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Date: 2/11/2016 4:47:17 PM
Subject: Draft response to WLTX

Holly and Brian,

Below is our draft response to WLTX on the automated child support system. Please let us know if you have any feedback. Thanks,
Karen

Mary,

Thank you for giving us time to prepare a response to your request for comment on the automated Child Support System. It is my understanding that you were able to ask Director Alford a question on automated child support during your interview of her. Therefore, we hope that you are able to use that clip for your story. Additionally, I asked Jimmy to provide a statement on the current status of the case. The statement from Jimmy is below:

- “We are beginning to transition from the initial planning phase of the project where we have been focused on key plans (software development, requirement management, data conversion, etc.) and the overall project schedule, to work more focused on system design. The system will be designed and developed in phases and we are beginning to work on design and development activities centered on the first system component. “

Below are additional facts on the project:

- The Family Support Act of 1988 required all states to develop and implement a statewide, automated child support enforcement system.
- Twice the State has entered into contracts to complete the project. Both results were unsuccessful in yielding state-wide implementation and resulted in settlements wherein the state received funds from the contractor.
- Most recently, the previous contract was assigned to Xerox Corporation and the contract with Xerox received federal approval in August 2015.
- Xerox has developed and successfully implemented systems in several other states.
- During this project, DSS is adopting another state’s system and proven technology and using the previous work completed by past contractors to ensure no unnecessary duplication of work. In previous projects, the State has attempted to develop a custom application for Child Support Enforcement and Family Court Case Management . Through the new project, Xerox will deliver a system that they recently implemented in the State of Delaware. Versions of this same system are also being used in Arkansas, New Jersey, and Michigan. The State project team will be focused on adopting Delaware business practices whenever possible in order to minimize required system changes.
- Authority for managing the project has been removed from multiagency Executive Steering Committee, where it has previously been housed, and has assigned solely to DSS.

§ The web-based system designed by Xerox will be piloted in 2018 and implemented in all regions on or before September 30, 2019.

§ The project is currently on-target to hit the September 30, 2019, goal for state-wide implementation.

- South Carolina has been paying penalties since 2001. Annual penalties assessed to date and projected

through the project completion are \$10-18/million a year, however, to date, over 50% of the penalties have been paid by contractors.

Have a great day,

Karen

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