

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

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 VDCSS, MDCSS and CDCSS agree to meet on a regular basis to discuss the status of this arrangement, including problems, issues, concerns, standards and goals.

 2-12-13	Date	 2-6-13	Date
Deborah D. Frahm, Director		Stephen H. Kennedy, Director	
Ventura County DCSS		Monterey County DCSS	
5171 Verdugo Way		752 La Guardia Street	
Camarillo, CA 93012		Salinas, CA 93905	

 3-27-2013	Date
Kathleen Hrepich, Interim Director	
California Department of Child Support Services	
11120 International Drive	
Rancho Cordova, CA 95670	