



Board Report

File #: 15-1131, Version: 1

- 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 \$46,000.00 for the period of July 1, 2015, through September 30, 2015; and
- b. Accept non-standard County liability and indemnification provisions as recommended by the Acting Director of Child Support Services.

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 \$46,000.00 for the period of July 1, 2015 through September 30, 2015; and,
- b. Accept non-standard County liability and indemnification provisions as recommended by the Acting Director of Child Support Services.

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.

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.

The delay in bringing the interagency agreement for approval and authorization can be attributed to a temporary lapse in communication regarding Board approval processes and contracts policies and procedures but, once the situation was identified and key staff notified, it was immediately corrected.

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,
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Attachments: Interagency Agreement_Monterey_Contra Costa County_07012015 to
09302015