

DSS

Serving Children and Families

KATHLEEN M. HAYES, PH.D.
STATE DIRECTOR

MARK SANFORD
GOVERNOR

August 31, 2009

Dear Members of the General Assembly:

Pursuant to the requirements of Proviso 26.23, the South Carolina Department of Social Services submits its status report on the Child Support Enforcement System.

The Department and its staff are appreciative of the continuing support provided by the General Assembly for this crucial project.

Should you have any questions, please contact William Bray, Director of Governmental Affairs at (803) 898-7225.

Sincerely,



Kathleen M. Hayes, Ph.D.
State Director

KMH:mbs

Enclosure

Department of Social Services
Response to Budget Proviso 26.23
August 31, 2009

Budget Proviso Language

26.23. *(DSS: Child Support Enforcement System) From the funds appropriated in Part IA, Section 26(F), the Department of Social Services shall prepare a detailed report on the status of the Child Support Enforcement System. The report shall include, but not be limited to, actions currently being undertaken to become compliant with federal government requirements; the cost required to meet minimum federal guidelines; total funds spent so far on the system; the amount of fines assessed by the federal government associated with non-compliance; how much has been spent to satisfy actions taken by the state judicial system; and how much has been spent related to actions taken by any other entity which may have altered the amount required for meeting minimum federal guidelines. The report shall be submitted to the General Assembly by August 31st of the current fiscal year.*

In response to Proviso 13.27 in the FY 2007-2008 Appropriations Act, the Department of Social Services provided a detailed timeline of the events leading to the contract between the state and Saber Software Corporation (now Electronic Data System, Inc. (EDS)) to develop, implement and maintain the federally mandated statewide Child Support Enforcement System (CSES) and the Family Court Case Management System (FCCMS). In response to Proviso 26.25 in the FY 2008-2009 Appropriations Act, the Department of Social Services updated the detailed timeline with the significant events that occurred since the submission of the response to Proviso 13.27. The following represents an update to the two previous submissions and is filed in response to Proviso 26.23 of the FY 2009-2010 Appropriations Act. The Department's previous reports are attached for reference purposes.

1. What actions are currently being undertaken to become compliant with federal government requirements?

The Department of Social Services entered into a contract with EDS on August 1, 2007 for the development of the statewide CSES and the FCCMS. Since August 1, 2007, EDS and the state team have been working diligently to meet the aggressive implementation schedule that EDS proposed. While much work was accomplished, EDS notified the CFS Project Executive Committee in July 2008 that it anticipated a schedule delay. Since that time, EDS and state project staffs worked together to identify the problems that caused the delay and engaged in an intense effort to establish a project schedule that 1) reflected the detailed set of activities to complete the development and statewide implementation in accordance with the contract and 2) applied available resources to those activities. This effort resulted in the establishment of September, 2011 as the completion date for the development and implementation of CSES and FCCMS. This schedule extension has been captured in a contract amendment in which EDS acknowledges its contractual obligation to meet the original schedule. This contract modification has been signed by both parties and has been approved by the federal Office of Child Support Enforcement.

The major milestones in the schedule are:

CFS Project as of August 31, 2009																																																																
2007					2008												2009												2010												2011																							
A	S	O	N	D	J	F	M	A	M	J	J	A	S	O	N	D	J	F	M	A	M	J	J	A	S	O	N	D	J	F	M	A	M	J	J	A	S	O	N	D	J	F	M	A	M	J	J	A	S	O	N													
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31	32	33	34	35	36	37	38	39	40	41	42	43	44	45	46	47	48	49	50	51	52													
Project Initiation					Requirements Validation & Verification												General Systems Design												Detailed Systems Design												Application Software Development								System Test								Acceptance Test				Pilot		Statewide Implementation	
																																													Model Office				Field Test		R1 R2 R3 R4 R5		60d wait											

Although the schedule modification is a major concern to the state, we are encouraged by the work being done to deliver a system that will meet all federal certification requirements and the business needs of the Child Support Enforcement program in South Carolina. Specific major accomplishments since September 2008 are outlined below.

Timeframe	Activities and Accomplishments
September 2008	<p>The State approved the Requirement Specification Documents for four CSES subcomponents, Case Initiation, Case Establishment, Financial Management and Locate.</p> <p>EDS and the State Project Team also completed on-site implementation visits to all 46 county Clerks of Court Offices, the central DSS Child Support Enforcement Office, and all five regional Child Support Enforcement Offices.</p> <p>The State and EDS also set up and tested the Data Conversion Environment and performed load testing on the batch environment.</p>
October 2008	<p>The State approved the Requirement Specification Documents for three more CSES subcomponents, Enforcement, Customer Services and Case Management, and for three FCCMS subcomponents, Case Initiation, Scheduling, and Searches.</p> <p>The State also approved the Data Conversion Generic Data Dictionaries for Legacy Systems (QS1 and ISD) for counties.</p> <p>EDS began initial work on test planning and testing the Training Website.</p>
November 2008	<p>The State approved the Requirement Specification Documents for four more CSES subcomponents, Reports, Forms, Interfaces, and System Administration, and two FCCMS subcomponents, Financials, and Documents and Exhibits.</p> <p>The State also developed the review and approval process for the upcoming General Systems Design documents.</p>
December 2008	<p>The State approved the final version of the Requirement Specification and Business Process Document for all subcomponents of CSES.</p>

<i>Timeframe</i>	<i>Activities and Accomplishments</i>
	<p>The State also approved five more Requirement Specification Documents for FCCMS subcomponents, Case Maintenance, Forms, Reports, Interfaces, and System Administration.</p> <p>The State also completed extensive upgrades to the CFS Project Management Plan</p>
January 2009	<p>The State approved the final version of the Requirement Specification and Business Process Document for all subcomponents of FCCMS.</p> <p>The effort to finalize the Requirement Specification Documents for CSES and FCCMS involved 65 Joint Application Design sessions over 38 weeks, involving 153 stakeholders from seventeen Clerks of Court offices, Court Administration and the Department's Child Support Enforcement office.</p> <p>EDS and the State also completed the process to review and approve the General System Design documents for CSES and FCCMS. With this process in place, the State began reviews of the General System Design documents for CSES and FCCMS.</p>
February 2009	<p>The State approved the CSES and FCCMS Data Conversion Plan.</p> <p>The State continued the reviews of the General Systems Design documents for CSES and FCCMS.</p> <p>The State began the meetings with EDS and our interface partner to complete the Interface Design Documents.</p>
March 2009	<p>The State continued the reviews of the General Systems Design documents for CSES and FCCMS.</p> <p>The State also continued to meet with EDS and our interface partner to complete the Interface Design Documents.</p> <p>The State also developed the review and approval process for the upcoming Detailed Systems Design documents.</p>
April 2009	<p>The State approved the CSES and FCCMS System Test Plan submitted by EDS, which defines the approach, processes, and tools that will be used to perform application software testing for CSES and FCCMS. In conjunction with the Test Plan development, EDS also delivered process documents for testing and Incident Management, an outline of the CSES and FCCMS Test Execution and Test Report, and updated the Software Development Plan and the EDS Quality Assurance Plan.</p> <p>The State also approved the General Systems Design Document for one FCCMS subcomponent, Case Initiation.</p> <p>The State also approved the Project Management Oversight Plan.</p> <p>The State obtained data extracts from all 46 of the Clerks of Court systems and from the Department's current Child Support system. The team completed a super data extract in April 2009. This validated that all 46 counties' data could be extracted. It also showed that ten to twelve counties could be extracted in a single day. It also proved that the extract tools and extract resources could handle data loads.</p>

<i>Timeframe</i>	<i>Activities and Accomplishments</i>
May 2009	<p>The State approved the General Systems Design Document for two CSES subcomponents, Case Initiation and Financial.</p> <p>The State also approved the Data Conversion County Data Dictionaries for Legacy Systems (QS1 and ISD) counties.</p> <p>The State also developed and approved the Project Resource Plan.</p> <p>The State approved the General Systems Design Document for two FCCMS subcomponents, Case Management and Searches.</p>
June 2009	<p>The State approved the CFS Project Master System Test Plan.</p> <p>The State also approved the Detail Systems Design Documents for one CSES subcomponent, Case Initiation, and one for FCCMS, Case Initiation.</p> <p>The State began working with the counties and the Department to determine the most economical and efficient hardware deployment strategies.</p> <p>The State and EDS data conversion teams published the results of the first complete statewide data extractions.</p>
July 2009	<p>The State approved the General Systems Design Document for one FCCMS subcomponent, Documents and Exhibits.</p> <p>As of July 2009, the project team had conducted 33 interface design sessions with over 30 agencies for 42 different interfaces involving 176 data exchanges, and have completed the Interface Design Documents associated for each of those interfaces.</p> <p>The State approved and published Oversight Procedures for Project Management, Training, and Software Development.</p>
August 2009	<p>Since the project development started, EDS has produced and the State approved 20 Contract Deliverables.</p> <p>The State has also approved the General Systems Design Document for one CSES subcomponent, Enforcement.</p> <p>EDS and the State have prepared, reviewed and approved General Systems Design documents for 2 of the 14 subsystems in the CSES and for 3 of the 12 subsystems for the FCCMS. The remaining General Systems Design documents for CSES and FCCMS are scheduled to be completed by the end of October 2009.</p> <p>EDS has prepared and the State has reviewed and approved Detailed Systems Design documents for 1 of the 14 subsystems in the CSES and for 1 of the 12 subsystems for the FCCMS. The remaining Detailed Systems Design documents for CSES are scheduled to be completed by the end of February 2010. The remaining Detailed Systems Design documents for FCCMS are scheduled to be completed by the end of March 2010.</p> <p>The project team has created and approved data dictionaries for 35 counties. The data dictionaries for the remaining 11 counties and for DSS have been created by EDS, but not yet approved by the State.</p> <p>EDS has designed the system architecture for CSES and FCCMS. The State project team is in the process of reviewing and approving</p>

Timeframe	Activities and Accomplishments
	<p>this architecture as part of the Detailed System Design documents.</p> <p>Based on the approved General Systems Design documents, EDS is developing the application code for CSES and FCCMS. EDS is also performing unit, integration and functional testing on the application code.</p> <p>State Child Support Enforcement and Family Court subject matter experts will be participating in functional testing in advance of their participation in the system testing phase, which will begin in January 2010, User Acceptance Testing phase will begin in November 2010.</p> <p>EDS has completed thirteen (13) scheduled system prototype sets for CSES and FCCMS out of the nineteen (19) system prototypes that are planned. These prototypes allow the users to review design elements such as presentation, screen navigation, and grouping of screens, and show the users significant portions of the planned business process functionality.</p>

2. What is the cost required to meet minimum federal guidelines?

Federal guidelines determine only whether the state produces a certifiable CSES, but do not include the individual state's business practices nor appropriate business model. The product of this contract will be designed to meet all state business requirements as well as requirements for certification.

Under the EDS contract, the cost required to develop and deploy CSES is \$122,041,598 (\$41,494,144 in state funds) and the cost required to develop and deploy FCCMS is \$14,795,502. These costs cover procurement, project management, oversight, system development, and system implementation costs, which include all hardware and software. These amounts reflect costs needed to support the 52-month project schedule proposed by EDS. The table listed below provides a breakdown of cost estimates.

Cost Category	SFY	Amount	Federal	State
CSES expenditures to date for current planning and procurement activities	2006-2007	\$6,866,335	\$4,531,781	\$2,334,554
CSES expenditures to date for current development activities*	2008-2009	\$22,351,545	\$14,752,020	\$7,599,525
CSES estimated future development and deployment cost**	2010-2012	\$92,823,720	\$58,562,935	\$34,260,785
Total CSES		\$122,041,600	\$77,846,736	\$44,194,864
FCCMS expenditures to date for current planning and procurement activities	2006-2007	\$576,015	\$0	\$576,015
FCCMS expenditures to date for current development activities*	2008-2009	\$3,063,660	\$0	\$3,063,660
FCCMS estimated future development and deployment cost**	2010-2012	\$11,155,827	\$0	\$11,155,827
Total FCCMS		\$14,795,502	\$0	\$14,795,502
Total for CSES and FCCMS		\$136,837,102	\$77,846,736	\$58,990,366
* Expenditures to date are estimated pending receipt of final SFY2009 GAFRS Report				
**Contractual payments to EDS for federal certification and the 15% contractual holdback are projected to occur in SFY2012.				

3. What are the total funds spent so far on the system?

The total funds spent so far on the South Carolina automated systems project for CSES and FCCMS shown in the table below includes the previous development effort with Unisys Corporation. As a result of a 2001 settlement to litigation with Unisys, Unisys paid the state \$17,633,961.

Cost Category	SFY	Amount	Federal	State
Expenditures for prior Unisys development effort	1992-1999	\$34,696,802	\$28,917,718	\$5,779,084
Expenditures for current planning and procurement activities	2000-2007	\$17,137,387	\$10,956,587	\$6,180,800
Expenditures for current development activities*	2008-2009	\$25,415,205	\$14,752,020	\$10,663,185
Total Expenditures through SFY2009		\$77,249,394	\$54,626,325	\$22,623,069

* Expenditures to date are estimated pending receipt of final SFY2009 GAFRS Report

4. What is the amount of fines assessed by the federal government associated with non-compliance?

For federal fiscal years 1998-2008, the amount of funding lost to penalties is \$72,364,317 which has been incurred as follows.

FFY 1998 - \$ 893,628	FFY 2003 - \$7,880,498	FFY 2008 - \$7,330,080
FFY 1999 - \$1,714,073	FFY 2004 - \$7,568,561	FFY 2009 - \$9,180,717
FFY 2000 - \$3,788,805	FFY 2005 - \$6,911,858	
FFY 2001 - \$5,317,626	FFY 2006 - \$6,859,309	
FFY 2002 - \$8,162,687	FFY 2007 - \$6,756,475	

These penalties are paid with 100% state dollars. Penalties will continue to be assessed until CSES is deployed and operational statewide.

5. How much has been spent to satisfy actions taken by the state judicial system?

The answer to this question remains the same as the 8/31/2008 response to Proviso 26.25.

6. How much has been spent related to actions taken by any other entity which may have altered the amount required for meeting minimum federal guidelines?

There are no costs beyond those listed in items 2 through 5.