STATE OF CALIFORNIA—HEALTH AND HUMAN SERVICES AGENCY
DEPARTMENT OF SOCIAL SERVICES

CDSS

WILL LIGHTBOURNE
DIRECTOR

EDMUND G. BROWN JR.
GOVERNOR

REASON FOR THIS TRANSMITTAL

[ ] State Law Change
[ ] Federal Law or Regulation
    Change
[ ] Court Order
[ ] Clarification Requested by
    One or More Counties
[x] Initiated by CDSS

June 8, 2011

ALL COUNTY LETTER NO. 11-44

TO: ALL COUNTY WELFARE DIRECTORS
           ALL COUNTY CHIEF PROBATION OFFICERS

SUBJECT: SERVER BASED COMPUTING (SBC) SYSTEM TOKENS FOR ACCESS   TO
           THE CHILD WELFARE SERVICES/CASE MANAGEMENT SYSTEM
           (CWS/CMS)

REFERENCE: ALL COUNTY INFORMATION NOTICE (ACIN) NO. 1-03-11

The purpose of this All County Letter (ACL) is to provide additional policy direction regarding
SBC Tokens. The ACIN 1-03-11 was issued as instruction to remedy incorrect assumptions
regarding the use of SBC tokens that had resulted in the underutilization of the assets. This
ACL is to notify the County Child Welfare and Probation Departments that they are required to
take all possible measures to assure that tokens issued by the state are utilized in enabling
remote access to the CWS/CMS.

Currently, a significant number of state-issued tokens are not being used. These are non-
performing assets with subsequent use costs. Due in part to our current fiscal environment as
well as the objective of meeting the needs of all CWS/CMS users across the state, the
California Department of Social Services is requesting the return of all unused tokens
regardless of whether they have been deployed to staff. The state will redeploy these tokens
based on immediate county need. Should a county need help identifying their unused tokens,
the state will continue to provide a listing to aid the county as all tokens are tracked by an
identification number and authorized user name.

For counties that are in the near-term process of utilizing particular tokens, (not to be confused
with merely deploying the tokens), a 30-day deployment plan should be submitted to the
CWS/CMS SBC Administrator e-mail box. Any token that is not scheduled for deployment
should be returned immediately. If at the end of this 30-day period the recently deployed tokens
continue to be reflected as unused, they must be identified and returned, as soon as possible.
Tokens are managed by a county administrator through the CWS/CMS SBC application.
Please contact your county SBC administrator if a future need arises for new or replacement
tokens. If additional assistance is necessary, you may contact the Office of Systems Integration
(OSI) CWS/CMS SBC Administrator group at: CWS_SBC_Admin@osi.ca.gov.

Please see the chart below for a brief overview of the parameters under which counties should manage their token assets:

STATUS OF STATE-ISSUED TOKENS	ACTION REQUESTED
Tokens residing in inventory and not deployed/assigned	Return to OSI Project CWS/CMS Office
Tokens deployed and currently reflected as "In use" in the statewide report	No action required
Tokens deployed and currently reflected as unused in the statewide report	Ensure use, or return within 30 days
Tokens scheduled for deployment and use within 30 days	Submit plan with ID numbers to the CWS/CMS Office; Attn: CWS/CMS SBC Administrator
Tokens identified in the county plan that are subsequently not deployed and/or used after the 30 day plan period ends	Return to OSI Project CWS/CMS Office, Attn: CWS/CMS SBC Administrator

If you have any questions regarding the token return process, please call OSI at (916) 263-1100. If you have any questions regarding this letter, please contact the CMS Support Branch, at (916) 651-7884.

Sincerely,

Original Document Signed By:

GREGORY E. ROSE
Deputy Director
Children and Family Services Division