

## MONTEREY COUNTY BOARD OF SUPERVISORS

<b>MEETING:</b>	February 5, 2013- Consent	<b>AGENDA NO:</b>
<b>SUBJECT:</b>	a. Approve and authorize the Director of Child Support Services to sign the shared services Plan of Cooperation with Ventura County Child Support Services regarding the handling of its non-emergency customer calls received at the statewide toll-free telephone number with no exchange of funds commencing February 27, 2013; and b. Accept non-standard County liability and mutual indemnification provisions as recommended by the Director of Child Support Services.	
<b>DEPARTMENT:</b>	Child Support Services	

### **RECOMMENDATION:**

It is recommended that the Board of Supervisors:

- a. Approve and authorize the Director of Child Support Services to sign the shared services Plan of Cooperation with Ventura County Child Support Services regarding the handling of its non-emergency customer calls received at the statewide toll-free telephone number with no exchange of funds commencing February 27, 2013; and
- b. Accept non-standard County liability and mutual indemnification provisions as recommended by the Director of Child Support Services.

### **SUMMARY/DISCUSSION:**

This Plan of Cooperation creates a "shared services" Call Center arrangement between Ventura County Department of Child Support Services and Monterey County Department of Child Support Services for the purpose of answering Monterey's non-emergency customer calls received at the statewide toll-free telephone number. Both counties are on a statewide computer system, which allows them to provide shared services to each other.

In November 2008, under Federal mandate, California completed an electronic customer service system that links all 58 counties. A single toll-free telephone number was implemented for all incoming customer calls, with each county creating a Call Center to handle its portion of the calls. Experience has shown that larger Call Centers are more efficient, and the State is encouraging the development of regional Call Centers so as to conserve Child Support Officer time for the sophisticated casework necessary for successful performance. As a result of this arrangement, Child Support Officers in Monterey County will have additional time to directly manage cases, enhancing timeliness and quality of services provided.

Both counties receive Federal and State funding for their operations, and there will be no shifting of funds between them or financial impacts on the budget as a result of this Plan of Cooperation. Should the California Department of Child Support Services contemplate a funding allocation adjustment because of this Plan of Cooperation, Ventura and Monterey will be notified at least 30 days in advance.

Protocols and referral processes have been developed by another County, Santa Barbara, who has been using this service for the past couple of years. Yolo County recently joined this project as well.

Ventura and Monterey will work closely together to monitor wait times, customer satisfaction, and abandoned call rates. It is anticipated that 90% of the calls will be handled by the Ventura Call Center staff with only 10% being forwarded to Monterey County. Staff in Monterey will answer transfers to their direct telephone lines for any customers requiring additional service, and will handle their requests promptly. Transferred calls will be considered priority calls, further enhancing customer service.

Inasmuch as this arrangement requires collaboration between Ventura County Department of Child Support Services and Monterey County Department of Child Support Services, each entity shall remain separate and distinct programs operating within their respective counties. Monterey will keep case management responsibility for all Monterey cases.

This agreement will commence on February 27, 2013 and is subject to termination with 30 days written notice from either party to the other party and to the California Department of Child Support Services.


**OTHER AGENCY INVOLVEMENT:**

This agreement has been granted prior approval by the State of California, Department of Child Support Services and the agreement has also been reviewed by County Counsel as to legal form; the Auditor Controller for fiscal provisions; Purchasing/Contracts; and the County Administrative Budget Analyst, with the exception of the non-standard mutual indemnification language.

**FINANCING:**

Since the Ventura County Department of Child Support Services and the Monterey County Department of Child Support Services are funded 100% by Federal and State funding, there will be no shifting of funds and there is no cost to the County General Fund associated with this recommendation.

Prepared by:




JODY HOLTZWORTH

Deputy Director

Department of Child Support Services

Dated:

Approved by:



STEPHEN KENNEDY

Director

Department of Child Support Services

Dated:

Enclosures:

Attachment – Plan of Cooperation Between Ventura County Department of Child Support Services and Monterey County Department of Child Support Services

PLAN OF COOPERATION  
BETWEEN  
VENTURA COUNTY DEPARTMENT OF CHILD SUPPORT SERVICES  
AND  
MONTEREY COUNTY DEPARTMENT OF CHILD SUPPORT SERVICES

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This Plan of Cooperation creates a "shared services" Call Center arrangement between Ventura County Department of Child Support Services (VDCSS) and Monterey County Department of Child Support Services (MDCSS). This arrangement is created for the purpose of answering MDCSS telephone calls delivered via the Enterprise Customer Service Solution (ECSS) at VDCSS.

It is the understanding of both parties that this arrangement will commence on February 27, 2013. This agreement is subject to termination with 30 days written notice from either party to the other party and to the California Department of Child Support Services (CDCSS).

In this arrangement, VDCSS agrees to answer incoming calls from customers for MDCSS. Incoming calls being routed through the Enterprise Customer Service Solution will be answered by VDCSS Call Center staff. VDCSS will provide information to customers, employers and title companies regarding services, program, case status and payments. VDCSS will update participant data such as address, e-mail address and telephone number in the California Child Support Enforcement System (CSE) and will forward questions needing county specific assistance to MDCSS.

Inasmuch as this arrangement requires collaboration between VDCSS and MDCSS, each entity shall remain separate and distinct programs operating within their respective counties.

As both VDCSS and MDCSS are funded by CDCSS, there will be no exchange of funds between them for this shift in duties. Should CDCSS contemplate a funding allocation adjustment because of this Plan of Cooperation, VDCSS and MDCSS will be notified at least 30 days in advance.

VDCSS will utilize their current "90/10" model in providing call center services to MDCSS. Under this model, VDCSS will fully answer 90% of the incoming ECSS calls and refer 10% or fewer calls to MDCSS for follow-up. MDCSS will follow-up on the 10% calls or tasks within 48 hours of receiving the referral from VDCSS. VDCSS will meet statewide monthly averages in talk-time, follow-up time and abandonment rate.

Ventura County shall defend, release, hold harmless, and indemnify Monterey County, its elected officials, officers, volunteers and/or employees, from any and all claims for injuries or damages to persons and/or property which arise out of the negligent acts or omissions of Ventura County, its officers and/or employees. It is further agreed that Monterey County shall defend, release, hold harmless, and indemnify Ventura County, its elected officials, officers, volunteers and/or employees, from any and all claims for injuries or damages to persons and/or property which arise out of the negligent acts or omissions of Monterey County, its

officers and/or employees. In the event of concurrent negligence of Ventura County, its officers and employees, and Monterey County, its officers and employees, the liability for any and all claims for injuries or damages to persons and/or property shall be apportioned under the California theory of comparative negligence as presently established or as may hereafter be modified.

The designated contacts and staff of VCDCSS, MCDCSS and CDCSS agree to meet on a regular basis to discuss the status of this arrangement, including problems, issues, concerns, standards and goals.

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Deborah D. Frahm, Director      Date  
Ventura County DCSS  
5171 Verdugo Way  
Camarillo, CA 93012

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Stephen H. Kennedy, Director      Date  
Monterey County DCSS  
752 La Guardia Street  
Salinas, CA 93905

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Kathleen Hrepich, Interim Director      Date  
California Department of Child Support Services  
11120 International Drive  
Rancho Cordova, CA 95670