

INTERAGENCY AGREEMENT
(County Provides Services)

Number
Fund/Org# 1780
Account # 2310
Other #

1. **Contract Identification.**

Department: Child Support Services

Subject: Interagency Agreement between Contra Costa County Department of Child Support Services and Agency named below for Early Intervention Delinquency Prevention Services

2. **Parties.** The County of Contra Costa, California (County), for its Department named above, and the following named Agency mutually agree and promise as follows:

Agency: Monterey County

Capacity: A public agency

Address: 752 La Guardia Street, Salinas, CA 93905

3. **Term.** The effective date of this Agreement is October 1, 2015 and it terminates on June 30, 2016 unless sooner terminated as provided herein.

4. **Payment Limit.** Agency's total payments to County under this Agreement shall not exceed \$96,000.00.

5. **County's Obligations.** County shall provide those services and carry out that work described in the Service Plan attached hereto which is incorporated herein by reference, subject to all the terms and conditions contained or incorporated herein.

6. **Agency's Obligations.** Agency shall pay County for its provision of the services as set forth in the attached Payment Provisions which are incorporated herein by reference, subject to all the terms and conditions contained or incorporated herein.

7. **General and Special Conditions.** This Agreement is subject to the General Conditions and Special Conditions (if any) attached hereto, which are incorporated herein by reference.

8. **Project.** This Agreement implements in whole or in part the following described Project, the application and approval documents of which are incorporated herein by reference: Early intervention delinquency prevention services for child support cases with new, first time, monetary child support orders.

9. **Legal Authority.** This Agreement is entered into under and subject to the following legal authorities: California Government Code Section 26227.

10. **Signatures.** These signatures attest the parties' agreement hereto:

COUNTY OF CONTRA COSTA, CALIFORNIA

BOARD OF SUPERVISORS By _____ Chairman/Designee	ATTEST: Clerk of the Board of Supervisors By _____ Deputy
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AGENCY

By (Signature of authorized Agency representative) _____ _____ (Print name and title A)	By (Signature of authorized Agency representative) _____ _____ (Print name and title B)
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ACKNOWLEDGMENT

A notary public or other officer completing this certificate verifies only the identity of the individual who signed the document to which this certificate is attached, and not the truthfulness, accuracy, or validity of that document.

STATE OF CALIFORNIA)
)
COUNTY OF CONTRA COSTA)

On _____ (Date),

before me, _____ (Name and Title of the Officer),

personally appeared, _____,

who proved to me on the basis of satisfactory evidence to be the person(s) whose name(s) is/are subscribed to the within instrument and acknowledged to me that he/she/they executed the same in his/her/their authorized capacity(ies), and that by his/her/their signature(s) on the instrument the person(s), or the entity upon behalf of which the person(s) acted, executed the instrument.

I certify under PENALTY OF PERJURY under the laws of the State of California that the foregoing paragraph is true and correct.

WITNESS MY HAND AND OFFICIAL SEAL.

Signature of Notary Public



Place Seal Above

ACKNOWLEDGMENT (by Corporation, Partnership, or Individual)
(Civil Code §1189)

APPROVALS

RECOMMENDED BY DEPARTMENT

FORM APPROVED BY COUNTY COUNSEL

By: _____
Designee

By: _____
Deputy County Counsel

APPROVED: COUNTY ADMINISTRATOR

By: _____
Designee

Purpose

This Service Plan sets forth the respective responsibilities of Contra Costa County, on behalf of its Department of Child Support Services (County), and the Monterey County Department of Child Support Services (Agency) for provision of the case management services entitled, California Counties Child Support Payment Services (CaCCSPS). CaCCSPS service provider will upload DCSS case referrals into a CaCCSPS case management program in order to provide services as outlined in Attachment A.

- 1) **County's Obligations:** During the term of this contract County must execute the following services:
- a) Contra Costa County's Department of Child Support Services (DCSS) will gather from the California Child Support Enforcement (CSE) system and transmit to the California Counties Child Support Payment Services (CaCCSPS) program subcontractor those cases that Agency determines are eligible for the California Counties Child Support Payment Services (CaCCSPS) program. To be eligible for the CaCCSPS program, the case must have a first-time, monetary (greater than zero dollars) child support order, including orders modified from zero to greater than zero dollars. Cases ineligible for the program are those where the non-custodial parent is receiving un-attachable social security benefits (SSI/SSP), or is incarcerated, or is receiving Calworks benefits.
 - b) County will contract with a CaCCSPS service provider for case management services described in Attachment A.
 - c) DCSS will transmit order referrals as soon as possible after order issuances using electronic file transfer.
 - d) County will forward Agency payment for CaCCSPS services directly to the CaCCSPS service provider on behalf of Agency.
 - e) County shall bill Agency monthly for services provided under this Contract and by the CaCCSPS service provider for Agency's cases.
 - f) This Contract will not be effective until the County informs Agency that the CaCCSPS service provider has executed a Memorandum of Understanding with the California State Department of Child Support Services to obtain direct, on-line access to the California Child Support Enforcement (CSE) system for all appropriate case information on referred cases, including payments received on such cases.
- 2) **Agency's Obligations:**
- a) Agency acknowledges that County's obligations under this contract are only those as an intermediary to transmit those cases described in paragraph 2.a. above electronically to the CaCCSPS service provider and collect from Agency payment for CaCCSPS services.

Initials: _____
Agency

County Dept.

3) **Payment Provisions:**

In addition to Attachment A, subparagraph h., upon County's written submission of a monthly invoice in the time, form, and manner acceptable to Agency and County, Agency shall pay County a fixed annual service fee for each case it refers to CaCCSPS under this contract as follows:

- b. Case definitions for the purposes of this contract:
 - i. Default Case: A case with a court order type of Judgment Regarding Parental Obligation.
 - ii. Consent Case: A case with a court order type other than Judgment Regarding Parental Obligation.

Monthly Caseload Band	Unit Price Per Consent Case	Unit Price Per Default Case
599 and below	\$112.03	\$123.23
600-699	\$93.36	\$102.70
700-799	\$80.02	\$88.03
800-899	\$70.02	\$77.02
900-999	\$67.03	\$73.73
1000-1099	\$60.81	\$66.89
1100-1199	\$58.71	\$64.59
1200 and above	\$56.26	\$61.89

The Agency will pay County \$30.00 for each case retained in the CaCCSPS program for Additional Years services.

Initials: _____
Agency

County Dept.

Special Conditions

7. **Compliance with Federal and State Regulations and Laws.** Should federal or state regulations or laws touching upon the subject of this Contract be adopted or revised during the term hereof, this Contract will be deemed amended to assure conformance with such federal or state requirements.
8. **Independent Contractor Status.** This Contract is by and between two independent contractors and is not intended to and shall not be construed to create the relationship of agent, servant, employee, partnership, joint venture, or association.
9. **Confidentiality of Case Information.** County shall comply with the California Department of Child Support Services Information Security Manual to maintain data security of Agency's child support case information in transmission of case information to the DPP service provider.
10. **Notices.** All notices provided for by this Contract must be in writing and may be delivered by deposit in the United States mail, postage prepaid. Notices to County must be addressed to the head of the county department for which this Contract is made. Notices to Agency must be addressed to the Agency's address designated herein. The effective date of notice is the date of deposit in the mails or of other delivery, except that the effective date of notice to County is the date of receipt by the head of the county department for which this Contract is made.
11. **Indemnification.**
 - a. County agrees to indemnify and hold harmless Agency for the County's share of liability, as determined by a court of law, for any damage, injury or death of or to any person or the property of any person, including attorneys fees, arising out of the willful misconduct or the negligent acts, errors or omissions of the County, its officers or employees in the performance of this Agreement.
 - b. Agency agrees to indemnify and hold harmless County for Agency's share of liability, as determined by a court of law, for any damage, injury or death of or to any person or the property of any person, including attorneys fees, arising out of the willful misconduct or the negligent acts, errors or omissions of the Agency, its officers or employees in the performance of this Agreement.
12. **No Third-Party Beneficiaries.** Nothing in this Contract may be construed to create, and the parties do not intend to create, any rights in third parties.

Initials: _____
 Agency County

ATTACHMENT A

Case Management Services

California Counties Child Support Payment Services (CaCCSPS) program subcontractor shall provide the following services on the Agency's cases:

- 1) Definitions:
 - a) Auto call refers to an automated telephone call made by a computerized telephone system.
 - b) Auto letter refers to a letter generated using a template by a computer system.
 - c) Live call refers to a telephone call made by a human being.
 - d) Basic locate effort refers to access and use of the Internet and other public and available government data sources to obtain current address, telephone and employer information for an obligated parent.
- 2) CaCCSPS will provide all services in English and Spanish.
- 3) As part of the process to provide information to obligated parents regarding support payment responsibilities, CaCCSPS will create a brochure for County that describes the obligated parents' payment responsibilities and on-time payment expectations, as well as the services to be provided to the obligated parent by CaCCSPS. The brochure will be formatted for print and electronic distribution and approved by County.
- 4) CaCCSPS will establish and provide a single toll-free number for use by obligated parents and their employers for contacting the CaCCSPS Program. When the CaCCSPS specialist makes an initial live telephone contact with an obligated parent whose case has been assigned to the CaCCSPS specialist, or during a call with an obligated parent's employer, the CaCCSPS specialist will give the obligated parent, or obligated parent's employer, his/her name and extension number and ask the obligated parent/obligated parent's employer to always contact him/her using the toll-free number and their personal extension number. When calling this toll-free number, obligated parents and employers will be prompted to dial the extension of the CaCCSPS specialist handling the particular case. If the obligated parent or employer does not know, or has forgotten, the extension of the CaCCSPS specialist, another option is provided to select a general extension number that is answered by any available CaCCSPS specialist. All extensions also include voice mail boxes for leaving a message for a CaCCSPS specialist.
- 5) CaCCSPS will work with Agency to identify government and private community-based resources that are available to work with obligated parents to assist them in overcoming problems that have or might become barriers to making regular child support payments. These barriers include unemployment, perhaps requiring job training, access to transportation, or even help dealing with substance abuse. CaCCSPS specialists will be trained to make appropriate referrals of obligated parents, when necessary, to such community-based resources, while still encouraging the obligated parent to make required child support payments.
- 6) Whenever CaCCSPS confirms an obligated parent phone number, an Auto call, rather than an Auto letter, will be used for subsequent automated contacts with the obligated parent.
- 7) CaCCSPS will upload Agency case referrals to its own automated case management system in order to provide service as follows:
 - a) Pre-'Payment Due' Process

ATTACHMENT A

Case Management Services

- i. Upon receipt of a referral, first-time monetary child support order received CaCCSPS will use automated-call messaging, automated letters, as well as system generated reports and tasks to be performed by CaCCSPS specialists to notify the obligated parent of the parent's support order responsibilities and to send reminders that the initial support payment is due. The content of the call scripts and letters will be developed and agreed upon by County and CACCSPS.
 - ii. CACCSPS will perform basic locate efforts on referred cases in which initial automated calls to the provided obligated parent phone number cannot be completed due to a disconnected or wrong number, or in which automated letters mailed to the provided obligated parent address are returned for a bad address or the addressee is unknown. Locate efforts on individual referred cases will continue during the initial 120 days from order referral by County to CACCSPS.
 - iii. The sequence and timing of such pre-'payment due' activities will be as follows (All Days shown are business-days):
 - (1) Day 1: Receipt and review of new order for acceptance or rejection
 - (2) Day 2:
 - a. Auto call to obligated parent: Intro message to obligated parent on payment responsibilities and expectations.
 - b. Auto letter mailed to obligated parent: Intro to obligated parent on responsibilities and expectations.
 - c. If auto-calls or auto-letters cannot be completed or are returned, basic locate effort is made.
 - (3) Day 5:
 - a. Live call to obligated parent
 - b. Live call to obligated parent's employer
 - c. If live calls above cannot be completed, basic locate effort is made.
 - (4) Day 30 (30 days from receipt of referral or 7 days before payment due date, whichever comes first): Auto call or Auto letter to obligated parent: Upcoming payment due reminder
 - (5) Day 45 (45 days from receipt of referral or 7 days before payment due date, whichever comes first): Auto call or Auto letter to obligated parent: Upcoming payment due reminder
 - (6) Day 60 (60 days from receipt of referral or 7 days before payment due date, whichever comes first): Auto call or Auto letter to obligated parent: Upcoming payment due reminder
- b) Maintenance of Paying Cases
- i. Obligated parents in cases for which an initial payment was received during the original 120-day period since its referral will receive automated, monthly "payment due" reminders by an automated

ATTACHMENT A

Case Management Services

call-message (or automated letter if the obligated parent telephone number cannot be confirmed), of an upcoming regular support payment. The content of the call scripts and letters will be developed and agreed upon by County and CACCSPS. Monthly reminders will continue for 12 months from initial receipt of a referral, unless a payment is missed and remains unpaid for 60 days at which time the case would begin the Missed Payment Process.

- ii. The activities to maintain cases with up-to-date payments will be as follows:
 - (1) On the first of the month during which the next regular support payment is due: Auto call or auto letter to obligated parent: Upcoming payment due reminder.
 - (2) Monthly "Payment Due" reminder continues for 12 months from initial receipt of a case, unless any support payment due goes unpaid for 60 consecutive days.
- c) Payment "Past-Due" Process
 - i. If pre-"Payment-Due" activities do not result in an on-time payment by an obligated parent, then CaCCSPS will use another series of automated-call messaging, or automated letters when no obligated parent telephone number has been confirmed, as well as system generated "work-lists" and "next action" tasks to be performed by CACCSPS staff to notify obligated parents of their missed support payment. The content of the call scripts and letters will be developed and agreed upon by County and CACCSPS.
 - ii. The sequence and timing of such "payment past due" activities will be as follows (All days shown are business-days):
 - (1) Payment due date: Check payment status
 - (2) Day 5 (5 days after payment due, if payment not received) – Auto call or auto letter to obligated parent: Initial missed payment reminder
 - (3) Day 10 (10 days after payment due, if payment not received):
 - a. Live call to obligated parent
 - b. Live call to obligated parent's employer
 - c. If live calls above cannot be completed, basic locate effort is made
 - (4) Day 20 (20 days after payment due, if payment not received) – Auto call or auto letter to obligated parent: Second missed payment reminder
 - a. Live call to obligated parent
 - b. Live call to obligated parent's employer
 - c. If live calls above cannot be completed, basic locate effort is made

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Case Management Services

- (5) Day 30 (30 days after payment due, if payment not received) - Auto call or auto letter to obligated parent: Third missed payment reminder
 - (6) Day 45 (45 days after payment due, if payment not received):
 - a. Live call to obligated parent
 - b. Live call to obligated parent's employer
 - c. If live calls above cannot be completed, basic locate effort is made.
 - (7) Day 60 (60 days after payment due, if payment not received) – Auto call or auto letter to obligated parent: Fourth missed payment reminder
 - (8) Day 70 (70 days after payment due, if payment not received) - Case moves to the Missed Payment Process, described below, for non-compliance.
- d) Missed Payment Process:
- i. When a case had been receiving payments and subsequently receives none for 60 days, or a case has completed the pre-payment process and past-due payment process, the following activities will occur (All days shown are business-days.):
 - (1) Day 1 (Payment due/not received within the past 60 days) - First live call to obligated parent (and obligated parent's employer, if appropriate).
 - (2) Day 15 (Payment not received) - First auto call message or auto letter to obligated parent
 - (3) Day 30 (Payment not received) - Second auto call message or auto letter to obligated parent
 - (4) Day 45 (Payment not received) - Final live call to obligated parent (and obligated parent's employer, if appropriate). If live call cannot be completed, basic locate effort is made
 - (5) Day 60 (Payment not received) - Third auto call message or auto letter to obligated parent
 - (6) Day 70 (Payment not received) - Repeat Missed Payment Process starting at day 1 of the process
- e) Additional Year Process:
- i. Each case is reviewed on the anniversary of its referral for eligibility for another year of services in the CaCCSPS program, based on the following criteria:
 - (1) Not closed by Agency
 - (2) Received at least one payment in the 180 days preceding its anniversary
 - (3) Services not currently on hold or suspended for a reason
 - ii. Additional year services will consists of monthly reminders, missed payment auto call or auto letters, and live calls to the obligated parent and the obligated parent's employer

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Case Management Services

- iii. Activities to maintain Additional Year cases with up to date payments will be as follows:
 - (1) Monthly "Payment Due" reminder continues for 12 months from anniversary date of a case unless it has been 60 consecutive days or more since the last payment was received, at which time the case would begin the Additional Years Missed Payment Process
 - (2) On the first of the month during which the next regular support payment is due – auto call or auto letter to obligated parent: Upcoming payment due reminder.

- f) Additional Years" Missed Payment Process
 - i. Non-compliance activity begins on Day 1 after payment due date and payment is not received, as follows:
 - (1) Day 1 (Payment due/Payment not received within the past 60 days) - First Live call to obligated parent (and obligated parent's employer, if appropriate)
 - (2) Day 30 (Payment not received) - First auto call or auto letter to obligated parent
 - (3) Day 60 (Payment not received) - Final Live call to obligated parent (and obligated parent's employer, if appropriate); if live call above cannot be completed, basic locate effort is made
 - (4) Day 120 (Payment not received) - Second auto call or auto letter to obligated parent
 - (5) Day 180 (Payment not received) - Third auto call or auto letter to obligated parent
 - (6) Day 240 (Payment not received) - Fourth auto call message or auto letter to obligated parent
 - (7) Day 300 (Payment not received) - Fifth auto call message or auto letter to obligated parent
 - (8) Day 360: Payment not received: Case will be closed for CaCCSPS services.

 - g) CaCCSPS Case Closure
 - i. CaCCSPS will close a CaCCSPS case for the following reasons:
 - (1) DCSS has closed the case
 - (2) Non-custodial parent begins to receive un-attachable social security benefits (SSI/SSP) or is incarcerated
 - (3) No Payment received in the 180 days preceding anniversary date
 - (4) CSE case management responsibility is found to have transferred to a county not participating in the CaCCSPS program

 - ii. CaCCSPS will provide a monthly report to DCSS of cases closed in CaCCSPS.
 - iii. CaCCSPS will take no further actions on cases closed in the CaCCSPS program.

 - h) Management and Performance Reports.

ATTACHMENT A

Case Management Services

- i. Contractor will provide management and performance reports as part of the services covered by the service fee per case. Set forth in the Service Plan Outline, 4) Payment Provisions, using data received from DCSS about cases referred to the CaCCSPS program. At a minimum, reports will include the following statistics:
 - (1) The number and percentage of referred cases in which one or more current support payments was due and received during the on-year term of the agreement
 - (2) The dollar amount and percentage of current support owing and received during the term of this contract
 - ii. Upon request by Agency, CaCCSPS will produce additional custom reports at a rate not to exceed \$200.00 per hour.
- i) Performance Estimates and Projections. CaCCSPS will provide Agency with an estimate of expected collections on cases with new, first time monetary orders referred by Agency to CaCCSPS under this contract. Such estimates will rely on data of past performance involving Agency cases, as well as past performance by CaCCSPS on similar delinquency prevention projects in other jurisdictions.