



Colusa, Sutter and Yolo Regional Child Support Agency Leadership Advisory Committee

To: RCSA Leadership Advisory Committee
From: Natalie Dillon, Regional Director
Subject: Status of Regionalization (Agenda Item #5)
Date: February 24, 2021

Effective January 2, 2021 the Colusa, Sutter and Yolo Departments of Child Support Services merged to form the Colusa, Sutter, and Yolo Regional Child Support Agency (RCSA). The purpose of this update is to communicate areas of progress and challenge.

Overall, employees assigned to the RCSA are doing well, with continued focus on the work of Child Support. The majority of staff are teleworking at least a portion of their work week, with minimal staff on site. All three offices remain open to the public with myriad COVID related protections in place for staff and customers. Leadership is able to monitor staff productivity during on site and telework with various system generated reports. A more detailed performance update will be provided later, but we are extremely proud that during a year as difficult as 2020, with all that we juggled, Child Support collections were up 16%; collecting \$29 million in child support for local families!

Three Sutter employees transitioned to Yolo employment in January 2021. Another transitioned earlier this month and I anticipate more will choose to do so throughout 2021, and at designated timeframes during the subsequent four years.

Labor Agreements

Negotiations with labor unions are near completion. The agreement between Sutter County and the Sutter Public Employees Union, AFSCME Council 57 is tentatively scheduled to go to the Sutter Board of Supervisors on February 23, 2021.

Organizational Chart

The Regional Leadership Team created and unveiled to staff a new regional organizational chart. We are working to implement the new structure January through September 2021, when the workload of the three counties will be completely integrated, commiserate with the start of the next Federal Fiscal Year. The new org chart includes all employees of the three child support offices, regardless of their employer of record. Promotional opportunities have been and will continue to be shared with all staff – several have already been recruited for, specifically Program Manager and Business Services Supervisor positions. We have also filled several Child Support Assistant, Child Support Officer and Process Server positions.



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RCSA Brand

We have developed the RCSA logo to be visually inclusive of the three counties. We have pulled colors from each of the county seals (Colusa – gold, Sutter – orange and Yolo – blue) for use throughout our branding. We have also developed a series of icons for use on various collateral materials – that are representative of the customers we serve and work accomplished in Child Support.

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We have entered into a contract with Granicus to build a unique website for the Regional Agency – eliminating the need for three county specific child support sites. We will ensure that the three County websites point to the RCSA site for customers looking for information about our services.

We have created Facebook, Instagram, and Twitter Social Media sites for the Regional Agency, and will spend time increasing our footprint on those platforms.

Child Support Allocation

The Colusa, Sutter and Yolo Counties Child Support programs received a cut to their allocation in 2020/21. The January 2021 Governor’s Budget does partially restore funding to the California Child Support program, however our three counties’ cuts are not restored and are expected to be continued into FY 2021/22, per the recent Initial Planning Allocation letter released by the California Department of Child Support Services (DCSS). Further on the agenda there will be a more complete budget update relative to the Budget Year 2021/22.

The original agreement and MOU to regionalize had the three counties invoicing one another for the duration of the transition period (5 years) to ensure the child support allocation covered payroll and other RCSA costs. In lieu of this cumbersome process, we have made arrangements with the California Department of Child Support Services (DCSS) to redistribute the allocation to the three counties as needed to cover incurred costs. RCSA fiscal staff will work closely with DCSS to ensure the money is allocated as needed. This should greatly reduce, if not eliminate, inter county invoicing and the impact to local Auditor Controller offices.