



CDSS

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**DEPARTMENT OF SOCIAL SERVICES**

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GOVERNOR

March 15, 2017

ALL COUNTY WELFARE DIRECTORS LETTER

TO: ALL COUNTY WELFARE DIRECTORS

FROM: TODD R. BLAND  
Deputy Director  
Welfare-to-Work Division

SUBJECT: REQUEST FOR COUNTY PARTICIPATION IN THE REGIONAL  
TRAINING OF THE NEW ELECTRONIC INCOME AND ELIGIBILITY  
VERIFICATION SYSTEM (eIEVS)

REASON FOR THIS TRANSMITTAL

- ☐ State Law Change
- ☐ Federal Law or Regulation Change
- ☐ Court Order
- ☐ Clarification Requested by One or More Counties
- ☒ Initiated by CDSS

The California Department of Social Services (CDSS) would like to announce the regional training schedule for the newly-developed automated system that will provide five of the ten data matches that comprise the recipient Income Eligibility Verification System (IEVS). The use of IEVS to verify information provided to public assistance clients is required for both California Work Opportunity and Responsibility to Kids (CalWORKs) and CalFresh programs. This new automated system is called electronic IEVS (eIEVS). The purpose of this system is to streamline the current paper process that counties are currently using for the five IEVS matches that are provided in paper to the counties. The new eIEVS system is scheduled to begin a phased rollout in May 2017 and will be completed by November 2017.

### **Project Background**

The development of eIEVS started in April 2015 in collaboration with the CDSS, representatives from selected counties, the County Welfare Directors Association and other stakeholders to provide counties with the ability, via a web portal, to access matches that are currently available only in paper format. The processing of the data matches, particularly the paper matches, is labor-intensive, and counties are not able to use the data electronically to reduce the workload or take advantage of county electronic data systems. Finally, counties have no automated mechanism to report on the disposition of their review of the IEVS matches to the CDSS.

As a result, the CDSS is unable to collect and report on IEVS data outcomes on a statewide level. To address these issues, the CDSS will be eliminating the distribution of paper IEVS matches, and provide those matches in an electronic format to the counties. The five data match abstracts will be available electronically on the newly-developed eIEVS while those matches that are currently being provided electronically to counties will continue to be accessible through the Statewide Automated Welfare Systems (SAWS). Since the existing electronic IEVS data exchanges will not change, counties are able to continue their current processing on those matches.

The use of the web portal for eIEVS is necessary for CDSS to meet federal and state security requirements for data matches that contain federal tax information (FTI) and personally identifiable information (PII) as well as provide an on-line reporting feature for counties to report to CDSS the disposition of its review of the IEVS data accessed via eIEVS.

Specifically, the following paper-only matches will be moved to the new eIEVS system:

- Beneficiary Earnings Exchange Record (BEER)
- Internal Revenue Service Asset Match (IRS)
- Deceased Persons Match (DPM)
- Franchise Tax Board Asset Match (FTB)

An additional match is currently accessible electronically in at least one, but not all of the SAWS. However, this match will also be included in eIEVS for those counties that do not have access to this match in their SAWS:

- Fleeing Felon Match (FFM)

The following matches are currently accessible electronically to the SAWS and will not be included in the eIEVS:

- Integrated Fraud Detection/Wage Match (IFD)
- New Hire Registry Match (NHR)
- Payment Verification System (PVS)

The match noted below is under review for consideration for the next phase of the eIEVS due to some counties' inability to access this match electronically in SAWS. This will continue to be provided to the counties who cannot access them in their SAWS via paper until such time that the CDSS determines if it can be included in eIEVS:

- Nationwide Prisoners Match (NPM)
- California Youth Authority (CYA)

### **County Requirements for accessing the new eIEVS**

The CDSS will be providing regional trainings and direct access to the eIEVS. To ensure a successful transition to eIEVS, counties must: (1) register for one of the regional trainings offered in the month of April and (2) designate an individual from the county who is in a management/supervisory capacity that will serve as their "administrator".

## **eIEVS Regional Training**

Each county is being asked to select a maximum of three representatives for an eIEVS regional training session. These individuals should have the knowledge of the business process involved for either or both the criminal and income/asset IEVS matches included in eIEVS. The regional trainings will be a “train-the-trainer” model. These train-the-trainer sessions are designed to provide attendees with the information and resources necessary to train other staff within their county and begin processing the five eIEVS matches electronically. The CDSS highly recommends that counties select the staff who will be primarily responsible for coordinating and implementing future eIEVS training.

To participate in any of the training sessions, each county must submit:

- Name(s),
- phone number(s),
- email address(es), and
- first, second, and third choice of locations listed on the training schedule to the CDSS IEVS Coordinator, Suzanna Ledesma at [Suzanna.Ledesma@dss.ca.gov](mailto:Suzanna.Ledesma@dss.ca.gov) by **COB March 21, 2017**.

The CDSS will email confirmation details to participants by **March 23, 2017**.

Participants will be based on a first-come first-served basis and will be accommodated based on the host county’s maximum occupancy. The CDSS will also host webinars (in May 2017) to accommodate those individuals who will be unable to attend any of the in-person regional trainings.

Six counties have volunteered to host the training sessions representing north, central, and southern regions. Additionally, two training sessions will be at the CDSS headquarters in Sacramento (Attachment 1).

## **Equipment Needs for Training**

Participants will be required to bring their own laptop for all regional training locations (with the exception of Los Angeles and Riverside Counties) to participate in the trainings. Wireless Fidelity (Wi-Fi) will be provided in the training locations, however, it is recommended that participants bring a Wi-Fi-enabled laptop if already available.

## **eIEVS County Administrator**

Each county must designate an “administrator” who is currently in a Supervisory or Management capacity that has the experience and knowledge of their county’s current criminal or income/asset IEVS match processes to be the “administrator” for the county. These eIEVS county administrators will help CDSS determine who will have access to eIEVS and the level/type of that access to eIEVS. Due to the sensitivity of the county administrator role, the CDSS is limiting each county to a maximum of two

administrators. An Organizational Hierarchy template is also being provided to assist counties in identifying the user roles and level of access (Attachment 2).

### **eIEVS Match Implementation Schedule**

The CDSS made some recent changes to the implementation schedule, due to the required SSA approval and IRS notification requirements that need to be met prior to the implementation of the of the BEER and IRS asset matches in eIEVS. The following is a schedule of the implementation of each of the five matches in eIEVS.

Month 2017	Match Type	Frequency	SSA Approval	IRS Notification
May	FFM	Monthly	No	No
June	FTB Asset Match	Annual	No	No
August	BEER	Monthly	Yes	Yes
August	IRS Asset Match	Annual	No	Yes
November	DPM	Semi-Annual	Yes	No

### **First Month of Match Implementation**

For the first month of implementation of each of the matches, it will be expected that the CDSS will continue to provide the paper copies when requested by a county. This is to ensure that counties have continuous process with these matches in the event of any unforeseen issues with eIEVS.

If you have any questions regarding this letter, you and your staff may contact Suzanna Ledesma, IEVS Coordinator, Fraud Detection Unit at [Suzanna.Ledesma@dss.ca.gov](mailto:Suzanna.Ledesma@dss.ca.gov) or by phone at (916) 651-3981 or Analyn Deloso, Manager, Fraud Detection Unit, at [Analyn.Deloso@dss.ca.gov](mailto:Analyn.Deloso@dss.ca.gov) or by phone at (916) 651-5008.

Attachments

Attachment 1  
eEVS Regional Training Schedule

County Name/Capacity	Address	Date	Time	Contact Person and Phone Number
<b>Tulare</b> 40 Participants	1485 N. Dinuba Blvd Visalia, CA 93291	April 4, 2017	9:00am – 4:30pm	Lourdes Hernandez (559) 713-5051
<b>Napa</b> 40 Participants	2751 Corporate Drive Napa, CA 94558	April 7, 2017	9:00am – 4:30pm	Christina Guerrero (707) 253-4519
<b>Shasta</b> 40 Participants	2420 Breslauer Way Redding, CA 96001	April 11, 2017	9:00am – 4:30pm	Shannon Kelley (530) 225-5029
<b>Los Angeles</b> 30 Participants Computers will be provided	12440 Imperial Hwy 6 <sup>th</sup> Floor-Room 100 Norwalk, CA 90650	April 18, 2017	9:00am – 4:30pm	America Rodriguez (562) 345-7778
<b>Riverside</b> 30 Participants Computers will be provided	22690 Cactus Ave Room 228 Moreno Valley, CA 92553	April 19, 2017	9:00am – 4:30pm	Louise Ramirez (951) 358-3347
<b>San Diego</b> 40 Participants	1255 Imperial Ave San Diego, CA 92101	April 20, 2017	9:00am – 4:30pm	Patty Baker (619) 338-2321
<b>CDSS Headquarters</b> 30 Participants	744 P Street OB 8-235/237 Sacramento, CA 95814	April 25, 2017	9:00am – 4:30pm	Suzanna Ledesma (916) 651-3981
<b>CDSS Headquarters</b> 30 Participants	744 P Street OB 8-235/237 Sacramento, CA 95814	April 26, 2017	9:00am – 4:30pm	Suzanna Ledesma (916) 651-3981

Attachment 2  
eIEVS Organizational Hierarchy

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