

CALIFORNIA
CHILD SUPPORT SERVICES



California
DEPARTMENT OF TECHNOLOGY
STRATEGY INNOVATION DELIVERY

2024 Annual California Child Support Automation System (CCSAS) Summary Report

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1 INTRODUCTION

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

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

Per Family Code (FC) section 17561, beginning in 2010, California's Chief Information Officer and DCSS shall jointly produce an annual report to be submitted by March 1, to the appropriate policy and fiscal committees of the Legislature on the ongoing implementation of CCSAS, including the following components:

- a) Clear breakdown of funding elements for past, current, and future years (Sec. 2).
- b) Descriptions of active functionalities and a description of their usefulness in child support collections by LCSAs (Sec. 3).
- c) Review of current considerations relative to federal law and policy (Sec. 4).
- d) Policy narrative on future, planned changes to CCSAS and how those changes will advance activities for workers, collections for the state, and payments for recipient families (Sec. 5).

Consistent with this statute, DCSS and CDT have developed this CCSAS Annual Summary Report.

2 FUNDING

Federal and state funding for CCSAS was first approved in SFY 2003-04 to initiate system development. In December 2008, California received federal certification of CCSAS, successfully concluding the state's efforts to create a single uniform system. CCSAS continues to receive 34 percent State General Fund (GF) and 66 percent Federal Financial Participation (FFP) to support system activities.

1-1 CCSAS Project Costs

Budget Category	ACTUAL	ACTUAL	BUDGET	BUDGET	BUDGET	BUDGET	TOTAL
CSE Development	902,073,292	-	2,742,168	7,156,244	7,406,244	-	919,377,948
CSE Maintenance & Operations	1,791,919,964	90,021,533	104,685,282	104,180,191	106,201,046	115,581,691	2,312,589,708
SDU Maintenance & Operations	307,878,439	12,682,886	14,966,000	14,966,000	12,766,000	12,766,000	376,025,325
TOTAL CCSAS Expenditures	3,001,871,695	102,704,419	122,393,450	126,302,435	126,373,291	128,347,691	3,607,992,981

The definitions below provide details for the cost categories in the table above.

CSE Development - Development costs include significant application software changes.

CSE Maintenance and Operations - Maintenance and Operations (M&O) costs include state and county staff, operational expenses, and contract services to provide an 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 architectural support, Enterprise Customer Service Solution (ECSS) support, and application hosting.

SDU Maintenance and Operations - M&O costs include state and county staff, operational expenses, and contract services to provide an operating environment that meets the availability and reliability requirements critical to the SDU.

The SFY 2024-25 CCSAS budget includes the following proposed adjustment(s):

- An increase of \$1,974,400 for employee compensation adjustments.

3 SYSTEM FUNCTIONALITY

3.1 Worker Effectiveness

The paragraphs in this section reflect achievements made toward worker effectiveness resulting from the implementation of CCSAS.

3.1.1 Statewide Access to Data

Regardless of their geographic location, caseworkers can view data for a case or case member. Case transfers occur within the system with minimal manual effort increasing the time caseworkers have available to provide customer service and increase program performance.

3.1.2 E-Filing with California Courts

CSE functionality provides a standard interface with the courts to provide the capability to transmit forms electronically. E-Filing reduces manual paper processing time for caseworkers and court personnel, lowers material costs, and expedites the establishment and modification of child support orders which allows for faster collection of support and distribution to families.

3.2 Customer Service

The paragraphs in this section reflect achievements made toward customer service resulting from the implementation of CCSAS.

3.2.1 The Enterprise Customer Service Solution

The Self-Service Platform provides a direct point of access for customers to have more than just payment information at their fingertips. After entering their user login information, customers can securely access case-specific information.

The Automated Phone System is a single statewide Interactive Voice Response phone system that enables all customers to authenticate and quickly obtain information about their child support case through its self-service.

3.2.2 Electronic Child Support Payments and Disbursements

Employers and persons ordered to pay support may make one-time or recurring payments by electronic debit from a checking or savings account, or with a Visa or MasterCard branded debit or credit card.

The State Disbursement Unit disburses electronic payments via prepaid debit card with payments going directly to the customer's card account and direct deposit with payments directly deposited to a customer's savings or checking account.

4 FEDERAL LAW AND POLICY CONSIDERATIONS

FC section 17561 requires DCSS to provide a summary of current amendments to federal law and policy if the changes affect the CCSAS system. No federal legislation or policy changes impacted the CCSAS system in FFY 2023.

5 PLANNED SYSTEM CHANGES

The CCSAS system was certified as a single statewide system in December 2008, thereby completing the implementation phase of the project and releasing California from federal penalties. In 2014, DCSS submitted the PIER to the California Department of Technology to close out the CCSAS project. Upon approval of the PIER, all state IT project reporting requirements were completed. DCSS continues to submit Annual Advanced Planning Document Updates to the federal Office of Child Support Services to provide annual progress reports on the CCSAS system and secure federal funding.

The system is in the maintenance and operations (M&O) phase. CSE was successfully migrated to the Microsoft Azure Government Cloud in November 2021. The system continues to remain there today. M&O in the cloud is ongoing. California continues to maintain the CSE application to ensure daily operations continue securely, while aligning CSE with itself and meeting strategic goals to facilitate consistent support for children.