification Number (PIN) project is on schedule to go live with the monthly release on December 12, 2011. Phase 1 will implement a Special Indicator selectable by the worker for a case that blocks IVR from obtaining case level information. Phase 2 (CR5831) completes the project by automating implementation of a PIN to be used in addition to the caller's social security number. All aspects of the PIN – setup, reset request and forgotten PIN resets – will be automated. After three failed attempts, the caller will be routed to the county designated phone line for additional assistance. Phase 2 is scheduled to implement in January 2012.

For additional information contact Bob Hendricks at 916-608-3367 or Bob.Hendricks@calwin.org

Suggestions or Comments?

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

C-IV Update

- ▶ Release 11.11 Deployed on November 21, 2011 – The C-IV Project implemented over 40 new system enhancements with this release. Highlights include:
 - ACL 11-13 - CMSP LIHP/Path2Health
 - In response to California's 'Bridge to Reform', the CMSP Governing Board has submitted an application to implement the Low Income Health Program (LIHP). The new program will be named Path2Health. CMSP will use C-IV to support the eligibility function in the 32 counties that use C-IV.
 - Changes implemented as a result of this initiative include: Updating the EDBC rules to determine the Path2Health and CMSP programs, updating EDBC results, performing a conversion batch sweep on existing CMSP cases to screen for the new Path2Health program for the January 2012 Benefit Month, as well as updating CMSP Forms and NOAs.
 - Upgrade database to Oracle 11g
 - The C-IV System database software has been updated from Oracle 10g to Oracle 11g.
 - Valuable Redesign - Phase I
 - This redesign impacts how users issue valuables out of the C-IV System. This includes imprest cash, bus tokens, vouchers, and gas cards.
 - These changes, based on end user feedback, have enhanced the processes of creating, transferring, issuing and reporting Control Valuables in C-IV.
- ▶ Service Center Updates
 - The San Bernardino County Service Center continues to experience a record number of calls. The county and the Project are actively investigating the creation of a second service center.
 - Kern County is also in the process of developing its own service center.
- ▶ Policy Implementation
 - The C-IV Project is working on upcoming policy changes for 2012 including Kin-GAP program requirements and Transitional CalFresh updates.

For more information contact John Boule at 916-851-3226 or boulej@c-iv.org
Project Website: <http://www.c-iv.org/>

SFIS Update

- ▶ AB 6 – Effective January 1, 2012, applicants for, and recipients of, CalFresh Program benefits will no longer be required to be fingerprint imaged as a condition of benefit issuance. California Assembly Bill No.6, which was chaptered on October 6, 2011, removed that requirement. However, fingerprint imaging will continue to be a requirement as a condition of eligibility for California Work Opportunity and Responsibility to Kids (CalWORKs) program benefits. An All County Letter is forthcoming and will explain the changes to be made as a result of the legislation's passage.
- ▶ SFIS Training – The SFIS training calendar has been updated for 2012 (http://www.sfis.ca.gov/training_page.html). Counties may request additional classes be opened, if needed.

For more information, contact Suzie Steinwert at 916-653-1826 or Suzanne.Steinwert@dss.ca.gov
Project website: <http://www.sfis.ca.gov/>

Los Angeles SAWS Updates

LEADER Replacement System (LRS)

Los Angeles County is awaiting final State and federal approval to award the LRS contract to Accenture, LLC.

LEADER Modifications and Enhancements

- ▶ On October 7, 2011, LEADER Build #261 was successfully deployed to Production along with several corrections and the following enhancements:
 - Modifications were made to LEADER, YourBenefitsNow (YBN) and MEDS interface file to accept SSNs within the 800 range.
 - Implementation of AB 98 - CalWORKs Eligibility for former participants enrolled in a Subsidized Employment Program.
- ▶ On October 28, 2011, LEADER Build #262 was successfully deployed to Production along with several corrections and the following enhancement:
 - Implementation of the Lobby Monitor Project, Pilot Phase – Installed an LCD monitor that interfaces with LEADER to display client's last name, first initial after check-in. Based on the reason for the visit, the monitor displays a percentage status bar indicating where the client is during her/his DPSS office visit.
- ▶ On November 4, 2011, LEADER Build #263 was successfully deployed to Production along with several corrections and the following enhancements:
 - Implementation of the CalFresh Program Inter-County Transfer logic.
 - Enhancements to the CalWORKs Inter-County Transfer logic.
- ▶ On December 2, 2011, LEADER Build #264 was successfully deployed to Production along with several corrections and the following enhancements:
 - Expansion of the CalFresh Modified Categorical Eligibility Program to waive all resource verification for non-assistance CalFresh households.
 - Implementation of the CalWORKs 42nd & 46th month Time Limit Information Notice of Action.
 - Enhancements to the LEADER Case Comment screen to ensure detailed information is documented from the application and Redetermination/ Recertification interviews.
- ▶ Development and Testing continues with LEADER Build #265, scheduled to be deployed to Production on December 30, 2011, along with several corrections and the following enhancements:
 - Automation of SAVE Abstracts.
 - Automation of All County Letter 06-60 (SB 1569) Eligibility for Aid and Services for Non-citizen Victims of Human Trafficking, Domestic Violence and Other Serious Crimes.
- ▶ Enhancements targeted for upcoming LEADER Builds are listed below:
 - Expansion of the online web to allow for self-service appointment scheduling.
 - Implementation of YBN in threshold languages.
 - Tracking of CalFresh Outreach applications.
 - Automation of the FNS 209.

For more information, contact Hayward Gee at 626-312-6001, or haywardgee@dpss.lacounty.gov

LEADER Replacement System Website: http://www.ladpss.org/dpss/LRS_RFP/default.cfm

E2Lite

- ▶ The Final DRAFT ACL for the FFY 2012 E2Lite Data Reporting Instructions will be available.
- ▶ PMC Meetings will resume in January 2012.

E2Lite inquires contact Joel Reynolds at (916) 651-1097 or joel.reynolds@dss.ca.gov or the E2Lite Help Desk at E2Lite@dss.ca.gov.

CMIPS II Update

The Project continues to work with HP to develop a revised Pilot and Implementation schedule that ensures readiness for Pilot. In the meantime the following activities are taking place:

- ▶ User Acceptance Testing (UAT) -- The testers continue to test as HP delivers new code.
- ▶ County Implementation
 - Business Change Activities continue in all implementation groups.
 - Interim Business Processes needed during the roll-out when some counties are on CMIPS II and some are still on Legacy CMIPS are being reviewed with RRT and will be shared with each Group of counties as part of their Engagement & Implementation (E&I) activities. Counties are encouraged to continue business change activities at a pace fitting the size and complexities of their county.
 - All Group I Counties are preparing to enter the Engagement & Implementation (E&I) Stage of implementation. Los Angeles has completed the initial E&I planning meetings. They have also begun the process of identifying specific CMIPS II Users. All of the other Groups continue to work on their Pre-Engagement activities, focusing on data readiness and updates to business change processes.
 - Questions regarding business change may be directed to Kelly Elo, OSI Business Change Manager at 916-229-0889 or via email at Kelly.Elo@osi.ca.gov.
- ▶ Data Readiness – Merced and Yolo have completed their second Full Load Conversion (FLC) Test, and the project is working with the vendor to schedule the next FLC for Yolo and Merced to review corrected defects. San Diego County is preparing for their first FLC.
- ▶ Project Mailing Address -- The CMIPS II office has a new mailing address, since their move in September, 2011. Please mail all correspondence to:
P.O. Box 138014, Sacramento, CA, 95813-8014.

For more information contact: cmips2info@osi.ca.gov
John Logan at OSI (916) 263-8600, John.Logan@osi.ca.gov
Pam Hughes at CDSS (916) 229-3291, Pamela.Hughes@dss.ca.gov

Project website: <http://www.cmips2project.ca.gov/>

CMIPS Update

- ▶ The implementation of the 20% reduction has been stopped due to the issuance of a Temporary Restraining Order. CDSS has worked with HP to ensure that no system modifications have been implemented and no NOAs have been sent.
- ▶ The annual Cost of Living Allocation (COLA) is expected to be implemented in early 2012. An Electronic Bulletin Board (EBB) will be sent to counties to inform them of the changes once the system modifications have been done. HP, as the CMIPS vendor, will be sending a notice to each active provider informing them of the authorized services that their recipient(s) receives. These letters are expected to be mailed in early 2012.
- ▶ There are currently 145,663 providers on Direct Deposit.
- ▶ CDSS staff is continuing to work with HP and OSI on the CMIPS II project.

For more information contact Leora Filosena at Leora.Filosena@DSS.ca.gov.

MEDS Update

▶ SSA Randomization

- Effective June 25, 2011, the Social Security Administration changed its methodology for assigning SSNs. Under SSA's new methodology, a valid SSN consists of nine numeric digits and has three parts: 1) a three-digit Area Number which cannot be "000", "666" or any value "900" - "999"; 2) a two-digit Group Number which cannot be "00"; and 3) a four-digit Serial Number which cannot be "0000". A significant component of this change from the perspective of MEDS, the Statewide Client Index (SCI) and related health and welfare systems is that SSA started assigning SSNs that begin with an 8 (previously only pseudo MEDS-IDs started with an 8 and those all ended with a P) and could also assign a few other SSNs that MEDS had previously identified as invalid, such as SSNs where all digits were the same.
- There are numerous instances throughout MEDS that check for a valid SSN, MEDS-ID or CIN and Medicare HIC edits also check for valid SSNs when appropriate. Many MEDS modules had their own edits for these fields instead of using a common edit module. In response to this change by SSA and in anticipation of the need to extend the range of valid pseudo MEDS-IDs in the near future, a new module was created to determine whether or not a nine-byte field is a valid SSN, a valid MEDS-ID or a valid CIN. Most of the changes to allow counties and other MEDS users to report SSNs beginning with an 8 to the SCI and to MEDS were completed during August and September. The plan was to have all changes other than for peripheral systems and minor changes that impact only one unlikely SSN completed by the end of September with the remaining changes to be completed by the end of October. When the September SCI changes were moved into production, a production issue at the data center was identified with an unrelated change to the SCI modules that had been previously tested but had not moved into production. Since the Medi-Cal claims processing system, CA-MMIS, was transferring operations from the incumbent vendor, Hewlett Packard, to the new vendor, Affiliated Computer Services over the weekend, the SCI changes were backed out of production and were installed on October 17, 2011 so as not to conflict with any CA-MMIS conversion issues. Changes to cover key remaining functions, including ILIS, SDX and cross reference file inquiries and online IEVS transactions, were installed on November 10, 2011.
- MEDS/SCI inquiries and batch updates are currently accepting SSNs beginning with an 8 based on the installed August and September changes. Real time CIN assignment and SCI updates are also accepting the new SSNs. Synchronization of minor batch edits with the new SSN edit logic will be completed over the next several months; these changes should not impact MEDS Users.

▶ Remedy 7.6 Deployment

Note: The Remedy system upgrade took place on December 6, 2011.

- Webinars were held for the county staff who open Remedy Tickets on November 30 and December 1 with more than 200 people in attendance.
- County personnel with access to Remedy should have received login and password information via email.
- New features include:
 - Ticket number is provided as soon as the ticket is saved. Refresh browser to see it.
 - Customer can access the ticket to add detail and attachments almost immediately, and can add information at a later time.
 - Email available in Remedy to record detailed instructions in the ticket and share with customers.
 - Resolution detail is emailed to the requestor.

MEDS Update - Remedy 7.6 Deployment (Continued)

- Counties are requested to use the four scripts provided on the MEDS Home Website when submitting tickets. There are scripts for DOB issues, Mislinks, IEVS/SAVE issues, and a “generic” script. More scripts will follow to cover specific topics.
- Remedy users who do not have access to the MEDS Home Website, should contact their county MEDS Coordinator to obtain access.
- New guidelines for priority assessment and documentation is posted on the MEDS Website.
- ▶ **Remedy Ticket Clean-Up Effort**
 - Remedy ticket review on the backlog has been completed for all counties except Los Angeles.
 - While performing quality reviews and trend analysis, the following common issues were identified:
 - Instances of insufficient detail provided in the ticket to complete analysis or repair.
 - Beneficiary detail is in the ticket, but no clear problem statement is identified (i.e. what is expected of MEDS to resolve the issue).
 - Issues that can be resolved through standard transactions that should be performed at the county.
 - Beneficiary is deceased, or the case has been terminated for other causes.
 - Requests for data repairs which can no longer be performed by MEDS programming or must be performed by data feed partners (like the Social Security Administration) for successful resolution.
 - The old Remedy System can still be accessed by DHCS to continue to work on backlog and recently opened cases.
 - Review of cases to be moved and the move to the new Remedy System will take place beginning in Mid-December.
 - Resolution detail and/or or follow-up instructions for the counties will be provided on a case-by-case basis (ticket-by-ticket or beneficiary-by-beneficiary).
 - In many instances, where insufficient beneficiary detail was provided, notations will be made for the county to determine if a problem still exists for the beneficiary, and possibly to provide complete details in a Remedy ticket in the new system.
 - In conjunction with MCED, the Application Support Branch (ASB) has developed improved standards for ticket submission. See Remedy 7.6 deployment for details.
- ▶ **DHCS MEDS User Reconciliation**
 - Since February 2011, DHCS/MCED Branch has been working with County MEDS Coordinators to evaluate all current MEDS users and assign them to specific groups that better describe their program affiliation (Medi-Cal, Children’s Services, Temporary Assistance to Needy Families (TANF), etc.). This reconciliation effort is almost completed and expected to continue through the month of December 2011.
 - To better support this reconciliation effort, DHCS/ITSD altered the MEDS41 User Access Request Form and process to handle the assignment of the new Group Names, in addition to adding special logic that will automatically assign the appropriate access level based on the Group Name. These changes were implemented effective May 16, 2011, and Change Cycle Letter #349 contains additional detail about these changes.
 - There have been a few incidents where MEDS User’s access was either deleted or changed inadvertently – the sheer volume of MEDS Users and timing of reconciliation efforts contribute to this problem. Every effort is made to ensure that these incidents do not occur. If they occur, they are handled via the Remedy Ticket process - ITSD works with the MEDS Coordinator and MCED and is usually able to restore access within a day or two or in the next weekly batch. Questions about the MEDS User Reconciliation process may be addressed to MEDSECUR@DHCS.ca.gov.

MEDS Update (Continued)

▶ DHCS MEDS/RACF Password Changes

- On January 19, 2012, 8 new password controls will be applied universally to the entire mainframe system and will consequently apply to the MEDS application and its users. Additional sign-on screen messages may be generated due to these changes. Compliance will be a phased approach, as determined by a MEDS user's required/scheduled RACF password change. All MEDS users will be in compliance with the new standards within 90 days of implementation (on or around April 19, 2012).
- Impact to MEDS user: More frequent account 'revoked' status while acclimating to new password standards.
- Impact to MEDS Coordinator: Possible increase in MEDS/RACF password resets for 90 days after implementation.
- After January 19, 2012, these will be the MEDS/RACF Password Requirements:
 - Passwords will be **exactly** 8 characters in length.
 - Passwords are case sensitive and **must contain**:
 - at least one alphabetic uppercase letter (A – Z) or one national character (#, @, \$) and;
 - at least one alphabetic lowercase letter (a - z) and;
 - at least one number (0 - 9).
 - User ID will be revoked after three (3) consecutive unsuccessful password attempts.
 - Inactive user IDs will automatically be revoked after 90 days.
 - Passwords must be changed at least every 90 days.
 - The password minimum change interval is 15 days.
 - Users are prohibited from using any of their 32 prior passwords.
 - RACF will issue a warning message 10 days before the user password expires

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

RADEP (Quality Control System) Update

- ▶ QC Interview Type was modified for all households with allotments of \$100 or less, households who receive transitional benefits and is required for all cases regardless of disposition.
- ▶ Effective FY2012 (October 2011 sample), the manner negative reviews (denial, terminations and suspensions) are conducted was modified. RADEP was updated to account for these changes.
- ▶ Effective FY2012, error tolerance level was modified to \$50. RADEP was modified to calculate the difference between authorized and correct allotments regardless of amount.
- ▶ Tina Swain joined the Federal Data Reporting and Analysis Bureau as an Associate Information Systems Analyst and will be the point of contact for all RADEP related issues.

RADEP inquiries, contact Matthew Nassirpour (916) 653-8178 or matthew.nassirpour@dss.ca.gov
Project website: <https://secure.cdss.ca.gov/admin/rad/radepiclient>

RADEP inquiries, contact RADEP Help Desk at RADEP@dss.ca.gov or (916) 653-5400