

Human Services Connection

**Special
C-IV
Edition**



CN • DAAS • PSD • DCS • DCSS • PERC • TAD • VA

C-IV Goes Live in San Bernardino County



On Monday September 27, 2004, San Bernardino County became the fourth California county to utilize the automated welfare system known as C-IV. This fully integrated information system is designed to manage the data for the following social service programs:

- * California Work Opportunity and Responsibility to Kids (CalWORKs)
- * Food Stamps
- * Medi-Cal
- * Foster Care
- * Adoption Assistance Program
- * Child Care Programs
- * Emergency Assistance
- * Employment Services
- * Kinship Guardianship Assistance Program

This special issue of the *Connection* is completely devoted to C-IV. It will provide information on how the collaborated effort of HSS lead to the successful launch C-IV. This issue will also cover the creative means that TAD district offices used to help staff prepare for this new system.

C-IV stands for Consortium IV; the fourth consortium of California counties founded as a result of the statewide mandate for an automated welfare system. Counties include: Merced, Riverside, Stanislaus and now San Bernardino.

San Bernardino County's shift from the former manual system to the completely automated C-IV system has

Continued on next page ➤

Inside

District Offices Welcome C-IV

2

A Collaborative Effort

3

Published by
San Bernardino County
Performance, Education
and Resource Centers
Community Relations Office

504 North Mountain View
San Bernardino, CA
92415-0038

Editor

Monique Thomas
Assistant Communication Specialist

Layout and Design

San Bernardino County
Printing Services Department
Roddy Padilla

C-IV Goes Live in San Bernardino County

Continued from cover page

revolutionized the welfare process. According to TAD Director **Linda Haugan**, automation is the biggest benefit for employees and customers. “Employees will be able to get much more work done in a shorter time with less errors,” Haugan said. “Customers will receive their benefits in a more timely manner,” she added.

Haugan shared a story about a customer who applied for assistance at the Redlands TAD office. The customer came prepared with all necessary information and was out the office in less than 45 minutes. Her Medi-Cal card would be activated within the next hour. A process that could sometimes take several days can now be completed in less than two hours.



TAD District Offices Welcome C-IV

Continued on next page ►

TAD offices throughout the county developed creative and innovative ideas to introduce C-IV to staff. The following are just a few examples of how district offices welcomed C-IV.

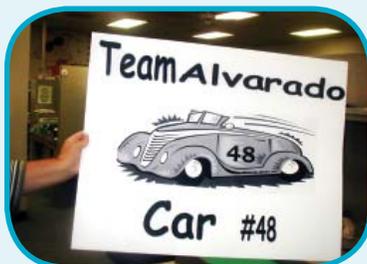
Fontana TAD's C-IV EDBC-500

Inspired by the Fontana Speedway, Fontana TAD created *C-IV EDBC 500*. District Manager **Beth Ryan**, Eligibility Worker Supervisors **Maryann Alvarado** and **Ileana Santiago**, developed the racing theme to create excitement for C-IV and increase morale.

The office walls are filled with information such as the C-IV terms of the week, and a centrally located bulletin board listing coach names and assignments, and important announcements. To bring the racing theme to life, each division created a track (i.e. Clerical, Medi-Cal tracks); each unit within the department has a car. Cars move based on EDBC's completed or cases reviewed.



From left to right Maryann Alvarado, Ileana Santiago and Beth Ryan



Maryann Alvarado feels that the racing theme will help keep employees motivated. “I hope that the [trinkets and decorations] will keep the teams moving towards their goals.”



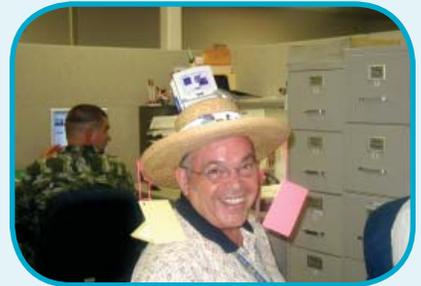
TAD District Offices Welcome C-IV

Continued from previous page

Massachusetts' Crazy Hat Contest



Eligibility Worker Supervisor **Helen Mack** (*pictured in red and white hat*) developed a crazy hat contest to “get things going and lighten the mood.” Mack said. “This is new and we have anticipated some stress, the contest will help keep morale up.” Consistent and frequent communication has also helped alleviate stress. “We have been talking to staff a lot. We held about four office meetings before the rollout.”



On the day of rollout, staff transitioned to the new system quite well. “There have been some glitches, but login went well. We are very proud of staff.” Mack said.



29 Palms TAD Toasts to C-IV Success

Employees of the 29 Palms office toasted to the success of C-IV with sparkling cider and a potluck. Eligibility Worker Supervisor **Katherine MacKenzie** (*pictured on the right*) initiated the idea. “Everyone enjoyed the ‘champagne’ toasts,” Mackenzie said. “Anticipation was high and morale was very good.”



A Collaborative Effort

Continued on next page ►

Supporting the HSS mission of integrated service delivery, every department and unit of HSS was involved in helping this project come into fruition. When asked how it felt to finally see C-IV become a reality in San Bernardino County, C-IV Program Manager **Mary Chase** replied, “This is wonderful!”

Over the past few years, Chase has divided her time between Sacramento and San Bernardino working to ensure the success of C-IV. “This was definitely a team effort,” she said. The “team” included staff from ITSD, TAD, Program Development Division (PDD) and Performance, Education and Resource

A Collaborative Effort

Continued from previous page

Centers (PERC); C-IV staff from Sacramento, staff from the three other C-IV counties and staff from Accenture.

“If one person had not been involved, this [C-IV] couldn’t have happened.” ITSD Director **Steve Hall** said. ITSD acted as project manager by creating an infrastructure and making sure that time lines were met. “This state has record of failed IT projects, this was not one of them.” In preparation for the launch of C-IV, ITSD became the information “hub.” Staff from ITSD, PDD and Accenture fielded questions and issues from the coaches and ISS staff in the district offices. To better meet the needs of this major project, ITSD doubled the size of the help desk, both in workspace and staffing.

PDD worked with program and policy related matters and developed a C-IV users guide. They also revised all TAD handbooks to eliminate obsolete information. “We have worked side by side with TAD to make sure that the transition is as smooth as can be expected,” Supervising Program Specialist **Jeanine Chenault** said.

PERC provided training to current and new HSS staff at the Carousel Mall in San Bernardino.

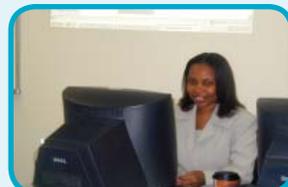
Many HSS Departments Will Utilize C-IV

Since HSS departments often serve the same customers, the launch of C-IV affects service delivery in almost every department and division.

For example, the Department of Child Support Services (DCSS) will use C-IV to research cases. “This is an important system for [our] casework.” DCSS Staff Development Manager **Liz Todd** said. “We will use C-IV to look up aid status and work our cases.” DCSS case initiation staff attended C-IV training, provided by PERC, at the Carousel Mall. ITSD provided help desk aids for internal staff training. “The communication and cooperation [between the departments] is such a good thing,” Todd said. DCSS staff is optimistic about using C-IV. “Staff is positive and looking forward to the new system. C-IV is Windows based, the old system was more difficult to use. I feel as though we are going into the future!!” Todd said.

The Department of Children’s Services (DCS) staff will also use C-IV for research. Staff routinely researches case information to determine whether their customers are receiving assistance from other HSS departments. This comprehensive information helps DCS better serve the customer.

PERC training at Carousel Mall



ITSD information hub

