STATE OF CALIFORNIA—HEALTH AND HUMAN SERVICES AGENCY

DEPARTMENT OF SOCIAL SERVICES
744 P Street • Sacramento, CA 95814 • *www.cdss.ca.gov*

CDSS

WILL LIGHTBOURNE
DIRECTOR

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GOVERNOR

April 20, 2015

ALL COUNTY WELFARE DIRECTORS LETTER (ACWDL)

TO: ALL COUNTY WELFARE DIRECTORS
            ALL COUNTY CONSORTIA PROJECT MANAGERS
            ALL IEVS COORDINATORS
            ALL SIU REPRESENTATIVES

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

SUBJECT: REQUEST FOR COUNTY PARTICIPATION IN THE DEVELOPMENT OF
            THE CDSS NEW AUTOMATED IEVS PROCESS

The Project:

The California Department of Social Services (CDSS) Welfare to Work Division, in collaboration with the Information Systems Division (ISD) is launching a project to modify the current process used to provide counties with the data matches that comprise the recipient Income and Eligibility Verification System (IEVS). The use of IEVS to verify information provided by public assistance clients is mandated federally for the Temporary Assistance for the Needy Families program (CalWORKs in California) and California has opted to use IEVS for verification of ongoing eligibility of its CalFresh population. Under the current IEVS process, counties receive certain IEVS matches electronically and other by paper, via a secure courier. 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. Additionally, the use of paper data increases the security risks associated with the handling of confidential information. Finally, there is no automated mechanism for the counties to report on the disposition of their review of the IEVS matches. As a result, CDSS is unable to collect and report on IEVS outcomes on a statewide basis.

To address these issues, the CDSS has determined to eliminate the use of paper IEVS matches, and provide those matches in an electronic format to the counties. Some of the paper matches will be available electronically on a new web portal while some will be accessible from the Statewide Automated Welfare Systems (SAWS). However, existing electronic IEVS data exchanges will not change and counties will be able to continue their current processing on those electronic matches.

The Purpose:

The purpose of the electronic IEVS (e-IEVS) project is to fully automate the current paper-based process of receiving, reviewing and reporting of four of the ten IEVS data matches used to verify eligibility of CalWORKs and CalFresh program participants. In addition, two matches that are currently being received in a paper-format by some counties will also be fully automated. This project will provide counties with the ability, via a web portal, to access the current paper matches electronically.

The use of the web portal is necessary for CDSS to meet federal security requirements and will provide an on-line reporting mechanism for counties to report to CDSS the disposition of its review of the IEVS data accessed via the web portal.

Specifically, the following paper-only matches will be moved to the new e-IEVS portal:
- Benefit Earning Exchange Record (BEER)
- Deceased Persons Match (DPM)
- Franchise Tax Board (FTB)
- Internal Revenue Service Match (IRS)

The following matches are currently accessible electronically in at least one, but not all from the SAWS. For those counties who do not have them in their SAWS, these matches will be available in the e-IEVS portal, until such time as they are available to SAWS.
- Fleeing Felon Match (FFM)
- Welfare Institution Match/California Youth Authority (CYA)

The following matches are already accessible electronically to the SAWS, and will not be available in the e-IEVS portal:
- Integrated Fraud Detection/Wage Match (IFD)
- Nationwide Prisoner Match (NPM)
- New Hire Registry Match (NHR)
- Payment Verification System (PVS)

This is the first phase of a multi-phase project that will look at how to fully integrate IEVS data and reporting functionality with SAWS, as allowable under federal rules. Under this first phase, CDSS is looking to develop an infrastructure that will support future integration efforts.

Benefits Expected from e-IEVS Project:

- Eliminate labor intensive manual process of paper matches;
- Decrease data security risk associated with paper matches;
- Assist counties to process IEVS matches within federal and state mandated timeframes;
- Reduce overpayments/overissuances and uncollected debts;
- Provide automated method to report disposition of IEVS processing;
- Provide tracking of IEVS matches processing; and
- Support future efforts for integration capabilities.

How the Counties Can Be Involved:

We are looking for your county involvement or participation in one or two ways:

e-IEVS Survey Participation (all counties):

As a first step, CDSS has developed a survey designed to provide us with baseline information regarding the processing of the IEVS data matches that are part of this initial e-IEVS project. The survey has two components to address both business operation and IT areas, to assist the CDSS in meeting the project's stated objectives. We are attaching a copy of the survey to this letter to assist you in identifying the appropriate staff needed to complete the survey. We are asking the County Welfare Director or his/her designee to send the name and email address of the person(s) that will be responsible for the completion of the survey to Analyn Deloso, CDSS (analyn.deloso@dss.ca.gov) by **April 27, 2015**. An online survey will then be forwarded to those identified participants with additional instructions and due dates. If you have any questions regarding the survey, please have your staff contact Analyn Deloso at the email address indicated above.

e-IEVS Project Participation (selected counties):

Secondly, we are looking for county representatives who have experience and/or knowledge of their county's current IEVS process, including the receipt of the data matches, the processing of the data, assigning and tracking of the data matches, and reporting to CDSS. We are requesting a total of seven counties to participate with no more than two representatives (one Supervisor or IEVS Coordinator and one county worker) per county, representing all three consortia, to include small, medium and large counties, and differing models of processing IEVS matches.

This county team will be involved in recurring meetings to develop and refine the business requirements, and participate in design sessions to assist in the development,

user testing, and training. During the first month, a maximum of 15 hours will be needed per participant to describe their current IEVS paper match business process; we anticipate the 15 hours will all occur within the same week of the month. Subsequent months will require three to four hours per week for each participant to assist in the design process of the proposed solutions and for user testing. Although we encourage face to face meetings if at all possible, these meetings will be available by teleconference or webinar. County participation is planned to begin in May 2015 and last for a year.

Please email Christiana Smith at California Welfare Directors Association (CWDA) (csmith@cwda.org) by **April 27, 2015**, if your county is interested in participating in this project. Counties will be selected to represent each of the SAWS consortia, varying county sizes, and varying IEVS processing business models (as reported in the survey reference above). We will follow-up with more specific information once the team has been established. If you have any questions regarding project participation, please have your staff contact Christiana Smith at the email address indicated above. We look forward to this collaboration effort.

Attachments

c: Christiana Smith, CWDA
       Erin Horgan, CWDA
       CalWORKs and CalFresh Program Managers

Under the recipient Income Eligibility and Verification System (IEVS), federal and state source systems provide data such as wage and new hire information reported by employers, assets reported by financial institutions and inmate records from prisons. If information on a recipient is found, an abstract is created with that information. The abstract may be new information previously not known to the county or confirmation of information already provided by the recipient.

CDSS delivers abstracts to the counties via paper and electronic means. The electronic abstracts are delivered to a Secure File Transfer Protocol (SFTP) server where the SAWS consortia can access them. However, most of these reports are still being received by paper, resulting in increased workload for the counties and CDSS, and increased environmental, mailing costs and security risks.

The initial scope of the electronic IEVS (e-IEVS) Project is to eliminate the paper-based IEVS system freeing up vital resources while attempting to minimize disruption of county processes. The e-IEVS Project will also include an online process for counties to report the dispositions of their review of the IEVS abstracts contained in the web-portal.

Purpose of the Survey

The CDSS wants to establish a baseline of information to assess the current processes being used by the counties for the review and reporting of IEVS matches. This will assist the e-IEVS Project team develop an automated solution that supports or enhances current county operations, and serves as a starting point for the future automated integration. Additionally, CDSS is taking this opportunity to request information from the counties as it begins development of e-IEVS and CECRIS as web-based solutions.

Next

1. If needed, forward a PDF copy of the survey contained in the email invitation to other staff persons to complete their portion of the survey. Multiple people cannot input their sections via the survey link, you must copy and paste any responses you have requested from outside sources into the final survey. The recipient of the original email containing the link to the survey must complete and submit the final survey.

2. Use [BACK] and [NEXT] at the bottom of each page to navigate the survey. Do not use the "Back" and "Forward" buttons on your browser.

3. Click [NEXT] to advance to the next page. This also saves your work and it is highly encouraged that you save your work.

4. To exit the survey, click [NEXT] to save your entries before clicking [Exit this survey] on the top right side of the page.

5. Return to your saved report by:
   -clicking the unique survey link.
   -resuming work on your report with your last saved data appearing on the screen.
   -returning to make changes anytime, even after clicking [Done], but prior to the survey closing date.

You will not be able to access your survey once the closing date has past.

6. If you need a hard copy for your records, print each page as you complete the survey. This is the only way counties will be able to print a copy. Counties may request a PDF copy after the survey is completed by sending an email to the project staff.

7. Submit your report by close of business on May 8, 2015. The survey will also close on this date.

8. For technical assistance, or questions about the instructions, or the survey, click here to contact the program staff.

<div align="center">

Prev	Next

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County Business Process

This section of the survey is designed to provide the CDSS with baseline information regarding counties business processes related to the IEVS matches.

* 1. Please select your county from the list below.

[▼]

* 2. County Respondent Information

Name: [ ]

Title: [ ]

Email: [ ]

Phone Number: [ ]

* 3. What is your county's business process for assigning CalFresh cases?

○ Caseload

○ Task-Based

○ Hybrid

○ Other (please specify)

[ ]

* 4. What is your county's business process for assigning CalWORKs cases?

○ Caseload

○ Task-Based

○ Hybrid

○ Other (please specify)

[ ]

* 5. How does your county distribute the following electronic IEVS matches to county staff?Integrated Fraud Detection (IFD), Payment Verification System (PVS), and New Hire Registry (NHR) matches?

○ SAWS (CalWIN, C-IV, LEADER)

○ Print out Matches

○ Separate Database

○ Other (please specify)

[ ]

6. How does your county receive the following matches? Fleeing Felon Match (FFM), Nationwide Prisoner Match (NPM), and California Youth Authority Match (CYA). Please select all that apply.

☐ SAWS (CalWIN, C-IV, LEADER)

☐ Secure File Transfer

☐ Paper

☐ Other (please specify)

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* 7. How does your county distribute the following matches to county staff? Fleeing Felon Match (FFM), Nationwide Prisoner Match (NPM), and California Youth Authority Match (CYA) match?

○ SAWS (CalWIN, C-IV, LEADER)

○ Manual by paper

○ Secure File Transfer

○ Other (please specify)

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* 8. How do you submit worked BEER match outcomes back to CDSS?

○ SAWS (CalWIN, C-IV, LEADER)

○ Mail response document back to CDSS

○ Other (please specify)

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* 9. How do you submit worked PVS match outcomes back to CDSS?

○ SAWS (CalWIN, C-IV, LEADER)

○ Mail response document back to CDSS

○ Other (please specify)

[text box]

* 10. How do you submit worked IRS match outcomes back to CDSS?

○ SAWS (CalWIN, C-IV, LEADER)

○ Mail response document back to CDSS

○ Other (please specify)

[text box]

* 11. How do you submit worked DPM match outcomes back to CDSS?

○ SAWS (CalWIN, C-IV, LEADER)

○ Mail response document back to CDSS

○ Other (please specify)

[text box]

* 12. How do you submit worked FTB match outcomes back to CDSS?

○ SAWS (CalWIN, C-IV, LEADER)

○ Mail response document back to CDSS

○ Other (please specify)

[text box]

* 13. How does the county track matches received, pending, or processed?

○ SAWS (CalWIN, C-IV, LEADER)

○ Separate Database

○ Other (please specify)

[text box]

Questions **14, 15**, and **16** pertain to certain IEVS Matches that are currently available electronically. You may need to consult with your IT support staff to respond to these questions.

* 14. Do you have the capability to access the Nationwide Prisoner Match (NPM) electronic file from SAWS (CalWIN, C-IV, LEADER)?

○ Yes

○ No

○ If no, please describe why you are not able to access the electronic file.

[text box]

* 15. Do you have the capability to access the Fleeing Felon Match (FFM) electronic file from SAWS (CalWIN, C-IV, LEADER)?

○ Yes

○ No

○ If no, please describe why you are not able to access the electronic file.

[text box]

* 16. Do you have the capability to access the California Youth Authority (CYA) electronic file from SAWS (CalWIN, C-IV, LEADER)?

○ Yes

○ No

○ If no, please describe why you are not able to access the electronic file.

[text box]

Prev   **Next**

17. Has your county developed a customized database to process or track IEVS matches? For example, county owned customized database, Microsoft Excel or Access.

○ Yes

○ No

Prev   **Next**

18. Please describe what type of customized database your county has developed for IEVS matches.

○ County owned customized database

○ Microsoft Excel

○ Microsoft Access

○ Other (please specify)

[text box]

19. Does your customized database interface with the SAWS system (CalWIN, C-IV, or LEADER)?

○ Yes

○ No

20. Are matches distributed to county staff within the customized database?

○ Yes

○ No

21. Are the outcomes entered into the customized database?

○ Yes

○ No

22. What specific IEVS matches are in your customized database? Please select all that apply.

☐ IFD

☐ PVS

☐ NHR

☐ IRS

☐ BEER

☐ FTB

☐ DPM

☐ NPM

☐ FFM

☐ CYA

23. Does your customized database have a sorting mechanism? If so, please select all that apply.

☐ Sort by run dates

☐ Match Types

☐ Zip Codes

☐ No, we do not have these functions

☐ Other (please specify)

24. Does your customized database provide any functionality to support your current work process? If so, please select all that apply:

☐ Generate Letters to Employers

☐ Generate Follow-up Letters to Employers or Clients

☐ Generate Reports to DA

☐ Track Case Status

☐ Generate Referrals to Fraud Investigations, District Attorney or Special Investigation Unit

☐ Workload Management (alerts, reports, dashboards, etc.)

☐ Other (please specify)

[ ]

Prev   Next

Comment/Feedback

25. Please insert information regarding what impact the change from paper to electronic IEVS Matches will have to your business operations:

[ ]

Prev   Done

IT Capacity Survey

CDSS is beginning the development of two new projects that are anticipated to be web based solutions. The e-IEVS solution will be used by county social services staff who process IEVS reports. The County Expense Claim Reporting Information System (CECRIS) solution will be used by county fiscal staff who support social services claiming activities. These solutions may mean that staff who are currently only casual internet users become dependent on internet access to accomplish their primary work activity, so we want to begin working with county IT staff to provide counties with sufficient time for planning any needed network changes or equipment purchases.

This section of the survey is designed to help CDSS determine the various parameters and configurations that the e-IEVS and CECRIS web solutions need to be tested under to ensure solutions that work as reliably as possible, and meet county business needs.

Next

INSTRUCTIONS - (please read before completing the survey)

1. If needed, forward a PDF copy of the survey contained in the email invitation to other staff persons to complete their portion of the survey. Multiple people cannot input their sections via the survey link, you must copy and paste any responses you have requested from outside sources into the final survey. The recipient of the original email containing the link to the survey must complete and submit the final survey.

2. Use [BACK] and [NEXT] at the bottom of each page to navigate the survey. Do not use the "Back" and "Forward" buttons on your browser.

3. Click [NEXT] to advance to the next page. This also saves your work and it is highly encouraged that you save your work.

4. To exit the survey, click [NEXT] to save your entries before clicking [Exit this survey] on the top right side of the page.

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   -returning to make changes anytime, even after clicking [Done], but prior to the survey closing date.

You will not be able to access your survey once the closing date has past.

6. If you need a hard copy for your records, print each page as you complete the survey. This is the only way counties will be able to print a copy. Counties may request a PDF copy after the survey is completed by sending an email to the program staff.

7. Submit your report by close of business on May 8, 2015. The survey will also close on this date.

8. For technical assistance, or questions about the instructions, click here to contact the survey development staff.

9. For survey questions, click here to contact program staff.

Prev   Next

e-IEVS IT Capacity Survey

1. Please select your county from the list below.

[▼]

2. County Respondent Information

Name: [   ]

Title: [   ]

Email: [   ]

Phone: [   ]

3. Do you have a county standard for a web browser?

Internet Explorer –
Permitted Version(s):

Google Chrome –
Permitted Version(s):

Apple Safari – Permitted
Version(s):

Firefox – Permitted
Versions(s):

Mozilla/Netscape –
Permitted Version(s):

Other – Vendor Name and
version(s):

No – We do not have a
standard web browser

Additional Comments:

4. Other than a Standard web browser product, what other browsers do you think are being used by county workers for the performance of their duties?

Internet Explorer –
Permitted Version(s):

Google Chrome –
Permitted Version(s):

Apple Safari – Permitted
Version(s):

Firefox – Permitted
Versions(s):

Mozilla/Netscape –
Permitted Version(s):

Other – Vendor Name and
version(s):

Not Applicable

Additional Comments:

5. Does your county prohibit the use of any web browsers?

☐ Yes

☐ No

☐ If so, which one (s) are prohibited?

[ ]

6. Does your county require any specific web browsers for duties performed by social services staff (e.g., Chrome for CalHEERS users)? If so, which one(s) do you require?

☐ Yes

☐ No

☐ If so, which one (s) do you require?

[ ]

7. For your web browser configurations for Case Workers, do you have Private Browsing enabled and configured to delete temporary files and cookies upon session exit?

○ Yes

○ No

○ Other (please specify)

[ ]

8. For your web browser configurations for county workers, are content blockers and content filtering enabled on their browsers?

○ Yes -We try to set those settings when we install the pc.

○ Yes - This is done via an Active Directory Policy.

○ No - We do not enable content blockers or Filtering

○ Other (please specify)

[ ]

9. For your web browser configurations for Case workers, are third party Add-on's enabled?

○ Yes

○ No

○ Other (please specify)

[text box]

10. Is your current network environment, including your connection to the Internet, sufficient to handle your current levels of data transfer?

○ Yes, and we have excess capacity

○ Yes, but we have no excess capacity

○ No, we are constantly experiencing maximized bandwidth and are in need of more capacity.

○ Other (please specify)

[text box]

11. Does your county have plans to expand your network capacity within the next 2-4 years? If so, please describe your plans as currently known.

☐ Yes

☐ No

☐ Please describe your plans as currently known.

[text box]

12. Does your county anticipate adding other web based systems for social services staff during the next five years? If so, please describe your plans as currently known, including any anticipated impacts on network bandwidth.

☐ Yes

☐ No

☐ Please describe your plans as currently known, including any anticipated impacts on network bandwidth

[text box]

Prev   Done