COUNTY OF LOS ANGELES
Child Support Services Department

STEVEN J. GOLIGHTLY
Director

LISA M. GARRETT
Chief Deputy Director

April 30, 2008

TO: Supervisor Yvonne B. Burke, Chair
Supervisor Gloria Molina
Supervisor Zev Yaroslavsky
Supervisor Don Knabe
Supervisor Michael D. Antonovich

FROM: Steven J. Golightly
Director

SUBJECT: **NOTICE OF INFORMATION TECHNOLOGY SUPPORT SERVICES MASTER AGREEMENT (ITSSMA) WORK ORDERS FOR THE CHILD SUPPORT SERVICES DEPARTMENT**

This is to notify you of my intent to request the Internal Services Department (ISD) to execute thirteen (13) new Information Technology Support Services Master Agreement (ITSSMA) Work Orders, with a start date of July 1, 2008 continuing through June 30, 2009. These Work Orders will provide contractual staff for the Information Technology Bureau of the Child Support Services Department (CSSD). The total maximum amount is $2,178,000.

Execution of these Work Orders is necessary to allow CSSD's Information Technology staff to continue the support of the ACSES Replacement System (ARS), Los Angeles County's automated child support case management system. These work orders will also support numerous ongoing projects that must be completed for CSSD's migration to the California Child Support Automation System (CCSAS), the federally mandated statewide child support system, which is scheduled for November 2008.

In accordance with the ITSSMA guidelines, prior Board notice is provided. There is **no net County cost**, as this budget item is fully funded by State and Federal funds.

BACKGROUND

CSSD continues to utilize the ITSSMA process to augment its technical resources and to help the Department meet its critical information technology needs. With the technical and programming assistance obtained through ITSSMA Work Orders, the existing ARS system has continued to successfully perform as it was designed. The ARS system registered collections of almost $500 million last year and manages approximately 470,000 cases, representing 26 percent of the State's child support caseload.

ARS was selected by the California Department of Child Support Services as the host automation system for Orange and San Diego Counties. As a result of this selection, the child support caseloads of Orange and San Diego Counties were converted to ARS in April 2002; hence, our system successfully supported approximately 43 percent of the State's child support caseload. CSSD's Information Technology Bureau facilitated Orange County's transition to CCSAS in February 2008. As consortia lead, CSSD is responsible for continued management of Orange County's legacy data system in the post conversion environment. Additionally, CSSD will be required to manage the legacy system for San Diego County after its scheduled transition to CCSAS in August 2008.

In addition to the maintenance and operation of ARS, our technology staff, supplemented by ITSSMA consultants, perform database administration, architect ARS components and support a number of third-party software products. Just as important, IT staff provide support to the ARS Consortium (the ARS directors' committee comprised of representatives from Los Angeles, Orange and San Diego Counties), make State-mandated or approved ARS enhancements, administer the Department's LAN and email system, develop new Lotus Notes and Web applications, maintain computer hardware and software inventories and provide valuable management information and direct customer (end-user) support.

The technology staff will assist with the replacement of ARS by CCSAS, the fully-integrated statewide automated child support system. The conversion to CCSAS will be accomplished in two phases. The first phase was completed on May 1, 2006 with the successful conversion of Los Angeles County to CCSAS Version 1. In the second phase, CSSD will convert to the new and enhanced statewide system, CCSAS Version 2, in November 2008. The contract consultants identified in the attached list are still required to supplement existing staff and will be instrumental in completing critical projects that are required prior to CSSD's conversion. I believe our contract staff is crucial to the efforts of the State to obtain Federal System Certification and the avoidance of millions of dollars in federal penalties.

SCOPE OF WORK

The Work Orders shown on the attached list will support the following projects in this Department:

- California Child Support Automation System
- Multiple DAC (Distribution Account) Project
- Enhancement to the CIIP process (Bi-directional Data Exchange)
- Enhancement to the Service Vendor Process (Automatic Return File)
- Multiple Wage Assignments for Multiple Employers
- Interface with Work Number (Locate Tool)
- Interface with "Cell Phone" Providers (Locate Tool)
- Registrar Recorder Interface (for San Diego County)
- Management and Administrative Systems
- Network Strengthening and Isolation
- Storage Area Network

These projects are required to: facilitate CCSAS implementation; maintain the current ARS child support case management system; comply with State and Federal reporting and program requirements; facilitate LAN administration; strengthen computer security; maintain service

levels to Consortium members; enhance customer service to our constituents; and support departmental administrative functions. Please note that these projects conform to our Business Automation Plan as required by the Chief Information Officer.

JUSTIFICATION

CSSD continues to hire permanent IT staff and reduce contract positions whenever possible. Over the past three years, CSSD has reduced its vendor requirement by 14 contract positions, from 27 to 13. Although County salaries offered for many of our most specialized positions do not encourage or attract qualified applicants, CSSD was able to replace two contract positions with permanent staff in Fiscal Year 2006-07.

The requirement for most of these Work Orders will be greatly diminished after Fiscal Year 2008-09 with the full implementation of CCSAS. Once the new statewide system is operative, most if not all Work Orders will be terminated. However, until the State's automated child support system is completed, ARS is phased out, and the data legacy systems of the ARS Consortia are no longer needed, CSSD will continue to require the assistance of these ITSSMA contractors to supplement our existing IT staff.

Several of our consultants perform highly specialized, technical and database functions and have an extensive knowledge of ARS. This is especially true for staff performing database administration, systems programming and Call Center support. Additionally, several consultants will directly participate in CCSAS implementation and will be essential to our overall effort to obtain federal certification.

The Department recognizes that a reliance on contract staff is problematic, but the inability to attract comparably qualified permanent replacements with available items remains a reality. Using the ITSSMA consultants to supplement current CSSD technology staff will allow the Department to maintain current service levels, meet accelerated State timelines, and enhance our current pool of talent and expertise.

The services received under the Work Orders are essential to the effective functioning of our Department and to our successful transition to the new statewide system. We rely heavily on automation to manage our massive caseload, and locate parents and their assets through interfaces with other Federal, State and local databases. Further, ARS requires constant refinements and modifications to keep pace with regulatory changes and the ever-evolving needs of the Department. Utilizing experienced contract staff with first-hand knowledge of our operations and business systems is necessary to avoid any work slowdowns. This is critical to prevent delays in collecting and distributing child support for the children and families of Los Angeles County.

FISCAL IMPACT

The total requested for the Work Orders for Fiscal Year 2008-09 is $2,178,000. The amount to be expended for the Work Orders will be fully offset by State and Federal revenue. There is **no net County cost.**

CLOSING

Pursuant to the ITSSMA policies and procedures, your Board has two weeks from the date of this notification to review and comment on this request with any concerns you may have. If we do not hear back from your Board within two weeks, the Department will instruct ISD to proceed with the execution of the ITSSMA Work Order extensions. If you or your staff have any questions or comments, please do not hesitate to contact me at (323) 889-3400 or David Jacobson of my staff at (323) 832-7191.

SJG:lg

Attachment

c: Executive Officer, Board of Supervisors
Chief Executive Officer
County Counsel
Internal Services Department

NOTED AND APPROVED:

RICHARD SANCHEZ
Interim Chief Information Officer

Attachment

ITSSMA CONSULTANTS
Child Support Services Department

	CURRENT PROJECT	WORK ORDER #	ITTSMA VENDOR	SPECIALTY	NEW WORK ORDER TERM	REQUESTED WORK ORDER EXTENSION	NEW WORK ORDER AMOUNT	REQUESTED EXTENSION AMOUNT	NEW W/O MAXIMUM
1	Network/Capacity Planning	N01-0315	Endeavor Systems Consultants, Inc.	Technical Support Specialist	07/01/08 - 06/30/09	N/A	$147,000		$147,000
2	ARS Case Management Process	N01-0319	Endeavor Systems Consultants, Inc.	Application Developer	07/01/08 - 06/30/09	N/A	$159,000		$159,000
3	ARS Financial Process	N01-0313	Todd Saalman & Associates, Inc.	Application Developer	07/01/08 - 06/30/09	N/A	$168,000		$168,000
4	Management and Systems Reporting	N01-0314	Endeavor Systems Consultants, Inc.	EDP Business Analyst	07/01/08 - 06/30/09	N/A	$161,000		$161,000
5	Unisys Systems Programming	N01-0316	Endeavor Systems Consultants, Inc.	Unisys Systems Programmer	07/01/08 - 06/30/09	N/A	$192,000		$192,000
6	Unisys Systems Programming	N01-0317	Endeavor Systems Consultants, Inc.	Unisys Systems Programmer	07/01/08 - 06/30/09	N/A	$178,000		$178,000
7	Unisys Systems Programming	N01-0318	Endeavor Systems Consultants, Inc.	Unisys Systems Programmer	07/01/08 - 06/30/09	N/A	$186,000		$186,000
8	Database Administration	N03-0095	Endeavor Systems Consultants, Inc.	Database Administrator	07/01/08 - 06/30/09	N/A	$172,000		$172,000
9	Unisys Systems Programming	N01-0312	Systems Experience, Inc.	Application Developer	07/01/08 - 06/30/09	N/A	$135,000		$135,000
10	CCSAS R2 Projects	N7E-0117	Logic House, Inc	QA Manager	07/01/08 - 06/30/09	N/A	$216,000		$216,000
11	WEB Development	N04-0681	Unified Technical	.Net Specialist	07/01/08 - 06/30/09	N/A	$168,000		$168,000
12	Lotus Notes Development	N04-0682	Unified Technical	Admin Application Developer	07/01/08 - 06/30/09	N/A	$140,000		$140,000
13	Lotus Notes Development	N04-0683	Unified Technical	Admin Application Developer	07/01/08 - 06/30/09	N/A	$156,000		$156,000
						TOTAL	$2,178,000	$0	$2,178,000