



BOARD OF SUPERVISORS  
AGENDA LETTER

Clerk of the Board of Supervisors  
105 E. Anapamu Street, Suite 407  
Santa Barbara, CA 93101  
(805) 568-2240

Agenda Number:

Department Name: Child Support Services  
Department No.: 045  
For Agenda Of: 1/15/2008  
Placement: Administrative  
Estimated Tme:  
Continued Item: No  
If Yes, date from:  
Vote Required: Majority

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**TO:** Board of Supervisors

**FROM:** Department Carrie Topliffe, 805-568-2326  
Director(s)  
Contact Info: Shirley Moore, 805-568-2329

**SUBJECT: Foothill Grove Corporation Contract for Conversion and Systems Management**

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**County Counsel Concurrence**

As to form: Yes

**Auditor-Controller Concurrence**

As to form: Yes

**Other Concurrence:** Risk Management

As to form: Yes

**Recommended Actions:** That the Board of Supervisors approve and authorize the Chair to execute an agreement with Foothill Grove Corporation, a local vendor, to work on conversion and systems management of Child Support Services CASES system to new statewide California Child Support Automation System (CCSAS) Version 2 for the period of 1/22/2008 through 6/30/2008, in an amount not-to-exceed \$60,000.

**Summary Text:**

Child Support Services converted to a new statewide system known as the California Child Support Automation System (CCSAS) Version 2 in November 2007. The conversion is a requirement of the State and counties are on a phased conversion schedule, with the remaining counties slated to convert in October 2008. Due to the highly complex technical aspects of our systems, it is recommended that we enter into agreement with Foothill Grove Corporation, a local vendor, to provide report generation, website maintenance, process improvement support and local support for the State Systems. Philip Kryder is the President of Foothill Grove Corporation, and has been working with the Department as a contractor on payroll during several major systems conversions over the past 2-1/2 years, and has extensive technical knowledge of the Department's systems, and how the Department's local systems interface with other county and statewide systems.

**Background:**

In June 2005 an Agreement for Professional Services for Philip Kryder was issued to manage the local technical aspects of the conversion to the State Disbursement Unit and Cal-WIN systems interfaces for Child Support Services. Both of these projects required significant technical expertise, including a needs analysis to prepare for conversion, determining how the conversion would impact the County's service delivery, developing strategies and automated tools to ensure a smooth transition and implementing post-transition activities to ensure integrity of data conversion. Both of these conversions were successfully completed in 2006. The Department underwent a major conversion to a single, statewide system in November 2007 (CCSAS Version 2). All counties will be converting to this new system over the next year. This conversion will require the same type of analysis as the previous conversions in 2005 and 2006.

These systems are critical to Child Support Services maintaining high Federal, State, and County performance measure ratings. There will be significant interface coordination efforts required between the State Department of Child Support Services and state and local agencies, including Probation and Social Services. During this current fiscal year, these interfaces resulted in approximately \$650,000 being transferred to these county departments. There are over 18,000 open cases in the system, processing over \$27,000,000 in child support payments. It is imperative that the system, and all system interfaces, operate efficiently during the post-conversion phase, and are managed appropriately. Additionally, the ability to extract data to manage employee caseload statistics and generate reports to display certain types of critical activities is not yet available in the new system, and the need exists for this capability at the local level. Foothill Grove will be able to provide this data by working with the State, and developing macros to run reports. Due to the technical expertise required of this very complex system, it is recommended that this Board contract be approved, as this level of systems analysis is not available within the department.

**Performance Measure:**

This system is used for virtually all child support functions. Key performance measures are collections and disbursement of child support payments, establishment of court orders, and paternity establishment.

**Fiscal and Facilities Impacts:**

Budgeted: Yes

**Fiscal Analysis:**

<u>Current FY Cost:</u>	<u>Annualized On-going Cost:</u>	<u>Total One-Time Project Cost</u>
\$ 60,000.00		\$ 60,000.00
	\$ -	

Narrative: This Board contract is budgeted in the Department's FY07-08 budget, and is an approved line item in the Electronic Data Processing Budget submitted to the State. Funding is 66% Federal; 34% State. There is no general fund impact.

**Staffing Impacts:**

**Legal Positions:**

0

**FTEs:**

0

**Special Instructions:**

After execution by the Chair, please return one (1) copy of signed agreement for the Contractor, the Department copies of the contract, and one (1) copy of the minute order, attention: Shirley Moore.

**Attachments:**

Contract for Foothill Grove Corporation.

**Authored by:**

Shirley Moore, Business Manager