



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

To: RCSA Leadership Advisory Committee
From: Natalie Dillon, Regional Director
Subject: General Update (Agenda Item #6)
Date: December 1, 2021

Caseload integration

The caseloads of the three counties were successfully integrated in the latter part of September in anticipation of the new federal fiscal year. As a result, each case worker has cases from throughout our combined jurisdiction and teams are serving the entire region.

Centralized Mail Processing

We have transitioned processing of Sutter County Child Support along with the Colusa and Yolo mail to the Woodland office. We have reentered into an agreement with Yolo Health and Human Services (HHSA) for access to their mail room and postage meter, reducing costs to the child support agency.

Centralized Banking

In collaboration with the Yolo County Department of Financial Services, we have opened a new bank account at Wells Fargo to centralize the banking function for the child support payments that are directly given to staff of the Regional Child Support Agency. The vast majority of payments are issued directly to the California State Disbursement Unit (SDU), however some are provided to the local child support agency at our front counter or court. These payments will be deposited into the Wells Fargo account, accessible in all three locations, and transferred to the SDU by ACH payment. This will allow us to close the Colusa and Yolo US Bank accounts. Sutter had previously managed this process through the county treasury.

Automation

Common IT Platform Update

We successfully completed the email migrations of the Colusa and Sutter child support employees such that all Regional Child Support Agency employee email is lastname.firstname@csy.cse.ca.gov.



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E-filing with the Court

We successfully completed testing between DCSS, Tyler (the Court case management system vendor), the Yolo Superior Court and effective earlier this week we can e-file child support documents with the Yolo Superior court.

The Sutter Superior Court is in queue to e-file with Child Support in June 2022.

The Colusa Court implemented the Tyler Odyssey solution as their court case management system last month. We will begin conversations soon as to their openness to e-file.

Administration

Administrative Expenditure Claim (CS356) Audit

Yolo County was selected by DCSS for an audit of the 2019 Administrative Expenditure Claim. Staff worked with auditors from the California Department of Child Support Services this summer and were pleased to receive an audit report with no findings.

Facilities

The Woodland child support office experienced a significant flood October 21st through 25th during the heavy rains. The second story of the building is being renovated for County IT, and modifications were made to the roof such that there was significant influx of rainwater into the first floor. Yolo County General Services was very responsive working throughout the weekend and beyond to abate the water and mitigate damages. Two offices and a large perimeter wall were significantly damaged requiring new drywall. Fortunately, damage to technology equipment was limited. Most staff have their laptops with them and are not left in the office. A few monitors were damaged. The flood and subsequent repairs displaced many staff located in the Woodland office. Most reverted to full time telework, but several worked in the large training room in temporary workstations to ensure customers were able to be served. Air quality samples were completed and were determined safe. Woodland staff have been able to return to their primary work location and resume their approved work schedule.

The Colusa office lease expires February 2022. Negotiations with the property owner, Ralph Keeley, have commenced with tentative terms for a new 5-year lease to include new paint, carpet cleaning and new building signage. We are currently working to obtain cost estimates, and with Yolo County Counsel on the contract as the new lease will be out of Yolo County.