

**CALIFORNIA DEPARTMENT OF CHILD SUPPORT SERVICES**

P.O. Box 419064, Rancho Cordova, CA 95741-9064



July 8, 2019

Mr. Scott Lekan, Commissioner  
Administration for Children and Families  
Office of Child Support Enforcement  
330 C Street S.W., 5<sup>th</sup> Floor  
Washington, D.C. 20201

**SUBJECT: ANNUAL ADVANCED PLANNING DOCUMENT UPDATE FOR  
CALIFORNIA CHILD SUPPORT AUTOMATION SYSTEM CHILD  
SUPPORT ENFORCEMENT PROJECT ERRATA 1**

Dear Commissioner Lekan:

The California Department of Child Support Services submits this Errata 1 to the Annual Advance Planning Document Update (APDU) to reflect changes resulting from the Office of Child Support Enforcement (OCSE) review of our initial submittal.

If you have any questions regarding the Annual APDU, please contact Nan Chen, Chief Financial Officer, Administrative Services Division at (916) 464-5593.

Sincerely,

David Kilgore  
Director

Enclosure

cc: See next page

Mr. Scott Lekan, Commissioner

July 8, 2019

Page 2

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



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

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

**May 1, 2019**

## Contents

|  |    |
|--|----|
| 1. EXECUTIVE SUMMARY.....                            | 1  |
| 1.1. Summary of Changes .....                        | 2  |
| 1.2. Project Status .....                            | 2  |
| 2. PROJECT ORGANIZATION.....                         | 3  |
| 3. PROJECT SCHEDULE .....                            | 4  |
| 3.1. Release Schedule.....                           | 4  |
| 3.1.1. Completed System Changes .....                | 4  |
| 3.1.2. Planned System Changes.....                   | 7  |
| 4. PROJECT CONTRACTS.....                            | 10 |
| 4.1 Contracts.....                                   | 11 |
| 5. PROJECT BUDGET .....                              | 12 |
| 5.1. Total Project Budget.....                       | 12 |
| 5.1.1. Development.....                              | 14 |
| 5.1.2. Maintenance and Operations.....               | 15 |
| 6. PROJECT HISTORY .....                             | 18 |
| 6.1. Historical PRISM Expenditures .....             | 18 |
| 6.2. Historical CCSAS Planning Expenditures.....     | 18 |
| 6.3. CCSAS Project Expenditures (Years 1-3).....     | 19 |
| 6.4. C-ASC Project Expenditures (Years 4-6A).....    | 20 |
| 6.5. CSE Maintenance & Operations Expenditures ..... | 21 |
| 7. Glossary of Acronyms.....                         | 22 |

# 1. EXECUTIVE SUMMARY

The California Department of Child Support Services (DCSS) submits this Annual Advance Planning Document Update (APDU) to report the status of the California Child Support Automation System (CCSAS) Project as required by 45 CFR 307.15(c).

Table 1-1 presents the CCSAS project budget and expenditures through State Fiscal Year (SFY) 2019-20. California is requesting \$112,305,434 in Federal Financial Participation (FFP) for SFY 2019-20.

**Table 1-1 Funding Request**

| FUNDING REQUEST      | ACTUAL<br>SFY 2003-04 thru<br>SFY 2014-15 | ACTUAL<br>SFY 2015-16 | APPROVED<br>BUDGET<br>SFY 2016-17 | APPROVED<br>BUDGET<br>SFY 2017-18 | APPROVED<br>BUDGET<br>SFY 2018-19 | PROPOSED<br>BUDGET<br>SFY 2019-20 | TOTAL                 |
|----------------------|---|-----------------------|-----------------------------------|-----------------------------------|-----------------------------------|-----------------------------------|-----------------------|
| Approved Budget      | 2,366,885,924                             | 104,782,434           | 106,360,434                       | 106,866,434                       | 109,682,434                       | 112,305,434                       | \$ 2,906,883,094      |
| Actual Expenditures  | 2,219,621,108                             | 95,731,898            | -                                 | -                                 | -                                 | -                                 | \$ 2,315,353,006      |
| Not Eligible for FFP | 25,683,966                                | -                     | -                                 | -                                 | -                                 | -                                 | \$ 25,683,966         |
| <b>Balance</b>       | <b>\$ 121,580,850</b>                     | <b>\$ 9,050,536</b>   | <b>\$ 106,360,434</b>             | <b>\$ 106,866,434</b>             | <b>\$ 109,682,434</b>             | <b>\$ 112,305,434</b>             | <b>\$ 565,846,122</b> |

## 1.1. Summary of Changes

The changes reflected in this APDU are summarized in Table 1-2. Descriptions of the expenditure changes to maintenance and operations (M&O), since the last approved APDU are provided below the table. No expenditure changes have occurred for development activities since the project has been in M&O since December 2008.

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

|                        | BUDGET<br>SFY 2016-17 | BUDGET<br>SFY 2017-18 | BUDGET<br>SFY 2018-19 | BUDGET<br>SFY 2019-20 |
|------------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| 2016 APDU              | 104,782,434           | -                     | -                     | -                     |
| Statewide Retirement   | 250,000               | -                     | -                     | -                     |
| Employee Compensation  | 1,120,000             | -                     | -                     | -                     |
| Staffing Shift         | 208,000               | -                     | -                     | -                     |
| <b>2016 APDU TOTAL</b> | <b>106,360,434</b>    | -                     | -                     | -                     |
| 2017 APDU              | -                     | 106,360,434           | -                     | -                     |
| Statewide Retirement   | 511,000               | 511,000               | -                     | -                     |
| Employee Compensation  | (3,000)               | (5,000)               | -                     | -                     |
| <b>2017 APDU TOTAL</b> | <b>106,868,434</b>    | <b>106,866,434</b>    | -                     | -                     |
| 2018 APDU              | -                     | -                     | 106,866,434           | -                     |
| Statewide Retirement   | -                     | 559,000               | 559,000               | -                     |
| Employee Compensation  | -                     | 2,225,000             | 2,257,000             | -                     |
| <b>2018 APDU TOTAL</b> | -                     | <b>109,650,434</b>    | <b>109,682,434</b>    | -                     |
| 2019 APDU              | -                     | -                     | 109,682,434           | 109,682,434           |
| Statewide Retirement   | -                     | -                     | 354,000               | 354,000               |
| Employee Compensation  | -                     | -                     | 2,259,000             | 2,269,000             |
| <b>2019 APDU TOTAL</b> | -                     | -                     | <b>112,295,434</b>    | <b>112,305,434</b>    |

- *Statewide Retirement* – employer retirement contributions were increased by \$354,000 in SFY 2018-19 and ongoing.
- *Employee Compensation* – salaries and benefits were increased by \$2,259,000 in SFY 2018-19 and \$2,269,000 in SFY 2019-20 and ongoing.

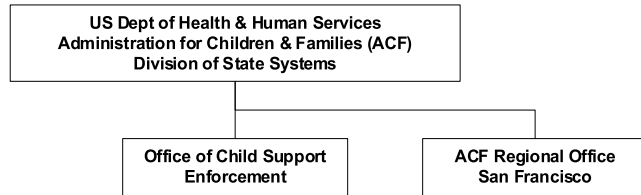
## 1.2. Project Status

The CCSAS Project is currently in the Maintenance and Operations (M&O) phase of the project. There are no changes to the scope or the schedule for this project.

## 2. PROJECT ORGANIZATION

This section provides the CCSAS functional organization structure.

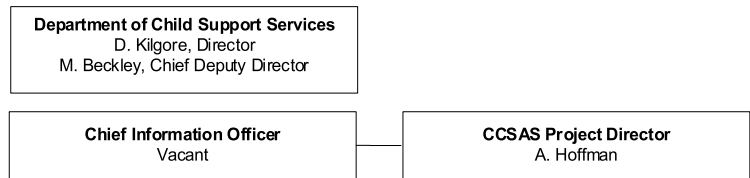
### Federal Oversight



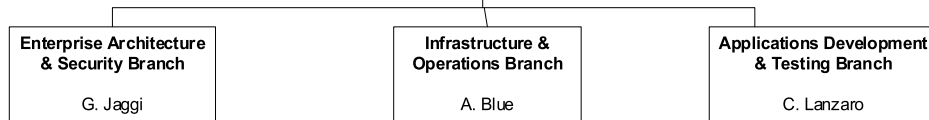
### State Oversight



### Executive Management



### Management Team



### 3. PROJECT SCHEDULE

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

#### 3.1. Release Schedule

This section includes a description of all changes made to the Child Support Enforcement (CSE) system since the approval of the last APDU as well as those changes planned for the upcoming state fiscal year.

All system modifications included in this section have been reviewed through a formalized governance process and approved by a Change Approval Board and the Director of DCSS. All modifications are considered high priority and have been selected based on their contribution toward improving overall program performance and system efficiencies.

##### 3.1.1. Completed System Changes

The information below reflects the completed system changes that were performed with existing maintenance resources since the approval of the last APDU.

| Release   | Description of Changes  |
|-----------|---|
| May 2018  | <p><b><u>Case Management</u></b> – Implemented iSupport and e-CODEX to integrate case numbers into CSE.</p> <p><b><u>Forms</u></b> – Implemented 2017 OCSE Mandatory Forms updates.</p> <p><b><u>E-Process</u></b> – Implemented process server functionality for Napa county to electronically send service documents.</p>   |
| June 2018 | <p><b><u>Forms</u></b> – Implemented 2017 OCSE Mandatory Forms updates. Implemented form updates pursuant to Chapter 629, Statutes of 2015 (Assembly Bill (AB) 610).</p> <p><b><u>Establishment</u></b> - Updated Guideline Calculator to reflect the 2017 4<sup>th</sup> quarter tax changes and other required updates to remain consistent with current tax laws.</p> <p><b><u>Business Applications</u></b> – Implemented new Statewide Procedure Manual and reports.</p> <p><b><u>Security</u></b> – Updated security warning banner on CSE and LCSA Secure Logon pages.</p> |



|                |  |
|----------------|--|
| July 2018      | <p><b><u>Case Management</u></b> – Modified CSE to comply with Presumed Income set aside requirements and notification requirements (Part 1). Implemented iSupport and e-CODEX to map data from CSE to iSupport. Modified CSE to expand the search for a participant by email by saving email address in lowercase.</p> <p><b><u>Forms</u></b> – Implemented 2017 OCSE Mandatory Forms updates.</p> <p><b><u>E-Process</u></b> – Implemented process server functionality for Orange and Stanislaus counties to electronically send service documents.</p> |
| August 2018    | <p><b><u>Case Management</u></b> – Modified CSE to comply with presumed income set side requirements for a one-time batch job (Part 2). Modified CSE to expand the search business rules for new data elements.</p> <p><b><u>Forms</u></b> – Implemented 5 English and 4 Spanish forms in accordance with Chapter 629, Statutes of 2015 (AB 610).</p> <p><b><u>E-Recording</u></b> – Implemented Tulare county to the electronic recording delivery system for electronic lien recording.</p>  |
| September 2018 | <p><b><u>Forms</u></b> – Implemented 2017 OCSE Mandatory Forms updates.</p> <p><b><u>Case Management</u></b> – Modified past due credit reporting functionality to provide credit reporting notice to non-custodial parents.</p>   |
| October 2018   | <p><b><u>Establishment</u></b> - Updated the Guideline Calculator to reflect the 2017 Tax Changes and Low-Income Adjustment amount to remain consistent with current tax laws.</p> <p><b><u>Establishment</u></b> - Updated the Guideline Calculator to reflect the 2017 4<sup>th</sup> quarter tax changes for the Qualified Business Income deduction.</p> <p><b><u>Case Management</u></b> – Modified CSE to comply with the changes required to implement Chapter 729, Statutes of 2017 (Senate Bill (SB) 380).</p>                                    |
| November 2018  | <p><b><u>Case Management</u></b> – Modified CSE to comply with Presumed Income set aside requirements by improving the tracking of presumed income orders.</p> <p><b><u>Establishment</u></b> - Updated the Guideline Calculator to reflect the 2017 4<sup>th</sup> quarter tax changes for the Non-child Dependent.</p> <p><b><u>Infrastructure</u></b> – Upgraded Websphere Application Server software to the most current supported version.</p>   |

|               |   |
|---------------|---|
| December 2018 | <p><b><u>Establishment</u></b> - Updated the Guideline Calculator to reflect the 2019 Minimum Wage, Tax Year drop down tax changes for Spousal Support.</p> <p><b><u>Forms</u></b> – Implemented new collection form. Expanded the e-Communication platform with the top five forms of the top 25 form sets.</p> <p><b><u>Case Management</u></b></p> <ul style="list-style-type: none"> <li>• Discontinued rejection of DMV locate matches for the “expired” reason.</li> <li>• Automated assignment of cases to specialized teams.</li> <li>• Enabled electronic levies for JP Morgan Chase.</li> </ul> <p><b><u>Reporting</u></b> – Created comprehensive, real-time, on demand caseload report.</p> |
| January 2019  | <p><b><u>Case Management</u></b> – Modified CSE to comply with Presumed Income set aside requirements by improving the tracking of presumed income orders with a new summary report.</p> <p><b><u>Forms</u></b> – Updated Judicial Council of California (JCC) forms to comply with legislative changes.</p>  |
| February 2019 | <p><b><u>Case Management</u></b> – Modified CSE to comply with Presumed Income set aside requirements by improving the tracking of presumed income orders with a new pending status report. Implementation of Chapter 629, Statutes of 2015 (AB 610) updates to capture number of cases.</p> <p><b><u>E-Process</u></b> – Implemented process server functionality for San Diego and Ventura counties to electronically send service documents.</p> <p><b><u>Forms</u></b> – Updated OCSE forms to comply with legislative changes.</p>   |
| March 2019    | <p><b><u>Reporting</u></b> – Updated Public Assistance Aid Code Sharing Ratios.</p> <p><b><u>Forms</u></b></p> <ul style="list-style-type: none"> <li>• Developed Administrative Adjustment Alert; Updated CSE Page for Penal Code Violations.</li> <li>• Added additional Spanish DCSS 0749-SPA policy page for Form Sets related to Scan and Upload.</li> <li>• Revised DCSS 0084 Student Verification to remove the alternate text and revise form title.</li> </ul>   |

|                   |   |
|-------------------|---|
|                   | <ul style="list-style-type: none"> <li>Revised DCSS 0124 Notice of Emancipation to Custodial Party to remove the alternate text; Revised DCSS 0518 Notice of Emancipation to Noncustodial Parent to remove the alternate text; Revised Income and Expense Declaration FL-150 to match JCC.</li> </ul> <p><b><u>Establishment</u></b> – Updated State and Federal Tax Rates Table to reflect updates for 2018 and 2019 Tax Year; Revised Guideline Calculator Results Detail Printouts; Updated CSE Internal and External Guideline Calculators to Reflect New 2019 Low Income Adjustment Threshold Amount.</p> <p><b><u>Case Data Exchange</u></b> – Discontinue use of iSupport functionality.</p> <p><b><u>Case Management</u></b> – Updated CSE pages, created alerts and mechanism to capture the number of cases in accordance with Chapter 629, Statutes of 2015 (AB 610) and Family Code 4007.5</p> <p><b><u>E-Process</u></b> – Enabled the E-Process Server Functionality for Solano County with New Vendor (Team Legal, Inc).</p> |
| <p>April 2019</p> | <p><b><u>Case Data Management</u></b> – Improved Tracking of Presumed Income Orders - Compliant Report.</p> <p><b><u>Forms</u></b> – Configured the DCSS-0749 (English and Spanish). Legislative changes (Chapter 319, Statutes of 2017 (AB 976)) required the expansion of electronic filing services. The Forms Modernization Project will expand and enhance the development, maintenance and filing of CSE forms to comply with these legislative changes.</p> <p><b><u>Establishment</u></b> – Enabled the e-Process Server Functionality for Alameda County (National Court Research Inc. and American Eagle Attorney Services).</p>  |
| <p>May 2019</p>   | <p><b><u>Forms</u></b> – Implemented changes required pursuant to Chapter 319, Statutes of 2017 (AB 976) and updated forms for e-filing.</p>  |

### 3.1.2.Planned System Changes

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

Ongoing initiatives continue to improve DCSS's ability to maintain, correct, and adapt CSE in a more consistent and controllable environment. These changes position the system for longevity and ease of continued maintainability.

In addition, the following system changes have been identified on the planning calendar as work to be done in the upcoming year.

| Task Name  | Planned Start Date | Actual Start Date | Planned Finish Date |
|--|--------------------|-------------------|---------------------|
| Update Aid Codes to Reflect Changes Reported by Department of Social Services (DSS) (CHG0030221)               |                    | Jul 2017          | Dec 2019            |
| Modify Logic on Past Due Determination for Credit Reporting (CHG0030204)                                       |                    | Sep 2017          | August 2019         |
| Create New Batch Logic for FS-CIU-011 Continuance of IV-D Services Form Set Batch (CHG0030249)                 |                    | Nov 2018          | TBD                 |
| Create New Case Closure Deterministic Logic (CHG0030197)   |                    | Apr 2018          | TBD                 |
| Perform maintenance upgrade to Microsoft SQL Server (CHG0030231)   |                    | Jan 2018          | TBD                 |
| Perform maintenance upgrade to Java Software (CHG0030232)  |                    | Feb 2019          | TBD                 |
| Improve CSE's Public Assistance Program Functionality (CHG0030192)   |                    | Feb 2018          | TBD                 |
| Add Federal Tax Information (FTI) Warning Label on CSE Pages that may contain FTI (CHG0030188)                 |                    | Jan 2018          | Various             |
| Implement Required System Changes as a Result of Chapter 729, Statutes of 2017 (SB 380) (CHG0030435)           |                    | Jan 2018          | Dec 2019            |
| Perform maintenance upgrade to DB2 (Database) Software (CHG0030220)  |                    | Aug 2018          | June 2019           |
| Perform maintenance upgrade to Adobe LiveCycle to Adobe Experience Manager (CHG0030215)                        |                    | Feb 2019          | TBD                 |
| Perform maintenance upgrade to InfoPrint Manager Software (CHG0030870)   |                    | Dec 2018          | TBD                 |
| Implement Mandated Annual Service Fee - Federal Changes (CHG0030713)   |                    | Dec 2018          | Oct 2020            |
| Implement Required OCSE Changes to Federally Mandated OCSE-157 and CS 1257 Forms and Instructions (CHG0030545) |                    | Feb 2019          | Various             |
| Perform maintenance upgrade to Windows 10  |                    | Jan 2018          | Dec 2019            |
| Perform maintenance upgrade to Adobe DC (CHG0030877)   |                    | Jan 2018          | Various             |
| Implement Chapter 853, Statutes of 2017 (SB 179) Gender ID System Changes (CHG0031029)                         |                    | Feb 2019          | Jan 2020            |
| Perform maintenance upgrade to Kofax Capture Software (CHG0030992)   |                    | Feb 2019          | TBD                 |

|  |           |          |           |
|--|-----------|----------|-----------|
| Expand e-filing implementation for Chapter 319, Statutes of 2017 (AB 976)  |           | Mar 2019 | Various   |
| Implement Annual Judicial Council Form Updates   |           | Jan 2019 | Various   |
| Implement Guideline Calculator 2019 Federal and State Quarterly Tax Rate Updates   | Various   | Jan 2019 | Various   |
| Implement Guideline Calculator 2020 Minimum Wage & Tax Year Drop-down Updates (CHG0031521)   | July 2019 |          | Dec 2019  |
| Updates for the Terminated R&A and Generation of DCSS-0282 (CHG0030822)  |           | Feb 2019 | Dec 2019  |
| Modify Strategic Offender Management System (SOMS) Extract with a new Web Service to support California Department of Corrections and Rehabilitation (CDCR) changes (CHG0030873)   |           | Feb 2019 | Dec 2019  |
| Update Judicial Council Form FL-150 Income and Expense Declaration (CHG0031037)  |           | Apr 2019 | Jun 2019  |
| Chapter 876, Statutes of 2018 (AB 2684) – Form and system updates (CHG0031244)   | July 2019 |          | Dec 2019  |
| Chapter 439, Statutes of 2018 (AB 2802) – Automate Insurance Match CIIP (CHG0030141)   |           | Mar 2019 | Dec 2019  |
| State Disbursement Unit (SDU) Transition Updates   | Jun 2019  |          | Apr 2020  |
| Various information security reviews and audits have been completed to address the scope of the biennial OCSE Security Assessment per 45 CFR 95.621. DCSS is currently in progress to complete the report and will be forwarding it soon.  |           |          | TBD       |
| DCSS updated its Disaster Recovery plan in March 2019. Our State oversight organization, California Department of Technology, is requiring all state departments to provide an updated plan by July 1 of each year. We are in the process of planning a Disaster Recovery test with our State Data Center based on the new plan. |           |          | July 2019 |

- TBD (TO BE DETERMINED) IMPLEMENTATION DATES NOT DETERMINED AT THIS TIME, BUT INCREMENTAL FUNCTIONALITY WILL BE RELEASED AS FEATURES MOVE THROUGH THE SYSTEM DEVELOPMENT LIFECYCLE.
- VARIOUS – STANDARD, ONGOING CHANGES THAT ARE PLANNED THROUGHOUT THE YEAR BASED ON COORDINATED SCHEDULES GENERATED FROM LEGISLATION AND EXTERNAL STAKEHOLDERS.

## 4. PROJECT CONTRACTS

This section provides a list of contracts related to the CCSAS project. The procurement and contracts comply with all applicable procurement and contract requirements. A copy of the state's procurement and contract rules can be found in the State Administrative Manual (SAM), the reference source for statewide policies, procedures, regulations and information developed and issued by authoring control agencies (e.g., Governor's Office, Department of General Services, Department of Finance, California Department of Technology, and the California Department of Human Resources). In order to provide a uniform approach to statewide management policy, the contents of the SAM have the approval of and are published by the authority of the California Department of General Services at <http://sam.dgs.ca.gov/>.

The State Contracting Manuals provide the policies, procedures and methods to promote sound business decision practices in securing necessary goods and services for the State. These manuals can be found on DGS' website: <http://dgs.ca.gov/ols/home.aspx>.

- State Contracting Manual, Volume 1 (Services):  
<http://www.dgs.ca.gov/ols/Resources/StateContractManual.aspx>
- State Contracting Manual, Volume 2 (Non-IT Goods):  
<http://www.dgs.ca.gov/pd/Resources/publications/SCM2.aspx>
- State Contracting Manual, Volume 3 (Information Technology):  
<http://www.dgs.ca.gov/pd/Resources/publications/SCM3.aspx>
- State Contracting Manual, FI\$Cal:  
[http://www.dgs.ca.gov/pd/Resources/publications/SCMFI\\$Cal.aspx](http://www.dgs.ca.gov/pd/Resources/publications/SCMFI$Cal.aspx)

## 4.1 Contracts

Table 4-1 reflects active contracts held by California for the CSE system.

**Table 4-1 CSE System Contracts**

| Contract Name  | Type        | Scope  | Procurement Strategy      | Base Contract Value | Base Start | Base End | Option Years   |
|--|-------------|--|---------------------------|---------------------|------------|----------|--|
| Deloitte Consulting LLP<br>CSE M&O Services<br>Contract#: 50-0355-18 | Labor Hours | To provide highly technical IT resources that meet specified qualifications to perform system operation, application development, maintenance and IT services in support of the CSE system. These contract staff augment the state staff currently providing the system operations services. | Full and Open Competition | \$71,737,464        | 5/1/11     | 4/30/16  | 2 two-year optional extensions:<br>1. 05/01/16-04/30/18 at \$26,042,381<br>2. 05/01/18-04/30/20 at \$27,212,429<br><br>** All options have been exercised. The state is evaluating future contractor resource needs. |

## 5. PROJECT BUDGET

The CCSAS budget covers all ongoing projected expenditures for delivery of automation services in support of the California child support program. This includes system management and operations, application changes, and technical support for both centralized and distributed portions of the CCSAS technical architecture. Details of actual expenditures are provided in Section 6, Project History.

### 5.1. Total Project Budget

This section presents a summary of the CCSAS budget by State Fiscal Year.

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

| TASKS                      | BUDGET<br>SFY 2015-16 | BUDGET<br>SFY 2016-17 | BUDGET<br>SFY 2017-18 | BUDGET<br>SFY 2018-19 | BUDGET<br>SFY 2019-20 | TOTAL                 |
|----------------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| Development                | -                     | -                     | -                     | -                     | -                     | \$ -                  |
| Maintenance and Operations | 106,080,434           | 106,868,434           | 109,650,434           | 112,295,434           | 112,305,434           | \$ 441,119,736        |
| <b>TOTAL CCSAS BUDGET</b>  | <b>\$ 106,080,434</b> | <b>\$ 106,868,434</b> | <b>\$ 109,650,434</b> | <b>\$ 112,295,434</b> | <b>\$ 112,305,434</b> | <b>\$ 441,119,736</b> |
| <i>State Funds</i>         | \$ 36,067,348         | \$ 36,335,268         | \$ 37,281,148         | \$ 38,180,448         | \$ 38,183,848         |                       |
| <i>Federal Funds</i>       | \$ 70,013,086         | \$ 70,533,166         | \$ 72,369,286         | \$ 74,114,986         | \$ 74,121,586         |                       |



Table 5-2 CCSAS Budget Summary by Quarter

| TASK                       | SFY 2015-16       |                   |                   |                   |                   | SFY 2016-17       |                   |                   |  |  |
|----------------------------|-------------------|-------------------|-------------------|-------------------|-------------------|-------------------|-------------------|-------------------|--|--|
|                            | JUL - SEP         | OCT - DEC         | JAN - MAR         | APR - JUN         | JUL - SEP         | OCT - DEC         | JAN - MAR         | APR - JUN         |  |  |
| Development                | -                 | -                 | -                 | -                 | -                 | -                 | -                 | -                 |  |  |
| Maintenance and Operations | 26,520,109        | 26,520,109        | 26,520,109        | 26,520,109        | 26,717,109        | 26,717,109        | 26,717,109        | 26,717,109        |  |  |
| <b>TOTAL BUDGET</b>        | <b>26,520,109</b> | <b>26,520,109</b> | <b>26,520,109</b> | <b>26,520,109</b> | <b>26,717,109</b> | <b>26,717,109</b> | <b>26,717,109</b> | <b>26,717,109</b> |  |  |
| Fiscal Year Subtotal       | 106,080,434       |                   |                   |                   | 106,868,434       |                   |                   |                   |  |  |

| TASK                       | SFY 2017-18       |                   |                   |                   |                   | SFY 2018-19       |                   |                   |  |  |
|----------------------------|-------------------|-------------------|-------------------|-------------------|-------------------|-------------------|-------------------|-------------------|--|--|
|                            | JUL - SEP         | OCT - DEC         | JAN - MAR         | APR - JUN         | JUL - SEP         | OCT - DEC         | JAN - MAR         | APR - JUN         |  |  |
| Development                | -                 | -                 | -                 | -                 | -                 | -                 | -                 | -                 |  |  |
| Maintenance and Operations | 27,412,609        | 27,412,609        | 27,412,609        | 27,412,609        | 28,073,859        | 28,073,859        | 28,073,859        | 28,073,859        |  |  |
| <b>TOTAL BUDGET</b>        | <b>27,412,609</b> | <b>27,412,609</b> | <b>27,412,609</b> | <b>27,412,609</b> | <b>28,073,859</b> | <b>28,073,859</b> | <b>28,073,859</b> | <b>28,073,859</b> |  |  |
| Fiscal Year Subtotal       | 109,650,434       |                   |                   |                   | \$112,295,434     |                   |                   |                   |  |  |

| TASK                       | SFY 2019-20       |                   |                   |                   | TOTAL<br>2015-16 thru<br>2019-20 |
|----------------------------|-------------------|-------------------|-------------------|-------------------|----------------------------------|
|                            | JUL - SEP         | OCT - DEC         | JAN - MAR         | APR - JUN         |                                  |
| Development                | -                 | -                 | -                 | -                 | -                                |
| Maintenance and Operations | 28,076,359        | 28,076,359        | 28,076,359        | 28,076,359        | 547,200,170                      |
| <b>TOTAL BUDGET</b>        | <b>28,076,359</b> | <b>28,076,359</b> | <b>28,076,359</b> | <b>28,076,359</b> | <b>547,200,170</b>               |
| Fiscal Year Subtotal       | \$112,305,434     |                   |                   |                   |                                  |

### 5.1.1. Development

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

- *System Enhancements* – System changes representing substantive development activities such as: significant application software changes like the redesign of a child support system's enforcement module or document generation module; implementation of new electronic interfaces; development of a graphical user interface (UI) to replace a character-based UI; re-writing a set of underlying business rules in system logic; installation of a document imaging component to the system; or application system migration from a mainframe-based architecture to a client-server architecture.

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

## 5.1.2. Maintenance and Operations

The Maintenance and Operations budget includes the staff, operating expenses, and contract services required to provide the operating environment that meets the availability and reliability requirements critical to the child support program. Operations activities include production oversight; problem management; configuration and asset management; network and system administration; host and desktop hardware and software refresh; application modifications and testing; user help desk; printing and imaging; technical infrastructure and architecture support; Enterprise Customer Service Solution (ECSS) Services support; and application hosting.

**Table 5-3 Maintenance and Operations Budget**

| TASK                                      | SFY 2015-16          | SFY 2016-17          | SFY 2017-18          | SFY 2018-19          | SFY 2019-20          | TOTAL                |
|---|----------------------|----------------------|----------------------|----------------------|----------------------|----------------------|
| <b>Salaries and Benefits</b>              |                      |                      |                      |                      |                      |                      |
| Salaries and Benefits                     | 42,786,998           | 46,577,998           | 49,359,998           | 52,004,998           | 52,014,998           | <b>\$242,744,990</b> |
| <b>Operating Expenses &amp; Equipment</b> |                      |                      |                      |                      |                      |                      |
| Network                                   | 4,080,908            | 4,080,908            | 4,080,908            | 4,080,908            | 4,080,908            | <b>\$20,404,540</b>  |
| Site & Facilities                         | 2,236,803            | 2,236,803            | 2,236,803            | 2,236,803            | 2,236,803            | <b>\$11,184,015</b>  |
| Hardware Lease & Maintenance              | 4,962,290            | 5,011,290            | 5,011,290            | 5,011,290            | 5,011,290            | <b>\$25,007,450</b>  |
| Software                                  | 5,832,245            | 5,832,245            | 5,832,245            | 5,832,245            | 5,832,245            | <b>\$29,161,225</b>  |
| Supplies & Minor Equipment                | 5,452,503            | 5,452,503            | 5,452,503            | 5,452,503            | 5,452,503            | <b>\$27,262,515</b>  |
| Training                                  | 258,442              | 323,442              | 323,442              | 323,442              | 323,442              | <b>\$1,552,210</b>   |
| Travel                                    | 361,245              | 397,245              | 397,245              | 397,245              | 397,245              | <b>\$1,950,225</b>   |
| Other                                     | 2,633,740            | 2,846,740            | 2,846,740            | 2,846,740            | 2,846,740            | <b>\$14,020,700</b>  |
| <b>Contract Services</b>                  |                      |                      |                      |                      |                      |                      |
| CSE M&O Services                          | 6,700,508            | 3,334,508            | 3,334,508            | 3,334,508            | 3,334,508            | <b>\$20,038,540</b>  |
| Central Scan                              | 917,904              | 917,904              | 917,904              | 917,904              | 917,904              | <b>\$4,589,520</b>   |
| Tech Consultants                          | 150,000              | 150,000              | 150,000              | 150,000              | 150,000              | <b>\$750,000</b>     |
| External Agencies                         | 90,000               | 90,000               | 90,000               | 90,000               | 90,000               | <b>\$450,000</b>     |
| ECSS Services                             | 3,626,996            | 3,626,996            | 3,626,996            | 3,626,996            | 3,626,996            | <b>\$18,134,980</b>  |
| CSE State Data Center Services            | 22,530,561           | 22,530,561           | 22,530,561           | 22,530,561           | 22,530,561           | <b>\$112,652,805</b> |
| LCSA Consultants                          | 3,459,291            | 3,459,291            | 3,459,291            | 3,459,291            | 3,459,291            | <b>\$17,296,455</b>  |
| <b>TOTAL BUDGET</b>                       | <b>\$106,080,434</b> | <b>\$106,868,434</b> | <b>\$109,650,434</b> | <b>\$112,295,434</b> | <b>\$112,305,434</b> | <b>\$547,200,170</b> |

### Operations Budget Categories

- *Salaries and Benefits* – Salaries and related benefits for personnel required to support the activities described above.
- *Operating Expenses and Equipment* – Standard operating expense and equipment expenditures related to the operation of CSE.
  - *Site & Facilities* – includes space leases, building improvements, property management fees, and building security.
  - *Hardware Lease & Maintenance* – includes all hardware and components over \$5,000: new hardware, maintenance, support or

repair (e.g., but are not limited to: PC Desktop, Laptop, Printer/Scanner/Multi-Function devices, Servers, Storage).

- *Software* – includes all computer software that operate on all types of hardware, including: new software, maintenance, support, rental/lease and subscription services (e.g., but are not limited to: Productivity Suite, Database, Website Development, Email/Electronic Messaging, Security, Application Development Tools, Middleware, Geographic Information System (GIS)).
- *Supplies and Minor Equipment* – includes office supplies and hardware equipment under \$5,000.
- *Training* – includes all registration fees, tuition, and materials required for training classes to maintain competent staff.
- *Travel* – includes per diem, mileage, and lodging expenditures associated with travelling to counties and training events.
- *Other* – includes all other operating expenditures not identified above (e.g., but not limited to utilities, printing, communications, and postage).
- *Contract Services* – Includes all contracts listed under this budget category:
  - *CSE M&O Services* – Contract staff possessing specific technical expertise in CSE system architecture and system application technologies to compliment state staff in providing system operations services.
  - *Central Scan* – Contract and support services for scanning activities.
  - *Technical Consultants* - Contract staff possessing specific technical expertise in CSE system architecture and system application technologies.
  - *External Agencies* – the State Controller’s Office provides consultative services regarding enhancements and modifications made to CCSAS as well as program disbursements and related audit services.
  - *ECSS Services* – The state utilizes contractors available through the California Network (CALNET) Master Services Agreement to host and support the ECSS.
  - *CSE State Data Center Services* – Application hosting and network services performed by California’s Data Center. The California Department of Technology Services (CDT) provides infrastructure and software services in support of the CSE application. Infrastructure services include Advanced Interactive Executive (AIX) platform hosting and Tenant Managed Services (TMS), CalCloud Infrastructure as a Service (IaaS), Storage as a Service (STaaS), Web Content Management System (WCMS), and Simple Mail Transfer Protocol (SMTP) Relay, and Secure Automated File Exchange (SAFE). The CDT also provides network services, such as CA Government Enterprise

Network (CGEN) and Cloud Provider Interconnect (CPI), to connect the local child support agencies to the DCSS network infrastructure.

- *Local Child Support Agency Consultants* – LCSA consultants participate in joint analysis sessions and identify areas of program policy impact. In addition, LCSAs utilize both direct consultant support and county information technology staff to provide local desktop and network support.

## 6. PROJECT HISTORY

This section summarizes the historical CCSAS project expenditures beginning with the inception of the project. This section includes a table for each phase of the project by budget category: Pre-Statewide Interim System Management (PRISM); CCSAS Planning; CCSAS Project Years 1-3; California's Alternative System Configuration (C-ASC) Project Years 4-6A; and the CCSAS Maintenance and Operations (M&O) period. California's generally accepted accounting principles allow for agencies to liquidate appropriations during the fiscal year in which the appropriation was made plus the two fiscal years subsequently following the year of appropriation. As a result, California reports actual expenditures three years after the year of appropriation.

### 6.1. Historical PRISM Expenditures

The table below reflects actual expenditures for PRISM for SFY 1997-98 through SFY 2002-03. Detailed expenditures can be found in Appendix E of the April 2010 APDU. Descriptions of the expenditures outlined below can be found in Section 1 of Appendix K of the May 30, 2008 Annual APDU.

**Table 6-1 Actual PRISM Expenditures**

| CCSAS Task               | ACTUAL SFY 1997-98  | ACTUAL SFY 1998-99  | ACTUAL SFY 1999-00  | ACTUAL SFY 2000-01  | ACTUAL SFY 2001-02   | ACTUAL SFY 2002-03   | TOTAL                |
|--------------------------|---------------------|---------------------|---------------------|---------------------|----------------------|----------------------|----------------------|
| State Operations         |                     | 6,261,358           | 9,198,704           | 7,163,693           | 6,280,029            | 4,356,133            | \$33,259,917         |
| Enhancements             |                     | 3,535,240           | 274,499             | 1,019,665           | 3,091,176            | 246,107              | \$8,166,687          |
| Conversions              |                     | 8,108,125           | 5,288,117           | 12,915,356          | 9,211,591            | 1,950,025            | \$37,473,214         |
| Maintenance & Operations | 34,961,782          | 42,201,102          | 50,558,288          | 76,532,411          | 100,084,659          | 105,957,347          | \$410,295,589        |
| <b>Subtotal</b>          | <b>\$34,961,782</b> | <b>\$60,105,825</b> | <b>\$65,319,608</b> | <b>\$97,631,125</b> | <b>\$118,667,455</b> | <b>\$112,509,612</b> | <b>\$489,195,407</b> |

### 6.2. Historical CCSAS Planning Expenditures

The CCSAS project was initiated in 1998. CCSAS planning expenditures were born by three departments: FTB; DCSS; and Health and Human Services Data Center (HHSDC). The table below shows the actual expenditures for SFY 1998-99 through SFY 2002-03. Detailed expenditures can be found in Appendix E of the April 2010 APDU. Descriptions of the expenditures outlined below can be found in Section 2 of Appendix K of the May 30, 2008 Annual APDU.

**Table 6-2 Actual CCSAS Planning Expenditures**

| CCSAS Task       | ACTUAL SFY 1997-98 | ACTUAL SFY 1998-99 | ACTUAL SFY 1999-00 | ACTUAL SFY 2000-01  | ACTUAL SFY 2001-02  | ACTUAL SFY 2002-03  | TOTAL               |
|------------------|--------------------|--------------------|--------------------|---------------------|---------------------|---------------------|---------------------|
| Planning (FTB)   |                    |                    | 5,011,336          | 12,421,367          | 18,067,765          | 17,678,987          | \$53,179,455        |
| Planning (DCSS)  |                    |                    |                    |                     |                     | 2,081,520           | \$2,081,520         |
| Planning (HHSDC) |                    | 3,361,637          | 941,060            |                     |                     |                     | \$4,302,697         |
| <b>Subtotal</b>  |                    | <b>\$3,361,637</b> | <b>\$5,952,396</b> | <b>\$12,421,367</b> | <b>\$18,067,765</b> | <b>\$19,760,507</b> | <b>\$59,563,672</b> |

### 6.3. CCSAS Project Expenditures (Years 1-3)

Table 6-3 presents actual CCSAS project expenditures for the first three years of the development and implementation period: SFY 2003-04 through SFY 2005-06. Detailed expenditures can be found in Appendix E of the April 2010 APDU. Descriptions of the expenditures outlined below can be found in Section 3 of Appendix K of the May 30, 2008 Annual APDU.

**Table 6-3 CCSAS Project Expenditures (Years 1-3)**

| CCSAS TASK                    | ACTUAL<br>SFY 2003-04 | ACTUAL<br>SFY 2004-05 | ACTUAL<br>SFY 2005-06 | TOTAL                 |
|-------------------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| <b>Project Management</b>     | <b>\$11,846,159</b>   | <b>\$11,626,688</b>   | <b>\$11,275,817</b>   | <b>\$34,748,664</b>   |
| <b>PRISM</b>                  |                       |                       |                       |                       |
| State Operations              | 1,594,038             | 1,769,334             | 1,649,507             | <b>\$5,012,879</b>    |
| Enhancements                  | 1,672,203             | 8,491,639             | 4,079,758             | <b>\$14,243,600</b>   |
| Conversions                   | 7,588,984             |                       |                       | <b>\$7,588,984</b>    |
| Maintenance & Operations      | 103,800,305           | 104,851,715           | 97,388,519            | <b>\$306,040,539</b>  |
| <b>Subtotal</b>               | <b>\$114,655,530</b>  | <b>\$115,112,688</b>  | <b>\$103,117,784</b>  | <b>\$332,886,002</b>  |
| <b>CSE System</b>             |                       |                       |                       |                       |
| Development                   | 7,896,007             | 9,473,718             | 10,242,877            | <b>\$27,612,602</b>   |
| Testing                       | 54,468                | 984,298               | 2,865,067             | <b>\$3,903,833</b>    |
| Conversion & Implementation   | 1,771,416             | 8,903,883             | 2,732,494             | <b>\$13,407,793</b>   |
| Maintenance & Operations      |                       |                       | 11,217                | <b>\$11,217</b>       |
| Miscellaneous                 | 3,238,520             | 4,550,912             | 3,339,076             | <b>\$11,128,508</b>   |
| Business Partner Payments     | 86,392,465            | 125,839,308           | 165,768,812           | <b>\$378,000,585</b>  |
| <b>Subtotal</b>               | <b>\$99,352,876</b>   | <b>\$149,752,119</b>  | <b>\$184,959,543</b>  | <b>\$434,064,538</b>  |
| <b>Total Expenditures</b>     | <b>\$225,854,565</b>  | <b>\$276,491,495</b>  | <b>\$299,353,144</b>  | <b>\$801,699,204</b>  |
| <b>Less FFP Adjustments</b>   | <b>\$(1,733,567)</b>  | <b>\$(16,056,620)</b> | <b>\$(5,244,398)</b>  | <b>\$(23,034,585)</b> |
| <b>Total Eligible for FFP</b> | <b>\$224,120,998</b>  | <b>\$260,434,875</b>  | <b>\$294,108,746</b>  | <b>\$778,664,619</b>  |

## 6.4. C-ASC Project Expenditures (Years 4-6A)

Table 6-4 summarizes budgeted C-ASC project expenditures by SFY, including expenditures for the development, phased implementation, maintenance, and operation of the C-ASC System, and for the M&O of legacy systems that are part of the C-ASC architecture.

C-ASC project expenditures are presented as actual expenditures through December 31, 2008 (SFY 2008-09). Details for these expenditures can be found in Appendix E of the April 2010 APDU. Descriptions of the expenditures outlined on the next page can be found in Section 6 of the May 30, 2008 Annual APDU.

**Table 6-4 C-ASC Project Expenditures (Years 4-6A)**

| DEVELOPMENT & IMPLEMENTATION      | ACTUAL<br>SFY 2006-07 | ACTUAL<br>SFY 2007-08 | ACTUAL<br>SFY 2008-09 | TOTAL                |
|-----------------------------------|-----------------------|-----------------------|-----------------------|----------------------|
| Project Management                | 9,944,836             | 10,858,547            | 2,078,296             | \$22,881,679         |
| Development                       | 9,546,495             | 8,009,434             | 3,377,118             | \$20,933,046         |
| Testing                           | 3,876,300             | 3,560,687             | 1,372,253             | \$8,809,240          |
| Conversion & Implementation       | 4,467,053             | 9,982,497             | 1,743,386             | \$16,192,936         |
| Miscellaneous                     | 1,976,203             | 1,281,550             | 829,943               | \$4,087,696          |
| Business Partner Payments         | 117,233,147           | 99,996,439            | 87,249,073            | \$304,478,659        |
| <b>TOTAL D&amp;I EXPENDITURES</b> | <b>\$147,044,034</b>  | <b>\$133,689,153</b>  | <b>\$96,650,069</b>   | <b>\$377,383,257</b> |
| MAINTENANCE & OPERATIONS          |                       |                       |                       |                      |
| Service Delivery Management       | 3,322,490             | 6,661,157             | 6,617,096             | \$16,600,742         |
| Operations                        | 4,245,876             | 2,925,741             | 643,197               | \$7,814,814          |
| Application Maintenance           | 9,018,654             | 878,811               | 78,174                | \$9,975,638          |
| Miscellaneous                     | 767,896               | 2,435,227             | -80                   | \$3,203,042          |
| Business Partner Payments         | 94,102,505            | 51,566,381            | 23,023,806            | \$168,692,692        |
| Local Technical Support           | 33,494,873            | 36,162,114            | 14,278,797            | \$83,935,784         |
| ARS/CASES M&O                     | 64,238,627            | 52,574,036            | 20,415,288            | \$137,227,951        |
| <b>TOTAL M&amp;O EXPENDITURES</b> | <b>\$209,190,921</b>  | <b>\$153,203,466</b>  | <b>\$65,056,277</b>   | <b>\$427,450,664</b> |
| <b>TOTAL CCSAS EXPENDITURES</b>   | <b>\$356,234,955</b>  | <b>\$286,892,621</b>  | <b>\$161,706,347</b>  | <b>\$804,833,923</b> |
| <b>Less FFP Adjustments</b>       | <b>-\$1,762,358</b>   | <b>-\$800,660</b>     | <b>-\$160,889</b>     | <b>-\$2,723,907</b>  |
| <b>Total Eligible for FFP</b>     | <b>\$354,472,597</b>  | <b>\$286,091,961</b>  | <b>\$161,545,458</b>  | <b>\$802,110,016</b> |



## 6.5. CSE Maintenance & Operations Expenditures

Table 6-5 below summarizes actual project expenditures beginning January 1, 2009 and continuing through SFY 2015-16. These expenditures reflect the development, implementation, and the M&O of CCSAS after receiving federal certification.

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

| TASK                            | ACTUAL<br>SFY 2008-09 | ACTUAL<br>SFY 2009-10 | ACTUAL<br>SFY 2010-11 | ACTUAL<br>SFY 2011-12 | ACTUAL<br>SFY 2012-13 |
|---------------------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| Development                     | 8,313,534             | 31,196,762            | 3,304,956             | -                     | -                     |
| Operations                      | 33,064,168            | 48,344,650            | 77,127,834            | 88,178,647            | 83,336,458            |
| <b>Total CCSAS Expenditures</b> | <b>\$ 59,602,784</b>  | <b>\$ 103,987,551</b> | <b>\$ 104,081,488</b> | <b>\$ 88,178,647</b>  | <b>\$ 83,336,458</b>  |
| Less FFP Adjustments            |                       |                       |                       |                       |                       |
| Program Oversight Group         | (5,475)               | -                     | -                     | -                     | -                     |
| Depreciable Hardware (LCSA)     | -                     | 80,000                | -                     | -                     | -                     |
| Depreciable Hardware (BP)       | -                     | -                     | (228,847)             | 173,986               | 54,861                |
| <b>Total Eligible for FFP</b>   | <b>\$ 59,597,309</b>  | <b>\$ 104,067,551</b> | <b>\$ 103,852,641</b> | <b>\$ 88,352,633</b>  | <b>\$ 83,391,319</b>  |

| TASK                            | ACTUAL<br>SFY 2013-14 | ACTUAL<br>SFY 2014-15 | ACTUAL<br>SFY 2015-16 |
|---------------------------------|-----------------------|-----------------------|-----------------------|
| Development                     | -                     | -                     | -                     |
| Operations                      | 83,386,376            | 90,514,679            | 95,731,898            |
| <b>Total CCSAS Expenditures</b> | <b>\$ 83,386,376</b>  | <b>\$ 90,514,679</b>  | <b>\$ 95,731,898</b>  |
| Less FFP Adjustments            |                       |                       |                       |
| Program Oversight Group         | -                     | -                     | -                     |
| Depreciable Hardware (LCSA)     | -                     | -                     | -                     |
| Depreciable Hardware (BP)       | -                     | -                     | -                     |
| <b>Total Eligible for FFP</b>   | <b>\$ 83,386,376</b>  | <b>\$ 90,514,679</b>  | <b>\$ 95,731,898</b>  |

## 7. Glossary of Acronyms

| ACRONYM | DESCRIPTION   |
|---------|---|
| AB      | Assembly Bill   |
| ACF     | Administration for Children and Families                                    |
| AIX     | Advanced Interactive Executive  |
| APD     | Advance Planning Document   |
| APDU    | Advance Planning Document Update  |
| ARS     | ACES Replacement System (one of six Consortia Systems)                      |
| BP      | Business Partner  |
| CA      | California  |
| CALNET  | California Network  |
| C-ASC   | California Alternative System Configuration                                 |
| CASES   | Computer Assisted Support Enforcement System (one of six Consortia Systems) |
| CCSAS   | California Child Support Automation System                                  |
| CDT     | California Department of Technology   |
| CFR     | Code of Federal Regulations   |
| CGEN    | California Government Enterprise Network                                    |
| CHHSA   | California Health and Human Services Agency                                 |
| CPI     | Cloud Provider Interconnect   |
| CSE     | Child Support Enforcement   |
| DCSS    | Department of Child Support Services  |
| DGS     | Department of General Services  |
| D&I     | Development and Implementation  |
| DOF     | Department of Finance   |
| ECSS    | Enterprise Customer Service Solution  |
| FAST    | Federally Assisted State Transmitted  |
| FFP     | Federal Financial Participation   |
| FFY     | Federal Fiscal Year   |
| FTB     | Franchise Tax Board   |
| GIS     | Geographic Information System   |
| HHSDC   | Health and Human Services Data Center                                       |
| IaaS    | Infrastructure as a Service   |
| IFCR    | Interim Federal Case Registry   |
| IP      | Internet Protocol   |
| IT      | Information Technology  |
| IV-D    | Title IV-D of the Social Security Act (Child Support)                       |
| JCC     | Judicial Council of California  |
| KIDZ    | KIDZ Joint Powers Authority (one of six original Consortia Systems)         |
| LCSA    | Local Child Support Agencies  |
| LIA     | Low-Income Adjustment   |
| M&O     | Maintenance and Operations  |
| OCSE    | Office of Child Support Enforcement   |
| OE&E    | Operating Expense & Equipment   |

| ACRONYM   | DESCRIPTION  |
|-----------|--|
| PC        | Personal Computer  |
| POG       | Program Oversight Group  |
| POP       | Paternity Opportunity Program  |
| PPAP      | Program Performance Assessment Procedures  |
| PRISM     | Pre-Statewide Interim Systems Management   |
| SAFE      | Secure Automated File Exchange   |
| SAM       | State Administrative Manual  |
| SAT       | Statewide Audit Tool   |
| SB        | Senate Bill  |
| SDU       | State Disbursement Unit  |
| SECURE    | Statewide Electronic Courier Universal Recording Environment   |
| SFT       | Secure File Transfer   |
| SFY       | State Fiscal Year (July 1 through June 30)   |
| SMTP      | Simple Mail Transfer Protocol  |
| SQL       | Structured Query Language  |
| STaaS     | Storage as a Service   |
| STAR/KIDS | Support Through Automated Resources Keeping Integrated Data on System<br>(one of six original Consortia Systems) |
| TMS       | Tenant Managed Services  |
| UIFSA     | Uniform Interstate Family Support Act  |
| UI        | User Interface   |
| US        | United States  |
| WCMS      | Web Content Management System  |