



to collect support for the families being served. The agreement may be terminated with thirty (30) days advance notice or immediately by written mutual consent between the parties.

DISCUSSION:

Protocols and referral processes have been developed by other counties (Marin and Stanislaus) who have been using this service for the past few years. Merced County has joined this project within the past year as well. The service plan includes a vendor who is making standardized live and automated follow-up contacts 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. The service plan agreement will provide more valuable quality time for our case management staff and will allow them to be more focused on the complex and challenging cases within our caseload.

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:

The Department of Child Support Services is funded 100% by Federal and State funding and there is no cost to the County General Fund associated with this recommendation. Any future amendments up to 10% of the annual amount will be covered within the Department's current budget.

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Approved by: STEPHEN KENNEDY, Director of Child Support Services, x 3292

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