DEPARTMENT OF SOCIAL SERVICES
744 P Street, Sacramento, CA 95814

March 18, 1999

ALL COUNTY LETTER NO. 99-14

TO: ALL COUNTY WELFARE DIRECTORS

<table>
<tr><td colspan="2"><u>Reason for this Transmittal</u></td></tr>
<tr><td>[ ]</td><td>State Law or Regulation Change</td></tr>
<tr><td>[ ]</td><td>Federal Law or Regulation Change</td></tr>
<tr><td>[ ]</td><td>Court Order or Settlement Change</td></tr>
<tr><td>[ ]</td><td>Clarification requested by One or More Counties</td></tr>
<tr><td>[X]</td><td>Initiated by CDSS</td></tr>
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SUBJECT: COUNTY READINESS SURVEY FOR THE YEAR 2000

As part of the government wide preparedness for the advent of the Year 2000 (Y2K) it is important that the state and the counties work collaboratively to ensure the integrity of the county operated systems supporting programs under the legal mandates of the California Department of Social Services (CDSS) and the Department of Health Services (DHS). It is necessary that "mission-critical" systems are Y2K ready and that we have "business continuation contingency plans" to provide for continuation of mission-critical business operations in the event of utility or other technical infrastructure failures. To this end, CDSS and DHS are requesting Y2K readiness information on mission-critical systems.

In this letter and its attachments we provide:

A definition of mission-critical systems;

A definition of business continuation contingency planning;

A listing of programs under CDSS and DHS mandates that may rely on county systems that require mission-critical review and business continuation contingency planning; and,

Templates and definitions to assist counties in conducting this review and planning.

Mission Critical Systems Defined: Mission-critical systems and business operations are defined as those systems and business operations which must function without interruption to protect directly the safety and security of the citizens of California, or which provide direct benefit delivery to the citizens of California. To use the analogy of the Space Shuttle, mission-critical systems are those which, in a moment of crisis, keep the crew alive and bring them safely home.

If a system operation doesn't involve those vital functions, it is not a mission-critical system/ business operation. In our world, mission critical systems/operations are those that distribute benefits, authorizations for care, payment for services provided to dependent eligibles or those which make it possible for protective services functions to operate in urgent or emergency circumstances. It is these systems/business operations that support the programs under CDSS/DHS mandate that this letter addresses.

Business Continuation Contingency Planning (BCCP) Defined: BCCP does not deal with systems themselves, but rather with supporting business operations and essential services, even those outside of your direct control. BCCP answers the question: How do we provide uninterrupted mission-critical services and operations in the event of any Y2K related internal or external technology or infrastructure failure?

List of Programs: County systems and operations supporting the programs listed below require mission-critical review and business continuation contingency planning:

CDSS

      CalWORKs
      Foster Care
      Food Stamps
      In Home Supportive Services
      SSI/SSP
      Refugee Assistance
      Child Welfare Services
      Adoption
      Adult Protective Services
      Child Care Payments
      Vendor Payments
      Foster Family Home and Family Child Care Home Licensing
      Cash Assistance Program for Immigrants (CAPI)
      Special Circumstance Program

DHS related to Medi-Cal Eligibility Data System (MEDS)

      California Children's Services Program (CCS)
      Child Health and Disability Prevention Program (CHDP)
      Genetically Handicapped Persons Program (GHPP)
      Maternal and Child Health Program (MCHP)
      Medical Care Services (MCS)

Note: In the case of those systems supported and operated by the State (ISAWS, CWS/CMS, IHSS/CMIPS, MEDS) no systems information is required of you. However, the mission-critical county business operations supported by these systems must have business continuation contingency plans to ensure uninterrupted services.

Templates, Instructions and Definitions: These attachments are provided to assist local assessments with a common starting point and format to allow for the rapid development of a statewide readiness picture.

We are on a very tight timeline to complete the statewide compilation of county surveys. We are asking that you complete and return the attached county surveys and readiness templates by **April 8, 1999**. Completed surveys should be sent to:

California Department of Social Services
Information Systems Division M/S 17-33
744 P Street
Sacramento, CA 95814

We will quickly summarize the surveys with an eye to determining the status of statewide readiness and those steps that may need to be taken during the remainder of the year.

For technical questions concerning the proper completion of the individual program templates or county summary templates please contact Don Richards at (916) 445-5444 or Rich Bradham at (916) 445-1926 of the CDSS Information Systems Division. For program questions or those regarding the necessity of reviewing specific systems, please contact your CalWORKs Regional Advisor at (916) 654-0617. Your CalWORKs Regional Advisor will assure that you receive answers to your questions from all CDSS program areas. For questions related to DHS programs please contact Christopher Cruz at (916) 445-9451.

Sincerely,

TAL C. FINNEY
Interim Director
California Department of Social Services

JOSEPH P. MUNSO
Chief Deputy Director
Department of Health Services

c: County Chief Information Officer

Attachment