

CFS Project

SOUTH CAROLINA DEPARTMENT OF SOCIAL SERVICES

SENATE FINANCE OVERSIGHT COMMITTEE

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Agenda

- Project Overview
- Project Approach
- Timeline
- Cost
- Current Status

Project Overview

The South Carolina CFS Project

C - Child Support (PACSS - Palmetto Automated Child Support System)

E - Family Court (FCCMS - Family Court Case Management System)

S - State Disbursement Unit (SDU)

Goals:

- Implement, as quickly as possible, a centralized child support system (PACSS) that meets core state requirements and federal standards
- Implement a state-wide FCCMS
- Implement the interface to the SDU

The three CFS components must support the business needs of the State's Child Support Enforcement Program and Clerks of Court and comply with all state/federal law

Project Overview

Key Stakeholders:

- DSS – Owns and manages the project
- SC Clerks of Court – System Users in PACSS and FCCMS
- SC Judicial Department – Provides direction for Clerks of Court and Family Courts
- Xerox – The systems development contractor (SDC)
- Office of Child Support Enforcement (OCSE) – Division of federal DHHS that oversees and funds 66% of the child support system

Project Overview

- In January of 2015, the CFS project contract was assigned to Xerox Corporation
- Final federal approval of the contract was received on August 27

Project Approach – What’s Different?

DSS is adopting another state’s system and proven technology

- In previous projects, the State has attempted to develop a custom application for Child Support Enforcement and Family Court Case Management
- Through the new project, Xerox will deliver a system that they recently implemented in the state of Delaware. Versions of this same system are also being used in Arkansas, New Jersey, and Michigan
- The state project team will be focused on adopting Delaware business practices whenever possible in order to minimize required system changes
- The FCCMS system that will be implemented for the County Clerk of Courts is a COTS (Commercial off the Shelf) product named “AgileCourt”. This reduces project risk related to system development and ensures that the State will receive a proven solution with broad user base

Project Approach – What's Different?

Project Management

- Project Management/Oversight structure has changed
- Authority for managing the project has been removed from multiagency Executive Steering Committee and assigned solely to DSS
- Monthly meetings with Governor

Vendor Experience

- The Xerox and their contract partners have extensive experience in designing and implementing Child Support Enforcement Systems having successfully implemented systems in multiple states

Project Approach

Leveraging investment made in prior project

- HP hardware – Nearly \$7 million in hardware was acquired through the settlement
- Data Conversion – Prior work to document and prepare county and DSS data for conversion
- Interfaces – System designs for state agency interfaces are being used by Xerox

Project Timeline

Timeline:

- 4 Year Timeline
 - 3 years to design, develop and test
 - 1 year to implementation across the agency and 46 counties
- Implementation complete before October 1, 2019

Project Timeline

Why does it take so long to build and deploy these systems?

- Due to the scope and complexity of the system
- System is complex compared to other state systems in that:
 - System manages cases and individuals who are often
 - A custodial parent
 - A non-custodial parent
 - A child
 - A combination of any of the above over a period of time (for example, a child in a case later gets married/divorced and enters the system a second time as a custodial parent seeking child support). Cases may span more than a decade
- System manages complex financial transactions including wage withholdings, tax offsets and is tightly integrated with federal IRS code. Manages collection and distribution of hundreds of millions of dollars. Centralizes all collections and disbursements that are now occurring across all counties (SDU). All the complexities of a banking system
- System provides many of the features of a court system - includes scheduling, creation/management of court orders, docket management, etc.

Project Timeline

Metrics for a child support system:

- Lines of code – We estimate that the completed SC system will include between 900,000 and 1 million lines of code
- Interfaces – 128 interfaces with 90 partner agencies/organizations including 16 state agencies
- Cases Managed – Approx. 275,000 active cases and 100,000 cases closed within the last year
- Number of system requirements in contract – 5811 (Hundreds of other operational and technical requirements also are included in contract)

Based on work plans developed for TX, TN, NM, GA, MI, CA, MA, and NJ the number of hours to develop core child support functionality averages 600,000 hours.

Cost

Payments and Penalties:

- Payments to Xerox tied to State acceptance of contract deliverables
- Since payments tied to deliverables, contractor payments can shift from one FY to the next
- Penalty payments – 30% of federal draw for overall Child Support program
- Using HP settlement funds to pay penalties
- Funds set aside to pay for FCCMS contractual expenses

Cost

- Federal DHHS allows states to apply for certification when system is available statewide
- All opportunities to accelerate certification process will be explored
- Federal penalties are suspended upon State application for certification
- Ninety (90) percent of the penalty payment made for the federal fiscal year in which certification is requested will be refunded to the State when certification is achieved

Cost

Budget Request:

- Request for FY17 - \$7.2 million recurring
- Over a 4 year period beginning in FY18, the project will require substantial non-recurring funds

Current Status

Transitioning from initial planning phase of project to tasks that will drive design and development

➤ Planning – Schedule and management plans

- Project schedule and key project plans will be completed by end of February

➤ Requirements Management

- 5800 requirements loaded in management system; 809 requirements mapped to first system component; 79% met by DE system

➤ Interfaces

- Working with 16 state agencies on interfaces; MOUs and designs

➤ Conversion

- DSS central legacy system extracts and 44 of 46 county data extracts provided to Xerox
- Complete conversion of 1 county (Dorchester) underway

➤ Infrastructure

- System environment (development, conversion, test, training) established at state datacenter

➤ Design review/validation

- Xerox delivered 76 design documents for first system component; Under state review (60% complete)