



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](mailto: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](mailto: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