



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 #5)
Date: May 1, 2024

Annual Department Update

On March 11th, I made a presentation to the Yolo County Board of Supervisors providing a department update covering budget, staffing, program and emerging issues. The PowerPoint used for the presentation is included as an attachment to the LAC agenda packet. Similar presentations can be made to the Colusa and Sutter Boards of Supervisors upon request.

Yolo Strategic Plan

Yolo County's leadership has been working on the 2024 -2028 Strategic Plan and has dedicated a [webpage](#) to this effort, which includes a copy of the [draft strategic plan](#). There are six proposed pillars:

- Thriving Residents
- Collaborative Community
- Sustainable Environment
- Flourishing Agriculture
- Robust Economy
- Operational Excellence

The Child Support program fits nicely within the pillar of Thriving Residents which is currently defined "to provide a healthy safe, and inclusive place to live, work and visit." The proposed county goals in this area are to engage community members with outreach and educational opportunities; reduce disparities and enhance quality of life by improving access to essential services for our most vulnerable constituents; and, to expand diversity, equity and inclusion efforts as well as provide culturally and linguistically responsive services.

The proposed child support goals for inclusion in the 2024-2028 strategic plan are: Increase community engagement in county services through expanding the County Road Show, digital marketing, community presentations and other educational opportunities. We plan on using organic, boosted advertising to promote child support services and determine success by increasing application for services. We also plan to reduce child support debt held by low-income obligors that owe money to the government through the Debt Reduction and Uncollectible Debt Programs. We also intend to achieve a greater



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degree of operational excellence and efficiency by implementing e-service and through increasing the type and volume of e-filed child support documents.

We were intentional in crafting goals for the Yolo Strategic Plan that are aligned with the Colusa County Mission Statement and the Sutter County Priorities in addition to our DCSS Performance Management Plan (PMP) and goals listed in the Yolo and Sutter budget books.

Child Support Directors Association (CSDA) Board of Directors

During the November CSDA Annual Directors Meeting, I was elected to serve a one-year term on the CSDA Board of Directors in 2024. In January, at the first meeting, I was elected as the Secretary of the Board, and therefore serve on the Executive Committee. This position has allowed me to gain additional insights on matters of importance to the child support program.

Legislative Outreach

On March 14, during the Child Support Directors Association (CSDA) Legislative Day, I met with staff from Senator Roger Niello and Assemblywoman Cecilia Aguiar Curry's offices. The purpose of the meetings was to educate legislative staff on the child support program and the importance of the program to our local communities. Both discussions went well, staff were engaged asking many questions.

CSDA Annual Child Support Training Conference

I am excited to share that several members of the Colusa Sutter Yolo RCSA were asked to speak at the 2024 CSDA Annual Child Support Training Conference and represented the Agency well. Sarah Listberger, Child Support Supervisor and certified life coach, presented on *Foundations for Effective Supervision: A Crash Course for New Supervisors*. Anne Glanzer, Supervising Child Support Attorney presented at *Gig Economy Income and Next Gen Child Support Enforcement* as well as *Transforming to Become Next Gen Child Support: Know the Most Important Items for Guideline*. Lastly, I presented at a workshop highlighting our work that resulted in us winning a national award - *Award Winning Programs- Creating a Better Program Together*. I also facilitated discussions regarding outreach and website development at the *Outreach World Café* and at a session entitled *Transform Tomorrow Together: CSDA, NCSEA, WICSEC, ERICSA, NTCSA*. What are they, what do they do, and how can I get involved?

CA DCSS Staff at Local Offices

Many California State employees have been teleworking full time since the COVID Pandemic. Recently the Governor, through his Agency Secretaries communicated a desire to bring state employees back to the office at least a few days a week. CA DCSS has been 100% telework and have downsized their offices significantly such that they do not have enough space for all of their personnel. Additionally, because the Director felt remote work was working so well and envisioned continuing to do so indefinitely, the



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department has been hiring people from around the state over the past several years – not just in the proximity of the Rancho Cordova office. DCSS has surveyed their staff to determine of those that live greater than 50 miles from the state office, which local office would they be interested in working from. DCSS reached out to see if we can accommodate four of their staff who live in and around Sutter and Colusa counties. If agreed, an MOU would be established that outlines expectations and ensures that the local agency does not bear any cost or responsibility for supervising the state employees. We are still in negotiations with DCSS, if any member of the Leadership Advisory Committee has any concerns, please let me know.

Innovation and Technology

DCSS Network

RCSA staff have continued to work with DCSS Technology Services Division staff to add the State Network to the Woodland office, and we are excited to share the network is now accessible. This project has taken several years and more effort than expected. Both Colusa and Sutter LCSAs are considered Option 1, which means that DCSS manages their IT and has the state network in both the Yuba City and Colusa offices. Yolo County manages the IT for those staff in the Woodland office. Bringing the state network to Woodland will allow staff who normally work in Colusa and Yuba City to be on the state network when in Woodland for training, meetings, or coverage without having to VPN, and can print. Additionally, since we store excess state equipment in Woodland, it will allow those devices to be connected to the network and have various security patches and software updates pushed to the devices as needed.

Information Security

The RCSA was subjected to an information security audit in April 2023. The audit report was provided to the agency in November with several findings, including a few findings in our report on the state department itself. The RCSA has submitted a Corrective Action Plan for those items that the local agency has control over. The plan includes installing an additional physical barrier in the Woodland switch closet, demonstrating that Yolo IT is conducting vulnerability scanning and utilizing IRS Safeguard SCSEMs, updating printer settings, and proof of monitoring various visitor and key logs.

Mobile Device Management

Yolo County is contemplating implementing a Mobile Device Management (MDM) Policy for consideration by the Board of Supervisors. The goal of the plan is the creation of county-wide standards defining the use of mobile devices which includes both Agency Owned Mobile Devices (AOMDs) and Personally Owned Mobile Devices (BYOD). Deployment of appropriate protection schemas within and residing on all mobile devices and its communications and connectivity to County assets to ensure that data and information remain protected and that the use of such mobile devices ensure compliance with



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Federal, State, and local legal and regulatory requirements. Oversight of the allocation and administration of mobile devices at the Department Head level. Security and technical recommendations and support provided by the Innovation & Technology Services Department.

The RCSA provides android cell phones (AOMDs) to each member of the leadership team and our process servers who function in the field. All other staff members do not need a cell phone for any regular aspect of their work. The AOMD's are not currently managed and would need to be with this policy. All agency staff are on the State O365 tenant making local Yolo County IT management of the phones impossible. The RCSA has inquired if DCSS could manage the devices in alignment with local policies. DCSS is willing to apply their own MDM policies on our phones but requires that the devices be Apple devices. The agency is currently doing the cost and risk analysis to determine our next steps.

Call Center

On January 26th, 2024, the statewide child support call center was taken offline due to a security incident through February 8th. The security incident did not affect child support data. The vast majority of RCSA calls are handled by a call center managed in Ventura County. Not only were call center agents unable to log in and take calls, but customers were also unable to self-serve through the IVR. The RCSA identified a phone line that we temporarily posted on our website and on our social media for customers to have direct access to our staff. Although certainly not ideal, our front desk staff from all three of our offices managed this line and ensured customers were served.

Tech Refresh

The Regional Agency continues to deploy new hardware as part of tech refresh for laptops and devices that are greater than 5 years old. There have been some technical issues that have slowed down the roll out. The RCSA is also working closely with Yolo IT to complete this project. Among other benefits, this update will allow us to standardize the docking stations in the three offices, mitigating some of the technological issues with hoteling. We expect to complete the roll out by the end of the month.