



Monterey County

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Board Report

Legistar File Number: 15-1132

November 10, 2015

Introduced: 10/13/2015

Current Status: Agenda Ready

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Matter Type: General Agenda Item

- a. Approve and authorize the Acting Director of Child Support Services to execute the Interagency Agreement for Enhanced Early Intervention with the Contra Costa County Department of Child Support Services, for a total not-to-exceed amount of \$96,000.00 for the period of October 1, 2015, through June 30, 2016;
- b. Accept non-standard County liability and indemnification provisions as recommended by the Acting Director of Child Support Services; and,
- c. Approve and authorize the Acting Director of Child Support Services, or designee, to execute up to two future full one-year extensions to this Agreement that do not significantly alter the terms of the agreement and where the total amendments do not exceed 10% of the original contract amount.

RECOMMENDATION:

It is recommended that the Board of Supervisors:

- a. Approve and authorize the Acting Director of Child Support Services to execute the Interagency Agreement for Enhanced Early Intervention with the Contra Costa County Department of Child Support Services, for a total not-to-exceed amount of \$96,000.00 for the period of October 1, 2015, through June 30, 2016;
- b. Accept non-standard County liability and indemnification provisions as recommended by the Acting Director of Child Support Services; and,
- c. Approve and authorize the Acting Director of Child Support Services or designee to execute up to two future full one-year extensions to this Agreement that do not significantly alter the terms of the agreement and where total amendments do not exceed 10% of the original contract amount.

SUMMARY/DISCUSSION:

With prior written approval, by the State, Monterey County Department of Child Support Services wishes to enter into an interagency agreement with Contra Costa County Department of Child Support Services for an Enhanced Early Intervention process. One of the primary goals of an Early Intervention process is to develop a positive and productive relationship with non-custodial parents by initiating and maintaining intense communication with non-custodial parents with a new enforcement order so they have a better understanding of the Child Support program. The Statewide Child Support program has provided opportunities for Monterey County Department of Child Support Services to utilize our statewide computer system to leverage current expertise/automated processes in what is called "shared service" or where local agencies can help with case management responsibilities. The service provides for an enhanced automated system notification process with new court-ordered cases, which helps avoid payment problems or arrears and is a proven practice to increase collections and improve the operation of local child support offices. The service includes a vendor using regular-interval, consistent automated-call messaging, live calls, automated letters and system-generated reports

and tasks on referral cases with both employers and non-custodial parents. This enhanced process is transparent to the person being contacted and the Department maintains case management responsibility over these cases. In addition to modernizing our case management system, the service will provide more valuable quality time for our case management staff to be more focused on the complex and challenging cases within our caseload.

Using strategies, practices, processes and methods developed by other counties, Marin, Stanislaus, Kern and Merced, the service has resulted in increased overall collections at a greater rate and achievement of higher percent of collections for both current and arrears collections.

Monterey data reporting shows -

	total monthly collections (cases with the service)	program cost	cost effectiveness
January 2015	\$310,781.84	\$9,072.78	\$34.25
February 2015	\$401,100.09	\$8,466.29	\$47.38
March 2015	\$491,261.85	\$14,385.92	\$34.15
April 2015	\$463,412.77	\$14,370.78	\$32.25
May 2015	\$452,505.33	\$10,091.27	\$44.84
June 2015	\$459,518.88	\$8,267.70	\$55.58
July 2015	\$392,640.68	\$9,903.32	\$39.65
August 2015	\$355,760.40	\$10,933.99	\$32.54

For the past eight months, our office has collected an average of \$40.08 for every dollar paid for the service.

The service also supports the State DCSS 2015-2019 Strategic Plan Goals to increase support for California's children and enhance program performance and sustainability and furthermore strengthens Monterey County's capacity to operate a quality, cost-effective child support program and improves the ability to collect support for the families being served.

OTHER AGENCY INVOLVEMENT:

State of California Department of Child Support Services, County Counsel, Auditor-Controller, Risk Management and Contracts/Purchasing have reviewed and approved this agreement as to legal form, fiscal provisions and insurance requirements, respectively.

FINANCING:

This agreement is funded by Federal (66%) and State (34%) funds and approval of this action has no impact on the County General Fund contributions. The funds for this agreement are included in the Child Support Services' adopted budget for FY 2015-16, with no increase in appropriations required. Transactions relating to future fiscal years will be included in each respective recommended budget.

Prepared by: Shirley Liu, Administrative Secretary, (831) 769-8714

Approved by: Jo Ellen Holtzworth, Acting Director of Child Support Services,
(831) 769-8721 

Attachments: Interagency Agreement_Monterey_Contra Costa County_10012015 to
06302016