



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: April 6, 2022

Leadership Advisory Committee

Each of the counties' Boards of Supervisors evaluated their committee assignments for 2022. There were no changes to the Board or CAO assignments to the Leadership Advisory Committee (LAC).

RCSA Offices

A number of projects are occurring in each of our offices – this is an exciting time. It should be noted that several staff have taken advantage of the flexibility to change their primary work location to one that is more convenient to their homes. Below are site specific updates.

Colusa Lease

On February 8, 2022, the Yolo County Board of Supervisors approved a five-year lease with Ralph L. Keeley, III for the space located at 217 9th Street, Colusa, CA. The original lease was signed by Colusa County effective September 1, 2013, and was extended three times, through February 28, 2022. The new lease is effective March 1, 2022 through June 30, 2026.

As part of the lease negotiations, the RCSA and the property owner agreed to split the costs of paint, new building signage and carpet cleaning. In preparation for the Colusa office refresh, a significant effort was made to purge the office of excess furniture and files. The Colusa Child Support program had not imaged historic case files, prior to going paperless. This scanning and imaging project was completed by RCSA staff through an overtime project and is now complete.

Yuba City Lease

On March 8, 2022, the Yolo County Board of Supervisors approved a ten-year lease with the Evans Family Trust, for space located at 1007 Live Oak Blvd, Yuba City, CA. This is the location that the Leadership Advisory Committee (LAC) was briefed on during the December 2021 meeting. We are anticipating moving in May 2022. More detailed information is provided in the meeting packet.



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Woodland Office

There has been considerable construction on the second floor of 100 West Court Street, Woodland – the Woodland office of the RCSA. Yolo County purchased the building several years ago, planning for Yolo County IT to move into that space. Construction is coming to a close over the next month or two, with IT staff anticipated to move over the next few months.

Glenn County Shared Attorney Services

In January, I was approached by Dawn Mayer, the Director of the Glenn County Department of Child Support Services asking if we would be open to entering into a Shared Services agreement for attorney services as their attorney accepted a position with another local child support agency effective January 24, 2022. The CSY Regional had essentially two and half attorneys that go to our three courts, and back each other up. Two of the positions are full time FTE, the other position is a part time, extra help attorney. The extra help attorney wanted a full-time position, but the RCSA hasn't had the workload to substantiate it. This shared service agreement, approved by the Glenn County Board of Supervisors on February 15, 2022 and the Yolo County Board of Supervisors on February 22, 2022 commits Glenn County to paying for 50% of the salary and benefits of the shared attorney position. As the California Child Support program uses a shared statewide system, the shared attorney can do work from any of the three RCSA offices, or Glenn County DCSS in Willows. The Glenn County court calendar does not conflict with any of the three court calendars in Colusa, Sutter or Yolo. This also helps mitigate the issue that the part time attorney might seek employment elsewhere if he were to find a full-time position. CA DCSS has agreed to move a portion of the Glenn County allocation to the RCSA to cover the costs, so the need for monthly invoicing is negated. This will increase our costs some as it would be converting an extra help to a regular position, so we will have the costs of benefits. But I also believe we will create the environment for a long-term stable employee. Coincidentally, the Court Commissioner in Glenn County, Commissioner Hinely is the same Child Support Commissioner at the Colusa Superior Court.

Yolo County Board of Supervisors Budget Presentation

On March 16, 2022, I made a presentation to the Yolo County Board of Supervisors providing a program update, including emerging issues. A copy of that presentation is included as an attachment to this agenda item, please let me know if there are any questions or a desire for a similar presentation to the other two Boards of Supervisors.

Budget and Legislative Activity

The Governors Proposed Budget for 2022-2023 shows an increase over the prior year of about \$20.1 million in local assistance for the California Child Support program. After adding the expected 66% federal match, it equates to \$60.3 million in total funding. This means an augmentation of approximately \$215,000 additional funding for the Regional Child Support Agency in the budget year, however we remain underfunded using the recently adopted Budget Methodology, by another



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approximately \$150,000. The Child Support Directors Association (CSDA) is conducting ongoing advocacy to increase program funding, beyond what is in the Governor's Proposed Budget. The Budget Methodology has not adjusted for increases in costs of doing business after 15 years of flat funding, nor the more recent inflationary increases.

On March 15th, upon the request of the Regional Child Support Agency, the Yolo County Board of Supervisors submitted a letter to the California Senate and Assembly Budget Committees in support of additional funding for the Child Support Program. The letter is included in this meeting packet for reference. The Sutter County Board of Supervisors submitted a similar letter.

Additionally, the Governor's Proposed Budget proposes to introduce full pass through for formerly assisted families. The Deficit Reduction Act allows states the option of adopting full pass-through for former TANF (CalWORKs) recipients without the requirement to back fill the federal share of forgone recoupment. It appears this proposal would take advantage of that option in California.

Under federal law, when a parent applies for CalWORKs cash aid (and is not living with the other parent), they generally are required to open a child support case and sign over a portion of their child support payments to the state. This is because a portion of their monthly support payments are retained by the state as a way to pay back the total government costs for the cash aid the family received under the CalWORKs program. This process of retaining the child support as reimbursement for CalWORKs is referred to as CalWORKs recoupment and is part of an historic cost recovery approach. The CalWORKs recoupment payments are roughly split between the state (50 percent), counties (2 ½ percent), and federal government (47 percent).

The Governor's Budget proposes to allow low-income families who formerly received CalWORKs cash aid to keep the payments (collected by the child support program) that are currently used to pay back the government for the CalWORKs cash aid they previously received. The federal government would not require the state to backfill the lost funds that would have gone to the federal government if the payment had not been passed through to the family. The Governor's Budget also proposes to keep the counties whole, providing counties with their 2 ½% share of these collections.

The Yolo County Board of Supervisors also submitted a letter to Governor Newsom and the Senate and Assembly Budget Committees, in support of passing through formerly assisted child support collections to families, and for proposing to backfill the 2 ½% share of CalWORKs collections that would have otherwise been recouped. Sutter County is sending a similar letter.

Business Continuity of Operations Plan

The RCSA has updated its Business Continuity of Operations Plan and has submitted it to both Sutter and Yolo County Emergency Managers for their review. The Colusa CAO's office has received a copy as well.



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Grays Peak Strategies

The RCSA contracted with Grays Peak Strategies, a company very familiar with the Child Support Program, branding and marketing in December 2021. In addition to developing Regional Agency brochures, they have started posting on social media platforms, specifically Facebook, Instagram and Twitter. Both I and/or members of Grays Peak have had contact with each of the county PIOs. It is still in the early stages, but we are starting to see an uptick in community engagement and interaction with our RCSA pages.

Performance

A more detailed performance update will be provided in the second LAC meeting of 2022, but I did want to share with you overall county ranking information on the five federal performance measures. What is particularly noteworthy, is that while regionalizing, in FFY2021 compared to FFY2020, Colusa increased its overall county comparative ranking from 22 to 11; Sutter remained stable at 12; and Yolo improved from 22 to 18. Here forward, the RCSA will report consolidated performance since the caseloads are integrated. These outstanding outcomes are a testament to the dedication, hard work and resilience of the Colusa Sutter Yolo Regional Agency Staff.

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2021-22 Annual Update



2021-22 Accomplishments

Key Initiatives	Complete
Integrated the child support caseloads of staff; all staff now manage cases from each the three counties.	10/1/2021
Collected \$27.5 million in child support in FFY 2021: <ul style="list-style-type: none">• Performance on Paternity, Current Support, and Arrears Federal measures continue to exceed state averages.• National economic response to COVID created a performance bubble when comparing pre pandemic data against pandemic and endemic/economic recovery data.	9/30/2021



Long Range Goals

- Create a team-based culture for the Regional Child Support Agency.
- Effectively brand the Regional Child Support Agency and commit to community engagement.
- Continued focus on collections and performance benefiting our community's families.



2022-23 Goals & Objectives

- Increase customer engagement with Child Support. As evidenced by:
 - Increased stipulation rate, and reduced time to order.
 - Increased case openings
 - Increased utilization of customer engagement tools such as text, DocuSign and Bold Chat
- Continue RCSA branding and initiate community engagement activities



Emerging Issues

- Child Support Collections continue to decline following the peak in 2020, as expected. Most COVID related financial supports have ended, despite the labor market and unemployment rates not being at pre pandemic levels.
- The Governor as evidenced in the January Budget continues to try to find equity across counties in child support funding. If approved in the final budget, this will result in approximately \$215,000 more money for the Regional Child Support Agency.
- The Governor's Budget also proposes full pass-through for formerly assisted families, meaning child support would not be used to recoup the governments public assistance costs. The Governor proposes keeping counties whole on the county share of recoupment.





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COUNTY OF YOLO

Board of Supervisors

District 1, **Oscar Villegas**
District 2, **Don Saylor**
District 3, **Gary Sandy**
District 4, **Jim Provenza**
District 5, **Angel Barajas**

625 Court Street, Room 204 • Woodland, CA 95695
(530) 666-8195 • FAX (530) 666-8193
www.yolocounty.org

Interim County Administrator, **Chad Rinde**
Deputy Clerk of the Board, **Julie Dachtler**

March 15, 2022

The Honorable Nancy Skinner
Chair, Senate Budget and Fiscal Review Committee
1021 O Street, Room 8630
Sacramento, CA 95814

The Honorable Phil Ting
Chair, Assembly Budget Committee
1021 O Street, Room 8230
Sacramento, CA 95814

**RE: SUPPORT – Department of Child Support Services – Budget Item no. 5175,
Supporting Local Child Support Agency Administration**

Dear Chairs Skinner and Ting:

On behalf of Yolo County, we write to express our appreciation for the Governor's proposal to provide \$20.1 million General Fund to the California Department of Child Support Services (DCSS) for support of Local Child Support Agencies. However, we also urge the Legislature and Administration to capitalize on the state budget surplus as an opportunity to fully fund Local Child Support Agencies (LCSA) for both existing and upcoming workload to improve the economic well-being of vulnerable children and families.

The child support program and child support payments resulting from work performed by LCSAs are a crucial safety net for California's children. Child support payments fight poverty providing food, shelter, health care, clothing, and other basics children need to thrive. After over 15 years of flat funding, LCSAs experienced a loss of caseworkers and other vital staff. This significantly impacted the reach of the program. The Child Support Directors Association of California (CSDA), in consultation with DCSS, conducted a Level of Effort study in 2018 which analyzed federal and state mandated casework activities and identified the minimum level of funding needed to provide enough resources to LCSAs to conduct those activities. This led to the establishment of a funding methodology which was codified in Family Code 17306.1. In addition to the Governor's \$20.1 million General Fund proposal, California's 30 least funded LCSAs would require an additional \$14.2 million to be fully funded to meet the minimum statutory and programmatic requirements of the child support program according to the Level of Effort study.

While 30 of 47 LCSAs are currently underfunded to fulfill the existing requirements of the child support program, workload is expected to grow substantially in the coming years due to new federal rules. The federal Flexibility, Efficiency, and Modernization in Child Support Enforcement Programs (FEM) Final Rule assumes that no two cases are the same and no two parties in any given case have the same economic needs and limitations. The new federal guidelines require gathering and analyzing information from a broad spectrum of sources not

previously utilized or currently available through automated interfaces. The state must invest in LCSAs so that they can conduct more extensive case management services with both case participants, provide additional training to staff for whole family case evaluations rather than mass processing. To effectively establish child support orders, LCSA caseworkers will have to spend more time on individual cases and with individual case participants. In addition, the FEM Final Rule supports program modernization, reduction of accumulated unpaid arrears, customer service, and management practices. The new federal rule is a culture shift in how LCSAs do their work and will require resources to effectuate. It is estimated that an additional \$15.7 million General Fund investment will allow California's LCSAs to begin implementation of these laudable program improvements.

When a parent needs help collecting child support ordered by a court, his/her local child support agency works under federal and state law collect and distribute funds. A well-functioning, fully funded, California child support system:

- Ensures children have the financial and emotional support they need;
- Provides case management and connections with social services including cash, nutrition, health care, childcare, and employment services to which a family is entitled; and
- Supports parents paying support in meeting their obligations and maintaining relationships with their children.

Approving the Governor's proposal in conjunction with the additional resources discussed will create a more equitable child support system in California and allow LCSAs to recruit and retain qualified staff. We believe the child support program at its core balances the benefits of child support distributions while directly pulling children and families from poverty.

Sincerely,



Angel Barajas
Chair, Yolo County Board of Supervisors

cc: The Honorable Susan Talamantes Eggman Chair, Senate Budget & Fiscal Review Sub. No. 3
The Honorable Dr. Joaquin Arambula, Chair, Assembly Budget Sub. No. 1
The Honorable Bill Dodd
The Honorable Cecilia Aguiar-Curry
Adam Dorsey, Department of Finance
David Kilgore, Director, California Department of Child Support Services
Renita Polk, Senate Budget and Fiscal Review Committee
Rebecca Hamilton, Senate Republican Fiscal
Nicole Vazquez, Assembly Budget Committee
Eric Dietz, Assembly Republican Fiscal