

- Using an individual “walk-through” process on report development with county and Bureau staff and the system vendor before programming changes to reports or creating new ones. The availability and design of reports is a part of the “walk-through” process.
- Developing and distributing a statewide Reports Manual which provides instructions on the available on-line reports.
- Adding 12 additional reports requested by county staff as production reports and making 29 additional ad hoc reports available upon request.
- Requiring that new software development consider the impact on existing reports or the need for new reports. For example, implementation of each requirement in the Personal Responsibility and Work Opportunity Reconciliation Act (PRWORA) will include development of state and county management reports. Proposed new reports must be reviewed for county reporting needs by the Reports Workgroup.

Currently, the Bureau continues to develop and modify management reports on collections, costs, and other performance indicators that will provide accurate and timely information:

- The new Distribution Comparison Summary Report will provide historic collections data dating back to the statewide conversion to KIDS.
- A workgroup is developing a comprehensive Obligations vs. Payments report to capture the rate of payment of monthly child support.
- The Reports Workgroup has recommended 25 modifications to current reports and specified three new reports. They have also asked for a break out of detail by county on the two required Federal Reports: Child Support Enforcement Annual Data Report (OCSE 157) and the Child Support Enforcement Program Quarterly Report of Collections (OCSE 34). These recommendations have been submitted to the Child Support Customer Area (CSCA) group for prioritization and are on the County “A” list for system improvements.
- The Bureau continues to validate existing reports.

Long-range planning for the Bureau’s reports management is a high priority. Bureau and county staff are developing improved report format standardization and a process ensuring Reports Workgroup approval of all new reports. The Bureau is placing heavy emphasis on developing management reports for PRWORA, centralized receipt and disbursement (CR&D), federal performance standards, self assessment, and the Department of Workforce Development critical indicators (the latter three areas are described later in this report).

To assure sufficient attention to reports, the Bureau is:

- Increasing its focus on the improvement of accuracy and timeliness of reports in its strategic plan.
  - Planning for a data warehouse similar to the one being developed in the Client Assistance for Reemployment and Economic Support (CARES) system.
  - Exploring ways to quickly and economically obtain data which is missing from existing reports, either from the contractor or state staff.
  - Establishing standard report formats through the Reports Workgroup.
- Adding a one-day training module on report usage for county staff.

## Reports for Improved Program Oversight and Performance

The Department is currently developing a plan for assessing system and program effectiveness which will coordinate three different initiatives. While each initiative focuses on the performance and effectiveness of the child support program, the capability of obtaining those measures will depend upon the effectiveness of the KIDS system. The three initiatives are:

Critical indicators: The Department has an internal process for reviewing the success of its programs by establishing and tracking critical indicators. The Bureau has developed a set of child support program critical indicators which will permit us to track program performance.

Self Assessment Plan: The Personal Responsibility and Work Opportunity Reconciliation Act of 1996 requires each state to develop a self assessment plan. As with the new federal audit process and performance standards, the self-assessment plan emphasizes performance-based assessments rather than process-based assessments. The state self-assessment plan must consider: 1) Case Closures, 2) Establishment of Paternity and Support Orders, 3) Expedited Processes, 4) Enforcement of Orders, 5) Disbursement of Collections, 6) Medical Support Enforcement, 7) Review and Adjustment, and 8) Interstate Services.

Performance Standards: A new federal formula for distribution of incentive funds will be phased in over a three year period beginning in 2000. The formula will be based upon how well the state has performed in six different outcome measures: 1) Paternity Establishment Percentage, 2) Percentage of IV-D Cases with Support Orders, 3) Collection Rate for Current Support, 4) Percent of Cases Paying Towards Arrears, 5) Cost Effectiveness Ratio, and 6) Medical Support.

These broad based activities and planning efforts reaffirm the Department's determination to provide timely, accurate, and customer focused reports for the child support program.

Table A

Key KIDS Management Reports

Report Name	General Description	How The Report is Used
Number of Cases by Status & Type	Shows number of IV-D and non IV-D cases for each county and by worker in each functional status.	BCS= State, CSA= County CS Agencies, COC=County Receipt & Disbursement Functions To quantify county caseloads and case types (BCS, CSA, COC)
Monthly Distribution Comparison Summary	Summarizes, by county and statewide, IV-D and non-IV-D collection comparison information	To compare the success of counties and the state as a whole in the distribution of CS payments over time. To analyze current support, arrears, and interest collections. (CSA, BCS)
Establish Support Timeline	Shows cases in process of support order establishment	To monitor cases which exceed the Federal guidelines of 90 days for establishment of support (CSA, BCS)
Paternity Aging Timeline	Shows cases in process of paternity establishment	To monitor cases which exceed the Federal guidelines of 90 days for establishment of paternity (CSA, BCS)
Locate Aging Report	Shows cases in Locate status and length of time in Locate status	To monitor the number of cases where Locate services are needed (CSA, BCS)
Review & Adjust Timeline	Shows cases in Review status and length of time in Review Status	To monitor the cases in Review status which exceed the Federal guidelines of 180 days (CSA, BCS)
Worker Activity Report	Summarizes daily worker activity	For counties to manage local offices (CSA)
Referrals Greater Than 15 Days	Shows cases which have not been opened in 15 days since referral from CARES	To monitor the timeliness of CSA action on IV-A cases referred by CARES to KIDS (CSA, BCS)
County Interstate Caseload	Shows all Interstate cases by county	To monitor the number of Interstate cases (CSA, BCS)
Emancipation Report	Shows all children who will turn 18 in the next 3 months.	To anticipate the closing of cases (CSA, BCS)
No Payment	Shows cases with arrears but no payment in last 12 months.	To monitor cases with non compliance on payments (CSA, BCS)
Arrears/No Periodic Payment	Shows cases with no periodic payments on arrears	To alert CSA workers of cases where a support order has not been established for periodic payments on arrears (CSA, BCS)
Foster Care	Shows cases with substitute care debt type	To monitor cases with Foster/Substitute Care and seek support from both parents (CSA, BCS)
Total Arrears by County	BCS Baseline Report shows total child support in arrears by county	To inform BCS of total \$ amount of arrears owed (CSA, BCS)
Report of Cases Opened/Closed	Monthly report shows numbers of cases opened/closed by case type	To quantify case openings/closings and analyze changes in caseloads (CSA, BCS)

Table B

## Key KIDS Fiscal Reports

Report Name	General Description	How The Report is Used
Suspense Report	Summarizes transactions that have not moved automatically through the fiscal processing system and disbursed to a payee.	1) To reconcile receipts to disbursements and 2) to quantify the number and amounts of CS payments delayed in the system. (CSA, BCS)
Daily Receipts Register	Shows daily deposits, payer, source amount	To monitor receipts (COC)
Daily Disbursement Register	Shows checks written, NCP, CP, worker, event, amount	To monitor disbursements (COC)
Daily Reconciliation Report	Shows payments received and disbursements made	To reconcile bank accounts (COC)
Adjustment Report	Shows manual adjustments to system	To monitor deviations from standard processes (CSA, BCS)
Daily Distribution Report	Shows payer, case number, payee at distribution stage of process	To monitor daily case fiscal transactions (CSA, COC)
Monthly Disbursement Report	Shows checks written, NCP, CP, worker, event, amount	To monitor monthly disbursements (CSA, BCS)
Void, Cancel, Stop Payment Report	Shows checks that are exceptions to the usual process	To monitor exceptions (CSA, BCS)
County R&D Fees Payable	Shows all R&D obligations	To monitor the amounts of debts payable to the county for receipt and disbursement (COC)

Table C

Proposed KIDS Management Reports

Report Name	General Description	How The Report Will be Used
Obligation vs. Collection Report	Shows total obligations, total collections, and arrears by case type	To provide analysis of obligations and collections. (COC, CSA, BCS)
Full vs. Partial Payments	Shows % of obligations with full, partial, or no payments	To provide analysis of obligations and collections (CSA, BCS)
Worker Notes Report	Shows all worker notes for a particular case on demand.	To quickly run a case history for a third party. (CSA)
Participant Report	Shows all monies received/paid by a participant in stated period of time	To quickly calculate monies received/paid for enforcement purposes (CSA, COC)
Notice of Paid subaccounts	Shows account balances which have reached 0 so that payment instructions can be modified.	To prevent money paid in for subaccounts mistakenly diverted to current support (COC)
Tax Intercept Cancellations	Shows cases by county which have had tax intercept canceled	To assist state BCS staff manage the Tax Intercept program (BCS)
Modified Suspend Report for Centralized Receipt and Disbursement	Shows amounts in suspense, divided by county and vendor responsibility.	To monitor numbers and amounts of transactions not going through automated process. (BCS, CSA, COC)
Medical Support Liability Report	Shows cases without medical support included in order	To monitor numbers of cases without medical support included in order (CSA, BCS)
Amounts of Pass-Through Child Support	Shows variance in payments to control group and experimental groups	To monitor effects of child support waiver (BCS)
Consider Closing Case Report,	Shows cases that could be closed	To monitor numbers of cases which can potentially be closed (CSA, BCS)
Cases in Pending Closed >60 days Report	Shows cases that could be closed	To monitor numbers of cases which can potentially be closed (CSA, BCS)

## STATUS OF THE CENTRALIZED RECEIPT AND DISBURSEMENT PROJECT

The Personal Responsibility and Work Opportunity Reconciliation Act (PRWORA) initiative relating to the Department of Workforce Development's Centralized Receipt and Disbursement Project (CR&D) requires each state to operate a state disbursement unit for the processing of child support collections.

The Department has identified a project manager who reports directly to the Secretary's Office for this effort. A cross-divisional team was appointed to draft a request for proposals (RFP) to obtain the services of a contractor to manage Wisconsin's centralized receipt and disbursement unit. That team has completed its work and the RFP was sent to prospective vendors on January 20, 1998. Vendors bids were received on March 18th. Evaluations of the bids began March 20th and will be completed in early May.

The RFP specifies that the contractor will begin work in Wisconsin on July 1, 1998, assuming receipting and disbursing responsibilities beginning January 1, 1999. The six-month period between July 1, 1998 and December 31, 1998 will focus on four primary tasks: 1) outreach to the various groups impacted by CR&D, such as employers, payees, payers, county agencies and county banks; 2) planning for changes to KIDS to support CR&D; 3) a three-month pilot of the vendor's system and its interface with KIDS; and 4) staffing-up for a January 1st implementation date.

A second component of the CR&D effort is the transition of child support-related financial tasks from Clerks of Court Offices to Child Support Agencies in every county. That transition must be completed by October 1, 1999. There are currently 10 counties in which the Child Support Agency has already assumed responsibility for all financial tasks relating to child support. In 1998, an additional 8 counties will make that transition. DWD will assist Child Support Agencies by providing them with additional computer hardware, providing training during the month prior to assuming their new responsibilities, on-site support during the first month after they make their transition and consultation on transition-related issues.

In 1999, the 54 remaining counties will have to move child support financial responsibilities from the Clerk of Court's Office to the Child Support Agency. Staff assigned to the CR&D Project are engaged in implementation planning with those counties. On March 18, 1998, an CR&D Information Technology Conference was held in Wisconsin Rapids to provide information to counties regarding CR&D hardware configuration options, including the option of incorporating CR&D hardware into county local area networks (LANs).

A final, and very significant, responsibility of the CR&D Project team is to plan for the transition of receipt and disbursement tasks from the counties to the CR&D contractor. The Project team has developed a draft implementation plan which will be reviewed by a CR&D advisory group in early April. The final plan will be announced by May 1998 to give county agencies ample time to incorporate any necessary changes to their budgets.

Tommy G. Thompson  
Governor

Linda Stewart  
Secretary



State of Wisconsin

Department of Workforce Development

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May 13, 1998

The Honorable Timothy Weeden  
Co-Chair, Joint Committee on Finance  
Room LL1, 119 Martin Luther King Jr. Blvd.  
Madison, Wisconsin 53707

The Honorable John Gard  
Co-Chair, Joint Committee on Finance  
315 North, State Capitol  
Madison, Wisconsin 53702

Dear Senator Weeden and Representative Gard:

Pursuant to the Joint Committee on Finance motion of December 18, 1997, relating to the Department of Workforce Development, I am pleased to provide you and members of the Joint Committee on Finance with copies of the reports that the Department is submitting to the Joint Committee on Audit as a follow up to the KIDS Information Data System Audit.

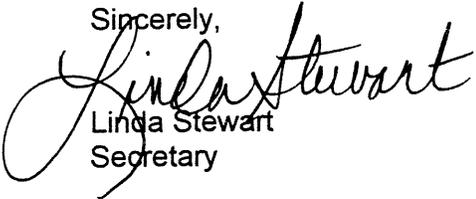
These reports are required to be submitted to both committees on May 15, 1998 and address the following subjects:

1. Progress made toward addressing the system's processing efficiency;
2. progress made toward modifying KIDS in order to meet current state and federal requirements;
3. any unexpected problems encountered in modifying the system, steps taken to address those problems, and the associated costs; and
4. plans for implementing centralized receipt and disbursement of child support payments.

The attached packet also contains the final report on the County Priority Requests for KIDS Enhancements, a report on KIDS System Testing and Training, and a report on the Department's plans for changing KIDS staffing levels. These additional reports were requested by the Joint Committee on Audit after the December, 1998 Joint Committee on Finance meeting, and are included for your information.

If you have any questions about these reports, please do not hesitate to contact me or my staff.

Sincerely,

  
Linda Stewart  
Secretary



Tommy G. Thompson  
Governor

Linda Stewart  
Secretary



State of Wisconsin

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May 13, 1998

The Honorable Mary Lazich  
Co-Chair, Joint Committee on Audit  
Room 301, 119 Martin Luther King Jr. Blvd.  
Madison, Wisconsin 53707

The Honorable Carol Kelso  
Co-Chair, Joint Committee on Audit  
8 West, State Capitol  
Madison, Wisconsin 53702

Dear Senator Lazich and Representative Kelso:

I am pleased to submit to the Joint committee on Audit the second group of reports requested as follow up to the KIDS Information Data System Audit. Attached to this letter are the following reports:

- 1. System Processing Efficiency Report** - This report outlines the steps that have been taken during the past year in conjunction with the Department of Administration and IBM Global Services to improve the operating efficiency of KIDS so that system availability is increased and costs are decreased.
- 2. Changing the Level of Department of Workforce Development Participation in KIDS** - This report discusses the plan that the Department has developed to work toward the goal of assuming the lead role with state staff in KIDS system development, database administration and production control. Although the Department addresses the issue of timetables for several components of the assumption of full KIDS responsibility, the report also proposes addressing the issue more thoroughly in a September report to the Committee and in the 1999-2001 biennial budget.
- 3. KIDS Testing and Training** - This report outlines the approach that the Department has taken to identify all testing, piloting and training needs for implementation of PRWORA and other system changes. Piloting and testing activities are also discussed in the reports on Unemployment Intercept, New Hire and Central Receipt and Disbursement.
- 4. The Status of System Certification Requirements and Unemployment Intercept and New Hire Implementation** - This report provides an update on the progress the Department has made toward meeting the remaining certification requirements and toward the implementation of the Unemployment Intercept and New Hire.
- 5. Final County Priority Requests for KIDS Enhancements** - This report and attached table provide the final estimated cost and completion dates for the items on the County A List of system changes. A partial version of this table was submitted to the Joint Committee on Audit



on March 31, 1998. The Department was given permission at that time to submit the complete table with the May 15 group of reports. In a recent consultation with the Legislative Audit Bureau, it was agreed that this report would provide the same information as the June 1998 quarterly report requested by the Committee. Therefore, the first quarterly report on the progress the Department has made addressing KIDS system problems will be submitted to the Joint Committee on Audit in September 1998 instead of June.

**6. Status of Centralized Receipt and Disbursement (CR&D)** - This report updates the central receipt and disbursement status report submitted to the Joint Committee on Audit on March 31. Lockheed Martin IMS has been chosen by the Department as the CR&D vendor and we expect to enter into a three year contract with Lockheed on June 1. The vendor contract will become effective effect July 1, 1998 and the Department is on schedule to begin CR&D vendor operations on January 4, 1999. In addition, a detailed CR&D implementation plan was sent to all county child support agencies and clerks of court on May 1. A copy of that plan is attached to the CR&D status report.

Taken together, these reports show the tremendous investment of staff and resources that the Department has dedicated to addressing all of the KIDS issues discussed in the audit. A close review of the system change materials included with the reports shows that it will be at least three years before all currently scheduled county enhancements and state and federal requirements can be completed. As a Department, we are strongly committed to make every effort to meet this challenge despite the fact that even with additional funds, the capacity to make changes in KIDS is limited by the interrelated nature of the system functions and the difficulty on the part of both the state and the vendor to hire and retain competent staff.

In the area of non-technical staffing, however, I am pleased to report that the vacant Bureau of Child Support Director position, along with two additional vacant bureau positions have been filled, and a recruitment is currently being conducted for the Deputy Bureau Director position. The new BCS Director is Sue Pfeiffer formerly the Child Support Enforcement Director for Fond du Lac County. In addition, the Department is recruiting for additional staff to assist in PRWORA implementation activities.

Finally, the Joint Committee on Audit requested that the Department address the issue of improving coordination between policy analysts and system staff. In an attempt to ensure that system development work proceeds as smoothly as possible, several steps have been taken to strengthen the coordination between Bureau of Child Support (BCS) policy analysts and system staff. Those steps include:

1. Requiring every system change request to be documented in writing by a policy or program analyst. This documentation details the system function that needs to be changed or defines a new system function and the rationale for that function. A service request "builds the bridge" to the systems analyst.
2. Assigning a BCS expert to each system change request. This individual serves as the primary contact and resource person for the systems analyst assigned to design the system change that is being requested.

3. Forming state/county work groups whenever a large system change is requested. Work groups define the business requirements for the change. BCS ensures that a policy or program analyst and a systems analyst are both assigned to a new work group.

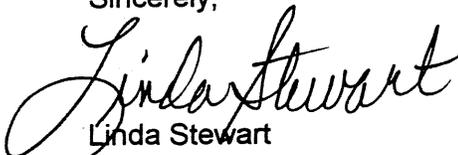
4. Requiring design walk-throughs which include county representation for every system change. This process allows both the policy analyst and the system analyst assigned who work on the change the opportunity to present the change to a large audience of system users to ensure that the design is functional and satisfactory.

Although only recently implemented, these changes have already been instrumental in tightening up management oversight and removing the potential for system problems occurring during programming or testing.

In closing, I want to assure you that our collaborative and cooperative relationship with county child support officials continues to enable us to move forward with confidence and effectiveness. In addition, I hope that all of the information that the Department has supplied to the Committee since January meets your needs. Through the quarterly reports, I will continue to provide you with updates as the need arises on any of the issues that have been addressed as a result of the KIDS audit.

Again, I appreciate the time and effort that the Joint Committee on Audit and the Legislative Audit Bureau have taken to assist the Department in managing the continued development and enhancement of KIDS. I look forward to maintaining our positive and productive relationship.

Sincerely,



Linda Stewart  
Secretary

cc. Members of the Joint Committee on Audit  
Members of the Joint Committee on Finance  
Elaine Richmond, President, Wisconsin Child Support Enforcement Association  
Gail Gentz, Acting President, Wisconsin Clerks of Circuit Court Association

# **Department of Workforce Development Reports to Joint Committee on Audit**

**May 15, 1998**

1. System Processing Efficiency
2. Changing the Level of Department of Workforce Development Participation in KIDS
3. KIDS System Testing and Training
4. Status of System Certification Requirements and New Hire and the Unemployment Intercept
5. Final County Priority Requests for KIDS Enhancements
6. Status of the Centralized Receipt and Disbursement Project

## SYSTEM PROCESSING EFFICIENCY

One of the requirements of the Legislative Audit Bureau's (LAB) audit of the KIDS system was that DWD "work with the vendor and Department of Administration Information Technology Services staff to improve the use of available new technology, and conduct a review of KIDS computer programming, so that changes can be made to improve the processing efficiency of the system." Work to accomplish this goal has been ongoing since March, 1997, with an overall goal to provide improvements to KIDS which would affect both availability and cost. During this time, teams of professionals from the Department of Workforce Development, Bureau of Information Technology Services, (DWD/BITS), the Department of Administration's Division of Information Technology Services (InfoTech), and IBM Global Services (IBM) have worked together with state and county staff guidance on priorities to affect changes within the system.

When considering changes to make in the system, there are three major areas to contemplate. One is availability, which is the time during the day when the system is available to the user. The second is response time, which is the time from when a user strikes a key to the system visibly acting upon that keystroke. The third area is cost, or the amount of money which the Bureau of Child Support (BCS) must pay to InfoTech to provide the system to the user community.

These three areas are often interrelated, but the relationship may be an inverse one. For instance, increasing availability might also increase cost, or vice versa. Due to this relationship, all changes which are proposed must be judiciously reviewed and weighed as to their near and long-term benefits. Any modifications must maintain the primary goal of providing the best system to the user.

### Availability

To improve availability, it is necessary to lessen the amount of time when the KIDS system is unavailable to its primary users. Availability is affected during nightly batch jobs which are run throughout the work week, and end-of-month processing. The nightly processing load varies by the number of jobs scheduled to run during the evening, along with the amount of data which the system must process that night. There are two ways to directly modify this area. One is to speed up the processing efficiency of the jobs which run, and the other is to change which jobs must be run at that time.

Roughly the same logic holds true for improving the end-of-month processing. Again, either jobs must run faster or not be run at that time. Thus the solution is half technical, and half procedural. Currently, technical staff are focusing on two primary areas:

1. Providing a query-only region for county users when end-of-month processing occurs in order to allow users to view the latest data while the system itself is off-line, and
2. Concurrently reviewing the batch jobs which run at that time to see if any efficiencies can be introduced to lessen their process time.

Related to this is the exploration of options for modifying the KIDS system to change when certain jobs run so that major jobs do not run during the same time period as those of other major

system users. This is a more complex system change and must be prioritized along with all the other modifications requested for the system by the counties.

### Response Time

Response time is an issue which must be reviewed on a screen-by-screen and case-by-case basis. Often this area is affected by either the amount of data which must be accessed within the system prior to a response being issued to the user, or the efficiency of the code written to design that access; poorly designed code will take too much processing time to provide the response. Two methods are being used to deal with this issue. First, archiving and purging data within the system will ensure that data in the system is reviewed. Decisions are made to either leave it in place, archive it to another storage area, or remove it altogether. The second effort is to review and evaluate key codes to determine if inefficiencies exist that increase system response time and can be directly traced to CPU time. Work in this area is described below under the discussion of system costs.

Since purging is a final solution, these efforts must be undertaken with special care and attention to both legal and user requirements. At this time a purging and archiving workgroup is reviewing all documents on the system to see which ones might be placed in secondary storage or removed altogether. The recommendations of this workgroup should be ready for review by summer 1998. The technical requirements are now in place to move financial data which has been reviewed to a secondary storage area, and this work is scheduled for May 1998. It is important to note that archiving financial data will change the time required for batch processing of some jobs and it is expected that a one to two hour savings in batch time will result. It is impossible at this time to predict the changes this may have on any on-line user related activities.

### Costs

System costs depend on the CPU usage, which is processor time on the state's mainframe computer system. In order to lessen costs, CPU time used must decrease, and/or the time CPU usage occurs must be modified. This can be accomplished by writing more efficient code, running less data through the system, or changing the times when programs are run from a more expensive daytime period to a less expensive evening or weekend period. To address the above options, all system code is being reviewed for possible modifications, and, as addressed under prior options, the possibilities of removing data from the system and altering computer job run times is being reviewed.

To facilitate discussion and provide a goal for all improvements to the system, the KIDS development team of DWD/BITS and IBM prepared a document published in February, 1998, titled "KIDS Performance and Availability Assessment Report." This report contains the following goals:

- a. reducing KIDS operational costs by 30% or \$275,000 monthly from its current level;
- b. reducing KIDS development and testing costs by 30% or \$3,000,000 annually; and
- c. reducing KIDS scheduled non-availability duration over the next year and a half by 75-90%.  
Current objectives for item "c" are to reduce outage duration by 25% by June 1998, 50% by December 1998, and the final goal of 75-90% by December 1999.

Contained within the report is a prioritized list of those areas which would be addressed to meet those goals.

As it has been noted, the work to meet these goals has been ongoing and was started prior to preparation of this report. The work of the combined BITS, IBM and InfoTech teams has already made significant progress towards system cost containment. Since this effort was begun last summer, there have been a number of modifications to the system or tools utilized with the system to provide greater efficiencies.

Beginning in fall 1997, new utilities were added at InfoTech to assist in the movement of data within the system. These utilities were implemented and over time have contributed to a savings of over \$100,000 per month resulting from savings in CPU seconds. The use of these utilities was expanded in December 1997, which created an additional savings of \$6,200 per month. Each of these modifications has also affected KIDS users in that the time period required for the nightly and end-of-month batch runs has been reduced. To reduce response time, a review indicated that one particular job required an unusually long time due to a large aggregation of data that required review before the system responded to the user. This job was modified in January 1998 and has resulted in a response to the user in 1/6 of the previous time required and has led to a decrease in mainframe costs approaching \$100,000 per month. With just this modification, a systems savings of over \$2,000,000 per year is expected in KIDS mainframe costs.

Recently, changes were also made in the required end-of-month jobs which have resulted in increased availability to the counties. Prior to these changes, the system was unavailable the second Saturday of each month to allow for the second phase of month-end processing. This downtime is no longer required because of alterations and efficiencies introduced into other programs. These changes have resulted in approximately 120 hours of additional system availability to the counties each year.

Also, a limited query-only region (with a limited number of county users able to access KIDS data) has been implemented with the assistance of the Department of Administration to allow counties to provide some customer service during end-of-month outages. This capacity will be improved over the coming months to provide the ability to handle more county users and increase the speed of response. This will give counties more access to the system until efficiencies can be introduced to sufficiently reduce end-of-month downtime.

In reviewing the goals which the KIDS development team of both state and IBM staff have set for themselves to improve the system, it is important to note that all goals and objectives are currently being met or exceeded. While implementing these changes may cost the state some near-term increases in mainframe costs due to testing and other requirements, the Department believes that this is a small price to pay for additional services and capabilities to the customers of the system.

## CHANGING THE LEVEL OF DEPARTMENT OF WORKFORCE DEVELOPMENT PARTICIPATION IN KIDS

The Legislative Audit Bureau's (LAB) audit of KIDS recommended that the Department of Workforce Development "establish a deadline by which staff will assume complete responsibility for the maintenance of KIDS." The level of staff required to completely assume the role played by IBM Global Services (IBM) is not currently available within the Department of Workforce Development's (DWD) Bureau of Information Technology Services (BITS). However, a plan has been developed to work toward the goal of the state assuming a leadership role over system development, rather than having this capability only within IBM, as it is now. To do this it has been necessary to review the areas of system development, database administration, and production support.

Plans are now in place to work towards a state leadership role in all three of these areas. While the current plans outline the process for assuming responsibility for KIDS, they do not fully address the ability of the Department to reach this goal within its current position and expenditure authority, or within the current staffing restraints in the technology field, including the ability of the Department to retain qualified staff. This issue is discussed more fully in the section on system development and maintenance.

To meet the goal of attaining control of database administration, the state has integrated one full-time and one part-time database administrator into the IBM team. These individuals participate in all activities associated with the database for the KIDS system, and are currently responsible for major activities within the system. In addition, when an IBM contractor recently indicated that he would be leaving the company, his duties were assumed by a state database administrator, further integrating the state's ability to control activities within the system. The state database administrator will completely assume one-third of all database administration duties by June 1998. At this time, the Department is reassessing the needs of the system and anticipates that no more than 2.0 additional FTE will be required to assume full responsibility for all database administration. This resource need will be addressed in the 1999-2001 biennial budget so that the Department can meet the goal for database administration proposed by Secretary Stewart to the Joint Committee on Audit in January 1998.

Production control, which is the scheduling, monitoring, and possible repair of the system jobs which run both nightly and at end-of-month, is a key element of controlling the system. The DWD/BITS staff have created a plan which will allow moving control of these functions from the contractor to state personnel over the next four to five months. This plan, which breaks the activities into manageable parts, is currently implemented with state staff doing all nightly job monitoring. The follow-up phases will include enabling state staff to determine when jobs should be run for the system, as well as being able to determine what actions to take should jobs fail during their processing time. Production control will be fully integrated into DWD/BITS by December 1998.

In regard to system development, this work consists of both maintenance of current system software and the development of new or modification of existing software due to new requirements. Due to the large number of county, state, and federal changes to the system and the large number of programmers required to meet this challenge, it is impossible to remove the contractor from this effort in the near term. Instead, the IBM team structure has been modified to identify four separate development teams, each with responsibilities over a particular functional area of the system. The four separate development areas are case management, financial, interface and technical.

To facilitate the transfer of control to the state, a state system analyst has been assigned to three of the four development area teams and a fourth analyst will be assigned when recruitment is completed. These senior DWD analysts are responsible for the overall knowledge of each of these key areas and will be responsible for learning the system at the same level as the contractor. When that goal has been met, the contractor analyst will no longer be necessary and the state can theoretically assume overall responsibility for that functional area.

Each functional team area also has programming staff. State programmers have been placed within these teams to work side by side with the contractor to gain experience modifying the code. Under this plan, as the system reaches the desired level of stability, the contractor can be removed from the system. The total number IBM staff assigned to these four teams is 20 FTE. The Department has a total state staff of 10 FTE including the senior analysts and 6 additional FTE programmers assigned to the teams. In total, the four teams have 30 staff. In order to reach the current four team staffing level, the Department would need 20 additional FTEs. In summary, if the Department were to fully staff all the teams and the necessary management, support and technical positions maintained by IBM, 30 additional positions would be required. If the Department did reach that level of staffing and future large changes were required, contractor programmers could be brought in to assist with the system changes with state staff taking the lead. Contractor staff could then leave once the system was modified.

As previously stated, because of the extremely high level of production required during the next three years to meet all county, state and federally required changes, the state will need to utilize all available trained Department and IBM programming staff. In addition, because of the excessively high demand for trained technicians and the inability of the state to offer competitive salaries to highly trained programmers and analysts it will be extremely difficult over the next several biennia for the Department to recruit, hire, train and retain the necessary personnel to enable the Department to assume full responsibility for KIDS. The need for the Department to ensure that all its systems are Year 2000 compliant will be a factor as well.

Although the Department is committed to reaching the goal of assuming full KIDS responsibility, it is unable to set a specific date at this point when that goal can be achieved. Instead, the Department would like to review this issue more thoroughly, taking into account the potential KIDS workload over the next four years, possible staffing models, market availability of qualified personnel, and the hiring and retention problems inherent in the state salary structure. The Department proposes to submit a report to the Joint Committee on Audit in September 1998 which will include realistic recommendations and a timetable for reaching the desired goal of

completing the transition of system development to the Department. The timing of this report will allow the Department to begin to address this long term goal in the 1999-2001 biennial budget and continue working toward it in the 2001-2003 biennium.

## **KIDS SYSTEM TESTING AND TRAINING**

The Legislative Audit Bureau report on the KIDS system highlighted the need for the Department of Workforce Development (DWD) to more carefully plan and implement testing and training of changes to KIDS. In addition, the subsequent January 23, 1998, letter from the Joint Committee on Audit requested that the Department report on "the extent to which it has or plans to provide training to county staff as well as information about the extent to which any changes have or will be piloted." Specific phase-in activities for New Hire and Income Withholding changes, and piloting for Central Receipt and Disbursement (CR&D) are discussed in separate reports dealing with those topics.

Each requested system change included on the Child Support Customer Area (CSCA) Master List of system changes has been analyzed to determine the level of system testing and training required to implement the change. These changes include all PRWORA changes as well as other state requirements and county requests. There are four designated levels testing and training and their use depends upon the complexity of the system modification. Testing and training determinations are made at the time the system change request is reviewed by county and state members of the CSCA. All testing and training designations are tracked on the master list.

A minimum level of training is used for small system changes which are tested by the Bureau of Child Support's (BCS) User Acceptance Test Team. A description of the change is then provided to system users via the KIDS Bulletin Board. Larger system changes incorporate county and/or BCS staff in user acceptance testing and typically involve presenting information about the change to system users via the University of Wisconsin's Educational Teleconference Network (ETN). System changes of the largest magnitude are often designated to be tested/piloted and implemented in phases. These changes require in-person training with system users.

ETN training is coordinated by the Child Support Training Unit, located in the DWD Division of Economic Support, but is frequently presented by staff in the Bureau of Child Support. All in-person training is developed and presented by the Child Support Training Unit at computer-equipped training sites throughout the state. By identifying the testing and training requirements for each system change at the time the change is added to the CSCA Master List of system changes, BCS ensures that testing and training appropriately parallels the scope of the system change and that training modules can be carefully coordinated with the promotion of system changes.

### **Activities of the Child Support Training Unit, Division of Economic Support**

Most of the training that the Child Support Training Unit conducts involves hands-on use of the KIDS system. The modules normally begin with a lecture on the concepts behind the task being performed and the system function that helps automate that task. During the lecture, the trainer will involve the students in a class discussion as much as possible. Once the concept has been explained, the students log into the system and the trainer guides them through performing the step of the tasks on-line. Once the guided practice is completed, the students are given an

exercise in which they perform the task independently. The instructor is available for questions during the independent exercise.

The training unit plans its program offerings on a quarterly basis. The courses are announced in a quarterly preview that is released five to six weeks prior to each quarter and in individual course brochures that are released five to six weeks prior to each course offering. Training needs are assessed through input received during regional supervisors' meetings and from the Child Support Training Advisory Committee. Information from these groups was last compiled between December 1997 and March 1998.

The Child Support Training Unit has recently hired four additional contract training staff to participate in the CR&D training that will take place during fiscal year 1999 and early in fiscal year 2000. In addition, the unit has three permanent staff vacancies which are currently being filled. Including the contract trainers, nine staff of the training unit will participate in KIDS training during the next several years. The Division of Economic Support (DES) has developed a comprehensive 1998 child support training plan available upon request. A listing of courses and their projected schedules appears below. However, scheduling for training related to changes required by the Personal Responsibility and Work Opportunity Reconciliation Act (PRWORA) may be revised depending upon the status of PRWORA implementation.

#### **KIDS DocGen--Basics**

This is a one-day hands-on workshop that provides the basic skills needed to generate and edit documents in KIDS.

<u>Dates</u>	<u>Locations</u>
April 9	Madison
May 12	Wausau
June 16	Oshkosh
July 14	Eau Claire
September 22	Madison
4th quarter	Two offerings

#### **KIDS DocGen--Advanced Features**

This is a one-day hands-on workshop designed for workers with some experience using the KIDS document generation function.

<u>Dates</u>	<u>Locations</u>
April 8	Milwaukee
May 13	Wausau
June 17	Oshkosh
June 23	Waukesha
July 15	Eau Claire
September 23	Madison
4th Quarter	Two offerings

## **KIDS Financial Account Statements**

This is a full-day hands-on course designed to enable participants to read KIDS Case Account and Participant Account statements.

<u>Dates</u>	<u>Locations</u>
April 1	Wausau
May 12	Madison
May 22	Eau Claire
June 9	Waukesha
July 7	Oshkosh
August 14	Wausau
September 2	Superior
4th Quarter	Three offerings

## **KIDS Financial Adjustments**

This is a one-day hands-on workshop that covers the basic concepts a worker needs to know to adjust financial accounts on KIDS.

<u>Dates</u>	<u>Locations</u>
April 14	Wausau
May 8	Oshkosh
June 22	Madison
4th Quarter	Two offerings

## **KIDS Financial Management Overview**

This is a four-day hands-on course that covers how to perform financial functions in KIDS.

<u>Dates</u>	<u>Locations</u>
May 18-21	Eau Claire
4th Quarter	One offering

## **KIDS Case Management**

This two-day course provides instruction on the most commonly encountered policies related to case management and the case management functions in KIDS.

<u>Dates</u>	<u>Locations</u>
June 10 & 11	Superior
4th Quarter	Content will be rolled into the New Worker curriculum.

## **Child Support Agency Administrative Reports**

This one-day hands-on course enables participants to access and work the most important reports that assist in the administration of the local child support agency.

<u>Dates</u>	<u>Locations</u>
June 18	Oshkosh
July 16	Madison
July 30	Superior
August 18	Eau Claire
August 26	Waukesha
September 17	Wausau
September 23	Milwaukee
4th Quarter	Three offerings

### **KIDS Worklist Management**

This one-day training provides general strategies and approaches that child support staff can use for managing their worklists.

<u>Dates</u>	<u>Locations</u>
April 7	Madison
May 5	Milwaukee
May 14	Waukesha
June 17	Superior
July 16	Eau Claire
August 12	Wausau
4th Quarter	Two offerings

### **IVA/IVD Interface**

This one-day course provides information on the KIDS/CARES Interface and how to work the reports and worklists generated with information from that interface.

<u>Dates</u>	<u>Locations</u>
April 6	Oshkosh
May 11	Wausau
June 30	Superior
August 13	Waukesha
September 15	Eau Claire

### **UIFSA**

This course provides child support workers with a general overview of policies and procedures related to interstate cases. UIFSA stands for Uniform Interstate Family Support Act.

<u>Dates</u>	<u>Locations</u>
May 27-28	Madison
June 18-19	Eau Claire
July 27-28	Madison
July 30-31	Oshkosh
August 17-18	Waukesha

August 25-16	Wausau
September 9-10	Superior
September 16-17	Eau Claire
4th Quarter	Five offerings

### **Child Support New Worker Training**

This is a comprehensive two-week program designed for child support agency staff that have been employed by a child support agency less than four months.

<u>Dates</u>	<u>Locations</u>
April 13-17	Waukesha
April 27-May 1	Waukesha
July 20-24	Eau Claire
August 3-7	Eau Claire

During the summer, this two-week course (Child Support New Worker Training) will be converted into a series of three-day sessions. The first session will provide an overview of child support functions that any worker would need regardless of their responsibilities in the agency. The second session will provide instruction on the financial functions of the program, and the third session will provide instruction on the case management functions of the program.

<u>Dates</u>	<u>Locations</u>
October 6-8 (Overview)	Oshkosh
October 13-15 (Financials)	Oshkosh
October 20-22 (Case Management)	Oshkosh

### **Financial Management for Early Conversion Counties**

This three-day hands-on course is conducted for child support staff in agencies that are assuming responsibility for financial functions in 1998.

<u>Dates</u>	<u>Locations</u>
February 18-20	Madison
March 24-26	Milwaukee
April 21-23	Eau Claire
May 5-7	Oshkosh
May 26-28	Wausau

### **Child Support for Economic Support (ES) Staff**

This course provides staff in W-2 agencies with instructions on querying KIDS for the information they need to manage their W-2 caseload.

<u>Dates</u>	<u>Locations</u>
July 1	Eau Claire
August 19	Madison

September 10            Oshkosh  
4th Quarter            Three offerings

**CARES for Child Support Staff**

This one day course will provide child support agency staff with the information they need to navigate and query the CARES system.

Dates                    Locations  
4th quarter            Three offerings to be determined

**Paternity**

This one day course will cover changes to paternity establishment procedures with the advent of PRWORA.

Dates                    Locations  
4th quarter            Two offerings to be determined

**Enforcement**

This course will cover how to perform some of the administrative enforcement procedures included in the PRWORA legislation.

Dates                    Locations  
4th quarter            Two offerings to be determined

## STATUS OF SYSTEM CERTIFICATION REQUIREMENTS AND NEW HIRE AND THE UNEMPLOYMENT INTERCEPT

The federal Department of Health and Human Services (DHHS) completed an on-site certification review of the KIDS system in May 1997. DHHS awarded conditional certification in a September 19, 1997, letter to the Department. There were five system deficiencies identified by federal evaluators. Since the Legislative Audit Bureau's report was issued in December, there have been significant strides taken to complete federal and state system change requirements. The Department must ensure that these five areas are completed and functional in KIDS by September 30, 1998. The five deficiencies identified and the current status of correction are:

1. **Life of Case Refund Processing** - KIDS must issue refunds to former AFDC recipients when the amount of child support collected on their behalf exceeds the AFDC benefits they received. Development work has been completed and KIDS now issues life of case refunds as part of its regular processing. Because this new processing was not retroactive, there is a clean-up effort underway to identify and issue refunds for those cases that may have been due refunds prior to the implementation of life of case refund processing. We expect to have the clean-up processing in production in July, 1998.
2. **Notice of Collection** - KIDS must have the ability to generate notices to public assistance recipients who continue to receive IV-D (Child Support) services, informing them of the amount of support collected each month. The notice of collection to former AFDC recipients is dependent upon completing the clean-up work described in number one above. The notice of collection will be ready to be sent in July, 1998.
3. **The Child Support Enforcement Network (CSENet)** - CSENet is a federal system that helps state child support automated systems communicate with each other and process interstate child support cases. Much of the work has been dependent upon the federal government and its contractors developing the federal CSENet functionality for state use. The Department believes it has completed the CSENet work that must be done to meet federal system certification requirements and is currently confirming our assumption with the federal Office of Child Support Enforcement.
4. **Credit Bureau Reporting** - KIDS must report delinquent payers to credit bureaus. We are beginning the design work for this processing with the requirement that an interface must be available by October 1, 1998.
5. **Federal Reporting** - KIDS must extract and format the data for required federal reports. The federal reports involved are the Office of Child Support Enforcement (OCSE) 34 and OCSE-157. The OCSE-157 combines two previous federal reports into a single report. We have recently received the report requirements for this new report so that design work can begin. IBM Global is currently working on the OCSE-34 Report. These reports will be completed in KIDS by September 30, 1998.

In addition, the federal requirement that there be a submission of SSNs for all case participants in KIDS to the Social Security Administration for the purpose of validating those SSNs has been completed.

### **New Hire**

A state/county workgroup developed the business requirements for the use of New Hire information in KIDS. After the proposed design changes were presented to a broader group of county agency staff, some of the county staff who were not on the workgroup expressed concerns about aspects of the proposed design that would result in the automated generation of income withholding notices.

The workgroup reconvened and decided to develop the KIDS New Hire functionality in phases. Phase 1, which was put into production in early February consists of a daily electronic report of the matches found between New Hire reports and noncustodial parents in KIDS. County staff have been using the information on this report to manually link the employer to the noncustodial parent's record in KIDS, and to generate an income withholding notice, if appropriate, or take other enforcement actions.

The workgroup discussed in detail the possibility that Phase 2 include the automated generation of income withholding provisions in KIDS. However, concerns remained that this activity is complex and not all the New Hire information is accurate because employers are still learning the New Hire requirements. County staff believe that worker intervention is required to ensure accuracy. Therefore, consensus has been reached that Phase 2 should only include the automated matching of noncustodial parents with the New Hire data and the notification of the worker via a KIDS worklist that new employment information has been entered into KIDS. The linking of the employer to the noncustodial parent's record in KIDS will be automated, but the worker will take manual action to prepare the income withholding notice to be sent to the employer within the federally prescribed two day limit. Phase 2 will continue at this level of functionality until the reliability of the data coming into KIDS has improved.

The Department has also asked IBM to develop two reports for New Hire. The first is a monitoring report of the number of income withholding notices sent to employers within the federally prescribed two day limit. Second, the Department has requested a report that will provide information about the child support collections attributable to New Hire reporting.

IBM costs to design, code and test the New Hire functionality during December 1997 through March 1998, was \$103,700.

### **Unemployment Insurance Intercept**

The initial design for the intercept of Unemployment Insurance (UI) benefits for KIDS participants was completed as part of the initial KIDS Business Area Analysis. A workgroup of county and state staff reviewed the design and the functionality as coded in December 1997 and decided that it contained a number of critical problems, the main one being that the automation could not identify an intercept amount different than the court ordered amount.

The workgroup reviewed the UI intercept functional requirements in considerable detail given the current system functionality and recommended revisions which require the county worker to create the UI intercept withholding provision in KIDS. After the withholding provision is created, an interface between the KIDS and UI systems intercepts the court ordered support payments from UI benefits. The UI intercept process has been functional in KIDS since the week of March 16, 1998.

The Department is unable to provide specific cost detail for the UI intercept system changes because the IBM billing system placed this work under a category which includes other system work. In the future, the Department will work with IBM to ensure that cost data is available for individual system changes.

## FINAL COUNTY PRIORITY REQUESTS FOR KIDS ENHANCEMENTS

The Legislative Audit Bureau (LAB) report on the KIDS system recommended that the Department of Workforce Development (DWD) "submit a plan to the Joint Committee on Audit on March 31, 1998, which would include completion dates for using any excess federal matching funds the Department receives to resolve ongoing problems related to KIDS." A subsequent January 23, 1998, letter from the Joint Committee on Audit to the Department clarified that the plan should correct existing KIDS problems that affect counties.

The Department submitted a report titled "County Priority Requests for KIDS Enhancements" in a timely manner, however, prior to its submission the Department received permission from the Committee to submit the requested final cost and completion date information on May 15 instead of March 31 because the information was not available. Therefore, this current report and the attached table "Final County Priority Requests for KIDS Enhancements," should be read in conjunction with the March 31 report submitted by the Department. Since the "Final County Priority Requests for KIDS Enhancements" report is only now being submitted, the Legislative Audit Bureau also agreed that this report could replace the June 1998 quarterly report which was originally intended to be an update of the March submission. As a result of these changes, the next quarterly report on the progress the Department has made addressing KIDS system problems will be submitted to the Joint Committee on Audit in September 1998.

The March 31 report identified 91 priority county requested changes, referred to as the "County A List." It also described how the list was created and how the KIDS system vendor, IBM Global Services (IBM) would use a "sizing and scoping" process to determine the amount of programmer time each system change would require. Once sizing and scoping was completed, IBM could estimate a completion date for the work. In addition, the DWD Office of Information Technology Coordination (OITC) which is responsible for the Child Support Customer Area (CSCA) group and oversees KIDS system changes, could then develop estimated costs of the county enhancements.

The first step of the IBM process was to analyze every system change on the CSCA Master List and determine if it was small (S), medium (M), large (L), or extra large (X) in terms of the number of programmer hours it would take to complete the change. Small changes were estimated to take up to 30 days, medium changes from 30 to 60 days, large changes from 60 to 90 days, and extra large changes would take from 90 to 120 days or more. With this information, OITC was able to estimate the cost of each change. Small changes are estimated to cost up to \$23,500, medium changes between \$23,500 and \$47,000, large changes between \$47,000 and \$70,550 and extra large changes from \$70,550 to \$94,100 or more. The cost estimates included in the table are the range between the average cost and the highest cost for the estimated hours. These costs will eventually be used to project how many County A List priority system changes can be completed with the available \$3.7 million in funding.

Discussions between OITC, IBM and CSCA members led to an agreement that it would be more efficient and effective if the several hundred system changes that are now planned for KIDS could be grouped ("bundled") into changes that impact specific KIDS programs or functions. Under this proposal, all system changes that affect case event management, for example, would be grouped and work would proceed on the entire group of changes. The CSCA group, representing both county and state staff, unanimously agreed that the bundling process would make the system change effort more manageable, save programming time, and help ensure that multiple changes to the same program are coordinated and do not conflict with one another.

As a result, the 225 active changes on the CSCA Master List were bundled into 51 related types of changes. Examples of the bundles include such KIDS program areas as paternity testing, income withholding, distribution, general system navigation, scheduling, income maintenance, financial management and so on. Bundles range in size from one system change to as many as 20, but most subject bundles represent between five and 10 system changes. The bundles combine all system changes in a given area regardless of whether they are identified as county requests or state or federal requirements.

After discussing and agreeing to the content of the bundles created by IBM, the CSCA agreed that the bundles needed to be prioritized in order to produce the requested information for the Joint Committee on Audit and for IBM to proceed with the work. During the time period that all of this process work was taking place within the Department, IBM continued to migrate system changes already ranked in the top 25 of the master list into production, so that by the end of April, eight additional slots were available for new "bundles" to move into the top 25 on the list.

In order to rank all 51 bundles and simultaneously move eight into the top 25 on the CSCA Master List, the CSCA used an agreed upon process which allowed all members to have input but limited actual ranking to five county and five state representatives. This process automatically prioritized all of the system changes within a bundle, and resulted in a merged priority list of all county, state and federal system changes on the master list. The resulting priority rankings moved five predominately county request bundles, and one state and two federal change bundles into the top 25. County change requests now account for more than half of the top 25 priority changes, including the system changes that were already in that category. A copy of the final rankings, which were agreed to by county and state CSCA participants, is included with this report (Attachment A).

The final step in completing the County A List required that the original list submitted in March be re-ordered to reflect the new "bundled" rankings. In addition, IBM needed to develop a workplan which included the estimated completion date for all change items on the list as well as the top 25. Since the top 25 list now represents nearly half of the 91 County A List system change requests, and since each bundle is a complex group of changes, it will take IBM much longer to complete these changes and move another bundle up than was previously the case. IBM has prepared a table titled "KIDS Master Plan: All Packages" which includes completion dates for all of the current items in the bundles created through the CSCA process. The latest date for completion of the top 25 bundles is July, 1999. The latest date for completion of all of the county requested changes is June 6, 2000. It should be noted that IBM has pointed out on a footnote to the KIDS Master Plan table that the plan can, and undoubtedly will, be revised for a variety of reasons. Among them are a change in priorities, the addition of new requests, and the ability to estimate more accurately.

The "Final County Priority Requests for KIDS Enhancements" table reflects the results of this complicated multi-layered process *only* as it affects the items on the County A List of requests. The list is ranked by bundle, with a description of each county item in that bundle provided under the title and ranking. The table will be used to track the specific progress of county changes and tie them back to the larger list of all system changes. In many cases, the county requests do not represent the total number of items in the bundle, so in order to make this process more understandable, a copy of the bundle designations and items within each bundle is also attached.(Attachment C)

Missing rankings on the table are for items that were not on the County A List but are system changes that are required by the state and federal governments. It should be pointed out that the completion date for Central Receipt and Disbursement (CR&D), January 25, 1999, refers only to all bundled changes to the

receipt and disbursement process. Those functions that are critical to the implementation of vendor operations on January 4, 1999 will be completed and tested in the October through December 1998 time period as stated in the CR&D implementation plan.

Using the cost scenario developed by OITC, the estimated cost of the county requested system changes now in the top 25 of the CSCA Master List ranges from \$1,670,400 to \$2,188,600, and the estimated cost of the entire list of county requested changes ranges from \$3,927,800 to \$5,100,300. Since all of the costs are estimates, it is not feasible at this time to attempt to estimate how many of the county requested changes can be implemented with the \$3.7 million in funding. However, because the bundling will have the effect of reducing the number of hours each system change would normally take, and that reduction or discount is not reflected in the IBM time estimates, it is possible that the actual costs could be lower than currently estimated. More exact cost information will become available as system changes are completed.

In the future, as system changes are put into production and new change requests move into the top 25, IBM will review and update completion dates if necessary. Future quarterly progress reports from the Department to the Joint Committee on Audit will include information on which County A List request items within a bundle have been completed and their actual cost, which new bundles have been added to the top 25 of the master list, and, if required, revised completion dates for those items.

**COUNTY PRIORITY REQUESTS FOR KIDS ENHANCEMENTS**

May 15, 1998

COUNTY "A" LIST SYSTEM IMPROVEMENT REQUESTED	SERVICE REQUEST NUMBER AND STATUS SYSTEM CHANGE GROUP (BUNDLE) AND RANKING	TARGET COMPLETION DATE AND PROJECTED COST
Delinquency - Rank 2	SR 97-30	7/3/98
1. Delinquency Notification - Delinquency notification doesn't work properly and should be corrected as recommended by the Delinquency Workgroup.	Service requirements finalized on 3/11/98 IBM Global will create process document 2	\$35,300 - \$47,000
Account History - Rank 3		
2. Account History Reports - Change account history reports so courts and other parties can use them.	SR 98-72 (reserved) Account History 05-14 3	7/27/98 \$58,800-\$70,550
Distribution Issues - Rank 5		
3. Allocation to R&D Fee Subaccount - Allow allocation of funds to the Receipt and Disbursement (R&D) Fee subaccount only if the payment is posted with an R&D 'Y' indicator.	SR 98-06 to IBM Global 2/26/98 Distribution Issues 5	5/17/99 \$35,300 - \$47,000
4. Percentage Order Processing - Create logic to support the percentage/fix order processing without using the suspense file.	SR 98-18 to IBM Global 2/26/98 Distribution Issues (Batch) 5	7/19/99 \$58,800-\$70,550
5. Tax Intercept Processing - Change the tax intercept processing so that it pays balances but not periodic payments.	SR 98-023 to IBM Global 2/26/98 Distribution Issues (Batch) 5	4/19/99 \$58,800-\$70,550

6. Negative Arrears - Permit backdating with negative arrears. Apply excess payments to the next month's obligation in negative arrears situations.	SR 98-41 to IBM Global 2/26/98 Distribution Issues (Batch) 5	5/24/99 \$58,800-\$70,550
7. Small Change Checks -Eliminate small change checks. Instead provide for automatic release of amounts with the next payment.	SR 98-078 to IBM Global 2/26/98 Distribution Issues (Batch) 5	6/14/99 \$58,000 - \$70,550
<b>Income Withholding - Rank 6</b>		
8. Income Withholding Status - Eliminate the change of income withholding status when the income withholding provision is no longer linked to a specific employer.	SR-98-003 Income Withholding 03-12 6	11/30/98 \$35,300 - \$47,000
<b>Add Court Order - Rank 7</b>		
9. Effective Future Date - Change the effective future date on a case if child support is temporarily suspended.	SR 98-07 to IBM Global 2/26/98 Add Court Order 05-04 7	4/12/99 \$35,300 - \$47,000
10. Kinship Care Default - Ignore the third party payee in kinship care case types. Instead default to the state collection account.	SR 98-08 to IBM Global 2/26/98 Add Court Order 05-04 7	7/16/98 \$11,800 - \$23,500
11. Day Care Charging - Permit entry of a day care charging subaccount.	SR 98-42 to IBM Global 2/26/98 Add to Court Order 05-04 7	11/9/98 \$35,300 - \$47,000
12. Seasonal Terms -Permit different court ordered withholding amounts based on anticipated seasonal differences in employment on all subaccounts including those for arrears.	SR 98-46 to IBM Global 2/26/98 Add Court Order 05-04 7	2/22/99 \$11,800 - \$23,500
13. Expand Seasonal Terms - Add more lines for seasonal court order terms.	SR 98-65 to IBM Global 2/26/98 Add Court Order 05-04 7	11/2/98 \$11,800 - \$23,500

<p>14. <b>No Effective Order Entry Date</b> - Permit the entry of an order with no effective date if it will become effective upon a marital separation.</p>	<p>SR 98-39 to IBM Global 2/26/98 Add to Court Order 05-04 7</p>	<p>8/31/98 \$58,800-\$70,550</p>
<p>15. <b>New Order Date</b> - Provide that the actual date of a new order replaces the former order effective date.</p>	<p>SR 97-029 to IBM Global on 3/9/98 Add Court Order 05-04 7</p>	<p>6/12/98 \$35,000 - \$47,000</p>
<p>General Navigation - Rank 9</p>		
<p>16. <b>Return to Case Screen</b> - Permit the worker to view particular cases and then return directly to the "List Participant Case" screen.</p>	<p>SR 98-30 to IBM Global 2/26/98 General Navigation 9</p>	<p>3/30/99 \$58,800-\$70,550</p>
<p>17. <b>Jump Indicator</b> - Display a jump indicator on the screen when the worker is in jump (fastpath) mode.</p>	<p>SR 98-44 to IBM Global 2/26/98 General Navigation 9</p>	<p>4/9/99 \$35,300 - \$47,000</p>
<p>18. <b>Return to "Last Viewed List" Screen</b> - Allow the user to automatically return to the "Last Viewed List" screen instead of the first screen.</p>	<p>SR 97-03 General Navigation 9</p>	<p>COMPLETED 4/3/98 \$22,000</p>
<p>19. <b>"Participant Name Search" Screen</b> - Allow the user to automatically return to the last viewed "Participant Name Search" screen instead of the first "Participant Name Search" screen.</p>	<p>SR 98-81 to IBM Global 3/13/98 General Navigation 9</p>	<p>4/21/99 \$58,800-\$70,550</p>
<p>Batch Reports - Rank 10</p>		
<p>20. <b>Federal Report</b> - Produce automated reports by county to meet federal requirements. The two most important reports are the Federal Collection Report (OCSE 34) and the Statistical Case Breakdown Report (OCSE 157).</p>	<p>SR 98-73 for OCSE 157 to IBM Global 3/3/98. SR 98-74 for OCSE 34 to IBM Global 4/2/98. Reports (Batch) Ongoing</p>	<p>Reports will be worked on continually by all IBM staff as time allows. \$164,600 - \$188,200</p>

<p><b>21. Breakout of Current Arrears - Redesign the federal Substitute Care Payments report to break out the information by "Current Payment" or "Arrears."</b></p>	<p>SR 98-27 to IBM Global 2/26/98 Reports (Batch) Ongoing</p>	<p>Reports will be worked on continually by all IBM staff as time allows.  \$35,300 - \$47,000</p>
<p><b>22. Collection Comparison - Produce an accurate collection comparison report which includes tax intercept.</b></p>	<p>SR 98-75 to IBM 3/13/98 Reports (Batch) Ongoing</p>	<p>Reports will be worked on continually by all IBM staff as time allows.  \$58,800-\$70,550</p>
<p><b>23. Emancipation Report - Exclude "arrears only" cases on the Emancipation Report of children who are no longer minors.</b></p>	<p>SR 98-34 to IBM 2/26/98 Reports (Batch) Ongoing</p>	<p>Reports will be worked on continually by all IBM staff as time allows.  \$11,800 - \$23,500</p>
<p><b>24. Timeline Report - Timeline report does not work properly and should be corrected as recommended by the Reports Workgroup.</b></p>	<p>SR 98-142 to IBM Global 3/11/98 Reports (Batch) Ongoing</p>	<p>Reports will be worked on continually by all IBM staff as time allows.  \$11,800 - \$23,500</p>
<p><b>Paternity Testing - Rank 14</b></p>		
<p><b>25. Conception Period Estimate - Use the actual date of birth to calculate the conception period, not the estimated date of birth.</b></p>	<p>SR 98-24 to IBM Global 2/26/98 Paternity Testing 03-11 14</p>	<p>12/14/98  \$11,800 - \$23,500</p>
<p><b>Locate - Rank 21</b></p>		
<p><b>26. Verified SSN - Change the locate status of a parent if the Social Service Administration has verified the SSN on a locate case.</b></p>	<p>SR 98-36 to IBM Global 2/26/98 Locate 04-13 21</p>	<p>5/6/98  \$35,300 - \$47,000</p>

27. Locate Workgroup - Convene the Locate Workgroup to identify locate problems and suggest corrections.	SR - Reserved Locate 04-13 21	9/18/98 \$82,300 - \$94,100
28. Closed Cases -Permit the system to stop locate activity and worklists on closed cases.	SR 98-31 Locate 04-13 21	11/17/98 \$35,300 - \$47,000
<b>Document Generation - Rank 22</b>		
29. Reconciliation Document - Automatically delete the worklist to reconcile the percentage order after the reconciliation document is produced.	SR 98-37 to IBM Global 2/26/98 Document Generation 09-00 22	7/20/99 \$11,800 - \$23,500
30. Substitute Care Locate Letter - Eliminate or modify the locate letter to a custodial parent so it doesn't incorrectly go to the state or other agency in substitute care cases.	SR 98-66 to IBM Global 2/26/98 Document Generation 09-00 22	6/14/99 \$11,800 - \$23,500
31. Custodial Closure Notice -Generate closure notice to custodial parent even if there is no valid address.	SR98-05 to IBM Global 2/26/98 Document Generation 09-00 22	6/28/99 \$35,000 - \$47,000
32. Document Changes - Redesign documents to make them more readable. Include changes to document fonts.	SR 98-145 to IBM Global 3/16/98 Document Generation 09-00 22	6/28/99 \$35,300 - \$47,000
<b>Income Maintenance - Rank 23</b>		
33. Future Employment Date- Eliminate the edit for a future employment date to permit an income withholding notice.	SR98-009 to IBM Global 2/16/98 Income Maintenance 04-08 23	5/3/99 \$11,800 - \$23,500
<b>Third Party Table Maintenance - Rank 24</b>		

34. View All Employer's Employees - Permit workers to view all employees linked to an employer in KIDS third party table.	SR 98-10 to IBM Global 2/26/98 Third Party Maintenance 06-00 24	9/16/98 \$35,300 - \$47,000
35. International Locate - Add international locate codes for other countries.	SR 98-69 to IBM Global 2/26/98 Third Party Table Maintenance 06-00 24	8/10/99 \$35,300 - \$47,000
36. City/State Searches - Permit third party employer and agency searches by city and state.	SR 98-29 to IBM Global 2/26/98 Program is being written Third Party Table Maintenance 06-00 24	6/12/98 \$11,800 - \$23,500
Financial Management - Rank 25		
37. Family and AFDC Arrears - Create a worklist when arrears owed to the family build and the periodic payment is applied to the AFDC arrears.	SR 98-11 to IBM Global 2/26/98 Financial Management 05-00 25	5/17/99 \$58,800-\$70,550
38. Paid-in-Full Subaccount - Create a worklist when a subaccount with a periodic payment is paid in full.	SR 98-14 to IBM Global 2/26/98 Financial Management 05-00 25	5/17/99 \$58,800-\$70,550
39. "Consider Closure" Cases - Change the "Consider Closure" list to include the total roll-up of court case arrears. If the date of the last payment is within 30 days, the case should not fall under the "Consider Closure" category.	SR 98-17 to IBM Global 2/26/98 Financial Management 05-00 25	5/31/99 \$58,800-\$70,550
Case Event Maintenance - Rank 27		
40. FAX Events - Add event types for faxes sent and faxes received.	SR 98-53 to IBM Global 2/26/98 Case Event Maintenance 03-05 27	2/25/00 \$11,800 - \$23,500
41. Chronological Case Event Report - Create a chronological case event report which includes event notes.	SR 98-13 to IBM Global 2/26/98 Case Event Maintenance 03-05 27	6/12/98 \$35,300 - \$47,000

<p><b>42. Cases With Same Court Case Number -</b> Permit a case event to be distributed through the system to all IV-D cases with the same court case number.</p>	<p>SR 98-22 to IBM Global 2/26/98 Case Event Maintenance 03-05 27</p>	<p>2/25/00 \$58,800-\$70,550</p>
<p><b>43. Additional Event Types -</b> Add event types for office visits and mail received.</p>	<p>SR 98-57 to IBM Global 2/26/98 Case Event Maintenance 03-05 27</p>	<p>2/25/00 \$11,800 - \$23,500</p>
<p><b>44. SSN or DOB Change -</b> Create an event when an SSN or date of birth is changed for a participant.</p>	<p>SR 98-59 to IBM Global 2/26/98 Case Event Maintenance 03-05 27</p>	<p>2/25/00 \$35,300 - \$47,000</p>
<p><b>45. Commitment Information -</b> Create a participant event when commitment information is entered or ended.</p>	<p>SR 98-63 to IBM Global 2/26/98 Case Event Maintenance 03-05 27</p>	<p>2/25/00 \$11,800 - \$23,500</p>
<p><b>46. Participant's Multiple Cases -</b> Permit participant event to go out to other cases for that participant including cases in other counties.</p>	<p>SR 98-26 to IBM Global 2/26/98 Case Event Maintenance 03-05 27</p>	<p>2/25/00 \$58,800-\$70,550</p>
<p><b>Address Maintenance - Rank 28</b></p>		
<p><b>47. Future Address -</b> Permit entry of an effective date for a future address.</p>	<p>SR 98-20 to IBM Global 2/26/98 Address Maintenance 04-04 28</p>	<p>4/20/00 \$58,800-\$70,550</p>
<p><b>Case Account Statement - Rank 29</b></p>		
<p><b>48. Tax Intercept Source -</b> Show state tax and federal tax intercept as the source of collection on the KIDS Financial screen.</p>	<p>SR 98-21 to IBM Global 2/26/98 Case Account Statement 05-10 29</p>	<p>2/25/00 \$35,300 - \$47,000</p>
<p><b>49. Financial Display Screen -</b> Allow additional information to be added to the financial display screen.</p>	<p>SR 98-80 to IBM Global 4/2/98 Case Account Statement 05-10 29</p>	<p>2/25/00 \$58,800-\$70,550</p>

Interstate Responses - Rank 31		
50. Interstate Case Numbers - Lengthen the field for interstate case numbers. Other states use longer numbers.	SR 98-40 to IBM Global 2/26/98 Interstate Responses 03-07 31	3/3/00 \$35,300 - \$47,000
51. UIFSA (Interstate) Documents - Transfer court order information to UIFSA documents.	SR 98-51 to IBM Global 2/26/98 Interstate Responses 03-07 31	3/3/00 \$82,300 - \$94,100
52. Interstate Enforcement Changes - Implement the UIFSA changes as required by PRWORA.	SR 98-128 to IBM Global 3/9/98 PRWORA - Interstate 03-07 31	8/10/99 \$82,300 - \$94,100
Medical Insurance Maintenance - Rank 32		
53. Medical Insurance - Permit entry of medical insurance carried by the noncustodial parent for the custodial parent.	SR 98-47 to IBM Global 2/26/98 Medical Insurance Maintenance 04-09 32	4/20/00 \$35,300 - \$47,000
54. Health Insurance Worklist - Establish a health insurance worklist when the case is in "Medical Only" status.	SR 98-62 to IBM Global 2/26/98 Medical Insurance Maintenance 04-09 32	4/20/00 \$11,800 - \$23,500
55. 50/50 Medical Insurance - Permit a non-financial obligation note when medical insurance is shared 50/50.	SR 98-71 to IBM Global 2/26/98 Medical Insurance Maintenance 04-09 32	4/20/00 \$11,800 - \$23,500
Schedule Maintenance - Rank 33		
56. Tax Intercept Payments - Allow system to hold tax intercept payments when an appeal hearing is scheduled.	SR 98-77 to IBM Global 3/4/98 Schedule Maintenance 03-02 33	2/25/00 \$58,800-\$70,550

<p><b>57. Genetic Tests for Other than Potential Fathers</b> - Enable and support genetic testing on individuals other than potential fathers. This includes the ability to create appointments and documents.</p>	<p>SR 98-16 to IBM Global 2/26/98 Schedule Maintenance 03-02 33</p>	<p>2/25/00 \$35,300 - \$47,000</p>
<p><b>58. Minor Mothers</b> - Enable the system to identify minor mothers separately from the custodial parent in order to support minor mother paternity processing, appointments and documents. Currently, the system identifies the custodial parent as the individual who is the parent or guardian of the minor mother, not the minor mother herself.</p>	<p>SR 98-12 to IBM Global 2/26/98 Schedule Maintenance 03-02 33</p>	<p>2/25/00 \$58,800-\$70,550</p>
<p><b>59. Appointment Calendar Printing</b> - Enable printing of daily agency appointment calendar.</p>	<p>SR 98-52 -to IBM Global 3/4/98 Schedule Maintenance 03-02 33</p>	<p>2/25/00 \$35,300 - \$47,000</p>
<p><b>60. Additional Appointment Scheduling</b> - Permit scheduling of appointments for participants other than the custodial parent and noncustodial parent.</p>	<p>SR 98-58 to IBM Global 2/26/98 Schedule Maintenance 03-02 33</p>	<p>2/25/00 \$58,800-\$70,550</p>
<p><b>61. Appointment Date Warning</b> - Create an edit warning message if the appointment date is past.</p>	<p>SR 98-67 to IBM Global 2/26/98 Schedule Maintenance 03-02 33</p>	<p>2/25/00 \$11,800 - \$23,500</p>
<p><b>62. Night Court Scheduling</b> - Eliminate edits which prevent appointment scheduling for night court.</p>	<p>SR 98-56 Schedule Maintenance 03-02 33</p>	<p>7/2/98 \$11,800 - \$23,500</p>
<p>Update Case/Participant Information - Rank 34</p>		
<p><b>63. Foster Care Cases</b> - Permit designating a former custodial parent as a court ordered payee in a foster care case.</p>	<p>SR 98-70 to IBM Global 2/26/98 Update Case / Participant Information 01-02 34</p>	<p>4/20/00 \$82,300 - \$94,100</p>

<p><b>64. Activation or Inactivation Case Event -</b> Permit creation of a case event when the participant is activated or inactivated.</p>	<p>SR 98-45 to IBM Global 2/26/98 Update Case / Participant Information 01-02 34</p>	<p>4/20/00 \$11,800 - \$23,500</p>
<p><b>65. Child Custody Indicator -</b> Eliminate the edit and permit workers to use the "Inactive Role" for children on cases where only arrears are due.</p>	<p>SR 98-33 to IBM Global 2/26/98 Update Case / Participant Information 01-02 34</p>	<p>4/20/00 \$82,300 - \$94,100</p>
<p><b>Worklist Maintenance - Rank 35</b></p>		
<p><b>66. Worklist Elimination -</b> When an event is withdrawn, eliminate the corresponding worklist.</p>	<p>SR 98-60 to IBM Global 2/26/98 Worklist Maintenance 03-01 35</p>	<p>4/20/00 \$35,300 - \$47,000</p>
<p><b>67. "List Worklist" Screen -</b> Change the navigation for the "List Worklist" screen so the "Select and Enter" option permits the worker to view the worklist.</p>	<p>SR 98-54 to IBM Global 2/26/98 Worklist Maintenance 03-01 35</p>	<p>4/20/00 \$82,300 - \$94,100</p>
<p><b>68. "Select Worklist" Screen Simplification -</b> Reorganize and simplify the "Select Worklist" screen to reduce keystrokes.</p>	<p>SR 98-61 to IBM Global 2/26/98 Worklist Maintenance 03-01 35</p>	<p>4/20/00 \$82,300 - \$94,100</p>
<p><b>69. Income Withholding Worklist -</b>Automatically delete Income Withholding worklist when an Income Withholding provision has been ordered.</p>	<p>SR 98-101 to IBM Global 3/11/98 Worklist Maintenance 03-01 35</p>	<p>6/6/00 \$11,800 - \$23,500</p>
<p><b>70. "Add Worklist" Screen -</b> Enable the system to carry the case or participant number to the "Add Worklist" screen and then test to ensure the case being worked is correct.</p>	<p>SR 98-64 to IBM Global 2/26/98 Worklist Maintenance 03-01 35</p>	<p>4/20/00 \$82,300 - \$94,100</p>
<p><b>Register Update Participants - Rank 36</b></p>		
<p><b>71. Participant Search -</b> Permit a search by three or more letters of the first name in addition to the full last name when doing a participant search.</p>	<p>SR 98-43 to IBM Global 2/26/98 Register Update Participants 36</p>	<p>3/3/00 \$58,800-\$70,550</p>

<b>Caseworker Referral Maintenance - Rank 37</b>			
<b>72. Interstate Paternity - Permit breakout case assignments for interstate paternity to go to paternity workers instead of interstate workers.</b>	SR 98-48 to IBM Global 2/26/98 Caseworker Referral Maintenance 07-01 37	3/3/00 \$35,300 - \$47,000	
<b>Interview - Rank 38</b>			
<b>73. Potential Father Interviews - Enable navigation to more "Potential Father" screens on paternity interviews when additional potential fathers are entered</b>	SR 98-25 to IBM Global 2/26/98 Interview 03-16 38	3/3/00 \$35,300 - \$47,000	
<b>PRWORA Work Requirements - Rank 39</b>			
<b>74. Contempt and Children First Appointments - Add new disposition codes for contempt and Children First appointments.</b>	SR 98-28 to IBM Global 2/26/98 PRWORA Work Requirements 39	4/20/00 \$11,800 - \$23,500	
<b>75. Children First - Implement PRWORA work requirements for Children First tracking.</b>	SR 98-108 to IBM Global 2/8/98 PRWORA Work Requirements 39	1/21/00 \$58,800-\$70,550	
<b>Financial Adjustments - Rank 40</b>			
<b>76. Recoupment Deductions - Fix recoupment deductions so that the amount withheld is what the worker ordered.</b>	SR 98-38 to IBM Global 2/26/98 Financial Adjustments 05-06 40	2/18/00 \$58,800-\$70,550	
<b>Parole Date Worklist - Rank 41</b>			
<b>77. Parole Date Worklist - Create a worklist for the noncustodial parent when his or her parole date is reached.</b>	SR 98-49 to IBM Global 2/26/98 Criminal Actions Submenu 04-11 41	4/20/00 \$11,800 - \$23,500	
<b>Billing Issues - Rank 43</b>			

78. Interstate Case Bills - Eliminate monthly billing statements for interstate cases.	SR 98-19 to IBM Global 2/26/98 Billing Issues (Batch) 43	2/4/00 \$35,300 - \$47,000
79. Suspense Processing Workgroup - Convene the Suspense Processing Workgroup to identify suspense problems and suggest corrections.	SR 98-76 (reserved) Billing Issues (Batch) 43	2/4/00 \$11,800 - \$23,500
80. Suspense Report - Break out suspense report items so they can be sorted by suspense code.	SR 98-76 (reserved) Billing Issues (Batch) 43	2/4/00 \$11,800 - \$23,500
Outstanding Service of Process - Rank 44		
81. Process Service - Create an event to note an unsuccessful service of process.	SR 98-35 to IBM Global 2/26/98 Outstanding Service of Process 04-15 44	4/20/00 \$11,800 - \$23,500
View Court Case Obligations - Rank 46		
82. Court Case Obligation - Change "view court case obligations" field to show frequency amount.	SR 98-68 to IBM Global 2/26/98 View Court Case Obligations 05-23 46	2/4/00 \$11,800 - \$23,500
Bankruptcy Maintenance - Rank 47		
83. Bankruptcy - Change bankruptcy suspension so that processing restarts when bankruptcy ends.	SR 98-55 to IBM Global 2/26/98 Bankruptcy Maintenance 04-10 47	4/20/00 \$58,800-\$70,550
Check Write - Rank 48		
84. Reissued Checks - Generate a check stub or notice to the custodial parent on a reissued check.	SR 98-32 to IBM Global 2/26/98 Check Write 05-17 48	2/4/00 \$58,800-\$70,550

85. Refund Checks - Generate a check stub or notice to noncustodial parents who receive refund checks.	SR 98-15 to IBM Global 2/26/98 Check Write 05-17 48	2/4/00 \$58,800-\$70,550
Update Subaccount Indicator - Rank 49		
86. Interest on Spousal Support Arrears - Permit interest charging on spousal support arrears.	SR 98-50 to IBM Global 2/26/98 Update Subaccount Indicator 05-08 49	2/4/00 \$35,300 - \$47,000
Criminal Referral - Rank 50		
87. Criminal Referral - The criminal referral screens do not work properly and should be corrected.	SR 97-13 to IBM Global 10/10/97 Criminal Referral 03-18 50	4/2/99 \$35,300 - \$47,000
Child Supplemental Update - Rank 51		
88. Termination of Parental Rights - Upon termination of parental rights, create an event for all cases with that child.	SR 98-093 to IBM Global 2/26/98 Child Supplemental Update 04-04 51	4/20/00 \$11,800 - \$23,500
Items Not Ranked		
89. Interactive Voice Response Change - Change the Interactive Voice Response system to eliminate a confusing reference to "adjustments."	No Service Request Number	COMPLETED 1/98 \$300
90. Adjustment Across Counties - Prohibit a worker in one county from making a monetary adjustment to a case in another county.	Service Request Needed Referred to Security Workgroup	

## CSCA "BUNDLES"

5/13/98

Bundles are listed by KIDS Menu Option. The Top 25 bundles are not prioritized, but the order is the same as the County A list order. Bundles in the bottom 25 are prioritized so the CSCA can determine which bundle is next to move into the Top 25 when work has been completed on a Top 25 bundle.

<b>NUMBER AND NAME OF BUNDLE</b>	<b>PRIORITY</b>
03-09 Liens	Top 25
Delinquency	Top 25
05-14 Account History	Top 25
(Batch) Distribution Issues	Top 25
04-02 CP Supplemental Data Update	Top 25
03-12 IW Provisions	Top 25
05-04 Add Court Order	Top 25
General Navigation	Top 25
(Batch) Reports - 98-114	Top 25
05-12 AFDC/SC/KCAR Acct. Statement	Top 25
Paternity Testing	Top 25
08-00 CSENet Related Functions	Top 25
(Batch) Reports - OCSE 34	Top 25
(Batch) Interest Charging	Top 25
License Suspension	Top 25
Locate	Top 25
09-00 Document Generation	Top 25
04-08 Income Maintenance	Top 25
06-00 Third Party Table Maintenance	Top 25
05-00 Financial Management	Top 25
Privacy	Top 25
Review and Adjust	Top 25
Tax Intercept Reports	Top 25
Credit Bureau Reporting	Top 25
Centralized Receipt and Disbursement	Top 25
05-01 Add/Update Receipt Batch	26
03-05 Case Event Maintenance	27
03-04 IV-A-IV-D	28
05-10 Case Account Statement	29
OCSE 157 Report	30
03-07 Interstate Responses	31
04-09 Medical Insurance Maintenance	32
03-02 Schedule Maintenance	33

01-02 Update Case and Participant Information	34
03-01 Worklist Maintenance	35
04-01 Register/Update Participants	36
07-01 Caseworker Referral Maintenance	37
03-16 Interview	38
PRWORA: Work Requirements	39
05-06 Financial Adjustments	40
04-11 Criminal Actions Submenu	41
04-04 Address Maintenance	42
(Batch) Billing Issues	43
04-15 Outstanding Service of Process	44
PRWORA: Financial Institutions Data Match	45
05-23 View Court Case Obligations	46
04-10 Bankruptcy Maintenance	47
05-17 Check Write	48
05-08 Update Subaccount Indicators	49
03-18 Criminal Referrals	50
04-03 Child Supplemental Update	51

**KIDS MASTER PLAN:  
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ID	Task Name	SR #	SCE	Scor	Days	Start	Finish	% Comp.
1	TECHNICAL SUPPORT TEAM				187d	12/1/97	8/17/98	42%
62	Development Outside of Teams				62d	12/1/97	2/23/98	100%
71	FINANCE TEAM				625d	12/1/97	4/20/00	17%
72	05 - 12 - AFDC/SK/KCAR Accounts				156d	12/1/97	7/3/98	56%
73	Revise wording on State Checks	97-018	S		30d	12/1/97	1/9/98	100%
75	LoC RFNDS - clean-up	98-135	S		137d	12/1/97	6/8/98	75%
85	Notice of Collection	97-016	S		90d	2/28/98	7/3/98	17%
91	05 - 04 - Add Court Order				291d	1/13/98	2/22/99	12%
92	Vary Charge Begin date	97-029	C - A	252	110d	1/13/98	6/12/98	71%
100	Default KCAR Case Types To Acct 32/ Ignore 3Pty Payee	98-008	C - A	280	41d	5/11/98	7/8/98	0%
106	Permit Entry Of Order With No Effective Date - if Effective Upon Separation	98-039	C - A	213	71d	6/25/98	8/31/98	0%
112	Permit Entry Of Day Care Charging Subaccount	98-042	C - A	207	101d	6/22/98	11/9/98	0%
118	Prop. Sett., Sec. 71's (NONS/PROP) as charging obl.	98-086	C - A	227	101d	6/22/98	11/9/98	0%
124	Permit Seasonal Terms On All Subaccounts, Including Arrears	98-046	C - A	205	151d	7/27/98	2/22/99	0%
130	Add More Lines For Seasonal Terms	98-065	C - A	143	71d	7/27/98	11/2/98	0%
136	03 - 12 - IW Provisions				262d	12/1/97	11/30/98	56%
137	New Hire - Full Implementation	98-110	S		160d	12/1/97	7/9/98	67%
138	New Hire Phase I				51d	12/1/97	2/6/98	100%
140	New Hire Phase II				113d	2/3/98	7/9/98	52%
142	Match and Insert Part. Income Row				65d	3/16/98	6/12/98	60%
146	Creation of IW Provisions				84d	3/16/98	7/9/98	38%
151	Default IW to "I" and "ACTV"	97-025	C		67d	2/5/98	6/9/98	81%
157	Revise C341's setting of IW Status	98-003	C		61d	9/7/98	11/30/98	0%

This plan can and will be revised for many reasons; priorities may be reconsidered or clarified, new requests will be added, and better information with which to estimate will be acquired.

**KIDS MASTER PLAN:  
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ID	Task Name	SR #	SCE	Scor	Days	Start	Finish	% Comp.
163	05 - 14 - Account History				256d	2/15/98	2/8/99	19%
164	Account History Report	98-072	C - A	269	116d	2/15/98	7/27/98	35%
170	YTD Paid - Acct Hist or Check or Account Summ.		C - A	101	101d	9/21/98	2/8/99	0%
176	Delinquency				156d	12/1/97	7/3/98	56%
177	Revise Delinquency Notice language	97-017	S		62d	12/1/97	2/23/98	100%
183	Delinquency Testing	98-107	S - A	280	91d	2/27/98	7/3/98	26%
189	Charging Issues				255d	4/21/98	4/12/99	8%
190	Implement New Interest Charging legislation	98-158			45d	4/21/98	6/22/98	20%
197	Charge Effective Future Date If CSUP Is Temporarily Suspended	98-007	C - A	280	71d	1/4/99	4/12/99	0%
203	Centralized R&D Issues				161d	6/15/98	1/25/99	0%
204	PRWORA - Centralized R&D	98-143	F		161d	6/15/98	1/25/99	0%
211	Employer Billing - EFT		S		71d	6/15/98	9/21/98	0%
217	Tax Intercept Issues				362d	11/2/98	3/21/00	0%
218	Internalize TI Pre-Offset	98-089,98-132	S		71d	11/2/98	2/8/99	0%
224	IRS Changes		S		101d	11/23/98	4/12/99	0%
230	Handle TI for cases becoming NIVD				101d	11/30/98	4/19/99	0%
236	Make Job C409 Restartable	98-113			342d	11/30/98	3/21/00	0%
242	Make Job C416 Restartable	98-112			71d	11/30/98	3/8/99	0%
248	Distribution Issues				166d	11/30/98	7/19/99	0%
249	Permit Posting More Than \$25 To R&D Subaccount	98-079	C - A		71d	2/8/99	5/17/99	0%
255	Allocate To R&D Subaccount Only if Payment Posted With R&D 'Y' Indicator	98-006	C - A	280	71d	2/8/99	5/17/99	0%
261	Allow payments to be designated for future years' R&D	98-092	C - A	160	71d	2/8/99	5/17/99	0%
267	Create Logic To Support Percentage/Fixed Order Processing W/O Suspend	98-018	C - A	273	101d	3/1/99	7/19/99	0%

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ID	Task Name	SR #	SCE	Scor	Days	Start	Finish	% Cmp.
273	Fix Tax Intercept Processing To Pay Balances Only/Not Periodic Payments	98-023	C - A	265	101d	11/30/98	4/19/99	0%
279	Backdating with Neg. Arrears	98-041	C - A	209	101d	1/4/99	5/24/99	0%
285	Eliminate small checks; auto release with next pmnt	98-078	C - A	280	101d	1/25/99	6/14/99	0%
291	Prioritized Reports: Fin.				382d	12/15/97	5/31/99	3%
292	Balance paid Report	98-114	C - A	280	71d	2/22/99	5/31/99	0%
298	OCSE-34 - & by County (Work Susp)	98-073	C - A	220	157d	12/15/97	7/20/98	4%
304	06 -Third Party Table Maintenance				553d	1/15/98	2/25/00	10%
305	Permit Workers To View All Employees Linked To A Third Party Employer	98-010	C - A	280	71d	7/1/98	10/7/98	0%
311	Employer search by FEIN	98-103			69d	3/9/98	6/11/98	68%
319	Search by City & State	98-029		238	49d	4/6/98	6/11/98	33%
325	Ability to "mass-move" participants to new Empl. ID	97-024	S		433d	7/1/98	2/25/00	0%
331	Third Party Table Cleanup	97-019			1d	1/15/98	1/15/98	100%
333	Financial Reporting Mod's				507d	4/9/98	3/17/00	0%
334	C258: Report WW, WWIQ Coll's separately	97-023	S		22d	4/9/98	5/8/98	10%
336	Suspense Report Mod's		C - A	280	56d	12/31/99	3/17/00	0%
342	C292: % Recon. Report		C		41d	12/31/99	2/25/00	0%
348	D562 Subcare Payments Report: Modify	98-027	C - A	250	41d	12/31/99	2/25/00	0%
354	C780 Disb. Status Report	98-115	C	273	41d	12/31/99	2/25/00	0%
360	Arrears Only, No periodic Payments Ordered report	98-138			41d	12/31/99	2/25/00	0%
366	C203 Adjustment Report - mod's	98-140		220	41d	12/31/99	2/25/00	0%
372	C205 Cash Recon. Report - mod's	98-144			41d	12/31/99	2/25/00	0%
378	C248 Daily balancing Report: Delete from Jobstream	98-149			41d	12/31/99	2/25/00	0%
384	C258 Collection Comparison Report: Produce Accurately Include Tax Intercept	98-075	C - A		41d	12/31/99	2/25/00	0%

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390	C258-Like report detailing contents of "AFDCW2 Cash" Category	98-160			41d	12/31/99	2/25/00	0%
396	C262 IW Delinquency Report mod's	98-117		170	41d	12/31/99	2/25/00	0%
402	C305 Fee Report: Add IV-D R & D Fees to	98-148			41d	12/31/99	2/25/00	0%
408	C312 EOM Reconciliation Report: Title Changes	98-150			41d	12/31/99	2/25/00	0%
414	C334 Void/Canc./Stop Payment Checks Report: Modify	98-153			41d	12/31/99	2/25/00	0%
420	C785 Outstanding checks report mod's	98-118		180	41d	12/31/99	2/25/00	0%
426	D561 Daily Disbursement Report mod's	98-116			41d	12/31/99	2/25/00	0%
432	05 - Financial Management (General)				298d	4/9/98	5/31/99	4%
433	Wlist when CUSTA active & AFDC has pmnt sch.	98-011	C - A	280	41d	3/22/99	5/17/99	0%
439	Wlist when obl. with sch. pmnts is paid	98-014	C - A	275	41d	3/22/99	5/17/99	0%
445	Set CNCS by Crt Case,exclude recent payors	98-017	C - A	273	41d	4/5/99	5/31/99	0%
451	Data Fix: R&D Jurisdiction updates	98-106	C		52d	4/9/98	6/19/98	14%
457	05 - 01 -Add/Update Receipt Batch				64d	12/31/99	3/29/00	0%
458	Distribution of % Orders	98-141	S		55d	12/31/99	3/16/00	0%
465	Screen FPF	97-002	C		64d	12/31/99	3/29/00	0%
471	No Auto IW10's, +5 others	97-011	C		31d	12/31/99	2/11/00	0%
477	05 - 10 - Case Account Statement				41d	12/31/99	2/25/00	0%
478	Show St. Tax & Fed Tax Intercept As Source On Screen FAA	98-021	C - A	269	41d	12/31/99	2/25/00	0%
484	Make Changes To Financial Display Screen To Include Additional Info	98-080	C - A		41d	12/31/99	2/25/00	0%
490	05 - 06 - Financial Adjustments				80d	12/31/99	4/20/00	0%
491	Scripted Adjustments	98-162	C	240	80d	12/31/99	4/20/00	0%
496	Refund Payments to Emp's	98-090	C	280	36d	12/31/99	2/18/00	0%
502	Notes entered on Canc. Check (FCA) should also show on Adjustment (FJB)	98-083	C	129	36d	12/31/99	2/18/00	0%

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508	Add Notes to FHA ("Hold/Release Account")	98-098	C	177	36d	12/31/99	2/18/00	0%
514	Fix Recoupment Deductions So Amount Withheld Is What Worker Entered	98-038	C - A	216	36d	12/31/99	2/18/00	0%
520	Prohibit Adj. Of \$\$ Across Counties		C - A		36d	12/31/99	2/18/00	0%
526	Billing Issues				571d	12/1/97	2/4/00	47%
527	CSWL Rollout thru May	98-105	S		16d	4/20/98	5/11/98	81%
531	Rock County CSWL	98-177	C		36d	4/20/98	6/8/98	26%
537	Stop Billing Interstate cases	98-019	C - A	271	26d	12/31/99	2/4/00	0%
543	Chg "As Of" Date to 1st of Mo.	98-076	C - A		26d	12/31/99	2/4/00	0%
549	List of Non-"DO NOT USE" EMPL's (Dates are est.)	97-019	S		30d	12/1/97	1/9/98	100%
551	Create CSWL flyer mail labels	98-002	S		285d	12/1/97	12/31/98	50%
553	05 - 23 View Court Case Obligations				26d	12/31/99	2/4/00	0%
554	Change View Court Case Obligations Field To Show Frequency Amount	98-068	C - A		26d	12/31/99	2/4/00	0%
560	05 - 17 - Check Write				26d	12/31/99	2/4/00	0%
561	Generate Check Stub/Notice To NCP's With Refund Checks	98-015	C - A		26d	12/31/99	2/4/00	0%
567	Generate Check Stub/Notice To CP On Reissued Check	98-032	C - A		26d	12/31/99	2/4/00	0%
573	05 - 08 - Update Subaccount Indicators				26d	12/31/99	2/4/00	0%
574	Permit Interest Charging On Spousal Support Arrears	98-050		192	26d	12/31/99	2/4/00	0%
580	CASE MANAGEMENT TEAM				626d	1/14/98	6/6/00	12%
581	"Consider Closing Case" Report	97-028	C		51d	1/21/98	3/31/98	100%
587	Report of cases in PNDC > 60 days	97-033	C		32d	2/16/98	3/31/98	100%
593	Cross-cnty, wrkr EVNT Disp.'s	97-012	C		32d	2/16/98	3/31/98	100%
599	Employment Start Date Updatability	97-022	C		19d	1/21/98	2/13/98	100%
605	No Worklists on Closed Cases	97-015	C		42d	2/2/98	3/31/98	100%

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612	Generate County Case Report for Auditors	98-001	S		46d	2/13/98	4/17/98	100%
618	Review & Adjust				105d	2/23/98	7/17/98	52%
619	PRWORA - Review & Adjust	98-111	F		105d	2/23/98	7/17/98	52%
626	04 - 02 -NCP Supplemental Data Update				50d	3/9/98	5/15/98	70%
627	NCP Data Screen for CP's also	98-104	C	95	50d	3/9/98	5/15/98	70%
633	PRWORA - Licenses and Passports		F		172d	2/23/98	10/20/98	27%
634	License Suspension	98-124	F		172d	2/23/98	10/20/98	37%
635	BAA Activities				42d	2/23/98	4/21/98	100%
637	Development Activities				73d	7/10/98	10/20/98	0%
646	Passports	98-129	F		58d	7/27/98	10/14/98	0%
655	03 - 11 -Paternity Testing				126d	8/31/98	2/22/99	0%
656	PRWORA - Paternity	98-134	F		116d	8/31/98	2/8/99	0%
663	Paternity Data to CHS	98-133	C - A		101d	10/5/98	2/22/99	0%
669	Use Actual DoB to calc. Conceptive Per.	98-024	C - A	258	41d	10/19/98	12/14/98	0%
675	Privacy and Confidentiality				116d	11/9/98	4/19/99	0%
676	PRWORA - Privacy	98-130	F		116d	11/9/98	4/19/99	0%
683	03 - 09 - Liens				333d	2/23/98	6/2/99	28%
684	PRWORA - Liens and Seizures	98-127	F		333d	2/23/98	6/2/99	28%
685	BAA Activities				45d	2/23/98	4/24/98	100%
687	Development Activities				118d	12/21/98	6/2/99	0%
696	General Navigation				331.06d	1/14/98	4/21/99	29%
697	List Screen Navigation	97-003	C - A	165	56d	1/14/98	3/31/98	100%
703	Permit Worker To View Participant Cases Then Return To List Participant Case Screen	98-030	C - A	234	46.02d	1/25/99	3/30/99	0%

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