STATE OF CALIFORNIA
Budget Change Proposal - Cover Sheet
DF-46 (REV 07/23)

Fiscal Year	Business Unit Number	Department
2024-25	5180	California Department of Social Services

Hyperion Budget Request Name	Relevant Program or Subprogram
5180-022-BCP-2024-GB	4275 – Social Services and Licensing

Budget Request Title
Adult Protective Services Program Planning and Development of a Data Warehouse

Budget Request Summary
The California Department of Social Services request limited-term federal fund authority of $369,000 in 2024-25 and $357,000 in 2025-26, which includes limited-term resources equivalent to 2 positions, to begin planning and development efforts toward a data warehouse for the Adult Protective Services Program.

Requires Legislation (submit required legislation with the BCP)	Code Section(s) to be Added/Amended/Repealed
☐ Trailer Bill Language ☐ Budget Bill Language ☒ N/A	Click or tap here to enter text.

Does this BCP contain information technology (IT) components? ☐ Yes ☒ No *If yes, departmental Chief Information Officer must sign*.	Department CIO Click or tap here to enter text.	Date Click or tap to enter a date.

For IT requests, specify the project number, the most recent project approval document (FSR, SPR, S1BA, S2AA, S3SD, S4PRA), the approval date, and the total project cost.

Project No. Click or tap here to enter text. **Project Approval Document:** Click or tap here to enter text.

Approval Date: Click or tap to enter a date. **Total Project Cost:** Click or tap here to enter text.

If proposal affects another department, does other department concur with proposal? ☐ Yes ☐ No
Attach comments of affected department, signed and dated by the department director or designee.

Prepared By	Date	Reviewed By	Date
Taylor Watts	1/10/2024	Leora Filosena	1/10/2024
Department Director	**Date**	**Agency Secretary**	**Date**
Kim Johnson	1/10/2024	Mark Ghaly	1/10/2024

Department of Finance Use Only

Additional Review: ☐ Capital Outlay ☐ ITCU ☐ FSCU ☐ OSAE ☐ Dept. of Technology

Principal Program Budget Analyst	Date submitted to the Legislature
Kia Cha	1/10/2024

A. Problem Statement

The California Department of Social Services (CDSS) requests limited-term federal fund authority of $369,000 in 2024-25 and $357,000 in 2025-26, which includes limited-term resources equivalent to 2 Research Data Specialist I (RDS I) positions to begin planning and development efforts toward a statewide data warehouse for the Adult Protective Services Program (APS).

As part of administering the APS program, each county is required by Welfare and Institutions Code Section 15658(c)(1)-(3) to provide monthly data reports to the CDSS. This data provides information on reports received, cases opened and closed, and demographic information on both victims and perpetrators. Although the data is collected on the same report, capturing the data is done differently by each county as there is no statewide case management system or tool utilized by all counties across the state. Chapter 85, Statutes of 2021, requires the CDSS, in conjunction with stakeholders, to explore the possibility of building a statewide data collection and/or case management system with the capability of providing case level information in real time to APS providers throughout the state and to submit a report to the Legislature making relevant recommendations. In November 2022, the CDSS completed this statutory requirement and submitted a report (Refer to Section F. Supplemental Information) to the Legislature. The report outlined three options to address the lack of a statewide APS case management or data warehouse system.

Welfare and Institutions Code Section 15753(d) mandates that the Department explore the development of a state data collection system that will align with national data collection efforts. Currently, each county collects data independently and reports it to the CDSS monthly using the SOC 242 data collection tool. The CDSS' SOC 242 collects most of the data being sought by the federal Administration for Community Living's (ACL) National Adult Maltreatment Reporting System (NAMRS), including program management information and key data indicators. However, the CDSS does not yet collect case-level data as requested by the NAMRS because there is not a statewide case management or data warehouse system. Moreover, the CDSS does not have existing staff resources to monitor the SOC 242 data and follow up with counties submitting late or incomplete data. This has led to inconsistent and incomplete data submitted to the CDSS, and subsequently, the NAMRS. By reporting inconsistent and incomplete data, the CDSS struggles in its mandate to the NAMRS, to provide consistent, accurate national data on the exploitation and abuse of older adults and adults with disabilities to directly inform prevention and intervention practices at all levels of the adult maltreatment field. While the ACL has currently granted the CDSS an exemption to not report case-level data, this exemption is not guaranteed moving forward.

Resource History
(Dollars in thousands)

Program Budget	PY - 4	PY - 3	PY - 2	PY-1	PY	CY
Authorized Expenditures	N/A	N/A	N/A	N/A	N/A	N/A
Actual Expenditures	N/A	N/A	N/A	N/A	N/A	N/A
Revenues	N/A	N/A	N/A	N/A	N/A	N/A
Authorized Positions	N/A	N/A	N/A	N/A	N/A	N/A
Filled Positions	N/A	N/A	N/A	N/A	N/A	N/A
Vacancies	N/A	N/A	N/A	N/A	N/A	N/A

Workload History *(only include workload measures relevant to the request for resources.)*

Workload Measure	PY - 4	PY - 3	PY - 2	PY-1	PY	CY
e.g., Applications Received, Applications Processed, Call Volume, Site Visits, Audits, Stakeholder Meetings, Hearings, etc.	N/A	N/A	N/A	N/A	N/A	N/A

B. Justification

The requested limited-term resources are necessary to further develop the ideas and recommendations outlined in the legislative report, which were created by representatives from the CDSS, the County Welfare Directors Association, the California Elder Justice Coalition, and other relevant stakeholders, including county management associated with the APS program. These resources will also lead the research and planning of an APS statewide data warehouse, which will bring the CDSS into compliance with the NAMRS data and reporting requirements and lead to consistent statewide data reporting by all counties.

Data Research and Planning

One RDS I will be part of the Adult Project Division (APD) and will act as the lead for program-related data research and planning for the implementation of a statewide APS data warehouse. This position will collaborate closely with interdepartmental divisions, such as the Research Automation and Data Division (RADD), to make sure the technical aspect of data collection are included and to research the logistics of implementing a CDSS-created data warehouse. The position will also work with multiple stakeholders to access, extract, understand, and compile data. The RDS I will gather information from county APS offices, internal and external stakeholders, and program subject matter experts to determine the needs of the different counties based on their respective systems and demographics. The RDS I will monitor county data to identify and project impacts and conduct racial and ethnic disparity analysis. Lastly, this resource will analyze written and numerical data by applying

complex research methods and principles to research problems and submit findings or recommendations to management to assist in decision-making.

The other RDS I will be part of RADD and will lead the creation of required applications or programs to accomplish tasks necessary for data storage and management. This resource will create process maps to identify and conduct a thorough gap analysis to eliminate deficiencies in the current data collection system and make sure the new system is able to meet the NAMRS data and reporting requirements. Additionally, the RDS I will collaborate with APS at the state and county levels to create a data collection system with supporting processes that maintain accurate, consistent, and timely reporting by all counties as well as making sure front-end data collection is seamlessly compiled in the back-end data warehouse. The RDS I will research and recommend meaningful, necessary, and mandated data elements to be collected in the new system to meet current and future program requirements. Lastly, this resource will develop dashboarding, monitoring and reporting systems to track program access, outcomes, and other critical performance indicators which would allow the APS program to quickly identify and resolve program disparities.

C. Departmentwide and Statewide Considerations

On June 8, 2023, California was notified that the APS program will receive $1,379,183 under the Elder Justice Act to enhance, improve, and expand the ability of APS to investigate allegations of abuse, neglect, and exploitation (Refer to Section F. Supplemental Information for Vol. 88, No. 110 of the Federal Register). The anticipated availability of funding under this award is April 1, 2023, to March 30, 2025. The announcement, made by the ACL, outlined examples of activities consistent with the purpose of the statute which are consistent with this proposal. They include:

- Costs and salaries for hiring permanent or temporary staff members, extended hours/over-time for current staff, and associated personnel costs
- Improving data collocation and reporting at the case worker, local, and state levels in a manner that is consistent with the NAMRS

These resources are needed for planning and development efforts to build a data warehouse system. The data warehouse system would gather data from all the counties into a central data repository for analytics and decision support that will inform and impact the APS program's approach, investigation, and case management services on a local and statewide level.

D. Outcomes and Accountability

The requested resources will move the APS program towards statewide data-reporting uniformity making federal reporting and trend analysis more accurate. This will inform and impact outreach, APS worker training, and make sure the APS Program's response to abuse allegations are more timely, effective, and equitable for program clients. Case-level data will allow the program to better identify and resolve disparities within the community while improving equitable outcomes in California for older and dependent adults especially those from communities of color and disenfranchised communities. It will allow the CDSS to report accurate and complete data to the NAMRS to help inform prevention and intervention practices on the national level of the adult maltreatment field. The resources will aid California in its ability to examine the trends and patterns of abuse statewide for the first time in the APS program's history.

Projected Outcomes

Workload Measure	2023-24	2024-25	2025-26
APS statewide data warehouse	Continue reporting limited (non-case level) data temporarily permitted by NAMRS exemption.	Research and plan implementation of a statewide data warehouse. This includes stakeholder engagement to identify county-level staffing and system needs.	Develop based on outcome of research and planning efforts in 2024-25.

E. Implementation Plan

Research and planning activities will begin in 2024-25. If approved, the positions will have an effective start date of July 2024. Once hired, the staff will receive formal and informal training specific to their positions. The research and planning phase will take one year and nine months. Both RDS I positions will work collaboratively with internal and external stakeholders on the local and national level to develop policy, program, and system requirements. After research and planning, the staff will move onto the development phase where the statewide data warehouse will be created, and then a phased implementation to bring the counties onto the statewide data warehouse in groups.

F. Supplemental Information

Workload Analysis and Organizational Charts

Upon Request: Statewide Adult Protective Services Data Collection/Case Management System Workgroup Recommendations and Vol. 88, No. 110 of the Federal Register

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BCP Fiscal Detail Sheet

BCP Title: Adult Protective Services Program Planning and Development of Data Warehouse

BR Name: 5180-022-BCP-2024-GB

Budget Request Summary

Personal Services

Personal Services	FY24 Current Year	FY24 Budget Year	FY24 BY+1	FY24 BY+2	FY24 BY+3	FY24 BY+4
Salaries and Wages Earnings - Temporary Help	0	169	169	0	0	0
Total Salaries and Wages	**$0**	**$169**	**$169**	**$0**	**$0**	**$0**
Total Staff Benefits	0	106	106	0	0	0
Total Personal Services	**$0**	**$275**	**$275**	**$0**	**$0**	**$0**

Operating Expenses and Equipment

Operating Expenses and Equipment	FY24 Current Year	FY24 Budget Year	FY24 BY+1	FY24 BY+2	FY24 BY+3	FY24 BY+4
5301 - General Expense	0	16	4	0	0	0
5302 - Printing	0	2	2	0	0	0
5304 - Communications	0	4	4	0	0	0
5306 - Postage	0	2	2	0	0	0
5320 - Travel: In-State	0	6	6	0	0	0
5322 - Training	0	4	4	0	0	0
5324 - Facilities Operation	0	16	16	0	0	0
5326 - Utilities	0	2	2	0	0	0
5344 - Consolidated Data Centers	0	24	24	0	0	0
5346 - Information Technology	0	18	18	0	0	0
Total Operating Expenses and Equipment	**$0**	**$94**	**$82**	**$0**	**$0**	**$0**

Total Budget Request

Total Budget Request	FY24 Current Year	FY24 Budget Year	FY24 BY+1	FY24 BY+2	FY24 BY+3	FY24 BY+4
Total Budget Request	**$0**	**$369**	**$357**	**$0**	**$0**	**$0**

Fund Summary

Fund Source

Fund Source	FY24 Current Year	FY24 Budget Year	FY24 BY+1	FY24 BY+2	FY24 BY+3	FY24 BY+4
State Operations - 0890 - Federal Trust Fund	0	369	357	0	0	0
Total State Operations Expenditures	**$0**	**$369**	**$357**	**$0**	**$0**	**$0**
Total All Funds	**$0**	**$369**	**$357**	**$0**	**$0**	**$0**

Program Summary

Program Funding

Program Funding	FY24 Current Year	FY24 Budget Year	FY24 BY+1	FY24 BY+2	FY24 BY+3	FY24 BY+4
4275019 - Children and Adult Services and Licensing	0	369	357	0	0	0
Total All Programs	**$0**	**$369**	**$357**	**$0**	**$0**	**$0**

Personal Services Details

Salaries and Wages

Salaries and Wages	FY24 Current Year	FY24 Budget Year	FY24 BY+1	FY24 BY+2	FY24 BY+3	FY24 BY+4
5742 - Research Data Spec I	0	169	169	0	0	0
Total Salaries and Wages	**$0**	**$169**	**$169**	**$0**	**$0**	**$0**

Staff Benefits

Staff Benefits	FY24 Current Year	FY24 Budget Year	FY24 BY+1	FY24 BY+2	FY24 BY+3	FY24 BY+4
5150150 - Dental Insurance	0	1	1	0	0	0
5150350 - Health Insurance	0	15	15	0	0	0
5150400 - Life Insurance	0	1	1	0	0	0
5150450 - Medicare Taxation	0	3	3	0	0	0
5150500 - OASDI	0	11	11	0	0	0
5150630 - Retirement - Public Employees - Miscellaneous	0	53	53	0	0	0
5150750 - Vision Care	0	1	1	0	0	0
5150800 - Workers' Compensation	0	2	2	0	0	0
5150900 - Staff Benefits - Other	0	19	19	0	0	0
Total Staff Benefits	**$0**	**$106**	**$106**	**$0**	**$0**	**$0**

Total Personal Services

Total Personal Services	FY24 Current Year	FY24 Budget Year	FY24 BY+1	FY24 BY+2	FY24 BY+3	FY24 BY+4
Total Personal Services	**$0**	**$275**	**$275**	**$0**	**$0**	**$0**

Workload Analysis for Fiscal Year 2024-25

Adult Program Division

Task I.D #	Activity/ Task Name Description	Units	Hours/ Units	Basis for Workload	Total Hours	Staff Being Requested
1	In collaboration with interdepartmental divisions, such as RADD, make sure the technical aspect of data collection are included and to research the logistics of implementing a data warehouse. Independently resolve complex problems identified through research and provide recommendations to management on varied approaches in the development and implementation of the statewide APS data warehouse.	12	45	Based on previous experience for these responsibilities	540	1 RDS I
2	Work effectively with multiple stakeholders to access, extract, understand, and compile data; gather information from county APS offices, internal and external stakeholders, and program subject matter experts to determine the needs of the different counties based on their respective systems and demographics through stakeholder meetings, surveys, focus groups, targeted reviews, etc. Develop research questions, determines and implements appropriate data collection methods, research methodology and reporting procedures by integrating analytical/statistical results and utilizing a thorough understanding of the program and organizational needs on subject areas of major interest to the APS program to present and disseminate accurate data-informed findings and recommendations based on research to provide technical support and consultative advice to internal and external stakeholders.	10	40	Based on previous experience for these responsibilities	400	1 RDS I
3	Monitor county data to identify and project impacts and conduct racial and ethnic disparity analysis. Assist in responding to ad-hoc data requests which may come from researchers, legislature, and other	10	25	Based on previous experience for these responsibilities	250	1 RDS I

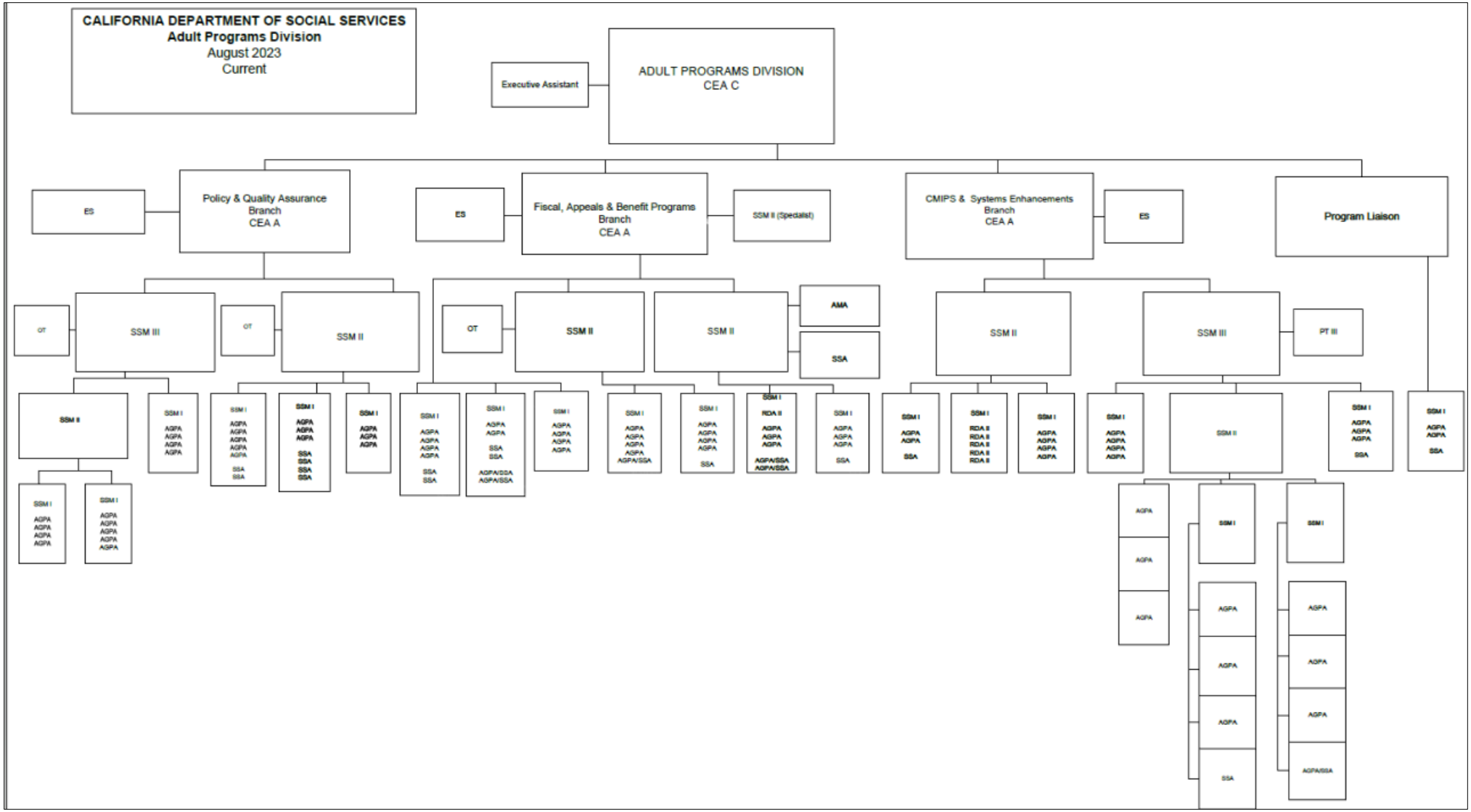
	internal and external stakeholders. Provide consultative advice and support for interpreting existing reports and data models to various governmental entities and agencies.					
4	Develops data-interpretive narratives which may be communicated via analytical reports, or graphs, for purposes of dissemination to APD management. Develops and evaluates queries and makes recommendations. Captures, compiles, and integrates necessary program data using spreadsheets and other instruments for the implementation, compilation, tracking, and monitoring of funds.	10	23	Based on previous experience for these responsibilities	230	1 RDS I
5	Serve as lead to generate, gather, compile, and validate structed and unstructured data to measure, benchmark, and statistically evaluate the impact of current, proposed, or newly implemented federal (i.e., NAMRs data and reporting requirements) or state requirements, programs, policies, procedures, and legislation. Prepares standardized reports and responses to requests for recurring and frequent data requests from departmental management, external agencies and other interested parties that may include reviews of existing and proposed research, policies, or legislation. This work may include selecting and applying appropriate statistical tests, analyzing written and numerical data, and formulating written conclusions to assist in decision-making.	8	25	Based on previous experience for these responsibilities	200	1 RDS I
6	Develop documents or update necessary forms related to data analysis for research projects and assignments. Function as a technical lead for complex data-related projects.	7	24	Based on previous experience for these responsibilities	168	1 RDS I
				Total Hours	**1,788**	

Workload Analysis for Fiscal Year 2024-25

Research, Automation, and Data Division

Task I.D #	Activity/ Task Name Description	Units	Hours/ Units	Basis for Workload	Total Hours	Staff Being Requested
1	Facilitate meetings with the APD, county APS offices, and other stakeholders to gather requirements to implement a statewide data warehouse and data collection system for the APS program. Create As-Is and To-Be process maps to identify and conduct a thorough gap analysis to eliminate deficiencies in the current data collection system and make sure the new system is capable to meet NAMRS data and reporting requirements.	1	540	Based on previous experience for these responsibilities	540	1 RDS I
2	Research and recommend meaningful, necessary, and mandated data elements to be collected in the new system to meet current and future program requirements. Make sure that data collected can be used to track trends, and key performance metrics necessary to measure and maintain equitable program outcomes. Survey best practices of other states and consult with federal partners on trending practices nationally. Provide technical assistance to program sponsors in data-focused discussions.	1	160	Based on previous experience for these responsibilities	160	1 RDS I
3	Collaborate with APS at the state and county levels to create a data collection system with supporting processes that maintain accurate, consistent, and timely reporting by all counties. Make sure front-end data collection is seamlessly compiled in the back-end data warehouse. Work with Adult Program Division and county partners to create and communicate clear standards, directives, procedures, and guidelines for counties.	1	480	Based on previous experience for these responsibilities	480	1 RDS I
4	Develop dashboarding, monitoring and reporting systems to track program access, outcomes, and other critical performance indicators.	1	320	Based on previous experience	320	1 RDS I

	Establish dynamic visualizations that allow the APS to quickly identify and resolve program disparities. Monitor data collection systems to make sure they are performing as expected and establish statistical guidelines and control charts to flag any longitudinal trends in Key Performance Indicators falling outside of expected control parameters. Prepare reports and presentations to update sponsors on system progress and performance.			for these responsibilities		
5	Engage with the Information Systems Division to support data warehouse project manager and to make sure system requirements are tracked and included in final product, and that data governance is in place to protect case-level data. Work with Information Systems Division, county, and CDSS stakeholders to conduct user acceptance testing and make sure all aspects of the system function as expected. Troubleshoot and resolve unexpected outcomes and revise procedural guides as needed.	1	360	Based on previous experience for these responsibilities	360	1 RDS I
				Total Hours	**1,860**	


CALIFORNIA DEPARTMENT OF SOCIAL SERVICES
Adult Programs Division
August 2023
Current
Executive Assistant
ADULT PROGRAMS DIVISION
CEA C
ES
Policy & Quality Assurance Branch
CEA A
ES
Fiscal, Appeals & Benefit Programs Branch
CEA A
SSM II (Specialist)
CMIPS & Systems Enhancements Branch
CEA A
ES
Program Liaison
OT
SSM III
OT
SSM II
OT
SSM II
SSM II
AMA
SSA
SSM II
SSM III
PT III
SSM II
SSM I
AGPA
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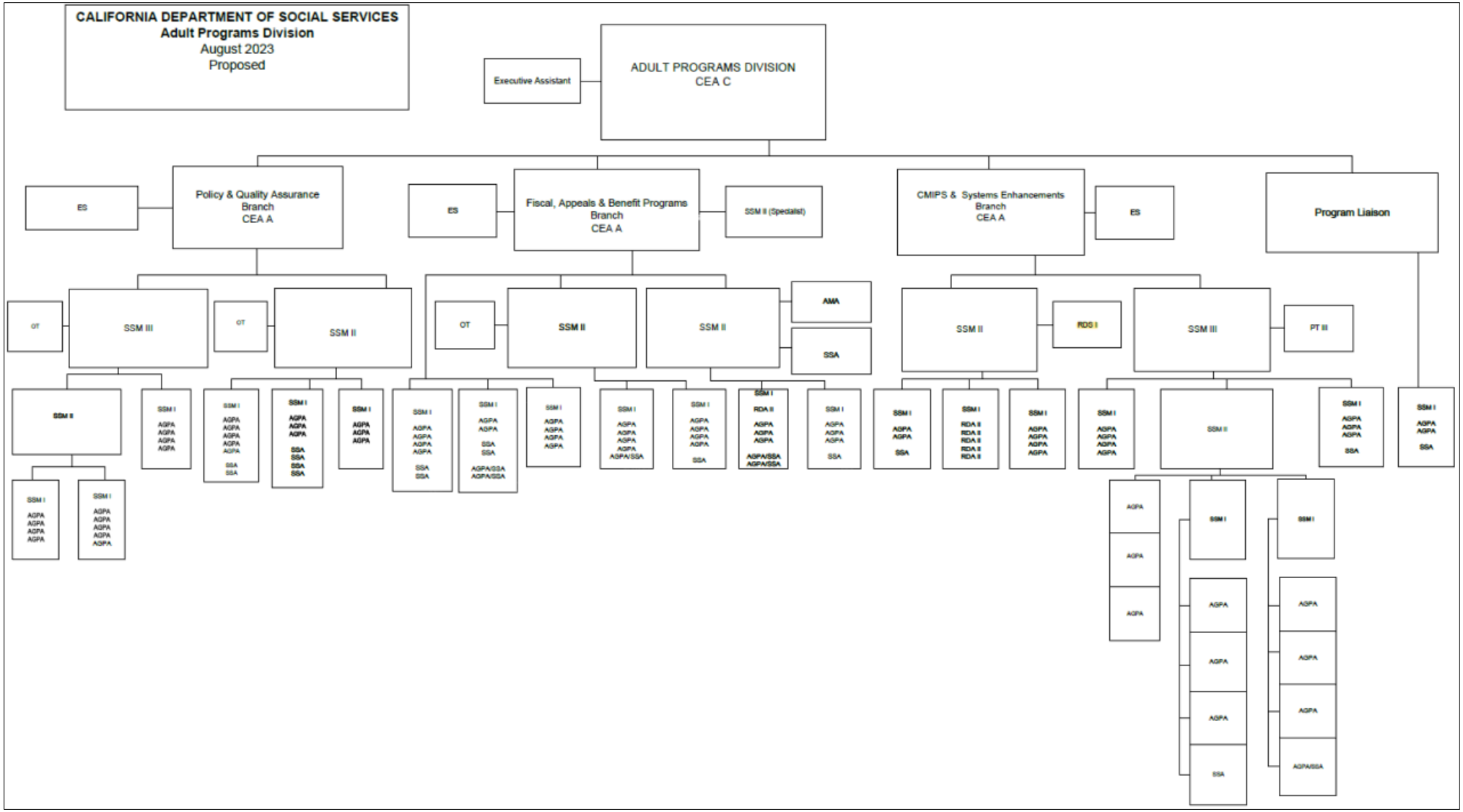
CALIFORNIA DEPARTMENT OF SOCIAL SERVICES
Adult Programs Division
August 2023
Proposed
Executive Assistant
ADULT PROGRAMS DIVISION
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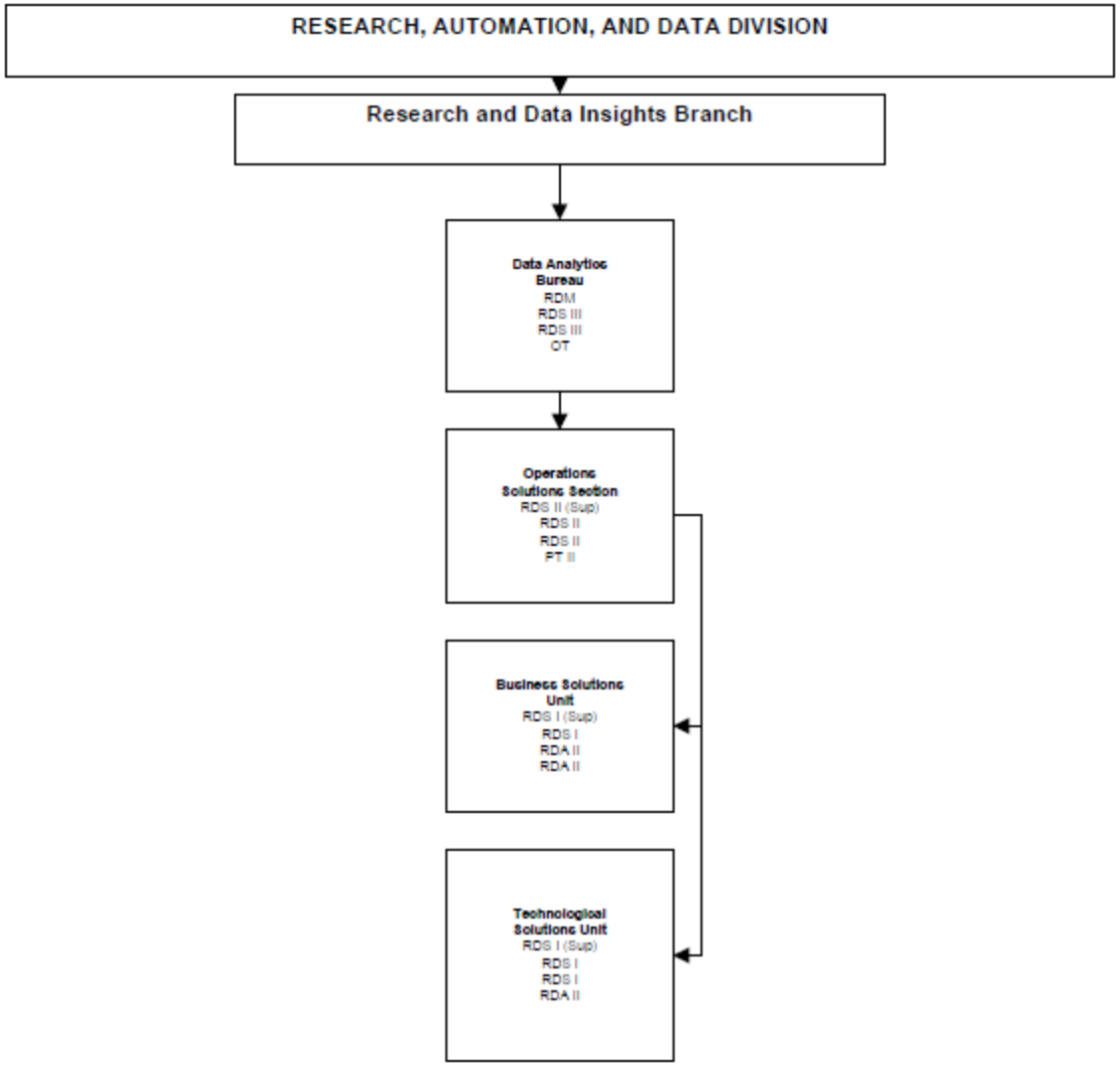
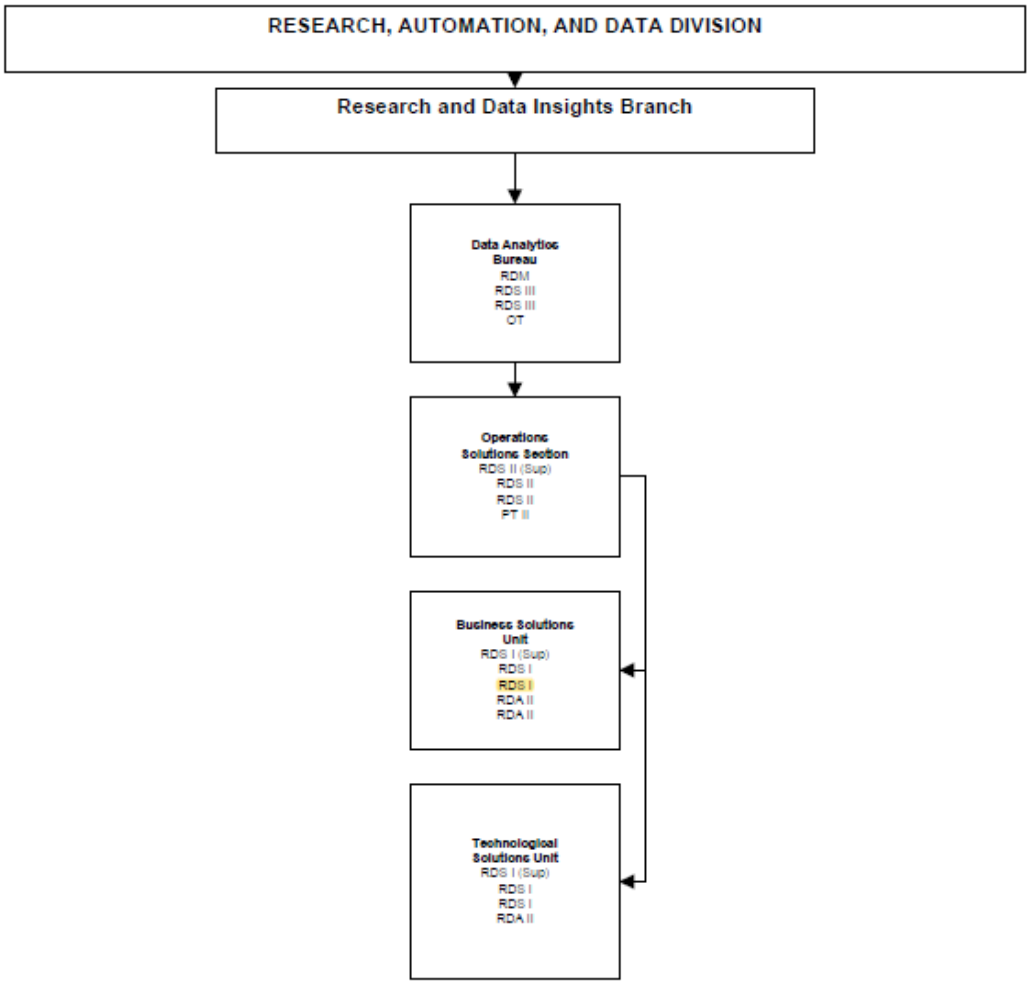
CALIFORNIA DEPARTMENT OF SOCIAL SERVICES
REASEARCH, AUTOMATION, AND DATA DIVISION ORGANIZATION CHART
APS July 2023

Current



CALIFORNIA DEPARTMENT OF SOCIAL SERVICES
REASEARCH, AUTOMATION, AND DATA DIVISION ORGANIZATION CHART
APS July 2023

Proposed