



CDSS

WILL LIGHTBOURNE  
DIRECTOR

STATE OF CALIFORNIA—HEALTH AND HUMAN SERVICES AGENCY  
**DEPARTMENT OF SOCIAL SERVICES**  
744 P Street • Sacramento, CA 95814 • [www.cdss.ca.gov](http://www.cdss.ca.gov)



EDMUND G. BROWN JR.  
GOVERNOR

November 29, 2016

COUNTY FISCAL LETTER (CFL) NO. 16/17-37

TO: COUNTY WELFARE DIRECTORS  
COUNTY WELFARE FISCAL OFFICERS

SUBJECT: FISCAL YEAR 2016-17 CHILD WELFARE SERVICES-NEW SYSTEM  
PROJECT INTAKE MODULE PARTICIPATION ALLOCATION

This letter informs counties of the Child Welfare Digital Services County Participation allocation for Fiscal Year 2016-17. The General Fund allocation includes funding for costs associated with project participation activities for the intake module and is included in Attachment I. Each county was allocated a base amount of \$62,500, and counties with higher caseloads received additional funding. Contingent upon availability of funds, if a county requires additional funding beyond this allocation to support these activities, please contact the California Department of Social Services (CDSS).

## **BACKGROUND**

The iterative development and deployment of the new system functionality using agile principles requires significant end user participation throughout the project. The iterative deployment of each module of the new system will change current business processes and the day-to-day work of over 25,000 users and will require significant implementation and change management. To ease the change and help ensure successful adoption of the new system, the project has committed to providing counties with funding for county participation activities.

A core county group was selected to represent the interests of all counties for their assigned feature set from start of work through implementation. The intake core county group includes: Butte, Fresno, Los Angeles, Santa Cruz, Ventura and Yolo. These core counties received their allocations in letters dated July 22, 2016.

## ACTIVITIES

County participation activities include:

- Project Management: Activities associated with initiating, planning, executing, controlling and closing the implementation of the Intake module.
- Change Management: Updating policy and procedures, documenting as-is business processes and participating in the to-be business processes for each digital service.
- Data Conversion: Data conversion activities for implementation, incremental testing and full load data conversion tests
- Application/Organizational Change Management (OCM) Training: Conducting “train-the-trainer” training for county trainers who will then train county staff.
- Application/OCM/System Administrator Training: Staff time associated with application and OCM training.
- Help Desk: Activities related to providing incident management, support for resolving events, incidents, problems and end user requests.
- IT Support: Application maintenance, network and server support services, managed operations and end user support.

## CLAIMING

Please refer to the claiming instructions provided in Attachment II.

In order to assist the state in estimating future fiscal needs for these activities, the CDSS will survey the counties' project managers periodically to determine expenditures for each activity.

If you have any questions regarding this County Fiscal Letter, please direct them to [fiscal.systems@dss.ca.gov](mailto:fiscal.systems@dss.ca.gov). For questions or concerns regarding county participation planning, please contact Nicole Harter-Shafer, at [Nicole.Harter-Shafer@dss.ca.gov](mailto:Nicole.Harter-Shafer@dss.ca.gov).

Sincerely,

***Original Document Signed By:***

LILIA A. YOUNG, Chief  
Financial Management and Contracts Branch

Attachments

**FISCAL YEAR 2016-17 CHILD WELFARE SERVICES - NEW SYSTEM (CWS-NS)  
INTAKE MODULE ALLOCATION**

<b>County</b>	<b>Intake Core -Counties Allocation (6 Ind. Letters)</b>	<b>Intake Implementation Allocation (Remaining Counties)</b>	<b>Total CWS-NS Allocation</b>
July 22, 2016			
Alameda	\$0	\$62,500	\$62,500
Alpine	\$0	\$62,500	\$62,500
Amador	\$0	\$62,500	\$62,500
Butte*	\$312,500	\$0	\$312,500
Calaveras	\$0	\$62,500	\$62,500
Colusa	\$0	\$62,500	\$62,500
Contra Costra	\$0	\$62,500	\$62,500
Del Norte	\$0	\$62,500	\$62,500
El Dorado	\$0	\$62,500	\$62,500
Fresno*	\$312,500	\$0	\$312,500
Glenn	\$0	\$62,500	\$62,500
Humboldt	\$0	\$62,500	\$62,500
Imperial	\$0	\$62,500	\$62,500
Inyo	\$0	\$62,500	\$62,500
Kern	\$0	\$62,500	\$62,500
Kings	\$0	\$62,500	\$62,500
Lake	\$0	\$62,500	\$62,500
Lassen	\$0	\$62,500	\$62,500
Los Angeles*	\$520,833	\$0	\$520,833
Madera	\$0	\$62,500	\$62,500
Marin	\$0	\$62,500	\$62,500
Mariposa	\$0	\$62,500	\$62,500
Mendocino	\$0	\$62,500	\$62,500
Merced	\$0	\$62,500	\$62,500
Modoc	\$0	\$62,500	\$62,500
Mono	\$0	\$62,500	\$62,500
Monterey	\$0	\$62,500	\$62,500
Napa	\$0	\$62,500	\$62,500
Nevada	\$0	\$62,500	\$62,500
Orange	\$0	\$62,500	\$62,500
Placer	\$0	\$62,500	\$62,500
Plumas	\$0	\$62,500	\$62,500
Riverside	\$0	\$250,000	\$250,000
Sacramento	\$0	\$250,000	\$250,000
San Benito	\$0	\$62,500	\$62,500
San Bernardino	\$0	\$250,000	\$250,000
San Diego	\$0	\$250,000	\$250,000
San Francisco	\$0	\$62,500	\$62,500
San Joaquin	\$0	\$62,500	\$62,500
San Luis Obispo	\$0	\$62,500	\$62,500
San Mateo	\$0	\$62,500	\$62,500
Santa Barbara	\$0	\$62,500	\$62,500
Santa Clara	\$0	\$62,500	\$62,500
Santa Cruz*	\$312,500	\$0	\$312,500
Shasta	\$0	\$62,500	\$62,500
Sierra	\$0	\$62,500	\$62,500
Siskiyou	\$0	\$62,500	\$62,500
Solano	\$0	\$62,500	\$62,500
Sonoma	\$0	\$62,500	\$62,500
Stanislaus	\$0	\$62,500	\$62,500
Sutter	\$0	\$62,500	\$62,500
Tehama	\$0	\$62,500	\$62,500
Trinity	\$0	\$62,500	\$62,500
Tulare	\$0	\$62,500	\$62,500
Tuolumne	\$0	\$62,500	\$62,500
Ventura*	\$312,500	\$0	\$312,500
Yolo*	\$312,500	\$0	\$312,500
Yuba	\$0	\$62,500	\$62,500
<b>Total</b>	<b>\$2,083,333</b>	<b>\$4,000,000</b>	<b>\$6,083,333</b>

\*Intake core counties received funding as six individual letters on July 22, 2016.

## September 2016 Fiscal Claim and Time Study Instructions

### Child Welfare Services-New System (CWS-NS) Development and Implementation

Program Code (PC) 528 has been repurposed effective with the September 2016 Quarter for reporting personnel services and associated overhead for the development and implementation of the CWS-NS Project. Counties should utilize this code to claim expenses associated with the development and implementation activities as they relate to the CWS-NS Project.

#### Time Study Instructions

The County Welfare Department (CWD) designated workers who oversee and participate in the CWS-NS development, implementation, Local Area Network (LAN) administration and training (with limitations) should time study to Time Study Code (TSC) 5281, CWS-NS Development and Implementation as follows:

<b>PC</b>	<b>528</b>	<b>CWS-NS Development and Implementation</b>
<b>TSC</b>	5281	CWS-NS Development and Implementation
<b>Direct-To-Program (DTP)</b>	A93	CWS-NS Direct-To-Program – Support Staff
Costs will be funded at 50/50/00/00 (Federal/State/Health/County).		

The associated DTP code is available for clerical staff providing support to the above referenced staff.

#### PC 528 (CWS-NS Development and Implementation)

This code captures staff time while participating with the development and implementation of the CWS-NS Project. County participation activities for CWS-NS Project include Project Management, Change Management, Data Conversion, Application/Organizational Change Management (OCM) Training and Application/OCM/System Administrator Training.

Allowable activities include, but are not limited to:

- Initiating, planning, executing, controlling and closing the implementation of digital services modules.
- Updating policies and procedures, documenting as-is business processes and participating in the on-going business processes for each digital service aspect.
- Data conversion activities for implementation, incremental and full load data conversion testing.

- County staff participating in training who will then train other county staff (“train the trainer”/“coaching”).
- Staff time associated with application and OCM training.
- Participating in the following activities for each project module:
  - Discovery – assisting the state and vendor(s) with user research to explore and understand user needs in order to develop user stories that will form the basis for early prototypes of functionality.
  - Alpha – testing multiple prototypes which will collectively form a release-level minimum viable product; participating in the development of readiness materials.
  - Beta – testing of multiple prototypes; participating in: production release planning, system performance monitoring and training.
  - Live – participating in statewide implementation of the new functionality; participating in performance monitoring of the functionality; ongoing performance monitoring; continued iterative enhancement of digital services and improvement of new features to meet end user needs corresponding legacy functionality and strangulation of data.
- Allowable costs for the CWD designated workers and LAN Administrators are salaries, fringe benefits and associated travel. The allowable costs for training are salaries, fringe benefits and travel of program and system project staff involved in the planning, design and development of training plans and materials; training of trainers; system resources needed to support the training efforts; and salaries, fringe benefits and travel of trainers to conduct user training.

**Claiming Instructions**

The following PC and associated Program Identifier Numbers (PINs) are available to capture costs incurred in the development and implementation of the CWS-NS Project:

<b>PC</b>	<b>528</b>	<b>CWS-NS Development and Implementation</b>
<b>PIN</b>	528031	Contracted Activities - Unemployed
	528068	Direct Costs
	528088*	Operating Costs - Travel
	528089*	Operating Costs – Space (Non-CCAP)
	528090*	Operating Costs – Other Operating
	528091*	Operating Costs – POS (Non-CCAP)
	528092	Casework-OT/CTO Costs
	528093	Support Staff – OT/CTO Costs
	528094	Startup/Nonrecurring Costs
Costs will be funded at 50/50/00/00 (Federal/State/Health/County).		

\*The county must have a Letter of Intent on file with the California Department of Social Services (CDSS) to use Support/Operating PIN Codes (88-91).

**Activities claimed to PC 528 and the associated TSCs, PINs and DTP are for development and implementation activities only.** Maintenance and Operation (M&O) expenses should not be claimed using these codes. The CDSS will release claiming instructions for the CWS-NS Project M&O activities, via a forthcoming CFL, at the conclusion of the development and implementation stage of the project.

If counties anticipate that they will exceed their allocations, they must contact CDSS prior to exceeding their specified allocation for consideration of augmentation of the allocation. Otherwise, costs claimed in excess of the county's CWS-NS Project Development and Implementation allocation will be shifted to county only via State Use Only code 946 (CWS-NS OVM).