

Agreement # CDSS 20-5009

CDSS SCDD Interagency Agreement

DESIGNATED STATE AGENCY REVIEW

FEBRUARY 2024

A. ACCOUNTING AND FISCAL SYSTEMS BRANCH:

CA Department of Social Services Deliverables	Description	Exceed Expectation	Meet Expectation	Not Meet Expectation
1. Accounts Processing	1. Process accounts payable/contracts payable accruals for fiscal year; 2. Process Accounts Receivable accruals, Revenue accruals and Reclassification accruals for fiscal year; 3. Prepare Year-end Financial Statements for state fiscal year; 4. Develop and maintain invoicing process for reimbursable contracts; 5. Process receipts for forwarding to State Treasurer's office; process all deposited receipts to SCDD account; 6. For council members, volunteers and committee members, process paper Travel Expense Claim (TEC) form (STD 262A) and Travel Advances (TA) for users not utilizing CalATERS; CDSS shall complete	✓		

CA Department of Social Services Deliverables	Description	Exceed Expectation	Meet Expectation	Not Meet Expectation
	<p>processing within four (4) weeks for TEC's and ten working days for TA's;</p> <p>7. Process all receipts and disbursements for Office Revolving Fund (ORF) and General Cash (GC) using the CDSS checking account;</p>			
2. Fi\$CAL Tables	<p>1. Process Fi\$CAL labor distribution & cost allocation; produce and distribute expenditure reports;</p> <p>2. Maintain Fi\$CAL tables including the employee master files Process Fi\$CAL functions, corrections, key entry contract review, State Controller's Office (SCO), payroll tapes and CD102 process;</p> <p>3. Post and track outstanding Executive Orders and Budget Revisions (BRs);</p>	✓		
3. Account Maintenance	<p>1. Maintain Office Revolving Fund and General Cash using CDSS checking accounts;</p> <p>2. Federal PMS accounts;</p> <p>3. Develop and maintain deposits and tracking for cash receipts;</p> <p>4. Coordinate with SCO regarding distribution lists, returned and escheat;</p> <p>5. Coordinate with Prison Industry Authority (PIA)/Department of General Services (DGS) regarding distribution lists;</p> <p>6. Process invoices and direct transfers for payment and STD 204 maintenance</p>	✓		

CA Department of Social Services Deliverables	Description	Exceed Expectation	Meet Expectation	Not Meet Expectation
	(invoices without the STD204 will be returned to SCDD); 7. Maintain general ledgers - code all SCO documents and maintain records through the fiscal year; 8. Maintain fixed asset report for internal purposes, provide supporting documentation (reports 18 & 19); 9. Maintain current Equipment Reconciliation and confirm with Business Services that all corrections are done in FM 13; 10. maintain Accounts Payable/Contract Vendor payment history documents; maintain travel history documents			
4. Encumbrance Accounts	1. Review and encumber procurement documents, including unpaid encumbrance documents; process and maintain encumbered accounts;		✓	
5. Account Reconciliations	2. Perform monthly reconciliations through fiscal year; 3. Reconcile State Controller's accounts; 4. CalATERS: process payroll collections for overdue travel advances from SCDD state employees; process overdue travel advance for non-state employees via the State Franchise Board, Federal Internal Revenue Services and/or other collection process; 5. Process individual Citibank Individual Liability Card applications	✓		

CA Department of Social Services Deliverables	Description	Exceed Expectation	Meet Expectation	Not Meet Expectation
6. Federal Reporting	<ol style="list-style-type: none"> 1. Process all Federal reconciliations, grants, reports, Allotment Expenditure ledgers; 2. Maintain reports of fringe benefits paid by travel expense claim and maintain calendar year-to-date records of 676P - Federal report preparation and submit reports as required; 3. Set up new Appropriations in accordance with Annual Budget Act; 4. Maintain Federal financial reports on all open grants and backup through the end of fiscal year; 5. Process Federal reconciliations through the fiscal year; 6. Process and update Allotment Expenditure Ledgers, remittance advice and Federal draw requests for all open federal grants for the fiscal year; 7. Communicate with the Dept of Health and Human Services Administration for Children and Families and Payment Management system to transfer federal draw down authority to SCDD to SCO accounts 		✓	

Notes:

B. MANAGEMENT AND STAFF SERVICES BRANCH:

CA Department of Social Services Deliverables	Description	Exceed Expectation	Meet Expectation	Not Meet Expectation
1. Mailing Services	1. Payroll and inter-office mail delivery		✓	
2. Forms Management	1. Process printing and reproduction requests utilizing DGS & Office of State Publishing (OSP) or, with an OSP granted exemption, outside vendors based upon the printing requirements, i.e. quality requested, required paper stock or format; 2. Provide consultation, planning and design services to ensure ADA compliance for forms design		✓	
3. Transportation Vouchers	1. Maintain and balance, 2. Order and distribute transportation vouchers from appropriate vendor to SCDD (expenses for vouchers are the responsibility of SCDD); 3. Determine and distribute the appropriate number of Transportation vouchers needed by each Volunteer coordinator; 4. Maintain voucher records and reports;		✓	
4. Property Management/Records Management/Recycling	1. Prepare & maintain service agreements for copiers & mail machines; 2. Provide & maintain equipment for loan; 3. Maintain equipment inventory records; 4. Coordinate physical inventory of all equipment; 5. Confidential destruction		✓	

6. Space Planning & Acquisition	<ol style="list-style-type: none"> 1. Search for new or additional office space & location; 2. Office alterations; 3. Facility maintenance; 4. Lease renewals; 5. Office design & changes; 6. Furniture relocation; 7. Computer move and installation; 8. Electrical changes and additions; 		✓	
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Notes: B.2. We rely on various DSS-generated forms or statewide forms for much of our operations. In some cases, we've drafted forms unique to SCDD. We work directly with DGS OSP for printing projects such as those related to the Quality Assurance Program or brochures. However, this is infrequent.

C. HUMAN RESOURCE SERVICES BRANCH:

CA Department of Social Services Deliverables	Description	Exceed Expectation	Meet Expectation	Not Meet Expectation
1. PS222 Processing	1. Review PS 222 package for completeness and compliance prior to processing; 2. Create 607's as a required and complete transaction after Dept of Finance (DOF) approval; 3. Act as operational authority and provide operational direction on all personnel issues as it relates to PS222 processing of payroll issues; 4. conduct Skelly & Coleman hearings when a conflict of interest exists at SCDD;		✓	
2. Pay Records	1. Complete proper payroll and position control functions in accordance with control agency policies and procedures - this includes employees on Workers' Compensation; 2. Maintain SCDD official personnel files;		✓	
3. Examinations	1. Include SCDD Office Technicians in CDSS/HHSA SSA Transfer Examination given twice annually.			
4. Equal Employment Opportunity (EEO) Off	1. Internet access to the CDSS online Sexual Harassment Prevention Training.		✓	

Notes: C.3: As a result of statewide changes to the Staff Services Analyst classification, the transfer examination has been abolished.

D. LEGAL DIVISION:

CA Department of Social Services Deliverables	Description	Exceed Expectation	Meet Expectation	Not Meet Expectation
1. Consultation, Research, Analysis and Representation for the following:	1. Personnel 2. Litigation 3. Adverse Actions 4. Workers' Compensation 5. Retirement issues		✓	

Notes:

E. INFORMATION SYSTEMS DIVISION:

CA Department of Social Services Deliverables	Description	Exceed Expectation	Meet Expectation	Not Meet Expectation
1. Web Maintenance	1. Web Support for a server hosting package for 2. Security and defacement prevention; 3. Distribution and replication as well as back-up; 4. 24-7 uptime on the web site; 5. Email feedback and interactive content services.		✓	
2. Server/Network Maintenance	1. Performing daily backups & restores as needed; 2. Patch management for all server software; 3. Testing and upgrading of the server systems and utilities when appropriate; 4. Defragmenting server's hard drives on a monthly basis; 5. Configuring and updating printer queues when needed; 6. Updating printer/hardware drivers when needed; 7. Support for the Active Directory and Group Policy Objects (GP) systems; 8. Repair and maintenance of all hardware and equipment that are part of the servers; 9. Anti-virus security signature distribution; 10. SQL database support and management;		✓	

	11. Server monitoring events auditing.* (see notes)			
3. Exchange Services	1. Email accounts administration; 2. Adds, deletes and renames;		✓	
4. Software and Computer Support/Troubleshooting	1. SCDD Technical Support staff will perform troubleshooting on all hardware, software, and application support, including computer support for SCDD and Regional Office staff with the coordination and assistance of CDSS ISD Service Desk Tier 1 and 2; 2. the CDSS ISD Service Desk Tier 1 and 2 will work to troubleshoot and resolve the hardware, software, and network account administration including password resets; a ticket will be opened for tracking, reporting, and resolving issue, request and problems; 3. ISD will provide all services offered by the Customer Support Bureau; 4. SCDD and Regional Offices will adhere to the established CDSS IT Standards when purchasing software and hardware; software and hardware not on the CDSS IT Standards is the exclusive responsibilities of the customer to test for compatibility, install, and provide support; 5. CDSS ISD will provide Microsoft Enterprise Mobility + Security E3+Office 365 GCC G3, Office 365 licenses (Outlook, Word, Excel, PowerPoint, Teams, Publisher, Access, Notebook, Visio etc. as needed; Java licenses for CalATERS access; RSA		✓	

	<p>tokens for authentication.</p> <p>6. SCDD will purchase Adobe licenses, assistive technology software and other software licenses as needed.</p>			
5. Facilities Space Support	1. Provide consultation services for facilities and program staff in support of the cable plant design and general troubleshooting advice;		✓	
6. Transition to Another Provider	Web support for Regional Office 6 - copy and provide application to new provider;			
7. Server/Network Support	<p>1. Inventory/hardware/data/software licenses, identify what can be transferred to SCDD or new provider, planning activities with SCDD and new provider to develop transition plan, execute plan;</p> <p>2. Exchange Support – develop mailbox, resource mailbox and distribution lists and data inventory, work with SCDD and new provider to develop migration plan, execute plan, software/PC support</p> <p>3. IT infrastructure - DHCP for Site 39; the other remote site uses static IP; WINS; DNS; AD for authentication, and Global Catalog lookup for Outlook; System Center 2012 Configuration Manager (SCCM) - patch management, software, and HW inventory; folder security via Global Group;</p> <p>4. Facilities Space Support - identify any space projects underway, depending on progress decide which can be transitioned to new provider and close-out projects that may be near completion;</p>		✓	

8. Telecommunications	<ol style="list-style-type: none"> 1. Provide new telephone lines, features and equipment relocations; 2. Provide consultation and review services for new telephone systems; 3. Provide equipment, including inventory, maintenance and repair; 4. Telephone usage training; 5. Telecommunications record keeping, including the billing and maintenance of a list of telephone numbers and State telephone directory services; 6. Cellular telephone inventory - maintain service; calling card inventory - maintain services/billing activities; 7. CALNET contract services - provide and maintain CALNET contract vendor services for moves, adds and changes (voice, cable and CMS features); 8. 800 toll free number - maintain toll free number inventory/billing; 		✓	
9. Information Security	<ol style="list-style-type: none"> 1. Submission of annual Security SIMMs (5300, 5325, 5330, 5340, 5355) ensuring compliance with State information security policies and reporting requirements. 2. Provide support for information security and privacy incidents pertaining to each of the areas of administrative support services listed in Section A.1, a-g. 3. Provide information security and privacy awareness training 		✓	

Notes: E.2: WAN/LAN network support for the Sacramento SCDD headquarters only. For the SCDD headquarters networks support and troubleshooting the SCDD Technical Support staff is to open a ticket with the CDSS ISD Service Desk at (916) 651-5333.

E.4: Office sites are supported by the Department of Technology (CDT) for network services. For the Regional Offices network support and troubleshooting the SCDD Technical Support staff is to open a help ticket with the CDT Service Desk at (916) 464-4311.

E.6: This service is no longer provided or needed.

F. FINANCIAL MANAGEMENT AND CONTRACTS BRANCH:

CA Department of Social Services Deliverables	Description	Exceed Expectation	Meet Expectation	Not Meet Expectation
1. Purchasing	1. Process requests for supplies, publications, subscriptions, and equipment; 2. Conduct formal bids when required by the State Contracting Manual; 3. Obtain necessary signatures, encumbrances, and control agency approvals; 4. Prepare formal bid documents for purchases exceeding departments' delegated purchasing authority to Department of General Services, DGS conduct formal bid process and award order to successful bidder; 5. Provide purchasing instructions, price quotations, and recommendations; 6. Resolve vendor invoice and/or delivery discrepancies; 7. CalCard maintenance responsibility for issuance of cards and tracking; 8. CalRecycle SABRC (State Agency Buy Recycled Campaign) report is October 31 - compile data and submit report (see notes)		✓	

Notes: F.8: Purchasing time frames do not include the time allowed for vendors to deliver products. These times can range from 1-60 days, depending upon availability of merchandise.